

Helios Commercial Services

Advanced Climate Solutions (ACS) -----> "Helios HVACR LLC – Midwest"

DAS – Design Air System -----> "Helios HVACR LLC – Southwest"

AMS – Advanced Mechanical Services -----> "Helios HVACR LLC – Southeast"

Alpine Mechanical Service -----> "Helios HVACR LLC – Northeast"

BERCO – Beverage Equipment Repair, LLC.

LA Hydro-Jet

Communications:

- **Intake:** Email or phone call.
 - Email – Use the client identified in email. If the specific Helios company name is NOT included in the email request, build using "Advanced Climate Solutions" and reply all to email chain asking what Helios company should be billed. Update move to reflect accurate client once info received. Note move to reflected email communication.
 - **If service request is called in:**
 - **Helios Rep**
 - Note Step 1 Special instructions with caller's name, phone #, email address and initiate email.
 - **Helios Driver**
 - Identify which Helios company caller works for. Note Step 1 Special instructions called in by Helios driver and start email chain to Helios.
 - If caller cannot identify specific Helios company, ask client in email which client should be billed.
 - **Start email chain to:** [email address provided at intake] and Katie.Octobre@heliosservicepartners.com, jermaine.grady@heliosservicepartners.com, Cc: ers@transitpros.com
 - **If called in by a Helios driver, proceed as fully covered. Do not wait for client approval to dispatch. Keep client updated by email.**
- **TP to Client follow ups/updates:** Email
 - Service request received
 - ETA after dispatch
 - On scene
 - Picked up
 - Delivered
 - Any important updates in between

Coverage:

- ALWAYS FULL – Do not ask

*If called in by Helios driver, proceed as fully covered

Client Info

- **PO:** Unit # or last 6 of the VIN unless a PO is specified
 - **Special Instructions:**
 - o Urgency & any Pick-up/Delivery date deadlines from service request
 - o Reason for vehicle relocation – located at the bottom of ACS email service request.
Common reasons include:
 - New Hire (transporting to an employee, deadlines are urgent)
 - Relief Van / replacement (transporting to an employee, deadlines are urgent)
 - Terminated or resigning employee (may or may not have PUL contact)
 - Shop for repair
 - Retired vehicle
 - Storage
 - o Name of client rep calling the service in (if by phone) and any special instructions
 - o Multiple units – If request includes multiple like units with same PUL/delivery location, create 1 move & include how many units with units #s/VINs
- **If ACS driver or pick up location POC info not available:**
- o **Customer:** “Unattended”
 - o **Phone:** “9999999999”
 - o 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:**
- o Select “Drop-Off is Vendor Lot?” box
 - o Enter TBD for Del Location, use PU Location State / Zip
 - o Negotiate vendor daily storage rate
 - o Verify the storage address and update to Del Location on move at dispatch
 - o Enter quote at \$1, note with tow quote and daily storage amount
 - o Include the daily storage rate and storage address in client email update
 - o 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.

Important Contacts and Hours

ACS contacts

- Katie.Octobre@heliosservicepartners.com
- jermaine.grady@heliosservicepartners.com

Waller (31803 Old Washington Rd, Waller, TX 77484) - POC Brad (562) 208-0514

- Pick-up/Delivery times – NO AFTER HOURS
 - o Monday 8a-11a & 1p-4p CST
 - o Tuesday 8-11 & 1-4
 - o Wednesday 8-11 & 3-4
 - o Thursday 8-11 & 1-4
 - o Friday 8-11 & 1-4
 - o Saturday & Sunday Closed

BERCO (1020 NE Pine Island Road, Unit #201, Cape Coral, FL 33909) - POC Nate P (239) 633-5508

- Pick-up/Delivery times – NO AFTER HOURS
 - o Monday - Friday 8a-4:30p EST

Crown Point - (930 Hub Court, Crown Point, IN 46307) - POC Nate (224) 491-0872

- Pick-up/Delivery times *****Does have AH drop box*****
 - o Monday - Friday 8a-4p CST

A Affordable RV Boat Storage (10330 FM2932, Terrell, TX 75160) – POC Donnie (815) 608-1763

- Pick-up/Delivery times
 - o Update Donnie with ETA and call Donnie at arrival for him to open the gate.

Long hauls

Long haul transportation – We will utilize Central dispatch to locate a long hauler for these units. If there is a pickup deadline, we may have a tow vendor pick up the unit and store at their lot while we work on locating a long hauler. We will coordinate for the hauler to pick up the unit from the tow vendor's lot. Leads and Central trained CSRs will handle the Central Dispatch Logistics and delegate other CSRs duties on these moves.