

During Normal Business Hours	<ul style="list-style-type: none"> <li><input type="checkbox"/> A dealership representative must inspect each new vehicle immediately upon delivery.</li> <li><input type="checkbox"/> The inspection is to be completed before the carrier's delivery receipt is signed by a dealership representative.</li> <li><input type="checkbox"/> Damage and missing loose items must be noted on the delivery receipt prior to signing. If the dealership representative and driver do not agree on damage or missing items, note the discrepancy on the delivery receipt and take photos whenever possible.</li> <li><input type="checkbox"/> The delivery receipt must be signed and dated, with the time of delivery noted, by both the driver and dealership representative even if there is disagreement.</li> </ul>
After Hours or Unattended Delivery	<ul style="list-style-type: none"> <li><input type="checkbox"/> Vehicles must be delivered to the dealership's designated after-hours parking area.</li> <li><input type="checkbox"/> Vehicle keys and a delivery receipt must be placed in the dealership's designated location.</li> <li><input type="checkbox"/> The driver must sign and date the delivery receipt identifying each VIN as delivered and subject to inspection (STI).</li> <li><input type="checkbox"/> <b>The dealership has two business days after the day of delivery to notify the carrier in writing of any damage to vehicles delivered after hours.</b></li> </ul>
Hidden Damage	<ul style="list-style-type: none"> <li><input type="checkbox"/> Vehicles with Paint Protective Film (PPF) may hide damage. During the dealership's inspection and prior to signing the delivery receipt, PPF must be examined closely for any disturbances such as tears, dents, previous removal and reapplication, or any other indication that damage may exist underneath. Should any irregularity be observed, PPF should immediately be removed in the presence of the driver and prior to signing the delivery receipt. <ul style="list-style-type: none"> <li>- For after hours deliveries, any PPF irregularity should be photographed prior to removal of PPF, in addition to photographing any corresponding damage which may exist.</li> <li>- Damage found underneath PPF with no corresponding disturbance to PPF cannot, in most cases, be assessed as transportation damage.</li> </ul> </li> <li><input type="checkbox"/> The dealership should inspect undercarriage components by raising the vehicle on a hydraulic lift.</li> <li><input type="checkbox"/> Should vehicle surfaces be covered with dirt, snow, grease, or other debris which could conceal minor damage, the dealership may elect to clean the vehicle to the degree necessary to adequately inspect the vehicle. <ul style="list-style-type: none"> <li>- Should the dealer decide to clean any portion of a vehicle, such cleaning must occur without delay. Should the driver be willing to accept the conditions of STI delivery in order to expedite his departure, it must be noted on the delivery receipt and STI rules shall apply.</li> <li>- More severe damage which could have been identified despite dirt, snow, etc. cannot, in most cases, be assessed as transportation damage.</li> </ul> </li> <li><input type="checkbox"/> <b>All hidden damage must be discovered and the carrier notified in writing within 2 business days of delivery, regardless of whether the vehicle was delivered during normal business hours or after hours STI.</b></li> </ul>
Vehicles Delivered with Damage	<ul style="list-style-type: none"> <li><input type="checkbox"/> Damaged vehicles must be accepted by the dealer regardless of damage severity. Vehicle condition may be inspected and assessed by Hyundai GLOVIS and/or the Distributor. The Distributor has full discretion in classifying a vehicle as repairable to new or used condition, or non-repairable/total loss. The Distributor also has full discretion regarding the removal of any vehicle from dealership inventory.</li> <li><input type="checkbox"/> Hyundai GLOVIS must provide repair authorization to the dealer.</li> </ul>
IMPORTANT	<ul style="list-style-type: none"> <li><input type="checkbox"/> All writing on delivery receipts must be legible. If a signature is illegible it must also be printed in a legible manner.</li> <li><input type="checkbox"/> Hyundai GLOVIS cannot advise a dealership with regard to warranty claims. Please contact your Distributor representative with any questions regarding warranty claims.</li> </ul>

### Delivery Inspection

[Typical inspection time is 3 - 6 minutes per vehicle]

**HOW TO INSPECT:** Perform a complete walk-around inspection of all exterior vehicle components, including exhaust pipes, rocker panels, wheels/tires, and front and rear fascias. For most effective results, bending and touching lower vehicle surfaces is recommended.

