AutoIMS News

Cooperation is Key to Lower Transportation Costs

Recovery agents are not the only ones suffering from high fuel prices. Auctions, transportation providers, and their clients are focused on ways to reduce transportation time and cost. Determining the exact location of a repossessed vehicle and when it will be ready for pick-up is a major opportunity for efficiency gains, and all parties will have to work together to ensure transporters find vehicles ready and waiting on the first pick-up attempt, every time.

We track (and enable) a very common process where a lender assigns a vehicle to auction, indicating that it is ready for pick-up at a repossession agency, including a pick-up address and date. Auctions then arrange pick-up transportation that frequently either:

- End up at the wrong lot – many agencies have multiple lots

- Arrive before the vehicle is ready to be released

- Some combination of both

A recent analysis of pick-up assignments through AutoIMS revealed an average number of 5 days elapsed between the date a vehicle was available and the date it was actually picked up. And yet 27% of the assignments were picked up in 2 days or less. Fewer days means lower storage costs and faster returns on assets.

As fuel prices surge and competition grows, all involved are motivated to avoid dry runs and lower the days to pick-up. Auctions, transportation companies, agents, and their mutual clients have all deployed processes to avoid these misfires. Yet they are often just trading one inefficient process for another. One transport provider we interviewed employs a 30-person call center who personally verifies every single pick-up location and time by phone, prior to dispatching transport.

Is there a better way?
Unfortunately, there's no simple solution yet. Many remarketing processes are automated and standardized, but the complexity and nuance of transportation logistics from repo agent to auction are greater than ever.

Agents are still pressured to use multiple systems – 2 or 3 different systems on average, some as many as 7 or 8 – to accept and manage repossession assignments. Data standardization and system-to-system connections will help limit the transportation guesswork eventually, but there are several things companies are already doing to help.

Repossession Agencies:
Agencies know that once a vehicle is picked up, only part of their job is done. Filing paperwork with local authorities, emptying vehicle contents, inspecting the vehicle, and providing secure storage are just a few of the responsibilities

What's Inside?

LiveCRwriter 5.1

Partnership Page

Rob Savre

Marshaling

AutoIMS.com Gets a Facelift

In February, you may have noticed the launch of the new, public-facing version of AutoIMS.com. The new and improved AutoIMS.com provides:

- Simplified listing of member auctions

- New Partnership page - a comprehensive listing of vendors to the remarketing industry

- More intuitive contact forms

- Enhanced look, feel, and content throughout

"Most of our updates and development go straight into the core, inventory management functionality of AutoIMS. This update is an important step forward for the public side of our site, offering a better representation of the power and sophistication of our technology – especially for those who are new to AutoIMS," said Don Meadows, AASC President and CEO.

For more information, visit www.autoims.com.

AutoIMS Partnership – A New Way to Connect

Partnership listing categories include:

Guidebooks	Repo Agents
Transportation	Repo Companies
Remarketing	Financial
Title Services	Inspections
Trade Groups	Publications

Combined with the recent roll out of the new public homepage for AutoIMS.com, we launched a new resource for remarketers: The Partnership Page. The page is designed as a marketplace where executives from all parts of the remarketing world can connect with vendors and form new partnerships.

AutoIMS Partnership is still brand new, but over time it will become a valuable reference for remarketers looking to find new business partners. Offering a well-organized, un-biased environment, the page offers a more advanced, value-added way for vendors to advertise their services.

Companies from across the industry are already listed on the Partnership Page, and it's growing every day, so we encourage you to check in often, especially when it's time to "go shopping." Visit www.AutoIMS.com/Partnership today.

agencies must handle, communicating all necessary details to their client as they go.

To help with transportation, agencies should go over and above to make the pick-up process easy and mistake-free:

- Ensuring clients, auctions, and transport providers have updated addresses and contact information for all storage locations

- Giving clear, intuitive names to each storage location

- Updating repo management systems with all relevant storage location information

- Providing a main point of contact who knows exactly where vehicles are located, and when they will be ready for pick-up

Lenders:
For clients that maintain their own repo agent contact database, like those in AutoIMS, it's important to work together with agents to create an efficient system for updating location information, allowing for automation that all parties can depend on. Regardless of repo system(s) used, make an effort to:

- Agree on naming conventions with agencies that have multiple locations, and stick to them

- Check with agencies frequently to ensure their contact and location information is up to date

- Work with auctions and transport providers to identify and remedy the most frequent sources of transportation hiccups

Auctions and Transportation Providers:
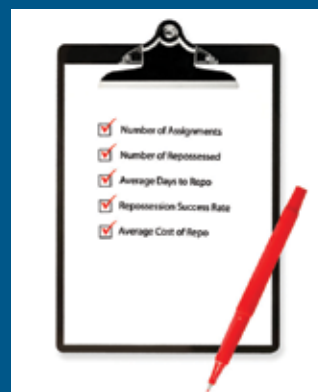Depending on volume, a 30-person call center might be

overkill to ensure that every vehicle pick-up occurs without a hitch (no pun apologies here). But until technology and necessity pair up to offer a better solution, making a phone call to verify pick-up location and time should help providers combat rising fuel prices and frustration. Encouraging repo agencies and your mutual clients to follow the points outlined above will only help as well.

AutoIMS Director of Customer Service, Joe Miller, is a regular contributor to AutoRemarketing's Repo & Recovery Newsletter.

A New Repossession Scorecard
"You can't manage what you can't measure"

Lenders using the AutoIMS repossession module will be happy to know that a new reporting tool is on the way. In development is a new scorecard to help clients easily monitor agent performance metrics, including repo success rates, average days-to-repo, average repo costs, and more. A major enhancement to the existing agent performance report, the new scorecard will allow reporting on an agent-by-agent level, and custom criteria like specific date ranges and assignment type.

