


# WELCOME TO HITCH

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New Driver Guide

# STEP 1. RECEIVE WELCOME EMAILS

You will receive a **coming soon, introduction & follow-up** email directly from your Hitch TMS Owner.



**Coming Soon Email**

Coming Soon – Transportation made easier with RunBuggy!


Keep an eye out for further communication with insight into what's ahead for us.

Best,

[Company Name]

www.RunBuggy.com

Coming Soon Email



**Intro Email**

[Company Name] is using RunBuggy's Hitch software to manage transportation, gain greater insight into performance and price, and expand the ability to share updates with internal and external stakeholders. This is driven by a need for [Company Name] to have greater visibility into our transportation moves and associated spend.

Why Hitch?

- **Consistency:** Gives [Company Name] the ability to measure the data the same way across multiple providers, and a common way to share updates with dealers and customers.
- **Features:** Digitize and streamline the transaction; pictures, communication tools, recordkeeping.
- **Security:** Built to the cybersecurity and compliance standards required by OEMs, Lenders, and other agencies.

The mutual success of this partnership will be determined by the accuracy of what is reported and 100% use of the RunBuggy mobile application when completing orders. Now I'm sure you're wondering...

What's in it for the Transporter?

- No cost to download, unlimited users.
- Reduce "he said/she said" disputes, streamlined access to orders, fewer requests for updates when app is used.
- **Secure:** Peace of mind that usage of the system helps you remain a partner that is compliant with the FTC Safeguards Rule.
- Grow your business with [Company Name]. Objective performance evaluation leads to more business steered towards high performers.
- **OPTIONAL:** Ability to grow your business even more: Free sign up for the RunBuggy Marketplace, move vehicles for other Shippers.

We have a vested interest in gaining a better understanding of your value as a transportation partner, how you help us meet operational targets and keep customer promises.


**Fill out the below contact information**

Company Name  
First and Last Name  
Email  
Phone Number

**List Hitch Customer Success points of contact**

www.RunBuggy.com

Introduction Email






**Follow-up Email**

Dear [New User's Name],

As previously mentioned, we are excited to be partnering with RunBuggy and we're excited to have you on board. To kick things off smoothly, here are a few key pieces of info to get you started:

**Download the RunBuggy App**

Sign yourself and your drivers up for a [live webinar training with RunBuggy](#).

For additional support, visit [Support RunBuggy](#) for Job Aids and Instructional Videos.

We're here to support you along the way. If you have any questions, please reach out.

Looking forward to working together!

Best regards,

**Fill out the below contact information**

Company Name  
First and Last Name  
Email  
Phone Number

www.RunBuggy.com

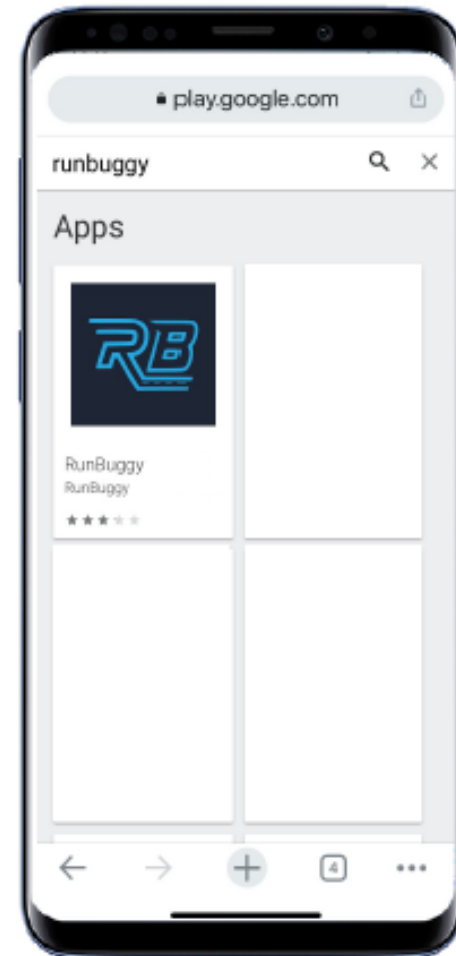
Follow-Up Email

1

# STEP 2. DOWNLOAD THE RUNBUGGY APP

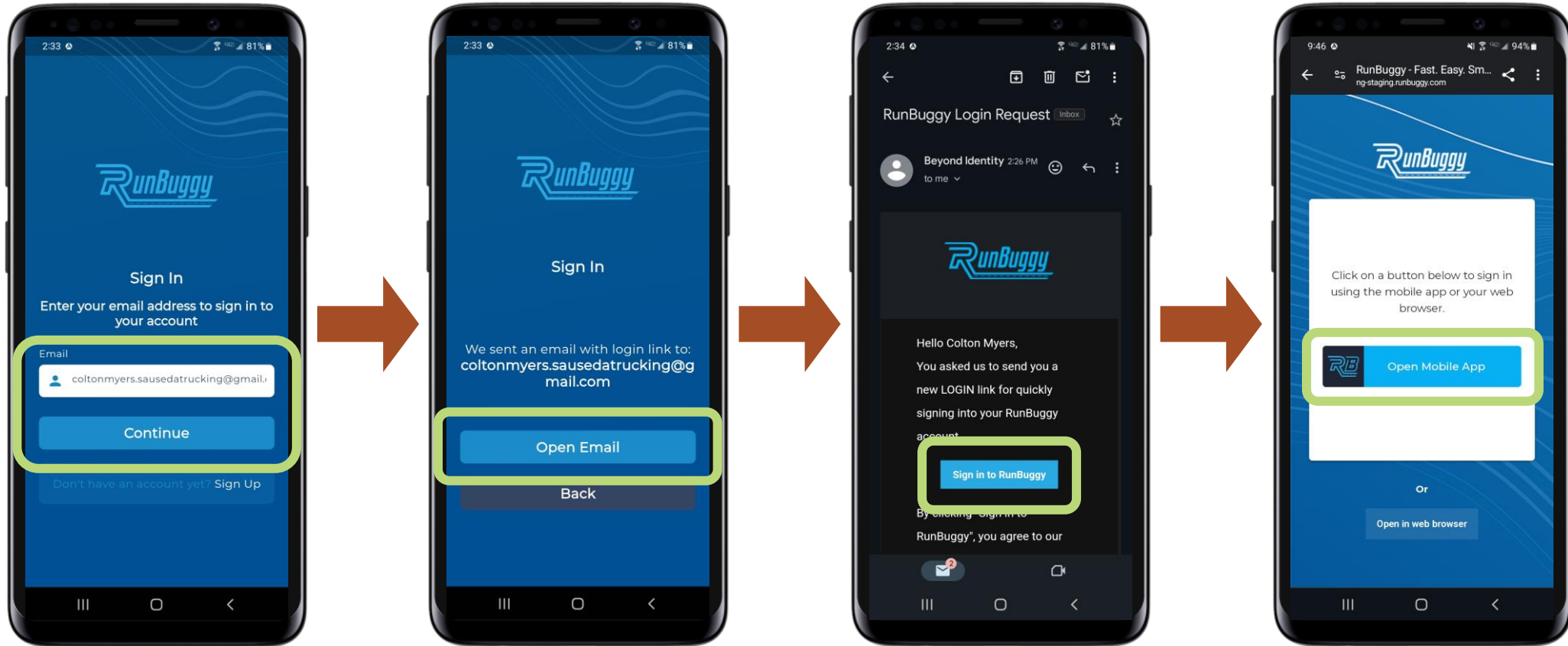


OR



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# STEP 3. SIGN IN WITH PASSWORDLESS TECHNOLOGY



Go to the **RunBuggy Mobile App** & enter the email associated with your account. (Every Driver will need their own email in the system to sign in.)

Tap **Open Email**.

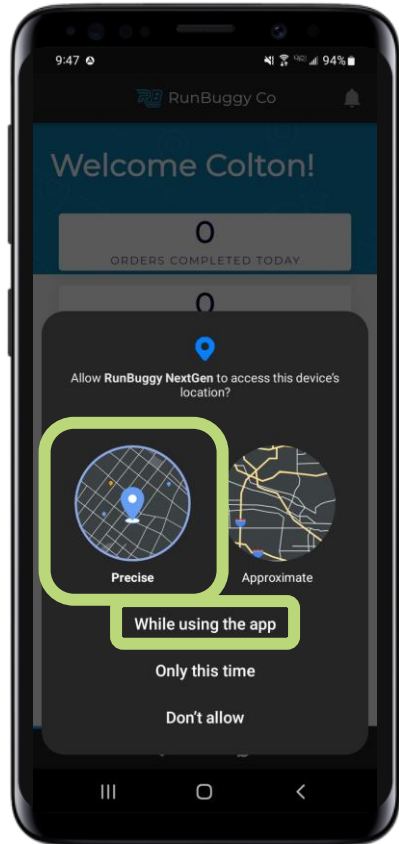
Open the **RunBuggy Login Request** email & tap **Sign in to RunBuggy**.

Tap **Open Mobile App**.

