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## Adesa Hitch FAQs

All Slack Q&As April 20 – May 25 2023

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### Sign Up / Training Questions:

1. These are the signup steps for all carriers:

**Step 1:** [Sign-up for MCP](#). If you have not completed MyCarrierPackets sign-up you will not receive a RunBuggy account. *All ADESA orders require the use of RunBuggy Hitch Mobile App. Drivers without a USDOT will be added manually.* Please email [groupadesatransportation@adesa.com](mailto:groupadesatransportation@adesa.com) if there is no USDOT.

**Step 2:** After you complete all steps in MCP, **you will receive an email from RunBuggy to download and sign in to RunBuggy Mobile App**. You can find additional assistance/FAQs [here](#). The signup link will expire in 24 hours after which you will need to contact the RunBuggy team again. Please email [groupadesatransportation@adesa.com](mailto:groupadesatransportation@adesa.com) if the sign-in link expires.

If you don't get a link from RunBuggy after completing MCP signup, please email [support@runbuggy.com](mailto:support@runbuggy.com) to get further assistance or call [888-872-8449](tel:888-872-8449), option 4 between 8am-8pm eastern.



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**Step 3: Sign-up for Routable E-pay.** After you complete all steps in MCP, you will receive an email from Routable to create an account and set up bank information for payment. [Step-by-Step guide is here](#) (at the bottom under Billing). Routable sign-up must be complete in order to process payment for services.

- A. Runbuggy Sign-up link: After you have completed the Runbuggy Sign up link. Do not forget to check your junk/spam folder for the activation link. Here's the search term carrier can use in their e-mail to find the Routable invite - "Register to be paid by ADESA US AUCTION LLC"
- B. You should receive a small deposit to verify your account. Routable recommends that they reach out to their bank for assistance locating the deposits. Because the amounts are so small, banks sometimes don't display them on the bank statement, but they should still be able to see them and relay the amounts to your vendor. If that doesn't work, Routable can provide the Trace IDs to give the bank, but we would have to reach out to Routable through chat on their website to do that.

2. [ADESA - RunBuggy - Hitch - Training Resources](#)

3. Slack support - "adesa-hitch-support"

- A. If you don't have slack, log into Okta and you should see a tile for Slack. Click on it and follow the prompts to download and sign into Slack.
- B. This is a closed channel so send Krishna Patel a message on slack to get added to support channel

4. [Carrier onboarding tableau report](#): data will update every M/W/F. Information on tableau access is on slide #6.

5. [ADESA Transportation Summary](#)

6. **User login process**

- [Staging environment](#) - use this link to request access
  - RunBuggy account will automatically be created for you and you will receive an email with a one time use sign in link. This link will expire in 24 hours. Once you click that link and are logged into the RunBuggy dashboard you are to bookmark that link to access RunBuggy webpage going forward.
  - Bookmark should say "ng-staging.runbuggy.com" in the beginning
  - DELETE staging link after your VLC is deployed



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- [Production environment](#)
  - Use this link to request access if your VLC is deployed and more users need access
  - Your production link will be shared by EoD Monday before your deployment week
  - Subject of email link: "RunBuggy Login Request"
  - Bookmark should say "apps.runbuggy.com" in the beginning

**7. Q: There is a transporter still having issues after going through training. Can they get additional help?**

A: Yes, please provide their information to Runbuggy so our Transportation engagement team can reach out to them. Note: If the transporter is an owner/operator make sure they are setup as an Admin+Driver to be able to assign vehicles to themselves.

**8. Q: I have a transporter receiving "Missed a mandatory meeting" notification. How are these emails sent?**

A: These are automated emails sent to the user that signed up for the webinar. Once they log in with the same email they used for sign up the emails will go away.

**9. Q: A transporter is not receiving the invite emails because their email address was keyed incorrectly. How do I fix this?**

A: You will need to remove them under users and re-add them with the correct email address.