If you would like to contribute to the development of the scorecard, please contact Joe Miller: jmiller@autoims.com or 678-597-3928.

AutoIMS Marshaling Now Available

Many of you asked, and we listened! The next frontier of standardizing and streamlining data connections is here, in the form of new marshaling functionality from AutoIMS. Over two-thirds of AutoIMS consignors have told us that they currently marshal vehicles at auctions; 82% of auctions mentioned they offer marshaling services to their clients.

Whether for managing fleet turn-ins and new car up-fitting, preparation and storage for internet sales, long-term holds or other barriers to sale, AutoIMS member auctions and consignors are using marshal arrangements to add value to the vehicle lifecycle beyond standard remarketing processes. While many of these vehicles might not sell at auction, the assignment and inventory management process for marshaling is very similar to remarketing.

Consignors now have the ability to assign vehicles to auction with specific marshaling directives. The marshaling process is very similar to a regular auction assignment, allowing clients to easily indicate an auction selection, vehicle information, transportation instructions. In addition, consignors may now list a "Marshaling Purpose" and "Marshaling Release Instructions," and easily convert marshaled vehicles to regular auction assignments.

The new marshaling functionality allows users to view and manage marshaled vehicle records just like standard auction assignments. The new vehicle status of "Marshaled" makes it easy for clients to see their inventory, and a new tab within the vehicle record provides easy access to the details of each marshaled vehicle.

For more information or if you would like to "beta test" AutoIMS Marshaling, please contact Customer Service: customer.service@autoims.com or 888-683-2272.

North Bay AA's Rob Savre

As a Fleet Lease Manager at North Bay Auto Auction in Fairfield, California, Rob Savre uses his 34 years of experience in repossessions and remarketing to benefit many areas of the business. He gives his employees the right tools to get their job done, helps take pressure off clients with top-notch service, and protects lenders by providing reliable condition report documentation in legal arbitrations. "I oversee the pickup, condition assessment, and management of inventory. I am also on the block representing clients' vehicles as they sell. Since I have a background in the repossession industry, knowledge of the laws and best practices for lenders helps me understand their needs," says Rob.

Located just 10 miles from Napa Valley, North Bay AA is lined with the grapevines that make the area famous. The atmosphere and surroundings contribute to Rob's belief in the importance of relationships and communication. "We have fun here at North Bay Auto Auction and the customers enjoy themselves as well. Our staff knows most by name and we show that we care for them personally and professionally," says Rob.

A longtime AutoIMS user (since the beginning), Rob has watched and participated in its growth and success. When asked how he uses AutoIMS, Rob answered, "I can check my clients' activity from home as well as on the road. I can make sure transports are being handled in a timely manner and communicate with lenders and staff all within the AutoIMS framework. I get notifications in my email when there is activity or issues and can respond immediately." Rob also offers MLA (My Local Auction) – a simplified inventory system for non-AutoIMS clients – to some of his credit union customers, helping them to save an average of $150 per car.

North Bay Auto Auction now has an in-house repossession company - Central Storage and Impound. "Several of our clients use RecoveryIMS and we enjoy its functionality. It offers the same real-time messaging and repossession assignment that we have come to expect from the suite of products that Auto Auction Services Corp. has to offer," says Rob.

Aside from work, Rob finds his center on a pottery wheel and said, "being able to create something of beauty and function has its rewards, but giving that to someone and seeing their reaction is the true value."

It's easy to guess that Rob derives similar enjoyment from cars, whether he's talking about the auction business, or actually getting on the road. In fact, he recently enjoyed a déjà vu experience test-driving a 500 horsepower, 2007 Mustang Roush with with his 19 year-old son. Only this time, "it was a bit scarier being the passenger instead of the driver."

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888-683-2272

autoims.com
Inventory Management System

www.AutoIMS.com

RecoveryIMS.com
Vehicle Recovery Management System

www.RecoveryIMS.com

Easier Photo Uploads and New CR Versions in LiveCRwriter 5.1

LiveCRwriter, AutoIMS' condition reporting tool, is once again expanding its functionality to help auction personnel more easily provide robust vehicle inspections in an efficient manner. Dubbed "LiveCRwriter 5.1", this latest release has undergone significant testing by a limited number of auctions over the past few weeks, ensuring usability for all member auctions once it is released.

Browse for images

The first improvement makes the process of uploading photos much easier. A new, straightforward options menu prompts users to set their photo upload preferences in an ordered manner, asking simple questions like, "Are you uploading directly from a digital camera or choosing images stored on your computer?" Multiple images can be selected and uploaded at once by holding down the control key, and matching photos with associated damages or other condition report descriptions in any order is now possible. Descriptions and images may be double-checked easily on image previews by checking a newly-added title header. As the need for more CR photos continues to rise, auction personnel will find these changes very beneficial, simplifying the upload process and saving a great deal of time.

Also new, and as promised in our last newsletter, LiveCRwriter now offers multiple CR versions. Along with the original version, condition report writers can now add an Approved CR to communicate condition information about vehicles before and after reconditioning. "Internet" is another newly available CR version, and like the Approved CR, can be written from scratch, or based on an existing CR. Condition report writers are prompted with simple options including, "Copy pictures from original CR?"

LiveCRwriter's integration with AutoIMS keeps vehicle data within close reach. The wide range of vehicle types, equipment, and inspection options make the CR writing process simple. Information can be updated in real time with no need for auctions or consignors to arrange for data storage or extra hardware.

All AutoIMS auctions can download version 5.1 from AutoIMS.com. Please contact Customer Service for more information, to arrange for a demo, or for assistance with the new features by calling 888-683-2272 or customer.service@autoims.com.