



Texas Auto Value Transportation Department Manual

www.texasautovalue.com
<http://transport.texasautovalue.com>



TAV – Transporter Appearance & Day of Trip Rules

- **Office Arrival**
 - Make sure to show up 10-15 minutes prior to required time to office
 - **Appearance**
 - Showered
 - Clean
 - Professional in appearance
 - TAV Gear
 - Must have read your text, review TAV pick up form.
 - Deal Type, City, State, Vehicle Purchasing
 - You will be questioned upon arrival.
- **TAV Folio**
 - TAV folio case with 10 copies of each form given to you @ training.
- **Must have TAV gear on**
- **Must have transporter training manuals with you**
 - You are not allowed to take a trip without these items
 - Review 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
 - For each offense, will be required to attend in person or virtual meeting.
 - Offender will sign the write up form and acknowledge mistake.

These are not suggestions; this is your job.



TAV – Schedule Coordinators Trip Assignment

Yvonne Frezza	469-924-6398
Astrid Lopez	214-892-1365

Trip Assignment Transporter Confirmation

- Trip Assigned via Group Text Message (Yvonne, Astrid, RJ, Abdul)
 - TAV pickup form text
 - If flight, flight information will follow (Check-in ASAP)
 - Time Required @ Office

- Acknowledge the trip and confirm
 - Turning down trips is not an option.
 - Minimum of two weeks for scheduled days off
 - When you finish your deal, provide ETA back to the office.
 - ETA back is how scheduling coordinators plan your next trip.
 - ETA back is required prior to leaving bank parking lot
 - All units must be returned to 4112, exceptions are made but rare.
 - All paper tags removed and returned with package.



Transporter/Customer Communication

Customer communication and confirmation

- Pre-purchase process
- Receive notification and confirmation

Confirmation 1

- Trip assigned prior to 9:00 pm CST – Text as soon as you get message for best results. If on the road, stop and send the text.
 - Text 1
 - Transporter business card
 - Introduction
 - Date/Time & location of meeting



Good afternoon my name is Rami Albanna I am with Texas Auto Value and will be meeting you tomorrow to purchase your 2021 Ford F-150

iMessage

Meeting at 9:00 am at Bank of America 101 Main Street, Tulsa, Oklahoma

- Send text to customers to confirm
- 15 minutes no reply
 - If no answer, call customer
 - Else If no answer, call HeyMarket scheduling 972-787-1369
 - Chain of command in order:
 - 1 - Scheduling - 972-787-1369
 - 2 - Yvonne/Astrid - 469-924-6398, 214-892-1365
 - 3 – Closer, 4 – Rami – 214-524-1222
 - Contact our scheduling team as soon as possible same day you are assigned the trip. Resolve issues while everyone is still available.



- Else if after 9:00 pm CST (Very rare, most trips assigned by 6PM)
 - Confirm upon arrival at office the next day.
- Flights
 - All trips should be confirmed day before
 - Must confirm prior to boarding flight unless given an exception.
 - **NO proof of confirmation or exception prior to boarding is ground for a write-up and flight charge back to transporter.**
- Else if after 5am
 - All trips should be confirmed prior day.
 - Send confirmation text to customer prior to leaving office

Confirmation #2

- 45 minutes to 1 hour
 - Contact customer and give them an ETA, give yourself 15-minute buffer. Always show up prior to the customer.
 - Always insist the customer enters the bank to meet.
 - Never give the customer any additional information prior to meeting.

Immediate Grounds for Write Up

- Failure to communicate with customers is unacceptable.
- Boarding a flight without communicating with customer or getting written authorization.
- Flight cost will be charged back on any unauthorized flights.
 - 100% - RAMI IS IN CHARGE OF CHARGEBACKS.



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TAV – Customer Greeting Initial Meeting

Bank Arrival & Script

Always meet customers inside the bank, make sure you are arriving prior to the meeting time.

Inside Bank

- Hello, my name is Rami Albanna very nice to meet you Mr. Smith. It looks like we are purchasing your 2020 Ford F-150, let me walk you through the process quickly.

Quick Overview (Inside Bank)

1. First, we will go outside walk around your vehicle and perform a physical inspection, confirming no major flaws.
2. Next, we will go for a test drive. You are more than welcome to join us, during the test drive we will confirm the heater, AC, radio, windows, brakes, and engine are all functional.
3. Then we return to the bank parking lot, we will take photos of the vehicle, odometer, we will plug in an ODB reader which checks for stored error codes in the vehicle.
4. Once that is all complete, we will return to the bank. I will send the results of the inspection and test drive report to my inspection team for verification. Once that is complete, we will proceed.
5. Sign all required documentation.
6. Ask one of the tellers to confirm and verify the funds.
7. After that we will remove your plates, personal items, and head back to our office.
8. Do you have any questions for me at this time?



