



# TRANSPORTER SLA STANDARDS

This document outlines the expected Service Level Agreement (SLA) Standards for Transporters using the RunBuggy Marketplace.

Depending on the service level, these are generally accepted timelines. Meeting these expectations ensures success for both the Shippers and Transporters.

These are general rules that can be adjusted based on expectations. Be sure to always check the pickup and drop-off instructions for each order for any important notes.

## REPO ORDERS

### *(FLATBED/REPOSSESSIONS)*



- ✓ Pending/requested appointment within 48 hours.
- ✓ Unit picked up within 5 days or ASAP per repossession.
- ✓ Repossession appointment needs to be 24 hours in advance and confirmed unit is ready for transport (RFT).
- ✓ If there are any delays or additional approvals needed, contact the RunBuggy mainline at (888) 872-8449 or send an order chat, and our team will assist.

## STANDARD ORDERS

### *(DEALERSHIP/STANDARD TRANSPORT)*



- ✓ Estimated time of arrival (ETA) provided within 24 hours of claiming the order.
- ✓ Unit(s) picked up within 48 hours of claiming the order.
- ✓ Contact the pickup contact prior to arriving to ensure the unit(s) are RFT.
- ✓ If the pickup contact cannot confirm, contact the RunBuggy mainline at (888) 872-8449 or send an order chat, and our team will call and verify.

## GOLD & PLATINUM ORDERS

### *(HIGHER STANDARDS = HIGHER PAYOUTS)*



- ✓ The RunBuggy Mobile App must be used for all order tasks and updates.
- ✓ These orders include pickup and drop-off to consumer Customers who may not be familiar with transporting a vehicle. Communication is critical to success and Customer satisfaction.
- ✓ Consider and meet requested pickup and drop-off dates and time windows. Customers have windows of availability that must be met promptly.
- ✓ All drop-offs must be made per business hours or the requested time windows from Customers. They should not happen in the middle of the night.
- ✓ Before claiming, review vehicle pickup instructions. These will include information about the vehicle's address that may affect accessibility for larger car carriers.
- ✓ Pickup and drop-off Customers must be contacted 24 hours and 1 hour prior to arrival to ensure availability, unless otherwise requested.

## DISCLAIMER

SLAs may vary per Shipper or per order.

# TARGET DAYS FOR DELIVERY

(NUMBER OF DAYS IN TRANSIT AFTER DRIVER ASSIGNMENT)



0 – 250 miles > 1 - 4 Days

251 – 1,000 miles > 2 - 6 Days

1,001 – 2,500 miles > 4 - 8 Days

*\* Rural areas and difficult routes may require additional time.*

**If you have questions or need assistance, contact us at our mainline (888) 872-8449 or in order chat through the RunBuggy App.**



Ship Cars **SMARTER.**