

THIS ISSUE

DATA EMPOWERMENT	2
TINA HARRIS	3
AUTOIMS MOBILE	3
ELEVATED CONVERSATION	4

Cha-cha-Chain of Custody

By Joe Miller

Even with a little musical flourish, it doesn't sound very pleasant, does it? Yet we are hearing this phrase more and more, the internet's definition of which isn't any more enticing:

The chronological documentation or paper trail that records the sequence of custody, control, transfer, analysis, and disposition of physical or electronic evidence.

When it comes to remarketing, you can (un)scratch, claw, and recondition vehicles to squeeze out every last \$100 bid; but if mystery damage shows up during transportation, or worse—the car goes 'bye-bye' altogether—no amount of bidding is going to offset the cost for whoever is left holding responsibility. \$Cha-ching\$ Which begs the question: Who is left holding responsibility?

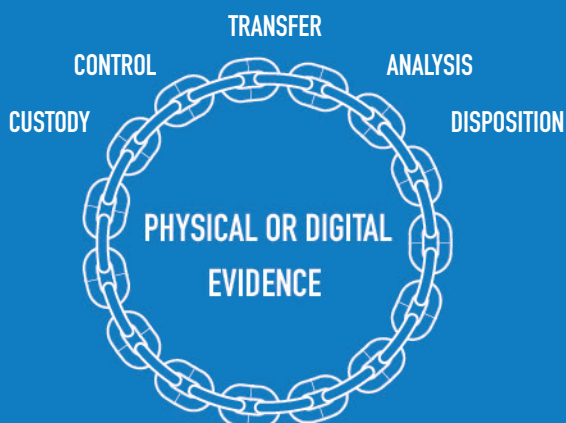
Fortunately, our auctions and clients have approached us with this dilemma in recent years, and we're on the cusp of enhancing the chain of custody available in AutoIMS through yet another new connection – this time with our friends at ConditionReports.com. They already serve the

retail, wholesale, and 3rd party inspection businesses with forward-thinking, highly functional Condition Report (CR) apps; and now they're partnering with AutoIMS to help create a better visual record of vehicles through the transportation process.

For our lender clients who have already enabled the RDN or iRepo modules, the chain has even more links. Those partners send links to the electronic condition reports captured by the repo agency directly in to AutoIMS.

We know this to be true: Our world comes with accidents, mistakes, disputes, audits, insurance claims and more. Cha-cha-changing with the times, we hope enhancing the cha-cha-chain of custody takes a little bit of the cha-cha-chagrin out of the process!

• CHAIN OF CUSTODY •



How it Works, in a Nutshell

- Auctions and consignors can request transporter CRs with pickup and drop-off photos
- Transporter personnel will use a new, mobile app provisioned by ConditionReports.com to easily capture photos and damages of note at time of pick up, and subsequent photos at drop off
- Geo-tagging in the app removes any doubt about if and when the data was captured
- An API with AutoIMS will display that CR to the relevant consignor and auction involved
- Comparisons to the auction-created CR or other previous/subsequent

Let the Good Times Roll

By Kellee Watson & Beverly Heslin

Our Year-End Party was scheduled after customary, but hectic, December events. Hand-in-hand with Flint Hill and Monte Carlo Productions, Beverly and Kellee made sure there was nothing usual about this gathering.

The balloon guy coronated many a fine king, queen, prince and princess with fantastic inflatable crowns, gave flight to fairies, and produced animals that have never walked the earth. Selfie enchantment happened in front of the Magic Mirror. Step-right-up gambling tables gave everyone the chance to win, but more importantly, play together. The delicious, southern-style menu offered choices to meet the company's diverse palettes and preferences. Cool prizes and good old-fashioned cash-money wrapped up the evening.

All employees left with an elegant pen and mini flashlight, but more significantly with a great memory of how AutoIMS celebrates our work and appreciates our extended families and friends.



