



ABS INTERNATIONAL



Presentation by Trainer

Department

SHIPA1

“Tell me and I forget, teach me and I may remember, involve me and I learn.”

Benjamin franklin



- Welcome to ABS- INTERNATIONAL Family

Day wise contents overview

Day 1

1. Nature Of Business
2. About Map
3. Time zones
4. USA- Major States and Abbreviation
5. Highways and junctions
6. ports in usa
8. Types Of Trailers

Day 2

2. Types Of Vehicles
3. Body Shapes Of Cars
4. Types Of Customers
5. Auctions
6. Copart
7. Insurance Auto Auction (IAA)
8. Manheim

Day 3

1. Rating andReviews
2. Bill Of lading
3. Use of Forklift
4. Use of Winch
5. Quick Pay Job
6. Insurance Certificate Holder

DAY 1

“The beautiful thing about learning is that nobody can take it away from you.”
— B.B. King

● **TRAINING CONTENT LIST**

1. Nature Of Business
2. About Map
3. Time zones
4. USA- Major States and Abbreviation
5. Highways and junctions
6. ports in usa

Before Starting the Training Session Day-01

- Everyday Life Related Questions: About ABS- International surroundings
- What kind of dress color the security guards is wearing?
- Are the lady at reception wearing a scarf?
- How many wall frames pictures have you seen at waiting area. Do you know any one of them?
- How many seats are there in the HR- Room?
- Where have you seen the wall-clock inside the ABS- International
- What is the name of the outlet at the ground floor?

Introduction:- ABS- International



Customer Service



Logistic Support



Digital Marketing



IT Solutions



App Development



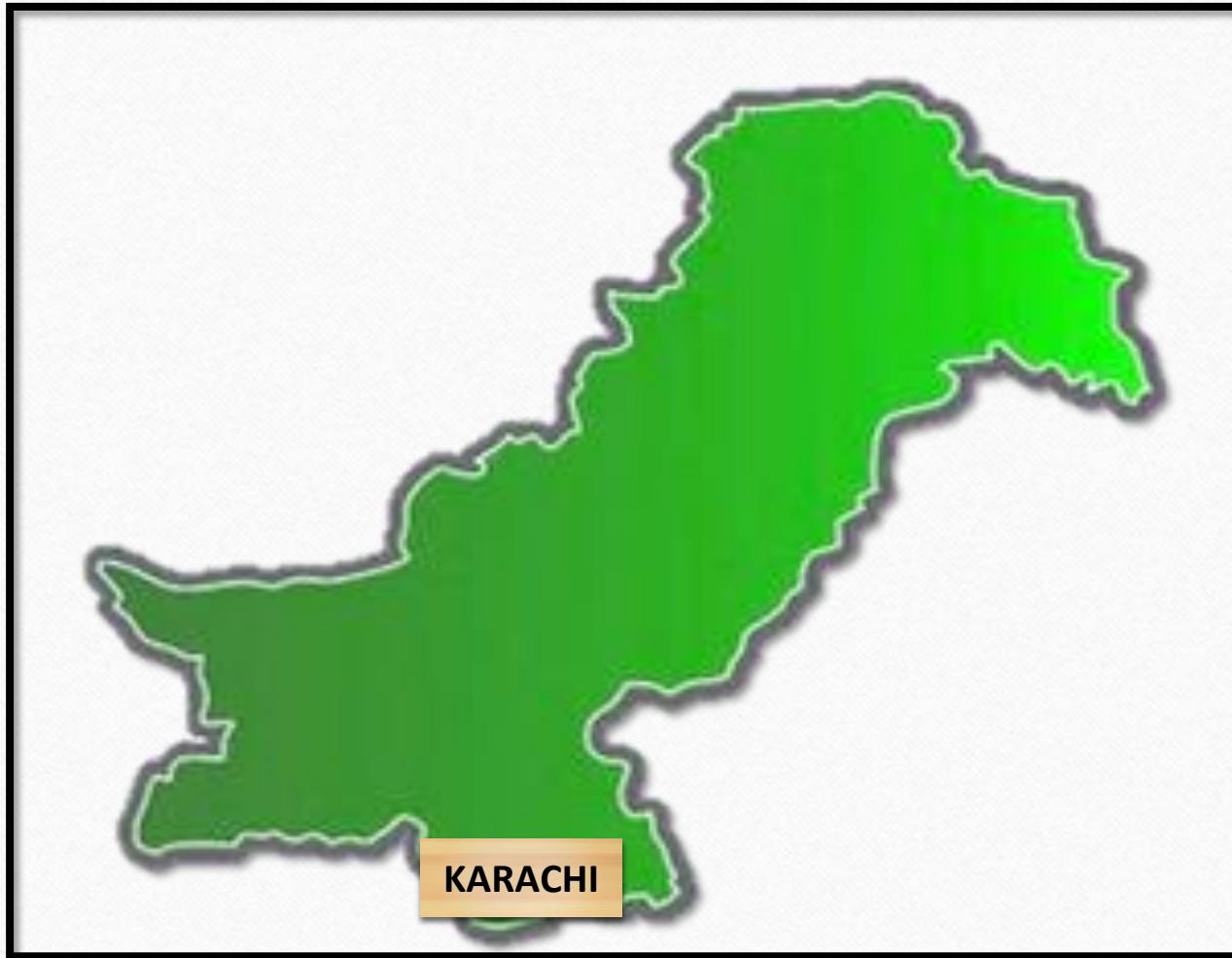
Graphic Design



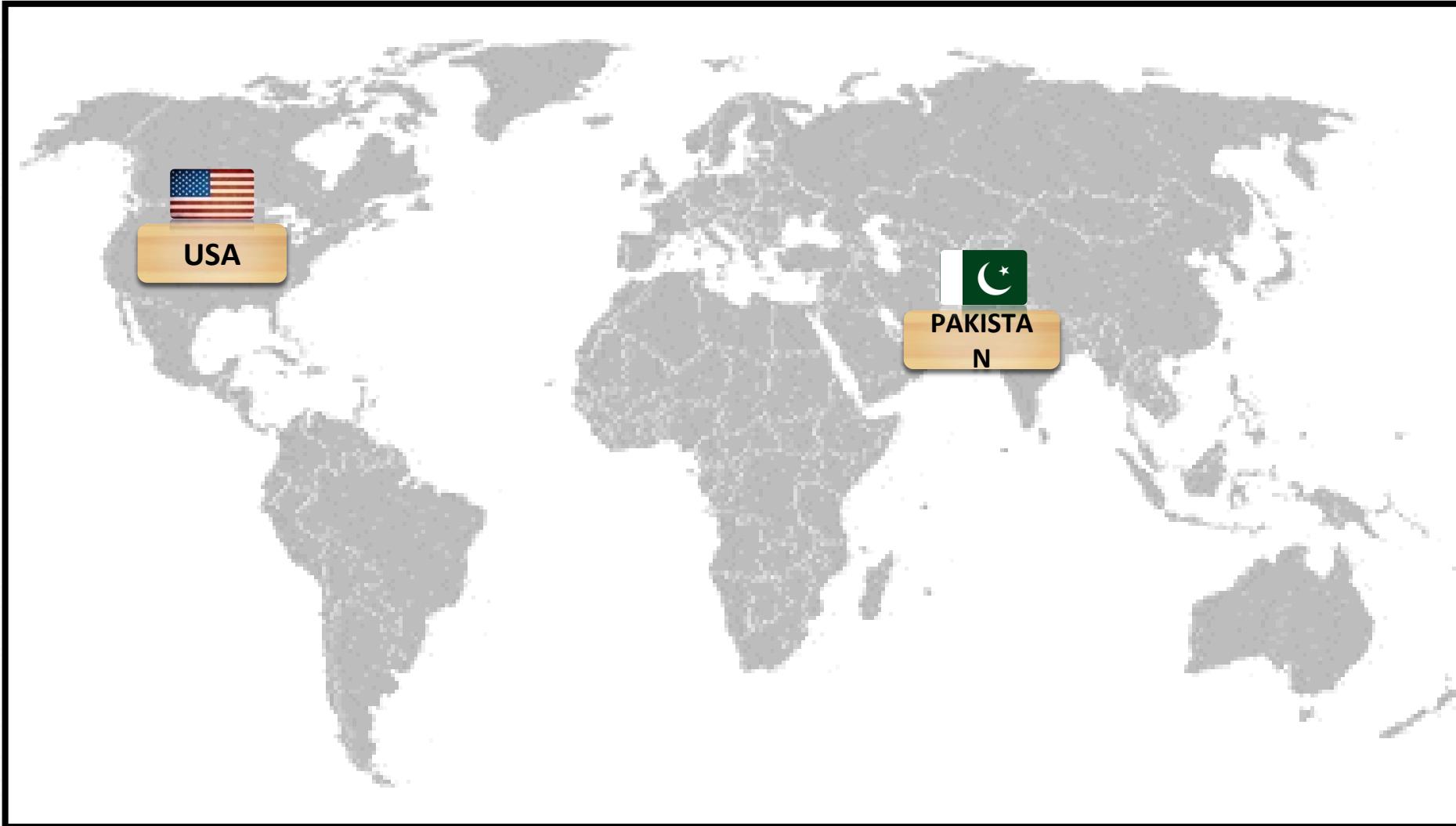
SEO

ABS- stands for **American Based Services**. And, we have been in this logistics & transportation business more than a decade now. We are based in Karachi Pakistan and provide our US-clients various business solutions.

ABS- International Presence In Pakistan



ABS- INTERNATIONAL FOOTPRINT





The foundation of **ABS-International** was kept in Karachi Pakistan more than a decade now where the company started off with **Customer Services** at the first stage, then **Logistic Business Support** and soon expanded its expertise in **Digital Marketing** and **IT solutions**.



