



# What To Expect When You're Expecting...Your Van

## Van Type

**2024 3500 Ram ProMaster HR EXT WB**

or

**2024 Ford Transit 350 HR**

### Required Specifications:

- High Roof
- Extended Wheelbase (Ram 159", or Ford 148" **Extended**)
- Gas powered
- Back doors open just short of touching side of van



Please note:  
The correct **Ford** VIN number for FORDS should contain "**W3X**"

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## VAN PROCESS

- **Acquiring the van**

Zoomin Groomin has an inventory of vans at the Hall Dodge dealership in Virginia Beach, VA that we can have shipped to our upfitter for you, so that's one less thing you have to do. At this point, Jenn or Ashley will have had a call with you to go over the leasing option that is available with D&M and you will have been introduced to Bryan and Gavin.

- **Insuring the van**

Once your deal has been processed and you've received all of your van documentation, you will want to go ahead and get your van insured as soon as possible. We will discuss insurance requirements during training and we can also look over your insurance quotes and give you feedback if you send them to [support@zoomingroomin.com](mailto:support@zoomingroomin.com)

- **Upfit Schedule and Who To Contact Regarding Status**

Upfitting schedule can vary but typically takes around 5-7 weeks from the time of delivery and confirmation of receipt of funding for the upfit.

**\*\*If you have any questions regarding the status of delivery of the van to the upfitter or where your van is at in the process of the upfit, please contact [vans@zoomingroomin.com](mailto:vans@zoomingroomin.com).**

- **Notification of Upfitting**

Once the upfitting process begins, Ashley/Jenn informs the franchisee and provides an **estimated** completion date

- **Wrap for Van**

Ashley will send you an introduction to our wrap team at AG Wraps. They will collect information from you regarding your wrap and give you your wrap options. Along with your ZG fleet team, they will coordinate and schedule your wrap appt (if this option is chosen by

you) within a couple days of your van being completed. Once you drop your van off for wrap it typically takes 1-2 days to complete. The cost for this can sometimes be covered in your lease agreement. It is recommended that your van is wrapped after the upfit has been completed and the van has been delivered to you

- **Completion Notification**

Ashley/Jenn communicates when the upfitting is complete, detailing the next steps

- **Transportation Arrangements**

Transportation is organized, typically through Patriot Transport USA or another chosen company & your ZG Fleet team will handle this for you. Typically, the cost for transport can be around \$1700 each way. This total is an estimate and subject to change depending on distance, timing, etc. One way can sometimes be covered in your lease agreement or you can pay out of pocket. You are welcome to find your own transportation if you so choose.

- **Loading and Transportation Timeframe**

Loading the van from the upfitter takes about 2-4 days from the time of scheduling, and transportation to the franchisee's location is typically another 2-4 days depending on distance from upfitter

- **Van Inspection**

Upon arrival, franchisees conduct a thorough inspection during **daylight hours**, checking **all** components are intact, such as the generator and grooming table. You should only accept the van in daylight hours.

- **Photographic Documentation**

Franchisees are advised to take multiple photos during the inspection process.

- **Acceptance Protocol**

Franchisees should **only** accept the van if all components are intact and if there are no issues. **If there are issues, before signing for the van, contact Dakota (971-246-6601) or whoever your shipping partner is.**

**You will be receiving warranty documentation from your upfitter that you will be required to sign once the van has been completed, delivered and accepted.**

- **Reporting Issues**

In case of any problems, franchisees must refrain from signing for the van and immediately contact Dakota and Zoomin Groomin support staff at [vans@zoomingroomin.com](mailto:vans@zoomingroomin.com).

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## VAN FAQ

Q: How long will it take to get my van?

A: **Estimated\*** about 5-7 weeks from the time of funding for the upfit and delivery of the van to the upfitter, could be sooner depending on how early you started your van process

Q: Where is my van?

A: Please contact [vans@zoomingroomin.com](mailto:vans@zoomingroomin.com) to check the status of your van

Q: Transportation has been set.. Where is my van?

A: Please contact Dakota or the transportation company used for any updates after transport has been arranged

Q: I am having an issue with the van itself- for example the check engine light is on or the door won't lock. Who do I call?

A: Please contact your local Dodge or Ford dealership for vehicle maintenance or concerns.

Q: My breakers keep tripping. Who do I call?

A: Please contact the upfitter you used. \*If Curbside was used the Support Team contacts are listed on the contact page below.

Q: My generator won't start. Who do I call?

A: Please contact Honda or the generator manufacturer.

\*All van completion dates or time frames provided by ZG are an **estimate** and may change based on various factors

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## CONTACTS

### **Ashley Neal**

Zoomin Groomin Fleet Coordinator/Operations Admin Support

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### **Jennifer Martell**

Zoomin Groomin Fleet Coordinator/Zoomin Groomin Franchisee and Area Rep

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### **Dakota Koberstein**

Vehicle Transport Specialist

Patriot Transport USA

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### **Jason Thomas**

Sales Coordinator

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### **Bryan Bassman**

Regional Vice President

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**Jared Glover and Liz Tinoco**

Service Team

Curbside Upfitters

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