

# Seven Insider Secrets to a Stress Free Auto Transport



Your **FREE** report.  
My Gift to You!

Carla J Gardiner  
<http://CarlasTransportServices.com>

## Seven Insider Secrets to a Stress Free Auto Transport

Moving can be a very stressful event. No one needs to have additional stress added on top of stress. The purpose of this report is to provide you with seven insider secrets you can use to make your auto transport stress free. When you follow these simple steps, you will find that your auto transport will become the last thing you have to worry about.

These insider tips and industry language will set you up to be the ideal customer. With your first phone call, you will know the right questions to ask. You will be able to determine if a customer service representative is pulling your leg or being straight up with you.

Taking the time to read and digest this report will enable you to find and secure the best possible auto transport broker for you! Keep in mind that every person we deal with in business is a human being just like you. Because none of us is perfect mistakes may be made, so do not set your sights so high that you are disappointed.

Brokers cannot control all facets of the auto transport service. When dealing with mechanical equipment, other customers and Mother Nature, anything can go wrong at any given time.

So, prepare yourself the best you can by reading and studying this report in full. Ask questions of each company you call and get a feel for their service. Go with your gut feeling and choose wisely. Your auto transport is sure to be a stress free, pleasant experience. You will want to share with your family and friends when you have a positive experience.

Okay, let's get started. We will work our way through each step in detail, all seven. It is through implementing these steps that you will see how you can experience a stress free, successful auto transport.

## 1 - YOUR TIME TABLE

Before beginning the process of scheduling your auto transport, you need to decide the period of time you have to work within. Remember...it is not like you are ordering a pizza. The auto transport carriers are not on a set schedule, nor time clock.

You will want to decide if you are willing to be without a car on the pick up side or on the delivery side. Usually, depending on the time of year, you will only be without your car or need a rental car for a few days.

If you are selling your home, you want to avoid the additional stress of the movers coming, escrow closing and the auto carrier arriving all on the same day. That is a certain migraine in the making. Do everything within your power to have your car scheduled for pick up either before or after the closing day of your escrow.

If you are not involved with an escrow, but do have a scheduled flight; be sure to tell your broker of your itinerary. It is much simpler to catch a taxi than miss a flight and have to reschedule at a later unknown time.

Have a back up plan. See if a family member, friend or neighbor can assist you if you run into a time issue.



## 2 - BROKER REPUTATION RESEARCH

Next, it is time to do your research about brokers and their service reputation. You definitely want to use a qualified, established bonded broker for your auto transport needs. Brokers are your protection against the unscrupulous carriers out there who sometimes will scalp you for hidden fees. However, there are also unscrupulous brokers. You must do thorough research to protect yourself, your pocketbook and your car.

Brokers are there to research the carriers reputation, claims history, verify the insurance is in effect and sufficient to cover the load and is legal with Department of Transportation.

You may use a consumer review website in your research. The address is <http://auto-transport-reviews.com>. You can research broker's reputations before deciding if you even want to consider using their services. Look for customer comments, including complaints and the reasons for them. True you cannot please everyone every time. However, you will be able to discern if the complaint was legitimate and if you should give it any weight.

Next, check with the Better Business Bureau in the broker's area. As a brokerage, they cannot be a member of the Bureau. This is because a broker is a service industry without a physical product. However, the Bureau does accept complaints against a broker's business. If you find the BBB, have numerous complaints against a broker you might want to consider continuing your search.



### 3 - BROKER RESOURCES

Every broker uses a *load board*. By contract, they are not allowed to use this board until they have a signed contract with you. (This is important to separate the quality broker from the less than honest broker). This tool helps them locate available trucks that they may not work closely with on a daily basis. All brokers do NOT necessarily use the same resources or carriers.

Some brokers will have *preferred carriers* that they have developed a working relationship with. This will provide you with a known service and a more quality, stress free transport. It also ensures that the broker knows more about how that particular driver operates, whether he runs on time or is more conservative.

You will know you have found a quality broker when they can call their preferred carrier and schedule your transport within hours. You will want a broker who returns your phone calls in a timely, professional manner.



#### 4 - DOOR-TO-DOOR SERVICE

After you've completed the above steps; your time frame for shipping, which broker services you are going to use; now it's time to decide on the type of delivery service you want.

As discussed in length in our article, "Shipping your next car...it's not like you are ordering pizza"; door-to-door service is not what you may think.

Door-to-door, service in auto transport terms means that once your car is loaded onto the transport trailer it will remain on the same trailer until delivery. The driver will get, as close to your address as possible, but it does not guarantee it will be at your curbside or doorstep.

You most likely will need to be flexible and meet the driver at a convenient, close location. This is due to Department of Transportation laws governing where large trucks and trailers may go for safety purposes. It also varies by the individual trucking company's equipment and their ability to navigate the area in question within the guidelines of the law.

