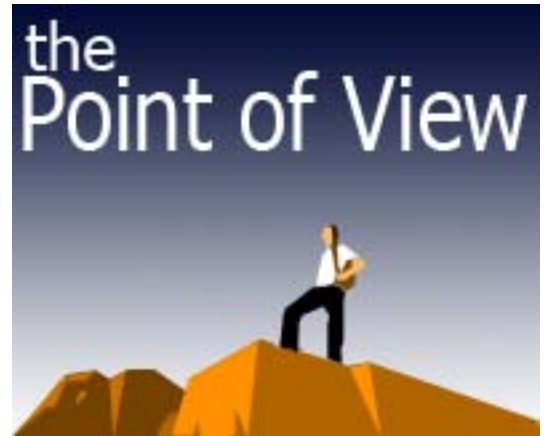




Orlando



April 2010

Volume 3 Number 4

Meet a
Manheim
Orlando
Customer
Page 5



For Manheim Orlando's Employees and Internal Distribution only

MARCH STATISTICS

SALE # 9	Monday Sale			Tuesday Sale			
	# Offered	# Sold	Sale %	# Offered	# Sold	Sale %	
	1,082	1,028	95.0%	5,013	2,904	57.9%	
P.S.I	Dealer Attendance			Dealer Attendance			
	In Lane	On Line	Total	In Lane	On Line	Total	
	756	326	681	1007	2,032	1,323	3,355

OPERATIONS	
Week Ending: 3/06/10	
Vehicles Moved:	19,218
Stocked In	4,417
Inspected	3,625
Detailed	2,799
Paint/Body	136

SALE # 10	Monday Sale			Tuesday Sale			
	# Offered	# Sold	Sale %	# Offered	# Sold	Sale %	
	173	173	100.0%	5,679	3,255	57.3%	
P.S.I	Dealer Attendance			Dealer Attendance			
	In Lane	On Line	Total	In Lane	On Line	Total	
	823	245	409	654	2,243	1,414	3,657

OPERATIONS	
Week Ending: 3/13/10	
Vehicles Moved:	19,637
Stocked In	4,937
Inspected	3,055
Detailed	2,466
Paint/Body	145

SALE # 11	Monday Sale			Tuesday Sale			
	# Offered	# Sold	Sale %	# Offered	# Sold	Sale %	
	847	702	82.9%	5,228	2,989	57.2%	
P.S.I	Dealer Attendance			Dealer Attendance			
	In Lane	On Line	Total	In Lane	On Line	Total	
	729	919	927	1846	1,788	1,139	2,927

OPERATIONS	
Week Ending: 3/20/10	
Vehicles Moved:	22,308
Stocked In	5,097
Inspected	3,342
Detailed	2,598
Paint/Body	93

SALE # 12	Monday Sale			Tuesday Sale			
	# Offered	# Sold	Sale %	# Offered	# Sold	Sale %	
	973	813	83.6%	5,228	2,989	57.2%	
P.S.I	Dealer Attendance			Dealer Attendance			
	In Lane	On Line	Total	In Lane	On Line	Total	
	804	226	597	823	2,331	1,685	4,016

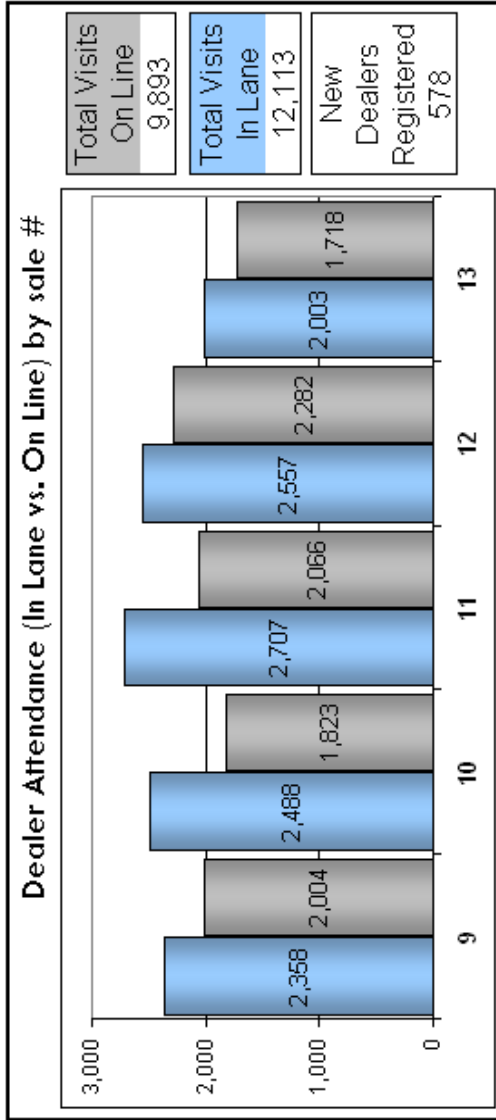
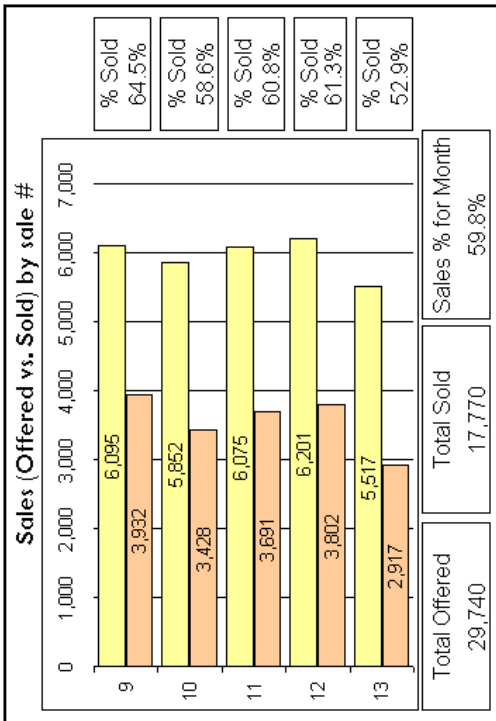
OPERATIONS	
Week Ending: 3/27/10	
Vehicles Moved:	24,224
Stocked In	4,538
Inspected	3,595
Detailed	2,851
Paint/Body	190