## Transporter Related Questions:

### Driver Mobile App:

1. [Carrier Support Mobile App Webinars](#)

- As an ADESA-Hitch Transporter Partner, it is vital that you are proficient in the RunBuggy mobile app's features and best practices. RunBuggy has organized training sessions that will equip you with the necessary knowledge and skills for the best use practices on Hitch platform. Training Webinars are offered two times a day Mon-Fri. They are presented at 10AM, 2PM, and 4PM AZ Time (PST). The webinars are in demo mode in the beginning and then they open up the call for Q&A.
- As we roll out sites you work with, you might need assistance with the app or Routable signup, please contact RunBuggy team at this email [support@runbuggy.com](mailto:support@runbuggy.com) or call 888-872-8449. Please visit the ADESA Hitch site for more information.



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2. **Q: Order unassigned and the transporter can't get Adesa TMS on their device?**

A: Make sure the transporter is signing in with the correct email address. Commonly transporters use different email addresses with Runbuggy Marketplace and Adesa TMS (hitch).

2. **Q: Does RunBuggy give an alert to transporters that they have been dispatched something?**

A: Yes, most transporter notifications are defaulted to off. Have the transporter check their notification settings. These are under the Notification Settings in the upper right corner menu.

3. **Q: On the transporters app on some orders, the COMPLETE INSPECTION button comes up, and for others it was grayed and didn't work.**

A: Make sure the transporter is using the full VIN number.

4. Transporters cannot change their email address once they have signed up.

### Location/Address:

1. **Q: Unable to enter the pickup address?**

A: Make sure the carrier has their information entered in their account or manually enter the address.

2. **Q: (Scenario) When trying to add locations in the contacts It's asking for Name, Address, phone # email, company name. When you put all that in, it does not come up with the company name when searching for location. We also cannot associate it with the AMS number of the account.**

A: Customer must be created in AMS, once Created in AMS, the customer information will be automatically transferred to Hitch.

3. **Q: Can't manually enter addresses, they have to be built into the system?**

A: The UI should allow the address to be entered and then google maps would be picked up. Users must use the street address, and not the name of the company (external or internal).

4. **Q: VIN not at your location?**

A: Check the overall view for Adesa. This is a known bug that is being worked on actively by the Runbuggy team.



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5. **Q: Random delivery address, unable to pull up location by the name?**  
A: Manually key the street address into the pickup or drop off locations.

## Pricing:

1. **If you need price changed on an order:**

- Email "carrierpayables@adesa.com" for price adjustments
- Items to include in email:
  - TH #
  - VIN
  - Original price and the new price before the discount
  - Reason why we are making the adjustment
  - Approval from the manager in the email (GM/Transportation Manager)

2. **Q: Prices are not populating in the transport area?**

A: RB needs to make sure the pricing tables are associated with that location so they will populate.

3. **Q: Can a fare be modified after it is completed?**

A: No, there is no modification to the payment after it is completed. Payment will need to be made outside the Runbuggy platform.

## Payment:

1. **Q: An Order shows complete but showing still showing payout processing. This unit was moved by our van pool. There are not any other options besides create a new claim. How do I get it out of the payout processing?**

A: Sometimes this can take a bit as this is the actual payment processor reporting back. There is nothing further that needs to happen.

2. **Q: When would one use the Close Order Skip Payment option?**

A: It would be to force the close of the order skipping the payment, the customer is still charged.

3. **Q: Do I need a RunBuggy Account to print invoices?**

A: Yes, you need an account to access and export invoices.



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4. **Q: How many days does it take for a transporter to be paid?**  
A: All Orders should be paid within 5 days of delivery. There were several bugs regarding payments that have been fixed by Runbuggy.
5. **Q: A couple orders that show completed and are not in the financial screen for the car. How long can it take to show the bill in the AM system?**  
A: Average time is about 1 hour for the fees to hit the AMS system.

