

Technology That Drives Increased Market Share and Operational Efficiency

— Part 2 -



Eddie Cawley Director of Dealer Education

Partnering To Address Marketplace Challenges



Speed and Efficiency



No one can "go it alone" in the automotive industry

AGENDA

Manheim: Beyond Remarketing

• Marketplace Insights – Inventory and Consumer

Digital Strategies to Keep More Customers and Sell More Cars

Expand Inventory Options

Move from 100+ Vehicles to 70,000 Available Vehicles

Fulfilling Customer's "Wish Lists"

Saved Search queries and inventory notification

Presenting Inventory Options "Retail View" with customization

Digital "Retail" Ready vehicle information and photos



2

3

Marketplace Insights Inventory and Consumer

ww.manheimremarketing.co.uk

olea



Dominant Forces Shaping the Automotive Industry

INVENTORY AND CONSUMER

Age & education differences

Labor
DarticipationInvoluntary
part-timeParticipationNarketInvoluntary
part-timeRateHours & earningsUnder-employed

Exchange Rates Energy Markets

Longer loans with

Lower downs to

Lower FICOS

Record Lease Penetration



Inventory Volumes – Further Growth Ahead

----Off-Lease Volumes ---New Lease Originations 4.0 3.5 millions of units 3.0 In millions **Total Wholesale Supply: Off-Rental** 2.5 2.3 2.1 2.0 1.9 1.7 1.5 1.5 1.3 1.1 1.0 0.9 1998 2000 2002 2004 2 0.7 Source: Manheim Consulting 0.5 1999 2001 2003 2005 2007 2009 2011 2013 2015 2017 1995 1997



Inventory Engaged: Consumer

Time spent SELLING IMPACTS? SELLING IMPACTS? researching online has increased from 59% to 70%

11 hrs 12min online

19hrs 6min **Total Shopping** Time

Time

16 hrs 36min

Total Shopping

purchased model they had in mind prior to dealership visit



Digital Strategies Keep More Customers and Sell More Cars



But First, "LOOKER" access...

Request made by Owner/GM or official Manheim Account Owner

Contact Manheim **Customer Care** (866)-Manheim

Request "looker" status providing individuals information and credentials



MANHEIM RIVERSIDE

×

DEALER CONSIGNMENTS FOLLOWING BMWFS

6-84: 1970 VOLKSWAGEN BUG **HIGH BID**

\$2,600

Odometer: 12064

Looker MICHAEL POSERTS

> \$2,700 CLICK TO BID

Vehicle Information Odometer 12064 VIN 1102398083 Color (Ext/Int) BLUE / BLK Installed Options 4G, 4S, CD, VI DEL MAR AUTO CENTER INC Seller Title ASIS /FOR YAER MODEL Announcements

...and "The Learning Center"

BUY SELL SERVICES	MY MANHEIM LOC		Q
>The Learning Center The Learning Center			▼ Hide Intro Video
The Learn from voi	ing Center Manheim	How to Use TLC Maximize your earning potential with The I videos and step-by-step tutorials will help y world's largest used car marketplace.	
ALL TUTORIALS		S SELLING TUTORIALS	SERVICES TUTORIALS
 All Categories Frontline Local Auction Manheim Market Report My Purchases Workbook 	All Categories	Sort by: Latest 2 Sort by: Latest 3 Latest 4 Latest 4	How to Buy on OVE.com Buying, OVE



www.manheimtools.com/tlc/

...and "The Learning Center"





BUY	SELL	SERVICES	MY MANHEIM			Vehicle Search	Q
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SA	VE SEARCH		6 Cylinde CR 3.8		Pickup PA - Manheim Pennsylvania Facilitation PA - Manheim Pennsylvania		ENTER SALE PROXY BID
Na Mak	rrow By e	Clear All	Workbook		Seller AHFC/HONDA LEASE TRUST/HVT, INC ACURAS Honda Remarketing		
	ord (19523) hevrolet (13809)		2015 Acura RDX* 5J8TB3H31FL002534		Tionua Kemarkeung	OVE	Mar 31 03:00 pm (1 Day 23 Hours 53 Minutes)
П	oyota (7937)		Odomete 6 Cylinde	er 6,275 mi r	Pickup CA - Fontana	\$11,950.00 MMR: Not Available	BUY NOW
	lissan (7541) Iodge (6322)		AutoChec	GE AS IS	Facilitation CA - Manheim Southern California		Make an Offer
	MW (5931) Iercedes-Benz (59	05)	Workbook		Seller WORLDWIDE AUTO INC.		
	londa (4530)				*****		
<u></u> н	lyundai (4159)		2015 Acura RDX S	H-AWD*			Mar 29 04:00 pm
	Chrysler (4059)		5J8TB4H34FL013405	er 2,855 mi	Pickup	\$34,250.00	OVE (53 Minutes)
	exus (3302)			r Automatic	NJ - BRIDGETON	MMR: Not Available	BUY NOW