SHIPA1 Auto Transport . is an auto shipping company having over decades of professional shipping experience. We make sure that our customers complete their shipping journey with ease. Our services are fast and reliable. Our primary goal is to make our customers satisfied with our services.

**“Learn as if you were not reaching your goal
and as though you were scared of missing it”— Confucius**



Our Vision

Our vision is as clear as our work. ABS aims to promote an absolute commitment to the I.T and logistics industry. With the notion of implementing the strategy of environmental sustainability and ethical working styles in our corporate culture, we are making a progressive change.



Our Mission

Our mission is to develop better ways of working and provide quality services to our valuable customers and make our employees the best in the industry. We are transparent in the way we work.

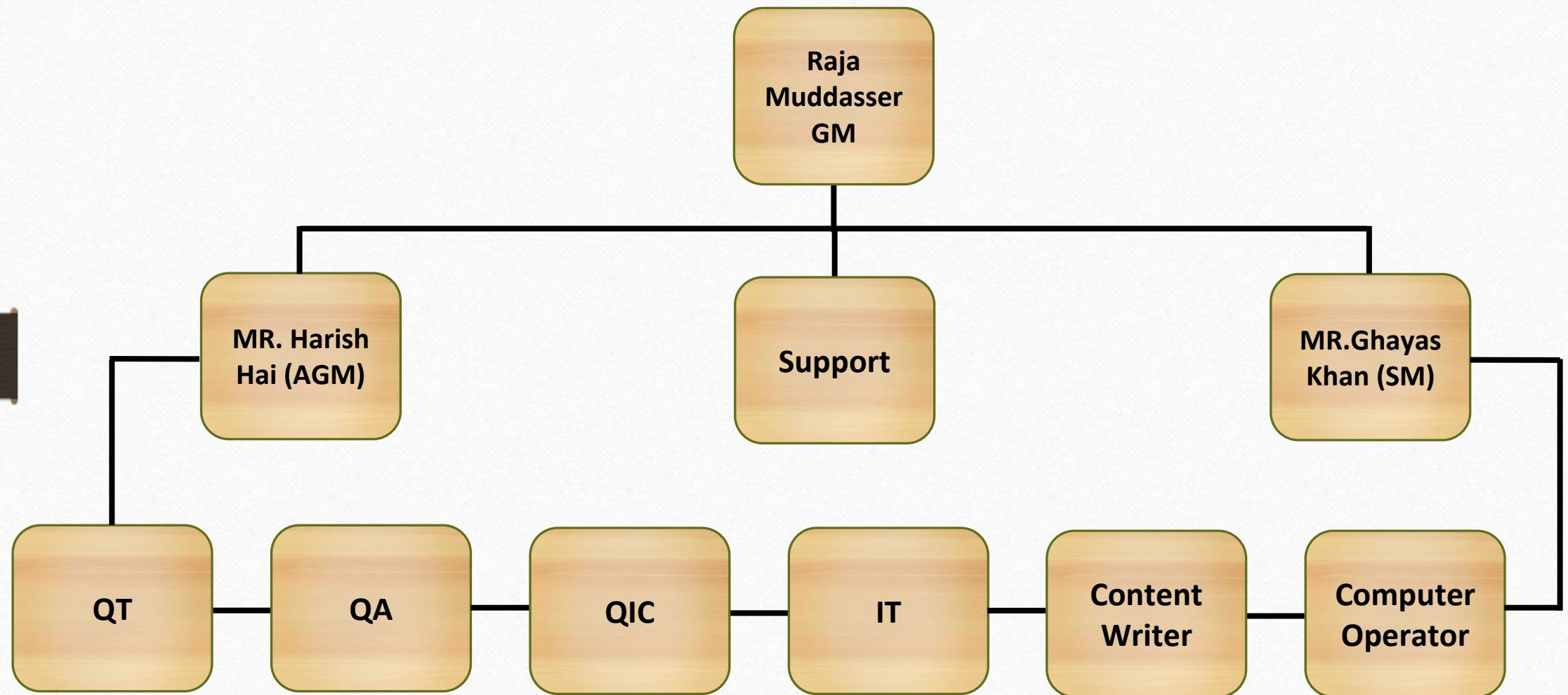
**“Anyone who stops learning is old, whether at twenty or eighty.
Anyone who keeps learning stays young.” — Henry Ford**



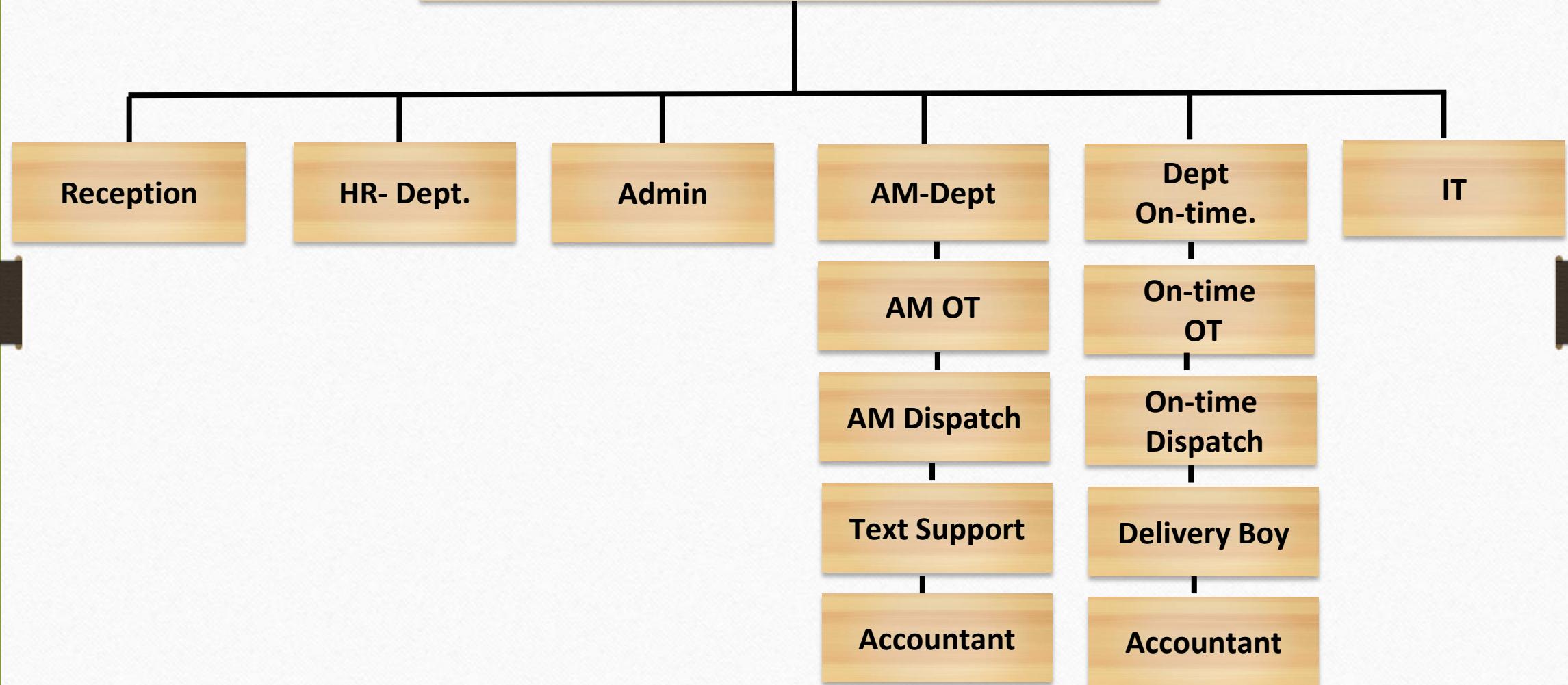
Our Values

1. Develop relationships that make our customer's lives happy.
2. The courage to give our employees a successful future.
3. Provide quality products and services, together.
4. We believe in teamwork. We work together, to meet the needs of our customers.
5. Value our customers and employees to, encourage their development.
6. Express a will to win in the industry.
7. We are personally responsible for delivering the best product as well as services and fulfill our commitments on time

