



Manheim

Orlando



the
Point of View



March 2009

Volume 2 Number 3



A message from...

Tim Sherk
Assistant General Manager



Hello Team Manheim!

We are off to a great start in 2009, in spite of the struggling economy and constant changes in our market. We, as a team, have pulled together to work more efficiently while continuing to provide excellent customer service.

One of our goals is to keep everyone on our property safe. We have worked hard addressing the issues and comments noted in our last survey, of which many have been resolved. It is important to us to provide a comfortable and safe environment for everyone to work, where both our employees and customers are happy. We hope our efforts have not gone unnoticed; your input has been invaluable to us.

We are also grateful for the help of John Woodhouse, Safety Manager for Manheim Central Florida and Manheim Orlando, as well as Lisa Kirk who has taken on the administrative duties of the Safety department.

In addition, I would like to announce Renee Epps is now our Marketing Manager. She has shown tremendous effort in learning the many aspects of the Marketing department, and has done so with a full workload. We appreciate Renee's professionalism with our customers as well as the Marketing staff. She has learned a lot in her short time here and we feel she will be an asset to the Sales and Marketing team.

We appreciate everyone's efforts to work safely, efficiently and courteously!

Tim Sherk

Assistant General Manager

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Fun and Games

Your Voice was heard in 2007

Many of you took the opportunity during the All Employee Surveys to make suggestions on what could be done to make things better here at Manheim Orlando. On the next few pages we will discuss where we are addressing your concerns. If you have any questions or concerns, please contact HR and we will research.

<u>Department</u>	<u>Comment</u>	<u>Resolution</u>
All other departments	Running tally of what Allan's goals are.	2009 Focus.
All other departments	Would like more training on defibrillator, CPR and response. List of whom to call and in what order	AED training ongoing. CPR training scheduled for August.
All other departments	New building bathrooms have terrible odor in hallway sometimes	Exhaust fans changed and size increased. Didn't fix problem, we will readdress.
All other departments	Pedestrian hump needs stripes outside main office entrance	Installed.
All other departments	Stop sign at Dealer Sales	Installed.
All other departments	Put hats back on cars in staging area for Limo	Hats are being used now.
All other departments	Shuttle available to parking lot when it rains	Limo when available.
All other departments	Would like weekly stats report emailed with a graph	Stats emailed to man-ork each week without graph.
All other departments	More managers available on sale day for approval of deals	Done.
Block	More "No Smoking" signs in the lanes. Auctioneers are smoking before sale in lanes.	Done. Doug will address with specific Auctioneers.
Block	Need more water on the Block in the summer time.	Each lane has a cooler on it.
Block	Exhaust fans always need to be on during Sale.	EMT does morning walk through to check.
Block	Heaters lowered or additional heaters needed on lanes. Some kind of shield installed to block wind.	Heaters have been lowered as much as possible.
Block	Keep temps awake.	Management and Safety Council are checking and taking more responsibility with Safety in the lanes on sale days.
Block	They would like to have two computers on the bottom block.	Not enough computers to do this. Cost/benefit is not there.
Detail, Mech & Body Shop	Tasha's door at W.O. Body shop needs to be fixed.	Fixed.

