

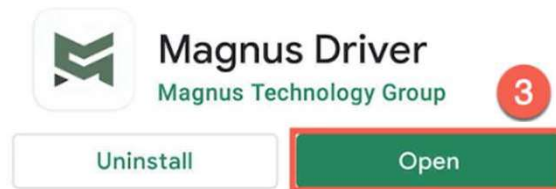
Magnus App Instructions

MDA/Android – How to Download the Mandatory Magnus App, Use Your Install Code and Log In (All Android devices including phones and tablets)

1. Go to the Google Play Store and search **MAGNUS DRIVER**.
2. Click the **INSTALL** button on the **MAGNUS DRIVER APP** by **MAGNUS TECHNOLOGY GROUP**.

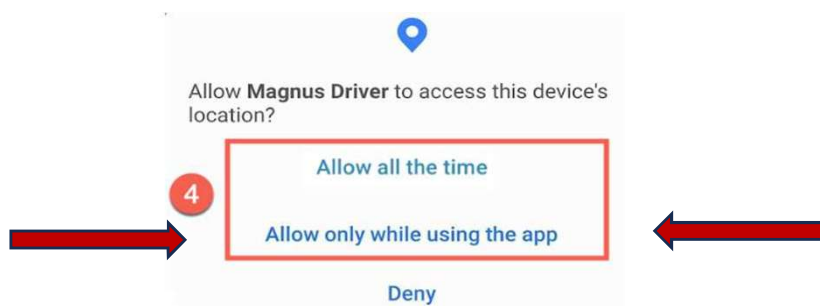


3. Once the app has downloaded, click **OPEN** or open the app from your home screen.



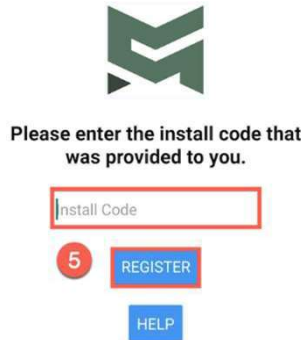
4. A pop-up will ask if you **ALLOW** “MAGNUS DRIVER” to access this device’s **LOCATION**? **ALL** drivers **MUST** click **“ALLOW ONLY WHILE USING THE APP”**. This is required for the app to work properly.

THIS IS REQUIRED BY PROFICIENT AUTO TRANSPORT

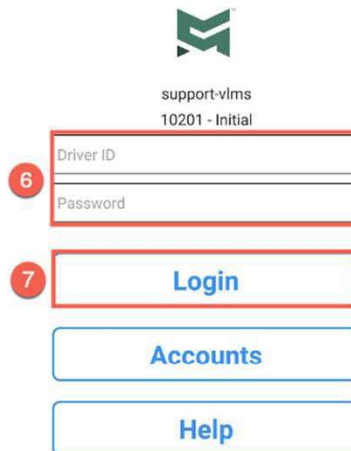


Magnus App Instructions

5. On the **INSTALL CODE** screen, enter the install code **234878** and click **REGISTER**.

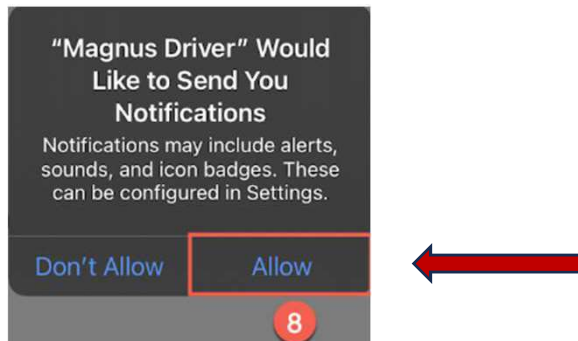


6. Next you will enter your **DRIVER ID** and **PASSWORD**. These are the same numbers.
7. Click the **LOGIN** button.



8. The next pop-up will notify you that “**MAGNUS DRIVER**” would like to send you **NOTIFICATIONS**. Click **ALLOW**. This will ensure that you are notified of any new or updated loads.

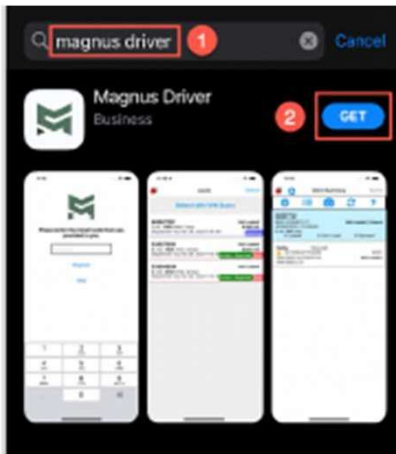
THIS IS REQUIRED BY PROFICIENT AUTO TRANSPORT



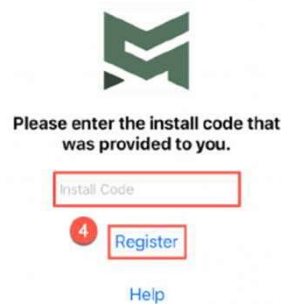
Magnus App Instructions

MDA/iOS – How to Download the Mandatory Magnus App, Use Your Install Code and Log In (All iOS devices including iPhones and iPads)

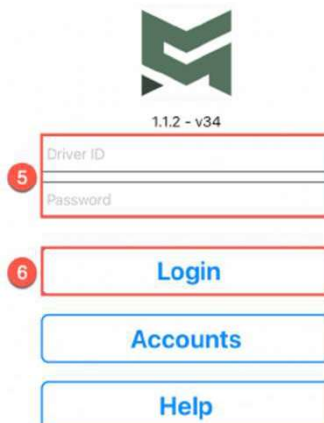
1. Go to the App Store and search **MAGNUS DRIVER**.
2. Click the **GET** button on the **MAGNUS DRIVER APP** by **VTV Solutions**, then click **INSTALL**.



3. Once the app has downloaded, click **OPEN** or open the app from your home screen.
4. On the **INSTALL CODE** screen, enter the install code **234878** and click **REGISTER**.



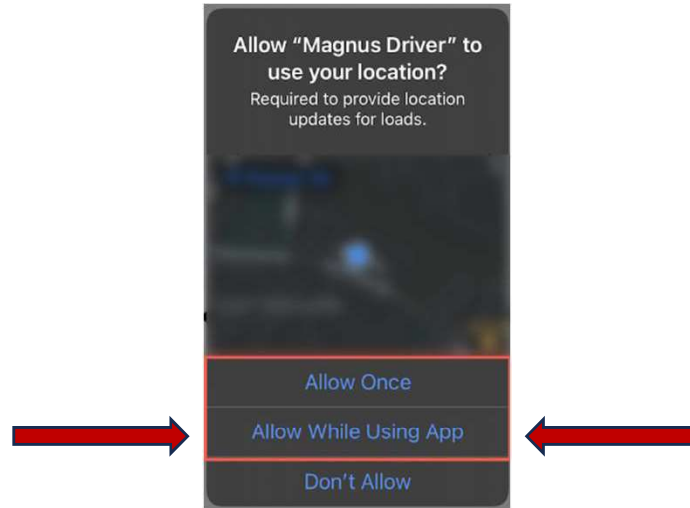
5. Next you will enter your **DRIVER ID** and **PASSWORD**. These are the same numbers.
6. Click the **LOGIN** button.



Magnus App Instructions

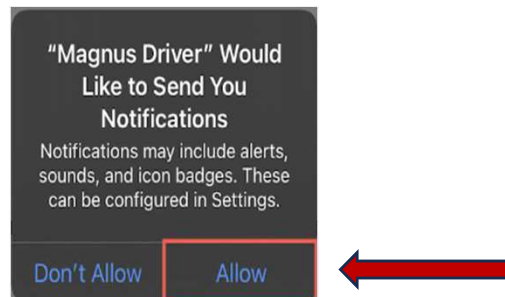
7. A pop-up will ask if you **ALLOW** 'MAGNUS DRIVER" to access your location. **ALL** drivers **MUST** click "**ALLOW WHILE USING APP**". This is required for the app to work properly.