### Assigning Drivers:

1. **Q: Assign Transporter function issues?**  
A: Exit the browser and reopen to see if the error is fixed.
2. **Q: I have a transporter who can't assign a driver.**  
A: Make sure the transporter has drivers assigned. Have the transporter go into Company Management and add drivers.
3. **Q: Transporter does not show up in transporter list?**  
A: Make sure the transporter has completed the steps in MCP which include the liability and cargo insurance. MCP compliance is mandatory to assign vehicles to a transporter.
4. **Q: Need to unassign a transporter?**  
A: Use the unclaim button, the vehicle will move into the hold status. You can now assign a new transporter.
5. **Q: Can't assign transporter to these loads, will not allow to assign to anyone?**  
A: Resolve the "hold" issue.
6. **Q: If the transporter wants to assign another driver, how do I proceed?**  
A: Modify the order to remove the driver. If the driver has not accepted you can force the driver to reject task. The vehicle will go into the unassigned. The vehicle will then be able to be reassigned to a new driver.
7. **Q: Can't assign a transporter?**  
A: Make sure the order is released from the "Hold" before you reassign them to another transporter.



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8. **Q: Transporter did not figure out how to assign a transporter until he arrived, but he could not see the order or claim the order?**  
A: The transporter was an owner operator and needed to be assigned as a transporter AND driver.
9. **Q: Transporter assigned loads but they cannot see them in their portal?**  
A: Double check they have an account signed up with Runbuggy. Manual profile creation is an option.
10. **Q: Transporter missing from a drop down?**  
A: Check the account to see if they are in trial mode. Documents for Adesa need to be completed through MCP.
11. **Transporter lookup:** Upper right corner -> User Management -> Companies -> Transporters. If a specific carrier is not listed, it might need to be added to the specific Adesa Location.
12. **Q: Transporter said they are not receiving vehicles that are being sent to them.**  
A: Make sure they are in Adesa TMS.

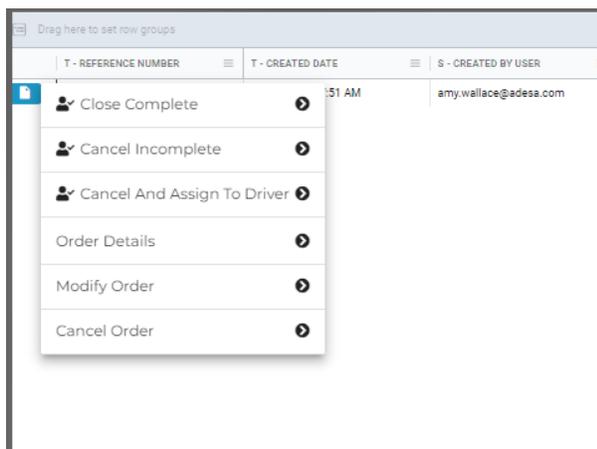
### [Order Questions \(viewing, creating, searching, etc.\):](#)

1. **Q: Is there a way to put in a transporter ETA?**  
A: There is a Calendar under Pickup and Drop off Address to add the ETA.
2. **Q: Users unable to view orders?**  
A: Make sure the user is in the production environment and has been invited to create an account.
3. **Q: Trying to Create an order - cannot get past the first screen to Place order - Says I am missing info but doesn't let me what I am missing.**  
A: Double check the pickup/drop off ETAs, dates and times are necessary to progress an order.
4. **Q: How do I recall a unit from the Marketplace that has not been accepted by another transporter?** A: Search for the TH# and click the blue icon. There should be the option of cancel and assign to driver (screenshot next page).



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5. **Q: I have not been able to search a vin number in the ALL tab?**  
A: Please click "Reset Table Settings" and try again.
6. **Q: Customer number is not loading in Hitch.**  
A: Make sure the company is created in AMS. If they are, AMS will need to push/repush the company over to load into Hitch. Contact Ariel Cox at Adesa can assist with this.
7. **Q: Where do I go to modify a note or notes for a transporter?**  
A: Under Modify order, you can change the notes.
9. **Q: Customer account is in AMS but it won't populate in Runbuggy?**  
A: Open Companies management, under the top right menu, then select the authorized companies tab. Add the associated auction.
10. **Q: Where can I find a unit that is already in picked up status?**  
A: Under the transporter -> assigned tab.
11. **Communications Tab will show order chats. You can select by locations. They are messages, they are not order notes**
12. **Q: I am unable to dispatch when I create an order.**  
A: If a vehicle is added without a VIN, make sure to click the green bar that says next. Without clicking "Next" the system has not identified a vehicle that needs to move.