<u>Department</u>	<u>Comment</u>	<u>Resolution</u>
Detail,Mech & Body Shop	Cars being brought in to W.O. Body Shop are scattered everywhere. Need better communication and more room for cars.	Communication is better and the staging area is being organized.
Detail,Mech & Body Shop	Would like some notice of extra work coming in.	Giving as much notice as possible.
Detail,Mech & Body Shop	Lockers have locks on them but employees have termed.	Lockers were inspected and cleaned out if abandoned.
Detail,Mech & Body Shop	Bumper shop roof leaks worse than old one.	Moved to West Orange.
Detail,Mech & Body Shop	They want bottled water in lanes. If Management won't drink out of dispenser then why should they. (filters not changed regularly)	New water filter systems installed at detail, and the filters are being changed regularly.
Detail,Mech & Body Shop	Need more bumper stands. We currently use trashcans.	Ordered & delivered but not needed since move.
Detail,Mech & Body Shop	Would like more exhaust fans in bays at W.O. Body Shop.	Purchased four floor fans.
Detail,Mech & Body Shop	We need at least 6 jump boxes.	Purchased jump boxes.
Detail,Mech & Body Shop	We would like some extra rain jackets to pull cars in or take out during rain. Poncho's get sucked up in vacuum. Both shops.	Rain jackets were purchased.
Detail,Mech & Body Shop	Roof leaks at FAAO Detail in lane 3 buffing area.	Repaired.
Detail,Mech & Body Shop	Lighting in interior section of lanes is poor and hard to see dirt on interiors.	Updated bulbs.
Maintenance	Rubber boots for cleaning restroom, especially in new section bathrooms have too much traffic and are a mess on sale day.	Boots are available.
Maintenance	Want feedback on when jobs are complete and "Thank You" for job well done	Effort is made to let them know they do a great job.
Maintenance	More structure as far as what they will be doing	New Supervisor.
Maintenance	Lead by example	New Supervisor.
Maintenance	Put mirrors up around dumpster to help with visibility	Slats have been removed to improve visibility.
Maintenance	Would like a suggestion box in maintenance for night maintenance problems	Suggestion boxes are in place and checked monthly.
Maintenance	Need more training for lifting and chemicals.	Yes, new products and training ongoing.

<u>Department</u>	<u>Comment</u>	<u>Resolution</u>
Multiple Departments	Want regular meetings to keep informed. Better communication of events that affect them	All departments should hold regular meetings. Departmental newsletters and monthly employee newsletters are in use.
N.A. & Fleet	Back door leaks going to recon from Fleet	Addressed during building remodel.
N.A. & Fleet	Window tint on N.A. Account Reps office windows would help	Done.
N.A. & Fleet	Reviews throughout the year.	Mid-year review are being given to N.A. employees.
N.A. & Fleet	Want tent misters back	Maintenance is looking into.
N.A. & Fleet	Need a weather radio at N.A. office and procedures for tornados	Purchased and severe weather procedures written and in place.
N.A. & Fleet	Suggested a good book for Managers and Supervisors titled "Characteristics of a leader"	Purchased and distributed.
N.A. & Fleet	Flow of GM cars is not good. Cars are mixed in with ours and people are coming to pick up smart cars and leave other cars all around. Amy, Robert and Tony went out to fix it but couldn't come up with a solution except to keep checking the pad.	Signs on clean pad are making the organization better.
Operations	We want jump cart training.	Jump cart training is available, contact manager to arrange.
Operations	Everyone needs to get a review and input should be from crew/lane leaders.	2008 reviews were done by Crew leaders or immediate supervisor.
Operations	More golf carts needed.	27 lot cars have been purchased and 16 golf carts.
Operations	Steps needed on drivers door on Dodge vans.	All vans have steps and rentals have portable steps.
Operations	Equipment needed to keep carts clean.	Equipment available at FAAO Detail Shop.
Operations	Need traffic stopped going between Oak grill and building.	Bollards have been installed.
Operations	Signs made "Don't Feed The Animals".	Cats were being trapped, fixed and only released if healthy.
Operations	Ice machine needs to be cleaned.	Cleaned by Low Temp on a regular basis.
Operations	Oak grill refrigerator needs to be cleaned out.	Cleaned out and checked regularly.
Operations	Coolers are dirty and need cleaning more often.	Cleaned weekly.
Operations	Light by gas truck blinks off and on.	Repaired.