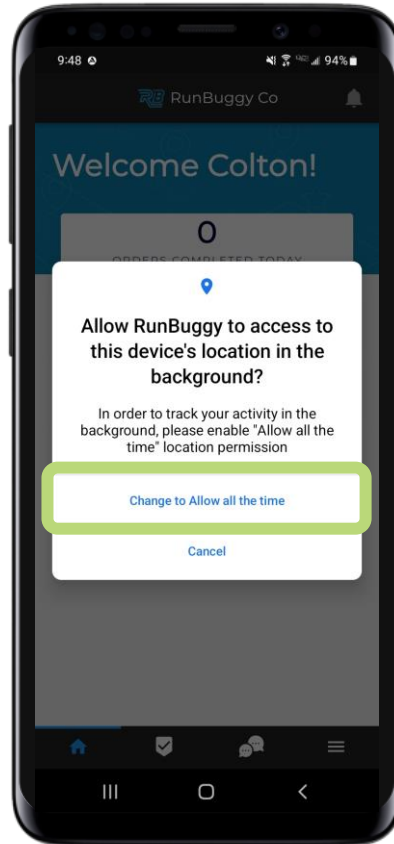
# 3

The RunBuggy Mobile App utilizes **passwordless technology**. An email with a sign in link will be sent to the email address associated with your account.

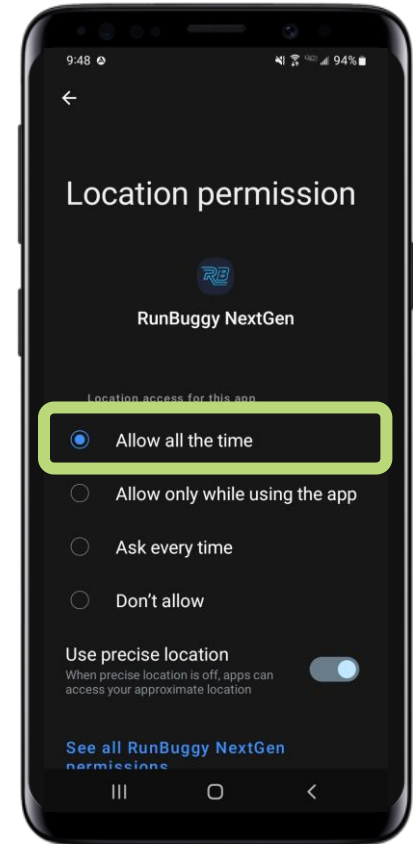
# STEP 4. ENABLE LOCATION



Allow the RunBuggy Mobile App to **access your precise location while using the App.**



Allow the RunBuggy Mobile App to **access your device's location in the background.**

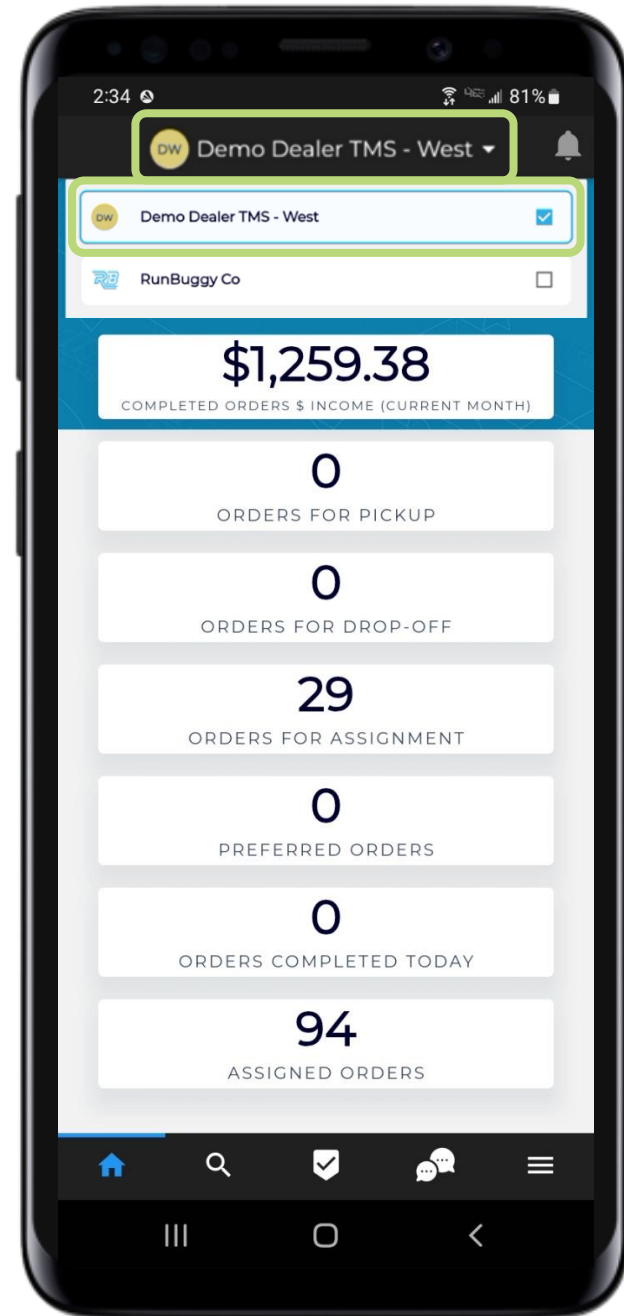


Tap **Allow all the time.**

# 4

## STEP 5. SELECT YOUR HITCH ACCOUNT

Select your Hitch account from the dropdown.



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# STEP 6. HOME SCREEN

This is your home screen where you can see your order details & metrics.

View your **Tasks.**

View your **Notifications.**

View your **Settings.**

Search all **Orders.**

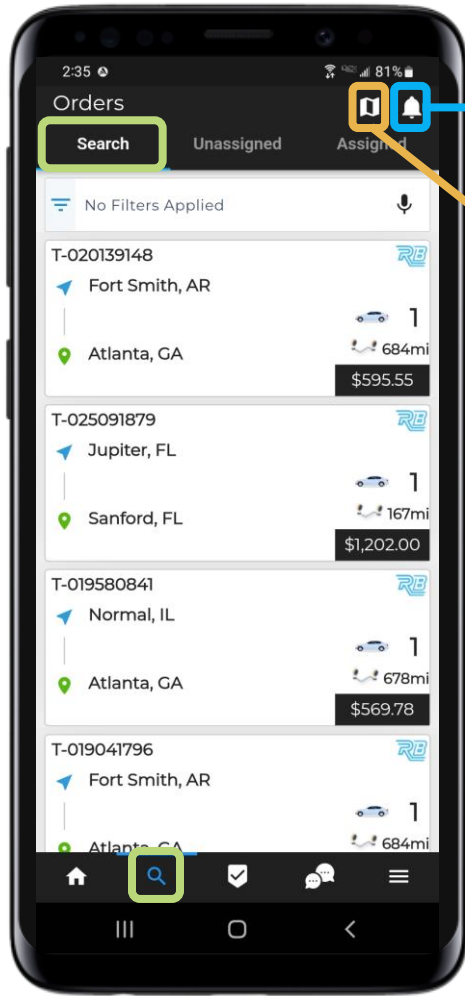
Navigate to **Home screen.**

Metric	Value
COMPLETED ORDERS \$ INCOME (CURRENT MONTH)	\$1,259.38
ORDERS FOR PICKUP	0
ORDERS FOR DROP-OFF	0
ORDERS FOR ASSIGNMENT	29
PREFERRED ORDERS	0
ORDERS COMPLETED TODAY	0
ASSIGNED ORDERS	94

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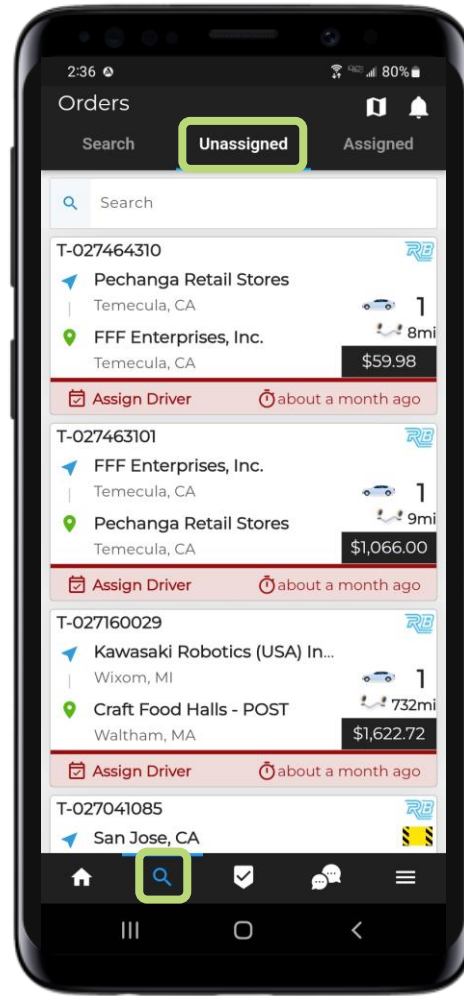
# STEP 7. SEARCHING FOR ORDERS