Manheim

BUY S				
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Power [§]	Basic Search			
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Current Se	Current Search	Displaying 1 - 50 of 23460 vehicles	ADD ALL TO WORKBOOK	Saved Searches Workbook
X Car X SUV X Truck	⊠ Car ⊠ SUV	Sort by: Seller Rating	Reverse	Page: 1 GO of 470
X Van	X Truck X Van X With Condition Report	1D7RB1CP7BS692058 Odometer 1	Pickup TX - HUTCHINS	6 Hours 48 Minutes \$7,700 34% of MMR \$22,200 BUY NOW
Narrow By Make	 With Seller Disclosure 0% - 120% of MMR Include listings with no MMR value Include listings priced under 	Gray —	Facilitation myCentralAuction	\$7,200 32% of MMR \$22,200 BID
Ford (1952	\$10,000 in filter results Include listings with odometer greater than 100,000 in filter results	Workbook	Seller ARI (Automotive Rentals	Starting Bid = Floor
Toyota (79 Nissan (75 Dedge (62)	Narrow Search Clear All		Inc) Automotive Rentals Inc Open	
Dodge (63	▼ Make		****	
Mercedes-	BMW (1588) Chevrolet (2266)	2013 Chevrolet Express Cargo Van 1GCWGFCAXD1150260	WORK VAN	Apr 1 01:00 am 6 Hours 48 Minutes
Hyundai (4	Dodge (837)	Odometer 42,000 CR	Pickup CA - South Bay Auto Auction	\$6,600 <u>36% of MMR \$17,900</u> BUY NOW
Lexus (330	 Honda (784) Hyundai (662) Lexus (1134) 	Get CARFAX AutoCheck VHR White	Facilitation CA - South Bay Auto Auction	\$6,100 BID 34% of MMR \$17,900
	 Mercedes-Benz (1674) Nissan (1151) Tovota (1791) 	Workbook	Seller	Starting Bid = Floor
Manh	neim			

Vehicle Details

Back to Search Results

2014 FORD EDGE LIMITED



Click + to zoom, then drag the image to move it.



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Start Date End Date	20 Hours 36 Minutes 03/27/2015 5:30PM ET 04/02/2015 12:00PM ET Manheim Fort Lauderdale (954) 791-3520	Buy Now P \$23,900	BUTNOW	
Condition		MMR		
CR 4.3		\$24,200		
VIN		Vehicle History		
2FMDK3KC2E	BA26220	Get CARFAX		
Odometer		Black Book		
30,786		Extra Clean:	\$25,100	
Exterior / Inte	rior	Clean:	\$24,200	
White / Black		Average: Rough:	\$22,725 \$20,675	
Pickup Locati	on	+ Show Add	is/Deducts	
FL - Manheim	Fort Lauderdale		Service and the service of the servi	
Vehicle Locat	ion			
At Auction				

