

Accelerated Services Newsletter

STI Deliveries:

You must read the manifest to get drop information if it says not STI then you cannot drop STI ever. If there is no information, they may be a new dealer and we don't know their preferences so you must call and ask before dropping STI.



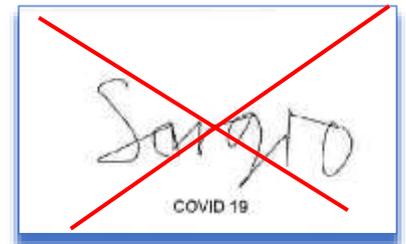
Please do not put a signature or write STI in the signature box when you are dropping STI. Simply type in **STI** for the Client name, put a **"X"** for the signature and deliver. Or use the STI button in VTAS and you can type in a name in the client signature box (see attachment)

The dealers are having an issue when making a claim on STI damage due to the signature/STI in the client signature box. The manufacturer sees this as a signature which is not the case. See this example of what **NOT** to do.



COVID 19 Deliveries:

Drivers you must put in the full name of the person who inspected the vehicle along with "COVID19" in the signature box. There should be NO signature for a "COVID 19" delivery. If you fail to follow these instructions, you may be charged with damage!



Refusal to inspect during business hours:

Make sure you are checking the manifest or with the dealer before assuming it is during their business hours. If there is no information on the manifest it may be a new dealer, so it is your responsibility to contact the dealer and get this information before you deliver and forward to customer service to update the profile.

If their inspector is gone and no one will inspect during business hours you must get the persons full name refusing to inspect and input it in the box for the signature it should look like this: "**Josie Smith refused to inspect during business hours**" there should be **NO** signature in the signature box.

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If you check the refused to inspect box in VTAS it will **not** note the information on the delivery receipt at this time and we will not be able to deny damages -do not use it!!

Client Report

Receiving Person's Name Required

STI (Locked)

Receiver Refuses to Sign

Receiver Signature Required
Not Specified.

Driver Signature Required
Not Specified.

Proof of Delivery - Email 1

Proof of Delivery - Email 2

Don't use this box for refusal to sign at this time



Please Double Check the VIN number before loading!!

We have had several mis-ships where the driver did not check the VIN prior to loading. We know there are sometimes errors and they put the wrong car in the bay spot, but we have to make sure we are getting the correct vehicle. So please double check your VIN number before moving the unit!