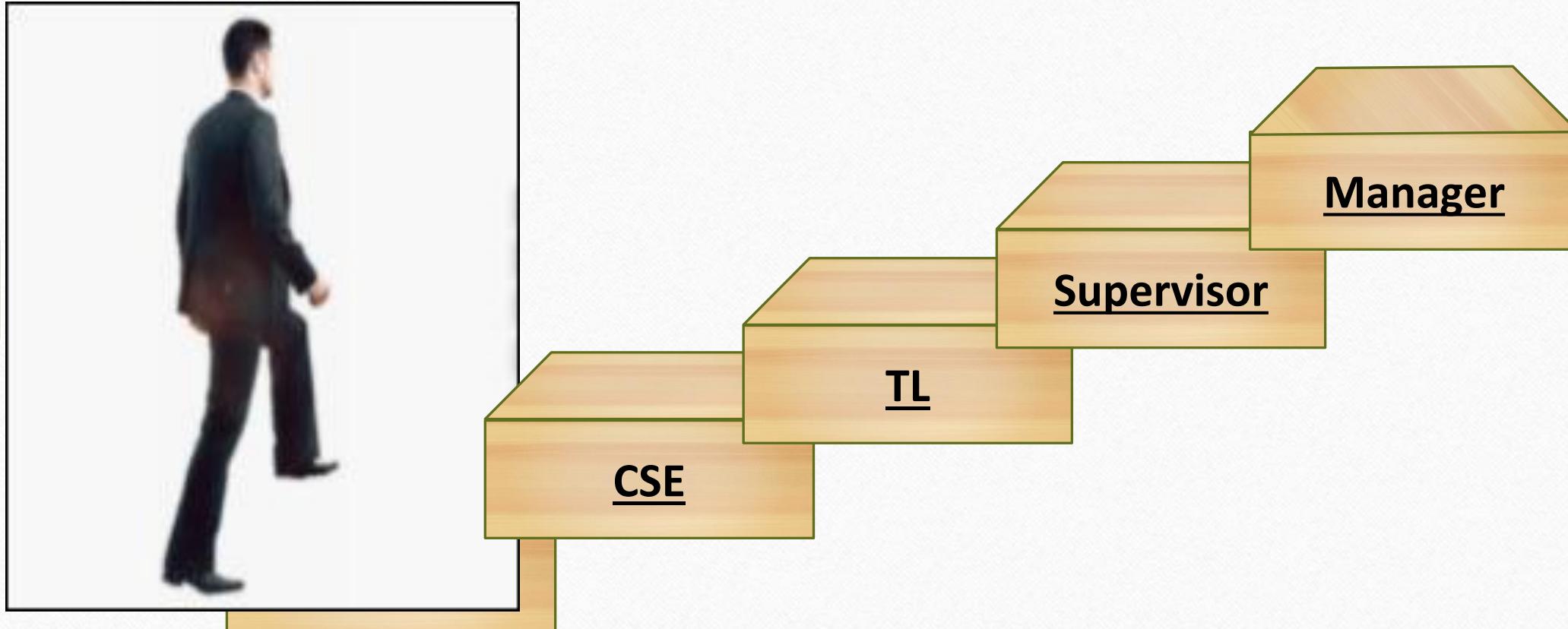
ABS- INTERNATIONAL HIERARCHY CHART



Organizational Dept. Chart



Growth Path



More About ABS- International

ABS- International, as mentioned and discussed above that we have been in this logistics & transportation business more than a decade now. We provide our services in 48- states of USA.

ABS- International provides auto business solution to its clients in USA. And, our core discussion will be on customer services after understanding Logistics Support Service.

- CUSTOMER SERVICE
- LOGISTICS SUPPORT

Buying New Vehicles Vs Used Vehicles: Group Discussion Topic

Guess! What kind of vehicles the most of the people use in daily life. Let's discuss



UNDERSTANDING USA- MAP

IMPORTANT KEY POINTS

- TIME ZONE
- STATES GEOGRAPHICAL DIRECTION
- NO OF STATES IN PARTICULAR REGIONS
- ABBREVIATION
- CAPITAL CITIES



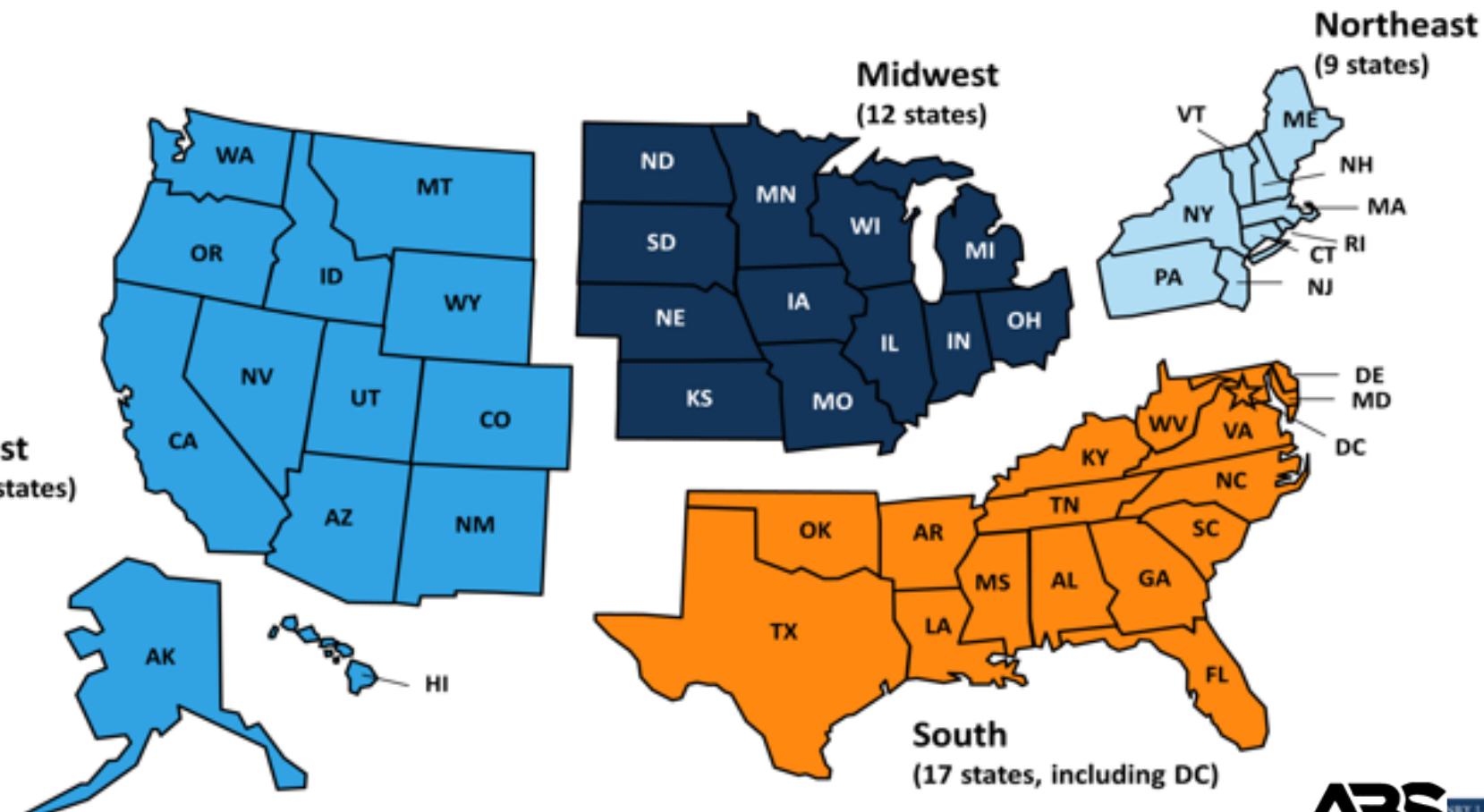
Census Regions and Divisions of the United States

Time Zone mention above the map

Time Zone	Time
Pacific	12:00
Mountain	01:00
Central	02:00
Eastern	03:00

Time Zone Division Lines

Direction
North-East
South
Mid- West
West



USA- Mid-West

STATES & THEIR ABBREVIATIONS

S.no	States	Capitals & Abbreviation
1	North Dakota	Bismarck ND
2	South Dakota	Pierre SD
3	Nebraska	Lincoln NE
4	Kansas	Topeka KS
5	Missouri	Jefferson City MO
6	Iowa	Des Moines IA
7	Minnesota	St. Paul MN
8	Wisconsin	Madison WI
9	Michigan	Lansing MI
10	Illinois	Springfield IL
11	Indiana	Indianapolis IN
12	Ohio	Columbus OH

USA- West **STATES & THEIR ABBREVIATIONS**

S.no	States	Capitals & Abbreviation
1	Colorado	Denver CO
2	Idaho	Boise ID
3	Montana	Helena MT
4	Nevada	Carson City NV
5	Utah	Salt Lake City UT
6	Wyoming	Cheyenne WY
7	Alaska	Juneau AK
8	California	Sacramento CA
9	Hawaii	Honolulu HI
10	Oregon	Salem OR
11	Washington	Olympia WA
12	New Mexico	Santa-Fe NM
13	Arizona	Phoenix AZ

USA- North-East

STATES & THEIR ABBREVIATIONS

S.no	States	Capitals & Abbreviation
1	Maine	Augusta ME
2	Delaware	Dover DE
3	Connecticut	Hartford CT
4	Maryland	Annapolis MD
5	Massachusetts	Boston MA
6	New Hampshire	Concord NH
7	New Jersey	Trenton NJ
8	New York	Albany NY
9	Pennsylvania	Harrisburg PA
10	Rhode Island	Providence RI

USA- South STATES & THEIR ABBREVIATIONS

S.no	States	Capitals & Abbreviation
1	Mississippi	Jackson MS
2	Alabama	Montgomery AL
3	Louisiana	Baton Rouge LA
4	Virginia	Richmond VA
5	West Virginia	Charleston WV
6	South Carolina	Columbia SC
7	North Carolina	Raleigh NC
8	Georgia	Atlanta GA
9	Florida	Tallahassee FL
10	Tennessee	Nashville TN
11	Kentucky	Frankfort KY
12	Arkansas	Little Rock AR

States in which we are working on demand

- There are 8 states where we usually don't work and these states are
- North Dakota
- South Dakota
- Minnesota
- Montana
- Wyoming
- Vermont
- New Hampshire
- Idaho

Working on demand in these states due to weather conditions and drivers shortage we also call them country-site areas.

TRAINING CONTENT LIST

- Types Of Trailers
- Types Of Vehicles
- Body Shapes Of Cars
- Types Of Customers

Types Of Trailers

Open Car trailers.

Enclosed car trailers.

Gooseneck trailers.

Double drop trailers.

Flat bed trailers.

Step deck trailers.

Low boy trailers.

1 Car hauler



Open Car Trailers

Open car trailer is usually used for SUV, Sedan. No ground clearance needed.



Enclosed Car Trailers

Enclosed car trailers are usually used for Luxury cars.
Ground clearance issue.



