



PENSKE FLEET MANAGEMENT

Quick Reference Guide for Service Providers

Step 1

GETTING STARTED

Contact Penske Fleet Management (PFM) with the unit number and detailed information about the service request. Penske will then provide you with a unique case number.

Step 2

AUTHORIZATION

- Verbal estimates are required for all services. Upon request, written estimates must be supplied, pending dollar amount. Written estimates should be sent to pfmfleet@penske.com.
- PFM approval is required before performing any work and once approved, changes to repair scope, parts/labor cost, and/or expected completion time must be communicated to PFM before additional works begins.

NOTE: Local customers/drivers do not have authority to approve repair orders directly.

- PFM must be notified immediately of any major mechanical, safety or DOT failures.
- Essential communication guidelines include:
 - » Notification upon arrival to customer site and/or when repairs begin
 - » Applicable repair ETAs – parts/estimated diagnostic time/estimated completion time
 - » Immediate notification upon completion of repair

Step 3

INVOICING

Provide final costs to PFM upon completion of repair and send paperwork (work orders/completed PM sheets) to pfmfleet@penske.com. PFM must be listed as the “bill to” on the invoice. Be sure to include:

- VIN/serial number
- Mileage/hours
- Jobs/job costs (parts labor)

PFM will then issue a Purchase Order (PO). You must submit invoices and corresponding POs within 48 hours to pfminvoices@penske.com. Each invoice must include:

- Penske PO number
- Invoice number
- Unit number or VIN number
- Odometer or hours reading
- Detailed repair breakdown
 - » Labor rate and labor hours
 - » Itemized parts detail

CONTACT INFORMATION

855-234-0020

pfmfleet@penske.com

Fax: 484-324-4700

BILL TO INFORMATION

Penske Truck Leasing

Attn: PFM 6990-10

2675 Morgantown Rd., Reading, PA 19607