

Crane

Client contact: Cory Beard, cory.beard@cranepi.com 773-502-5418

Communications:

- **Intake:** Email
 - If service request is called in:
 - Note Step 1 Special instructions with caller's name, phone #, email address and initiate email update at dispatch.
 - **Start email chain to:** [email address provided at intake] & cory.beard@cranepi.com
Cc: craneco@transitpros.com
- **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

Client Info

- **PO:** Unit # or full VIN unless a PO is specified
- **Special Instructions:**
 - Urgency & any Pick-up/Delivery date deadlines if applicable
 - Reason for vehicle relocation
 - Name of client rep calling the service in (if by phone) and any special instructions