VEHICLE SPECIFICATIONS



Ford Edge White

E Retail View

Workbook



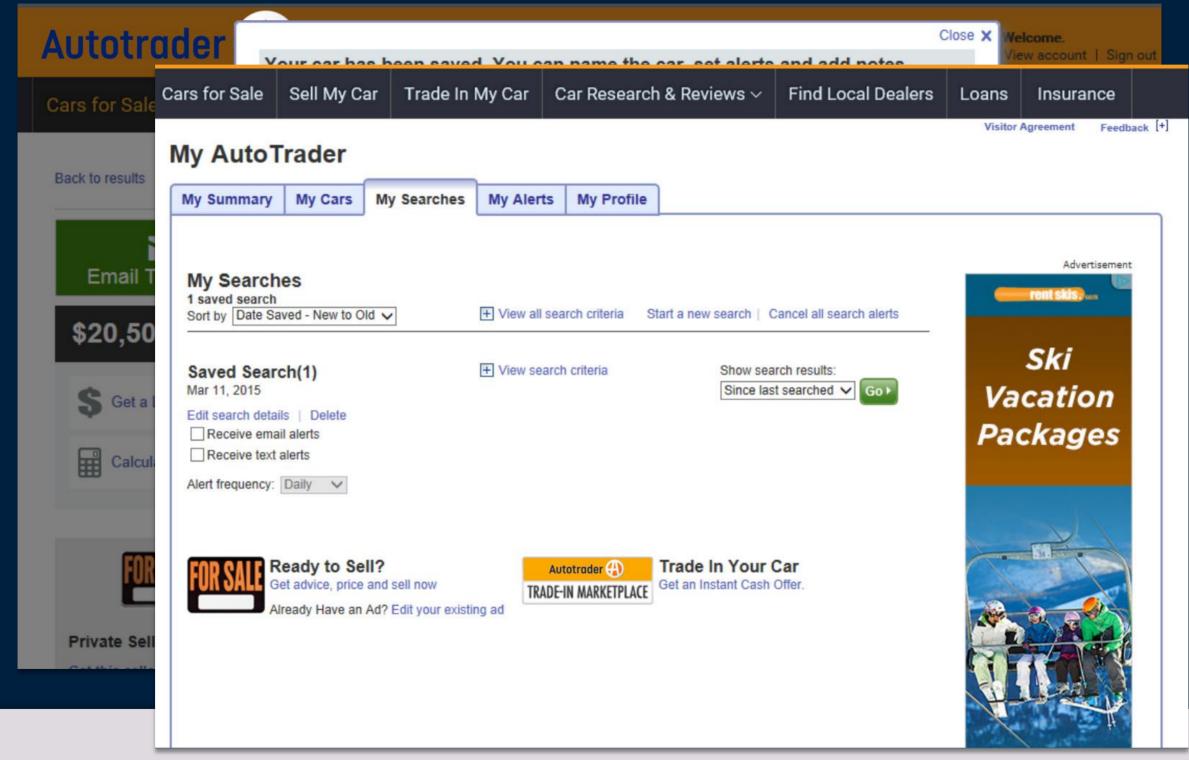
Fulfilling Customer "Wish Lists"

"Wish List" Strategies, Customer Search





"Wish List" Strategies, Customer Search





"Wish List" Strategies, "We'll Get It!"

USED VEHICLES

HOME NEW PRE-OWNED CERTIFIED PRE-OWNED ROUSH BOSS SNOW PLOWS SPECIALS SERVICE & PARTS FINANCE ABOUT US CONTACT US

Do

DON'T SWEAT IT, WE'LL GET IT!

HOME

NEW VEHICLES

DON'T SEE WHAT YOU'RE LOOKL LET US KNOW-AND WE'LL GET IT

DON'T SWEAT IT, WE'LL GET IT!

We have a reputation here at Saybrook Ford as "The Little Giant." constantly rotating through our inventory of new cars. But if you do

As a dealership that has been in business for 102 years, we have whatever car, truck or SUV you are looking for. This is part of our your trade-in, Free Tires for Life, and a better buying experience. I trouble at all.

-The Team at Saybrook Ford

📝 Find wh	at kind of cars?
*Year:	Oldest 🗸 To: - All Years 🗸
*Make:	- Select Make -
*Model:	✓
Body Style:	- Select Body Style - 🗸
Transmission:	Any 🗸
Mileage:	Any 🗸
Price:	\$0 - \$5,000 🗸



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FINANCE

HOURS & INFO

Welcome to AutoNation Chevrolet Superstition Springs, formerly Power Chevrolet Superstition Springs, in Mesa, AZ. We provide quality Chevy vehicles to our customers in Mesa, Scottsdale, Tempe, as well as all the surrounding cities in Arizona. You can count on AutoNation Chevrolet Superstition Springs in Mesa to offer you the latest incentives

HOURS OF OPERATION
Sales Service Parts

If we don't have the vehicle you're looking for, we'll find it for you.

Cars, Trucks, & SUVs

Wednesday 8:00 AM - 9:00 PM



	BUY SELL SERVICES M	Y MANHEIM LOCATIONS	Revehicle Search Q	
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	Search by Popular Vehicle Types			
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	SUV (32136) Car (69770)		SEADCH	
ly Man	Van (5091)	Enter full VIN or Keyword	SEARCH	
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	Motorcycle (530) Power Sport (60)			
	Heavy Duty Truck (603)		CLEAR SEARCH	
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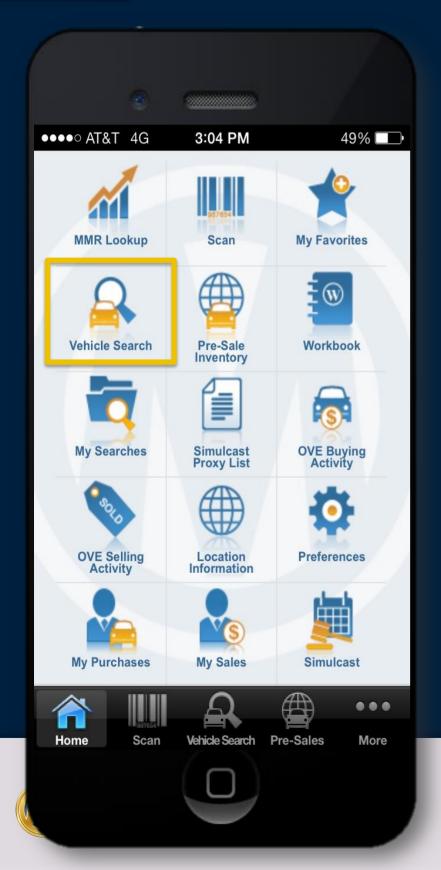


