



Shipping a car to or from Hawaii involves a mainland carrier, an ocean terminal and an island pickup. Print this and work through it in order. Documents must be current on the sailing date, and photos taken at each handover are the evidence any claim depends on.

1. Documents to have ready

The ocean carrier will refuse the vehicle at the terminal if any of these are missing or expired.

- ☐ Signed booking agreement from your coordinator.
- ☐ Title, bill of sale or current vehicle registration — must be 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 and video (before anything moves)

Photos taken days earlier are not accepted by insurance companies. Shoot them at the handover.

- ☐ Front, back, both sides, roof and all four wheels in daylight.
- ☐ Interior, dash with the odometer reading and the fuel gauge.
- ☐ Close-ups of every existing chip, dent, scratch and glass crack.
- ☐ The truck, the truck's license plate and the driver's CDL at mainland pickup.
- ☐ A short walk-around video of the vehicle being loaded.
- ☐ Repeat the full photo set at the ocean terminal drop off and again at island pickup.

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. Enterprise Auto Transport is 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.
- ☐ Disable alarms, or give written instructions to the driver and terminal.
- ☐ Note that 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 BOL.
- ☐ Hand over one key set only — ignition, trunk and wheel-lock key.
- ☐ Sign only after the damage notes match what you see; keep your copy or photograph every page.



5. Ocean terminal drop off

- ☐ The registered owner (or the 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

Everything is settled at delivery. Once you sign clean, a damage claim becomes very difficult.

- ☐ 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 BOL notes.
- ☐ Photograph and video the vehicle at the island terminal before driving away.
- ☐ Write any new damage directly 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 BOL copies.
- ☐ Call us at (239) 273-4649 if the carrier stops responding and we will help you reach them.