



REACH Service Request Form Reference Guide for Customers

A reference guide for our customers to enter a service request through the REACH application.

REACH SERVICE REQUEST FORM REFERENCE GUIDE FOR CUSTOMERS

This form is used for submitting a service request via the REACH application to our TRAC Dispatch team to service your Road Service requests. This reference guide will take you step by step through the form submission process and provide a clear description of what is required to submit a service request.

To access this form:

Visit the TRAC Intermodal website and click Get Road Service or Click this link - [REACH | Service Request](#)



Request Service – Step 1 (Fleet)

After selecting the “**Get Started**” button, you will be guided to the **Request Service** process, beginning with **Step 1**. In this step, enter your company information. Below is an explanation of each field.

The screenshot shows the 'Request Service' form for 'Fleet' information. The form is titled 'Request Service' and '1 of 5'. The 'Fleet' section is highlighted. The form contains the following fields:

- Fleet Name
- Fleet Address
- SCAC Code (optional)
- DOT # (optional)
- Email (optional)
- Phone (with a US flag icon)
- Start Over / Next buttons

1. Fleet Name – Company Name.
2. Fleet Address- Company Address.
3. SCAC Code- Company SCAC Code
 - a. Items of Note: **This field is required.**
4. DOT # - Company DOT Number
5. Email – Company Email Address
6. Phone – Company Phone Number
7. Select Next to progress to the next step

Request Service – Step 2 (Equipment)

Request Service TRAC

2 of 5 Equipment
Next Issue

Which equipment has issues?

Chassis

After selecting “**Chassis,**” the equipment information fields will display. In this step, enter the required details for the chassis needing service, as well as the breakdown location information.

Below is an explanation of each field.

Request Service TRAC

2 of 5 Equipment
Next Issue

Which equipment has issues?

Chassis

Enter equipment information:

- 1 Chassis #
- 2 Vehicle Type & Color (optional)
- 3 Associated Container # (optional)
- 4 Associated Power Unit # (optional)

Is the vehicle loaded? 5

Where did the breakdown occur?

- 6 Reported Location Use Current Location
- 7 Breakdown Notes (optional)

8 Back Next

REACH SERVICE REQUEST FORM REFERENCE GUIDE FOR CUSTOMERS

1. Chassis # - Unit Number
2. Vehicle Type & Color – Not Required
3. Associated Container # - If the unit is loaded, please include the container number
4. Associated Power Unit # - Not Required
5. Is the Vehicle Loaded – If the unit is loaded, please select
6. Breakdown Location – Address of the location where the unit is located.
 - a. Items of Note – There is the option to “[Use Current Location](#)” which will load your current physical location. Please ensure that the address that is loaded is in the correct location
7. Breakdown Notes – Any notes that would be helpful in locating the unit. For example: Location hours of operation, spot number, onsite specific location details etc. It is very important to ensure the repair vendor can locate and access the unit upon arrival to avoid potential dry run charges.
8. Select Next to progress to next step.

Request Service – Step 3 (Issue)

In this step, please indicate all chassis issues that require service. Complete these selections to the best of your ability. We understand that the requester may not know exactly what is failing; however, any details or observations provided will help the vendor better understand the potential repairs prior to arriving at the location.

Below is an explanation of each field.

The screenshot shows the 'Request Service' form in the TRAC system. The form is titled 'Request Service' and is on step 3 of 5. The background image shows a white Volvo truck. The form fields are numbered 1 through 6:

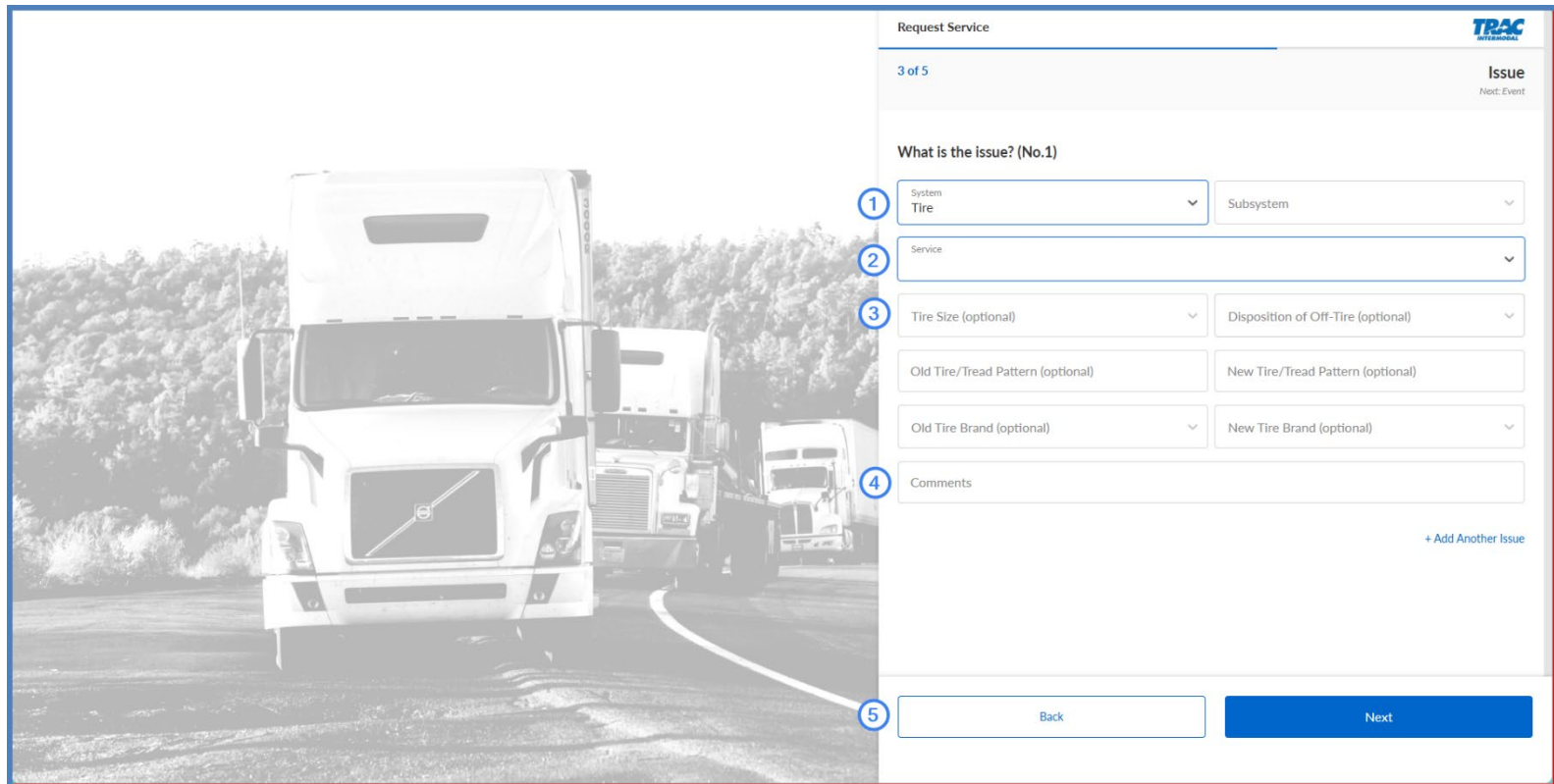
- 1. System (Dropdown menu)
- 2. Subsystem (Dropdown menu)
- 3. Service (Dropdown menu)
- 4. Comments (Text area)
- 5. + Add Another Issue (Button)
- 6. Next (Button)

1. System – Overall component of the unit that is failing. For example: Lights, Tire, Inspection etc.
2. Subsystem - Specific component of the unit that is failing. For example: Marker Light, License Light etc.
 - a. Item of Note: The fields in this section are dynamic and depending on what is selected, additional fields may appear.
3. Service – Type of repair being requested. For example: Resecure Replace with new etc.
4. Comments – Any comments or notes about the defect or failure.
5. + Add Another Issue – If there are multiple failures you can add another issue to the request.

REACH SERVICE REQUEST FORM REFERENCE GUIDE FOR CUSTOMERS

6. Select Next to Progress to the next step

Item of Note: When the failed component is a tire, the tire size **must** be entered as a required field (see screenshot below, Item #3). This information is critical to ensure the correct tire is sourced for the repair before arrival.



The screenshot displays the TRAC Request Service form. The background is a grayscale image of a white Volvo truck on a road. The form is overlaid on the right side and includes the following elements:

- Request Service** header with the TRAC logo.
- Progress indicator: **3 of 5** and **Issue** (Next: Event).
- Section: **What is the issue? (No.1)**
- Field 1: **System** dropdown menu with **Tire** selected; **Subsystem** dropdown menu.
- Field 2: **Service** dropdown menu.
- Field 3: **Tire Size (optional)** dropdown menu; **Disposition of Off-Tire (optional)** dropdown menu.
- Field 4: **Old Tire/Tread Pattern (optional)** text input; **New Tire/Tread Pattern (optional)** text input.
- Field 5: **Old Tire Brand (optional)** dropdown menu; **New Tire Brand (optional)** dropdown menu.
- Field 6: **Comments** text area.
- Link: **+ Add Another Issue**
- Navigation: **Back** button and **Next** button.

Numbered callouts (1-5) are placed on the left side of the form, pointing to the System dropdown, Service dropdown, Tire Size dropdown, Comments text area, and the Next button, respectively.