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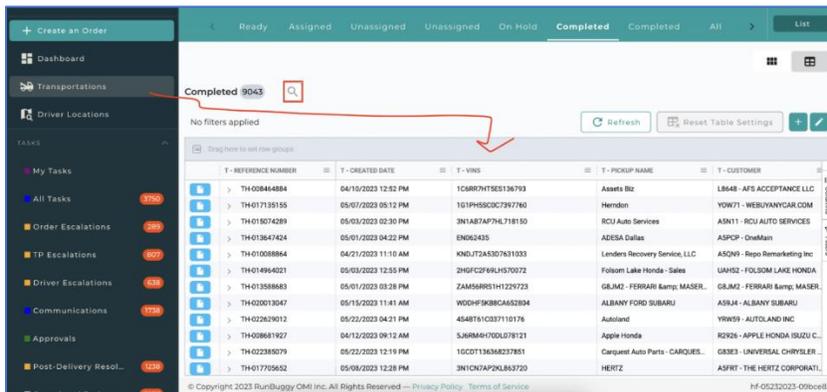


13. **Q: An order was canceled in IMS. The Client decided to reactivate the same order in IMS but it is not showing in Hitch.**

A: Since the same order was canceled in IMS, it will need to be manually created in Hitch with the same details. If IMS uses a different order for the same vehicle, then the information would transfer over into Hitch.

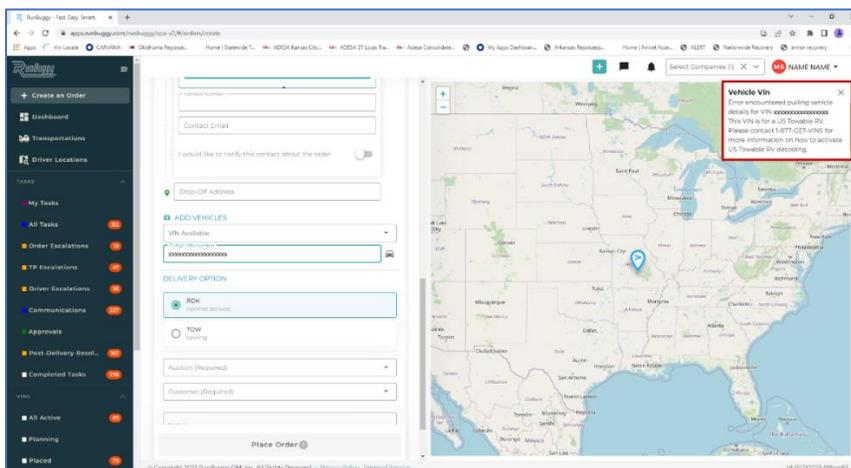
14. **Q: Is there a VIN search option?**

A: In the transportations tab, you will find the magnifying glass where you can search by vin as well as look for the T- VINs column.



15. **Q: When creating an order I get a “VIN Error” that an error occurred pulling vehicle details. What should I do?**

A: Use Year, Make, Model instead as this error occurs when the VIN cannot be decoded properly.





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## Orders on Hold:

- Q: Have an order on hold and need to take it off hold?**  
A: Go into notes, under order details, and release the hold.
- Q: Unable to assign or reassign an order?**  
A: Make sure the order is removed from the Hold status.
- Q: Orders on the hold tab will need to be worked by the Carvana team.**  
A: The Hold orders will expire and will not move over to the ready tab.
- Q: On hold queue empty?**  
A: Make sure no filters are being applied.
- Do not need to take a vehicle off of hold to extend the hold time. There is a down arrow carrot available on the button to extend the hold time.

