

Fielding Incoming ERS calls

If you receive a call regarding a move that is no longer in progress (completed, dry run, hold, etc.) and the call does not require immediate attention, please follow the below steps.

1. Locate the move
2. Flag move
3. Note the following template and email leads@transitpros.com through the move notes.
 - Caller's name:
 - Caller's title:
 - Caller's phone #:
 - Caller's email address:
 - Move #:
 - Reason for call/action needed:

******IF a call pertains to a move in progress or requires immediate attention – Handle the call as usual and escalate to a TL/manager when needed AFTER attempting to resolve the issue.**