THIS IS REQUIRED BY PROFICIENT AUTO TRANSPORT



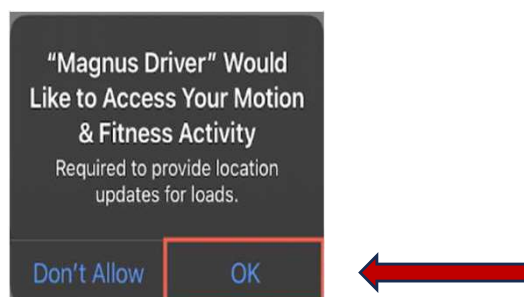
8. The next pop-up will notify you that "**MAGNUS DRIVER**" would like to send you **NOTIFICATIONS**. Click **ALLOW**. This will ensure that you are notified of any new or updated loads.

THIS IS REQUIRED BY PROFICIENT AUTO TRANSPORT



9. The final pop-up will notify you that "**MAGNUS DRIVER**" would like to access your **MOTION & FITNESS ACTIVITY**. Click **OK**. This is required to provide location updates for loads.

THIS IS REQUIRED BY PROFICIENT AUTO TRANSPORT



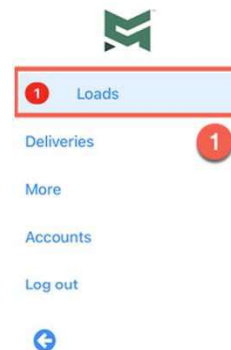
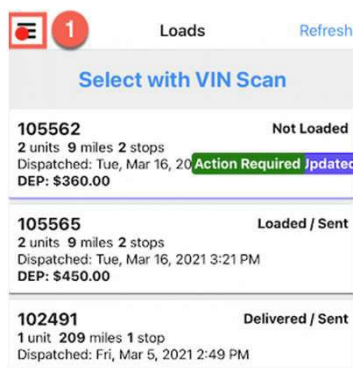
MDA – FINISHED VEHICLE LOADING

- FINDING YOUR LOADS
- VIEWING YOUR LOADS
- LOADING VEHICLES
 - LOADING OPTIONS
 - EDITING A LOADED VEHICLE
- SUBMITTING A LOADED LOAD

FINDING YOUR LOADS

You can find your assigned loads under **MENU>LOADS**.

1. When you have new or updated loads there will be a red dot indicator on the menu icon, as well as a red number indicator on the **LOADS** menu option. Click **“LOADS”** to see your loads.



2. If there are no loads listed on the screen, pull down to refresh or click **REFRESH** in the top right corner.

3. Click on **SELECT WITH VIN SCAN** to find a load by scanning a VIN. You can also scroll to find the load you need. ** If you cannot find the load that you are looking for, contact DISPATCH to have them RESEND the load to your device. Make sure that you are **ONLY LOGGED IN TO ONE (1) DEVICE PRIOR TO DOING THIS**.

THIS IS REQUIRED BY PROFICIENT AUTO TRANSPORT

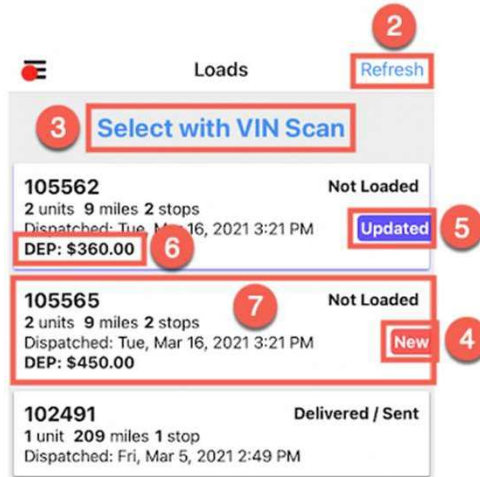
NOTE: First time users will receive a pop-up window asking permission for **“MAGNUS DRIVER”** access to their **CAMERA**. This access is required to scan, take photos of vehicles, accessories, damages and more.

THIS IS REQUIRED BY PROFICIENT AUTO TRANSPORT

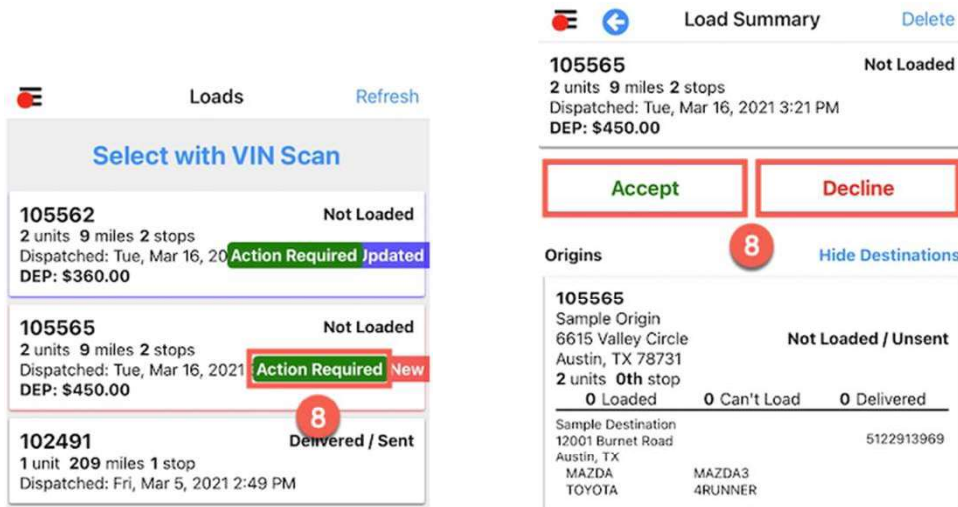
4. New loads will be marked as **New**.
5. Updated loads will be marked as **Updated**.

Magnus App Instructions

6. If configured, you will see your DRIVER ESTIMATED PAY (DEP) on this screen.
7. Click on a load to view the load details.

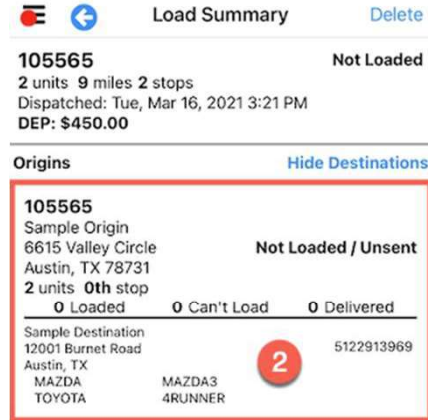
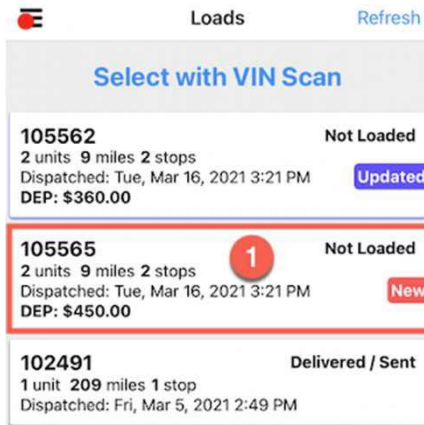


8. If enabled by the dispatch company, you may be asked to **ACCEPT** or **DECLINE** the load before proceeding. These loads will be marked as “**ACTION REQUIRED**” on the **LOADS** page.
 - If you **ACCEPT** the load, you will be able to proceed with loading.
 - If you **DECLINE** the load, you will not be able to proceed with loading.