SALE # 13	Monday Sale			Tuesday Sale			
	# Offered	# Sold	Sale %	# Offered	# Sold	Sale %	
	513	446	86.9%	5,004	2,471	49.4%	
P.S.I	Dealer Attendance			Dealer Attendance			
	In Lane	On Line	Total	In Lane	On Line	Total	
	620	180	627	807	1,823	1,091	2,914

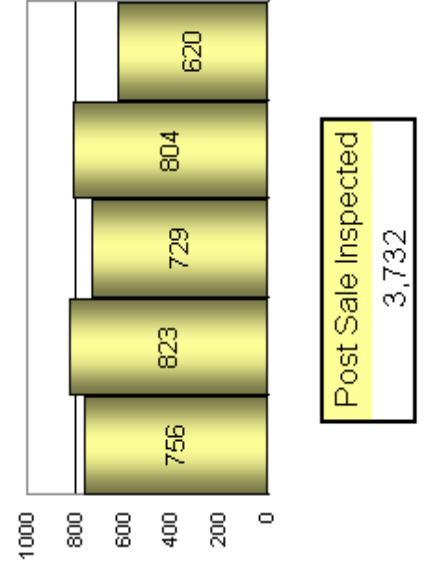
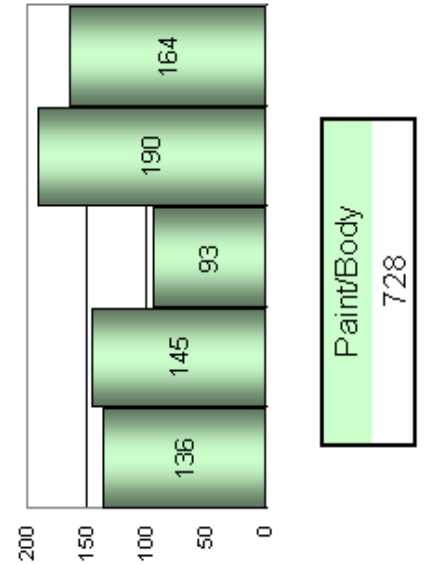
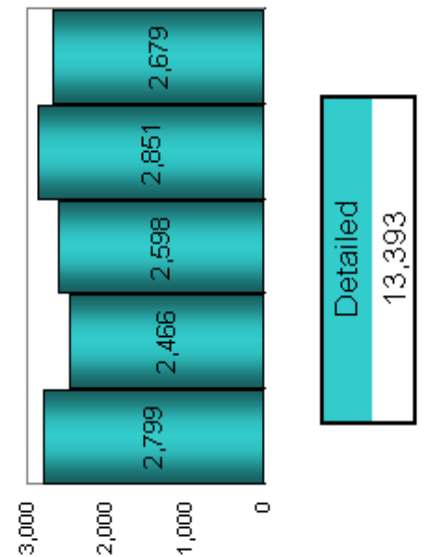
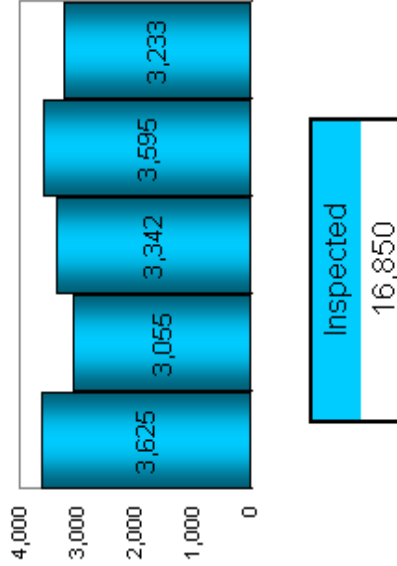
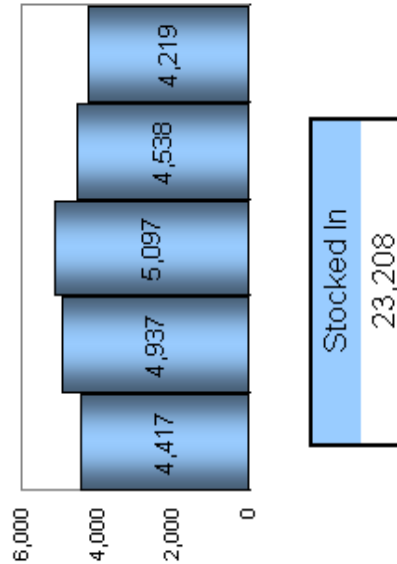
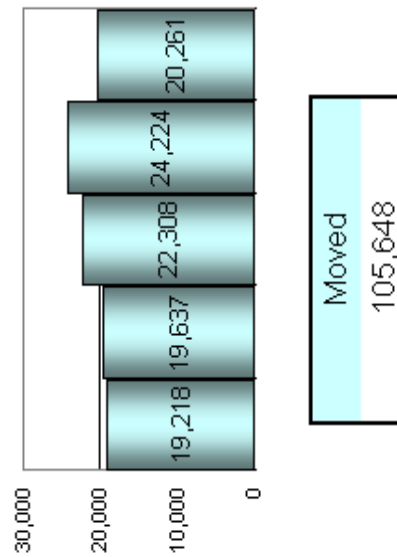
OPERATIONS	
Week Ending: 4/03/10	
Vehicles Moved:	20,261
Stocked In	4,219
Inspected	3,233
Detailed	2,679
Paint/Body	164