KEYWOR			
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2014 Fo	Current Search Image:	Sort By: Year Reverse Details Basic	Results per page: 25 V
Vehicle Type ALL Passenger Vehicles Car	SAVE SEARCH Narrow By Clear All Make □ Ford (5)	Image not Available 8 Cylinder Automatic TX - San Antonio White Burgundy AutoCheck CARFAX Facilitation TX - Manheim San Antonio White Burgundy Seller MOTORCARS OF SOUTH TEXAS	Mar 31 06:25 pm OVE (2 Days 1 Hour 28 Minutes) \$39,500.00 110% of MMR \$35,700 Make an Offer
 ✓ Truck ✓ Van ✓ SUV 	Year	★★☆☆☆ 2014 Ford F150 4X4 CR KING RANCH 1FTFW1ET4EKD95667	Apr 09 10:00 am Simulcast 5 / 63
Make	Odometer From No Min To No Max GO	Odometer 14,914 mi Pickup 6 Cylinder Turbo PA - Manheim Pennsylvania Ws CR 4.8 Facilitation AutoCheck CARFAX PA - Manheim Pennsylvania Workbook Seller BRAC OF HARRISBURG DBA AERO CORP Ford Factory CLOSED sale Ford Factory CLOSED sale	MMR: \$39,900 ENTER SALE PROXY BID
Allard AM General AMC Years ALL v to AL Pickup Location	Vehicle Type SUV (1) Truck (4) »Select Multiple Pickup Region	2014 Ford F150 4X4 CR KING RANCH 1FTFW1ET1EKE86041 IFTFW1ET1EKE86041 Odometer 19,647 mi 6 Cylinder Turbo Automatic Pickup TX - Manheim Dallas White Brown CR 5.0 AutoCheck CARFAX Facilitation TX - Manheim Dallas Workbook Seller MUSIC CITY AUTOPLEX LLC Music City Autoplex LLC @ 9:20am CT.	Apr 01 10:20 am Simulcast 8 / 181 MMR: \$39,300 ENTER SALE PROXY BID
Any distance 🗸	Midwest (1) Northeast (1) Southwest (3) »Select Multiple	2014 Ford SUPER DUTY F-250 SRW KING RANCH* 1FT7W2BT9EEB24973 IFT7W2BT9EEB24973 Odometer 28,104 mi 8 Cylinder Automatic Pickup MO - KANSAS CITY SD Facilitation MO - Manheim Kansas City	Mar 31 10:55 am OVE (1 Day 17 Hours 58 Minutes) \$52,400.00 106% of MMR \$49,200 Make an Offer

