

Hub Group

- **HUB Group Phone #:** 800-846-0113 x2
- **HUB Group email:** ERS@hubgroup.com
- **TP email alias:** hubgroup@transitpros.com
- **Services:** Towing, jump start, winch out, lockout, fuel delivery, accident scene management / mitigation, Roadside services: Mobile mechanic, Transload, Load rework, Load shift (see Lead/Manager for any other requests)

*******MUST HAVE VENDOR CHECK IN WITH SERVICE DEPARTMENT ON ALL TOWS TO A SHOP – advise vendor verbally at dispatch and include this detail in step 2 special instructions*******

Communications:

- **Intake:** Email or Phone call. If intake is by phone, initiate an email at dispatch.
- **Client updates:** Email
 - ETA after dispatch
 - On scene
 - Picked up
 - Delivered
 - Any important updates in between
- **If intake is called in:** Initiate email update at dispatch.

Coverage:

- ALWAYS FULL – Do not ask

Client Info

- **Truck # & Trailer #**
 - **PO:**
 - **Breakdowns:** PO (if no PO provided, ask client for PO and use reach or unit # until PO provided)
 - **Accident Scene:** Unit # (unless PO provided)
 - **Special Instructions:** Name of client rep calling the service in (if by phone) and any special instructions
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- **If client is missing information on request:** Enter NEED on Step 1 and edit on Step 2 when verifying with their driver
 - **If Hub Group driver info not available:**
 - **Customer:** “Unattended”
 - **Phone:** “9999999999”
 - **Do not use client rep’s name / phone.** This info is visible on dispatch paperwork and our vendors should never be in direct contact with our client reps.
 - **If the unit is going back to our tow vendors lot for storage:**
 - Select “Drop-Off is Vendor Lot?” box
 - Enter TBD for Del Location, use PU Location State / Zip

- Negotiate vendor daily storage rate
- Verify the storage address and update to Del Location on move at dispatch
- Enter quote at \$1, note with tow quote and daily storage amount
- Include the daily storage rate and storage address in client email update
- Once unit is back at vendors lot, confirm move as delivered and verify the move goes into "Hold" status. If move does not automatically go into Hold status, manually change status to Hold.

!!! ALL accident-related events!!!

Follow Hub Group accident scene protocol and add accidenttows@hubgroup.com to email chain

HUB group accident scene

- **Client:** Hub Group, Inc. – Accident Scene
- **Email:** Accidenttows@hubgroup.com, ers@hubgroup.com Cc hubgroup@transitpros.com
- **TP alias:** hubgroup@transitpros.com
- **Intake:** Email or Phone call. If intake is by phone, initiate an email at dispatch.

Communications:

Intake: Email or Phone call. **If intake is by phone, Initiate email to** accidenttows@hubgroup.com Cc: ers@hubgroup.com, hubgroup@transitpros.com

PO: Unit #

- **Verify all details and unit condition with Hub driver**
- **Get photos if able**
- **Determine if police are on scene**
 - **If no:** Inform HUB Group driver we will have an ETA momentarily. Advise driver if PD does show up, let the officer know Transit Pros is sending a wrecker and to call TP immediately.
 - Work FAST
 - Have TP tow vendor take photos of unit and equipment on scene
 - **If yes:** Inform TP is sending someone and confirm the police have not sent anyone. Speak to the officer directly if able
 - Notify a manager or Senior CSR immediately
- **If PD has already called a vendor out or there is a wrecker on scene:** Find out who
 - Call vendor and see if they will work out a quote to get the unit to client requested destination with TP directly. The goal here is to work out billing with the vendor and get the unit to the delivery if we have one. If vendor is refusing and taking unit to their lot.
 - Update client immediately and let them know we will keep them updated
 - Confirm the address of where the unit is being taken to

- Request the vendors invoice and photos of unit and vendor equipment on scene

ALWAYS request pictures in all accident scene scenarios: Pictures of unit **and** of the vendors equipment in use

* Nonconsensual towing: “Nonconsensual tow” is a police rotation call and runs on regulated tow / service rates establish between to vendor and the Police Dept. Transit Pros has no authority to call off a nonconsensual tow.

HUB group accident scene email template

To: accidenttows@hubgroup.com, ers@hubgroup.com

CC: hubgroup@transitpros.com or ers@transitpros.com

Subject: “Hub Group accident of [date], [location], [driver name], [unit #]”

Body:

Hello,

We received a call requesting service on an accident event. Please see below details.

- Caller: [Who initiated service/called in & title]
- Driver: [Name / phone #]
- Service requested: [tow, winch, etc...]
- Reason for tow *if applicable*: (disablement/damage details)
- Current location: (address)
- Delivery location: (address)
 - *If none provided, ask where they would like it delivered to. In the meantime, work on getting it back to a vendors lot.*

We will keep you updated on the status of service.

Thank you,