

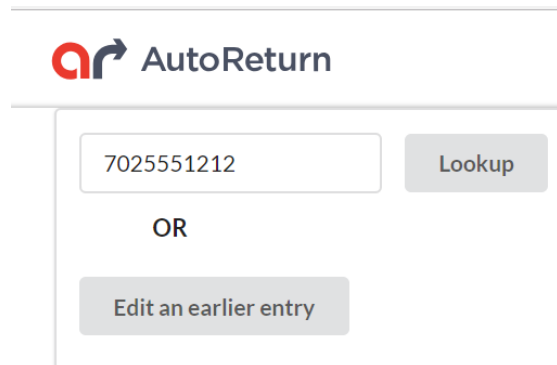
# Private Property Impound and Repossession Web Portal Instructions

## Accessing the PPI Site

Website URL: <http://www.autoreturn.com/ppi-report/#/>

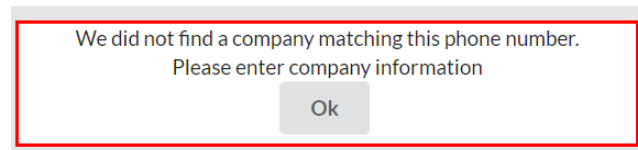
You can click the above hyperlink or copy the link above into your web browser to access the site using any of the current versions of industry standard web browsers (Microsoft Edge, Chrome, Firefox, Safari).

When you enter your first PPI/repo tow, you will enter your main company 10-digit phone number and click on “look up”.



The screenshot shows the AutoReturn web portal interface. At the top left is the AutoReturn logo, consisting of a stylized 'AR' in red and black followed by the text 'AutoReturn'. Below the logo is a form with a text input field containing the phone number '7025551212' and a 'Lookup' button. Below the input field is the text 'OR' and an 'Edit an earlier entry' button.

This number will be utilized by the municipality to contact your company if there is conflicting information or if they require additional information. The first time your company number is entered, you will receive the message below. Select “OK” and enter your company information



The screenshot shows a dialog box with a red border. The text inside reads: 'We did not find a company matching this phone number. Please enter company information'. Below the text is an 'Ok' button.

## Recording a Tow

Enter the VIN # and the vehicle information will automatically be decoded and populated. If the VIN does not decode, please verify the information is correct. If this is a non-standard VIN# or the VIN# is missing or obstructed, check the appropriate box.

- The “Tow Destination” is your office/lot
- The “Tow Company Rep” is the person entering the vehicle information
- The “Driver” is the name of the person who performed the tow
  - This information will be saved and can be edited as necessary
- If reporting a repossession, check the “Check if Repossession” check box and enter
  - Vehicle Owner
  - Lien Holder

- A **valid** Lien Holder number
- **If reporting a Private Property Tow, indicate in the “Notes” name of the person or entity authorizing the tow and a valid contact phone number**
- The shaded fields are required fields and the non-shaded fields permit the user to provide additional information and notes

**Vehicle Information**

Vehicle Vin

No VIN

Non Standard VIN

Vehicle License  NV

No Plate

Make  Model  Color  Vehicle Year

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**Tow Information**

RONS TEST COMPANY  Reference Number

08/13/2018

Origin  n las vega  NV

Ron's Storage Lot NV  n las vega  NV

Property Name

Repossession

Vehicle Owner  Lien Holder  Lien Holder Phone

Ron  Driver

Notes

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- Please enter VIN
- Please enter License
- Please enter Make
- Please enter Model
- Please enter Tow Time
- Please enter Origin Address
- Please enter Law Agency
- Please enter Vehicle Owner
- Please enter Lien Holder
- Please enter Lien Holder Phone
- Please complete captcha

I'm not a robot

After all required information is entered and you have checked the “I’m not a robot” check box, click on the “Submit” button to submit your impound/repo and you will receive a confirmation number. Note: If it is the first time completing the captcha, then you must complete the verification question.

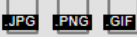
Make sure you record the confirmation number, as it is needed to record changes on the tow record.

## Adding Pictures

Once a tow is submitted, you can drag and drop photos saved on your computer into the grey box. These photos will get automatically added to the tow record. (Highly recommended)

Confirmation

Successfully submitted tow: P401161 at 4:24 PM.



Drop a file here, or click to select files to upload.


Drop files here to upload

Back

An image of the uploaded photo will appear in the grey box.

Successfully submitted tow: P401161 at 4:24 PM.

Drop a file here, or click to select files to upload.



Back

## Editing a Tow Record

If you need to edit a PPI/Repo that you have submitted, enter your confirmation number and select “Edit an Earlier Entry” to make the necessary corrections. You will be able to update either the License Plate or the VIN. Any other changes will require a phone call to AutoReturn (877-999-9874).

Edit Information

Reference Number (P1234)

Previous Information

Old License

OR

Old Vin

Updated Information

New License

AND/OR

New Vin   Non Standard VIN

## Additional Help

If you need further assistance, please call AutoReturn at 877-999-9874 (24/7). Please provide company name, phone number, your location/municipality and the nature of the issue you are experiencing.