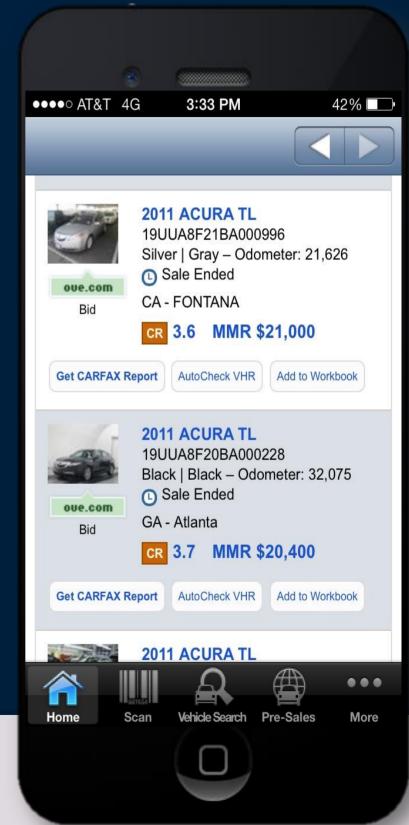


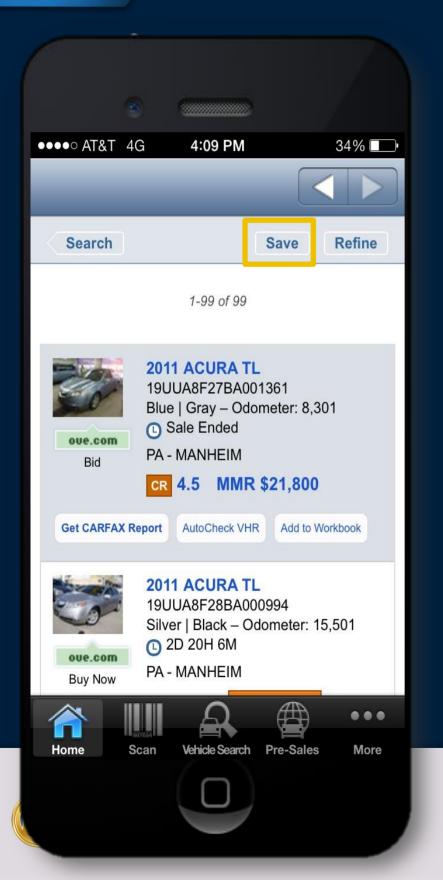
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ALL Passenger Vehicles Car Truck	Make Ford (5) Year	Date:	This Search / No Apr 1, 2015				
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Make	Odometer		0	ext Message: Phone I	lumber		PROXY BID
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Any distance 💌	Midwest (1)		2014 Ford SUPER 1FT7W2BT9EEB24973	DUTY F-250 SRW	KING RANCH*		Mar 31 10:55 am OVE (1 Day 17 Hours 58 Minutes)
	Northeast (1)		8 Cylind	ler Automatic	Pickup MO - KANSAS CITY	\$52,400.00 106% of MMR \$4	
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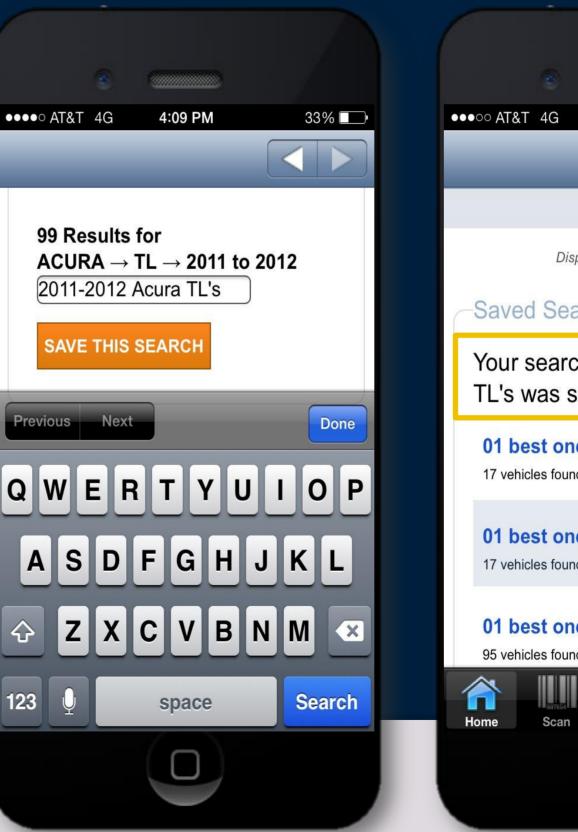
Manheim

