

## Dry Runs

A dry run must be entered anytime a dispatched vendor was en route or arrived on location and move was cancelled by TP, customer or client or the vendor arrived and unable to complete the job due to wrong tow equipment brought out, issues relating to units' location, units' condition, any environmental factors or incorrect information provided to TP or vendor that would prevent the job from being completed at that moment.

- Follow up with all parties and keep noted and **REQUEST PHOTOS** from party on scene.
  - o Customer
  - o Vendor
  - o Client – see fault procedure below to determine GOA request
- Enter Dry Run Detail - See template below
  - o Do not approve or lead vendor to believe GOA approved – QA will review
  - o Duplicate move for redispach (*if applies*)

### TP / Vendor fault:

- Enter dry run, duplicate move and redispach (*if applies*)
- Update customer & client and new ETA
- Do not request GOA from client if the dry run is knowingly TP or TP vendor's fault

### Client / Customer / PUL fault:

- Enter dry run
- Identify what is needed to proceed with tow / service
- Get pictures (if applies)
  - o Client update –
    - ARS:
      - Get “GOA” on existing PO from client
      - Get new PO from client for redispach (update PO on new move) – verify coverage (*if applies*)
      - Redispach (*if applies*)
      - Update customer & client new ETA (*if applies*)
    - ACG/AAA:
      - Get “GOA” on existing Call # from client
      - Get new Call # from client for redispach (update Call # on new move) – verify coverage (*if applies*)
      - Redispach (*if applies*)
      - Update customer & client new ETA (*if applies*)
    - All other clients – Trucking & Insurance
      - NO “GOA” or coverage needed for redispach
      - Redispach (*if applies*)
      - Update customer & client new ETA (*if applies*)

### Fault unknown – see lead or manager

- Afterhours – get a GOA from the client – QA will determine party at fault

## Dry Run Details

Dry run details need to be detailed and specific, Include the following:

### Client Notes:

- Who you spoke to – rep name and company.
- Update you provided to client rep – note the specific update and not just “updated client”.
- Was GOA requested? If so, client response to GOA request.
- Solution – If a motor club client requests redispach, we must get a new PO/Call # for the re-dispatch when a GOA is requested.

### Pick-up Location:

- Did you speak with contact (customer)?
- Vendor on scene? Can customer confirm vendor on scene?
- Vendor called prior? Did vendor call the customer before arriving?
- Pick-up location notes:
  - o Reason for dry run – specific and include who was at fault when able.
  - o If vendor arrived on scene:
    - **What equipment customer says was brought out?**
    - **How long vendor was on scene / time vendor arrived and left (if available).**
    - **Request photos if on scene and applicable – vendors equipment on scene, unit, ground conditions, etc.**

### Vendor:

- Did you speak with vendor?
- Vendor on scene? Can vendor confirm vendor on scene?
- Vendor called prior? Did vendor call the customer before arriving?
- Vendor notes:
  - o Reason for dry run – specific and include who was at fault when able.
  - o If vendor arrived on scene:
    - **What equipment customer says was brought out?**
    - **How long vendor was on scene / Time vendor arrived and left (if available).**
    - **Request photos of equipment brought out on scene and photos supporting the dry run reason (unit, ground conditions, unit gone, rtc.)**
  - o If vendor was en route:
    - **What equipment was en route?**
    - **How far vendor traveled / how long vendor was en route**
  - o **If vendor never left, note that in this portion.**

## Entering a dry run

SummaryDetailsStep 1Step 2DispatchQuotesChargesFilesPhotos

ERS Tow - Transport | Received 03/16/23 12:33P | Scheduled

Parking lotResidence

VENDOR	QUOTE
LAKE ORION, MI 48360 (248) 6	\$350.00 03/16/2023 VIEW DISPATCH

RESEND PAPERWORK

QUOTE CHANGE

REMOVE VENDOR (VBO)

SUBMIT DRY RUN

DRY RUN

Client Notes

Pick-Up LocationVendor

Yes

Yes

Pick-Up location contact

Vendor contact

Vendor on scene?

Vendor on scene?

Vendor called prior?

Vendor called prior?

Pick-Up location notes

Vendor notes

Duplicate Move? ☐ Yes ☐ No

Submit Dry Run