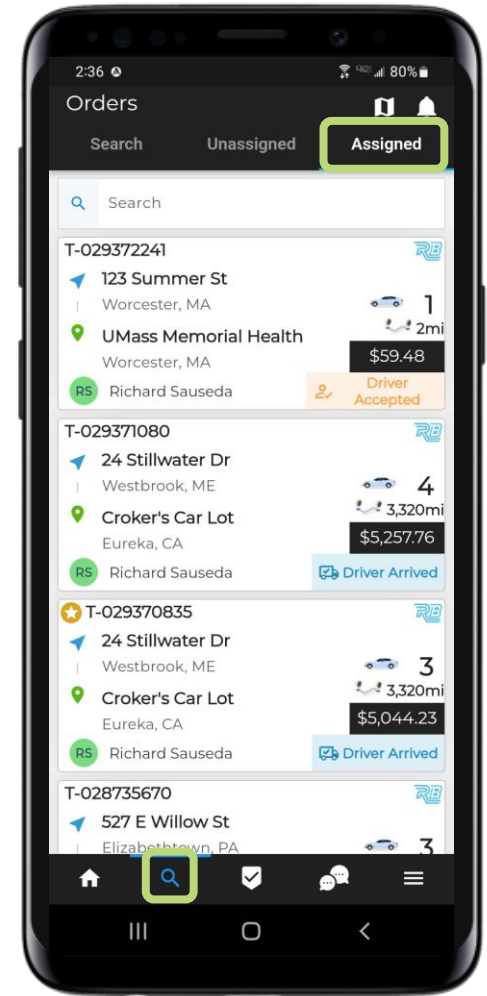
Search All Orders

Notifications

Map View of Orders



Search Unassigned Orders



Search Assigned Orders

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# STEP 8. ORDER INFORMATION

The image shows a smartphone screen with a Hitch app interface. The screen displays a map of the United States with a route highlighted. Below the map, there is a summary of the order: Order Number T-029395519, Duration 49 Hr 45 Mins, Distance 3320 mi, and Payout \$4,370.91. The pickup location is 24 Stillwater Dr, Westbrook, ME, and the dropoff location is Croker's Car Lot, 4015 Campton Rd, Eureka, CA. There are three vehicles listed: a 2007 Ford F-150, a 2014 Toyota RAV4, and a 1997 Dodge Neon. At the bottom of the screen is a large blue 'Accept' button. Red callout lines point from various text labels to specific UI elements on the screen.

Gate Passes

Chat Directly w/ Shipper

Route

Order Number

Bill of Lading (BOL)

Number of Vehicles

Unclaim or Reject Order

Notifications

Order Status

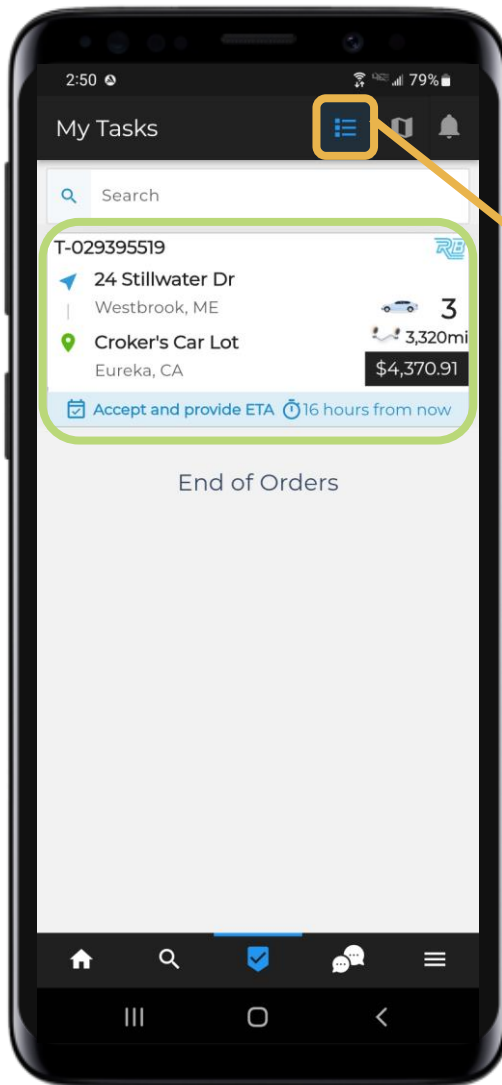
Tap for Pickup or Dropoff Instructions & Contact Info

Tap to View Vehicle Details

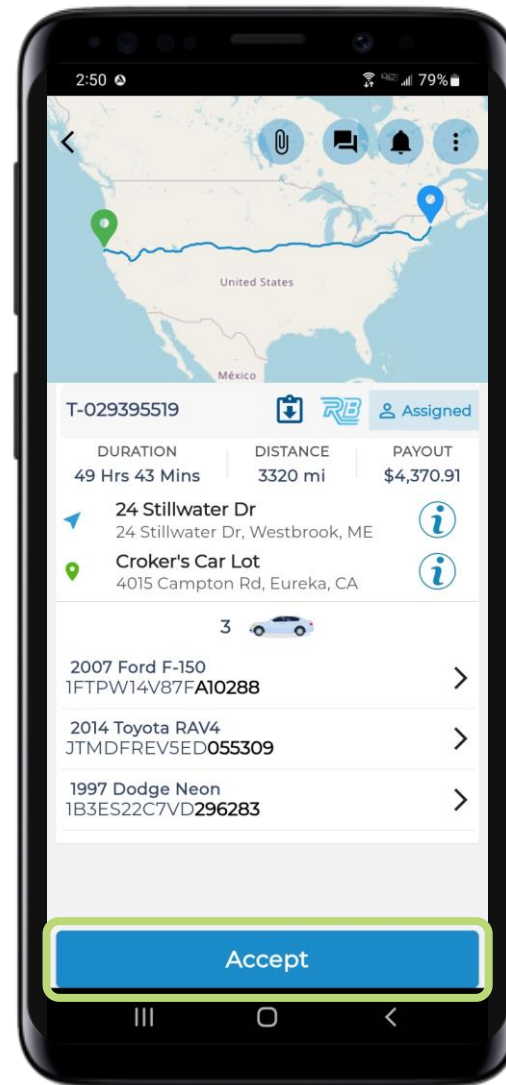
Tap Here to Accept the Order

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# STEP 9. ACCEPT ORDER



List View  
of Orders

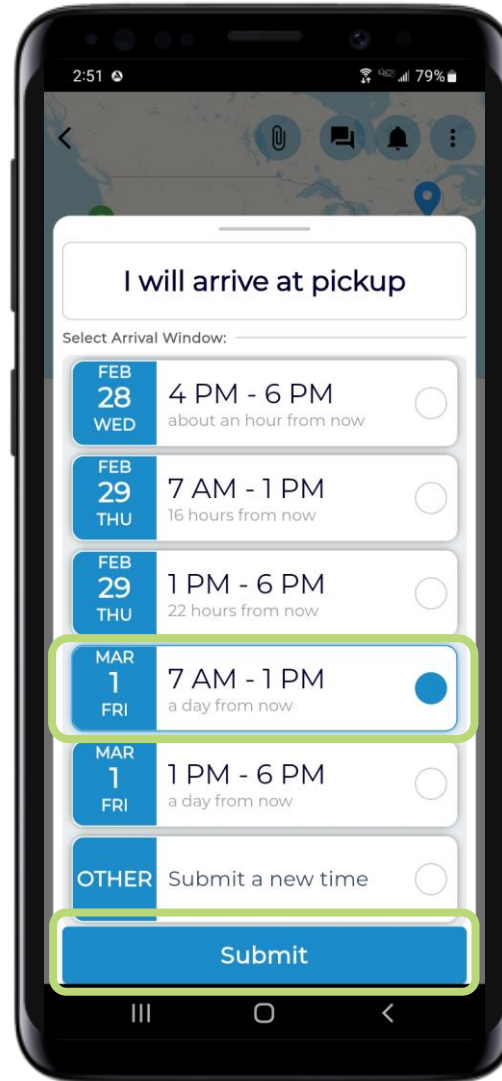


Tap the **Order** you  
want to accept.

Tap **Accept**.

9

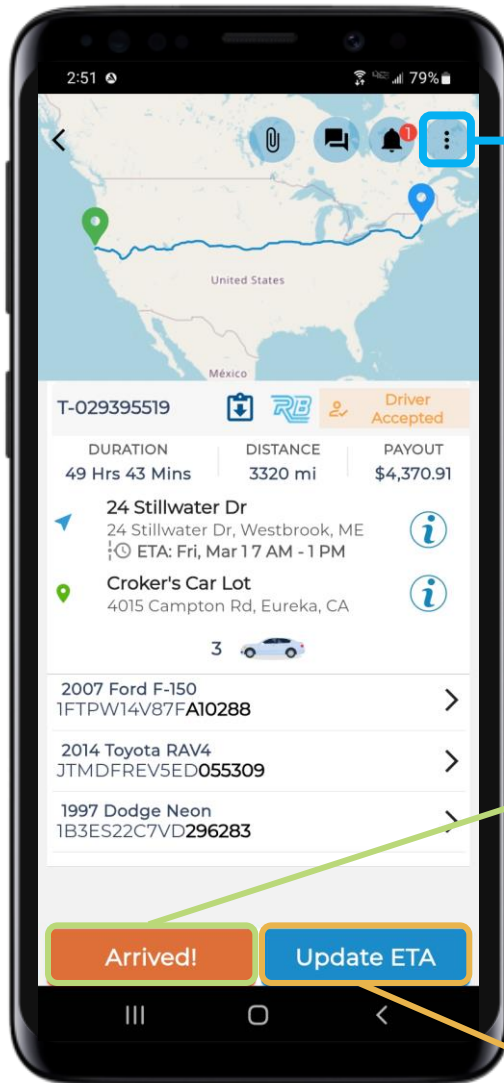
# STEP 10. SET PICKUP ARRIVAL WINDOW



Tap your **arrival window**, then tap **Submit**.

