



Frequently Asked Questions

SERVICE CALLS

How does NAC dispatch service calls?

NAC currently has the capability of dispatching service calls by Towbook Dispatch System, telephone, fax, and email, providing all the necessary information for you to render the service in a timely and professional manner.

PAYMENTS

What is NAC's payment process?

The National Automobile Club issues payments twice a month only to those who submit invoices using our vendor portal. (See vendor Portal FAQ below to learn more) Checks will be mailed the Wednesday following the close dates. Invoices should be submitted no later than 30 days from the service. Below are the cut-off dates for invoice submission:

Q1 - 2021	Q2 - 2021	Q3 - 2021	Q4 - 2021
January 13	April 14	July 14	October 13
January 27	April 28	July 28	October 27
February 10	May 12	August 11	November 10
March 10	May 26	August 25	November 24
March 24	June 9	September 15	December 15
	June 23	September 25	December 29

How do I invoice NAC?

Invoices should be uploaded through our Vendor Portal within 30 days of providing a service. (See Vendor Portal below for more information). If you are having difficulty uploading an invoice, you should immediately contact our Service Provider Manager Team at JoinUs@thenac.com or Accounting Department at accounting@thenac.com and their will have you fax your invoices to: (650) 294.7027 or mailed them to:

National Automobile Club
111 Anza Blvd, Suite 109,
Burlingame, CA 94010



Frequently Asked Questions

Do I have to use a special NAC invoice, or can I use my own company's invoice?

Your company's invoice will be accepted for payment.

Do I provide a receipt to the customer?

Do NOT provide customers with a receipt unless you have collected payment directly from them and ONLY for the amount that you have collected. Advise the customer that if they need a receipt, they should contact us at contact@thenac.com.

What information do I need to supply on an invoice?

The following information will ensure timely payment:

- Your company name, address city, state, zip and telephone numbers must be on your invoice.
- Your Garage Code (assigned at the time of contract approval).
- The PO# given by the NAC dispatcher (assigned at the time of dispatch).
- The date service is provided.
- Year of the vehicle.
- Make of the vehicle.
- Model of the vehicle.
- The license number of the vehicle.
- Vehicle number (Fleet customers only).
- The VIN number.
- Odometer
- Any existing damage must be noted.
- The type of service performed must be specified.
- Address of the disablement.
- Tow destination (if applicable).
- The contract base rate.
- Total miles to the scene, Miles to the scene included and Miles Billable to the scene of the disablement is to be included on the invoice.
- Total towed miles, Towed miles included and Billable towed miles are to be included on the invoice.
- The signature of the person receiving the vehicle when different from the original person serviced.
- The client's signature must be obtained on the invoice
- The servicing persons' name.
- Time at the scene (when over 30 minutes).
- Time at the scene for extra personnel (when applicable).
- Special services billed. You must be specific as to the service provided. Prior approval is required.



Frequently Asked Questions

Can I bill NAC online?

Yes, NAC's Web Portal is currently active and is available 24/7. (See Vendor Portal below)

Do I need to report changes to service calls?

Any change to the service as dispatched by NAC MUST BE reported to NAC at the time of the service, including services that are GOA or NSR. Contact NAC at 800-356-4776.

Do I need to clear service calls that have been completed?

NAC asks that service calls be cleared as close to real time as possible. You may currently clear service calls by dialing 1-800-356-4776, follow the prompts to clear the service.

If I have specific billing questions, who do I talk to?

For questions regarding billing or any other matters contact NAC at accounting@thenac.com or 800-356-4776.

VENDOR PORTAL

What is the Vendor Portal?

The Vendor Portal enables you to submit invoices, view service in progress and perform other tasks associate with service calls. It is the easiest and fastest way to get your invoices paid.

How do I register for the Vendor Portal?

1. Go to the NAC vendor portal site at <https://portal.thenac.com>
2. Click on Service Provider login
3. Click on the Apply Now link on the Blue Bar on the top of the screen
4. Fill out the application form. You must use a valid email address as your **User Name**.
5. You will receive an email after your account has been approved.

Once approved, "**Login**" at <https://portal.thenac.com> click Service Provider Login and enter your credentials.



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How do I submit an Invoice?

Once you are logged into your Vendor Portal Account, take the following steps:

1. Click on “Invoices” on the Blue Bar
2. Click on “Submit Invoice” from the drop down
3. Enter the Invoice information
4. Click Submit Invoice.

Note, you can save an invoice and return to complete it later by clicking on Save Invoice button either on the top or bottom of the screen.

How do I access my Saved Invoices?

1. Log into the Vendor Portal utilizing your credentials
2. Click on “Invoices” on the Blue Bar
3. Click on “Saved Invoices” from the drop down
4. Enter any search criteria and click “Search” button on upper right-hand corner of screen.

How do I access my Old Invoices?

1. Log into the Vendor Portal utilizing your credentials
2. Click on “Invoices” on the Blue Bar
3. Click on “View Invoices” from the drop down
4. Enter any search criteria and click “Search” button on upper right-hand corner of screen.

Questions? Email us at joinus@thenac.com