

# Geotab

## How to Transfer Geotab Service

Transferring Geotab service to a different reseller for any reason can be a disheartening experience. With over 21 years as a Geotab reseller, Fleetistics is the world's longest-standing Geotab reseller. We know Geotab like no other reseller. More importantly, we know fleet customers and how to help them get the most out of the Geotab platform.

Additionally, the customizations Fleetistics has done go beyond the Geotab platform. Fleetistics' team includes some of the most tenured team members of all Geotab resellers. With such great experience, our team will help you transition and achieve the user experience needed to drive your ROI while providing a superior level of customer service that is only found in a boutique business like Fleetistics.

### **\*\*Important\*\***

It is very important to address the relationship with your current reseller when transferring the Geotab service. Losing a customer is an emotional process for everyone. If you have a service agreement in place with Fleetistics or another reseller, you must settle that, or have a plan to settle it, prior to transfer.

Your current reseller is NOT required to sign the transfer document. If you owe the reseller money, address it and move forward. Fleetistics only works with customers in good standing in a win-win relationship. If someone will bad debt another reseller, they will do it to us.

**Do not sign another agreement with any Geotab reseller prior to having an exit strategy or fulfilling the agreement with your current Geotab reseller.**

### **Fleetistics Guarantee**

Fleetistics offers a variety of service agreements ranging from monthly to longer-terms. The longer the term, the lower the price. Simple business. Since you are taking a leap of faith to join the Fleetistics family when transferring Geotab service, all transfer agreements will come with a 60 day no cancellation penalty period. If you do not like our service, pay for the service used and equipment purchased (if any), and there will be no ETF.

### **Transferring Service to Fleetistics**

#### **Option 1 - Most Popular**

- Keep your devices (no install, vehicle downtime, or wages)
- Keep your data, account, and configuration
- Transfer your account billing, support, and administration to Fleetistics
- Current reseller and Fleetistics must sign the [Geotab Transfer Billing form](#)

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- Pay \$40 transfer fee, per vehicle to Geotab, billed to you by Fleetistics

## Option 2 - Start Over Plan

- Scrap your devices and purchase new ones from Fleetistics with a 10-year limited lifetime warranty
- Leave your data behind but download into Excel reports prior to cancellation
- Start a new account with Fleetistics with the guidance of our experienced team
- Schedule follow up training to maximize your ROI
- Explore new products and services as your business grows

Either process for transferring Geotab service requires completing an order with Fleetistics. Each order provides access to our Terms of Sale, warranty, and online Business Management Portal (invoices, support tickets, dashboards, fuel card integration, etc.)

## Transferring Service to Another Geotab Reseller

- All requests must be initiated by creating a support case. ([Learn how here](#)). This documents the time, date and user to protect you and Fleetistics.
- Do not sign a new agreement until the agreement with Fleetistics is fulfilled. Transfer and early termination fees (ETFs) may apply.
- Pay any outstanding fees due to Fleetistics.
- Provide a Request to Transfer Billing form. Provided by the new reseller to Fleetistics.
- Fleetistics will sign the form when all terms of the current agreement are fulfilled.
- Pay Geotab transfer fee.

## Alternative To Transferring Service

To avoid transfer fees, the general hassle and risk of transferring to another reseller you do not know, you can enable a third party to access your data using the free Geotab API. This often provides the desired integration without the unwanted fees.

Unique solution ID: #1341

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Last update: 2022-03-17 17:43