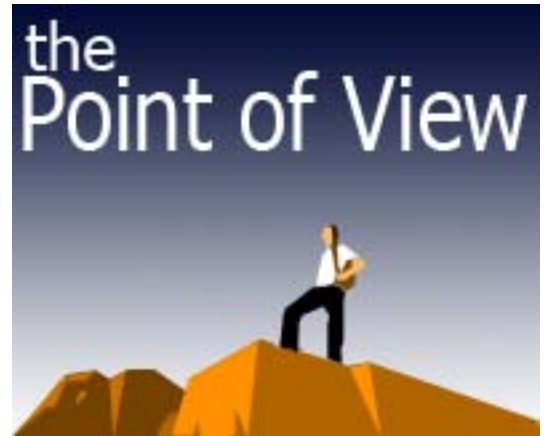




Orlando



February 2010

Volume 3 Number 2



For Manheim Orlando's Employees and Internal Distribution only

JANUARY STATISTICS

OPERATIONS	
Week Ending: 1/09/10	
Vehicles Moved:	14,779
Stocked In	2,527
Inspected	1,959
Detailed	1,459
Paint/Body	143

OPERATIONS	
Week Ending: 1/16/10	
Vehicles Moved:	18,272
Stocked In	4,589
Inspected	2,556
Detailed	2,475
Paint/Body	190

OPERATIONS	
Week Ending: 1/23/10	
Vehicles Moved:	20,048
Stocked In	5,306
Inspected	3,231
Detailed	2,423
Paint/Body	153

OPERATIONS	
Week Ending: 1/30/10	
Vehicles Moved:	22,602
Stocked In	4,588
Inspected	3,616
Detailed	2,515
Paint/Body	222

SALE # 1	Monday Sale			Tuesday Sale		
	# Offered	# Sold	Sale %	# Offered	# Sold	Sale %
	309	235	76.1%	4,417	2,360	53.4%
P.S.I 457	Dealer Attendance			Dealer Attendance		
	In Lane	On Line	Total	In Lane	On Line	Total
	140	431	571	1,753	1,138	2,891

