



Pickup & Delivery Photo Checklist

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

Photos taken before the truck arrives cannot be proven. Shoot at pickup.

Tick each shot as you take it. Your photos and the Bill of Lading are the evidence a claim depends on.

1. Before you shoot

Photos taken days before the truck arrives cannot be proven and insurers do not accept them. The set that protects you is shot when the driver is standing there.

- ☐ Wash the car earlier in the week so chips, dings and scratches are visible — but take the photos at pickup, not after the wash.
- ☐ Shoot in daylight or under good lighting; use your phone's flash on dark panels.
- ☐ Turn the timestamp/location setting on in your camera app so every photo is dated.
- ☐ Leave the photos on your phone and back them up to the cloud before the driver leaves.
- ☐ Shoot photos, not screenshots — you may need the original files for a claim.

2. Vehicle photos at PICKUP

- ☐ Front of the car, straight on.
- ☐ Rear of the car, straight on.
- ☐ Driver side, full length.
- ☐ Passenger side, full length.
- ☐ All four corners at an angle so you catch bumper edges.
- ☐ Roof, hood and trunk lid from above.
- ☐ All four wheels and rims, plus tire condition.
- ☐ Windshield, all glass and both mirrors.
- ☐ Close-up of every existing chip, dent, scratch or crack.
- ☐ Odometer reading with the dash lit.
- ☐ Interior: front seats, rear seats, cargo area and dash warning lights.
- ☐ A slow walk-around video, narrating the date and any damage you see.

3. Carrier and driver photos at PICKUP

This is your responsibility. Confirm the truck in front of you belongs to the carrier we assigned you.

- ☐ The truck itself, full side view.
- ☐ The side of the cab showing the DOT number.
- ☐ The truck's license plate.
- ☐ The driver's CDL — ask for it and photograph it.
- ☐ Confirm the company name matches the carrier on your dispatch details before you hand over keys.

4. Bill of Lading at PICKUP

- ☐ Walk around the car with the driver and confirm every defect is marked on the Bill of Lading.
- ☐ If the driver rushes you or pushes the clipboard at you to sign, slow down — that is a red flag.
- ☐ If there is damage and the driver says to sign and he will take care of it, write it on the BOL anyway. His word is not evidence.
- ☐ Photograph every page of the signed Bill of Lading, front and back.
- ☐ Getting your copy of the BOL is your responsibility. If he says he will email it, confirm it arrived before he leaves.

5. Photos at DELIVERY

- ☐ Inspect before you sign anything, in daylight or under good lighting.
- ☐ Repeat the exact same photo set: front, rear, both sides, corners, roof, wheels, glass, interior and odometer.
- ☐ Compare panel by panel against your pickup photos while the driver is still there.
- ☐ Photograph any new damage close up and from a distance so the location is clear.
- ☐ Photograph the truck and plate at delivery too.
- ☐ Write any new damage on the delivery Bill of Lading before signing, and photograph the signed copy.
- ☐ Keep your delivery copy of the BOL — it is the document a claim is filed with.

6. If you find damage

- ☐ Do not let the driver leave before the damage is written on the BOL.
- ☐ File the claim with the motor carrier — the carrier holds the cargo insurance, not Enterprise Auto Transport.
- ☐ Send the carrier your pickup photos, delivery photos and both signed BOL copies.
- ☐ Keep your own auto insurance active as secondary coverage.
- ☐ Call us if the carrier stops responding and we will help you reach them — report non-compliance immediately.