



# ENTERPRISE

## Vehicle Transportation System

*POWERED BY*



*VEHICLE TRANSPORTATION SOLUTIONS. DELIVERED.*



# PROCESS

## Enterprise Vehicle Transportation System

### Objective

Standardize a process for scheduling and transporting vehicles to our dealerships, customers, auctions, etc.

Obtaining Quotes | Submitting Orders | Value |  
Checking Order Status | Managing Claims and Exceptions

Speed to Market is our number one priority and having an effective and streamlined process in place will enable us to accomplish this together.

## COMMUNICATION

Email is the best means of communication for requests during and after normal business hours. MetroGistics has a dedicated email address for all Enterprise locations; please e-mail [transport@shipwiththefleet.com](mailto:transport@shipwiththefleet.com) to connect directly with our designated freight team. This will prevent any delays that may occur if instructions are sent only to a single team member.

If any location needs to reach MetroGistics via phone, the best number to call is our toll-free 855-939-1804. Voicemails are routed to the after-hours contact who will return calls promptly.

We are staffed 7 days a week from 7:30AM-9PM CST.

If you did not get a response back within 20 minutes, please confirm that the email address provided is correct. If the email address provided is correct, please call 855-939-1804. Provide your Enterprise region to be connected to the appropriate team member. We will expedite the request and confirm the email address to ensure that everything is accurate.

## QUOTES/ORDER SUBMISSIONS

You can get quotes and submit transfers right on the dedicated [www.shipwiththefleet.com](http://www.shipwiththefleet.com) website. Please be sure you fill in all of the appropriate information when submitting transfers.

- > **Origin information**  
*(name, full address, contact name and phone number)*
- > **Destination information**  
*(name, full address, contact name and phone number)*
- > **Vehicle Information**  
*(Year, Make and Model)*
- > **Vin**  
*(full 17 digits preferred, but at least last 6 are required)*
- > **Billing information**  
*(who we are billing)*
- > **Special Instructions**  
*(pick up instructions, sold unit, vehicle ready date, etc.)*

# STATUS UPDATES/ETA REQUESTS

1

When requesting an ETA or Status Update, please send the request to [transport@shipwiththefleet.com](mailto:transport@shipwiththefleet.com) or use the "Check Status" feature on the main page of [www.shipwiththefleet.com](http://www.shipwiththefleet.com). Please be prepared to provide the last 6 numbers of the vehicle's VIN. We will respond within 20 minutes during normal business hours.

2

You can also check status 24/7 on MetroGistics' FREE App. You can download it in the iTunes store by searching "MetroGistics" or you can download it directly from our website at [www.metrogistics.com](http://www.metrogistics.com).

3

Each night (approximately 9:15 CST) you will receive an in-transit report for your location. This report details all units we are hauling for you, including dispatch comments that show the estimated time of arrival, sorted by the oldest unit first. If you are not receiving them or need to make changes to who receives this report, please email [transport@shipwiththefleet.com](mailto:transport@shipwiththefleet.com) and we will update your store profile.

## CLAIMS



















In the event the Enterprise location needs to submit a claim for damage or missing items, please email [claims@metrogistics.com](mailto:claims@metrogistics.com) immediately upon finding a damaged vehicle.

**NOTE: It is imperative that the damage is notated on the Bill Of Lading at the time of delivery for a claim to be valid. If the claim is not noted on the Bill Of Lading at time of delivery it WILL BE DENIED.**

Please email us pictures, estimates and a copy of the Bill Of Lading from the driver with the damage notated as soon as possible. This will help expedite the claim process. The Claims Manager can also be reached at 855-939-1804.

## PERFORMANCE

We understand how critical speed to market is; therefore, our main objective is to deliver vehicles as quickly as possible. To date, our performance network-wide has been running at 3.55 days across all regions and mileage ranges. We are operating at a 98.7% on time percentage across all regions. The weighted average are mainly moves in 400-600 mile range and it goes up and down from there depending on the distances.

MILE RANGES	SERVICE LEVEL AGREEMENT (DAYS)	2014 ACT PERFORMANCE
<b>0-200</b>	3.5 	2.1 
<b>201-500</b>	4.5 	2.75 
<b>501-700</b>	5.5 	3.8 
<b>701-900</b>	6.5 	4.7 
<b>901-1100</b>	7 	5.2 
<b>1101-1300</b>	7.5 	5.75 
<b>1301-1700</b>	8 	6.73 
<b>1701-2000</b>	8.5 	7.46 
<b>2000+</b>	9.5 	8.2 

## EXCEPTION MANAGEMENT

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Although we always strive for 100% on time deliveries, there will be exceptions that arise due to circumstances out of our control such as weather, holidays, location, pick up and drop hours, gate pass issues, and mechanical failures. The nightly in-transit report will reflect the most up-to-date dispatch comments with the estimated times of arrival for all the units. If you need to check an ETA, please email [transport@shipwiththefleet.com](mailto:transport@shipwiththefleet.com).



## EXTRA BENEFITS FOR USING ENTERPRISE CAR SALES TRANSPORT

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- > Industry-leading service, 7 days a week to ensure your shipping experience is simple and convenient. Extra \$500,000 in Contingent Cargo Insurance.
- > Customer-driver technology solutions including our free MetroGistics App, MetroGistics Vehicle Tracking Reports, Transportation Management System and Text Alerts that allow you to get a quote, track and trace shipments 24/7.
- > Connections with the Department of Transportation; each night we verify with the FMCSA that our carriers have adequate insurance and maintain a satisfactory safety rating. If a carrier fails our nightly checks, that carrier is turned off in our system and is unable to haul for us. This program protects Enterprise from carriers falsifying documents, having no insurance or not enough insurance when arranging transportation outside of MetroGistics.
- > Dedicated team by region within Enterprise Transport to ensure you are given the best possible service.

### SO WHAT ARE YOU WAITING FOR?

Let's Drive The Future of Automotive Logistics...Together.

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### Enterprise Fleet Management Powered by MetroGistics

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855-939-1804 | Fax: 877-540-1776 | [transport@shipwiththefleet.com](mailto:transport@shipwiththefleet.com)