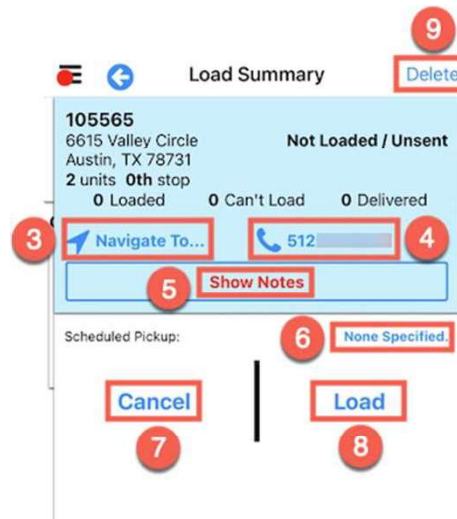


VIEWING YOUR LOADS

1. Click on a load. You can also pull up a load by using **VIN SCAN** (step 3 on the previous page).
2. Click on the load details to bring up options for this load.



3. Click **NAVIGATE TO...** for directions to the origin location. This will open your device's map application.
4. Click the **PHONE NUMBER** to call the origin location.
5. Click **SHOW NOTES** to show any notes for the origin location. **THIS IS VERY IMPORTANT!**
6. Click **SCHEDULED PICKUP** to change the scheduled pickup/delivery time/date.
7. Click **CANCEL** to close this window and go back to the load details.
8. Click **LOAD** to start the loading process.
9. Click **DELETE** to delete this load. If you delete a load by accident, you will need to contact **DISPATCH** to have them resend it to your device.

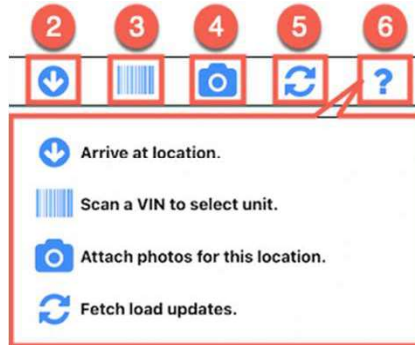


LOADING VEHICLES

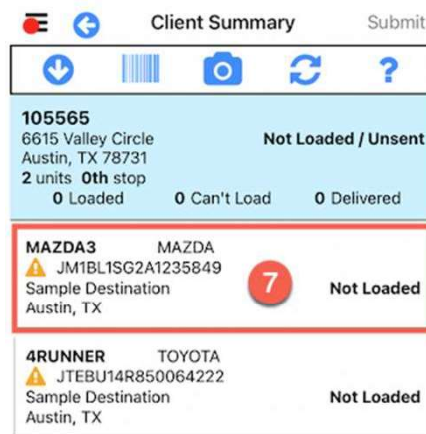
1. Select **LOAD** from the **LOAD SUMMARY** screen (see previous page).
2. On the **CLIENT SUMMARY** screen, if configured, you can use the top menu to send the dispatch company notification that you have **ARRIVED** at the origin location.
3. Click the **BARCODE SCANNER** icon to scan VINs to load vehicles, if preferred. Alternatively, you can also click on each vehicle to load the (step 7 below).
4. Click the **CAMERA** icon to take **PHOTOS** of the **VEHICLES** at the **ORIGIN** location.

THIS IS REQUIRED BY PROFICIENT AUTO TRANSPORT

1. Click the **REFRESH** icon to fetch load updates.
2. Click the **QUESTION MARK** icon to open a legend for the icons.



7. Click on a vehicle to bring up the loading options.



LOADING OPTIONS

1. Click on **LOAD** – select this option to load a vehicle.
2. Enter the **POSITION** of the vehicle on the truck.
3. Select the **DIRECTION** of the vehicle on the truck.
4. Click **SAVE** and **ADD DAMAGE** to add damages to the vehicle (see Step 9 below).

THIS IS REQUIRED BY PROFICIENT AUTO TRANSPORT

NOTE: ALL DRIVERS MUST READ AND FOLLOW ALL YARD/ORIGIN INSTRUCTIONS EXACTLY. IF RULES ARE NOT FOLLOWED EXACTLY, YOU RISK BEING HELD LIABLE FOR A DAMAGE CLAIM.

5. Click **SAVE** to load this vehicle **WITHOUT** damages being entered.

6. Mark **UNLOADABLE** – select this option to mark a vehicle if it is **UNLOADABLE**.
7. Select a reason this vehicle is unloadable.
8. Click **SUBMIT**.

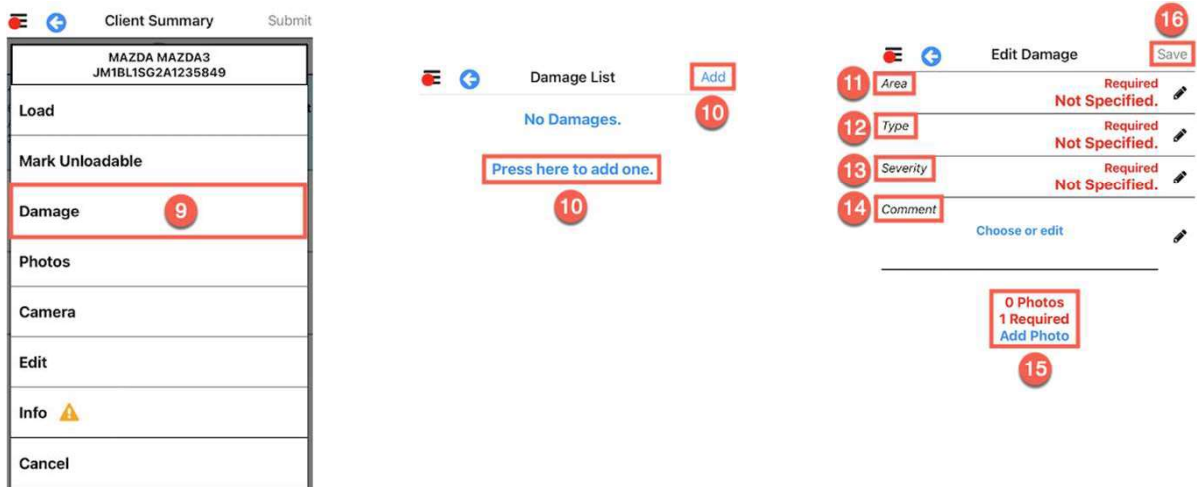
9. Click **DAMAGE** – select this option to add **DAMAGE** to a vehicle.
10. Click **ADD** or **PRESS HERE TO ADD ONE** to add a damage.
11. Select the **AREA** of damage.
12. Select the **TYPE** of damage.
13. Select the **SEVERITY** of the damage.

AIAG DAMAGE CODES MUST BE USED TO NOTE ALL DAMAGES.

14. Enter or select a **COMMENT**, if needed.
15. **ADD PHOTOS** even if there are no visible damages. This shows the condition of the vehicle at the time prior to loading.

