



- **Delivery location** (If Manheim location, vendor will need to check unit in under account # 4974411 at delivery. Include in special instructions and next to delivery location name)
- **Title & Hold Harmless/repossession order** (Needed prior to dispatch – vendor will need to have on hand when performing the repo. Client may provide upfront or at time of quote approval. Do not let these documents stall the progress of working the move.)
- **Voluntary or involuntary repo** (identify on Step 1 & 2 special instructions)

**Process:**

1. **Intake**
2. **Track unit location history for patterns to determine best location and timeframe for pick up** (May change from day to day)
3. **Vendor quotes**
  - a. Utilize TPG for tow back to vendors lot + tow from vendors lot to delivery location
  - b. There may or may not be a 5 day holding period needed between pick up and delivery. Negotiate storage – always push for 5 days free. TPG on LD storage is \$0-\$35.00/day
4. **Quote client** (\$125 profit unless otherwise advised. Run these quotes by Christa/Morgan first for now). Client quote must be sent by email. Afterhours – if not email response within 30 min, send text to Micah or Mark and keep move noted.
5. **Once approved, request title and hold harmless/repo order from client** (if not already provided)
  - a. Files > vendor misc > upload the below
    - i. Hold harmless/repo order
    - ii. Title
    - iii. Vehicle condition report
  - b. Enter client quote under Details tab
6. **Dispatch**
  - a. Confirm vendor will be ready to go once we confirmed unit has stopped – vendor will need to be on standby for our green light
  - b. Note the best contact # for vendor after hours – make sure we have a good number for communication
  - c. Vendor must agree to call on scene if there are any issues. Remind them we have live tracking and can redirect if needed.
  - d. Vendor must agree to take 4-point photos and complete the condition report.  
**\*\*\*Odometer reading is required\*\*\*.**
  - e. If delivery location is a Manheim location, vendor must check the unit in and provide Manheim with Kingee account # so the vehicle is stocked correctly – Account # 4974411. Include this on step 2 next to delivery location name and in special instructions.

- f. Send vendor all documents – Title, hold harmless/repo order & vehicle condition report.