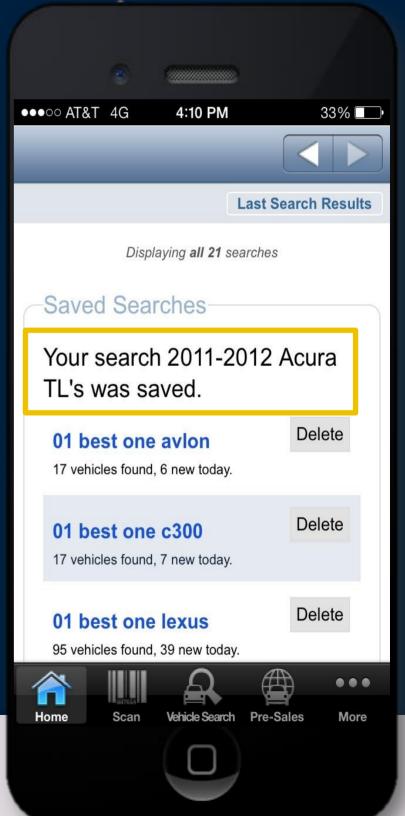


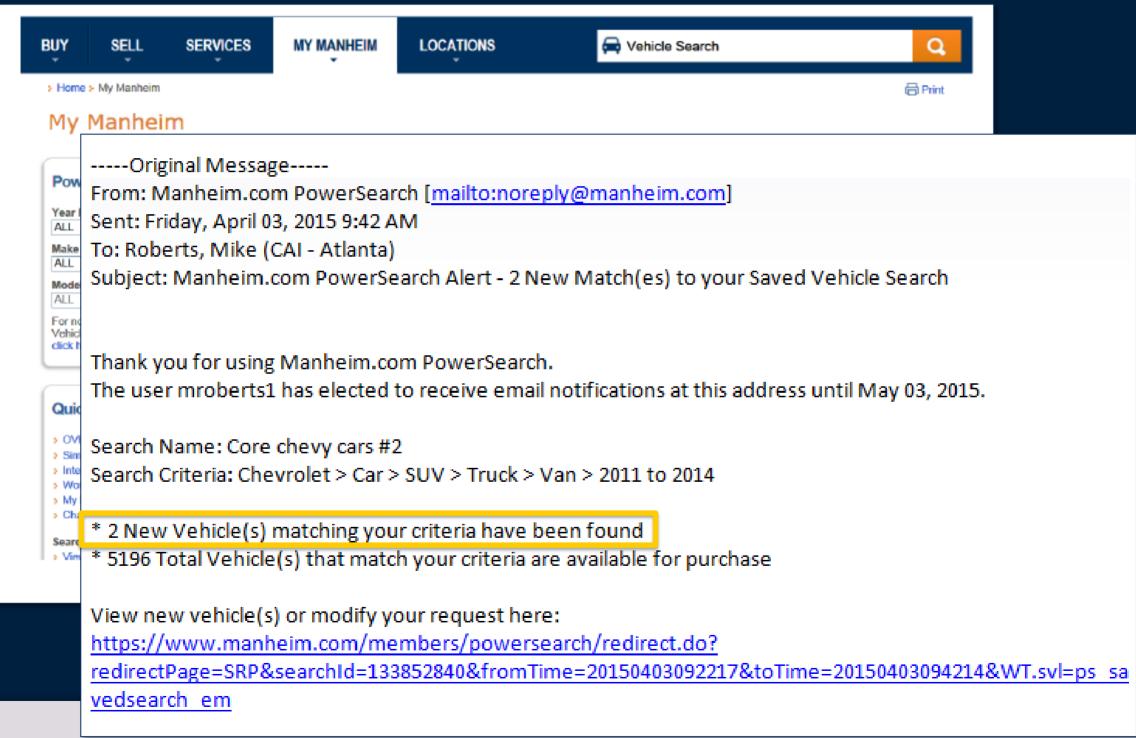
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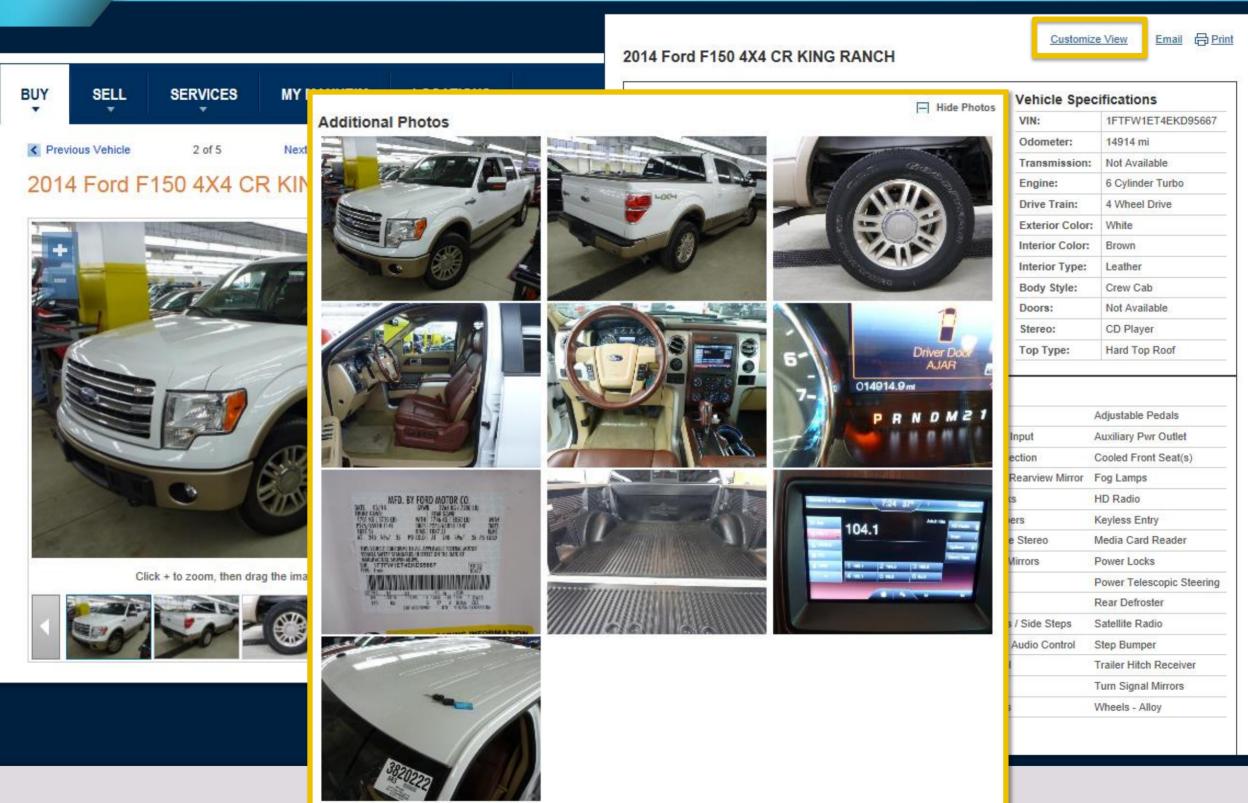
Presenting Inventory Options