<u>Department</u>	<u>Comment</u>	<u>Resolution</u>
Operations	Temp Shed would like desk and chairs. (Second hand would be o.k.)	Desk and chairs delivered.
Operations	Higher pay needed for Crew Leaders and lane leaders to get better candidates.	Crew Leader training and testing beginning in February 2009. More \$\$ for qualified candidates.
Operations	We want lane maps at front gate.	Emailed out weekly.
Operations	Pot holes in lane 16 on lot.	Filled.
Operations	Would like a book of management's faces for a reference.	Given to all employees in the "Point of View".
Operations	Refrigerator at limo break area has broken handle.	Handle was repaired.
Operations	Work load and staffing – Tow truck crew is short handed.	Hired more tow truck drivers.
Operations	We need lime rock on road in nursery where one lane passes.	Lime rock put down.
Operations	Safety incentives need to return.	Lotto cards given for seatbelts on sale day and lunch ticket will return.
Operations	Headlights needed on golf carts.	Only use golf carts with headlights at night.
Operations	Porto Potties are old and falling apart and have no hand sanitation.	New Potties are in place with hand sanitizers.
Operations	Neon vests should be worn at night.	Purchased and available.
Operations	Bathroom at Oak grill always overflowing.	Remodeled last year.
Operations	Break area at Oak grill floods when it rains.	Renovation in Capitals for 2009 has been approved.
Operations	People shouldn't be testing the test track before they get to it.	Signs "employees only" have been installed. Safety and Arb have been monitoring the track. Extended test track.
Operations	Factory sink in break area has to be plunged regularly because of coffee stirrers. It needs a strainer.	Strainer installed.
Operations	Post 15 needs window tinted.	Tinting installed.
Operations	Supervisors need more training.	Training is scheduled - P's & Q's / Leadership Fundamentals
Operations	Lanes being parked 5 deep instead of 4 deep causes damage to cars and makes job difficult.	Try to keep it to 4 deep unless necessary for 5 deep.
Operations	Poor lighting around property: Snakepit, receiving, etc.	Not approved for 2009 budget, will try again in 2010.
Operations	Vans need regular maintenance and repairs.	Vans are being repaired on a weekly basis.

<u>Department</u>	<u>Comment</u>	<u>Resolution</u>
Operations	Oak grill is not being kept clean.	Wayne and Christine monitor regularly.
Operations	It is dangerous driving around Fish Lake because of cars parked along North side.	We are no longer parking cars North of Fish Lake.
Operations	More microwaves at Oak Grill.	We installed four new microwaves for your convenience.
Operations	Shade at Arbitration.	Will build a canopy in the corner of employee and dealer parking. Project to be completed by May 2009.
Operations	Lanes need to be repainted they are very hard to see.	Working on sections at a time.
Operations	Ted Willis's people mover is so bad it bottoms out.	Repaired.
Operations	Traffic people need more training.	More auction employees need to volunteer.
Operations	We want numbers written on front and back of car. Lease is not doing it.	Most accounts are. Tony will have Elmy and support put crayon while stickering.
Operations	Remove routing stickers from line of sight.	Stickers are moved out of line of sight.
Operations	It is very hard to get across story from Carter road leaving the snake pit.	Bridge on hold for capital budget reasons. Working with Winter Garden to install a red light.
Operations	We want jump cart drivers to acknowledge they heard and will respond.	In Process.
Operations	Need more pickups on west side of building.	In Process.
Operations	Dangerous getting through the sold field it is a junk yard.	It has been cleaned up.
Security	Need a fridge on post 14.	Done.
Security	First Aid kits.	All managers have one.
Security	Inventory Control needs to scan all cars on Friday to help weekend security locate cars.	Auction Trac has been implemented.
Security	Pickup orders with correct gate location on them.	Working with Transportation on procedures.
Security	Would like a broom, pan, squeegee and water hose on post 14.	Delivered.
Security	Would like lists updated for different cars coming in receiving.	Done.
Security	New awning on Post 14 needs sides lowered when it rains we get wet.	Done.