March Perfect Lanes by week	
Week /	Lanes
9 /	1, 4, 5, 6, 18, 20, 21, 22
10 /	4, 5, 6, 14, 15, 20, 21, 23, 24
11 /	11, 12, 14, 20, 34
12 /	1, 3, 4, 5, 11, 12, 15, 17, 19, 20, 21, 22, 23, 24
13 /	1, 4, 7, 11, 12, 15, 16, 17, 19, 20, 24

Week 12 saw a new auction record for perfect lanes. Thanks to everyone who made this possible! Remember our goal for the year is 95% compliance. Keep up the good work.



Recon/Operations Totals by week



Dialing 3 for Outside Numbers by: Mike Johnson (System Support Manager)

Late in 2009 Manheim Orlando installed a new phone setup. For the most part, all has been going well with the new phones; however, as with all new things, there were a few glitches that needed to be ironed out to make the system work to its fullest potential. One such glitch was a dramatic increase in accidental 911 calls from Manheim Orlando. Although we want anyone to be able to call 911 easily from any phone at any time in case of an emergency, with having to dial 9 for an outside line and then 1 for a long distance call we were only one number away from a problem. In fact, we were accidentally dialing so frequently it had become an almost daily occurrence and local authorities were looking at charging us for all of these error calls. Not only were we as a staff calling in error, we had one of our customers try to call overseas and dial 911 six times on sale day.

To resolve this problem, we looked at all of the various options, which included choosing another number between 2 and 8, and dialing two digits (such as "99"). Since dialing two digits would cause more problems, we decided

to change the 9 to something else. So how did we choose 3 as the new number to dial for an outside line? After looking over all of the options, 3 was the least used number for extensions and would cause the least number of changes to make it work. Since we made the change to 3 several weeks ago, we are happy to say we have not had one 911 call made in error.



Live Fire Training by: Ben Buckner (EMT)

Portable fire extinguisher training is being offered to all Manheim Orlando employees. The class is in two sections. First section is a 30 minute lecture. What makes fire, types of fire, different types of fire extinguishers, how fire extinguishers work, and how to safely use a fire extinguisher. Second section is hands on. The student will use a "Smart" Training Extinguisher nozzle. This signal is picked up by the four sensors on the front of the base unit. When the student uses the extinguisher properly, the fire goes out. If not, the fire builds up and gets hotter. Each student will learn the safe and proper use of a fire extinguisher. So far, some jump cart operators, Dave Norton, Jackie Weierbach, Gloria Gevers and 100% of the Maintenance Department have taken the class.



Bruce Bennett (safety) and Gloria Gevers (outside ops)

To find out more about this class, contact the HR Department.

What Does a Customer Mean to You

Allow me to introduce myself. I am a customer.

I am the person that makes the economic engine turn. I am the reason you take home a paycheck. I am the reason you are able to feed your family, pay your mortgage, go on vacation, buy a car, and contribute to your church or synagogue. Because of me, gigantic corporations and small businesses alike have risen and flourished. Because of my absence, they have faded from existence.

The roads you drive on, the police and fireman that protect your community, the teachers that teach your children all exist because of me. Politicians and postal workers, sanitation workers and soldiers all owe their jobs to me. Without me, no taxes would be paid and any and all societal advances would come to a halt.

“Pay attention to me. Get to know me.”

The wise come to know, respect, and love me. The foolish disregard my importance and suffer accordingly.

By the way, you'll notice that I didn't introduce myself as your customer. That's because I don't belong to you. Even if I make a purchase from you, that doesn't mean that I will do it again in the future. You are always on trial and I am always evaluating, measuring, and testing your product and service.

So pay attention to me. Get to know me. Learn my habits. My likes. My dislikes. My desires. My dreams. My values. Learn my language. Learn to recognize my moods.