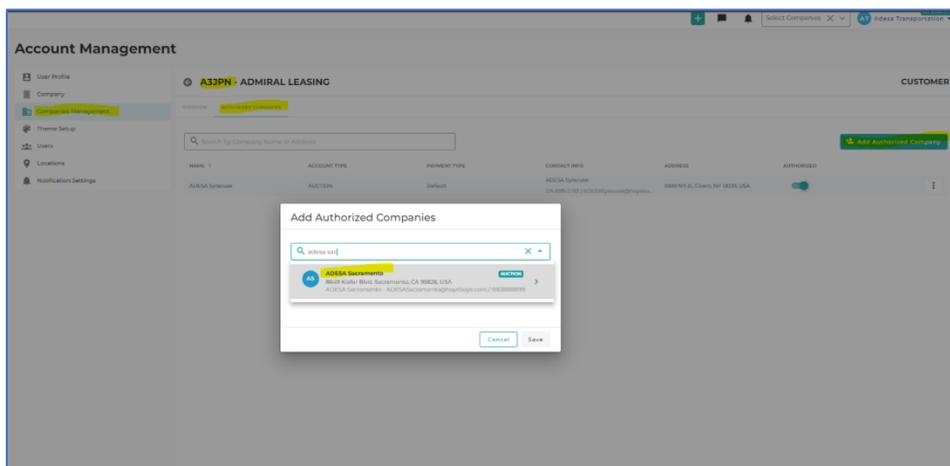
## Carrier Related Questions:

### Finding Carriers in Hitch:

- Q: Associating carriers with grids so they show up for auctions?**  
A: Add the carrier to the default grid for the Adesa Location.
- Q: Unable to locate a carrier?**  
A: Search Runbuggy by the name the carrier has signed up with My Carrier Packets (MCP). EX: Classic Auto Transport DOT # 1513399 is in MCP as Gabirel Salazar
- Q: A customer is active in AMS but not showing in Runbuggy.**  
A: Click on companies management > Search for customer number > Click on authorized companies > Click "add authorized company" in the top right > Search for your auction location and hit Save. (screenshot on next page)



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- Q: AMS customer is not pulling in.**  
A: Make sure the auction is associated with the customer under account management.

### Assigning and Delivery:

- If the Assign button is showing, and the carrier is/has arrived at pickup. Make sure the driver has accepted order.
- Q: Carrier/location does not populate in the address book?**  
A: Manually enter the address.
- Q: Carrier cannot see an assigned load?**  
A: Make sure they are in Runbuggy Hitch, not Runbuggy Marketplace. Toggle is located at the top of the application.
- Q: Carrier unable to assign work?**  
A: Make sure the carrier has created drivers in their profile. Drivers are created by accessing the Companies Management tab under the drop down in the top right corner. Search for the carrier under "transporters" and select the one you want. Then add users and drivers under the carrier profile.
- Q: Is a carrier able to force delivery on a unit if they dropped it off?**  
A: They can go through all the steps in the app but it can only be forced by an admin.



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6. **Q: The transporter I assigned to it cannot pick up due to it being an INOP, how can I change the transporter to a different company?**

A: Go into order details and reject or unclaim the order. Unclaim if the carrier hasn't assigned a driver yet and then reject if a driver is already assigned.

7. **Q: There is no option to assign a driver, it only shows unclaim. Unless the vehicle is assigned to the Van pool.**

A: Only Transport Admins have the ability to assign their drivers. Adesa users can unclaim and assign a new carrier, but the transporter is in charge of assigning their drivers.

8. **Q: Where do I go to reassign an order?**

A: Order details, scroll down past the map and there will be an option "review unclaimed order" task. Users will be able to click this and resolve from here.

## Pricing:

1. **Q: How do we adjust the carrier price after it has been Delivered/Arrived?**

A: Use the Modify Order Screen.