<u>Department</u>	<u>Comment</u>	<u>Resolution</u>
Security	Would like to be notified when you have guests coming to gate. (Save on time calling departments looking for authorization)	We are looking for ideas to make the system better.
Security	Spikes need to be painted on post 22 dealers and transporters trip on them.	Done.
Security	Reflective tape put on guide wires.	Done.
Security	Reflective lines put on main roads on property.	Done but needs to be freshened up.
Security	Smart Auction Drive Outs never ready.	Gotten better. Sometimes transporters are there before we are notified of sale.
Security	Employee's not following through when they tell a customer the drive out is at the gate.	Has gotten better.
Security	Need more kerosene available for heaters.	Kerosene is being delivered in 5 gal buckets to the gate.
Security	Sewage smell at front gate is bad.	Lift station at gate. Don't have a solution yet.
Security	Would like Ops or Limo vans to use at night to shuttle.	Limo is letting them use 2 vans.
Security	Would like Managers to be more personable.	Discussed with managers.
Security	Temps need to have I.D. to go through the temp gate.	Most have them.
Security	We need diesel fuel for heaters.	Changed to kerosene. Fuel delivered daily.
Security	Have receiving at main gate on Monday in lane 14.	No room to receive at main gate, plus it helps the vehicle flow on sale day.
Security	Northgate reopened.	No staff available.
Security	Need signage for INOPS vehicles being brought in.	Ordered.
Security	Spiders and Roaches are bad at Factory guard shack.	Ralph has sprayed personally for bugs and maintenance has them on the monthly program.
Security	Yellow light at Factory Security check in.	Installed.
Security	Would like some running water at Factory guard shack.	Sanitizer installed.
Security	Spot lights needed on golf carts and S10 truck. Need spot lights on post 7 and post 22.	Will install on Security vehicles. Installed spot lights at post 7 and 22.
Security	Need a jump cart driver on night shift with jump box and gas.	Sterling Ward.
Security	Windows on post 22 need to be tinted.	Tinting installed.
Security	Plexiglas installed in breezeway to minimize wind effects during winter.	Under consideration.

<u>Department</u>	<u>Comment</u>	<u>Resolution</u>
Security	Signage at Factory check in is rusting and looks bad.	Some replaced, more being replaced.
Security	Would like someone on sale day at factory to direct drive services where to park and monitor lot.	2 - employees doing traffic.
Veh. Reg/C.R.	Need more golf carts, handhelds and zebras.	All employees have handhelds and zebras. Planning on getting more golf carts.
Veh. Reg/C.R.	When crew moves cars scan them first.	Auction Trac.
Veh. Reg/C.R.	Lights need to be lowered under canopy	Can't lower because of wind and safety concern.
Veh. Reg/C.R.	Dealers and transporters speeding on lot.	It's everyone's responsibility to help control speeders.
Veh. Reg/C.R.	Flood in ramp entrance to Vehicle Registration when it rains.	Fixed by maintenance.
Veh. Reg/C.R.	We need lane schedule updates.	Sending via email.
Veh. Reg/C.R.	Cotton instead of polyester uniforms and Nextels back.	Changing.
Veh. Reg/C.R.	Temps need more training.	No temps in vehicle registration anymore.
Veh. Reg/C.R.	Lot Ops vans park too close to Vehicle Registration trailer.	Not as bad, crews are parking closer to grill area.
Veh. Reg/C.R.	We would like yellow stickers instead of Orange.	Not enough colors available.
Veh. Reg/C.R.	Pedal shifters should only be driven by a select few that have been trained.	Only driven by Managers or trained employees.
Veh. Reg/C.R.	Sale day portable car washers make it tough to move a car between 5 and 6. They need to have longer hoses or have to be done by 9am.	Out by 10a.m. on sale day.
Veh. Reg/C.R.	Repaint lines for parking spots putting 2 feet between the cars.	Repainting lines at 57 & 58 asking N.A. to leave 2 feet distance.
Veh. Reg/C.R.	We need someone in 58 and signs that say GMAC, World Omni so truckers would drop off in correct spot. Have a shuttle for truckers to make sure the cars are on spot.	Signs installed to improve this lot.
Veh. Reg/C.R.	It is dangerous area from clean car to dirty car pad. You need to paint more lines and put traffic person out there.	Stop sign has been installed.
Veh. Reg/C.R.	Have portable tank available to spray cars off before C.R. report is done.	Tanks are available.

