



1 DRIVER'S LICENSE CONFIRMATION
Our Customer Advocate will ask the customer to send a selfie with their driver's license.



2 VEHICLE SANITATION
Our Advocate then unloads the vehicle and uses sanitizing wipes on the keys, shifter, and steering wheel, then leaves the paperwork with a pen and keys inside.



3 CUSTOMER CALL
Once the car is ready to go, our Advocate gets into their hauler and gives the customer a call to let them know they can take a look.



4 DOCUMENT REVIEW
After the customer is finished with their spin, our Advocate will call them to verbally walk them through signing their registration documents.



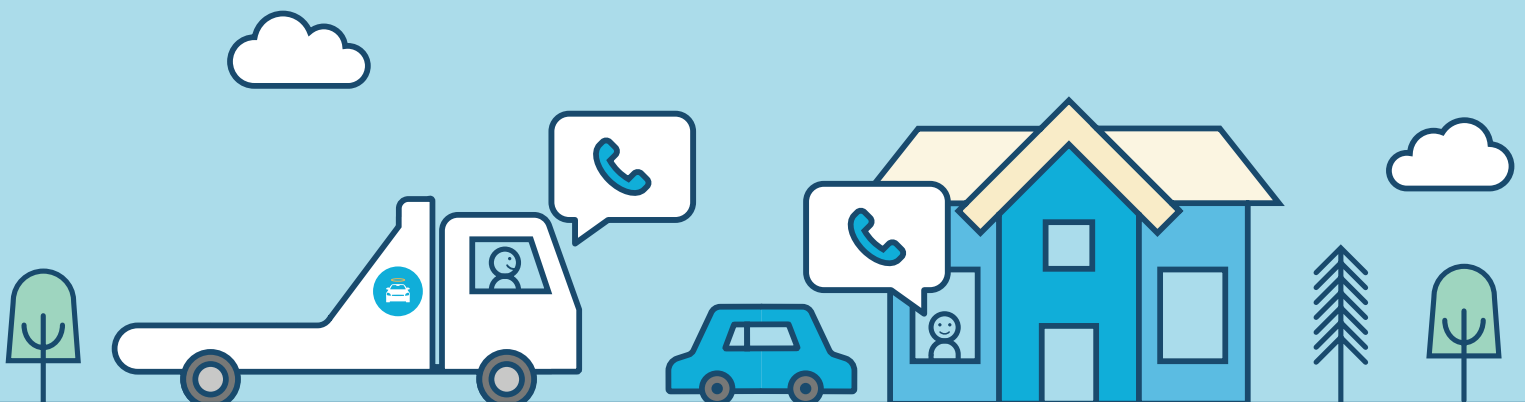
5 ENVELOPE COLLECTION
Once the paperwork is signed, our Advocate will ask the customer to place the registration envelope, along with any titles or checks if applicable, in a secure spot for them to collect.



6 PURCHASE COMPLETION
If everything is good to go, our Advocate will complete the purchase in our system and give the customer a call to say thanks.



7 PAPERWORK REVIEW
Finally, our Advocate will review the paperwork for accuracy from inside the hauler before returning to our hub.



**1 PRE-CALL**

To get things started, our Customer Advocate will conduct a pre-call with the customer and ask them to park the vehicle outside, or in a safe place for them to access it.

**2 KEY COLLECTION**

Upon arrival, our Advocate will place the trade/sell paperwork on the vehicle's windshield, enter their hauler, and alert the customer of their arrival. Our Advocate will ask the customer to come out and leave the title and keys inside the vehicle and to take the paperwork inside their home to sign while they take the vehicle on a test spin.

**3 DOCUMENT REVIEW**

After our Advocate is done testing the vehicle, they'll call the customer to confirm the paperwork is signed and address any questions.

**4 ENVELOPE COLLECTION**

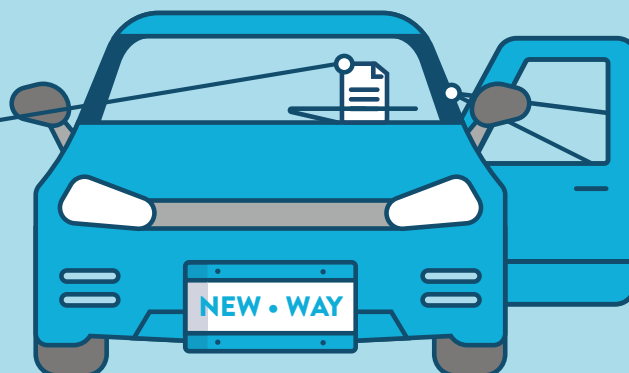
Our Advocate will then ask the customer to place the trade envelope in a secure spot for them to collect.

**5 TRADE-IN COMPLETION**

If everything is good to go, our Advocate will complete the purchase in our system and give the customer a call to say thanks.

**6 PAPERWORK REVIEW**

Finally, our Advocate will review the paperwork for accuracy from inside the hauler before returning to our hub.

**PICK UP
PAPER WORK****DROP OFF
KEYS & TITLE**

THINGS TO REMEMBER**FAQS****SAFETY**

It's our goal to keep our customers as safe as possible while providing them with a great experience.

**EMPATHY**

Our Customer Advocates understand these are uncertain times and are dedicated to standing together with our customers—from a safe distance, of course.

**COMFORT**

All experiences will be tailored to ensure the highest level of comfort and caution for our customers.

**PREPARATION**

Our Advocate will be prepared with personal protective equipment, including but not limited to, hand sanitizer, sanitizing wipes, and nitrile gloves.

HAULER-LESS DELIVERY

The above processes will only be available for Hauler deliveries.

VENDING MACHINES

Extra precautions will take place to ensure the safety of customers who choose our Vending Machine experience. Commonly-touched surfaces such as our coins, tables, chairs, and door handles will be wiped down frequently throughout the day. Lobbies will be stocked with hand sanitizers, wipes, and all Vending Machine employees will wash hands frequently.

HAND SANITIZER**NITRILE GLOVES****SANITIZING WIPES**