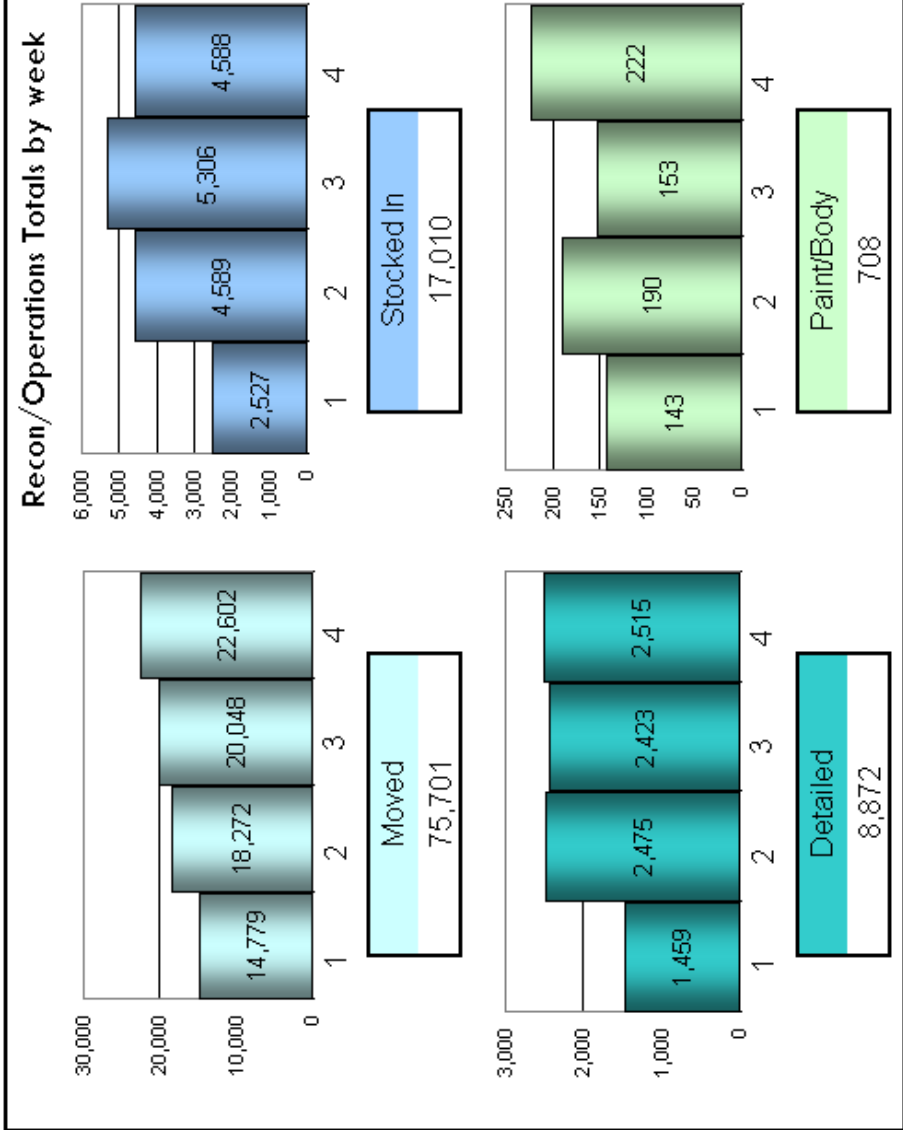
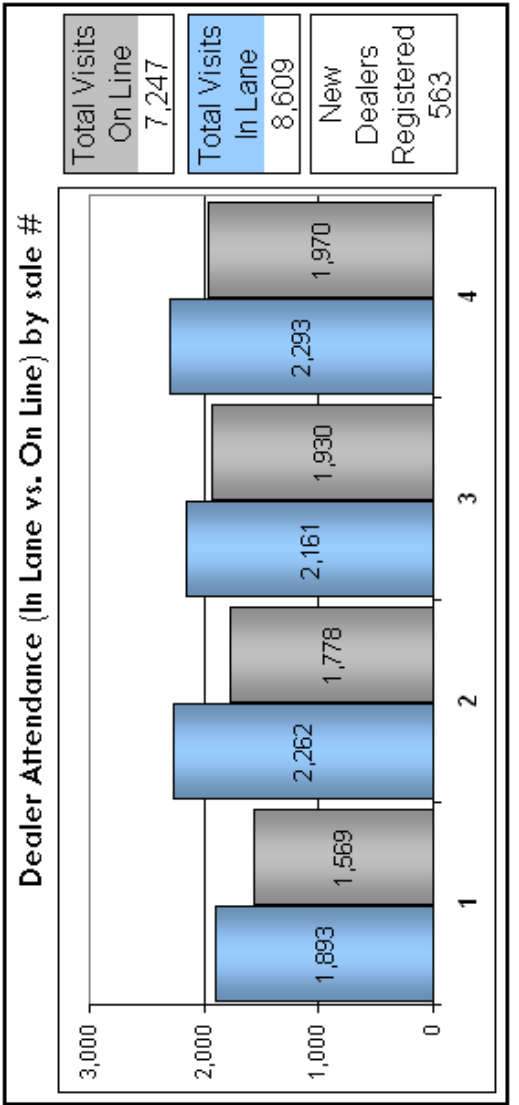
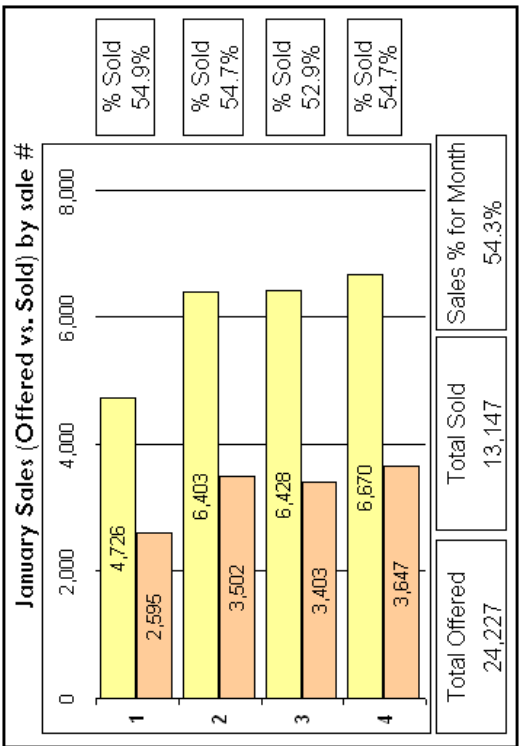
SALE # 2	Monday Sale			Tuesday Sale		
	# Offered	# Sold	Sale %	# Offered	# Sold	Sale %
	635	560	88.2%	5,768	2,942	51.0%
P.S.I 691	Dealer Attendance			Dealer Attendance		
	In Lane	On Line	Total	In Lane	On Line	Total
	225	516	741	2,037	1,262	3,299