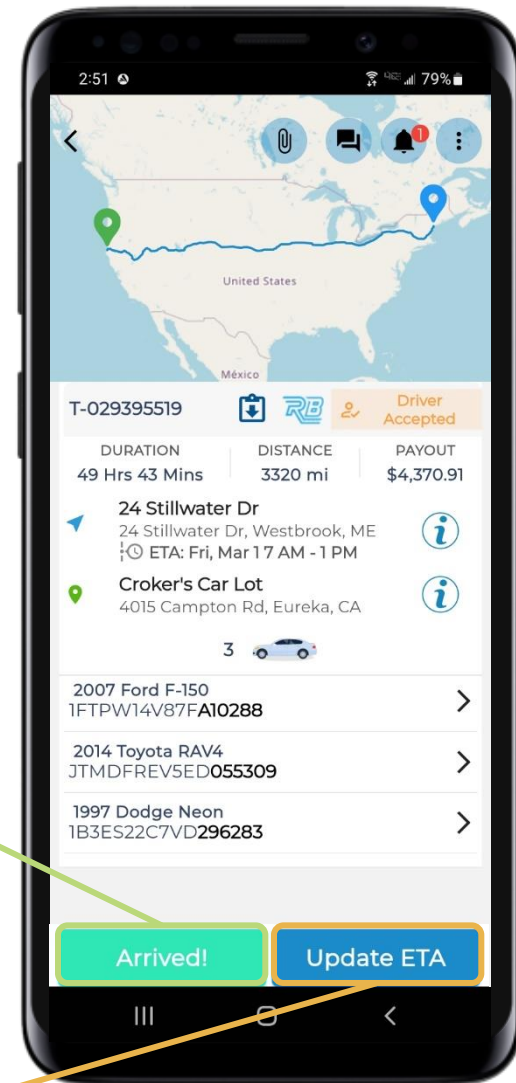
10

# STEP 11. ARRIVE AT PICKUP



Tap here to **reassign** the order to another Driver. Only Admins can reassign orders.

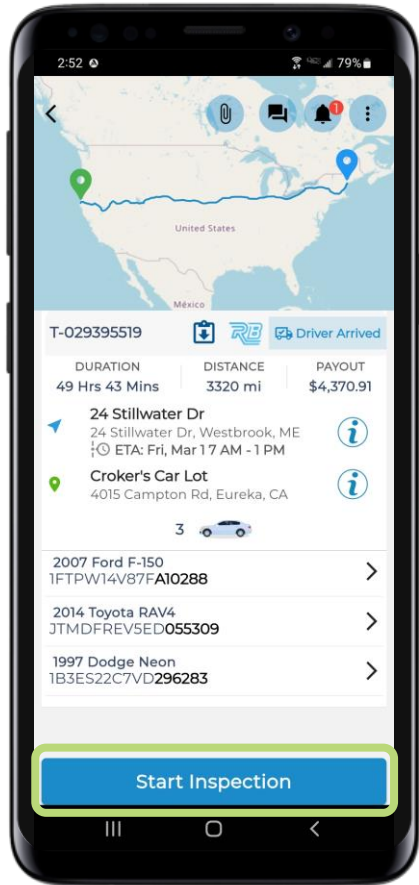
If the **Arrived!** button is orange, proceed closer to the address until it turns green, indicating you are within the pickup radius, then tap **Arrived!**



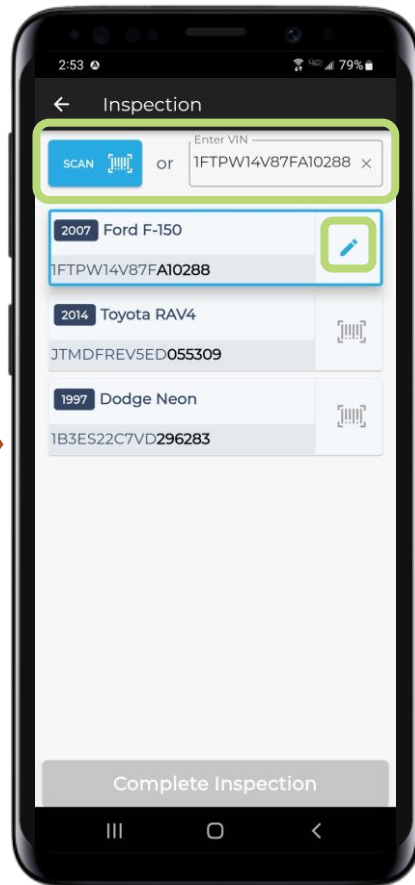
If you need to update your ETA, tap **Update ETA**.

# 11

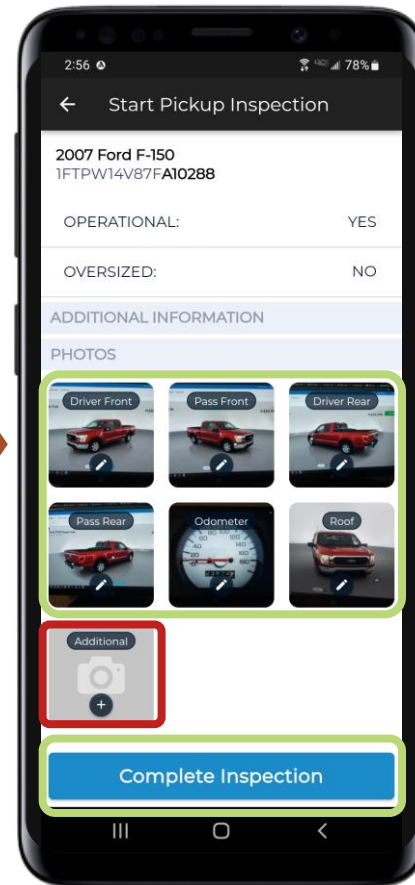
# STEP 12. COMPLETE PICKUP INSPECTION



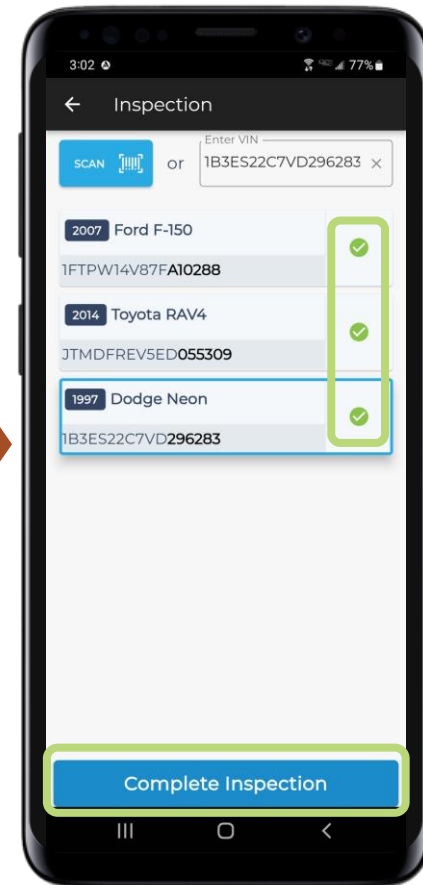
Tap **Start Inspection**.




Scan or enter the VIN of the vehicle being inspected, then tap its  icon.



Take photos of the vehicle, then tap **Complete Inspection**.

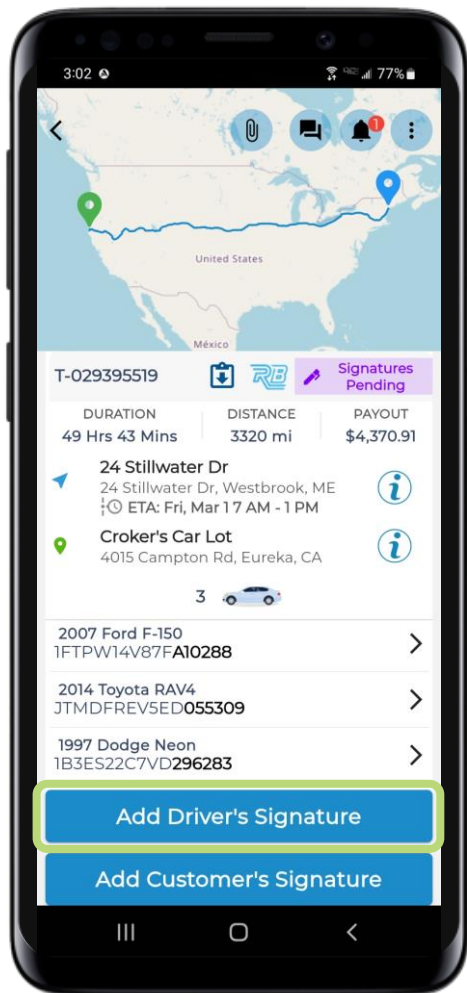


Repeat these steps for each vehicle until all have the  icon, then tap **Complete Inspection**.