Above all, treat me with respect. I will not be ill-treated, and why should I be? There are too many businesses vying for my attention. Every time you turn on the television, open a newspaper, or listen to the radio, you see and hear multitudes of companies competing for my attention. There are too many people who are willing to treat me right in exchange for my business.

And know this, I am not easily fooled. Businesses treat me right or suffer the consequences. Sooner or later I always discover dishonesty, disrespect, or disinterest. Most of the time, I don't announce my displeasure. I simply take my business elsewhere.

“You'll notice that I didn't introduce myself as your customer. That's because I don't belong to you. Even if I make a purchase from you, that doesn't mean that I will do it again”

Occasionally, we will have disagreements. I don't like mistakes but I

understand that you sometimes make them. The manner in which you handle my complaint determines any future interaction I have with you. And, in my mind, it also determines the character of your business. I rarely ever give you a second chance to make the same mistake twice.

So, watch for me in your business community. If you're fortunate enough to see me, do everything in your power to woo me and make me your own, because I hold the key to your financial success. It is no exaggeration to say that when you interact with me, your future hangs in the balance.

Learn me. Know me.

I am a customer.

Submitted by Lisa Kirk (HR Manager)

Source: <http://www.charlesmarshall.net>

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

Sneak up on Belly Fat

As we age our metabolism begins to slow down dramatically. In order to keep belly fat from sneaking up on you a new study published in The American Journal of Clinical Nutrition suggest that by eating more fiber could lead to a trimmer waistline. Here are some great ideas to add fiber to your diet:

- In your morning omelet try adding black beans (it's also great with salsa!).
- Toss nuts into your salads or snack on them between meals. Almonds release heart healthy fats and vitamin E, a fat – soluble vitamin that can help prevent disease and muscle loss.
- Keep the skin on when eating apples and baked sweet potatoes.

- Sprinkle cinnamon on your oatmeal – it has more than one gram of fiber per teaspoon!

Last but not least the dreaded cardio.....by adding 30 – 45 minutes of cardio a day and eating a clean diet you will get to your goal in a heart healthy way, especially with swim suit season lurking around the corner.

One last bit of information that is very important and I would like to share with you. It has nothing to do with belly fat but it could save your life.....to reduce your craving for cigarettes, exercise more. A new study published in the journal Addiction shows that even a 15 minute workout can make cigarettes seem less appealing. Although it isn't clear why, the feel-good endorphins may play a role.

Have a healthy and happy month.

Congratulations/Announcements

Congratulations to Kristy Hash (Block) on the birth of her daughter Lillian Renee Hash. Lillian was born February 3, 2010 weighing 8 lbs. 5 ounces and measuring 20 1/2 inches long.



Do you have some happy news to share with your Manheim Orlando family? A birth or marriage announcement. Perhaps you just want to let everyone know the great job one of your co-workers is doing. Send your information to the HR department and we will print it in the POV.



Congratulations to Cassandra Chaney (Block) and Robert Walls on their wedding. They were married February 14, 2010 (Valentine's Day) in Lakeland, FL.

Safety Matters by: John Woodhouse (Safety Manager)

This month's topic is Ergonomics: er-go-nom-ics pronounced [ur-guh-nom-iks] by definition is the science of adapting the job and/or the equipment and the human to each other for optimal safety and productivity. Why is this important to you?

Whether you sit, stand, lift or climb all day, you are a tri-athlete. The term tri-athlete refers to the three places you move your body -at work, at home, and at play. You use your musculoskeletal system – bones and muscles to move and perform tasks and activities. Like any athlete, you must stay fit and conditioned to endure the physical demands placed on your body. Fitness is the body's ability to perform physical activities without distress or injury. Physical fitness varies from person to person since it is influenced by: Age; Gender; Heredity; Personal Habits and Behaviors; Exercising Routines and Eating Practices. Though you have no control over your age, gender or heredity, you do have control over everything else.

Ergonomics originated during WWII when scientists designed new military systems without considering users' height, reach, vision or strength. Research showed that pilot errors in aircraft were often related to flaws in cockpit design.

The parts of the body most vulnerable to stress and strain are muscles, tendons, nerves and the spine. Injuries to these parts of the body are called Musculoskeletal Disorder (MSD). MSD injuries are preventable.

Conditions that may contribute to MSD are:

- Awkward or Fixed Postures
- Contact Stress (pressing any part of your body against another object).
- Environmental Elements (temperature, lighting, noise)
- Forceful Exertions (lifting, loading, carrying, pushing, pulling)

- Vibration
- Individual Habits

These conditions are controllable. In addition to maintaining good health and fitness, use some of these ergonomic principles to modify equipment or tools, your behavior and your work area.



Maintain a neutral body posture: spine is aligned and the joints are not bent. Improve circulation and lessen fatigue by changing position frequently throughout the day – adjust your chair or backrest, stretch, take micro-breaks, or walk around periodically between tasks.

Practice proper lifting techniques: Always lift with your legs. Your leg muscles are much larger and stronger than the small muscles in your back. Utilize alternatives to lifting when necessary. Ask for help.

When using hand tools: maintain straight wrists, avoid static muscle loading, and avoid poorly designed tools that exert pressure (stress) on the palms or fingers.