SALE # 3	Monday Sale			Tuesday Sale		
	# Offered	# Sold	Sale %	# Offered	# Sold	Sale %
	526	452	85.9%	5,902	2,951	50.0%
P.S.I 629	Dealer Attendance			Dealer Attendance		
	In Lane	On Line	Total	In Lane	On Line	Total
	231	624	855	1,930	1,306	3,236

SALE # 4	Monday Sale			Tuesday Sale		
	# Offered	# Sold	Sale %	# Offered	# Sold	Sale %
	467	379	81.2%	6,203	3,268	52.7%
P.S.I 628	Dealer Attendance			Dealer Attendance		
	In Lane	On Line	Total	In Lane	On Line	Total
	187	463	650	2,106	1,507	3,613

Perfect Lanes by week	
Week /	Lanes
1 /	3, 4, 5, 11, 12, 13, 14, 15, 16, 17, 18, 19, 20
2 /	1, 3, 4, 5, 6, 12
3 /	1, 3, 4, 5, 6, 12, 14, 18, 19, 20
4 /	5, 6, 12, 14, 16, 20, 22

The first sale in January saw a 92.5% compliance rating. The percentage dropped 3 weeks in a row to a low of 87.2%. Let's start an upward trend in February and reach for our goal of 95%. Thanks for everyone's help.



52 Weeks of Perfect Punches by: Sharon Carter (MAFS Manager)



MEGA KUDOS goes out to the MAFS department for being the first Manheim Orlando department to achieve 52 weeks straight (that's right folks, 1 YEAR) without a missing time clock punch! The team has celebrated milestones along the way, winning prizes such as scratch off lottery

tickets, movie or gas cards and a special luncheon.

Aside from these rewards, the MAFS team cited their attention to precise punches provides them with the most desired result, receiving accurate pay checks. They credit their success with a diligent emphasis on making sure their time card swipes are accepted every time they punch, reminding each other to punch and punching together.

It's become a good habit for them now and they claim the incentives have helped, but they also elaborated that none of them wanted to be "the one" to botch the perfect punch record and cause them to start over again!

MAFS Manager, Sharon Carter, says "Our staff is very committed to our customers and each other alike. They always put forth their best efforts to meet any challenge we face. I continue to be impressed by their dedication and accomplishments and am proud to work with each one of them. They make my heart happy!"



American Cancer Society - Relay for Life Information



It is time for the Relay for Life again! This year the Relay will take place at Ocoee High school on the football field. The event kicks off Friday April 9th at 8 pm and concludes on Saturday the 10th at noon. There are still 8 walker positions open Saturday morning from 1 am to 5 am. We need two people on the track at all times.

If you are interested in signing up please contact Gloria Gevers at 407-468-2187.

The following fund raising events are taking place on Tuesday, February 9, 2010, benefiting West Orange Relay for Life/American Cancer Society:

- **Jeans Day:** All day. For a \$5 donation you will be able to wear jeans on sale day. Your manager will collect the \$5 and give you a pink ribbon to wear.
- **Silent Auction:** 8 am to 1 pm. Baskets prepared by Manheim Orlando departments and donated to silent auction. Please have your baskets to the Main office on Monday, February 8th by 4 pm.
- **50/50 Chance Drawing:** Drawing will be held at 1:30 pm. Tickets will go on sale 1/11/10, \$1 for 1 ticket or \$10 for 12 tickets. Dealers can purchase tickets at Marketing, MAFS, Dealer Sales and Main Office.

We appreciate your help with this very worthy cause! Thank you.

Cox Haiti Relief Effort

from a January 15th email

We have all watched this week the heartbreaking news from Haiti after Tuesday's devastating earthquake. I know many of you are wondering what you can do to help the victims. Many of you have already reached out, through relief organizations or other channels. I have personally talked with some of you who have loved ones in Haiti, and our thoughts and prayers are with you at this difficult time.