Request Service – Step 4 (Event)

Please indicate the urgency of the repair and the availability of the unit for service.

Below is an explanation of each field.

The screenshot shows the 'Request Service' form for 'Event' (Next: Driver). The form is titled 'Request Service' and '4 of 5'. The 'Describe this event' section includes an 'Emergency' toggle (1), a 'Needed By (optional)' date selector (2), a 'Unit Available (optional)' date selector (3), 'Reference # (optional)' and 'PO # (optional)' text boxes, a 'Payment Method' dropdown menu (4), and an 'Additional Details (optional)' text area (5). At the bottom, there are 'Back' and 'Next' buttons (6).

1. Emergency Button – If the event is urgent
2. Needed By (Calendar Date Selector) – If there is a specific date the repairs are needed by
3. Unit Available (Calendar Date Selector) – If the unit is currently unavailable this date would indicate the date it is available.
 - a. Items of Note: There are two fields for Reference # and PO # which are not required.
4. Payment Method – Select House Account per the screenshot below.

The image shows a screenshot of a web form's payment method selection dropdown. At the top, there is a search box labeled "Payment Method" with a downward arrow. Below it, the dropdown menu is open, showing a scrollable list of options. The first option is "Comdata Credit Card". Below that is a section header "HOUSE ACCOUNT" in bold. Under this header, the option "House Account" is highlighted in light blue, and a blue arrow points to it from the left. Below the "HOUSE ACCOUNT" section is another section header "NATIONAL TIRE ACCOUNT" in bold. Under this header, the following options are listed: "Michelin", "Yokohama", "Goodyear", "General", and "Other".

5. Additional Details – Any additional information you want to provide about the event.
6. Select Next to progress to the next step

Request Service – Step 5 (Driver and Rep)

In this step you will “Enter the driver’s information?” and provide contact information. There are three different scenarios for this step. All three scenarios are detailed below.

There is not a driver with the unit:

The screenshot shows the 'Request Service' form at step 5 of 5. The form is titled 'Request Service' and has a 'TRAC' logo in the top right corner. The progress indicator shows '5 of 5' and the status is 'Driver Almost done!'. The main heading is 'Enter the driver's information'. Below this is a toggle for 'Is the driver with the unit?' with a callout '1'. The next section is 'Who is reporting this issue?' with five input fields: 'Reporter Name (first, last)' (callout '2'), 'Reporter Phone #' (callout '3'), 'Reporter Email' (callout '4'), and 'Reporter Notification Method' (callout '5'). At the bottom, there are 'Back' and 'Submit' buttons (callout '6').

1. Is the driver with the unit – If there is not a driver with the unit then this selection is turned off.
2. Reporter Name- The contact name of the reporter of the issue. This will be the person being updated on the status of the event.
3. Reporter Phone # - The contact phone number for the person who should be contacted for questions about the event.
4. Reporter Email – The contact email address for the person who should be contacted for questions and status updates.
5. Reporter Notification Method – Preferred method to contact the reporter of the event.
6. Select Next to progress to the next step.

