

Masters Transportation

- **Masters Transportation email:** fleetmaintenance@masterstransportation.com
- **Masters Transportation phone #: 816-318-9988** - *Client prefers emails, do not call unless urgent and client not responding via email*
- **TP email alias (client to TP emails):** ers@transitpros.com
- **Services:** Towing, jump start / battery delivery, winch out, lockout, fuel delivery, tire change services (see Lead/Manager for any other requests)

~~***Tire Services—PHOTOS***~~ Masters Transportation requires we send them a photo of the disabled tire on all tire service moves. It is our responsibility to obtain those photos and send them to the client. Please see below and follow directions. Request photos from both customer and vendor in case one party fails to take the photo.

~~NO SPARE CHANGES~~ unless Masters/manager approve. Tire replacement & tire repair is preferred tire service method. Masters/Matran does NOT want spare tire put on their units.

- ~~1. On intake/VCR—When speaking with the cx, request photos of disabled tire. Note the move when photos have been requested. If a customer cannot send photo, note why and stress the importance of a photo from vendor at dispatch.~~
- ~~2. On dispatch—When dispatching vendor, request photos of disabled tire—ask that they send it to ers@transitpros.com asap. Include the request in vendor dispatch PPW and note the photo request on move.~~
- ~~3. Once photos are received:~~
 - ~~a. Upload to the move~~
 - ~~b. Reply to appropriate client email chain with photos attached.~~
 - ~~c. Note move once photos sent to client—“photos emailed to client.”~~

Communications:

- **Intake:** Email or Phone call from client or customer call in
- **If service request is called in:**
 - **Client:** Initiate email update at dispatch.
- **Send to:** fleetmaintenance@masterstransportation.com; **Cc:** ers@transitpros.com
 - **Customer:** Initiate email to client and ask for approval to proceed.
 - Include callers name, service requested, PUL/delivery location if applicable, Z# (last 6 of VIN).
- **TP to Client follow ups/updates:** Email
 - ETA after dispatch
 - On scene
 - Picked up
 - Delivered
 - Any important updates in between

Coverage:

- Always full with client approval on the service

Client Info

- **Claim #:** NA
 - **Unit #:** last 6 of the VIN
 - **PO:** last 6 of the VIN
 - **Special Instructions:** Name of client rep calling the service in (if by phone) and any special instructions
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- **If caller does not have a delivery:** Email client for delivery instructions.
 - **If driver is requesting battery:** Get battery size and picture, if possible to ensure the correct battery is delivered (VIN will help as well).
 - **If unit is a no start but will turn over:** Ask caller if jump start has been attempted. If not, attempt jump start before tow / battery delivery.
 - **If any tire service requested:** Get photo of the disabled tire (client request). Request from customer at Step 2. If customer cannot send a photo of the disabled tire, you must request it from the vendor.

Email Template:

To: fleetmaintenance@masterstransportation.com

Cc: ers@transitpros.com

Subject: New Service Request – [insert customer name & unit #]

Body:

Hello,

We received a call for new service. Please review the below and advise if we are approved to proceed.

- Caller: [full name & title]
- Unit: [z-last 6 of VIN]
- Service requested: [tow, tire replacement, tire repair, battery install, etc.]
- Reason for tow if applicable: [disablement]
- Current location: [address]
- Delivery location if applicable: [address]

Thank you,