It is feared that tens of thousands of people were lost in the disaster, and millions of others were directly affected in the impoverished nation. Relief efforts are hindered by many challenging factors, including the widespread damages to Haiti's roads, port, medical facilities and more.

The United States and other nations are stepping in to help. There is much more to be done, and all of us here at Cox want to contribute to the relief.

How Cox is Helping:

We developed the **Cox Haiti Relief Effort**, and we want to share information about the program with you because so many of you have asked how you can help.

By partnering with the **American Red Cross** and **CARE**, two international humanitarian organizations already on the ground helping victims and their families, we can make sure our donations quickly, safely and directly get to those who need our help. Cox has a long history of supporting these agencies, and we are confident that they will use our contributions efficiently and in good ways.

The Cox Haiti Relief Effort consists of:

- A media commitment in donated PSA (Public Service Announcement) air time and ad space by Cox media companies. We will run ads developed by the Ad Council.
- A \$250,000 gift from the Cox Foundation split equally between the American Red Cross and CARE.
- An easy way for you to help by making online donations directly to the American Red Cross or CARE:
 - Visit the American Red Cross donation site at <http://www.redcross.org>
 - Visit the CARE donation site at <http://www.care.org>

I am proud of how quickly our companies and employees have been moved to support this crisis.

Thank you for helping Cox help those in need.



Jimmy Hayes

President and CEO

Cox Enterprises, Inc.

Safety Matters by: John Woodhouse (Safety Manager)

I know I have written about this topic in the past, but it is something I feel strongly about. Seatbelts save lives. Ask anyone in the fire service or anyone who has been involved in an accident while wearing their seatbelt. The statistics prove it.

Though there have been great improvements in employees wearing seatbelts, I still see some employees that do not wear them. Everyone knows about the accident that occurred here on December 4, 2009. A seatbelt saved that employee's life.

I've talked to many employees about why they don't wear them and have heard all the reasons (or excuses) why they don't. "We're not driving that fast" is mentioned quite often. What happens if there is a problem with a vehicle or a driver has a medical condition? I've seen both happen where the vehicle was traveling at a high rate of speed. "I'm not traveling that far. I'm only moving a short distance". I have recently seen a driver travel a distance of 30 feet and damage 7 units. "They're uncomfortable". Oh well. I've even heard "If my kids are in the car, I always buckle up". What difference does it make if your loved ones are in the car or not?

I'd like to thank those employees who faithfully wear their seat belt while driving on property (hopefully while off property too!). The "buckle up" requirement isn't just during the sale, it means every time you drive a vehicle for Manheim, on or off property. It's also the law. Having a habit of not wearing your seatbelt, or violating any other safety guideline, could result in write ups and eventually termination.

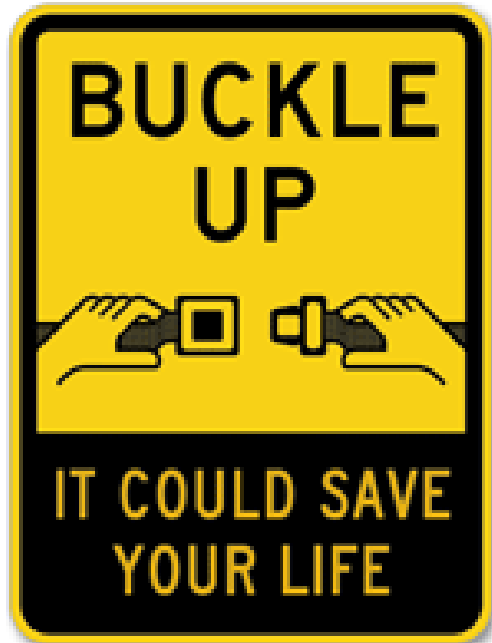
According to the National Highway Traffic Safety Administration (NHTSA), traffic crashes take the lives of thousands of people a year. Most of those who die on the road are not buckled up. Drivers and passengers can be ticketed if they are not buckled up. If children under 18 are not properly belted, the driver will be issued a ticket.

Starting back on June 30, 2009; law enforcement can now pull you over and ticket you for not wearing a seatbelt. They don't need any other reasons to pull you over.

In 2007, an average of 9 people a day died on Florida roads. So protect yourself, your family and your friends. Be sure that everyone on every trip buckles up. And remember, if you "Click It", you won't get a ticket.