**Transporter Approvals Process
Completed in this order**

Step 1 Pre-buy Inspection (Stuart, Yazan)

1. Shared Inbox# 214-751-8026
2. Text: TAV Pick-Up Form
3. Make sure the inspection portion is visible
4. Photo of ODB reader results
5. Text any issues discovered
6. Confirmation moves to step 2

Step 2 Transporter QA Advocates - (Whenever possible all in one text)

1. Shared Inbox # - (214) 307-9060
2. Follow Transporter Quality Assurance Process Detail
3. Approval Required & Documented

Step 3 Wire/Accounting

1. Shared Inbox# 214-915-0396
2. Text: TAV Pick-Up Form
3. Follow the wire process detail

Step 4 Inventory Control (Stuart, Yazan, Justin, Cameron, Myrick, Zach)

1. Shared Inbox# 214-751-8026
2. Multiple scenarios all follow the same path. Always keep all keys attached together.
3. Transporter will deliver the unit to the predetermined location
4. Remove paper tag out of plastic and place in your packet.
 1. **MUST REMOVE FROM PLASTIC COVER**



Post Purchase Delivery Drop-off Process

Delivery/Dropoff Options

1. Manheim Drop-off (Security Open)
2. Manheim Drop-off (After Hours)
3. Major Retailer Parking Lot – (Wal-Mart, Sam's)
4. TAV4112

All Drop-Off's

- Text TAV Pick UP Form
- Text a photo of the unit @ Location

- **Manheim Drop Off (Security Open)**
 - Must send a photo of our TAV dealer # - 5411911
 - Do not allow Manheim to only write, Texas Auto Value, always insist 5411911 is also written.
- **Manheim Drop off (After Hours, Closed)**
 - Park unit in Manheim parking lot.
 - Select a secure well-lit location
 - Place a sheet of paper on dash
 - "Texas Auto Value - 5411911"
 - Take a photo of the unit clearly showing location.
 - Send a photo of @location to the inventory control team, include Motaz in the text.
 - Lock the unit and keep all keys in your package.
 - Return package to office and place in canceled deals, remote drop off box located outside of Motaz's office.
- **TAV4112**
 - Upon arrival at warehouse send a photo of unit
 - Remove paper tag and place in packet.
- **Major Retailer (Sam's, Wal-Mart)**
 - Send photo of unit
 - Send photo of the retailer
 - Send Address dropped off, along with general directions. i.e. (Back corner near sign)

ALL TAGS PAPER ONLY

MUST BE REMOVED AND RETURNED INSIDE YOUR BAG

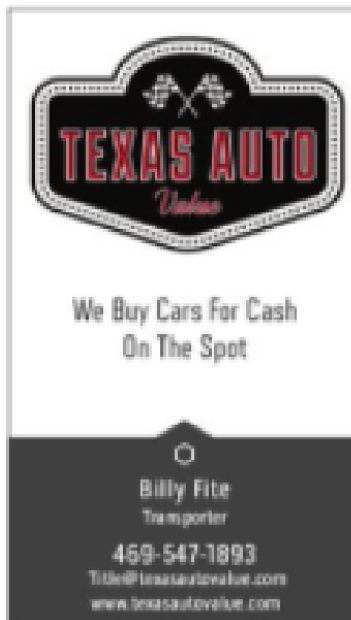
Failure to follow these steps will lead to write-ups and possible termination



Business Card Request & TAV Gear Request

Email: bcards@texasautovalue.com

- **Gear** (T-Shirts, Sweatshirts, Hats, Polos, and beanie)
 - Full Name
 - Current TAV Gear List
 - Requested Item – Size
- **Business Cards**
 - Full Name
 - Your Title
 - Card Delivery Address
 - All transporters working out of 4112 simply put 4112 as address
 - Regional: Please provide your full mailing address.
 - Phone Number





Important links

- <https://transport.texasautovalue.com>
 - Communication platform must review daily to stay up to date with latest TAV changes.
 - Texas Auto VALUE Forms – most updated list available.
 - Links to bank contact information & overnight mailing address
 - Links to CU contact information & credit unions overnight mailing address
 - Example Titles
 - TAV – Paysheet Form
 - TAV – Transporter Training Guide – HeyMarket Focus
 - TAV – Transporter Training Manual
 - 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!](#)