Presenting Off-Lot Inventory Options - Manheim

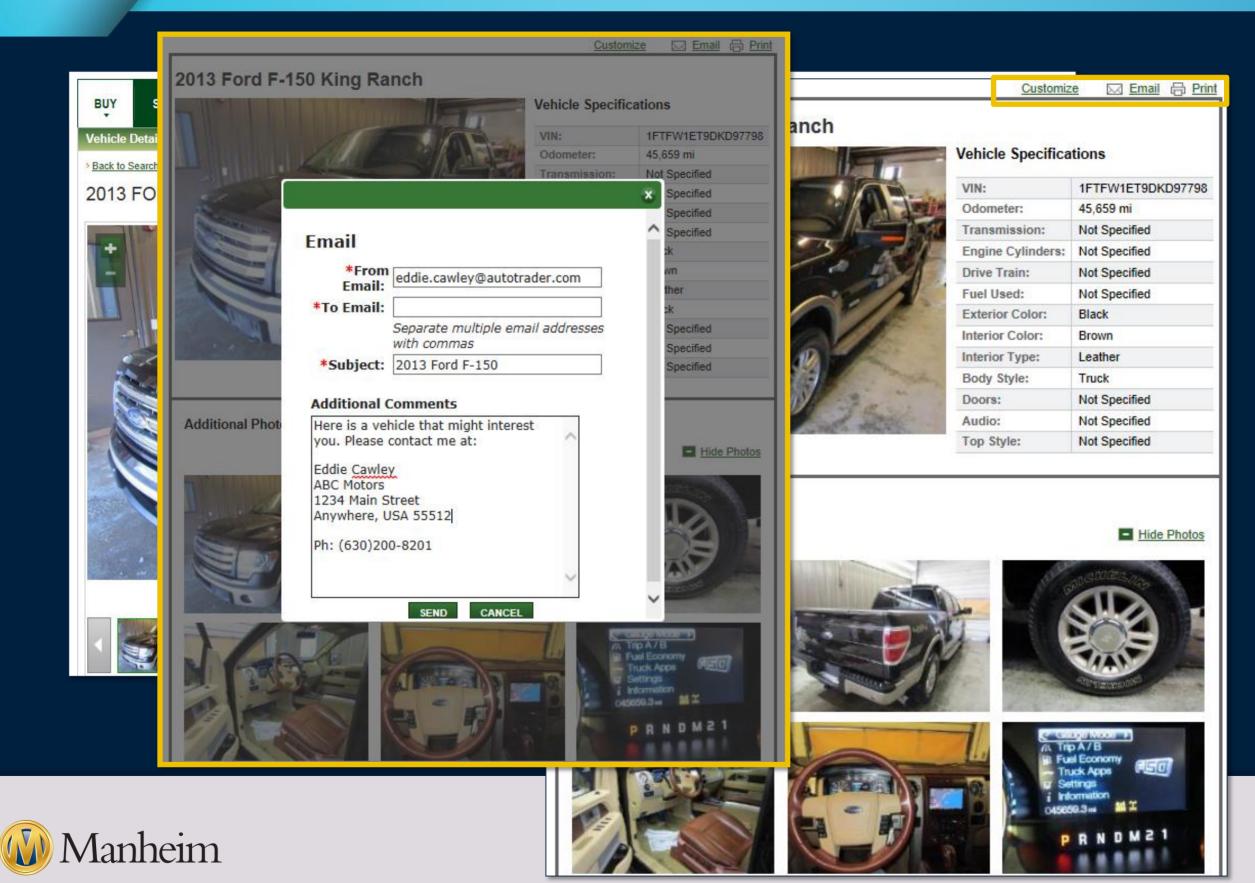




Presenting Off-Lot Inventory Options - Manheim

			2014 Ford E150 4		Customize Vie	w <u>Email</u>
Contact Inform	From: Onoreply@m	anheim.com			Sent	:
Dealership	To: 🛛 🗷 Cawley III, Cc:	Eddie E (CAI - Oakbrook)	; eddiecawley@aol.com			
		g Ranch truck				
Address	We found exactly w	hat you were lookin	ng for!			
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Additional Com	State	FL				der Turbo
Additional Com	Phone	555-1212		-2		el Drive
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Aanheim			Leather Seats	Leather Steering Wheel	MP3 Compatible Stereo Medi	a Card Reader

Presenting Off-Lot Inventory Options - OVE





Digital Retail Ready

Acquiring "Retail Ready" Inventory

BUY SELL	SERVICES MY OVE		General Vehicle Search	h	
Search Type: All Passenger Vehicles	BUY SELL SERVICES MY Basic Search	OVE	🖨 Vehicle S	Search	Q
Make: Ford Model:	SAVE SEARCH NEW SEARCH Current Search	Displaying 1 - 5 of 5 vehicles ADD ALL TO V Sort by: Time Remaining and Best Price		> Save	d Searches Vorkbook
- F-150 Trim: King Ranch Years: 2012 ✓ to 2014 N	 F-150 King Ranch 2012 to 2014 No Min to 35000 Car SUV 	2012 Ford F-150 KING RANCH 1FTFW1ET1CKD20082 Odometer 58,279 km 6 Cylinder Automatic CR 2.5	Pickup QC - Manheim Montreal Facilitation	C\$34,600 MMR: <u>Not Available</u>	Mar 4 12:15 pm 30 Minutes 45 Seconds BUY NOW
VIN:	 Truck Van With Condition Report With Seller Disclosure Less than 50% - 120% of MMR Include listings with no MMR value 	Black Brown <u>Workbook</u> 2013 Ford F-150 King Ranch	QC - Manheim Montreal Seller <u>CENTRE RDC</u>	C\$34,300	BID Floor Not Met