THIS IS REQUIRED BY PROFICIENT AUTO TRANSPORT

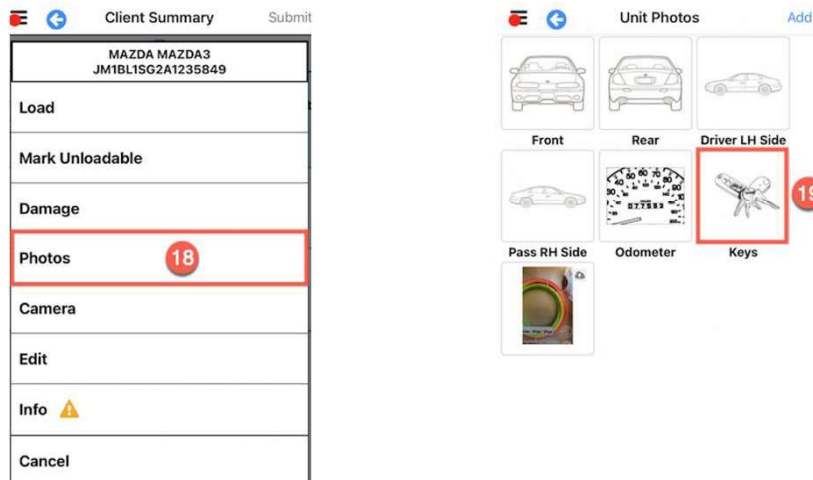
16. Click **SAVE** to save the damage to the vehicle.
17. **REPEAT STEPS 10-16** to add **ADDITIONAL** damages to the same vehicle.



18. **PHOTOS** – select this option to add **GENERAL PHOTOS** of a vehicle.

THIS IS REQUIRED BY PROFICIENT AUTO TRANSPORT

19. Click on a **CATEGORY** to add a photo for that category.
20. **REPEAT STEP 19** for **ALL PHOTOS** needed.



Magnus App Instructions

21. **CAMERA** – select this option to take any **ADDITIONAL PHOTOS** that are not related to damage or the vehicle.

Client Summary Submit

MAZDA MAZDA3
JM1BL1SG2A1235849

Load

Mark Unloadable

Damage

Photos

Camera 21

Edit

Info ⚠

Cancel

22. **EDIT** – select this option to edit the vehicle details.

23. Edit the necessary vehicle information. VIN numbers may or may not be editable.

IF THERE IS A DISCREPANCY WITH THE FULL VIN – CALL DISPATCH IMMEDIATELY

24. Click **SAVE** to save any changes you make.

Client Summary Submit

MAZDA MAZDA3
JM1BL1SG2A1235849

Load

Mark Unloadable

Damage

Photos

Camera

Edit 22

Info ⚠

Cancel

Edit Unit Save 24

Enter a 17 digit VIN
OR
Enter an 8 digit VIN plus Year, Make and Model.

VIN (Locked) JTEBU14R850064222

Year 2005

Make TOYOTA

Model 4RUNNER

Color

Bay

23

25. **INFO** – select this option to view **IMPORTANT INFO** for this load, including **PICKUP** or **DELIVERY INSTRUCTIONS**. An **ORANGE TRIANGLE** ▲ will indicate there is info here that **MUST** be looked at and followed.

Client Summary Submit

MAZDA MAZDA3
JM1BL1SG2A1235849

Load

Mark Unloadable

Damage

Photos

Camera

Edit

Info ⚠ 25

Cancel

Order Info

	Pickup	Delivery
Early		
Late		
Scheduled	2021-03-16 16:47:16	2021-03-17 16:47:00

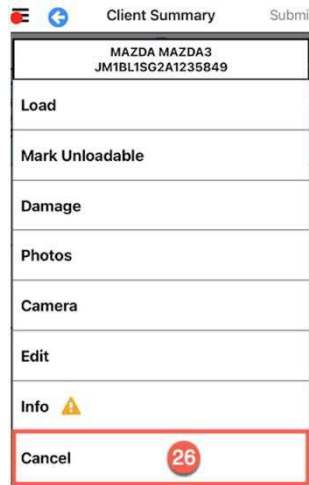
Pick Up Instructions

Go to front gate

Delivery Instructions

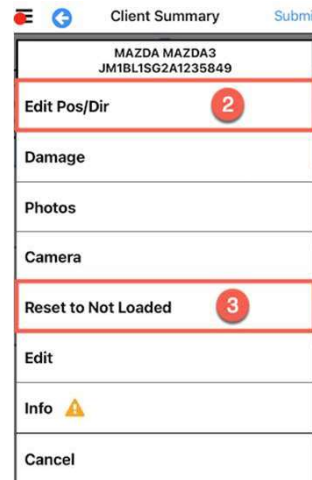
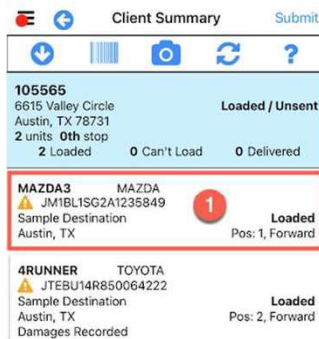
None

26. **CANCEL** – select this option to close this menu and go back to the **CLIENT SUMMARY** screen.



EDITING A LOADED VEHICLE

1. Click on a loaded vehicle.
2. Click **EDIT POS/DIR** to edit the position and/or direction of the vehicle on the truck.
3. Click “**RESET to NOT LOADED**” to “**UNLOAD**” this vehicle in the app.

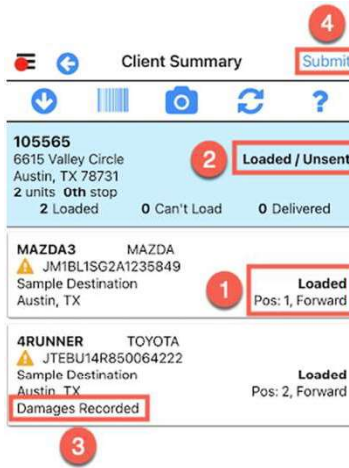


SUBMITTING A LOADED LOAD

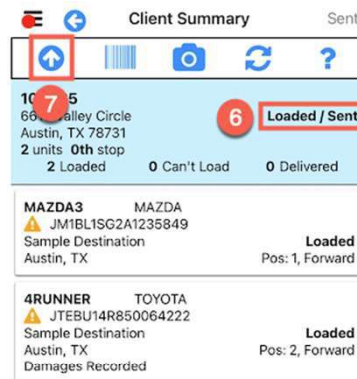
1. Vehicles will be marked as loaded on the **CLIENT SUMMARY** screen.
2. Once all vehicles are loaded, the load status will change to **LOADED/UNSENT**.
3. All **DAMAGES** that have been recorded will also be noted on the **CLIENT SUMMARY** screen.

VERIFY THAT ALL PRE-NOTED DAMAGES ARE SHOWING

4. Once all vehicles have been loaded, click the **SUBMIT** button.



5. Make sure to **CONFIRM** that the Pre-Confirmation screen looks **CORRECT**, then click **SUBMIT**.
6. The load status will be updated to **LOADED/SENT**.
7. If you notified **DISPATCH** of your arrival at the origin, you can now notify them that you are departing.

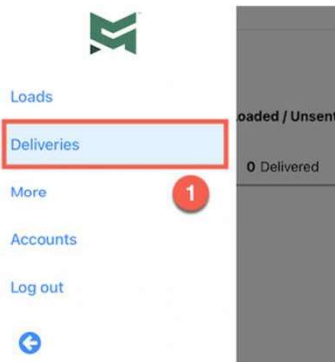


MDA – FINISHED VEHICLE DELIVERY

DELIVERING YOUR LOADS

Once your load has a status of **LOADED/SENT** on the **LOADS** screen, you will be able to find it on the **DELIVERIES** screen.

1. Click **DELIVERIES** to view your loads that are ready to be delivered.

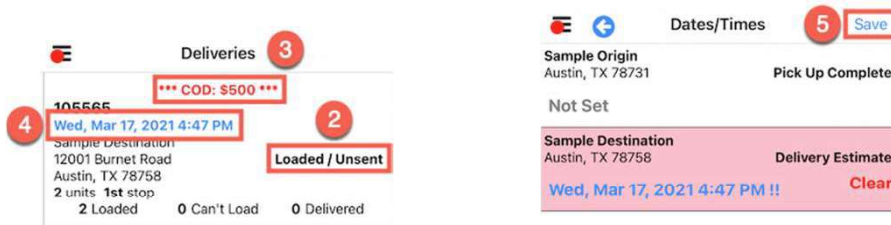


2. Loads that have **NOT** been **DELIVERED** will be marked as **LOADED/UNSENT** on the **DELIVERIES** screen.

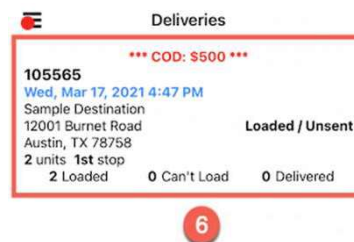
3. Loads that are COD will be indicated here.