2. **Q: The carrier rate is not there and its Completed, how do we fix the carrier rate?**

A: Once completed, the rates are locked so they need to be input prior. Per Adesa request we are going to build a workaround for this going forward. Adesa finance team should also be able to make an adjustment in the meantime to make sure the carrier is paid.

## Documents/Insurance:

1. **Q: This carrier has the wrong DOT associated with their account in RunBuggy. Their packet in MCP shows a different number.**

A: Ask RB to update the account to reflect what is in MCP.

2. Adesa Hitch signups are completed through My Carrier Packets (MCP). **If a carrier has not been approved pending document verification, it is likely the carrier has signed up with Runbuggy Marketplace and not Runbuggy Hitch.** If they successfully completed all steps in MCP, they should receive an email # 2 for RB Mobile App download and signin + email #3 to signup for Routable.



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3. **Q: Carrier is waiting for their insurance document or certificate of operating authority to be approved?**  
A: Make sure they are in Runbuggy Hitch, not Runbuggy Marketplace. Toggle is located at the top of the application.
4. **Q: Carrier account has been flagged for expired insurance?**  
A: Make sure they are in Runbuggy Hitch, not Runbuggy Marketplace. Toggle is located at the top of the application.
5. **Q: Carrier being asked for their Certificate of Operating Authority?**  
A: Make sure the carrier is in Runbuggy Hitch and not Runbuggy Marketplace. Have the carrier access the drop down menu at the top of the Runbuggy Application.

## Reporting Questions:

1. Exporting a spreadsheet: Right click and use the Export Function.
2. Add customer name to the header by clicking on the columns button on the right-hand side. To get a list of client names, right click and use the export feature.

T - VTO CO.	T - VINS	V - STOCK NUMBER
1	2FMPK4G93X0X43637	Not Available
1	1FTNEZEL6X0X16298	Not Available
1	5NMZU3LB2X0X54813	Not Available
1	2HGFC2F56X0X10263	Not Available
1	1HGCV3F4XX0X07046	Not Available
1	1N4AL11D53C329708	Not Available
1	Not Available	Not Available
1	JS23H2B346198	Not Available
1	2FMPK4G93X0X43637	Not Available
1	Not Available	Not Available
1	JN1CV6AP0DM726617	Not Available
1	1HGCV3F4XX0X07046	Not Available
1	1GCTKXC86BF115341	Not Available
1	WBARE5G57GNT40632	Not Available
1	KNDJ63AU7X0X08274	Not Available



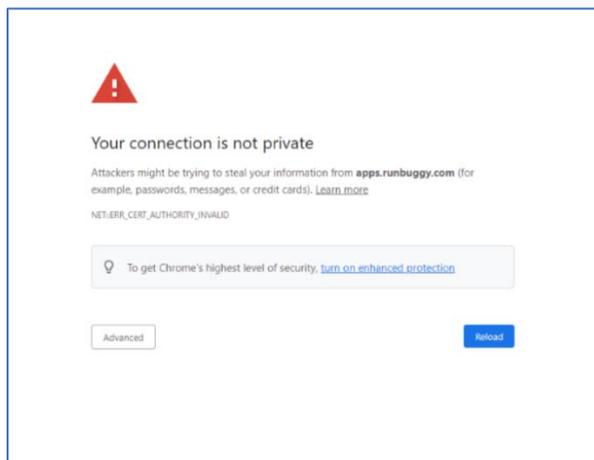
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## Miscellaneous:

### 1. Q: Getting this browser message?

A: Click Advanced and then proceed anyway.



### 2. Requesting Tableau Access

- To get access to the report, the user will need to fill out this form: [https://jira.carvana.com/servicedesk/customer/portal/64/create/1622?q=Tableau&q\\_time=1674166239006](https://jira.carvana.com/servicedesk/customer/portal/64/create/1622?q=Tableau&q_time=1674166239006)
- Tableau License Type - Viewer
- Approving Manager - VLC GM/Brad Hendricks
- Project Names - ADESA Operations and ADESA Analytical Services