# 12

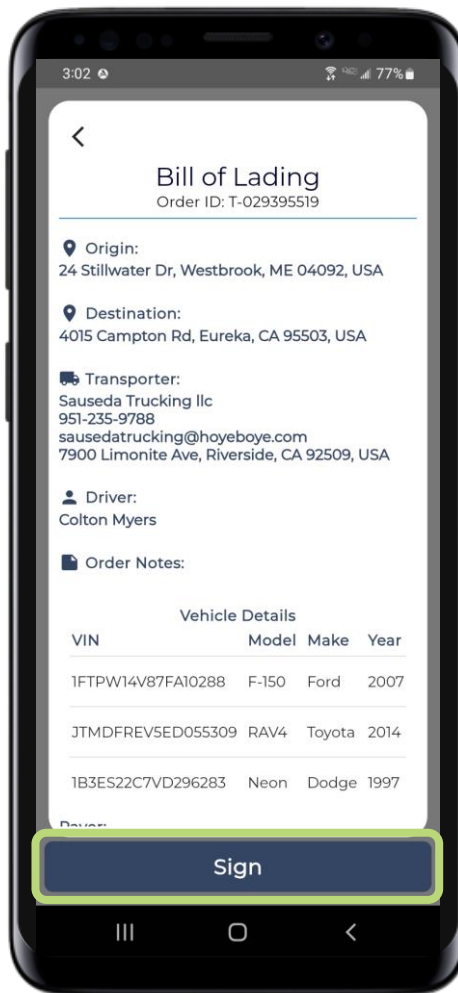
When completing an inspection, photograph & mark any damages under **Additional** using **AIAG Damage Codes**.

# STEP 13. DRIVER SIGNS THE BILL OF LADING (BOL)

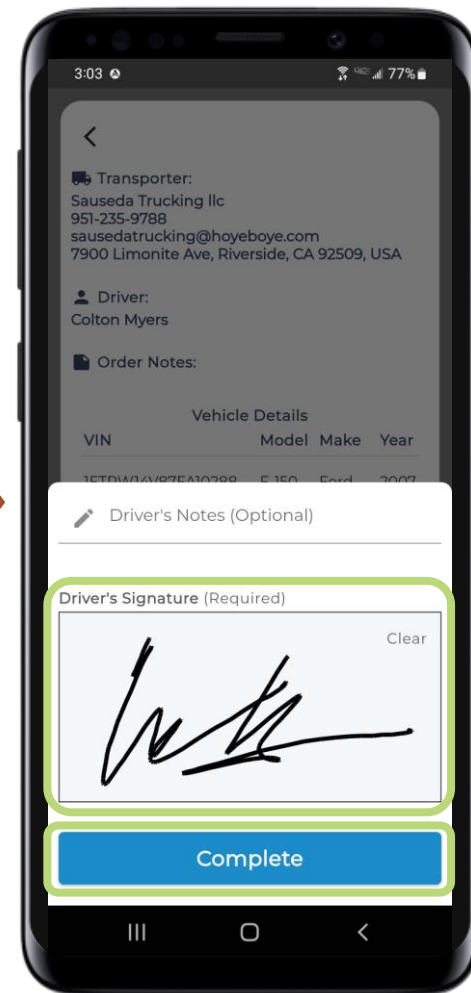


Tap **Add Driver's Signature**.

# 13



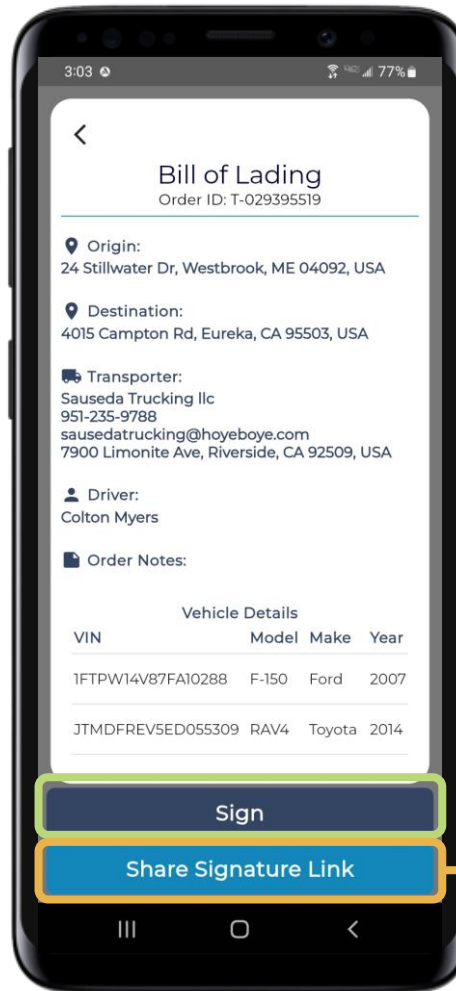
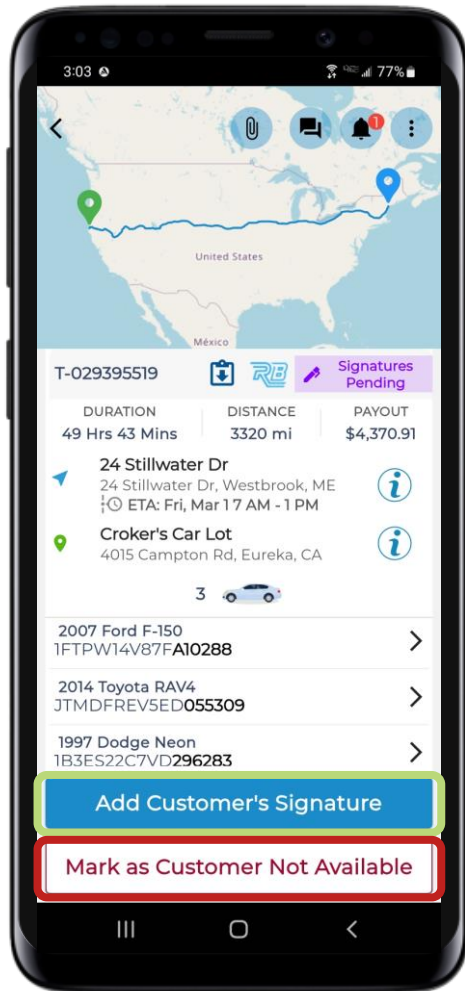
Tap **Sign**.



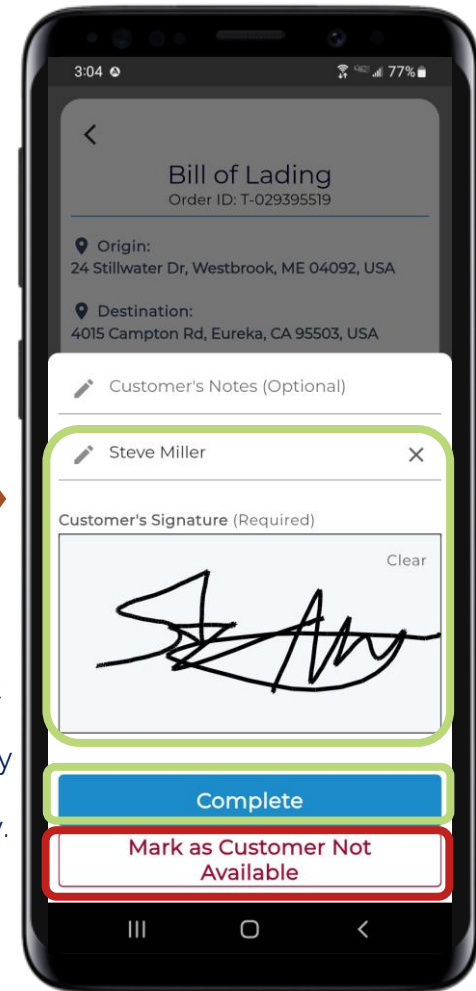
Sign your name, then tap **Complete**.



# STEP 14. SHIPPER SIGNS THE BILL OF LADING (BOL)



If the Customer is not available, tap **Share Signature Link** to copy & share the link with them to sign remotely.



Tap **Add Customer's Signature**.

Tap **Sign**.

