

# 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 Penske@runbuggy.com or (833) 724-7262

### Need to Transport Car

### Support Team:

MP Client Success Operations Team  
Penskeops@runbuggy.com  
(833) 724-7262

### Assign to Transporter

### Assign to Load Board

### Assign to RunBuggy

Is this a PAG Approved TP?

No

END

Yes

Add TP in Penske Hitch TMS

TP Adds Drivers and Equipment to Hitch

Create Order and Assign to Penske approved TP partner in Hitch

TP moves vehicles

Order Complete

Penske store pays TP directly

Route TP through Penske procurement flow

If challenges, RB works directly with TP

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

Penske user create and close out order manually in Hitch for recordkeeping

Order claimed by TP on RB network

TP moves vehicles

Order Complete

RB Pays Transporter

RB Invoices Penske (store) for move

If challenges, Penske works directly with TP