Seatbelts are made to work in conjunction with air bags. If not properly belted and the airbags deploy, you could be injured or sustain more severe injuries. Safety belts should always be worn with the lap belt low and snug across the hips and the shoulder belt across the chest. Shoulder belts should never be placed under the arm or behind the back. Front seat drivers and passengers should sit upright against the back of the seat. Passengers should adjust the seat as rearward as practical. Drivers should adjust the seat such that they position themselves away from the air bag module, while maintaining the ability to safely operate all vehicle controls. Moving the seat rearward, slightly reclining the seat back and/or tilting the adjustable steering wheel downward can change the driving position. Remember, NHTSA recommends there must be at least 10 inches distance between the steering wheel hub, where the air bag module is located, and the driver's breastbone.

According to the National Safety Council, "motor



vehicle crashes cost US businesses \$53 billion last year". They're the number one cause of workplace accidents. Just one crash can cost a company \$29,000 in lost productivity, insurance costs, and workers' compensation.

Don't do it for me or for the company, do it for yourself and for your family, and please keep yourself and your co-workers safe.....it only takes a few seconds to buckle up. If a vehicle is not equipped with a driver's seat belt, please report it to your Manager or Supervisor.

Cheering Each Other On

To whom it may concern: I would like to take the time to notice Dave Lopez of the Cert Shop for an outstanding job fixing my car. Dave fixed my car in one day. I know from past experience it would have taken several days at any other shop to fix. Thanks Dave for doing a great job!!! Hopefully I will not have to get my car fixed anytime soon but if I do it will be at our Cert shop.

Wayne Catrett (Maintenance)

Your Benefits:Employee Assistance Program

Everyone needs help from time to time. It's often the predictable events and transitions in our lives-things like starting a new career, marriage, the birth of a child, or buying a house-that find us feeling unprepared to cope.

Whether you're looking for information on health and wellness topics or you're ready to seek personalized assistance, The EAP program can help. The EAP Program offers brief, solution-focused resources for all types of life issues.

Free and confidential counseling with a licensed counselor to help you or full-time members of your household address issues such as:

- Stress management
- Relationship problems
- Interpersonal conflicts
- Depression/Anxiety
- Substance abuse
- Financial issues

Referral programs to assist you in finding resources, information and assistance regarding:

- Adoption

- Child care
- Special needs
- Selection of schools, daycare, summer camps or after-school care
- College
- Volunteer opportunities
- Health and wellness issues
- Career options
- Elder care
- Financial planning
- Convenience services
- Legal services

To Access Magellan Health Services Call 1-800-888-CARE (2273) or, visit <https://www.magellanassist.com/default.asp> and click on the "New User" button. You will then be asked to enter your program toll-free number (800-888-2273) and your Organization Name (Cox).

Liz's Health Corner by: Liz Schneider (National Accounts)

Now that the New Year has begun many of you have made resolutions to get on track and lose those extra unwanted Christmas pounds, here are just a few pointers to help with those decisions:

- A walk a day keeps the doctor away, did you know that by walking only 150 minutes per week at a moderate intensity strengthens the immune system and prevents illness?? Not to mention increase your metabolism to burn fat.
- Regular Exercise prevents dangerous abdominal fat that increases the risk of cardiovascular disease and diabetes. By doing 80 minutes of aerobics or weight training per week prevented abdominal fat gain. Of course you need to watch those calories as well.
- In being conscious of your health and creating an exercise program that fits your lifestyle you can add years to your life and

you can be a healthy example for your family to follow.

Look for more tips in the next Health corner in your POV.



Congratulations/Announcements

Congratulations:

To Jeremy Dyal (National Accounts) and his wife Kristi on the birth of their new baby boy, Jacob Ian. Jacob was born on December 23 at 10:50pm. Weighing in at 7lbs.15 oz.



Also, congratulations to Julia Dyal (Chrysler Manager) for becoming a first time Grandma!!

Congratulations:

To Lorenzo & Aesha Slayton. Lorenzo's wife just had a baby girl named Somaya, weight 6 lbs 5.4 oz and 19 inches long.

Congratulations:

To Patti Piatek (Main office Title clerk) on the birth of her grandson Andrew Gerald Piatek born on Christmas Eve 2009. 7lbs 9 oz. Parents are Michael and Susan Piatek of Winter Garden, FL.