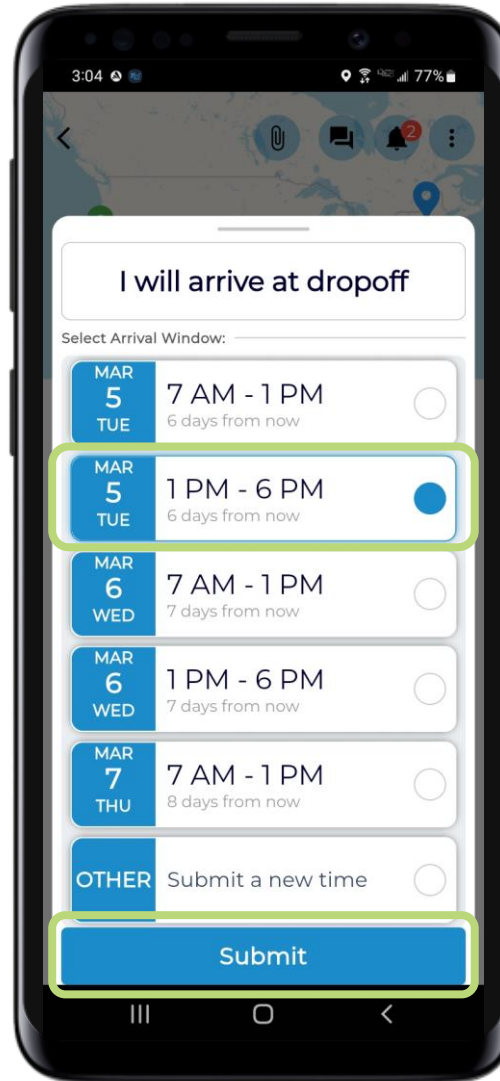
The Shipper **enters their name, signs,** then taps **Complete**.

# 14

Only tap **Mark as Customer Not Available** if you are unable to share the signature link with them.



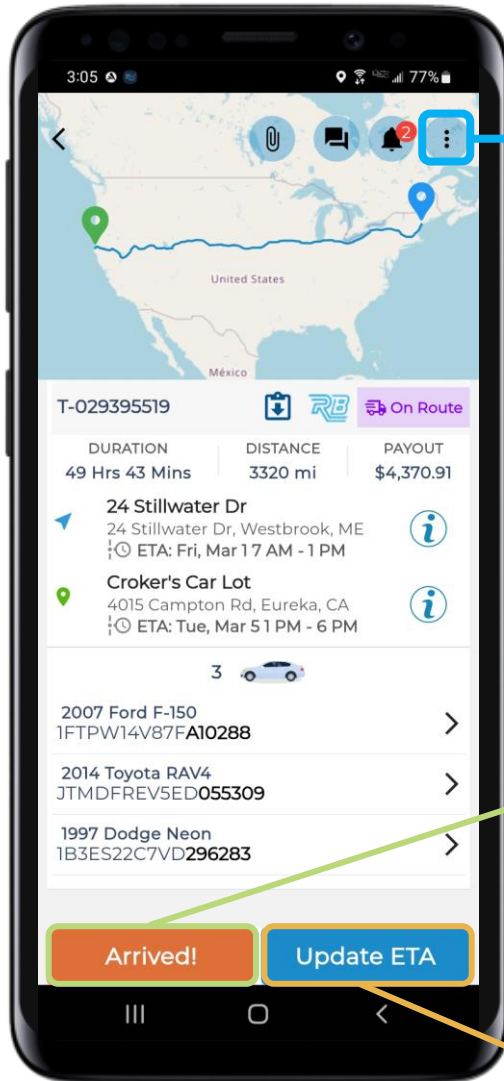
# STEP 15. SET DROPOFF ARRIVAL WINDOW



Tap your **arrival window**,  
then tap **Submit**.

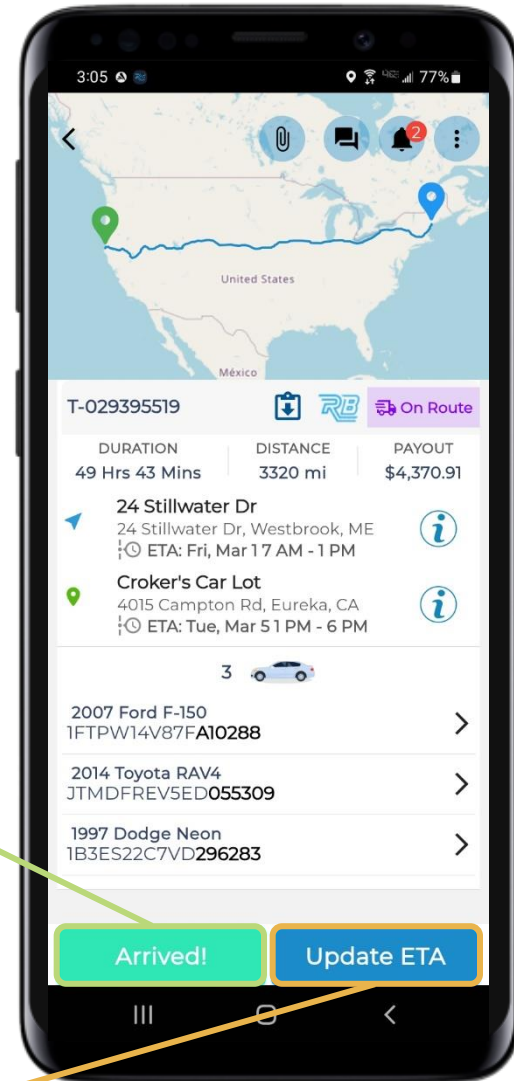
15

# STEP 16. ARRIVE AT DROPOFF



Tap here to **reassign** the order to another Driver. Only Admins can reassign orders.

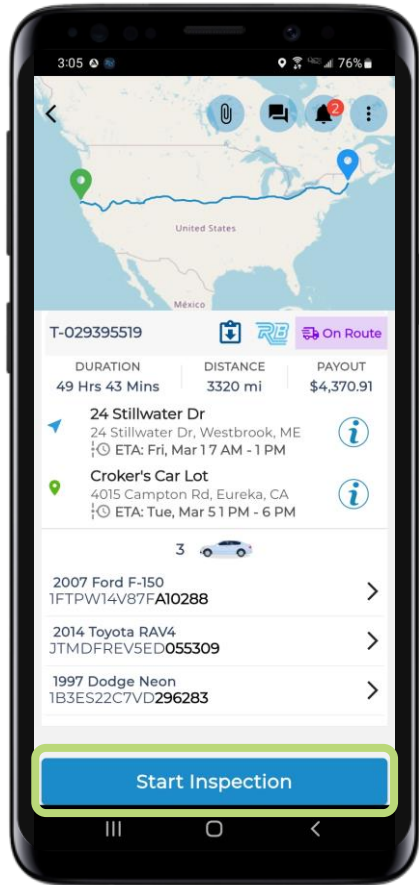
If the **Arrived!** button is orange, proceed closer to the address until it turns green, indicating you are within the dropoff radius, then tap **Arrived!**



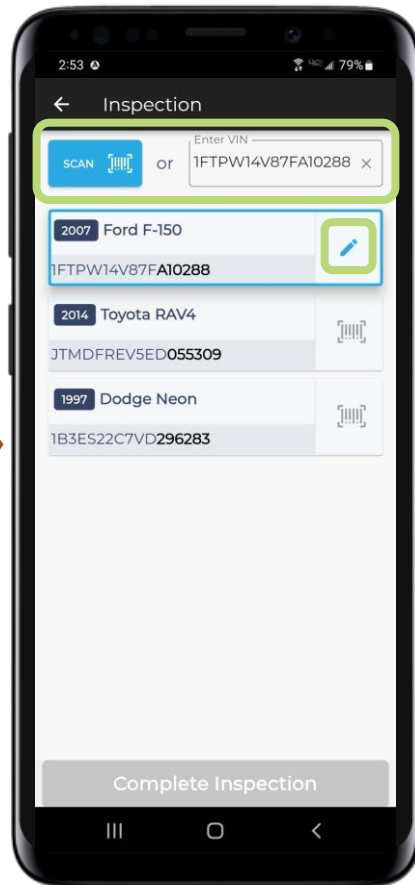
If you need to update your ETA, tap **Update ETA**.

# 16

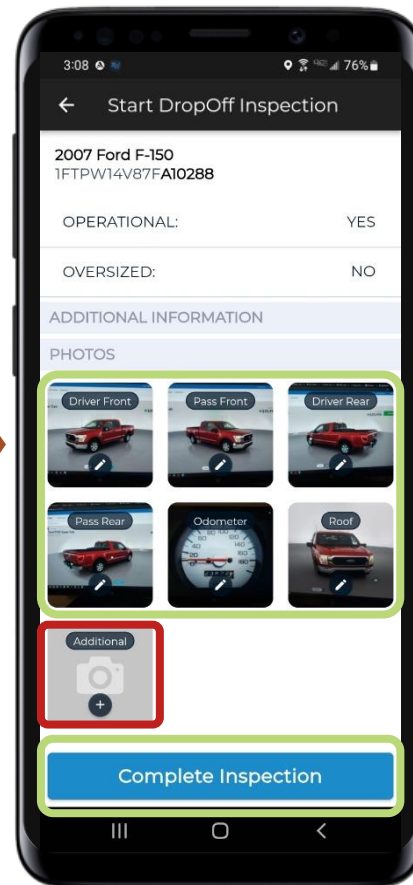
# STEP 17. COMPLETE DROPOFF INSPECTION



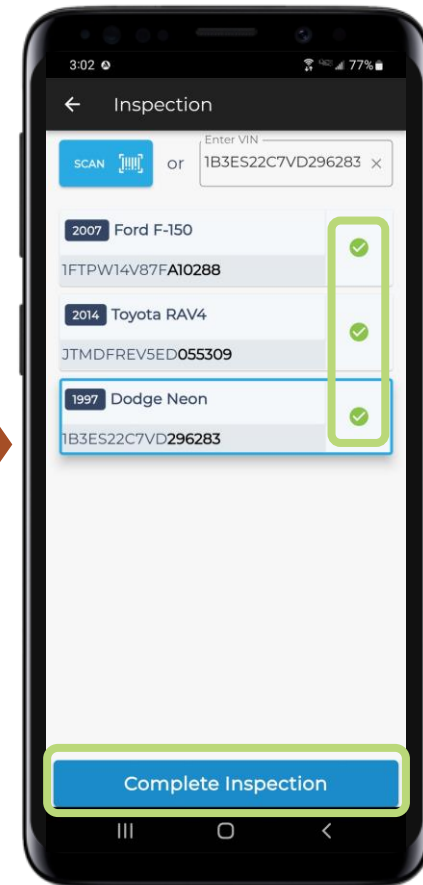
Tap **Start Inspection**.