Meet the Manager: Jeff Henck- Arbitration by Toni Pennington



Jeff Henck is the Arbitration/Post Sale Inspection manager here at Manheim Orlando. Under his guidance, an average of 750 units are Post Sale Inspected every week. In 2008, Manheim Orlando lead the nation in Post Sale Inspections and performed a record 1,300+ inspections in one week.

Here are some more interesting facts:

- Born on August 29th
- Originally from Altoona, Pennsylvania
- Has been married to his wife Sandi for 21 years, has 2 daughters, 9 year old Summer and 17 month old Melody.
- When he was 16 he competed in "Mr. Teenage Altoona" body building contest and placed 6th
- Worked for 5 years at an Independent Auction in Ohio
- Started with Manheim Ohio in 2000
- First car was a 1976 Cobra Mustang 2, that he fixed up

- Favorite vacation spot is Turtle Beach, Florida (said since he has moved here he has not left the state for vacation)
- Still likes to lift weights
- When he grew up he wanted to be a Professional Football player or a Race Car Driver
- Is the youngest of 4 and the sibling closest in age is his brother who is 14 years older than him
- His dream car is McLaren F1
- Philosophy on Customer Service: "Always give the customer a positive image of the company."



Phase one of my plan is complete... the **Steelers** won the **Super Bowl**. Time for phase two!!!

Has several nicknames including "Speed Racer" and "Dr. Evil"



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Community Relations Connection.

By Louis Fazio, Jr, Community Relations Manager

This was the first year the Cities of Winter Garden and Ocoee combined efforts at the 1st Annual Martin Luther King, Jr. Unity Parade & Festival on January 9th, 2009. Manheim Orlando was well represented by Sarah Tobar, Maintenance; Margaretta McKenzie, Systems Support; and, Bruce Clark, Main Property Recon. We thank Jeff Henck, Arbitration Manager, for acquiring a vehicle for the parade and Sam Metro, Community Relations, who helped stage the parade. The parade and festival were a big success!

Our annual Jeans day and 50/50 chance drawing, benefiting American Cancer Society, was held on February 24, 2009. We raised \$1,119.00. Thank you to all who participated, dealers and employees.

We are proud of our continuous effort to help the Orlando Branch of Florida Blood Centers

(FBC) with ongoing Blood Drives held every two months at Manheim Orlando. Our January Blood Drive was a big success and we thank everyone who donated. The next Blood drive will be on March 12th with the theme of "March Madness". Come out in support of your favorite college basketball team and help save a life.

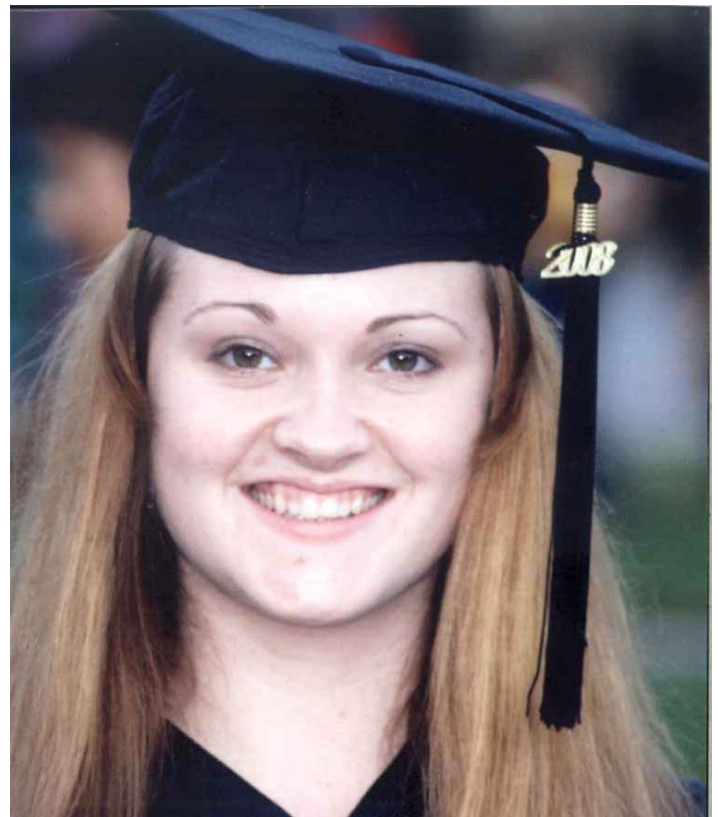
I am happy to announce the Employee Picnic will be held at Camp Down in Windermere on Saturday, May 16, 2009, from 2:30 p.m. to 7:30 p.m. There will be activities for all ages. Mark your calendar!