4. Click on the **DELIVERY ESTIMATE DATE/TIME** to change it. If the **DATE/TIME** has passed, it will be highlighted in **RED**.

5. Click **SAVE** to save any changes you make.

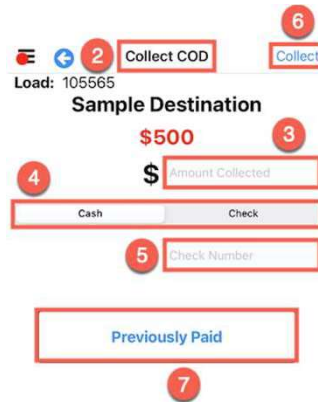



6. Click on the **LOAD DETAILS** to bring up options for this load.

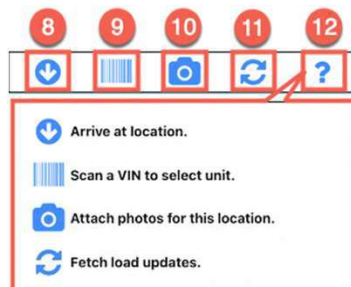


DELIVERING VEHICLES

1. Select **DELIVER** from the **DELIVERIES** screen (see previous page).
2. If this is a COD load, then you will be taken to the **COLLECT COD** screen.
3. Enter the **AMOUNT COLLECTED** by you.
4. Choose where it was paid by **CASH** or **CHECK**.
5. If paid by **CHECK**, enter the **CHECK NUMBER**.
6. Click **COLLECT**. Click **OK** to confirm that the COD has been collected.
7. Alternatively, you can click the **PREVIOUSLY PAID** button if the COD amount was previously paid. Click **OK** to confirm this on the pop-up.



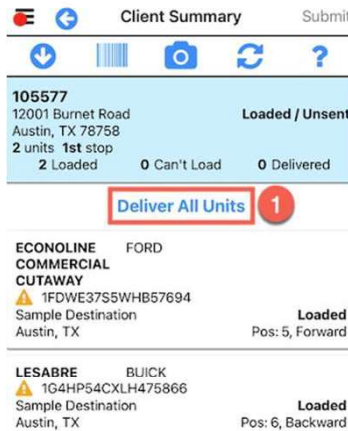
8. On the **CLIENT SUMMARY** screen, you can use the top menu to send **DISPATCH** notifications that you have **ARRIVED** at the destination. Confirm by clicking **OK** on the subsequent pop-up.
9. Click on the **BARCODE SCANNER** icon to deliver vehicles by scanning VINs, if preferred, or you can click on each vehicle to delivery them.
10. Click on the **CAMERA** icon to take photos of the destination location if desired.
11. Click the **REFRESH** icon to fetch load updates.
12. Click the **QUESTION MARK**  icon to open a legend for the icons.



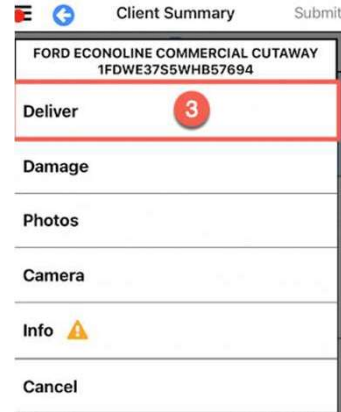
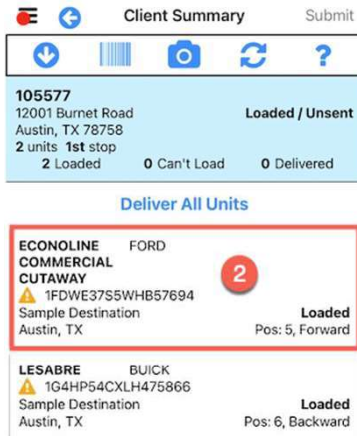
DELIVERY OPTIONS

1. If there are **NO DAMAGES** to be recorded at delivery, click **DELIVER ALL UNITS** to delivery all vehicles at once. Click OK to confirm delivering all vehicles.

IT IS REQUIRED THAT ALL DAMAGES ENTERED AT THE ORIGIN MUST BE ALSO ENTERED AT DELIVERY.



2. Click on a vehicle to bring up the delivery options.
3. Select **DELIVER** to delivery a vehicle.



4. Select **DAMAGE** to ADD DAMAGE to a vehicle.

IT IS REQUIRED THAT ALL DAMAGES ENTERED AT THE ORIGIN MUST BE ALSO ENTERED AT DELIVERY.

5. Click **ADD** or **PRESS HERE TO ADD ONE** to add a damage.
6. Select the **AREA** of damage.
7. Select the **TYPE** of damage.
8. Select the **SEVERITY** of the damage.

AIAG DAMAGE CODES MUST BE USED TO NOTE ALL DAMAGES.

9. Enter or select a **COMMENT** if needed.

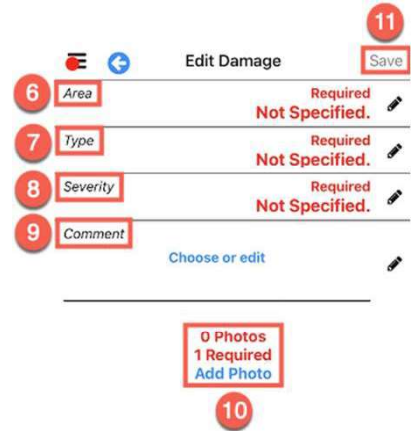
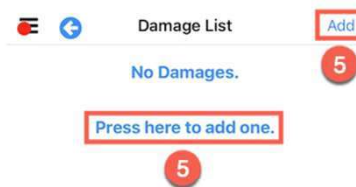
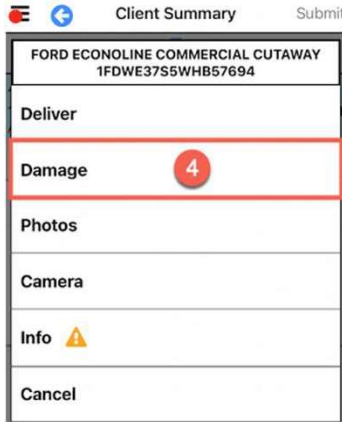
Magnus App Instructions

10. Add **PHOTOS** for all vehicles regardless if there is damage or not.

THIS IS REQUIRED BY PROFICIENT AUTO TRANSPORT

11. Click **SAVE** to save the damage to the vehicle.

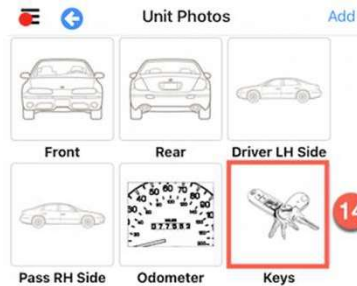
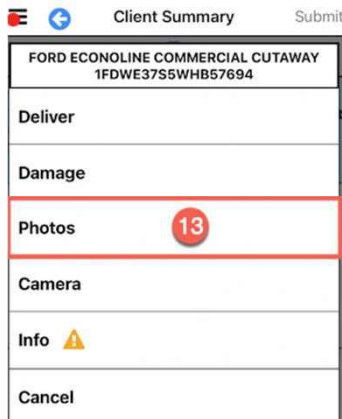
12. **REPEAT STEPS 5-11** to add **ADDITIONAL DAMAGES** to the **SAME** vehicle.