Scan or enter the VIN of the vehicle being inspected, then tap its  icon.



Take photos of the vehicle, then tap **Complete Inspection**.

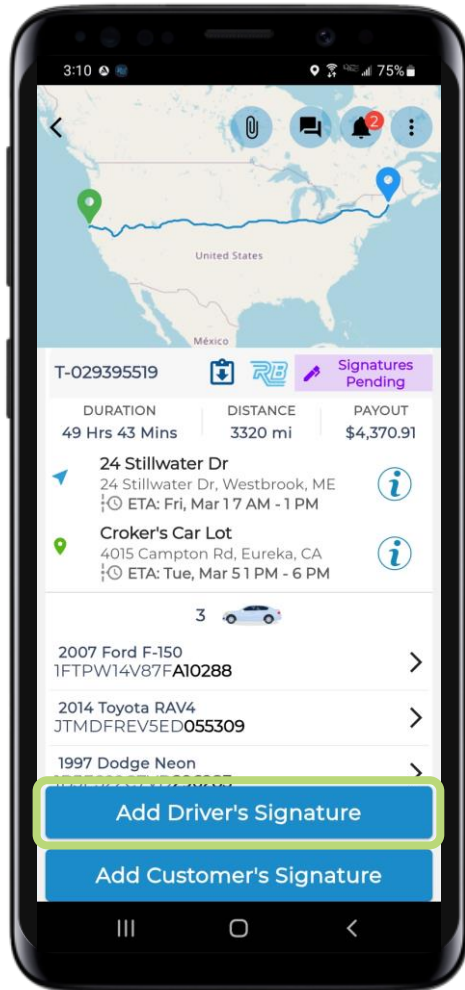


Repeat these steps for each vehicle until all have the  icon, then tap **Complete Inspection**.

# 17

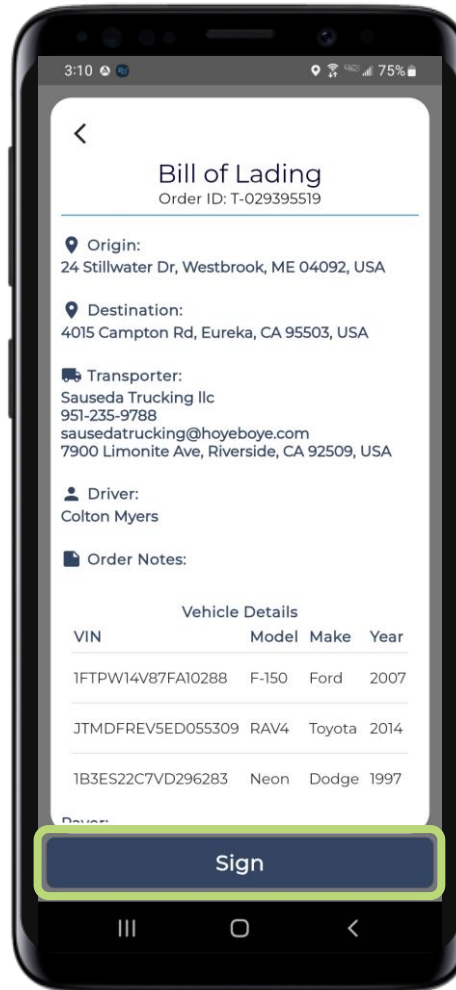
When completing an inspection, photograph & mark any damages under **Additional** using **AIAG Damage Codes**.

# STEP 18. DRIVER SIGNS BILL OF LADING (BOL)

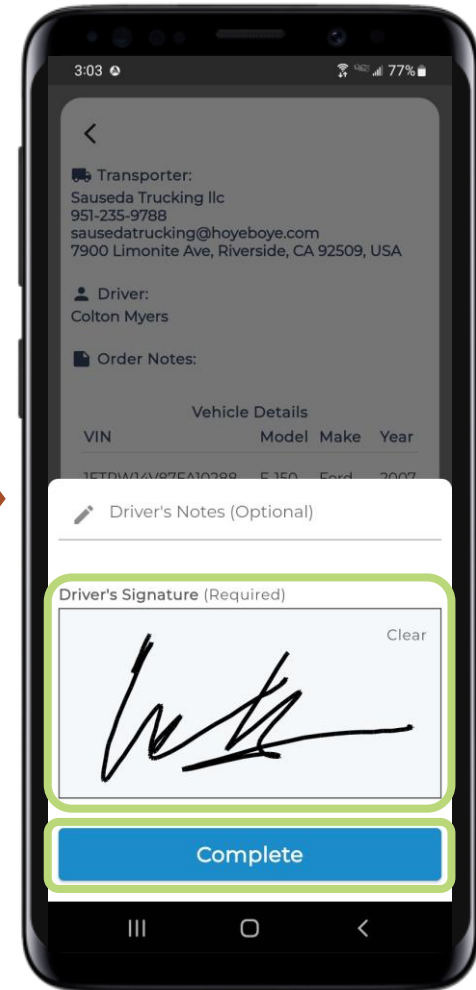


Tap **Add Driver's Signature**.

# 18

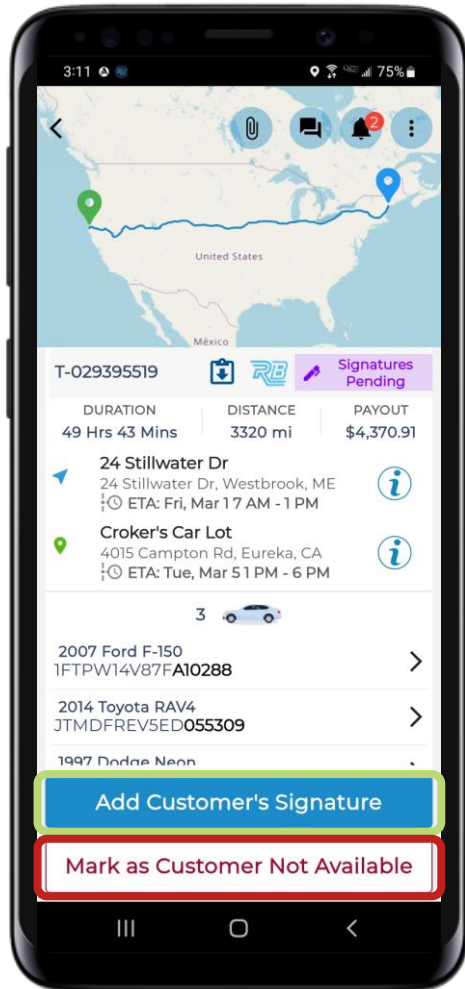


Tap **Sign**.



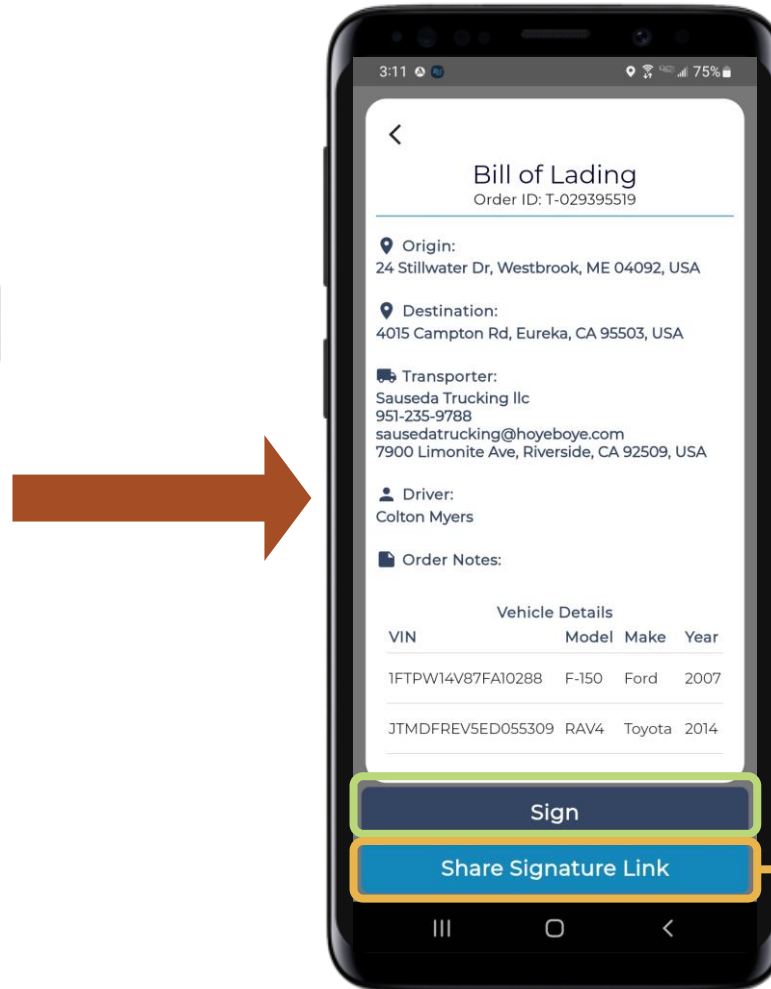
Sign your name, then tap **Complete**.

