

Dispatching

- **Make the initial offer & negotiate!**
 - “The job pays...”
 - “How close to \$XXX.XX can we get on this one?”
 - “Will \$XXX.XX get this job done?”
- **Provide information verbally** – customer name, phone, pick up location / delivery location, year, make, model, disablement, any special instructions
 - **Don’t rely just on “paperwork”**
- **Verify cost in “all-inclusive” – including tax, cc fees, etc**
- **Dispatch disclaimer –**

“We are dispatching this tow for [QUOTE] all-inclusive with an ETA of [date with time ONLY if applicable] as discussed. If anything is other than described, additional services requested or any other changes that would affect cost, please call for prior approval.”

Sample phrases –

“This is _____ with Transit Pros. Do you have anyone available to tow a _____ from _____ to _____?”

“How quick can you get to this?”, “What is your ETA?”

“We have this going ____ miles, will \$xxx.xx get that done?”

“How close to \$xxx.xxx, can you get on this?”, “Can you meet me in this middle at \$xxx.xx?”

- If a vendor cannot help, ask who they recommend to help.
- If the delivery is a shop – call the shop for a vendor recommendation.
- Utilize resources if unable to locate a vendor from TP list – Google, NTTS, Truck Down

Dispatching vendor without a signed SSTA

“We do not yet have a complete profile for you. We will be emailing you a copy of our Standard Service & Terms Agreement to e-sign. Once the SSTA (Standard Service Terms Agreement) is e-signed we pay by credit card within 4-5 days of an e-signed invoice that will be emailed out to you once the job is completed.”

If the vendor agrees to move forward with the job without any further questions – Advise TL and TL will email vendor the SSTA.

If the vendor agrees to move forward with the job but has additional questions on the SSTA/payment that will NOT hold up the dispatch in progress – Advise TL. TL will email vendor the SSTA AND email VR to reach out to vendor regarding SSTA questions.

If the vendor has immediate questions on the SSTA/payment terms that DO hold up the dispatch in progress – see Team Lead.

If vendor refuses to consider or sign SSTA – escalate to TL. Must get TL approval to proceed with vendor.