



# OPERATIONS PROCESS



## **PARTNERSHIP**

Once a relationship has been established, and we are ready to start moving loads-- we can begin our internal operations process. Here is what to expect when partnering with PGT Services!



## **TEAM**

Your company will be given a designated group code email and a dedicated account management team. This includes your account manager, Sales Rep, VP's, and President to have full transparency into all needs.



## **COMMUNICATION**

You will have direct communication 24/7 with your assigned Team. Your team tailors to your needs with quick responses quotes and inquiries, questions, tracking, and updates. We are integrated with all 3 major tracking platforms: MacroPoint, FourKites, and P44.



## **DEDICATED CAPACITY**

Our Carrier Capacity team has relationships with high quality, dedicated carriers across North America. Our drivers are thoroughly vetted and include owner operators and small fleets, ensuring you will get white glove service with every load we move.



## **FOLLOW UP**

We believe in following through on our word, providing quality carriers, safety, and proactive communication throughout the entire process.

