

# TRANSPORTATION REQUEST

## Decision Tree



### Support Team:

- 1. **Customer Self-Service:** For Transportation support, please contact your transport partner directly.
- 2. **Hitch Client Success:** For system tech support, please contact [hitchsupport@runbuggy.com](mailto:hitchsupport@runbuggy.com) or (888) 872-8449

### Need to Transport Car

### Support Team:

MP Client Success Operations Team  
[support@runbuggy.com](mailto:support@runbuggy.com)  
(888) 872-8449

### Assign to Transporter

### Assign to Load Board

### Assign to RunBuggy

Is this a Company Approved TP?

No

END

Yes

Add TP in Company Hitch TMS

TP Adds Drivers and Equipment to Hitch

Create Order and Assign to Company approved TP partner in Hitch

TP moves vehicles

Order Complete

Company pays TP directly

Route TP through Company procurement flow

If challenges, **RB** works directly with TP

If TP/Driver approved but not onboarded with complete profile, complete manually in Hitch

Company user should create and close out order manually in Hitch for recordkeeping

If challenges, **Company** works directly with TP

Order claimed by TP on RB network

TP moves vehicles

Order Complete

RB Pays Transporter

RB Invoices Company/Dealer for move

