

### Southern Specialty Freight

- **Dustin Lombardo** [dustin@southernspecialtyfreight.com](mailto:dustin@southernspecialtyfreight.com)
- **Joe Lombardo** [joe@southernspecialtyfreight.com](mailto:joe@southernspecialtyfreight.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)

#### Communications:

- **Intake:** Email or Phone call.
- **If service request is called in:** Note Step 1 Special instructions with caller's name, phone #, email address and initiate email update at dispatch.
- **Send to:** [dustin@southernspecialtyfreight.com](mailto:dustin@southernspecialtyfreight.com), [joe@southernspecialtyfreight.com](mailto:joe@southernspecialtyfreight.com)
  - Callers email, Cc: [ers@transitpros.com](mailto:ers@transitpros.com)
- **TP to Client follow ups/updates:** Email
  - ETA after dispatch
  - On scene
  - Picked up
  - Delivered
  - Any important updates in between

#### Coverage:

- ALWAYS FULL – Do not ask

#### Client Info

- **Truck # & Trailer #**
  - **PO:** Use unit # if PO not provided.
  - **Special Instructions:** Name of client rep calling the service in, callers phone # and email address (if by phone) and any special instructions
- 
- **If client is missing information on request:** Enter NEED on Step 1 and edit on Step 2 when verifying with their driver
  - **If Updike 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.