There is an Ergonomics course on Manheim University that all employees are encouraged to take. It goes into much more depth on your body and ways to prevent injuries. The class is about an hour in length, but it doesn't have to be all at once. You may leave the class and pick up where you left off at any time. To access the class, log onto Mainstreet, click on My Manheim University under Me @ Manheim. Under "Training", click on Manheim University Learning Lane and log on using your employee ID number for the username and then enter your password. If you are not yet set up with a password, please ask anyone in Human Resources for assistance, they will be more than happy to assist you.

April Employee/Training Opportunity Calendar

Mon	Tue	Wed	Thu	Fri
			1	2
5	6	7	8	9
12	13	14	15	16
19	20	21	22	23
26	27	28	29	30

			1	2
5	6	7	8	9
12	13	14	15	16
19	20	21	22	23
26	27	28	29	30

To sign up for classes please contact:
 Freddy Clark (freddy.clark@manheim.com) 407-905-8483 or Toni Pennington (toni.pennington@manheim.com)

APRIL 2010

*Please be advised that sales and volumes are subject to change/cancellation.
Contact section prior to sale date for confirmation of sale.



THURSDAY 1

DEBUT SALE
Thursday April 1st
MANHEIM DIRECT
Online Event
1:00 - 3:00pm
70+/- units

TUESDAY 6

CINEMA SALE Starting 8:30am MO's Tows Lane 26
REGULAR SALE Starting 9:00am

Alpha 15 +/- units/lane 3 DTG 200 +/- units/lane 10 Hertz
Avis 200 +/- units/lane 9 Enterprise 400 +/- units/lane 7 Mercedes
Chrysler Financial 400 +/- units/lane 1 GMAC 175 +/- units/lane 11 Nissan/Infiniti
Dealer Lane 125 +/- units/lane 3 GMAC Box Trucks 25 +/- units/lane 24 RSA

Sale # 14



SE Toyota Finance 625 +/- units/lane 14&15
Wells Fargo 300 +/- units/lane 13

THURSDAY 8

NATIONAL SIMULCAST
EVENT SALE
Starting 10:00am ET
Chrysler Remarketing
500 +/- units
HOST LOCATION
MANHEIM DETROIT

Sale # 14



THURSDAY 8

NATIONAL SIMULCAST
EVENT SALE
Starting 10:00am ET
Chrysler Remarketing
500 +/- units
HOST LOCATION
MANHEIM DETROIT

MONDAY 12

CLOSED SALE
Starting 12:30pm
GM Factory
300 +/- units/lane 1
NOW ON MAIN PROPERTY!!

Sale # 15



TUESDAY 13

CINEMA SALE Starting 8:30am MO's Tows Lane 26
REGULAR SALE Starting 9:00am

5th 3rd Bank 75 +/- units/lane 11 Dealer Lane 125 +/- units/lane 3
Alpha 15 +/- units/lane 11 DTG 200 +/- units/lane 10
Avis 200 +/- units/lane 9 Enterprise 400 +/- units/lane 7
Chase 45 +/- units/lane 22 GMAC 175 +/- units/lane 11
Chrysler Financial 400 +/- units/lane 1 Hertz 25 +/- units/lane 10



Sale # 15



Honda/Acura 250 +/- units/lane 16 RSA
Hyundai/Motors 125 +/- units/lane 15 SE Toyota Finance 625 +/- units/lane 14&15
Hyundai/Kia Finance 50 +/- units/lane 17 Toyota/Lexus 275 +/- units/lane 14&15
Nissan/Infiniti 150 +/- units/lane 18 US Bank 100 +/- units/lane 21
Porsche 50 +/- units/lane 18 Wells Fargo 300 +/- units/lane 13

MONDAY 19

CLOSED CINEMA SALE
Starting 12:30pm
Chrysler Group LLC
300 +/- units/lane 31
NOW ON MAIN PROPERTY!!
ENTERPRISE LIVE CINEMA SALE
Starting 2:00pm
Cafeteria Training Room
400 +/- units/lane 26

Sale # 16



TUESDAY 20

CINEMA SALE Starting 8:30am MO's Tows Lane 26
REGULAR SALE Starting 9:00am

Alpha 15 +/- units/lane 11 Dealer Lane 125 +/- units/lane 3 Hertz
Avis 200 +/- units/lane 9 DTG 200 +/- units/lane 10 Mercedes
BMW 400 +/- units/lane 19 Enterprise 400 +/- units/lane 7 Nissan/Infiniti
Chrysler Financial 400 +/- units/lane 1 GMAC 175 +/- units/lane 11 RSA



Sale # 16



SE Toyota Finance 625 +/- units/lane 14&15
Wells Fargo 300 +/- units/lane 13

MONDAY 26

CLOSED SALE
Starting 12:30pm
GM Factory
300 +/- units/lane 1
NOW ON MAIN PROPERTY!!
ENTERPRISE LIVE CINEMA SALE
Starting 2:00pm
Cafeteria Training Room
400 +/- units/lane 26

