

# Junk & Moving Route Confirmation Playbook

A route-confirmation playbook for junk-removal and moving businesses that need fewer no-answer arrivals, cleaner day-of confirmations, and stronger trust before crews roll.

Junk-removal owners, moving operators, route coordinators, and dispatch teams

## GUIDE

A route-confirmation playbook for junk-removal and moving businesses that need fewer no-answer arrivals, cleaner day-of confirmations, and stronger trust before crews roll.

## WHAT THIS ASSET COVERS

- A same-day confirmation cadence for arrival windows, access readiness, and contact reliability
- Message templates for on-the-way updates, delayed routes, and scope reconfirmation
- A no-response recovery path for jobs that look shaky before the truck leaves

## USE THIS WHEN

1. Crews arrive to jobs where the customer is not ready, not reachable, or not fully aligned on scope
2. Move-day and haul-day confirmations feel improvised and too dependent on memory
3. The business wants fewer wasted route spots and a calmer office on busy days

## WORKING ASSET

The Quiet Protocol  
thequietprotocol.com

## PURPOSE

This playbook helps junk-removal and moving operators protect the route before the truck leaves. The goal is to reduce no-answer arrivals, bad access surprises, weak scope confirmations, and time wasted on reassurance calls.

## CORE PRINCIPLE

The route should feel confirmed twice:

- once when the job is booked
- once on the day of service

If the second confirmation never happens, the route is carrying hidden risk.

## **DAY-OF CONFIRMATION SEQUENCE**

### **STEP 1: WINDOW CONFIRMATION**

Confirm:

- arrival window
- contact person
- access instructions
- whether scope has changed

### **STEP 2: READINESS CHECK**

Ask for:

- gate / elevator / building access
- photo refresh if the load changed
- parking or loading restrictions

### **STEP 3: ON-THE-WAY MESSAGE**

Send a short “crew is en route” message only after the route is stable enough to be credible.

## **HIGH-RISK SIGNALS**

Treat these as route-risk flags:

- customer stops responding on service day
- photos are outdated or incomplete
- scope expanded but pricing has not been reset
- access details are vague
- the contact person is not the decision-maker

## **RECOVERY SCRIPT**

If the customer is slow to confirm:

“We are holding your route slot, but we need to confirm access and final scope before the crew rolls. Reply here or call us in the next [time window] so we can keep your spot protected.”

## TEAM STANDARD

- no truck leaves on a high-risk job without active reconfirmation
- no ETA goes out unless the route is real
- no customer is allowed to assume the team “just knows” the latest scope

## DEPLOYMENT NOTES

### HOW STRONG TEAMS ACTUALLY USE THIS ASSET

- Assign one accountable owner instead of letting "Junk & Moving Route Confirmation Playbook" become shared but unmanaged work.
- Use it with junk-removal owners, moving operators, route coordinators, and dispatch teams in a weekly rhythm so the asset drives decisions rather than sitting in a folder.
- Decide in advance what counts as green, watch, and red performance so the team knows when to escalate.
- Capture learnings directly in the document every week so the asset becomes smarter over time instead of resetting to zero.

### BEST DEPLOYMENT SEQUENCE

- Crews arrive to jobs where the customer is not ready, not reachable, or not fully aligned on scope
- Move-day and haul-day confirmations feel improvised and too dependent on memory
- The business wants fewer wasted route spots and a calmer office on busy days

### WHAT SEPARATES A SERIOUS VERSION FROM A BASIC TEMPLATE

- Clear ownership for every step, not generic advice without accountability.
- Targets, thresholds, or decision rules that tell the team what good looks like.
- Specific working components: A same-day confirmation cadence for arrival windows, access readiness, and contact reliability, Message templates for on-the-way updates, delayed routes, and scope reconfirmation, A no-response recovery path for jobs that look shaky before the truck leaves.
- A built-in review cadence so the document becomes part of operations rather than a one-time download.