BROWSE	 Include listings priced under \$10,000 in filter results Include listings with odometer greater than 100,000 in filter results 	1FTFW1ET9DKD97798 Odometer 45,659 mi CR 4.5 Get CARFAX AutoCheck VHR	Pickup NH - Auto Auction Of New England Facilitation NH - Auto Auction Of New England	\$35,000 100% of MMR \$34,700 \$34,000 97% of MMR \$34,700	4 Hours 0 Minutes BUY NOW BID
Popular Vehicle Types	Narrow Search Clear All V Make Clear	2012 Ford F-150 King Ranch	Seller <u>D C TRUST LLC</u>		Starting Bid = Floor Mar 5 12:00 am
<u>Car</u> Truck Van SUV	Ford (5) Select Multiple	1FTFW1ET4CKD85413 Odometer 66,494 mi 6 Cylinder Automatic	Pickup TX - Manheim Texas Hobby	\$32,600 107% of MMR \$30,400	1 Day 10 Hours 15 Minutes BUY NOW
Motorcycle	▼ Model Clear ✓ F-150 (5) ☐ F-Series (5) » Select Multiple	Get CARFAX AutoCheck VHR	Facilitation TX - Manheim Texas Hobby Seller MOTOR TRENDS	\$32,400 106% of MMR \$30,400	BID Floor Not Met

Manheim

Acquiring "Retail Ready" Inventory





RECAP

Manheim: Beyond Remarketing Marketplace Insights – Inventory and Consumer

Digital Strategies to Keep More Customers and Sell More Cars

Expand Inventory Options

Move from 100+ Vehicles to 70,000 Available Vehicles

Fulfilling Customer's "Wish Lists"

Saved Search queries and inventory notification

Presenting Inventory Options "Retail View" with customization

Digital "Retail" Ready vehicle information and photos



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Reminder... "The Learning Center"

BUY	▼ ▼	NY MANHEIM LC	CATIONS	⇔	Q
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Manheim: Beyond Remarketing

Digital Strategies Keep More Customers and Sell More Cars



Eddie Cawley Director of Dealer Education eddie.cawley@autotrader.com

630.200.8201



Mike Roberts The Wholesale Institute <u>mike.roberts@coxautoinc.com</u>

404 277 4923

