

Damage Hold Procedure -

1. Gather all information from caller
 - a. Notate snapshot notes:
 - i. Who called – customer / vendor
 - ii. Callback number
 - iii. Damage description
 - b. Request pictures sent to damage@transitpros.com
 - c. Inform caller someone specialized to help will be reaching out during business hours / as soon as available
 - d. Place move on hold
 - e. Send all information with move # to damage@transitpros.com, attach leads@transitpros.com – include pictures if sent to ERS cell
2. Do not provide any information other than we have a department designated to help
3. If customer is providing the information on damage done after a move is completed – do not reach out to the vendor to verify – VR will reach out
4. If the damage occurred while tow in progress and prevented the tow from completing / unit now requires different equipment / unit needs a tire / etc.
 - a. Follow procedures outlined above
 - b. Verify with vendor and customer what is needed to complete the tow – get pictures
 - c. Build new move and get the unit to delivery or a safe location depending on the situation and customer / client request
 - d. Detail in notes the connected moves
5. Never leave a unit at an undesired location due to damage that occurred while in tow