Please check the Community Relations Bulletin Boards located in the Cafeteria and Operations breeze way near HR office for upcoming events. We are in the process of adding a bulletin board near each time clock. You can also access an electronic calendar of Community/Employee events at FAAO.com.

Congratulations to Maureen Baker

Maureen Baker, daughter of Rosemary (Outside Operations) and Donald Baker, graduated from the Florida Hospital college of Health Sciences on December 21st, 2008 as an RN. During the ceremony, she was praised as a graduate who had overcome huge obstacles to attain her goal. Maureen missed a year from her studies due to a serious auto accident. Two days prior to the graduation ceremony, the school held its traditional nurses pinning ceremony, which must be done by a Registered Nurse. Maureen was honored to be pinned by her sister, Angela Massey of Apopka, a nurse of many years.

Maureen's desire is to work in Progressive Care and possibly become a traveling nurse. She is currently working part time with Florida Hospital while continuing her studies to attain her bachelors degree. Maureen is a 2003 graduate of West Orange High School.



GOLF CART SAFETY REMINDERS

1. Before using the golf cart each day, you should check the gas & oil, tire inflation, and if so equipped, check the push bumper to make sure it's secure and the push bar is covered.
2. If there are any maintenance problems, you should report the problem immediately to your supervisor/manager or the person designated to repair. **DO NOT** drive a golf cart that has a mechanical problem.
3. Only the number of people that the cart is designed for may ride; i.e. 2 person golf cart, only 2 people. No one may ride in the back box or stand on the back or sides.
4. Keep your feet and legs inside the golf cart when in motion.
5. Do not ride with your foot braced on the dash.
6. All golf carts should be equipped with bicycle safety flag(s), rearview mirrors, headlights or a flashing beacon if driven at night, and a backing alarm if used to push.
7. When the golf cart is parked and left unattended, apply the brake. It is also recommended at the end of the day, you put it in neutral and remove the key.
8. At the end of each day, remove all trash from the golf cart.
9. No glass containers should be carried out onto the lot or be left in golf carts.
10. If your golf cart carries gasoline or an air compressor, it should also be equipped with a fire extinguisher.
11. If you are driving a golf cart that has a roll-bar, you will notice the cart is also equipped with a seat belt. You are required to wear that seat belt.
12. Obtain appropriate management permission before allowing dealers or other personnel to drive your assigned golf cart.
13. Always drive on the main roadways on property – no cross lot driving. Same driving rules apply to golf carts as do vehicles.
14. If your golf cart is in need of repair, ask your manager/supervisor to fill out a Golf Cart Repair Request and notify the Cert Shop. They will come pick it up and make the repairs. There is no need to drive it to the Cert Shop.

Risk exists in even the most unlikely places.



Who's That Kid?

Worked at MO for 10 years full time.

Had a grand mother that worked the block.

Started part time driving 2 days and worked the block 1 day a week.



Due to the late printing of February's POV, we have decided to give everyone another chance to guess this "Who's That Kid." Submit your guesses to HR or the Training department by March 18th.

Where's Otto?



This month we bring you a new section. Otto the OVE ferret is on the loose and traveling all around Manheim Orlando. Every month he is sending in a photo postcard. Can you tell where Otto is visiting this month?