Congratulations:

To Tammy Beebe (title clerk) for graduating from Warner University in Lake Wales with an Associate's Degree.

Manheim Orlando in the Community by: Joan Pike (AGM)

Thank you to everyone who participated last year in several Community outreach endeavors through Manheim Orlando. It takes all of us, residents and businesses, to help Ocoee and Winter Garden be great communities in which to live and work.

In December, we normally send our National and Fleet/Lease account representatives a holiday present; however, with so many company policies frowning on this practice we decided to make a donation in their name to the local West Orange Branch of the Boys and Girls Club of Central Florida.

Darlene Conkling and I were able to visit them at the beginning of December and learned they had several areas of need, including furnishing a new reading center for the little ones. We were able to donate \$5,250.00 to this endeavor on behalf of our customers.

Did you know you donated 103 units of blood in 2009 on behalf of Manheim Orlando employees and their families? If you multiply this number by three (three is the number of lives each unit of blood can save), we have saved 309 lives.

I am so very proud of everyone who took the

time to donate.

Up coming events:

Please mark your calendars for the following upcoming events:

- February 1st thru 15th - Manheim Orlando will match donations for Haiti Relief. Managers will be the collection point. Cash or check will be accepted. See your manager for more details.
- February 9th – Jeans day, 50/50 chance drawing and silent auction benefitting Relay for Life/American Cancer Society.
- April 9-10 – Relay for Life at Ocoee High School, benefits American Cancer Society (see Gloria Gevers, Operations, to sign up to walk).
- May 22 – Employee Picnic at Camp Down in Windermere, 2:30 pm to 7:30 pm (Employee plus immediate family).

As you can see we are already busy preparing for several events in the first half of 2010.

Thank you for all you do at Manheim Orlando and for our local communities of Ocoee and Winter Garden.

National Accounts Achievements for 2009 by: Kelly Moye

2009 was a very exciting year for National Accounts and Manheim Orlando.

The following achievements were due to all Manheim Orlando pulling together as a team! So, congratulations Manheim Orlando on the following:

- #1 Hyundai Auction for 2009
- # 1 Mercedes Benz for 2009
- #1 OVE Auction for Honda
- GM/GMAC ranked 6th out of 39 auctions for 2009
- BMW ranked 4th out of 18 for 2009

- #1 Sales Volume for Chrysler Financial 2009

In addition to these accomplishments, we have had extremely successful Online Event Sales for Enterprise. We also acquired the Nissan account in 2009 and are currently running weekly sales for them. As more achievements come in we will share with everyone.

Once again thank you Manheim Orlando for all your hard work!



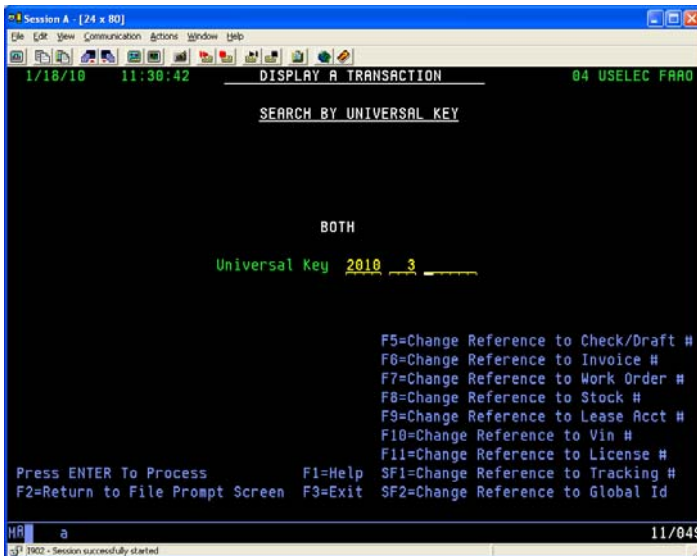
Helpful Hints: GI03 - Display a Transaction

Use this menu option to look up information for a single transaction. This menu option searches both the vehicle file and the history file. Some of the information you can view through this menu option includes:

- The vehicle description with the Vehicle Identification Number, and any announcements.
- Buyer's side information with How Paid code, fees, and sale price.
- Seller's side information with seller fees, adjustments, and Selnet.
- Other information, such as payment dates, auctioneer initials, and title information.