Gooseneck Trailers

Gooseneck trailers can be much longer, wider, and heavier than most bumper-pull units, which allows them to carry more weight (upward of 30,000 pounds) without compromising stability. They're typically used for commercial purposes such as hot-shot vehicle towing, agriculture, horse/livestock transporting, etc.



Double Drop Trailers

Double drop deck trailers are ideal for load proportions that are just barely above the legal parameters of an over-dimensional shipment because this type of trailer is specifically designed to carry taller freight.



Flat bed trailers.

For large building and construction projects, bulky materials will often need to be transported to the job site. Items that might be placed on the back of a flatbed trailer include all of the following:

Rebar
Piping
Lumbar
Large concrete blocks

Prefabbed buildings
Steel frames
Scaffolding
Fence posts



© 2020 G-Force_Garage

Step Deck Trailers

A step deck trailer, also known as a drop deck trailer, it is a commercial trailer designed to carry tall cargo that exceeds the legal height limit if transported on a traditional flatbed trailer. Transporting tall cargo on a step deck prevents drivers and operators from having to obtain permits.



Low Boy Trailers

It offers the ability to carry legal loads up to 12 ft. (3.66 m) tall, which other trailers cannot. Lowboys are used to haul heavy equipment such as bulldozers and large industrial equipment.



1 Car Hauler

Easy to carry a single car from one place to another place.



Types of vehicles

Car	Motorbikes
Golf Cart	Jetski
Snow mobile	Trailer House
Rv	Food wagon
Crane	Tractors
Road roller	Joyner vehicle
Forklift	Skylift
Private jet	Helicopter
Moped	ATV/UTV

Car



Golf Cart



ABS
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TIME IS MATTER

Snow Mobile



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TIME IS MATTER

R.V (Recreational Vehicle)



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Crane



Road Roller



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TIME IS MATTER

Forklift



Private jet



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Moped



Motorbikes



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Jet Ski



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Trailer House



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Food Wagon



Tractors



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Joyner Vehicle



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Sky Lift



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TIME IS MATTER

ATV (All-Terrain vehicle) & UTV (Utility Terrain Vehicles)



Body shapes of Vehicle

Sedan

Coupe

SUV (Sports Utility Vehicle)

Crossover.

Wagon-Hatchback

Green-Hybrid car

Sports Car

Convertible

Pickup-Truck

Luxury Car

Van/Mini Van.

Certified Pre-Owned



Sedan

- If a car has four doors and a trunk, it's a sedan. Sedans have several sub-types such as notchback, fastback, compact, and sub-compact.



Sedan



Coupe

- If it has two doors and a trunk, it's a coupe. Coupe have several sub-types such as Business coupe, Club Coupe, Opera Coupe and Sports Coupe.



Coupe



SUV (Sports Utility Vehicle)

- A rugged vehicle with a truck like chassis and four-wheel drive, designed for occasional off-road use.



SUV (Sports Utility Vehicle)



Crossover

- Crossovers have a distinct appearance and certain technical details that set them apart. They typically sit high like an SUV and feature four doors and a rear hatch. The extra ground clearance might be accompanied by four-wheel drive or all-wheel drive, though many crossovers come standard with two-wheel-drive.



Crossovers feature more comfortable car-like rides than SUVs, which have stiffer rides similar to a truck. Crossovers are generally lighter than SUVs and more fuel efficient. The crossover is all about combining the best features of cars with the best features of SUVs.

Crossover



Wagon-Hatchback

- A hatchback is a car body configuration with a rear door that swings upward to provide access to a cargo area. Hatchbacks may feature fold-down second row seating, where the interior can be reconfigured to prioritize passenger or cargo volume.



Wagon-Hatchback



Green-Hybrid Car

- A hybrid is a car that is powered by a conventional engine, an electric motor and a hybrid battery. Hybrid cars also emit less CO2 than a conventional ICE car.



Green-Hybrid Car



Sports Car

- A low small usually 2-passenger automobile designed for quick response, easy manoeuvrability, and high-speed driving.



Sports Car



Convertible

- A convertible is a car which features a retractable roof in other words, a roof that can be folded down or removed either partially or in its entirety.



Convertible



- Pickups are utilitarian trucks that come with a bed. A pickup is simply a truck with a separate frame/cab and an open box. Compact, mid-sized, full-sized, and even heavy-duty trucks could be considered pickup trucks.

Pickup Trucks



Pickup Trucks



Luxury Cars

- In order to be considered a luxury car, the vehicle must have high-end features that go above and beyond the average necessities. The term luxury is used to categorize vehicles that are equipped with better performance capabilities, lavish interiors and all the latest safety and technology features.



Luxury Cars



Van-Minivan

- The main difference between van and minivan is that the van is a covered transportation vehicle and minivan is an American English term to describe a type of van designed for personal use. Depending on the type of van it can be bigger or smaller than a truck and SUV, and bigger than a common car.



Van-Minivan



Certified Pre-Owned

USED VEHICLES OF ALL MAKES & MODELS

A certified pre-owned car or CPO is a type of used car. CPO guns have also become more popular in recent years. The term certified pre-owned was conceived by corporations in order to find a more favourable alternative to marketing products as 'used' which causes consumers to impose their cognitive biases associated with 'used' items onto prospective purchases. There is no distinction or standard as to what is the difference between a used item and a CPO one, except that it is implied the CPO has been inspected and confirmed as working. Inspection, refurbishing, certification of functioning and other methods are sometimes employed by companies, but there is no standard for what distinguishes that which is CPO from something that is used.



Certified Pre-Owned



**BUYING CERTIFIED
PRE-OWNED**
AT LANCASTER TOYOTA

Sub-Types of cars

A	B	C	D
Sedan Small-Sedan Mid-Sedan Large-Sedan	Mini Coupe Club Coupe Hardtop Coupe Business Coupe	SUV'S Mid-Size SUV'S Full-Size SUV'S	Crossovers Compact Crossovers Mid-Size Crossovers
E	F	G	H
Hatchbacks Two Door Hatchbacks Four Door Hatchback Station Wagon	Hybrid Parallel Hybrid Series Hybrid Plug-in Hybrid	Sports Car Super Car Hyper Car Sports Saloon	Convertibles Roadster Convertibles Spider Convertibles
I	J	K	I
Pickup Trucks Compact Pickup Trucks Mid-Size Pickup Trucks Full-Size Pickup Trucks	Van Mini-Van Passenger Van Commercial Van	Luxury Car Compact Luxury Car Mid-Size Luxury Car Full-Size Luxury Car	Pickup Trucks Compact Pickup Trucks Mid-Size Pickup Trucks Full-Size Pickup Trucks

TYPES OF CUSTOMERS

- Residential
- Dealers
- Auction Dealers
- Workshop/Body-shop

What is meant by Residential customer?

A residential customer is an individual that purchases another company's goods or services. In the transportation industry, a residential customer is such a customer who transports a vehicle only when he needs them. In simple words, he doesn't transport many vehicles like dealers in a month.

Customers are important because they drive revenues; without them, businesses cannot continue to exist.

Characteristics of Residential customer:

- Most of the time customers don't know the market prices so it becomes easier to hunt good margins from them.
- There can be various types of customers likewise generous customers and parsimonious customers.

Tips and techniques for hunting orders;

- Always give customers timely follow up
- Communicate with them professionally and try to wish them special days of years like Christmas day, New year's eve and etc.
- Try to convince a customer by telling them that our driver has the last slot remaining in his truck that's why we are giving you a discounted price.
- If customers cry on price, try to educate them by telling them that prices are high due to weather conditions, hike in fuel price, and fewer drivers on your route. Handle it accordingly in this way he will be attracted.

Another and the most important point is to keep customers posted throughout the process from the booking of order to delivery.



- **What is meant by Dealer?**

The dealer refers to someone who trades either on their own account or on behalf of a client in the over-the-counter market.

Dealers typically set bid prices lower and ask for prices higher than the market, seeking to buy assets cheaply and sell them for more.

- **Characteristics of Dealer:**

- They have a huge number of vehicles
- A good dealer who gives a good price is an asset for any order taker.
- A good dealer can provide you a maximum business every month.
- It's fruitful and good practice to have the best relations with dealers for gaining maximum business.
- There can be various types of dealers like some dealers can give good margin and as a result, they will need timely service.

Another type of dealer is Parsimonious dealer_

" A dealer who hues and cries in price ". This type of dealer gives little margin.

Car Auction Dealers in the USA:

Auto auctions are a method of selling vehicles based on an auction system. Auto auctions can be found in most countries and are usually exclusive to licensed automobile dealers. In the United States, auto auctions play a major role as a wholesale market for second-hand vehicles. Most states only allow closed auctions, meaning only dealers can use them. Also, there are some that sell US Government vehicles and those catering to the salvage market where insurance companies sell totalled vehicles.

As of 2018, there were 139 used car-auction sites in the US Open only to car dealers.

Benefits of Car Auctions In USA

(Like Copart, Manheim, IAA, and etc):

By car auctions in the USA, you can get access to a unique range of vehicles.

Later model vehicles

Cars available from ex-fleet, finance, and lease companies

Part-exchange motors from dealers

Budget-friendly vehicles

Specialist marques, Top Car, and other prestige motor auctions



Workshop-Bodyshop



Questionnaire

How many types of trailers?

For large building and construction projects which kind of trailer can be used?

Gooseneck trailer can carry weight up to?

RV stands for?

UTV & ATV abbreviation?

Difference between moped and bike?

Sub types of coupe ?

SUV stands for?

Difference between SUV and Crossover?

In which bodyshape we will consider 1967 chevy impala ?

Types of customers ?

Define any two characteristics of dealers?

Major auction dealers ?

