

J&R Schugel

- **J&R Schugel phone #:** 800-359-2900
- **J&R Schugel email:** EmergencyRoadSupport@jrschugel.com
- **TP email alias (client to TP emails):** jrschugel@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)

!!PHOTOS!! J&R Schugel requires 4-point photos of the unit prior to vendor hooking or touching the unit. Request these photos from the J&R driver at verification (Step2). If driver cannot send them for any reason, request vendor take 4 point before photos when they arrive on scene (at dispatch).

Communications:

- **Intake:** Email or Phone call.
- **If service request is called in:** Initiate email update at dispatch.
 - **Send to:** EmergencyRoadSupport@jrschugel.com; **Cc:** jrschugel@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
- **If client is missing information on request:** Enter TDB on Step 1 and edit on Step 2 when verifying with their driver
- **If J&R 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 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.

Mobile mechanic Service: Must be approved by Brian Sexton

- Always work to negotiate an all in cost
- **If an hourly quote is used (labor charge):** Assign move for \$1, Quote Type “hourly”
 - Note the rate
 - “Call out” if applies
 - “Labor” if applies
 - “Parts” if applies
 - At completion, finalize the charges and adjust the vendor quote.
- **If the final billing is not available OR the final amount exceeds the agreed rates based on time:**
Place move on hold, note the situation and email leads@transitpros.com

ALL moves near J&R Schugel MN terminal 2026 N Broadway St, New Ulm, MN 56073, call:

- **Maloney Enterprises:** 80790 Hammond Hwy, Madelia, MN 800-400-3946
- **Dean's Towing:** I-35 X 42 W Frontage, Owatonna, MN 507-455-1950