Sale # 17



TUESDAY 27

CINEMA SALE Starting 8:30am MO's Tows Lane 26
REGULAR SALE Starting 9:00am

5th 3rd Bank 75 +/- units/lane 11 Dealer Lane 125 +/- units/lane 3 Hertz
Alpha 15 +/- units/lane 11 DTG 200 +/- units/lane 10 Honda/Acura
Avis 200 +/- units/lane 9 Enterprise 400 +/- units/lane 7 Hyundai/Motors
Chrysler Financial 400 +/- units/lane 1 GMAC 200 +/- units/lane 11 Nissan/Infiniti



Sale # 17



SE Toyota Finance 625 +/- units/lane 14&15
Wells Fargo 300 +/- units/lane 13

Manheim.com
Friday 8:00pm through
Monday 2:00pm

TOYOTA
Friday 8:00pm through
Monday 2:00pm

Hertz
Monday 11:00am - 1:00pm

Manheim.com
Monday 2:00pm - 4:00pm

CHASE
Monday 1:00pm - 2:00pm

MAN
Monday 2:00pm - 4:00pm
Bi-weekly

REDFORD
Monday 2:00pm - 3:30pm

TOYOTA
Monday 1:00pm - 2:00pm

WELLS FARGO
Friday 4:00pm through
Monday 2:00pm

WELLS FARGO
Monday 2:00pm - 3:00pm

Helpful Hints: GI03 - Display a Transaction

```

Reg 2/09/2010 HIS SF - CHECK OR DRAFT WRITTEN(A) Sold 2/09/2010 DISS FA0
2010 006 01 0001 W 7394329 S L 1026887620 INV 2619872 A
2008 CHRYSLER 300 TOURING 4DSN SILVER GRY 6G Miles 3627 6
VIN 2C3LA53G78H269396 Announcements L Y Grp CC
Lic# SE Tab# Pd F TR 0 Time Bk 9:23:43 Ck 9:43:50 Alt LSEC
Regd Rg 13:52:58
***** BUYERS SIDE ***** ***** SELLERS SIDE *****
994189 CARMAX # 7107 4905200 CHRYSLER FINANCIAL SERVICES AM
ORLANDO FL 32822 FORT WORTH TX 76177
Sale price 20,200 Sig Sale Price(Low 18800.00 ) 20,200
Buyers Fee 390 864 Sell Fee (MMR 18150 00 ) 90
Other Adjustments .00 Bid Other Deductions 360.00
Net(HwPd/FT G MAFS ) 20,590.00 Selnet(Ck/Dft# 1 N 9805144 ) 19,750.00
=====
Tel 407 240 1700 Disp 09 Ck Id LSTROSNIDE Fee 1 Tel 000 000 0000
By Ck# Dep Time Dep Id MWISE Ck Issued 2/10/2010
Deposit Date 2/11/2010 Date Paid 2/11/2010 Ck Cleared 2/09/2010
Returned Date Move to Hold Ck S/Pmt
Balance Due .00 Rem from Lot 2/11/2010 Ck Void
Auctioneer TSJ Block Clerk KC Tracking # 000000000 Ck Sent

Title * St FL # 101581352 Id JGAFFNEY Title Sent 2/11/2010 BU I
F1=Help F2=Detail F3=Exit F4=SalvageInfo F5=Notes F6=Factory Info SF12=More Keys
MA a 01/001

```

This information is for Manheim Orlando employees only. External distribution is prohibited.

This month we are concluding our look at GI03 by exploring the buyer/seller information (highlighted in red) found on the "Display a Transaction" screen. The information displayed on this screen is:

BUYERS SIDE

This section contains information about the buyer for this transaction.

(BUYER NUMBER, NAME, ADDRESS)

The buyer's computer number, name, city, state, and zip code. For more information or special mailing instructions, press SF5.

SALE PRICE

The amount the vehicle sold for.

SIG

The signer number of the buyer.

BUYERS FEE

The dollar amount charged to the buyer for buying the vehicle. The fee comes from the fee tables set up in Menu MAINT #02.

OTHER ADJUSTMENTS

These are other fees that are added to the buyer side. These can be fees such as draft fees, Certified fees, or other miscellaneous fees or adjustments. To see the specific fees, place the cursor on this field and press F2.

HWPDP/FT

This letter tells you how the dealer paid for the vehicle. For a list of codes, see page 14-15.

NET

The total dollar amount the buyer paid for the vehicle.

SELLERS SIDE

This section contains information about the seller for this transaction.

(SELLER NUMBER, NAME, ADDRESS)

The seller's computer number, name, city, state and zip code. For more information or special mailing instructions, press SF6.

SALE PRICE (LOW)

The amount the seller wants to sell the car for. If there is a "C" this means CLOSE—sell if the bid price is within a certain amount of Low. A "W" signifies WILL PROTECT price. In this case, the seller must be on the auction block when the car is bid upon.

SALE PRICE

The amount the vehicle sold for.

SELL FEE

The dollar amount that is deducted from the seller's check for selling the car. The selling fees can come from two places: Menu MAINT #02, the most common, or a manual selling fee entered at the time the check was written.

OTHER DEDUCTIONS

Other fees that are added to the seller side. These can be fees like draft fees, recon fees, or other miscellaneous fees or adjustments. To see the specific fees, place the cursor on this field and press F2.

SELNET (CK/DFT#)

The amount of the sale check along with the check number. It also tells you the type of check written.

