

## **Vendor call flow**

Hey, this is \_\_\_\_\_ with Transit Pros. How are you?

I'm calling to see if you can tow (jump start, winch out...) a \_\_ (unit) \_\_. It's broke down in \_\_ (pick up city) \_\_ and needs to go to \_\_ (delivery city) \_\_.

### **If no:**

When would you be able to? Is there anyone you can recommend?

### **If yes:**

Get ETA –

“How soon can you get to this?”

Make the first offer –

“They are giving me \_\_\$XXX.XX (First offer) \_\_ to get this job done. Can we make that happen?”

- **If vendor throws out a higher number than your offer – make a counteroffer & NEGOTIATE**

“My client gave me \_\_\$XXX.XX (First offer) \_\_ to work with on this job. I might have better luck getting approval if we can get closer to \_\_\$XXX.XX (second offer) \_\_. How close to that can we get?”

- **IF the vendors number is too high to dispatch and more vendor calls are needed:**

“I need to reach out to my client to see if they will approve this amount. If they do, I will be calling you back.”

It is important vendor knows all pertinent information prior to dispatch:

- **Year, Make, Model**
- **Unit specification** – ex: diesel, dually, tandem axle, Class A B or C, hitch type, day cab / sleeper cab, loaded / empty
- **Disablement**
- **Any special instructions**
- **Number of passengers riding with tow driver**

## **Dispatch**

**Provide all pertinent information verbally – don't rely just on paperwork**

- Customer name / number
- Pick up location
- Delivery location
- Unit details

**If the vendor is unable to take information verbally and requests the paperwork for the information**

- Ask the vendor to call Transit Pros if they do not receive the paperwork in the next 5 min

**Verify quote is all inclusive:**

"The \$XXX.XX is all-inclusive right? There won't be additional fees, credit card fee or tax?"

**Dispatch disclaimer (verbal and on dispatch PPW):**

"We are dispatching for [service type]. We have a quote of [\$xxx.xx] with an ETA of [xx min] If anything is other than described or any other services are requested, required or there is a change in delivery, you must call us for prior approval.