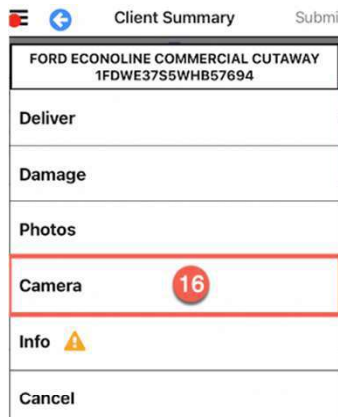
13. Select **PHOTOS** to add general photos of a vehicle.

14. Click on a **CATEGORY** to add a **PHOTO** for that **CATEGORY**.

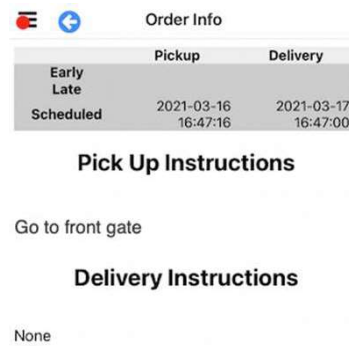
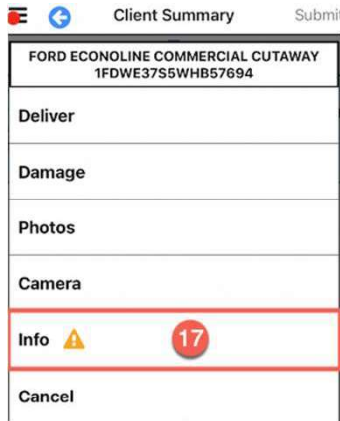
15. **REPEAT STEP 14** for **ALL** photos needed.



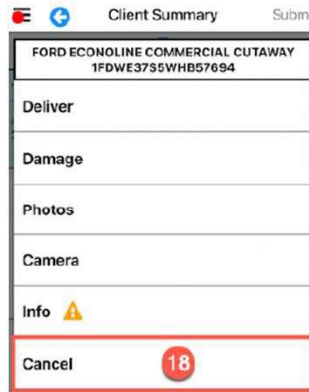
16. Select **CAMERA** to take any additional photos that are not related to damage or the vehicle.



17. **INFO** – select this option to view **IMPORTANT INFO** for this load, including **PICKUP** or **DELIVERY INSTRUCTIONS**. An **ORANGE TRIANGLE** ▲ will indicate there is info here that **MUST** be looked at and followed.

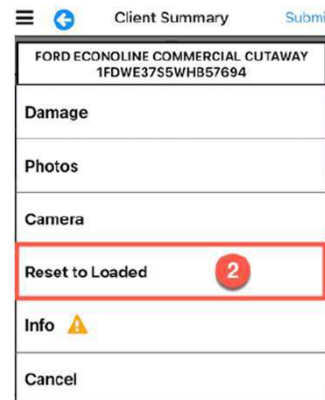
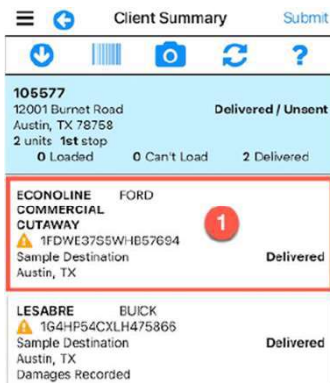


18. **CANCEL** – select this option to close this menu and go back to the **CLIENT SUMMARY** screen.



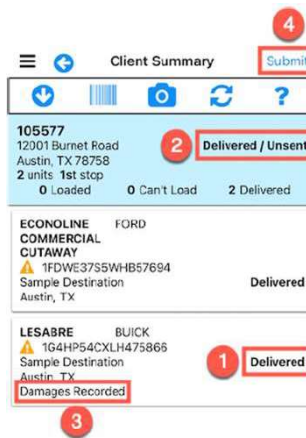
EDITING A DELIVERED VEHICLE

1. Click on a delivered vehicle.
2. Click “**RESET to LOADED**” to “**UNDELIVER**” this vehicle in the app. Confirm by clicking **OK** on the subsequent pop-up.

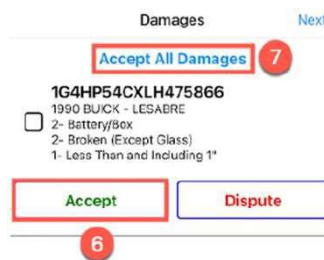


SUBMITTING A DELIVERED LOAD

1. Vehicles will be marked as **DELIVERED** on the **CLIENT SUMMARY** screen.
2. Once all vehicles are delivered, the load status will change to **DELIVERED/UNSENT**.
3. Any damages that have been recorded will also be noted on the **CLIENT SUMMARY** screen.
VERIFY THAT ALL PRE-NOTED DAMAGES ARE SHOWING
4. Once all vehicles have been delivered, click the **SUBMIT** button.



5. If you have noted **DAMAGES DURING DELIVERY**, you will be prompted to **ACCEPT** or **DISPUTE** the damages.
6. If you **AGREE** with the damages as noted, click **ACCEPT**.
7. To **ACCEPT ALL DAMAGES** noted, click **ACCEPT ALL DAMAGES**.



NOTE: If you enter **DAMAGES** on a vehicle that **WERE NOT PRE-NOTED** at the origin **PRIOR TO PICKUP**, **YOU MAY BE HELD LIABLE FOR THESE DAMAGES** and any **DAMAGE CLAIM SUBMITTED**.

Also, if you enter **DAMAGES** on a vehicle that are **NOT THE SAME** as the **DAMAGES** that you entered at **PICKUP**, **YOU MAY BE HELD LIABLE FOR THESE DAMAGES** and any **DAMAGE CLAIM SUBMITTED**.

Magnus App Instructions

8. If you **DO NOT AGREE** with the damages as noted, click **DISPUTE**.

IF THERE ARE ANY ISSUES AT DELIVERY, CALL DISPATCH (904) 802-0575 or COMPLIANCE (904) 459-2892 IMMEDIATELY TO REPORT IT.

9. Make changes as needed on the **ALTERNATE DAMAGE** screen.

10. Click **SAVE** to save your alternate damage.

11. When you are done with **DAMAGES**, click **NEXT**.



12. Start completing the **CLIENT REPORT** by entering the **RECEIVING PERSON'S NAME**.

13. Select whether the load is **STI (Subject to Inspection)**. This means that there is **NOBODY AVAILABLE** to conduct a **JOINT INSPECTION** of the vehicle to **CONFIRM** the **CONDITION** of the vehicle at delivery.

14. If the receiver has **REFUSED TO SIGN**, click the "RECEIVER REFUSES TO SIGN" checkbox. If this is checked, the **RECEIVER SIGNATURE** will not be required.

NOTE: If there is **NOBODY AVAILABLE** to sign or if they have **REFUSED TO SIGN** for a vehicle, **DO NOT PRINT** or **WRITE A NAME IN THE "RECEIVER SIGNATURE" BOX**.

This is considered submitting **FRAUDULENT DOCUMENTATION** which could result not only in a potential **DAMAGE CLAIM**, but it is a **DIRECT VIOLATION OF YOUR SIGNED BROKER AGREEMENT WITH PROFICIENT AUTO TRANSPORT.**

Magnus App Instructions

- 15. If the receiver **HAS NOT REFUSED**, obtain the **RECEIVER SIGNATURE**. Click anywhere in the **RECEIVER SIGNATURE** area to open the **SIGNATURE** screen.
- 16. Have the **RECEIVER** use their finger to sign their name in the **SIGN HERE** box.
- 17. Click **CLEAR** if you need to redo the signature.
- 18. Click **SIGN** when done.

