

**PRIMARY CLEAR CODES** (Use only one primary clear code per call)

DESCRIPTION	CODE	WHEN TO USE
BASIC TOW OVER 5 MILES (AAA PAYS FOR EXTRA MILEAGE)	REM	Use ONLY if AAA is paying for extra mileage. (Example: AAA has a credit card for the over mileage; vehicle is being towed to the nearest AAR facility or back to your shop.) When this code is used, it is necessary to enter in the total number of miles the vehicle was towed. Enter that number after this code in the "Other" line. EX(If towed 15 miles) : REM 15
BATTERY SALE	BS	Use if the driver sold a battery to the member.
BATTERY WARRANTY SALE	BW	Use if the member purchased a battery in the past and it needs to be replaced under warranty.
CANCEL CALL DUE TO NO ID	IDCAN	Use after checking with a Dispatcher or Supervisor. This code requires prior approval before utilizing. It is required that a comment be entered in the Comments field when this option is chosen.
CANCELLED EN ROUTE	PCAN	Use if AAA calls to cancel the call and the driver was already on his/her way to service the vehicle. It is required that a comment be entered in the Comments field when this option is chosen.
CANNOT LOCATE VEHICLE	CNL	When the driver is unable to locate the vehicle. It is required that a comment be entered in the Comments field when this option is chosen. Must be OS for a minimum of 10 minutes.
GONE ON ARRIVAL	GOA	If the driver arrives on scene and it is obvious that the member and the vehicle are gone. It is required that a comment be entered in the Comments field when this option is chosen. Must be OS for a minimum of 10 minutes.
LIGHT SERVICE CALL CANCEL	LCAN	Use if a call comes in as a service call (jump, flat tire etc.) and it turns into a tow call. This will be used mainly by garages that have Battery Service Vehicles. AAA will give the garage another call number for the tow if necessary. It is required that a comment be entered in the Comments field when this option is chosen.
MEMBER NOT WITH CAR	MNC	Use if the driver arrives on scene and the member does not show up. If instructed by dispatch that the member was not going to be with the vehicle and service should be provided anyway, do not use this code. It is required that a comment be entered in the Comments field when this option is chosen. Must be OS for a minimum of 10 minutes.
MEMBER REFUSED SERVICE	MRS	Use if the driver arrives on scene to assist the member and they send him/her away, for whatever reason, without providing service. It is required that a comment be entered in the Comments field when this option is chosen.
MOTORCYCLE TOW	RVC	When <b>towing service only</b> was provided for a motorcycle. In the "Other" line, enter RVC
NORMAL SERVICE CALL OR TOW UP TO 5 MILES	R1	When you provide "Normal" service to the member whether they are a BASIC, PLUS, or PREMIER member – jump start, lockout, flat tire, winch, etc. Click on the "Regular Clear" check box when completing a service call or when a BASIC, PLUS, or PREMIER member is towed under 5 miles or if the BASIC member is towed more than 5 miles and the driver collected over mileage.
PLUS TOW (MORE THAN 5 MILES BUT LESS THAN 100)	RPM	When a PLUS or PREMIER member is towed <b>more than 5 miles</b> . When this code is used, it is necessary to enter in the total number of miles the vehicle was towed. Enter that number after this code in the "Other" line. EX: RPM 11 if towed 11 miles
PREMIER TOW (OVER 100 MILES BUT UNDER 200 MILES)	PMT	Use when a Premier member is being towed over 100 miles, but fewer than 200. When this code is used, it is necessary to enter in the total number of miles the vehicle was towed. Enter that number after this code in the "Other" line. EX (if towed 165 miles) : PMT 165
RV TOW	RVM	When HEAVY DUTY equipment is used to tow an RV, Motor home, Trailer etc. Enter in the total amount to be paid for this call in the "Other" line. A comment is required advising how many hours it took to service the vehicle and how many miles towed. EX: RVM 175.00
UNSERVICEABLE	UNS	Use if the vehicle was not able to be serviced for some reason. (Example: Too far off the paved surface to reach with winch cable.) It is required that a comment be entered in the Comments field when this option is chosen.