*Do not ask the driver to break laws for your convenience.*



## 5 - TERMINAL DROP AND DELIVERY SERVICE

Terminal delivery on the other hand is the *least preferred method*. Although terminal delivery is convenient for the driver, it is more costly for you, the customer. Terminals charge a drop fee. These fees can range from \$50 to \$150 per vehicle. A daily storage fee will be charged and can range from \$25 to \$100 per day, as well.

This will affect your overall costs. Keep this in mind when considering the quote provided by the broker. The typical broker will not consider these fees nor calculate them into your costs for you. Some brokers will make terminal delivery sound like the way to go only to “bait and switch” you with fictitious figures...be careful.

When carriers deliver your car to a terminal neither the driver nor the terminal will take responsibility for damages after delivery. The driver will have the gatekeeper sign the bill of lading showing they received the car, but his responsibility ends there. Your car is not insured while at the terminal...it sits there at your own risk until you pick it up.

In our expert opinion it is the RARE case that you should choose to drop your car or have your car delivered to a terminal. *(We have used several terminals for our clients. These particular terminals came to us as referrals from our preferred carriers. Only upon a high recommendation have we chosen to use their services. They have provided our clients with extraordinary service and no issues have arisen during our use of their services)*



## 6 - OPEN VERSUS ENCLOSED AUTO TRANSPORT

There are two levels of service provided by auto transport carriers. Let us look at both and see which level best, will serve your transport needs without breaking the bank.

The first level of transport service, and by far the most widely used is open transport. These trucks are the ones you see daily bringing in the new cars to your local dealership.

They are called open transporters because the trailers are “open”. They do not have solid siding therefore your car is transported exposed to the elements.

This type of transport is generally the most economical. Most long haul carriers will carry a maximum of ten mid-sized sedans. These usually deliver coast-to-coast routes.

For local delivery, you will see six car and even three car hotshots. (They are called hotshots because they are not limited by DOT regulations and you get faster service)

Usually we recommend this type of service for anyone having a vehicle valued under \$75,000. Although each carrier is required to carry insurance by the DOT, his or her cargo insurance coverage is for the entire ten-car load. Be sure to ask your broker about that coverage and how it applies to your car.





It is when your vehicle is valued over \$75,000 or you have a restored classic car that we recommend the second level of service, enclosed transport.

Enclosed auto transporters are the elite of the car hauling business. They have state of the art equipment. The trailer is fully enclosed. Some are soft-sided and some are hard-sided trailers.

Most enclosed trailers are double-decker units. This means they have two levels just like the open carriers only they are protected from all elements.

Some of the enclosed carrier equipment has solid flooring that protects the lower level cars from fluid leaks from the top-level vehicles. This is important when a car has recently been custom painted and restored. Automotive fluids will ruin a new paint job quickly and it is expensive to repair.

If your vehicle is one of a kind, a fully restored classic car or a high-end luxury car it is to your benefit to choose enclosed transport.

Because these carriers are more experienced in handling high-end cars, they carry a higher cargo insurance policy. They cater to a specific clientele who expect a higher level of service. The rates for this specialized service are usually about \$600 per vehicle more than an open transport of the same vehicle.



## 7 - COMPARE PRICE

Finally, you are at the decision making time. You have determined the period you have to work with. Having thoroughly checked the broker's reputation, and determined all levels of service, you desire; pricing is your next step.

As a rule of thumb, you will want to discard the extremely low prices and high prices. Although pricing is a key factor in any consumer's decision-making process, it should not be the single deciding factor. Pricing should be based on a formula composed of the route, time of year, mileage, type of vehicle and service requested.

If you find prices all over the board, start over. Quality brokers providing good service to their clients are usually within \$25 to \$50 of each other. In our expert opinion, we have found that the good brokers usually provide quotes mid to mid-high range, but not the extreme highest.



The broker and carrier team you want to work with will be one that provides you with solid, quality services and a fair price. If it sounds too good to be true, it is...hang up the phone; you do not owe them your time or money.

It is our desire that this FREE report, "7 Steps to a Successful Auto Transport" has provided information that is of value to you.

The staff at Carla's Transport Services would like to welcome you to visit our website and learn more about auto transport services.

For a verified quote visit <http://www.bullseyeautotransport.com>.

For more information about becoming an auto transport broker visit us at <http://CarlasTransportServices.com/contact-us>.

Remember, caring is sharing with others. Pass this along to all of your family and friends; online and offline.

<http://CarlasTransportServices.com>



**Our Mission** is to serve each client with excellence in honesty, integrity and a passion for his or her success. To honor their journey and place in auto transport as a customer, broker and truck driver alike. To provide the tools for each unique sector without dishonoring the other sector.

Carla's Transport Services - <http://CarlasTransportServices.com>  
Email - [Carla@symmetryconnect.com](mailto:Carla@symmetryconnect.com) (530) 529-6972