

OPENLANE - CarsArrive

1620 S. Stapley Dr. Suite 232
Mesa, AZ 85204
480-556-5235

Thank you for contacting OPENLANE / CarsArrive

OPENLANE, Inc. is the leading online auction company in North America for automotive dealers to buy and sell wholesale vehicles. We offer proven, end-to-end auto remarketing solutions to auto manufacturers, captive finance companies, leasing companies, daily rental companies, financial institutions and wholesale auto auctions throughout the United States and Canada.

We appreciate your interest in doing business with us and will make every effort to promptly process your application. However, we are unable to process your application until your paperwork is complete, and by this we mean:

- Your company information including:
 - Three (3) phone numbers (office and cell) and a valid fax number
 - Both your physical and mailing address
 - Email address (if applicable)
- A copy of your ICC authority indicating your valid MC number or your company's DOT certificate for intrastate transport only.
- A legible W-9 reflecting your tax information for our accounting department.
- A copy of your ACCORD Insurance Certificate reflecting both your Liability and your Cargo Insurance with OPENLANE listed as the certificate holder. **A MINIMUM of \$1,000,000 in Liability and \$100,000 in Cargo Insurance if you transport 1-3 vehicles, \$250,000 for transporters hauling from 4-10 vehicles with a MAXIMUM cargo insurance deductible of \$2,500.00.** The certificate must show your cargo insurance deductible. If the certificate does not show the cargo deductible we are unable to accept it. Unfortunately, companies submitting policies with a Binder, Declaration certificates or invalid policy numbers (TBA or TBD) will not be processed. We do not accept insurance company statements or invoices.
- Your information will be validated on the Central Dispatch.com and www.safersys.org websites. If you are not a member of Central Dispatch we require a minimum of two (2) business references.

Unfortunately, our system is not equipped to place holds on the loads, so the quicker we receive information, the quicker we can process your information and get you the load(s) you have requested.

The carrier set-up group is open 6:00 AM to 3:00 PM (MTN) time MON-FRI **ONLY**

**Please fax all of your paperwork to 480-393-2948.
(Kindly use this fax number ONLY for carrier set up)**

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PAYMENT TERMS

OPENLANE offers two methods of payment:

1. Invoice this takes from 14 - 21 days for the check to be mailed
2. COMCHEK Within 24-48 hours. (There is a \$25.00 Comchek fee)

We do NOT accommodate COD payment by the destination location

The only paperwork given to the destination location should be the BOL

Our accounting department is available Monday through Friday 7:00 AM to 4:00 PM
PST and 7:00 AM to 11:00 AM PST Saturdays
(Our office is closed on all federal holidays)

In order for us to issue a COMCHEK express code within 24 - 48 hours we ask that you to complete the following steps 3 steps:

1. Fax copy of the Transport order and a signed Bill of Lading (inspection and signatures from the origin as well as the destination) If you cannot read the person's signature ask them to PRINT their name under their signature.

- Paperwork submitted without a signature (including night or weekend drops) or with illegible signatures will need to be verified with the dealership and this will delay the processing of the COMCHEK request.

2. Fax copy of your invoice (if applicable). Please print COMCHEK across the top of your Bill of Lading and on your invoice.

3. Fax all paperwork to **480-558-1422**

All COMCHEK express codes will be emailed or faxed to addresses or phone numbers that are in our system. It is the carriers' responsibility to ensure their account is up to date. We cannot issue a COMCHECK code over the phone.

If you choose to invoice us, all invoices received by Tuesday will be processed and mailed the following Tuesday.

We appreciate your interest in transporting for CarsArrive
The **OPENLANE** Transport Team