NOTE: **AGAIN** ~ If there is **NOBODY AVAILABLE** to sign or if they have **REFUSED TO SIGN** for a vehicle, **DO NOT** PRINT or WRITE A NAME IN THE **“RECEIVER SIGNATURE”** BOX.

This is considered submitting **FRAUDULENT DOCUMENTATION** which could result not only in a potential **DAMAGE CLAIM**, but it is a **DIRECT VIOLATION OF YOUR SIGNED BROKER AGREEMENT WITH PROFICIENT AUTO TRANSPORT.**

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**THIS WILL DIRECTLY AFFECT YOUR DISPATCH STATUS AND MAY RESULT IN NOT ONLY BEING PERMANENTLY REVOKED FROM WORKING WITH PROFICIENT AUTO TRANSPORT,**

**YOU ALSO RUN THE RISK OF BEING REPORTED TO BOTH THE DOT (DEPT. of TRANSPORTATION) AND THE FMCSA (FEDERAL MOTOR CARRIER SAFETY ADMINISTRATION).**

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The image shows two screenshots from the Magnus app. The left screenshot is the 'Client Report' screen, with a red arrow pointing to the 'Receiver Signature' field (callout 15). The right screenshot is the 'Signature' screen, with callouts 16, 17, and 18. Callout 16 points to the 'Sign Here' box, callout 17 points to the 'Clear' button, and callout 18 points to the 'Sign' button. The 'Signature' screen also displays vehicle information and a 'No Exceptions' status.

19. Follow the same process to obtain your signature for **DRIVER SIGNATURE**.
20. If there are any one-time email(s) you would like to send **PROOF OF DELIVERY** to, enter them here.
21. Click **SUBMIT**.
22. The load status will be updated to **DELIVERED/SENT**.
23. If you notified **DISPATCH** of your arrival at the destination, you can now notify that that you are departing. Confirm by clicking **OK** on the subsequent pop-up.

Cancel Client Report **21** Submit

Receiving Person's Name **Required**

ST/ Locked

No Yes

Receiver Refuses to Sign

Receiver Signature **Required Not Specified.**

19 Driver Signature **Required Not Specified.**

20 Proof of Delivery - Email 1

Proof of Delivery - Email 2

Client Summary Sent

23

105577 **22** Delivered / Sent

12001 Burnet Road
Austin, TX 78758
2 units 1st stop
0 Loaded 0 Can't Load 2 Delivered

ECONLINE FORD
COMMERCIAL
CUTAWAY
1FDWE37S5WHB57694
Sample Destination
Austin, TX Delivered

LESABRE BUICK
1G4HP54CXLH475866
Sample Destination
Austin, TX Delivered
Damages Recorded

PROFICIENT AUTO TRANSPORT CONTACT INFORMATION

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DISPATCH (904) 802-0575 BrokerDispatch@proautotran.com

ACCOUNTS PAYABLE EXT. 450 CarriersAP@proautotran.com

CLAIMS EXT. 469 / EXT. 476 BrokerageClaims@proautotran.com

COMPLIANCE (904) 459-2892 / EXT. 903 Compliance@proautotran.com

10057 103rd Street Jacksonville, FL 32210

www.proficientautotransport.com

1	ANTENNA/ANTENNA BASE	50	RIGHT FRONT INTERIOR TRIM PANEL
2	BATTERY, SMALL, LOW VOLTAGE (IF HIGH VOLTAGE USE CODE 49)	51	TONNEAU COVER
3	BUMPER/COVER/EXTERIOR-FRONT	52	DECK LID/TAILGATE/HATCHBACK
4	BUMPER/COVER/EXTERIOR-REAR	53	SUNROOF/GLASSROOF
5	BUMPER GUARD/STRIP-FRONT	54	UNDERCARRIAGE-OTHER
6	BUMPER GUARD/STRIP-REAR	55	CARGO AREA-OTHER
7	DOOR-BACK CARGO-RIGHT	56	CONVERTIBLE TOP
8	DOOR-BACK CARGO-LEFT	57	WHEEL COVERS/CAPS
9	DOOR,-CARGO (SLIDING) R/L	58	OPEN
10	DOOR-LEFT FRONT	59	WIPERS, ALL
11	DOOR-LEFT REAR	60	JUMPED CHOCK
12	DOOR-RIGHT FRONT	61	BOX INTERIOR, PICK-UP TRUCK
13	DOOR-RIGHT REAR	62	ENTIRE VEHICLE
14	FENDER-LEFT FRONT	63	RAILS, TRUCK BED/LIGHTBAR
15	QTR PANEL/PICK-UP BOX-LEFT	64	DEFLECTOR/SPOILER, REAR
16	FENDER-RIGHT FRONT	65	LUGGAGE RACK/STRIPS/DRIP RAIL
17	QTR PANEL/PICK-UP BOX-RIGHT	66	DASH/INSTRUMENT PANEL
18	FLOOR MATS-FRONT	67	OPEN
19	FLOOR MATS-REAR	68	CARPET-FRONT
20	GLASS WINDSHIELD	69	CENTER POST RIGHT
21	GLASS REAR	70	CENTER POST LEFT
22	GRILLE	71	CORNER POST / PILLAR, REAR, LEFT
23	THROW-INS/LOOSE ITEMS (ACCESSORIES, CIGARETTE LIGHTER, HEADPHONES, CORDS, MULTIMEDIA KIT)	72	LEFT FRONT TIRE
24	HEADLIGHT/COVER/TURN SIGNAL	73	LEFT FRONT WHEEL/RIM
25	LAMPS-FOG/DRIVING/SPOT LIGHT	74	LEFT REAR TIRE
26	HEADLINER	75	LEFT REAR WHEEL/RIM
27	HOOD	76	RIGHT REAR TIRE
28	KEYS	77	RIGHT REAR WHEEL/RIM
29	KEYLESS REMOTE	78	RIGHT FRONT TIRE
30	MIRROR-OUTSIDE LEFT	79	RIGHT FRONT WHEEL/RIM
31	MIRROR-OUTSIDE RIGHT	80	COWL
32	MAJOR DAMAGE (OEM USE ONLY)	81	GAS/BATTERY DOOR/FUEL CAP
33	FRONT MULTI-MEDIA AND/OR SPEAKERS	82	FENDER-REAR LEFT
34	REAR MULTI-MEDIA AND/OR SPEAKERS	83	FENDER-REAR RIGHT
35	ROCKER PANEL/OUTER SILL-LEFT	84	TOOLS/JACKS/SPARE-TIRE MOUNT & LOCK
36	ROCKER PANEL/OUTER SILL-RIGHT	85	IMPROPER CHOCK SECUREMENT AND/OR VEHICLE SPACING. DO NOT TRANSMIT THIS CODE.
37	ROOF	86	PARKING SONAR SYSTEM
38	RUNNING BOARD/STEP-LEFT	87	A-PILLAR/CORNER POST, FRONT, LEFT
39	RUNNING BOARD/STEP-RIGHT	88	A-PILLAR/CORNER POST, FRONT, RIGHT
40	SPARE TIRE	89	TRAILER HITCH, WIRING HARNESS, TOW HOOKS
41	CHARGING CABLE FOR BATTERY ELECTRIC VEHICLE (BEV)	90	FRAME
42	SPLASH PANEL/SPOILER-FRONT	91	EXHAUST SYSTEM
43	OPEN	92	LICENSE PLATE BRACKET
44	GAS TANK	93	STEERING WHEEL/AIRBAG
45	TAIL LIGHT/HARDWARE	94	SEAT-FRONT LEFT
46	TRUCK CAB, REAR	95	SEAT-FRONT RIGHT
47	CORNER POST/PILLAR, REAR, RIGHT	96	SEAT-REAR
48	LEFT FRONT INTERIOR TRIM PANEL	97	CARPET-REAR
49	BATTERY, LARGE, HIGH VOLTAGE	98	INTERIOR
		99	ENGINE COMPARTMENT-OTHER