**SECONDARY CLEAR CODES** (Use in addition to one primary code)**NOTE: A Space is needed between the code to be used and any comment that may be required**

ACCIDENT CLEANUP	AC	Use when the driver has to clean up glass or debris at the scene of an accident. Enter the number of minutes spent cleaning up at the scene after AC in the "Other" line. EX: AC 15
BATTERY FAILED TESTING	BF	Use if the driver tested the battery and it failed. The Battery Test number from the battery tester must be entered after BF in the "Other" line. EX: BF Q0F
BATTERY PASSED TESTING	BP	Use if the driver tested the battery and it passed. The Battery Test number from the battery tester must be entered after BP in the "Other" line. EX: BP Q0A

BATTERY TENDER SOLD	<b>BT</b>	Use in the "Other" line when a Battery Tender is installed on the vehicle
COLLECTED DUES OR SURCHARGE	<b>RMC</b>	Use when a member owes DUES or SURCHARGE. Enter amount collected after RMC (not including tax). EX: RMC 45.00 If the Club collects this money via credit card, use RMC 0
CREDIT CARD ON FILE FOR BASIC MEMBER FUEL	<b>FUEL</b>	Use when AAA has credit card on file for Basic Member fuel call. In the "Other" line, enter FUEL, space, the fuel cost. EX: FUEL 7.00
COMMENTS	<b>C</b>	Use to add additional comments to a call in the "Other" line. The "Comment" line can also be utilized.
DOLLY WHEELS USED	<b>DO</b>	Use if the driver used dolly wheels to tow a vehicle <b>AND they were required.</b>
DO NOT COUNT THE CALL AGAINST THE MEMBERSHIP	<b>NC</b>	Use if the member is not to have the call count against their 4 calls per year. Must be <b>approved by AAA.</b> In the "Other" line, enter NC. A comment is required in the comment section.
EXPRESSWAY PAYMENT	<b>XP</b>	Use any time the driver provides service to a vehicle that is on a major expressway or interstate. In the "Other" line, enter XP
EXTRA SERVICE	<b>ES</b>	Use when the driver provides any additional unrelated services on the scene. (Example: Call comes in as jump start when driver arrives; he discovers member locked keys in vehicle.) Enter the number of extra services provided after ES in the "Other" line. Using the above example, the number 1 would be entered. It is required that a comment be entered in the "Other" line after number of services. EX: ES 1 LOCKOUT
FLATBED USED	<b>FB</b>	Use if a flatbed truck was used <b>and required</b> to tow the vehicle.
GO JACKS USED	<b>GJ</b>	Use if the driver used go-jacks to assist in providing service.
MEDIUM DUTY TRUCK USED	<b>MD</b>	Use if a medium duty truck was used and <b>approved by AAA.</b>
MEMBER PICKUP	<b>PU</b>	Use if the driver had to pick up the member and take them back to the vehicle. This can also be used if the member needs to be transported to a place other than the tow destination. (Example: Vehicle is towed to the garage and you take the member home.)
MILES TO SITE	<b>TS</b>	In the "Other" line, enter the total number of miles to scene. EX: TS 9
OUT OF TERRITORY	<b>OT</b>	Use if call is out of garages normal service territory.
TIRE REPAIR	<b>PT</b>	Use if the driver was able to repair the member's tire on the roadside using the AAA provided Safety Seal kit.
GAS FOR A PLUS OR PREMIER MEMBER	<b>PG</b>	Use when fuel is provided to a PLUS member only. Enter the dollar amount – at current pump prices – for the fuel that was provided into the "Other" line. EX: PG 7.00
PUSH VEHICLE OUT	<b>PO</b>	Use when the driver has to push a vehicle out of the spot that it is in before service can be provided. An example would be a driveway, parking space, parking garage etc. Enter the number of minutes spent pushing the vehicle out after PO in the "Other" line. EX: PO 14
REFUSED BATTERY TEST	<b>RT</b>	Used in rare occasions if the member refused to let the driver test the battery. Comment should be entered in the Comment section indicating why the member refused the test. (Example: medical emergency)
SKATES USED	<b>SK</b>	Use if skates were utilized to assist in servicing the vehicle.
TOLL CHARGES INCURRED	<b>TL</b>	Use when the driver incurs toll charges for bridges, Thruway, etc. Enter the dollar amount of the toll charges after TL in the "Other" line. Remember that AAA will reimburse for toll charges one-way only. EX: TL 1.75
WAIT TIME	<b>WT</b>	Use when the driver has to wait on scene for the member. Enter the number of minutes AFTER 10 that the driver spent waiting for the member to arrive after WT in the "Other" line. EX: WT 7
WINCH BASIC	<b>WB</b>	Use when one truck is used to winch a vehicle for either a Basic, Plus, or Premier member. Enter the total number of minutes spent winching the vehicle into the "Other" line. Example: 1 hour and 35 minutes should be entered as WB 95)
WINCH PLUS	<b>WP</b>	Use when a 2nd truck or 2nd person is needed to assist in recovering a vehicle. This is used for PLUS or PREMIER members only. Enter the total number of minutes the 2nd truck or person is assisting in the "Other" line on the same call as the original winch call. There is a 60 minute limit for the 2nd truck or 2nd person. Therefore, the maximum number of minutes allowed in this field is 60. EX: WB 95 WP 60
OVERRIDE TO SITE MILES	<b>XTS</b>	Use TS, XTS and a comment in the "Other" line to override the auto-mileage calculation for to site miles. The comment after XTS is why this adjustment is necessary EX:TS 15 XTS DETOUR
OVERRIDE TOWED MILES (PLUS or PREMIER TOWS)	<b>XTW</b>	Use towed miles and XTW in the "Other" line if an adjustment is necessary to the miles towed. Must be approved by AAA. EX: RPM 21 XTW BRIDGE OUT

