

Avoid the Line Inside 

by **Creating a Vehicle Pullout Request Online**



Vehicle Pullout Request FAQ's

1. What is a Vehicle Pullout Request?

A Vehicle Pullout Request is a paper document you receive at a branch, which could then be presented to a loader operator to pick up a vehicle.

2. Why would I create a Vehicle Pullout Request online?

By Creating a Vehicle Pullout Request online, you no longer need to wait in line inside a branch location because the information is already in our electronic system. You can just go straight to the yard to pick up vehicles.

3. Do I need to hand anything to the loader operator?

No. The loader operator will have your Vehicle Pullout Request in the system. If you or your tower are getting the vehicles you just need to tell the loader operator the account name so they can find the request and then they will ask you for the 4 digit PIN that only appears on the pullout request.

4. What if someone else is picking up my vehicles?

Only the account owner can create a Vehicle Pullout Request, but it's intended to be shared with the designated party you want to pick up your vehicles. Sharing with your transporter can get vehicles to you faster.

5. What if I shared a Vehicle Pullout Request with my transporter, but I want to cancel it?

If the vehicles have not been picked up, you can cancel a Vehicle Pullout Request. Go to the "To Be Picked Up" page and open your Vehicle Pullout Request under "My Pullouts" to easily cancel it. If you want to provide the Vehicle Pullout Request to a different transporter, we recommend you cancel the Vehicle Pullout Request first, then create a new Vehicle Pullout Request and generate a new PIN to provide to your preferred transporter.

Tips

To pick up title documents you still need to go inside the branch location. However creating a Vehicle Pullout Request still speeds up the overall process.

Your tower cannot pick up vehicles you created a request for unless you share it with them. After you created a pullout you can email the request to share it.

You can create, view and edit the Vehicle Pullout Request interchangeably between desktop and mobile applications.