End of Day 2

TRAINING CONTENT LIST

Auctions

Copart Auto Auctions

Insurance Auto Auction (IAA)

Manheim

Copart: Founded in 1982 with a single salvage yard in California, Copart has grown into a global leader and the premier source for online vehicle auctions. Copart's innovative technology and online auction platform link Buyers and Sellers around the world. Headquartered in Dallas, Texas, Copart currently operates more than 200 locations in 11 countries and has more than 175,000 vehicles up for auction every day. Copart is a multinational auction it is available in USA, UK, Canada, Finland, Germany, Spain, Ireland, UAE and Brazil.

1.Copart Official timings: 8 am to 5 pm (Mon to Fri).

2.Copart Vehicle Pick up timings: 8 am to 4:30 pm (Mon to Fri).

3.Condition of the Vehicles: Condition of Vehicle in Copart is accidental it has major or minor damages.

4.Purpose of Lot Number: A lot number is an identification number it contains 8 digits. Lot numbers can typically be found on the outside of vehicle.

5.Purpose of Buyer Number: When the buyer is bought the vehicle after that auction will sent the buyer number to buyer on their email address. Identification of buyer number is 5 to 6 digits.

6.Storage Fee Days: Total number of days for storage fee is 3 days. First day is day of sale it means if you bought the vehicle today at 6:00 pm so your first day will be counted at 12 o clock midnight because after that date will be changed.

7.Purpose of Storage Fee: Storage will be charged on weekends and holidays unless the weekend or holiday occurs within the first three days. The purpose of storage fee is vehicle is occupied the space in auction if the buyers didn't release his vehicle from the auction they will not able to parked the new vehicles in auction premises. Copart will charge the storage fee after the 3 days of purchasing the vehicle and the amount is fourth day \$5, fifth day is \$10 and sixth day is \$15...

8.Purpose of Vin Number: A VIN is composed of 17 characters (digits and capital letters) that act as a unique identifier for the vehicle. A VIN displays the car's unique features, specifications and manufacturer. The VIN can be used to track recalls, registrations, warranty claims, thefts and insurance coverage.

9.Title: Your car title is a certificate that proves your ownership of the vehicle you drive. It's issued and processed by the Department of Motor Vehicles. The title holds the name and information about the legal owner, and you'll need this document if you ever want to sell your car.

10.Keys: Vehicle key or an automobile key is a key used to open and/or start an automobile. Modern key designs are usually symmetrical, and some use grooves on both sides, rather than a cut edge, to actuate the lock. It has multiple uses for the automobile with which it was sold.

11.Profile of Vehicle: In Copart we can view the complete profile and pictures of each vehicle with help of lot number.

[How It Works](#) [Inventory](#) [Auctions](#) [Locations](#) [Sell a Vehicle](#) [Services & Support](#)Your Location: TX, USA 75201 | [Edit](#)

100% Online Auto Auctions

Over **3 Million** Used, Wholesale and Repairable Cars, Trucks & SUVs sold per year!

1 [Register](#)

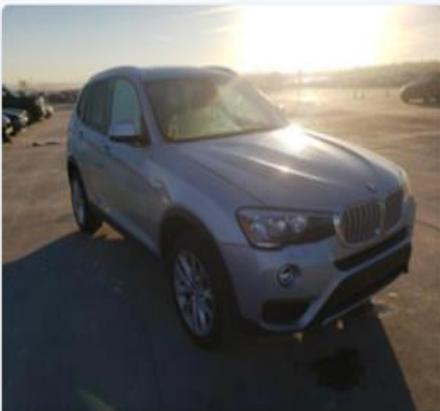
Sign up for a Copart Basic or Premier Membership.

2 [Find](#)Search our inventory of more than **303,481** used & repairable vehicles.**3** [Bid](#)

Bid on daily auto auctions Monday-Friday.

[Register to Start Bidding](#)

Popular Vehicles



2017 BMW X3 XDRIVE28i

Lot # 66652561

Current Bid: **\$9,600.00** USD

Location: TX - DALLAS

[View Details](#)[Watch](#)

2015 LEXUS GX 460 PREMIUM

Lot # 71310411

Current Bid: **\$28,000.00** USD

Location: TX - DALLAS

[View Details](#)[Watch](#)

2014 CHEVROLET CRUZE LT

Lot # 651962821

Current Bid: [Start The Bidding](#)

Location: TX - DALLAS

[View Details](#)[Watch](#)

2015 CHEVROLET SILVERADO K1500 LT

Lot # 43780201

Current Bid: **\$3,550.00** USD

Location: TX - DALLAS

[View Details](#)[Watch](#)

IAAI (Insurance Auto Auction): IAA, Inc. (NYSE: IAA) is a leading global digital marketplace connecting vehicle buyers and sellers. Leveraging leading-edge technology and focusing on innovation, IAA's unique multi-channel platform processes approximately 2.5 million total-loss, damaged and low-value vehicles annually. Headquartered near Chicago in Westchester, Illinois, IAA has nearly 4,000 talented employees and more than 200 facilities throughout the U.S., Canada and the United Kingdom. IAA serves a rapidly growing global buyer base – located throughout over 135 countries – and a full spectrum of sellers, including insurers, dealerships, fleet lease and rental car companies, and charitable organizations. Buyers have access to innovative vehicle merchandising, efficient evaluation services and digital bidding tools, enhancing the overall purchasing experience. IAA offers sellers a comprehensive suite of services aimed at maximizing vehicle value, reducing administrative costs, shortening selling cycle time and delivering the highest economic returns.

1.IAAI Official timings: 8 am to 5 pm (Mon to Fri).

2.IAAI Vehicle Pick up timings: 8 am to 4:30 pm (Mon to Fri).

3.Condition of the Vehicles: Condition of Vehicle in IAAI is accidental it has major or minor damages.

4.Purpose of Stock Number: A stock number is an identification number it contains 8 digits. Stock numbers can typically be found on the outside of vehicle.

5.Purpose of Buyer Number: When the buyer is bought the vehicle after that auction will sent the buyer number to buyer on their email address. Identification of buyer number is 5 to 6 digits.

6.Storage Fee Days: Total number of days for storage fee is awarded +4 days. First day is day of sale it means if you bought the vehicle today at 6:00 pm so your first day will be counted at 12 o clock midnight because after that date will be changed.

7.Purpose of Storage Fee: Storage will be charged on weekends and holidays unless the weekend or holiday occurs within the first awarded +4 days. The purpose of storage fee is vehicle is occupied the space in auction if the buyers didn't release his vehicle from the auction they will not able to parked the new vehicles in auction premises. IAAI will charge the storage fee after the awarded +4 days of purchasing the vehicle and the amount is each day \$40. In NY, Long Island IAAI storage fee will be the \$50 because of less space in auction premises.

8.Purpose of Vin Number: A VIN is composed of 17 characters (digits and capital letters) that act as a unique identifier for the vehicle. A VIN displays the car's unique features, specifications and manufacturer. The VIN can be used to track recalls, registrations, warranty claims, thefts and insurance coverage.



9.Title: Your car title is a certificate that proves your ownership of the vehicle you drive. It's issued and processed by the Department of Motor Vehicles. The title holds the name and information about the legal owner, and you'll need this document if you ever want to sell your car.

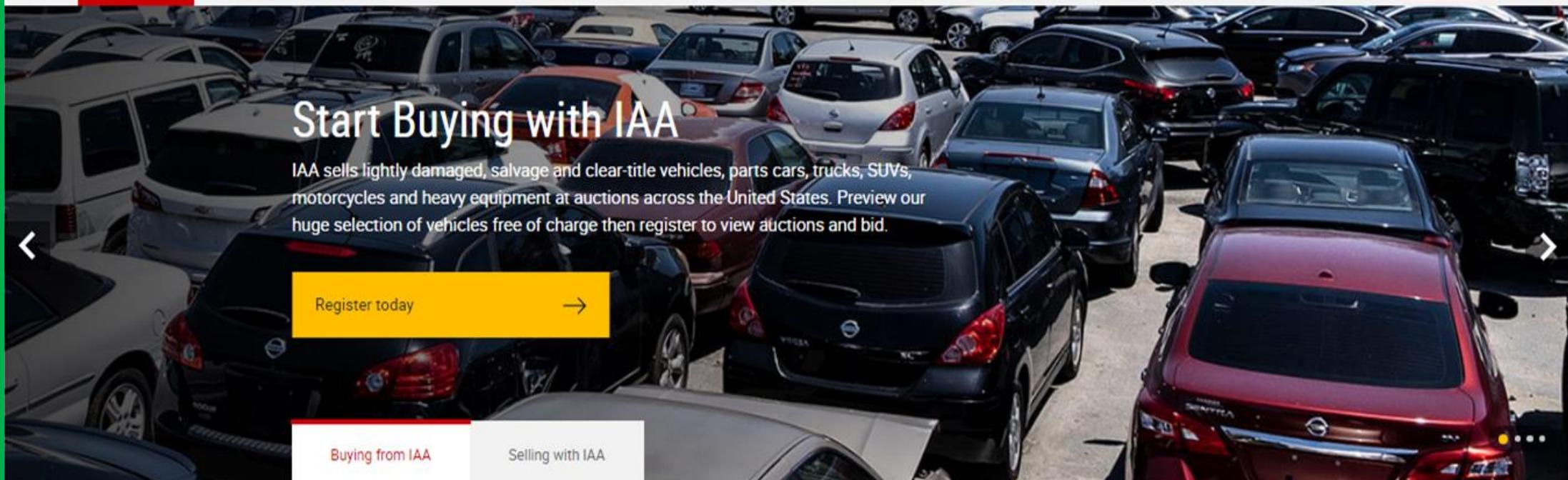
10.Keys: Vehicle key or an automobile key is a key used to open and/or start an automobile. Modern key designs are usually symmetrical, and some use grooves on both sides, rather than a cut edge, to actuate the lock. It has multiple uses for the automobile with which it was sold.

