

## Evans Delivery

- **Evans phone #:** Varies by client rep
  - Mariah Blank 484-783-2094
  - Kathy Furman 484-483-2089
  - Martin Essig 484-783-2091
- **Evans email:** [LossControl@EvansDelivery.com](mailto:LossControl@EvansDelivery.com)
- **TP email alias (client to TP emails):** [ers@transitpros.com](mailto:ers@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)

### Communications:

- **Intake:** Email or Phone call.
- **If service request is called in:** Initiate email update at dispatch.
  - **Send to:** [LossControl@EvansDelivery.com](mailto:LossControl@EvansDelivery.com); **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 reference # if PO not 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 TDB on Step 1 and edit on Step 2 when verifying with their driver
  - **If Evans 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 out 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.