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P=PASS	A=Acceptable	B=Below Average	F=Fail	NA-NOT APPLICABLE
Last 6 Vin:		Odometer:		
EXTERIOR INSPECTION				
VIN on Door Jam		VIN on Dashboard		
Front Lamps		Rear Lamps		
Side Marker		Frame/Unibody		
Roof Rack		Door and Side Moldings		
Wiper Blades/Arms		Check Engine Compartment for fluid leaks		
Check Transmission for Leaks		Battery		
Fluid Levels		Belts/Hoses		
Emission Sticker		Power Door Locks		
Rims/Tires		Windshield		
INTERIOR INSPECTION				
AC/Heater		CD/DVD		
Tilt Steering Column Functions		Cooled/Heated Seats		
Dome Light		Trunk Release		
Horn Functions		Parking Brake		
Hazard Lights		Knobs, Buttons, and Other Controls		
Power Seats		Hood Release		
Seatbelts		Power Mirrors		
Carpet – Front		Power Sunroof		
Headliner Condition		Power Windows		
Interior Trim		Warning Lights		
First Aid Kit		Convertible Top Operational		
Tailgate- Closing Assist		Cargo Area Carpet		
Carpet Rear		Spare Tire		
Alarm		Toolkit Complete		
Nav/Entertainment System		Radio/Speakers		
Back up Camera		Owner's Manual		
DRIVABILITY				
Starts without issues		4x4 – Engages (Have customer engage)		
Engine vibration		Brakes – Does not pull-on break		
Steering – No shake or pull		Engine noise		



Texas Auto Value – Payroll Process

- PAYROLL PROCESS

- Payroll sheets are to be turned in every Friday Morning at 9am Sharp, no exceptions after this.
- In case of an emergency, or if you don't make it back in time, you can email a clear picture of your sheet to "Ap@texasautovalue.com" also by 9am Friday morning.
- Your pay period is Friday - Thursday, therefore DO NOT put Fridays trip on your sheet before turning it in, from now and on we will cross it out, if you included it (no exceptions)
- Your pay sheet should look like this, under Comm tab, include hours traveled for that trip (from the time you leave the office the morning till the time you make it back to the office)

DATE	LAST 6 VIN	LOCATION	DESCRIPTION OF THE JOB (vehicle, reason,etc)	COMM	TRIP	LEG WK	AMOUNT
7/20/21	123456	DALLAS, TX	2020 FORD F150	1 HOUR			
TOTAL	HOURS			TOTAL		\$	
			TAV:				
			PAPERWORK:				

- 1.
2. If you're set up with Direct deposit, you will see the funds reflected in your account Tuesday Mornings. If there was a federal holiday and banks we're closed on a Monday, you will see the funds reflected on Wednesday.
3. If you receive checks, checks will be issued Mondays after 6 p.m.



Title Holding States

- Kentucky (KY)
- Maryland (MD)
- Michigan (MI)
- Minnesota (MN)
- Missouri (MO)
- Montana (MT)
- New York (NY)
- Oklahoma (OK)
- Wisconsin (WI)

WI – Before 2012



Glossary of Common Terms and how it applies to Texas Auto Value

1. Power of Attorney – LEGAL DOCUMENTS

- Allows TAV to act on behalf of the registered owner and transfer, reassign, and register the vehicle to our dealership.

2. Bill Of Sale - LEGAL DOCUMENTS

- Used to demonstrate that a motor vehicle is being sold legally. Black or blue ink only, no mark throughs. If a mistake is made you must fill out another form.

3. Statement of Fact - LEGAL DOCUMENTS

- Legal declaration for purchased vehicle stating that to the best of the seller's knowledge that all information provided is accurate. Vin belongs to that car, the mileage is correct, the name as it appears on the title is correct.

4. Original Lien Release

- The State of Texas requires an original signature and must be dated, a copy is not accepted.

5. Consumer Loan Payoff

- When TAV purchases a vehicle with an active loan that is called a consumer loan payoff purchase. All information from consumer loan payoff forms may be completed.

6. Death Certificate

- Term that is given to the official document that attests to the names person on the title passed away.

7. Letter of Testamentary/ Letters of Administration

- Evidence required for transferring ownership depends on whether the deceased owner's estate is **probated**. When the estate goes through probate, the court will name an Executor/Executrix or Administrator and provide Letters Testamentary or Letters of Administration as proof of ownership. Appropriate authority to transfer ownership.
- **Estate is probated:** Provide the original or certified copy of *Letters Testamentary* or *Letters of Administration*
- **Estate is not probated:** Provide completed Heirship Affidavit (Form VTR-262) (all signatures must be notarized).

8. Trust Documents

- **Living trusts**, also called **revocable living trusts** or **revocable trusts**, are legal entities established for the purpose of holding assets.
- When a title is in the name of a trust, we must get proof of trust and the assigned trustee. Trustee is the only person allowed to act on behalf of that trust.

ALL DOCS: Must use black or blue ink.

Legal documents, you are not allowed to mark through, if a mistake is made you will need to fill out a new form.