Code	Description
0	= Vehicle not yet sold in system.
1	= Auction sale check or non-physical check number.
2	= Auction seller's draft.
3	= Retail auction sale check (not available at all auctions).
V	Sale has been voided.
N	= Non physical check
Y	= Physical check

TEL

The buyer's telephone number.

ARB/PSI

If the vehicle is under arbitration or a Post Sale Inspection has been requested, this is indicated here in highlighted text. If neither situation applies, this space is empty.

DISP

This field contains the disposition code associated with this vehicle.

CK ID

The user ID of the individual who cut the sale day check.

FEE

The fee table used to calculate the selling, buyer, buyer draft and special fees. The fee schedule is maintained by Accounting.

TEL

The seller's telephone number.

BY CK

The number of the check used by the buyer to pay for a transaction.

DEP TIME

The time the item was flagged for deposit. To deposit an item on sale day, the item is "flagged" when you use Menu SALE #10 - Update Buyer Information in Sale. To deposit an item other than sale day, or to deposit drafts on sale day, you flag the item for deposit using Menu HLDITM #01 - Prepare for Daily Deposit.

DEP ID

The ID of the individual that posted the payment using Menu SALE #10 or Menu HLDITM #01.

CK ISSUED

The date the seller's check was written.

DEPOSIT DATE

The date the buyer's payment was deposited.

DATE PAID

The date the buyer's payment was paid.

CK CLEARED

The date the seller's check cleared the bank.

RETURNED DATE

Reg 2/09/2010 HIS SF - CHECK OR DRAFT WRITTEN(A) Sold 2/09/2010 DISS FAAO
 2010 006 01 0001 W 7394329 S L 1026887620 INV 2619872 A
 2008 CHRYSLER 300 TOURING 4DSN SILVER GRY 6G Miles 3627 6
 VIN 2C3LA53G78H269396 Announcements L Y Grp CC
 Lic# SE Tab# Pd F TR 0 Time Bk 9:23:43 Ck 9:43:50 Alt LSEC
 Regd Rg 13:52:58

***** BUYERS SIDE *****				***** SELLERS SIDE *****			
994189	CARMAX # 7107			4905200	CHRYSLER FINANCIAL SERVICES AM		
	ORLANDO	FL	32822		FORT WORTH	TX	76177
Sale price	20,200	Sig		Sale Price(Low	18800.00)	20,200
Buyers Fee	390	864		Sell Fee (MMR	18150.00)	90
Other Adjustments	.00	Bid		Other Deductions			360.00
Net(HwPd/FT G MAFS)	20,590.00	Selnet(Ck/Dft#	1 N 9805144)				19,750.00
=====				=====			
Tel	407 240 1700	Disp	09 Ck Id	LSTROSNIDE	Fee	1	Tel 000 000 0000
By Ck#	Dep Time		Dep Id	MWISE	Ck Issued		2/10/2010
Deposit Date	2/11/2010		Date Paid	2/11/2010	Ck Cleared		2/09/2010
Returned Date			Move to Hold		Ck S/Pmt		
Balance Due	.00	Rem from Lot	2/11/2010		Ck Void		
Auctioneer	TSJ Block Clerk	KC	Tracking #	000000000	Ck Sent		
Title * St	FL # 101581352		Id	JGAFFNEY	Title Sent	2/11/2010	BU I

F1=Help F2=Detail F3=Exit F4=SalvageInfo F5=Notes F6=Factory Info SF12=More Keys

MA a 01/001

The date the buyer's check came back for non-sufficient funds (NSF) or other reasons. For details, press **F8**.

MOVE TO HOLD

The date when the buyer's check was re-deposited after being returned for non-sufficient funds.

CK S/PMT

The date the seller's check had a stop payment order placed on it.

BALANCE DUE

The amount due to pay off the returned item. The buyer must pay this amount to "close" the item.

REM FROM LOT

The date the vehicle was removed from the auction. This date is entered in Menu REGIST #21 - Post Vehicles Removed from Lot.

CK VOID

The date the seller's check was voided.

AUCTIONEER

This field indicates who the auctioneer was for this transaction.

BLOCK CLERK

This field indicates who the block clerk was for this transaction.

TRACKING #

This field contains the vehicle's tracking number. (not used at this location)

CK SENT

The date the seller's check was sent to the buyer.

TITLE

Indicates the status of the title. The valid codes are:

Code	Description
N	= No title.
X	= Title received, but not given out.
Y	= Title will be mailed using Menu TITLES

Code Description

- C** = Title was given out at the counter.
- *** = Title was previously sent out via Menu TITLES #03.
- P** = Problem title.
- S** = Title sent to state or county.
- H** = Title held at auction for pickup.
- M** = MAFS Department.
- R** = Returned to seller.

ST

The state where the title was issued.

#

The title number.

ID

The ID of the individual who posted the title as being mailed or handed out. The programs you use to enter the title being handed out or mailed are Menu SALE #08 and Menu TITLES #01 and #02.

TITLE SENT

The date the title was sent to the buyer.

Code Description

- I** Regular
- S** Specialty
- T** Total Resource Auction (TRA)
- H** Heavy Truck
- C** Collision
- B** Mobile
- D** Distribution Center
- O** OVE
- V** Salvage Unit (not TRA)
- P** Parts
- R** Retail

BU

The business unit that originated the transaction.