11.Profile of Vehicle: IAAI doesn't show the profile until and unless we need to mention the stock number on google and after that pull it out with the help of google cached.



Search for Vehicles, Auctions and Locations

Search



Start Buying with IAA

IAAI sells lightly damaged, salvage and clear-title vehicles, parts cars, trucks, SUVs, motorcycles and heavy equipment at auctions across the United States. Preview our huge selection of vehicles free of charge then register to view auctions and bid.

Register today



Buying from IAA

Selling with IAA

Buying Features



IAAI is driving a new automotive experience. Built on technology and backed by expertise, our vehicle marketplace and buying services are a modern take on an established industry.

Questionnaire

In which year Copart founded ?	IAA stands for ?
Copart currently operates more than ____ locations ?	How many talented employees IAA has ?
Where is Copart Head office located ?	What is stock number ?
When the buyer is bought the vehicle after that auction will sent the buyer number to buyer on their ?	Vehicle pickup timing of IAA ?
VIN can be used to ?	When will IAA charge storage fee ?
A lot number is an identification number it contain how many digits ?	In NY, Long Island IAAI storage fee will be ?
The purpose of storage fee is ?	Titles are issued by ?

End of Day 3



DAY 4

Manheim: Manheim® was established in 1945 as a wholesale vehicle auction operation. Manheim continues to set the industry standard for buying and selling used vehicles today. Manheim is North America's leading provider of vehicle remarketing services, connecting buyers and sellers to the largest wholesale used vehicle marketplace and most extensive auction network. Through 125 traditional and mobile auction sites and a robust digital marketplace, the company helps dealer and commercial clients achieve business results by providing innovative end-to-end inventory solutions. Approximately 18,000 employees enable Manheim to register about 8 million used vehicles per year, facilitate transactions representing nearly \$57 billion in value and generate annual revenues of more than \$2.6 billion. Manheim is a multinational auction it is available in USA, Australia, Brazil, Canada, Italia, New Zealand, Portugal, Spain and UK.

1. Manheim Official timings: 9 am to 5 pm (Mon to Fri).

2. Manheim Vehicle Pickup timings: 9 am to 8 pm (Mon to Fri). In some places Manheim opens on Saturday as well but dispatchers need to confirm this before dispatching the vehicle. We can pick up the vehicle in Manheim auction from yard as well if we have gate pass.

3. Condition of the Vehicles: Condition of Vehicle in Manheim is accidental it has minor damages.



4.Purpose of E-Gate Pass: In Manheim auction carrier wants to pick up a vehicle from Manheim. Carrier needs to show the E-Gate pass to security guard at Manheim entrance after that carrier can release the vehicle from there. All Consigned Vehicles must have a gate-pass before leaving the Auction premises.

5.What is E-Gate Pass: On every Manheim auction e-gate pass has all details about vehicle, Pick up location and Buyer Details. We do not need of lot number and stock number in Manheim auction for releasing the vehicle.

6. E-Gate Pass Lost: If the E-Gate pass is lost. Carriers have to give information about Buyer name, Buyer number and Vin number to auction's security guard. After that they will assign the new E-gate pass to carrier.

7.Purpose of Vin Number: A VIN is composed of 17 characters (digits and capital letters) that act as a unique identifier for the vehicle. A VIN displays the car's unique features, specifications and manufacturer. The VIN can be used to track recalls, registrations, warranty claims, thefts and insurance coverage.

8.Title: Your car title is a certificate that proves your ownership of the vehicle you drive. It's issued and processed by the Department of Motor Vehicles. The title holds the name and information about the legal owner, and you'll need this document if you ever want to sell your car.

9.Keys: Vehicle key or an automobile key is a key used to open and/or start an automobile. Modern key designs are usually symmetrical, and some use grooves on both sides, rather than a cut edge, to actuate the lock. It has multiple uses for the automobile with which it was sold.

10.Storage Fee: Once a Vehicle is deemed eligible for release (as set forth in Section 19), such Vehicle will be removed from Manheim premises no later than the sixth (6th) day following the issuance of its Vehicle Release (as defined in Section 19), and thereafter, Manheim may charge a reasonable daily storage fee of up to \$25 per day should any Vehicle be left on Manheim premises.



BUY ▾ SELL ▾ SOLUTIONS ▾

[Manheim Locations](#) | [Sign In](#) [Sign Up](#) [Help](#) [Contact Us](#)

MMR

WELCOME TO MANHEIM THE WORLD'S LARGEST WHOLESALE AUTO MARKETPLACE



OUR MISSION IS YOURS.



MARKETPLACE



ASSURANCE



LOGISTICS



RECONDITIONING



FLOOR
PLANNING



DECISIONING

15,467 Sold in The Last 24 Hours

173,265 Vehicles For Sale

Feedback

Note: Auction do not allow any kind of activity in their premises like repairing, replacement any body part of vehicle and flat tyre change. Auction can provide fork lift free of cost for non-running vehicle. Before dispatching any auction vehicle, we need to ask some questions from auction helpline and it is called auction update process. Auction update questions are as below:

1. First you need to tell them the lot or stock number. After that, the representative will say this to us tell me the buyer number afterwards verify the physical address of each auction and asked this vehicle is located in main lot or sub lot?
2. Has the vehicle been paid?
3. Is there any storage fee apply on this vehicle?
4. Does this car in run and drive condition?
5. Are title and keys available? If available, after that we need to ask this title and keys are available in main lot and is it mailed to customer mailing address and title is not in pending status if title is ready so we need to ask title will give it to our driver or customer mailing address?

This process needs to be updated by dispatcher after that they need to update accordingly on central dispatch after that they have to assign the vehicle to carriers without auction update process no vehicle will be dispatch to carrier.

Additional Information of Auction

Loose parts collection: It's dispatcher's responsibility to tell driver to collect loose parts from auction if any?

Main-lot and sub-lot Major auctions have two lots, Main lot and sub lot so it's dispatchers responsibility to inform driver that where are title and keys available, if title and keys are available on main lot and car is located in sub-lot so first driver has to pick-up title and keys from main-lot and then moving to his next destination which is sub-lot for collecting the car. Sub-lot timing and adders are different from main-lot.

Availability of title and keys: In other scenario if we are dispatching the job from auction to port so title and keys should be available in auction but if title and keys are not available so we will not take this order from customer and tell him that first you need to send title and keys back to auction. But in other scenario if the job is from auction to residential so title and keys are not necessary for shipment and we will take this order from customer. It's dispatcher responsibility to ask the condition of the car but the fact is no one knows the actual condition of the car even auction representative, In this scenario driver will tell us the actual condition of the car but without evidence we will not agree, and we have to inform to the customer as well with evidences that the car is not in Run and Drive condition.

If the title are still on pending status in this scenario port will not accept the car and we (driver) will not release the car from auction but if the shipment is from auction to residential or dealership we (driver) can release the car.

Bill of sale

Bill of sale is paper which is issued by the auction to the customer after purchasing the vehicle from the auction in this scenario port will not accept the car (replacement of title) and we cannot dispatch the job if the job is from auction to port

Collection of Lien paper (loan)

Auction purchase the cars from insurance companies, banks and government sectors as well so it's our responsibility to tell driver that he will also have to collect the lien papers from the auction.

Storage fee payment

As we know that customer is not available in auction and unfortunately there is some storage fee on car due to late pick-up so we have to inform customer about the fee and now customer is saying pay the storage fee I will give you at the time of delivery, now here we have to show our skills that how we tackle in this situation and convince the driver to pay that storage fee and we will reimburse that amount at the time of delivery, and as we know in America mostly people carry plastic money rather than cash so we have to guide the driver about the nearest ATM location as well. The reason behind collecting the storage fee in cash that driver can charge back that payment if he/she is paying from credit card or bank transfer.

Certified of insurance(COI):

A certificate of insurance (COI) is issued by an insurance company or broker. The COI verifies the existence of an insurance policy and summarizes the key aspects and conditions of the policy. For example, a standard COI lists the policyholder's name, policy effective date, the type of coverage, policy limits, and other important details of the policy.

Without a COI, a company or contractor will have difficulty securing clients; most hirers will not want to assume the risk of any costs that might be caused by the contractor or provider.

Its dispatcher responsible to check the COI is active or not . If its active so dispatcher will dispatch the vehicle if its not active so dispatcher will not assign the job to carrier.

Questionnaire

In which auction we do not need of lot number and stock number?	Manheim is _____ leading provider of vehicle remarketing services?
Manheim® was established in?	Manheim Vehicle Pickup timings?
Condition of the Vehicles in Manheim?	How many characters in VIN?
What is COI Stands for?	Currently how many vehicles are listed on Manheim?
What are the charges when auction will provide fork lift?	we need to ask some questions from auction helpline and it is called?
Difference between main lot and sub lot?	without _____ no vehicle will be dispatch to carrier?
If the title and keys are available in main-lot what should driver do first?	Approximately how far is sub-lot from main-lot?
If the customer brought title and keys to his mailing address and car is in auction and shipment is from auction to port what we do?	What we need to satisfy the customer about the vehicle condition?
Purpose of collecting lien paper from auction?	How to convince driver to pay storage fee define in your words?