# STEP 19. CUSTOMER SIGNS BILL OF LADING (BOL)



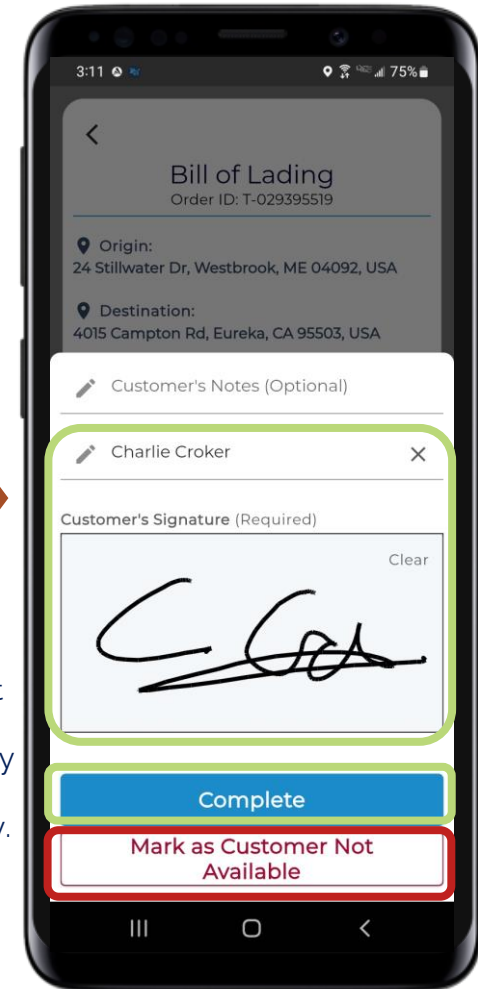
Tap **Add Customer's Signature**.

# 19



Tap **Sign**.

If the Customer is not available, tap **Share Signature Link** to copy & share the link with them to sign remotely.



The Customer **enters their name, signs,** then taps **Complete**.

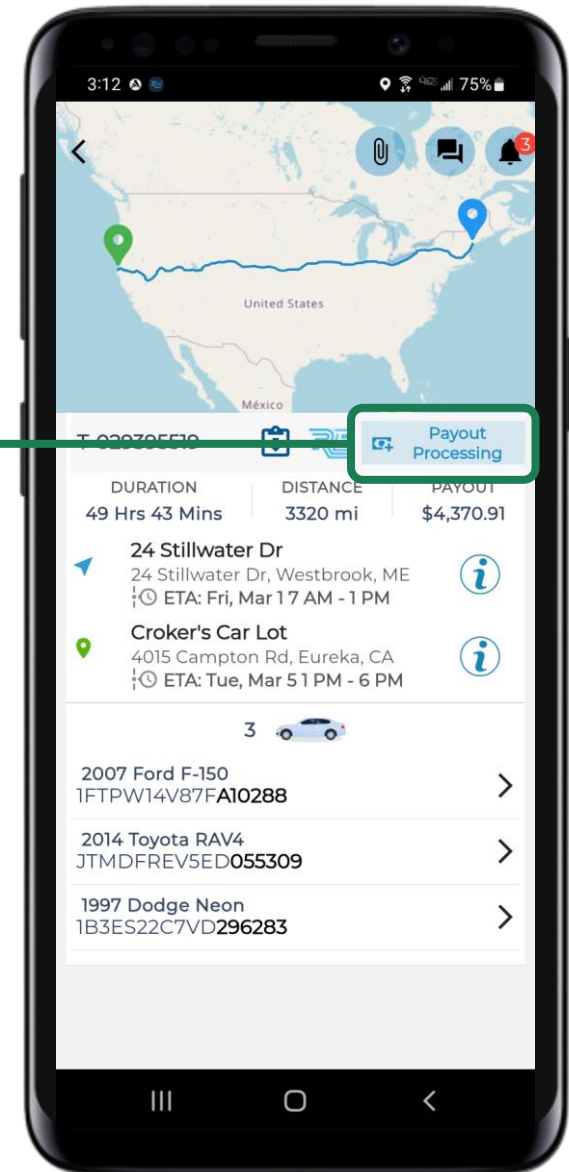
Only tap **Mark as Customer Not Available** if you are unable to share the signature link with them.



# STEP 20. GET PAID!

How & when you get paid will depend on the payment terms set by your Hitch TMS Owner.

Contact your Hitch TMS Administrator to learn about the different payment options.

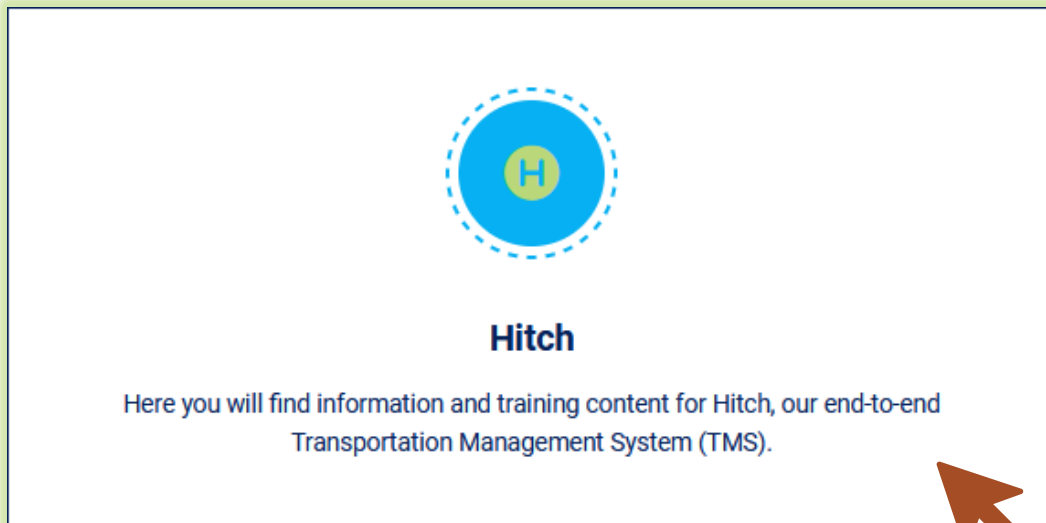


# 20

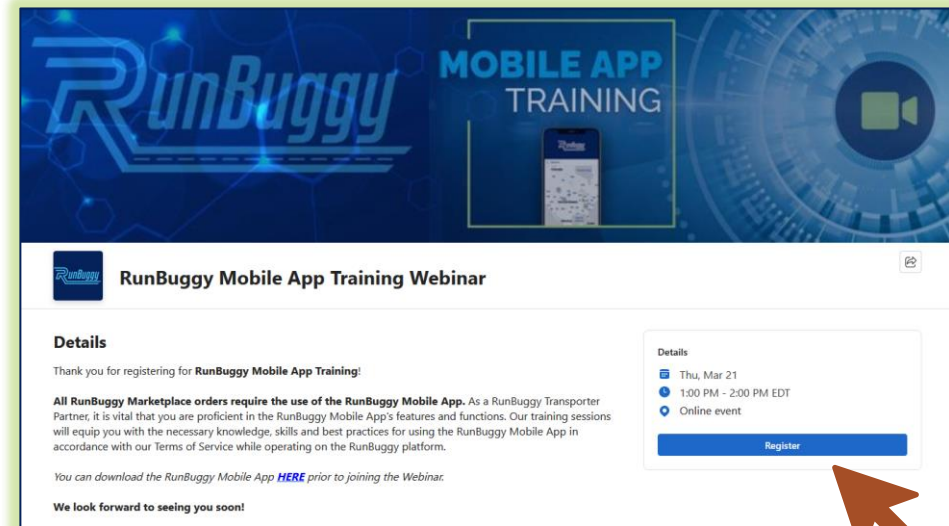
# ADDITIONAL RESOURCES

Have more questions or need additional help? Click the buttons below to access the **Hitch Support Site** or to register for a **RunBuggy Mobile App Training Webinar**.

If you haven't already, scan the QR code below to **download the RunBuggy Mobile App**.



**Hitch Support Site**



**RunBuggy Mobile App Training Webinar**



**Download the RunBuggy Mobile App**