

Pegasus TransTech, the new owner of TripPak MOBILE, is transitioning TripPak MOBILE users to TRANSFLO Mobile

That means even more capabilities and solutions for our customers. With these two industry leaders united under one name, we are enthusiastic about our bright future together and the services we can provide to you. Here are a few questions you may have for us and the answers.

TRIPPAK
MOBILE



Driver FAQs

• **“How do I download the Transflo app?”**

The Transflo application can be easily downloaded from iTunes or Google Play, depending on whether you have an iPhone or Android device.

> iTunes - <https://itunes.apple.com/us/app/transflo-now!/id443186863?mt=8>

> Google Play: https://play.google.com/store/apps/details?id=com.pegasustranstech.transflonow&feature=search_result

• **“Will this affect my settlement/paycheck?”**

No. It is a top priority to ensure a smooth transition so your settlement/paycheck will not be affected.

• **“Who do I call or email if I have a question or need technical support?”**

Any questions or concerns can be addressed by calling 877-435-7876 or emailing support@trippak.com.

For your convenience, a video on how to use the application can be viewed here: <http://youtu.be/ZAGAW2JhG84>.

We will be making “How To” documents available soon as well.

• **“Do I use the same Client ID, or do I need a new one?”**

Please use your existing Client ID. Should you need a new Client ID, we will notify you as soon as possible and guide you through any changes or questions you have.

• **“When will this transition take place and how soon do I need to download the app?”**

The transition is taking place now, and the TripPak MOBILE app will be deactivated on July 31, 2014. Please download and begin using the TRANSFLO Now app as soon as possible.

• **“Will I lose my previous history of submitted items?”**

Trip history will still be maintained in the TripPak MOBILE app for 14 days from the scan date, or up until July 31, 2014, whichever comes first.

After this date, all history in the TripPak MOBILE app will be gone. We recommend drivers download and save any trip documents before July 31.

Fleet Customer FAQs

• **“What adjustments do we need to make on our end to ensure a trouble-free transition?”**

It is our goal to make a seamless transition from TripPak to TRANSFLO. We will be giving you as much information as possible to guide you while we make the change. Should you need to do anything specific, we will advise you immediately.

• **“Will this affect how or how often we receive images?”**

We intend for your service to remain the same and are currently working through those details but it is possible certain changes will need to be made. If any changes will be made in how or how often you receive images, you will be advised as soon as possible.

• **“Who do we call or email if we have a question or need technical support?”**

Any questions or concerns can be addressed by calling 877-435-7876 or emailing support@trippak.com.

• **“Do we use the same Client ID, or do we need a new one?”**

Please use your existing Client ID. Should you need a new Client ID, we will notify you as soon as possible and guide you through any changes or questions you have.

• **“When will this transition take place?”**

The transition is taking place now, and the TripPak MOBILE app will be deactivated on July 31, 2014. Please encourage your drivers to download and begin using the TRANSFLO Now app as soon as possible. Also, please keep in mind, until all of your drivers are migrated to TRANSFLO Mobile as the single solution, you will be receiving two separate invoices.

• **“Are you assisting in notifying our drivers, or do we need to send out a notification?”**

Yes, we will be notifying drivers through various channels (i.e. calls, texts, social media, email etc.) to ensure they are aware of the transition.

We encourage you to utilize your fleet communications for driver notifications as well to help the migration process be as seamless as possible.

Common Customer FAQs:

• **“Will my rates remain the same since I am a TripPak customer and a TRANSFLO customer?”**

Most likely, yes. We are reviewing the rate structure and services of both companies to ensure we are offering the best solutions at the most reasonable prices. Any rate changes will be communicated immediately.

• **“Will I still have my same customer service representative?”**

Any change to your contact or service protocol will be communicated to you as soon as possible. Until then, operate as you have been with the same contact and personnel as before the transition.