TRAINING CONTENT LIST

- Rating and Reviews
- Bill Of lading
- Use of Forklift
- Use of Winch
- Quick Pay Job
- Insurance Certificate Holder
- Lien

Rating and Reviews: If customer wants to place an order to us they would like to check rating of our company first on Google, BBB (Better Business Bureau), TR (Transport Reviews) and TP (Trust Pilot). If customer satisfy with our ratings and reviews on these websites after that they will place the order to us. Before assign any job to carrier our dispatcher needs to check carriers rating and reviews on central if carrier has 100% or 99% rating on central we have to check reviews and insurance documents after that assign the job to carrier but if we found rating below 99% so dispatcher needs to must ask to his superior or seniors about below rating if the seniors says to dispatcher assign the job to below rating carrier so afterwards dispatcher will assign the job to any below rating carriers.



Use of Forklift: Fork lift is used for non-running vehicle if the car steering wheel and tyre is jam not able to move in this situation forklift will be apply on both sides pickup and delivery and forklift can be arranging by customer his self. There are two types of fork lift small fork lift and heavy fork lift.

Availability of Forklift: Small forklift can be easily available at any location like auctions residential ports dealership. Charges of small forklift is 400 to 550 dollars.

Heavy forklift cannot be arranged by the customer easily these heavy forklifts are available just in auctions ports and storage yards. Charges of heavy forklift is 750 to 900 dollars.

Lien: The amount you owe your car lender is called a lien. The lien provides the lender with a guarantee that it will receive repayment for your loan. If you have a lien, you'll likely need to pay off the vehicle before you can sell it.

Use of Winch: Winch is used in this condition when the steering wheel and tyre is moving and engine having an any mechanical issue in this situation winch can be apply for picking up the vehicle and delivering the vehicle and winch can arrange by carrier when our dispatcher assigning the job to carrier at that time dispatcher informing to carrier for winch and carrier will charge additional amount for winch around \$75 to \$100.

Quick Pay Job: Quick pay job can be used in this scenario when customer is not available physically and we need an amount of shipment at that time customer pay to us complete amount of shipment afterwards we paid that amount to carrier. Most of the time quick pay job can be used on auction to port shipment.

Let's suppose if we are booking an order from New York Copart auction to Boston Port so in this scenario we ask from customer to pay the full amount through quick pay.

Other scenario if customer is confirming the order (Texas to Florida) and then saying I will not be available when the shipment will be delivered and on my behalf someone else will be available so we ask from customer to pay quick pay.

Insurance Certificate Holder: While it sounds officious, a certificate holder is only the entity to whom the certificate of insurance was issued upon request. Certificate of insurance forms have a special place on them to add the name and address of the certificate holder. When you work as a broker we need to hires carrier to provide services, which could include shipping services, for example, your company will need these businesses to provide proof they have insurance. Unless the vendor can give the hiring company the certificate of insurance listing it as the certificate holder, it's highly unlikely the vendor will get the contracting work. For further reference candidate needs to watch insurance certificate holder video.

Bill Of Lading

A bill of lading (BL or BOL) is a legal document issued by a carrier to a shipper that details the type, quantity and destination of the goods being carried. A bill of lading also serves as a shipment receipt when the carrier delivers the goods at a predetermined destination. This document must accompany the shipped products, no matter the form of transportation, and must be signed by an authorized representative from the carrier, shipper and receiver.

As an example, a logistics company intends to transport, via heavy truck, gasoline from a plant in Texas to a gas station in Arizona. A plant representative and the driver sign the bill of lading after loading the gas on the truck. Once the carrier delivers the fuel to the gas station in Arizona, the truck driver requests that the station clerk also sign the document.

The bill of lading is a legally binding document that provides the carrier and shipper with all of the necessary details to accurately process a shipment. It has three main functions. First, it is a document of title to the goods described in the bill of lading. Secondly, it is a receipt for the shipped products. Finally, the bill of lading represents the agreed terms and conditions for the transportation of the goods.

Driver: _____

PICK UP

Name: _____

Address: _____

City: _____



ST: _____

Phone: _____

Contact: _____

Work Order Nos.: _____

DELIVERY

Name: _____

Address: _____

City: _____

ST: _____

Phone: _____

Contact: _____

VEHICLES

STOCK #	YEAR	MAKE	MODEL	VIN	MILEAGE	PRICE
1						
2						
3						
4						
5						
6						

CONDITION ILLUSTRATED BY LETTER CODE

A - Broken
B - Bent
C - Chipped

D - Dentred
E - Defective
F - Souffled

G - Gouged
H - Scrained
J - DM

K - Checked
L - Loose
M - Misuse

N - Painted over
P - Painted surface
Q - Metal damage

R - Punctured
S - Scratched
T - Torn

U - Wavy
X - Present
Z - Other

S - TOTAL
TERMS: NET C.O.D.



REMARKS

* NOTE - No claims will be honored unless noted on this Bill of Lading at time of delivery

Removal of original seal from this edge before stamping company name

Printed Name

PRINTED NAME AND SIGNATURE
MUST ACCOMPANY DELIVERY

Shipper's agent at pick up

Pick up date

Shipper's agent at delivery

Delivery date

Payment Method

- ✓ COD (Cash On Delivery)
- ✓ COP (Cash On Pick up)
- ✓ PayPal
- ✓ Zelle
- ✓ E-Cheque
- ✓ Bank Transfer
- ✓ Credit card (5% Bank Charges Deductions On Credit Card)
- ✓ Cash App
- ✓ Quick Pay Job

TRAINING CONTENT LIST

Port

Customer Support

Communication soft skills training

Port Details: Auction to Port quotes will not be dispatched in COD it always dispatched in Quick pay payment method. When the vehicle is going for port without title and keys no one will accept on port. Port only worked in week days only Monday to Friday. Title is necessary for creating the dock receipt so when the carrier has picked up the vehicle then carrier send us the pictures of the title from front and back side then we need to send the copy of title to customer after that customer will be responsible for creating the dock receipt for carrier to accept the vehicle on port afterwards customer sent to us back and then we send the dock receipt to carrier. Whenever the vehicle is listing on central dispatch for auction to port dispatchers needs to check nearest port locations from auction as well do not listed the vehicle only for one port for example, If the vehicle picked up from New York Copart auction so dispatchers need to list the vehicle for Providence Port, Newark, NJ Port and Boston Port. Grimaldi accepting only run and drive vehicles and Sallaum lines accepting the non-running and running vehicles. For further reference candidate needs to watch port video.

SALLAUM LINES DELIVERY ADDRESSES

Dock Receipt: The dock receipt is designed to provide the exporter with proof of delivery of the cargo to the international carrier in good condition. The inland carrier may deliver the goods to a warehouse company or a warehouse operated by the carrier as arranged by the freight forwarder. We have 3 types of dock receipt:

1. **Running Dock Receipt.**
2. **Non-Running Dock Receipt.**
3. **Forklift Dock Receipt.**

Each Dock receipt has different prices and process. Without dock receipt port will not accept any vehicle and whenever driver will deliver the vehicle at port we required stamped on dock receipt afterwards customer will pay the amount to us of shipment. Each information mention on dock receipt “which shipping company booked this vehicle, what is the booking number, which port vehicle will be delivered, vehicle is run and driver condition or not and for which country this vehicle will be exporting

Storage Yard: Storage yard means and includes any place or locality within or outside the Port area where the carrier stores the vehicles whether now existing or acquired later.

Letter of Intent: A letter of intent is a document outlining the understanding between two or more parties which understanding they intend to formalize in a legally binding agreement. The concept is similar to a heads of agreement, term sheet or memorandum of understanding.

DOCK RECEIPT / SHIPPING INSTRUCTIONS



American Multimodal International Deliveries
AMID Logistics, LLC

AMID Logistics, LLC.
248 Geiger Rd, Unit 201H
Philadelphia PA 19115
USA

PHONE: 215-552-6208
FAX: 386-868-0360
EMAIL: INFO@INTERNATIONALSHIPPINGUSA.COM

SHIPPER SHIPPER'S FULL NAME, ADDRESS IN THE USA, COMPANY: IF APPLICABLE, PHONE: 1234567890, SHIPPER'S EMAIL	OCEAN CARRIER'S BOOKING NO. 1234567CLVSYD	CUSTOMER REF# US190625DL		
	OCEAN CARRIER CARRIER'S NAME	The document issued on		
	NOTICES AND SPECIAL INSTRUCTIONS CARRIER DESTINATION AGENT'S INFO			
CONSIGNEE CONSIGNEE FULL NAME, ADDRESS IN THE USA, COMPANY: IF APPLICABLE, PHONE: 1234567890, CONSIGNEE'S EMAIL	CARGO DELIVERY ADDRESS FREIGHT TERMINAL NAME CLEVELAND, OH, USA 123 STREET AVE. CONTACT PHONE NUMBER	LATEST DELIVERY CUTOFF DAY		
NOTIFY PARTY SAME AS CONSIGNEE	Click on link to see if shipments to your destination country are subject to special requirements and/or limitations			
PLACE OF RECEIPT BY PRE-CARRIER CLEVELAND, OH, USA	PORT OF LOADING LOS ANGELES, CA	VESSEL VESSEL, VOYAGE		
PORT OF DISCHARGE SINGAPORE, SINGAPORE	PLACE OF DELIVERY BY ON CARRIER SYDNEY, AUSTRALIA	ETD MM/DD/YYYY		
PARTICULARS FURNISHED BY SHIPPER				
MARKS & NUMBERS	NO. OF PKGES.	DESCRIPTION OF PACKAGES AND GOODS	MEASUREMENT	GROSS WEIGHT
	1	HYDRAULIC WINCH NON HAZARDOUS, NON PERISHABLES SHIPPER LOAD AND COUNT FREIGHT PREPAID EXPRESS RELEASE-NO ORIGINALS REQUIRED ALL DESTINATION CHARGES ARE PAYABLE BY CONSIGNEE	1.47	420

Please deliver your boxed or crated cargo to the ocean carrier ship terminal (CFS) as in the CARGO DELIVERY ADDRESS above. You may call directly to the warehouse for driving directions and/or with questions on packing your goods.

