

Transportation Request Submission

- All transportation requests must be submitted through the Super Dispatch portal.
- Provide the complete pickup address, contact name, and contact phone number.
- If the unit is being picked up from your dealership, it is your responsibility to provide all necessary pickup information for the transporter.

Kelley AG Logistics Pickup Location

If you would like the unit picked up from Kelley AG Logistics, please use the following address:

**929 Avenue of Autos
Fort Wayne, IN 46804**

Transportation Quotes

- Once a transportation request has been submitted, Kelley AG Logistics will process the request and issue an invoice through the system.
- The invoice serves as a transportation quote.
- Due to current market conditions, transportation quotes are valid for a maximum of **14 days**. All requests auto delete on 30 days of request.

Quote Approval Requirements

- Only a dealership manager is authorized to approve a transportation quote.
- To approve a quote, the manager must reply directly to the email containing the quote.

By approving a transportation quote, the dealership confirms that:

- All required documentation is in-house and complete.
- Funding has been secured for the unit.
- There are no outstanding issues with the transaction.

- The deal has been fully completed and is ready for transportation.

Under no circumstances should a transportation request be approved until all of the above conditions have been verified.

Customer Contact Process

Once a transportation request has been approved, Kelley AG Logistics will:

- Contact the customer directly.
- Introduce our team and provide contact information.
- Verify the delivery address.
- Confirm the customer's contact name and phone number.
- Answer questions regarding the transportation process and establish expectations for communication throughout the shipment.

Transportation and Communication Process

After customer information has been verified:

1. The unit will be posted to the load board for carrier assignment.
2. Kelley AG Logistics will communicate directly with the customer regarding transportation status and updates.
3. Customers will receive text message notifications including:
 - a. Pickup scheduling information
 - b. Pickup ETA
 - c. Delivery ETA
 - d. Confirmation when the unit has been picked up
 - e. Confirmation when the unit has been delivered
4. Following delivery, Kelley AG Logistics will contact the customer to:
 - a. Confirm successful delivery
 - b. Address any transportation-related concerns
 - c. Gather feedback regarding the carrier and transportation experience

Post-Delivery Support

Kelley AG Logistics will assist customers with transportation-related questions whenever possible, including:

- Transportation status inquiries
- Delivery concerns
- Missing temporary plates
- Transportation paperwork questions

If an issue falls outside the transportation process or requires dealership involvement, the customer will be directed to the appropriate Sales Manager and Salesperson for assistance.