Problem Codes / Trouble Codes			
<b>T0</b>	GOA Gone on Arrival	<b>T6</b>	Tow
<b>T1</b>	Flat tire w/ spare	<b>T6FB</b>	Flatbed Tow
<b>T2</b>	Flat tire no spare	<b>T6A</b>	Possible Tow
<b>T3</b>	Battery Service	<b>T7</b>	Lockout
<b>T3A</b>	Poss. Battery Service	<b>T7A</b>	Key Delivery/Replacement
<b>T3BS</b>	Battery Service Requested	<b>T7B</b>	Locksmith Service
<b>T5</b>	Out of Gas	<b>T8</b>	Stuck/Winch

## HANDLING CODES

<b>4 CALL</b>	4-CALL MEMBER	<b>SBL45</b>	SURCHARGE BILL MEMBER \$45.00 TOWING SERV
<b>AAATO</b>	NON-COUNTING TOW OUT OF CCP	<b>SBL85</b>	SURCHARGE BILL MEMBER \$85
<b>AAR</b>	RECOMMENDED AAR FACILITY	<b>SCL</b>	SURCHARGE - CLUB COLLECTS
<b>ALTID</b>	DRIVER MUST CHECK FOR ALTERNATE ID	<b>SCL45</b>	SURCHARGE - CLUB COLLECT \$45
<b>BM</b>	BILL MEMBER	<b>SCL85</b>	SURCHARGE - CLUB COLLECT \$85
<b>BMGAS</b>	BILL MEMBER - GAS ONLY	<b>SCP</b>	SURCHARGE PAYMENT
<b>BMP</b>	BM MEMBERS PAYMENT	<b>SDR</b>	SURCHARGE - DRIVER COLLECTS
<b>BTEP</b>	FREE BATTERY TEST PROMOTION	<b>SDR45</b>	SURCHARGE - DRIVER COLLECT \$45
<b>CAN</b>	CANCEL THE SURCHARGE	<b>SDR85</b>	SURCHARGE - DRIVER COLLECT \$85
<b>CC</b>	COURTESY CALL	<b>SI</b>	STAND-IN FOR MEMBER
<b>COD</b>	CASH ON DELIVERY	<b>ST</b>	SECOND TOW
<b>DIR</b>	THRUWAY CALLS	<b>WI</b>	WALK-IN CALL
<b>DUECC</b>	Dues via Credit Card Collected by Club		
<b>DUES</b>	DRIVER COLLECTS MEMBERSHIP DUES		
<b>EE</b>	EMPLOYEE EMPOWERMENT		
<b>EEBMD</b>	EE BILL MEMBER - DUES		
<b>EEBMGAS</b>	EE BILL MEMBER - GAS ONLY		
<b>EEBMO</b>	EE BILL MEMBER FOR OVERMILEAGE		
<b>EEBMS</b>	EE BILL MEMBER FOR SURCHARGE		
<b>EECC</b>	EE - COURTESY CALL		
<b>EENC</b>	EE - NON-COUNTING CALL		
<b>EEUT</b>	EE - UNATTENDED TOW		
<b>EEWVS</b>	EE WAIVE SURCHARGE		
<b>FR</b>	FREE CALL		
<b>LICID</b>	MEMBER TO SHOW DRIVER'S LICENSE AS ID		
<b>LTV</b>	WAIVE SURCHARGE A & B MEMBERS 5TH CALL		
<b>OKNOID</b>	MEMBER HAS NO ID HAS BEEN OK'D BY SUPERV		
<b>PP</b>	PLUS ELIGIBLE		
<b>PVTS</b>	PRIVATE SERVICE		
<b>RBV</b>	REQUESTS BATTERY SERVICE		
<b>SA</b>	SMART ACTION CALL		

Call Details for Call #5352

OS ON SCENE

Status: R - T3 / L304

Location Information

Location: 505 DUKE RD  
City / District: CHEEKTOWAGA  
Cross Street: WALDEN AVE  
Direction: -  
Description: FLEET  
Sub Grid: 89I

Vehicle Information

2006, WHITE, FORD, RANGER, 4WD, (NY) AAA-GUY

Battery Text: -

Member Information

Number: 084 0964450 RV  
Name: TRAINING, DRIVER  
Phone Number: 716-345-3768 (SY)  
LTV: A  
Handling Code: RBV