RoRo

- **Roll-on/Roll-off (RORO or ro-ro)** ships are cargo ships designed to carry wheeled cargo, such as cars, trucks, semi trailer-trucks, buses, trailers, and railroad cars, that are driven on and off the ship on their own wheels or using a platform vehicle, such as a self-propelled modular transporter. This is in contrast to lift-on/lift-off (LoLo) vessels, which use a crane to load and unload cargo.
 - RORO vessels have either built-in or shore-based ramps or ferry slips that allow the cargo to be efficiently rolled on and off the vessel when in port. While smaller ferries that operate across rivers and other short distances often have built-in ramps, the term RORO is generally reserved for large oceangoing vessels. The ramps and doors may be located in the stern, bow, or sides, or any combination thereof.
-



TRAINING CONTENT LIST

Customer Support

What Make Us Unique?

Reason of Cancellation

Common Questions Asked By Customer Before
Shipping Vehicle

Communication Soft Skills Training

Opening and closing Greeting.

Personalization.

Tone of Voice.

Interruption.

Professional & Courteous Behaviour.

Active Listening & Focus.

Relevant Probing.

Hold/Transfer Procedure.

Jargons.

Fatal Error

Important Rules

What Make Us Unique?

Key Points:

- 1) Answer Your Phone
- 2) Listen To Your Customers
- 3) Know your Products
- 4) Deal With Complaints
- 5) Treat People with Courtesy and Respect

- **Answer Your Phone:** The first rule of good customer service is that your business phone needs to be answered. Answer the phone professionally, not just the receptionist or the customer rep. Enunciate clearly, keep your voice volume moderate, and speak slowly and clearly when answering the phone so your caller can understand you easily.
- **Listen To Your Customer:** When you listen actively, people communicating with you. Feel more confident that they've actually communicated a message to you. Feel more positive about you and the message you're communicating. Summarize what the customer has said and suggesting how to solve the problem.
- **Know Your Products:** Conveying knowledge about products and services will help you win a customer's trust and confidence. Know your company's products, services. Try to anticipate the types of questions customers will ask.
- **Deal with Complaints:** When a customer makes a complaint it is important to acknowledge, analyze, and solve the complaint as quickly as possible. If a complaint is dealt with quickly and the customer is happy with the solution, then this should lead to more orders in the future.
- **Treat People With Courtesy and Respect:** Remember that every contact with a customer whether by email, phone, written correspondence, or a face-to-face meeting leaves an impression. Be courteous and use phrases like "sorry to keep you waiting," "thanks for your order," "you're welcome" and "it's been a pleasure helping you" and you know that the customer is not always right. But instead of focusing on what went wrong in a particular situation, concentrate on how to fix it. Most customers will do business with you again if you will treat them with respect.

Reason of cancellation

- Due To No Driver On The Route.
- Bad Area / Bad Route.
- By Offering Low Price.
- Due To Not Responding To The Customer (Like On Calls Or Texts).
- Due To Some Miss Commitments.
- Due To Condition Of Vehicle (E.G.) Inoperable Vehicle.
- Late Pickups.
- Due To Change Of Customer's Mind.
- Got Someone In Cheaper.

COMMON QUESTIONS ASKED BY CUSTOMER BEFORE SHIPPING VEHICLE

1. Are you a broker, a carrier, or an auto transport management company?

We are Carrier Company but we also do brokerage at the time of extreme shortage of drivers on special days like on Christmas, New Year eve at etc. it's due to increased number of customers only in those days we do brokerage. We hire drivers from Friends Company at that time.

2. What services do you offer?

We provide transportation of vehicles in 48 states of USA.

3. Are there any restrictions on what types of vehicles you can ship?

We are running this company from last 14 years. We have enough experience to move vehicle of every condition with the help of our professional drivers.



4. Can you give me a free quote?

Yes sure, you can also get it on website for checking your estimate.

5. How much will my shipment cost?

It depends on routes. Apart from that, many other factors are involved like weather conditions, fuel price and availability of drivers.

6. Does this price include everything or will there be additional costs?

It's inclusive of insurance, taxes, tolls and door to door service. Not even a single extra penny will be charged.

7. How do you calculate your rates?

It's according to ongoing market rates.

8. Is the auto transport company registered and licensed?

Yes it is registered LLC.

9. Is your company fully insured? What does your policy cover? Can I see proof of insurance?

Yes it's fully insured, each one of our trucks have 3 quarter million insurance. Yes you will get proof of insurance.

10. Why are you the best company to book with?

We provide quality service with professional assistance throughout the process. Another thing is our rates are customer friendly.

11. How will my car actually be transported?

It depends on the carrier you choose. You can choose either an enclosed or an open carrier.

12. What are my options when it comes to the timing of my shipment?

We only need 2 days booking in advance just for making arrangements.

13. Do you have customer support?

Yes we do have facility of customer support and online chat service as well.

14. How do I prepare my vehicle for shipping?

Just put your addresses in booking form at the time of booking. Our driver will handle it.

15. Can you transport non-running vehicles?

Yes we do.

16. What documents will I need to ship my car?

Nothing will be needed, just addresses for pickup and delivery and availability of person on both sides.

SOFT SKILLS

1. Opening and closing Greeting.
2. Personalization.
3. Tone of voice.
4. Interruption.
5. Professional & Courteous Behaviour.
6. Active Listening & Focus.
7. Relevant Probing.
8. Hold/Transfer Procedure.
9. Jargons.
10. Fatal Error.

Opening & Closing Greeting

Opening and closing Greeting should be always clear proper energetic and you need to wear a smile as well. Whenever you are greeting to the customer you need to mention your name company name and must asking this,

- **How may I help you today?**
- **How may I assist you?**
- **How can I help you?**

Each customer wants to hear their own Greeting and Greetings let your customer know that you're there to provide a great experience regarding customer services.

"Thanks for Calling All state to state. This is Kevin, how may I help you?"(In bound)
This is Abc speaking from All state to state, how are you doing? (Outbound)

For Auction Depart: Whenever auction candidate answer the call opening greeting should be "**Thanks for Calling All state to state Shawn office. This is Kevin, how may I help you?**". Whenever auction candidate ending the call ending greeting should be "**have a nice day or evening**". It's applicable to all auction candidate.

Personalization

“Personalized customer service shows customers you care”

Knowing and using your customers' names sounds simple. But, the gesture makes a major impact when it comes to building trust and relationships.

There's a reason why mostly companies using this skill and put so much emphasis into knowing and calling their customers by name, especially those who are loyal.

Tone of voice

Tone of voice is all about the attitude behind what you're saying. Your voice doesn't change, but the way you speak to someone does.

If you're angry, you may be curt; if you're happy, your voice may ooze joy. Regardless, customer service professionals have a duty to put their personal feelings behind them and use a tone of voice that is friendly, sincere, and professional for all callers. This is what keeps customers calm and engaged. Make sure the tone of your voice says,

"I'm happy to help you."



Interruption

Don't Interrupt your customer always listen to the customer first you just need to listen your customer very patiently and calmly once he/she done, after that you need to give them relevant information regarding the query.

Professional & Courteous Behaviour

Customers want to be treated to a courteous experience when they speak to a customer service representative. Whether it be a sales representative or customer service representative, the customer bases his future business on the service he receives. If a representative fail to be courteous, it is likely the customer will take his future business elsewhere.

Active Listening & Focus

Most people call or contact customer service if they've encountered a problem with a company's product or service. Active listening is especially critical in situations where customers are upset, frustrated, and perhaps exhibiting some hostility.

Here are 4 approaches that help promote active listening:

- Show that you're tracking with customers.
- Don't interrupt.
- Avoid distractions.
- Try to avoid arguing

Relevant Probing

Asking probing questions can be the building blocks to providing your clients with the best solutions to their problems, because these probing questions will help you to: Build rapport with your clients. Understand your customers' needs. Illuminate your customers' hidden needs and wants

Hold & Transfer Procedure

Wait for a pause in the conversation. Never put someone on hold without announcing you'll be doing so,
Ask her if you may put her on hold, rather than just telling her.
Don't put a person on hold multiple times in one call. Always keep that thing in your mind your customer's time is valuable you always taking the permission as well.

Jargons

Some team members actually seem to enjoy the sport of confusing customers by using unnecessary company jargon. Be careful not to use your own internal shorthand or jargon on your customers. You and your co-workers may understand it well, but the customer won't.

Jargon can cause a lot of unnecessary confusion.

- Be clear. Spell things out for your customers.
- Use easy and simple to understand words.

Fatal Error

All kind of illegal activities and mal-practices are included in fatal errors and mal-practices is crime in call centre industry.

Important Rules

Call Centre industry have two rules regarding customer service and support.

Rule No 1

Customer is always right

Rule No 2

If you think that customer is wrong

So follow the rule no 1.

Happy Calling ☺



Questionnaire

Will port accept the vehicle if we don't have title and keys ?	what we need to make a dock receipt ?
Port work's only ?	Which company accept Non-running vehicle ?
Name of two ports where TWIC card is necessary ?	Whenever the vehicle is listing on central dispatch for auction to port dispatchers needs to check ?
What is TWIC card ?	TWIC abbreviation ?
Types of dock receipt ?	What kind of information is mentioned in dock receipt ?
What is storage yard ?	Charges of storage yard ?
What is Letter of Intent ?	RORO stands for ?
RORO is contrast to ?	RORO vessels have either built-in or shore-based _____ or _____ ?