MARCH 2009



MONDAY 2

ALL SALES SIMULCAST

Sale # **9**
White Badge

CLOSED SALE Starting 12:30pm
GM Factory 450 +/- units/lane 31

CINEMA SALE Starting 8:30am Tow's / GMAC Used & Abused Lane 26
REGULAR SALE Starting 9:00am
Acura 75 +/- units/lane 16
Avis 200 +/- units/lane 10
Chrysler 700 +/- units/lane 1&2
DTG 10 +/- units/lane 10
Enterprise 100 +/- units/lane 9
GMAC 400 +/- units/lane 11&12
GMAC Box Trucks 15 +/- units/lane 24
Hertz 100 +/- units/lane 9
Honda 100 +/- units/lane 9
Hyundai 300 +/- units/lane 16
Hyundai 50 +/- units/lane 16
Lexus 300 +/- units/lane 24
Toyota 150 +/- units/lane 24

TUESDAY 3

ALL SALES SIMULCAST
Sale # **9**
Blue Badge

Mercedes 55 +/- units/lane 16
Wells Fargo 350 +/- units/lane 13
World Omni 550 +/- units/lane 14&21

MONDAY 9

ALL SALES SIMULCAST

Sale # **10**
White Badge

CLOSED SALE Starting 12:30pm
Chrysler Factory 500 +/- units/lane 31&32

CINEMA SALE Starting 8:30am Tow's / GMAC Used & Abused Lane 26
REGULAR SALE Starting 9:00am
5th 3rd 50 +/- units/lane 3
Acura 15 +/- units/lane 16
Avis 200 +/- units/lane 10
Chase 65 +/- units/lane 22
Chrysler 700 +/- units/lane 1&2
DTG 10 +/- units/lane 10
Enterprise 100 +/- units/lane 9
GMAC 400 +/- units/lane 11&12
Hertz 100 +/- units/lane 9
Honda 100 +/- units/lane 16
Hyundai/Kia 350 +/- units/lane 17
Mercedes 55 +/- units/lane 18
Nissan/Infiniti 200 +/- units/lane 24
Porsche 50 +/- units/lane 18
RSA 140 +/- units/lane 3&21

TUESDAY 10

ALL SALES SIMULCAST
Sale # **10**
Orange Badge

Subaru 100 +/- units/lane 16
Toyota 100 +/- units/lane 24
Wells Fargo 350 +/- units/lane 13
World Omni 550 +/- units/lane 14&23

MONDAY 16

ALL SALES SIMULCAST

Sale # **11**
White Badge

CLOSED SALE Starting 12:30pm
GM Factory 450 +/- units/lane 31
OPEN SALE Starting 2:00pm
CORVETTE 500 +/- units/lane 6
CLOSED SALE Starting 5:00pm
Lexus 150 +/- units/lane 6

CINEMA SALE Starting 8:30am Tow's / GMAC Used & Abused Lane 26
REGULAR SALE Starting 9:00am
Acura 75 +/- units/lane 16
Avis 200 +/- units/lane 10
Chrysler 700 +/- units/lane 1&2
DTG 10 +/- units/lane 10
Enterprise 100 +/- units/lane 9
GMAC 600 +/- units/lane 11&12
Hertz 100 +/- units/lane 9
Honda 300 +/- units/lane 16
Hyundai 50 +/- units/lane 9
Lexus 300 +/- units/lane 24
Toyota 150 +/- units/lane 24
Mercedes 55 +/- units/lane 18

TUESDAY 17

ALL SALES SIMULCAST
Sale # **11**
Green Badge

RSA 40 +/- units/lane 3
Wells Fargo 350 +/- units/lane 13
World Omni 550 +/- units/lane 14&19