REACH SERVICE REQUEST FORM REFERENCE GUIDE FOR CUSTOMERS

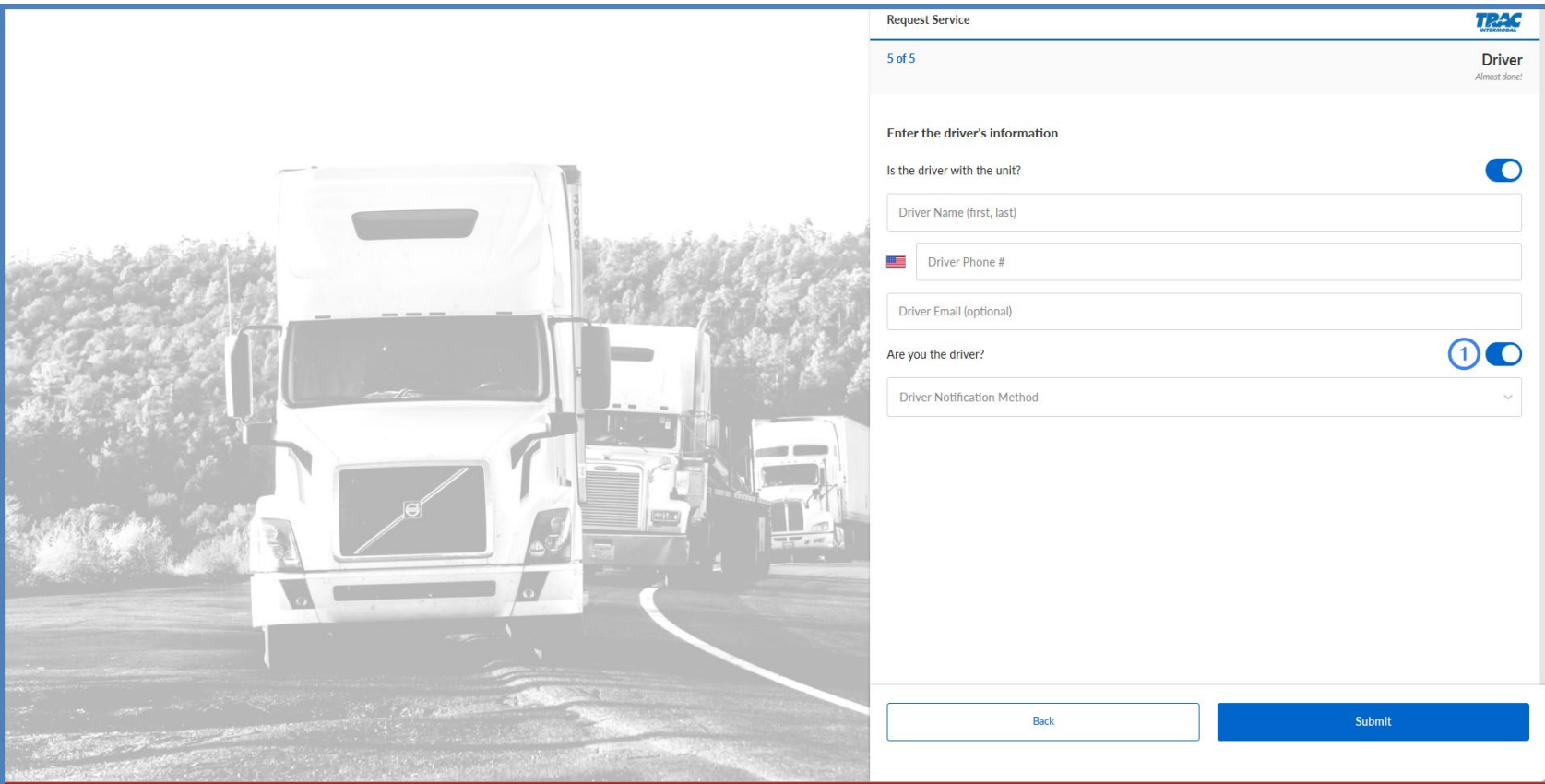
There is a driver with the unit, but they are not the reporter of the issue:


The screenshot shows a mobile application interface for reporting a service issue. The background is a faded image of a white Volvo truck on a road. The form is titled "Request Service" and "5 of 5". It has a "Driver" section with a toggle for "Is the driver with the unit?" (checked). Below this are fields for "Driver Name (first, last)", "Driver Phone #", and "Driver Email (optional)". There is also a toggle for "Are you the driver?" (unchecked) and a dropdown for "Driver Notification Method". The "Who is reporting this issue?" section has fields for "Reporter Name (first, last)", "Reporter Phone #", "Reporter Email", and "Reporter Notification Method". At the bottom, there are "Back" and "Submit" buttons.

1. Is the driver with the unit – If there is a driver with the unit then this selection should be turned on.
2. Driver Name - This will be the person being updated on the status of the event and contacted if additional information is needed.
3. Driver Phone # - The contact phone number for the person who should be contacted for questions about the event.
4. Driver Email - The contact email address for the person who should be contacted for questions and status updates.
5. Are you the driver? – If the driver is not the reporter of the event this selection is turned off.
6. Driver Notification Method- Preferred method of contact of the driver.
 - a. Item of Note: The reporter field description are above in the previous scenario.

REACH SERVICE REQUEST FORM REFERENCE GUIDE FOR CUSTOMERS

There is a driver with the unit and they are the reporter:




Request Service 

5 of 5 Driver
Almost done!

Enter the driver's information

Is the driver with the unit?

Driver Name (first, last)

 Driver Phone #

Driver Email (optional)

Are you the driver? 1

Driver Notification Method

Back Submit

1. Is the driver with the unit – If there is a driver with the unit then this selection should be turned on.
 - a. Items of Note: The driver field descriptions are above in the previous scenario.

Click Submit. If there are any additional details needed one of our dedicated TRAC dispatchers will reach out.

As additional information: TRAC Dispatch Operating Hours: Monday–Friday, 6 AM–9 PM EST For assistance during our operating hours, please call 877-987-2226 ext. 5 or email us at ers@tracintermodal.com. During TRAC Dispatch Off Hours: All TRAC Dispatch REACH requests are automatically routed to FYX for service during our off hours. For real-time updates during this time, please contact FYX directly at 1-866-220-0732. For support, please contact [877-987-2226 ext. 5](tel:877-987-2226)