

INBOUND CALL GUIDE

Transit Pros Departments

- **Specialty Department**
 - Transfer to Specialty Queue (7a-7p M-F)
 - If afterhours, take info and send email to specialty@transitpros.com . If they are requesting immediate service, treat as ERS and consult TL as needed.
- **Secondary Department (includes labor department)**
 - Transfer to Secondary Queue (7a-7P M-F)
 - If afterhours, take info and send email to secondarymanagers@transitpros.com if emergency or vendor on site, alert your TL/On call Protocol.
- **Accounting Department**
 - Does not have a call queue so you cannot transfer calls to them. If you get an accounting related request (for ERS), email leads@transitpros.com and they will get it to the appropriate parties. If for another department, transfer to that department.
- **Vendor Relations Department (includes Insurance & Damage Claims)**
 - Insurance@transitpros.com
 - vendors@transitpros.com
 - damage@transitpros.com
- **Inspections**
 - Transfer to Inspections Queue (7a-7P M-F)
 - If afterhours, take info and send email deid@aeinsp.com

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VENDOR CALLING IN

**The below is in reference to ERS calls only. If a vendor is calling in regarding another department, transfer to that departments queue. **

- **Vendor calls requesting additional funds or additional labor on site -> Transfer to Dispatch Queue**
- **Vendor calls in to provide quote on a move -> Transfer to Dispatch Queue**
- **Vendor calls in regarding payment on a past move (including dry runs):**
 - Locate move – add note in move with pertinent details:
 - Name of Caller
 - Company of Caller
 - Method of reaching them back (email address or phone #)
 - Reason for call in
 - ***Email the note to leads@transitpros.com
- **Vendor Calls in for payment on move that is in SOP or is holding unit hostage -> Place call on hold and notify TL or SNR DP.**
- **Vendor calls in wanting more work or general volume -> Take company name, location, & contact information. Send email to vendors@transitpros.com**
- **Vendor reporting issues with EP, Portal, or VMS -> Take company name, location, & contact information. Send email to vendors@transitpros.com**
- **Vendor calling in to discuss any move in “Damage Claim” status -> Notify damage@transitpros.com via the move notes to assist.**

CLIENT OR CUSTOMER CALLING IN

**The below is in reference to ERS calls only. If a client or customer is calling in regarding another department, transfer to that departments queue. **

- **Calling in requesting an update in service ->**
 - If move is with dispatch (Working, Scheduled, On-Scene, Picked up or Delivered) -> transfer to Dispatch Queue
 - If move has not gone to dispatch yet (New, Active, or Verified) -> read notes to confirm what is needed and assist accordingly. If they are calling in for verification call -> Complete step 2
- **Customer or client calls in requesting a specific ERS Dispatcher ->**
 - See if that Dispatchers phone line is open, if so, Transfer to them and message them.
 - If that Dispatchers phone line is not available, transfer to ERS Return Queue and any available dispatcher should be able to assist.
- **Customer or client reporting any damages -> See “DAMAGE CLAIM” protocol**
- **Customer or client calling in to check on a reported damage claim -> note the move and alert damage@transitpros.com to contact them back.**
- **Customer or client calls in requesting a receipt or to discuss charges paid -> Locate move – note move with information including email address to send receipt – send email to leads@transitpros.com**
- **Customer or client calls in to cancel ->**
 - If move is with dispatch (Working, Scheduled, On-Scene, Picked up or Delivered) -> transfer to Dispatch Queue
 - If move has not gone to dispatch yet (New, Active, or Verified) -> proceed with cancellation accordingly. Obtain approval from Team Lead prior to cancelling any moves

Misc. Call Ins

- **New Client/Sales Call**
 - **If they are needing immediate service, intake as single use!!
 - If you receive a call for a Company wanting to do future business with Transit Pros (not a new tow vendor)
 - Obtain the below and email it to morgan.kroencke@transitpros.com
 - Name of Company
 - Name of caller
 - Email address and/or phone number
 - **Again, If they are needing immediate service, intake as single use!!
- **HR/Employment Questions**
 - Direct caller to email jesse@transitpros.com or take their contact info and send an email to Jesse. Request TL assistance if needed.