

TAV Transporter Training

Trip Assignment Transporter Confirmation

- Trip Assigned.
 - TAV pickup form text.
 - If flight you will also receive flight information(Check-in ASAP)
 - Time to the office.
- Acknowledge the trip and confirm
 - Turning down trips is not an option.
 - Minimum of two weeks for scheduled days off
 - All units must be returned to 4112, exceptions are made but rare.
 - When you finish your deal, provide ETA back to the office. (Do NOT wait until the last minute to let the scheduling department know you will not be available for a trip the following day).

Customer communication and confirmation

- Pre-purchase process
- Receive notification and confirmation

Confirmation 1

- If notification received prior to 9:00 pm CST
 - Send text to customers to confirm
- Else if after 9:00 pm CST
 - Wait to confirm the next day.
- If flight and leaving office between 3am - 5am
 - Send text prior to taking off with an ETA to the meeting location.

Confirm the trip before getting on the flight.

- Else if after 5am
- Send confirmation text to customer prior to leaving office

Confirmation #2

- When 45 minutes - 1 hour prior to arrival give the customer an update.
- Failure to communicate with customers is unacceptable and grounds for write up.
- Boarding a flight without communicating with customer grounds for a write up and you will be charged back the cost of the flight.

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Office Arrival

- Make sure to show up 10-15 minutes prior to required time to office
- Arrive showered, clean, professional in appearance
- **Must have TAV gear on**
- **Must have TAV folio folder containing copies of latest paperwork copies**
- **Must have transporter training manual with you**
 - You are not allowed to take a trip without these items
 - Read your package understand the type of deal
 - Title in hand, lien, estate sale, etc.
 - Review the training manual to confirm you have required docs to complete your task.
- Write-Up Process(3 Strikes Per Quarter & Your Out)
 - You will receive notification of infraction, scheduling will be informed and you will be required to attend in person or virtual meeting.
 - Offender will sign the
These are not suggestions; these are part of your job.

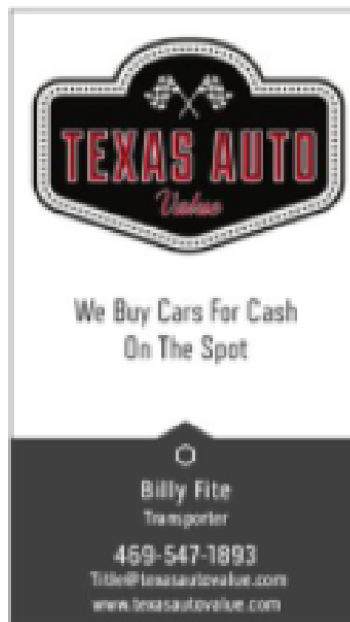
TAV Transporter Training

Transporters Training Package

Business Card Request

Email: bcards@texasautovalue.com

- Full Name
- Your Title
- Card Delivery Address
 - o All transporters working out of 4112 simply put 4112 as address
 - o Regional: Please provide your full mailing address.
- Phone Number



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Summary of Page Package requirements

- **TAV Pick-Up Form**
- **Bill Of Sale** - Legal document no strike through accepted
- **Power Of Attorney** - Legal document no strike through accepted
- **Statement Of Fact** - Legal document no strike through accepted
- **Title** - Legal document no strike through accepted
- **Original Lien Release** - Legal document no strike through accepted
- **Consumer Loan Payoff** - Information Form
- **Copy Of Death Certificate** -
- **Original Letters Of Testamentary Or Administration** -
- **Trust Documents** -
- **Dealer License**
- **Business Card**

Important links

- <https://transport.texasautovalue.com/>
 - o Latest Texas Auto VALUE Forms
 - o Links to bank contact information & overnight mailing address
 - o Links to CU contact information & credit unions overnight mailing address
 - o Example Titles
 - o TAV – Paysheet Form
 - o TAV – Transporter Training Guide
 - o TAV Latest news should be checked daily for updates and process changed.


TAV LATEST NEWS


All Forms


[Texas Auto Value - Transporter Training Guide](#)


[Texas Auto Value - Payroll Sheet](#)


Home


 **ADMINISTRATIVE**

 **TITLES/COLLECTIONS**

 **TRANSPORTATION**

 **BUYERS**

 **ALL FORMS**

 **TAV REGIONAL OFFICES**

[Check out our transport team!](#)