1	BENT
2	INOPERABLE
3	CUT
4	DENTED - PAINT OR CHROME DAMAGED
5	CHIPPED - EXCEPT GLASS AND PANEL EDGE
6	CRACKED - EXCEPT GLASS
7	GOUGED
8	MISSING
9	SCUFFED
10	INTERIOR STAINED/SOILED
11	PUNCTURED
12	SCRATCHED -EXCEPT GLASS
13	TORN
14	DENTED PAINT/CHROME NOT DAMAGED
15	FULL BODY CAR COVER - DAMAGED
16	THERMAL EVENT/FIRE
18	MOLDING/EMBLEM/WEATHER-STRIP DAMAGED
19	MOLDING/EMBLEM/WEATHER-STRIP LOOSE
20	GLASS CRACKED
21	GLASS BROKEN
22	GLASS CHIPPED
23	GLASS SCRATCHED
24	MARKER LIGHT DAMAGED
25	DECAL/PAINT STRIPE DAMAGED
29	CONTAMINATION, EXTERIOR
30	FLUID SPILLAGE, EXTERIOR
31	THEFT/VANDALISM
34	CHIPPED PANEL EDGE
36	INCORRECT PART OR OPTION NOT AS INVOICED
37	HARDWARE - DAMAGED
38	HARDWARE - LOOSE/MISSING

DAMAGE SEVERITY CODES

(INCH MEASUREMENTS IN LENGTH/DIAMETER)

1	Up TO & INCLUDING 1"	LESS THAN 2.5 CM
2	OVER 1" UP TO & INCLUDING 3"	2.5 CM UP TO 7.5 CM
3	OVER 3" UP TO & INCLUDING 6"	7.5 CM UP TO 15 CM
4	OVER 6" UP TO & INCLUDING 12"	15 CM UP TO 30 CM
5	OVER 12"	30 CM AND OVER
6	MISSING/MAJOR DAMAGE	

Special Note:

Multiple damages on the same panel, regardless of severity, need to be treated as a severity 3 or greater & follow specific OEM guidelines.





Here are some tips & tricks to ensure that damages are properly documented and to help avoid unnecessary damage claims.



1. Keep in mind that drivers are permitted to log into **ONLY 1** device while using the mandatory Magnus app. If drivers are logged into multiple devices (ex. Phone, tablet), the app will not work correctly, and loads will not be visible.
2. Remember that **ALL** drivers are required to enable **GPS location services while using the Magnus app**. This allows us to confirm if a vehicle was delivered to the correct location should it be reported as missing. This is also part of your signed **Broker Agreement**.
3. Make sure to note **ALL** damages at **BOTH PICKUP and DELIVERY!**
 - ✓ **ALL** pre-existing damages **MUST** be noted on the Magnus app prior to loading.
 - ✓ Always read **ALL** yard / origin instructions. These do vary based on location.
 - ✓ Make sure to get pre-existing damages **VERIFIED** if required according to the yard / origin instructions.
 - ✓ If the yard / origin **REQUIRES** damages to be verified and signed off and they **ARE NOT**, you **WILL** be held liable for a damage claim if one is submitted.
 - ✓ Always use the **AIAG DAMAGE CODES** when entering damages. Manufacturers **WILL NOT** accept damages that are written out when denying a damage claim.
 - ✓ Always take photos of **ALL** vehicles regardless if there is damage or not. Although a damage claim **CANNOT** be denied based solely on photos, by showing the condition of the vehicle prior to loading, photos **MAY** help support a denial.
 - ✓ Before you turn in a yard exit sheet or manifest, **UPLOAD** a photo of it using the **MAGNUS APP**. If there **ARE** damages, make sure that the **VERIFICATION SIGNATURE** or **STAMP** is showing in the photo. If it is uploaded, it is immediately available to us if we are notified of potential damage.
4. If you are delivering **AFTER HOURS** or **STI** (Subject to Inspection), **DO NOT** write a person's name on the delivery receipt or sign it in the Magnus app.
 - ✓ Always confirm the delivery hours and instructions.
 - ✓ Verify that STI is accepted by the destination.
 - ✓ Upload photos of each vehicle (regardless of condition). Try to include photos showing the destination in the background.
 - ✓ If there **IS** damage, upload photos from different angles (near and far) and try to use something to show the relevance to the size (such as a pen). Of course, make sure the damages are noted in the **MAGNUS APP**.
 - ✓ Check the **STI** box in the **MAGNUS APP**. **DO NOT** sign / write someone's name. (This is **FALSIFYING INFORMATION** and a **DIRECT VIOLATION** of your signed **Broker Agreement**.)





CAUTION

1. If a vehicle is delivered **STI** (Subject to Inspection) or we are **UNABLE TO CONFIRM** or **VERIFY** the signature for delivery is **VALID**, it is like **WRITING A BLANK CHECK!**

U.S. Transport & Logistics LLC
671 S. Main St.
New Orleans, LA 70032

DATE January 1, 2024

PAY TO THE ORDER OF Proficient Auto Transport, Inc. \$ 14,367.29

Fourteen thousand, three hundred sixty-seven dollars and twenty-nine cents DOLLARS

MEMO Damage claim
STI delivery (PR62498)

Stephen E. King

⑆325760408⑆ 003492⑆ 0583 42

2. A **DAMAGE CLAIM** is based on **“A change in the condition of a vehicle from the time that the carrier has care, custody and control of the vehicle”**. This means from the first time that you touch the vehicle at the origin until it is **RECEIVED** by the destination. If it is delivered **STI**, it is **NOT** considered to be received **UNTIL** the destination **CONFIRMS** that they have received the vehicle.
3. If pre-existing damages are noted prior to loading at the origin **BUT** they are **NOT** entered at **DELIVERY**, the destination has **NO IDEA** what damages you noted. This leaves them open to enter the damages as **THEY** determine them to be. This **MAY NOT** match what you have pre-noted. If they submit a claim for damages **OTHER THAN** what you noted, **YOU MAY BE LIABLE FOR THAT DAMAGE CLAIM.**
4. Damage **NOTIFICATIONS** **MUST BE RECEIVED** from the **DESTINATION**:
 1. Signature during joint inspection – **within 48 business hours**
 2. STI delivery – **within 72 business hours**
5. A **DAMAGE CLAIM** **MUST BE RECEIVED** from the **MANUFACTURER** within **9-12 MONTHS** from the date of delivery (as per contract).
6. Your signed **Broker Agreement** states that **ALL** drivers **MUST** use the **MANDATORY MAGNUS APP** and **ALWAYS ENABLE GPS LOCATIONS SERVICES** while using the app to transport on behalf of Proficient Auto Transport.

REMEMBER THIS!



1. Loads **WILL NOT** be paid **UNTIL** an **INVOICE** has been **RECIEVED** and **CONFIRMED CORRECT**.
2. If at any time it is determined that the **MANDATORY MAGNUS APP** was **NOT** used **CORRECTLY** during transport as according to your signed Broker Agreement, you will be fined an **ADMINISTRATIVE FEE PER VIN**. Your carrier profile with us will also be reviewed and monitored for accuracy. This **MAY RESULT** in a change in your dispatch status including being **PERMANENTLY REVOKED**.
3. If you utilize a factoring company and you receive a **DAMAGE CLAIM**, it is **YOUR RESPONSIBILITY** to notify them of the short pay amount.

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