MONDAY 23

ALL SALES SIMULCAST

Sale # **12**
White Badge

CLOSED SALE Starting 12:30pm
Chrysler Factory 500 +/- units/lane 31&32

CINEMA SALE Starting 8:30am Tow's / GMAC Used & Abused Lane 26
REGULAR SALE Starting 9:00am
5th 3rd 60 +/- units/lane 3
Acura 15 +/- units/lane 16
Avis 200 +/- units/lane 10
BMW 400 +/- units/lane 19
Chrysler 700 +/- units/lane 1&2
DTG 10 +/- units/lane 10
Enterprise 100 +/- units/lane 10
GMAC 400 +/- units/lane 11&12
Hertz 100 +/- units/lane 9
Honda 100 +/- units/lane 16
Hyundai 250 +/- units/lane 17
Lexus 300 +/- units/lane 24
Toyota 100 +/- units/lane 24
Mercedes 265 +/- units/lane 19&20
Nissan/Infiniti 200 +/- units/lane 18

TUESDAY 24

ALL SALES SIMULCAST
Sale # **12**
Yellow Badge

RSA 40 +/- units/lane 3
Volvo/Mazda 200 +/- units/lane 16
Wells Fargo 350 +/- units/lane 13
World Omni 450 +/- units/lane 14&19

MONDAY 30

ALL SALES SIMULCAST

Sale # **13**
White Badge

CLOSED SALE Starting 12:30pm
GM Factory 450 +/- units/lane 31

CINEMA SALE Starting 8:30am Tow's / GMAC Used & Abused Lane 26
REGULAR SALE Starting 9:00am
Acura 75 +/- units/lane 16
Avis 200 +/- units/lane 10
Chrysler 700 +/- units/lane 1&2
DTG 10 +/- units/lane 10
Enterprise 100 +/- units/lane 9
GMAC 400 +/- units/lane 11&12
Hertz 100 +/- units/lane 9
Honda 300 +/- units/lane 16
Hyundai 50 +/- units/lane 17
Lexus 300 +/- units/lane 24
Toyota 150 +/- units/lane 24
Mercedes 55 +/- units/lane 18

TUESDAY 31

ALL SALES SIMULCAST
Sale # **13**
Pink Badge

RSA 40 +/- units/lane 3
Wells Fargo 350 +/- units/lane 13
World Omni 550 +/- units/lane 14&19



TOYOTA Financial Bid Sale:

Friday 8pm through Monday 2pm

MERCEDES Bid Sale: Monday 2pm - 4pm

HONDA Bid Sale: 1st Monday 2:30pm - 3:30pm

HERTZ OVE Event Sale: Monday 11am - 1pm



11801 West Colonial Drive
Ocoee, FL 34761

Phone: 407-656-6200
Phone: 877-888-FAAO
Fax: 407-656-7846
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 that 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!

Helpful Websites for Manheim Employees

InSite was designed to provide you with current company information in an easy-to-navigate format. To access InSite from any computer go to <http://insite.coxenterprises.com>

CoxTotalComp.com shows you what your complete compensation is really worth. You can use this statement to learn more about benefits you may not know are available to you, or make decisions about retirement savings, employee discounts, and more. To access CoxTotalComp.com go to <http://coxtotalcomp.com>. You will need your employee ID# which can be located on your paycheck. This site is available for full time employees only at this time.

Main Street is Manheim's corporate intranet, designed to provide you with the information and tools you need. Main Street is easy to use and it works like any Web site, but only Manheim employees can access it. To access Main Street from a company computer go to <http://intranet>, or from a remote computer go to <http://mainstreet.manheim.com>.

FAAO.com is our auction's homepage and provides a wealth of information to employees about upcoming events and sales, current job postings, a company directory, past and current copies of the Point of View newsletter, and much more. To access go to <http://www.FAAO.com>

Aetna is one of the nation's leading diversified health care benefits companies, serving members with information and resources to help them make better informed decisions about their health care. <http://www.aetna.com>. www.aetnarxhomedelivery.com is Aetna's prescription mail service delivery website.

Magellan Health Services, Inc. is the nation's leading diversified specialty health care management organization. <http://www.magellanhealth.com>.

Vanguard is one of the world's largest investment management companies and our 401k service provider. www.vanguard.com

VSP Vision Service Plans <http://www.VSP.com>