This information is for Manheim Orlando employees only. External distribution is prohibited.

Sour Cream Apple Pie Deluxe Submitted by: Stephanie Bohley

Ingredients

- 1 unbaked 9 inch pie crust
- 3/4 cup sugar
- 2 tablespoons all-purpose flour
- 1/8 teaspoon salt
- 1 cup sour cream
- 1/2 teaspoon vanilla extract
- 1 egg
- 2 cups diced apples
- 1/3 cup sugar
- 1/3 cup all-purpose flour
- 1 teaspoon ground cinnamon
- 1/4 cup chilled butter, diced



Directions

1. Preheat the oven to 425 degrees F (220 degrees C). Press the pie crust into and up the sides of a 9 inch pie plate.
2. In a medium bowl, stir together 3/4 cup sugar, 2 tablespoons of flour, and salt. Mix in the sour cream, egg and vanilla until smooth. Add apples, and stir to coat. Scrape the mixture into the pie shell.
3. Bake for 15 minutes in the preheated oven, then reduce heat to 350 degrees F (175 degrees C), and continue baking for 30 minutes more.
4. While the pie is baking, prepare the topping in a medium bowl. Stir together 1/3 cup of flour, 1/3 cup sugar, and cinnamon. Cut in the butter until the mixture resembles fine crumbs.
5. After the 30 minute bake time has passed, cover the top of the pie with the crumb topping, and continue to bake for 15 minutes, or until topping is lightly browned and apples are tender. Allow the pie to cool, then refrigerate until chilled before serving.

HWPD/FT Codes

Code	Title	Description
A	Seller Financed Floats	The buyer pays the auction by check and the auction holds the check and the title to the vehicle for a pre-determined number of days. The check is deposited on the last day of the agreed upon float period and the title is given to the buyer. If the buyer wishes to obtain the title before the float period has ended, the auction will deposit the check and give the title to the buyer. The seller pays an extra fee for this payment option.
C	Check	The buyer pays the auction with a company check and the check is deposited before the sale is added to history.
D	Draft	A buyer's draft is printed. Title documents are enclosed in the draft envelope, which is sent to the buyer's drafting bank for payment.
E	Extended Draft	Same process as a standard buyer's draft with the exception that an extra fee is charged to the buyer and the draft is held by the auction for a pre-determined number of days before being sent to the buyer's bank. This option allows the dealer float time.
F	Floor Plan	Used in factory sales where the dealer finances the unit with the factory's finance arm and the funds are transmitted via wire transfer or ACH. Also used for MAFS purchases where the MAFS dealer is purchasing the unit from his home bank location. In the MAFS case, the floor type is coded as *.
G	Held Floor Plans	Payment is provided by an outside financing source in the form of a check. Payment is usually sent directly to the auction, not through the Home Office. The G how paid code is also used for MAFS deals where the MAFS dealer is purchasing the unit from an auction other than his home bank location.
H	Held Check	The buyer pays the auction with a company check and the check is held by the auction until the title is received from the seller. At that time, the check is deposited and the title is given to the buyer.
K	OK to Pay	Auction management has given approval for the buyer to pay within a certain period of time, usually 48 hours after the sale.
M	Money (cash)	Cash payments can be deposited in History as well as Vehicle. The system fills in the floor type field indicating which file the transaction was deposited in (V – Vehicle, H – History). Note: Transactions that are coded as M while the sale is still open (Vehicle) are deposited by the system during sale close if a deposited ticket has not been run. Transactions that are coded as M in History, need to be processed for deposit using Menu HLDITM #01.
O	Open Check	One check is used to pay for more than one vehicle and the check will be deposited before the sale is added to history.

Code	Title	Description
P	Purchase Order	For purchases made by state agencies that pay for GSA. This how paid code is for the current sale only, not to be used in history. For this how paid code to be valid, the state agency must have a Y in the STATE AGENCY field in Menu DEALER #01.
S	Split	Two or more different forms of payment combined to pay for one vehicle where the money will be deposited before the sale is added to history.
T	Treasury	Retired code—do not use.
U	Unpaid Draft (Not used at this location)	The programs default to this how paid code if the majority of buyers at the auction pay by buyer draft. A buyer draft fee is charged. At the time the buyer indicates payment method, the U is changed to the appropriate code. Note: If a deal is added to history with a U how paid code, it is changed to the actual how paid code as soon as the buyer indicates what that is.
V	Unpaid Check	The programs default to this how paid code if the majority of dealers at the auction pay by a method other than buyer draft. No draft fee is charged. At the time the buyer indicates payment method, the V is changed to the appropriate code. Note: If a deal is added to history with a V how paid code, it is changed to the actual how paid code as soon as the buyer indicates what that is.
W	Wire Transfers	Wire transfers are from a dealer's bank directly to the auction's bank. Can be used with Vehicle or History files.
X	Certified Check	Deposited on sale day and handled the same as cash.
Z	Credit Card (This location does not accept credit card payments)	Used for retail customers at a limited number of operating locations.



Orlando



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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.**

Alan Wilgus