Hawaii Car Shipping Checklist

Enterprise Auto Transport | (239) 273-4649 | MC #774106 | USDOT #2273104

Mainland pickup, ocean terminal and island delivery - the full paper trail.

1. Documents to have ready

- [ ] Signed booking agreement from your coordinator.
- [ ] Title, bill of sale or current vehicle registration - valid on the sailing date.
- [ ] Government photo ID matching the registered owner.
- [ ] Lienholder authorization letter if the vehicle is financed or leased.
- [ ] Military orders if you are shipping a POV under the military discount.
- [ ] Notarized Vehicle Release Authorization or Power of Attorney if the owner cannot be at drop off.
- [ ] Two printed copies of the Bill of Lading in case the driver arrives without one.

2. Photos at every handover

- [ ] Take your photos WHEN THE TRUCK ARRIVES, not before. Pictures taken days earlier cannot be proven and insurers do not accept them.
- [ ] Photograph the front, the back and both sides of your car, plus the roof, wheels, interior and odometer.
- [ ] Photograph the driver's truck, the side of the cab showing the DOT number, and the license plate.
- [ ] Ask the driver for his driver's license and photograph it. Confirm this is the carrier we assigned you.
- [ ] Walk around the car and inspect it with the driver before it is loaded.
- [ ] Getting a copy of the Bill of Lading is YOUR responsibility - at pickup AND at delivery.
- [ ] If the carrier says he will email the Bill of Lading, check your email and confirm it arrived before he leaves.
- [ ] If the carrier rushes you and hands you the clipboard to sign, that is a red flag and your signal to slow down.
- [ ] If there is damage and the driver says to sign and he will take care of it, do not take him at his word. Write the damage on the Bill of Lading and photograph it - that is your evidence.
- [ ] Sign only after the condition report matches what you see, and keep your copy.
- [ ] Repeat the full photo set at the ocean terminal drop off and again at island pickup.
- [ ] Close-ups of every existing chip, dent, scratch and glass crack.

3. Vehicle prep for ocean freight

- [ ] Wash the exterior so the terminal condition report is accurate.
- [ ] Empty the car completely - ocean carriers do not allow personal items inside.
- [ ] Remove toll transponders and parking passes. We are not responsible for tolls charged in transit.
- [ ] Leave a quarter tank of fuel or less; terminals may reject an overfull tank.
- [ ] Fix active fluid leaks and confirm the battery holds a charge.
- [ ] Remove or lower antennas, spoilers, bike racks and roof boxes.

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- [ ] Disable alarms, or give written instructions to the driver and terminal.
- [ ] The vehicle must roll, brake and steer for roll-on/roll-off service.

4. Mainland pickup day

- [ ] Confirm the pickup window directly with your assigned carrier the day before.
- [ ] Walk the vehicle with the driver and agree on every mark noted on the Bill of Lading.
- [ ] Check that year, make, model, VIN and mileage are correct on the Bill of Lading.
- [ ] Hand over one key set only - ignition, trunk and wheel-lock key.
- [ ] Get your copy of the Bill of Lading before the driver leaves.

5. Ocean terminal drop off

- [ ] The registered owner (or authorized party on file) must be present with photo ID.
- [ ] Bring the title/registration and booking agreement in printed form.
- [ ] Photograph the vehicle again at the terminal before you hand over the keys.
- [ ] Get and keep the terminal receipt or dock receipt - it proves the delivery date.
- [ ] Ask the terminal for the vessel name and estimated sail and arrival dates.

6. Island pickup and delivery day

- [ ] Bring photo ID and your paperwork; the person listed for pickup must match.
- [ ] Inspect the vehicle in good light before you sign anything - take your time.
- [ ] Compare the car against your pickup photos and the original Bill of Lading notes.
- [ ] Photograph and video the vehicle at the island terminal before driving away.
- [ ] Write any new damage on the Bill of Lading and have the agent or driver sign it.
- [ ] Pay the balance in the method listed on your booking confirmation.
- [ ] Keep the signed delivery Bill of Lading - it is the document a claim is filed with.

7. If there is damage

- [ ] Note it on the Bill of Lading at delivery, before you leave the terminal.
- [ ] File the claim with the carrier that held the vehicle - the carrier holds the cargo insurance, not Enterprise Auto Transport.
- [ ] Submit your pickup photos, terminal photos, delivery photos and both signed Bill of Lading copies.
- [ ] Call us at (239) 273-4649 if the carrier stops responding and we will help you reach them.