Area	Description	What to look for
VIN	✓ Check all VINs. The dashboard VIN plate, Monroney label, and delivery receipt must all match.	<input type="checkbox"/> All VINs match
Accessories	✓ Ensure all loose items, including those listed on the Monroney label, are present.	<input type="checkbox"/> 2 sets of keys, keyless entry remotes, and/or keyless start remotes <input type="checkbox"/> Loose accessories, such as iPod cables, wheel locks, and floor mats, NAV DVD or SD card as listed on the Monroney label <input type="checkbox"/> Owners manual packet (unopened, if sealed)
Hidden Damage	✓ There is no need to remove PPF during inspection <u>unless</u> there is an indication of possible damage as described on the previous page. Remove disturbed PPF immediately to verify condition.	<input type="checkbox"/> Disturbed PPF
Exterior Condition	✓ Check all body panels, trim and paint finishes for scratches, dents or corrosive fluid damage.	<input type="checkbox"/> Dents <input type="checkbox"/> Dings <input type="checkbox"/> Gouges <input type="checkbox"/> Scratches <input type="checkbox"/> Punctures <input type="checkbox"/> Chips <input type="checkbox"/> Cracks <input type="checkbox"/> Scrapes <input type="checkbox"/> Missing <input type="checkbox"/> Broken
	✓ Check the bodyline of the vehicle, paying careful attention to the fit of the hood with the fenders and the front bumper.	
	✓ Check all glass for cracks, scratches or chips.	
	✓ Check all tires, including the spare, for cuts or punctures.	
	✓ Check under the hood, in the trunk and glove box for any missing items	
Interior Condition	✓ Inspect all trim panels, upholstery, carpets, dashboard surfaces, sun visors, headliner and door trim.	<input type="checkbox"/> Same as above <input type="checkbox"/> Grease, stains, especially on the driver's side
Final	✓ Upon completion of inspection, ensure all discrepancies are noted on the delivery receipt. Driver and dealership representative must sign and date the delivery receipt. All writing must be legible. Print names if signatures are illegible.	<input type="checkbox"/> Delivery receipt with correct VINs, notations, and signatures with date and time

## Electronic Proof of Delivery (EPOD)

**BACKGROUND:** Most of us are familiar with handheld Electronic Proof of Delivery systems (EPOD) used by delivery services such as UPS and FedEx. Hyundai GLOVIS has embraced the use of EPOD in order to capture vehicle shipment and delivery information in real time and provide our customers with more accurate and timely information. Many carriers have implemented or are in the processes of implementing EPOD systems.

- EPOD systems vary from carrier to carrier. Dealerships should contact their carrier representative for instructions on the specific system being utilized.
- Whether receiving vehicles using EPOD or a standard paper delivery receipt, the delivery/inspection/damage notification process remains the same.
- During normal delivery hours: dealership personnel must inspect and take delivery of vehicles.
  - ✓ If no damage is found, a dealership representative will sign the EPOD device. Typical EPOD equipment uses a stylus or a finger for signatures. The driver may ask for name spelling.
  - ✓ Any discrepancies (damage, missing items, etc.) must be noted on the EPOD device. Ensure the proper VIN has been selected prior to entering damage details.
    - In some cases, delivery drivers will be equipped with printers and can provide a paper delivery receipt with damages noted.
    - In cases where the driver is not equipped with a printer, the dealership may access printable delivery and damage confirmations on the carrier's web-based EPOD system. These system documents are designed to update in real time, so delivery receipts and damage notations should be available immediately after the driver enters information into the handheld device.
- For deliveries after hours and subject to inspection (STI): the dealership will access the delivery confirmation page on the carrier's web-based EPOD system.
  - ✓ If no damage is found, dealer will confirm delivery.
  - ✓ If damage is discovered, note the issues on the appropriate web page. Ensure the proper VIN has been selected prior to entering damage details.
- Dealerships are encouraged to adopt the use of EPOD systems. However, dealership personnel may provide the driver with their own paper delivery receipt noting VINs and any discrepancy. This "duplicate" delivery receipt must have the delivery driver's signature and date to be valid.
- Drivers should be capable of providing the dealership with complete EPOD instructions. However, it is recommended that the dealership contact a carrier supervisor for further assistance.
- Please contact Hyundai GLOVIS if you experience any difficulties with EPOD that the carrier is unable to address.