Function keys lead to several other programs that have information on the vehicle, including Factory Info, Recon Tracking, Return Vehicles, Arbitration, Dealer Recon, Accounts Receivable, Pickup Notices, and more.

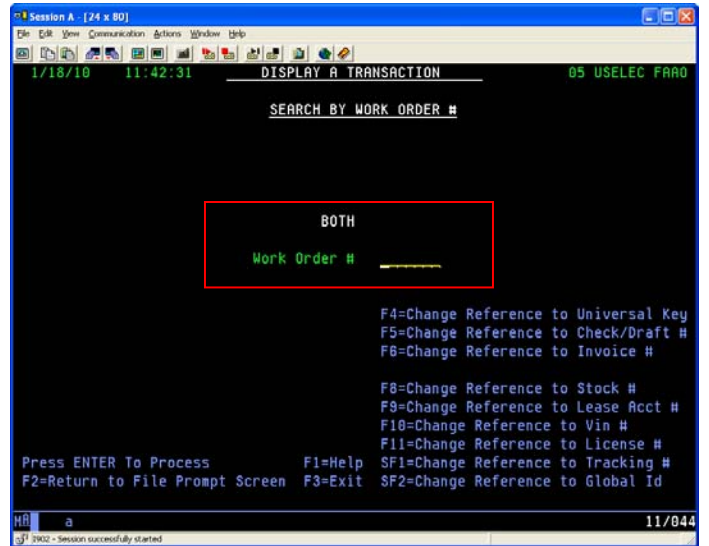
GI03 - Transaction Selection Screen



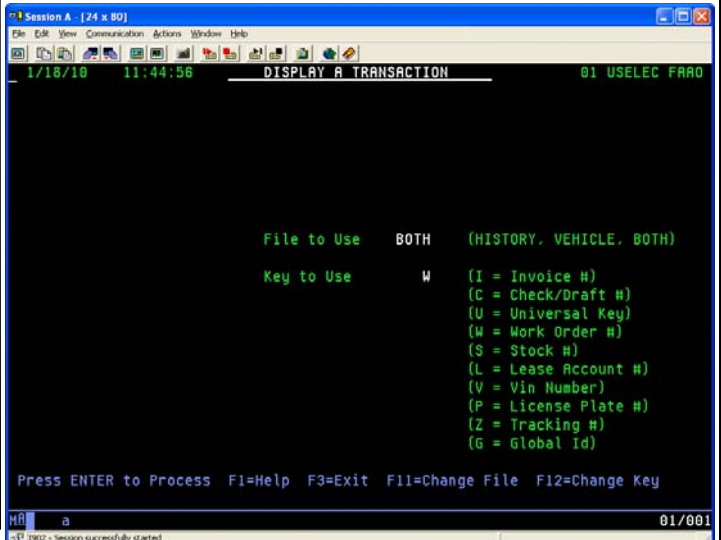
This screen is used as a way to select a transaction to view in many programs throughout the system. Use the main screen to select a transaction (a vehicle) by specifying one of 10 fields that can be used to identify a transaction.

- | | |
|--|---|
| <ul style="list-style-type: none"> • Universal Key • Check or draft number • Invoice # • Work Order number • Stock number | <ul style="list-style-type: none"> • Lease account number • Vehicle Identification Number (VIN) • License # • Tracking # • Global ID |
|--|---|

To search by any of these criteria, press the corresponding function key. For example, to search by work order, press F7. You will see this field change:

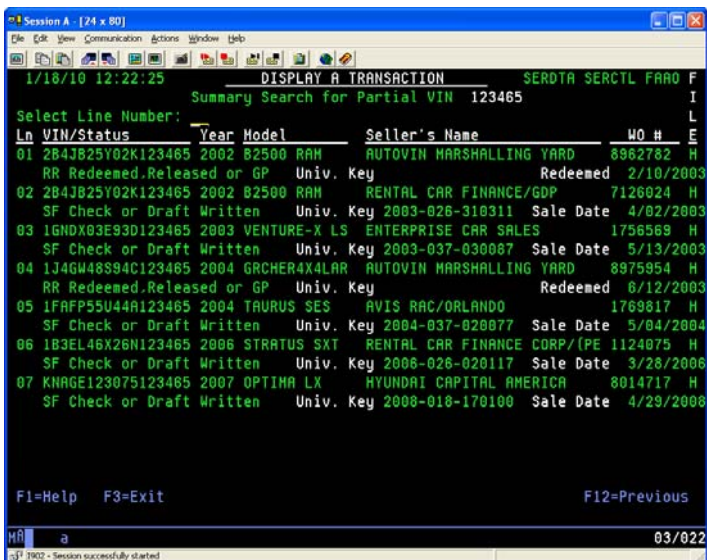


By default, GI03 will search both vehicle (active) and history files. To narrow search results, press F2 and select your preference on this screen:

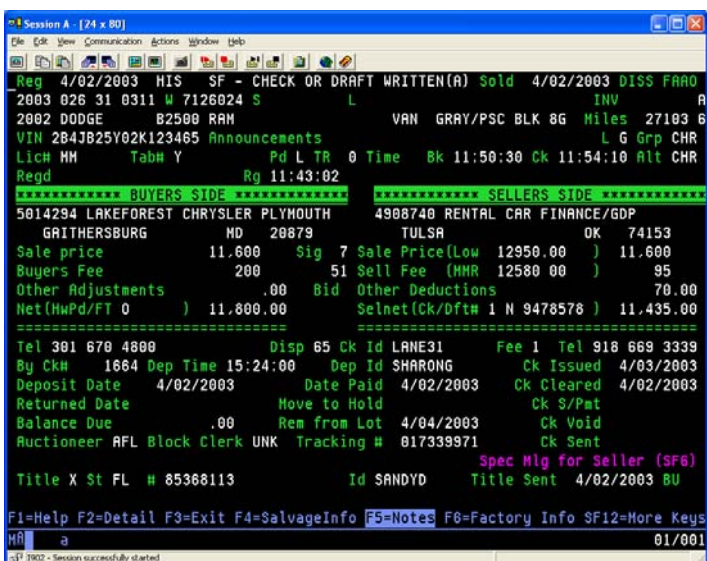


If you have selected a transaction by the last 6 or 8 of the VIN, the next screen you see is Display a Transaction - Summary Search for Partial VIN screen. If you have selected a transaction by any other field, the next screen that opens is the General Information screen for the transaction you have selected.

Summary Search for Partial VIN screen



This screen appears when you search using the last 6 or 8 digits of a VIN. There may be more than one match to your search, so you now narrow your search to the transaction you were looking for. Enter the line number of the desired transaction in the SELECT LINE NUMBER field and press ENTER. Or, you can position your cursor on the line of the transaction and press ENTER. The General Information screen opens.



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General Information screen

Once you are on the General Information screen you can see many details relevant to this transaction. Information on this screen is displayed in the following areas:

VEHICLE DESCRIPTION

At the top of the screen, the general vehicle information is displayed for the vehicle being bought/sold in the transaction you have selected. In the center of the screen the status code and description of status code for this transaction appear. The date and time the vehicle was registered, the invoice number, universal key, year, make, model, equipment, mileage, any announcements that were made, whether or not it was arbitrated, and title information are shown below. If this is a factory or fleet/lease vehicle, the work order number, stock number, and lease account number appear.

BUYERS SIDE

This section contains the buyer's dealer number, name, phone number, sale price, fees, adjustments, Buynet, and how the vehicle was paid for.

SELLERS SIDE

This section contains the seller's computer number, name, phone number, sell-for price, sale price, any deductions made, and Selnet.

(OTHER INFORMATION)

This section contains other information about the vehicle, including buyer's and seller's telephone numbers, disposition code, buyer check number, deposit date, auctioneer initials, and title information.

Do not give this printout to customers. This information is for internal use only.

We will cover more uses of the GI03 and how to navigate within this menu next month.



Orlando



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www.faa.com

For Employees, By Employees

Our goal is to increase employee involvement at Manheim Orlando by informing everyone about what is happening here and the activities we are involved in. We believe knowledgeable employees can help to shape and guide the continued growth of Manheim Orlando as a place to work, do business, and be a responsible member of the communities in which we operate.

If you would like to submit an article or announcement to the Point of View, please drop it by the Point of View box located in the HR Department or email freddy.clark@manheim.com or toni.pennington@manheim.com.

One more thing, please share these copies of the Point of View with your co-workers. We can save trees by sharing!

To all Manheim Orlando Employees,

**You are the reason
Manheim Orlando is the
#1 auction in the
industry.
Thank you for all you do.**

A handwritten signature in black ink, appearing to read "Allan Wilgus".