EMPOWERING OUR CLIENTS WITH DATA

By Jonathan Murray

AutoIMS is a treasure trove of data waiting to help. We work for consignors and auctions on a wide range of analysis to graphically show the story of their data and help guide data-driven choices backed up by hard evidence.

Our centralized hub of data offers access to combined information sourced from all aspects of the remarketing lifecycle that is merged into one place for each vehicle. Whether working with us on custom analysis and reporting, utilizing our website's LiveReports tool, or scheduling automated reports or raw data extracts, AutoIMS can help you make use of your data to research answers, explore hidden trends, or simply look at your remarketing portfolio from a new perspective.

Our analysis can be transformed into customized inventory reports that put a spotlight on certain segments of your portfolio. Scheduling those reports as extracts or customized emails can shed light that routinely saves manually effort in searching for vehicles or manually generating reports; and can expose issues that might otherwise go unnoticed.

Use Data to Shine the Spotlight on:

- How money is being spent on per-vehicle expenses such as transportation, reconditioning and repairs, auction fees, and more.
- How your portfolio is segmented and the relationships influencing sales through analysis of vehicle basics, grounding information, vehicle grades, guidebook pricing, vehicle history reports, sale amounts, time to sell, and the numerous other metrics in our system for custom time frames and portfolio slices.
- How your processes are missing or meeting regulatory requirements.
- How time is spent at various points in the remarketing process along with the biggest influencing factors.

AutoIMS enjoys partnering with our clients to help sift through vehicle data, finding ways to improve the remarketing process. Want to learn more or schedule time with our data science team? Start by contacting solutions@autoims.com.

American Financial's Tina Harris

Tina Harris is the Loss Mitigation Manager for American Financial, serving the Southeastern region of the US. The company has doubled in size over the past year. It's an exciting but real challenge to keep up with incoming inventory, vehicle sales, company hiring and training.



Tina Harris

A veteran of the finance industry, Tina has been in remarketing for 15 months. Her initial interest was based on expanding her knowledge of auto finance. Building processes, training new employees and overseeing company assets takes most of Tina's time and attention. American Financial occupies a unique position as a subprime lender who offers the ability to lease in the Buy Here Pay Here arena. This offers an alternative for customers with a credit score below the traditional credit score, previously only capable of purchasing a vehicle.

American Financial began using AutoIMS one year ago. Reporting, tracking, automating processes and communicating through AutoIMS has helped American Financial manage their ever-growing vehicle portfolio. To guide them along, Client Support Specialist Arsenio Murphy pulls out all the stops, including travel to Memphis. "American Financial is a phenomenal consignor who has challenged us to think differently; finding new solutions to support their explosive growth," said Arsenio. After two on-site visits and more than a couple of phone calls, Tina and her team are better-positioned to optimize the flow of inventory between retail locations and auctions, ultimately selling cars more efficiently. "Arsenio has helped us tremendously in every possible avenue," says Tina.

We're excited to feature Tina and Arsenio as they have demonstrated over and over the power of a "Built in Partnership" approach. Even great relationships have difficult moments, but the difference is in how they are willing to learn and grow from both successes and mistakes. Our thanks to Tina and the entire American Financial/American Car Center team; we can't wait to see where you take that business in 2020!

Coming Soon to a Pocket Near You - AutoIMS Mobile

By Robert Williams



Out on the lot and need to approve a repair? Sitting by the pool and want to set some floor prices? In the hotel bar and need to review cars for tomorrow's sale? You've always been able to use AutoIMS.com on your phone, but it's not exactly a comfortable experience (zoom, squint, repeat).

This spring you will be able to have a piece of AutoIMS in your pocket. AutoIMS will be releasing a mobile app for both Android and Apple devices.

With AutoIMS Mobile, you will be able to:

- Scan a VIN or auction barcode to look up a vehicle
- Find vehicles using make, model, status, etc.
- View damages and approve repairs
- Set floor prices
- Review, place, and release holds
- View and add notes
- Update open and private fields
- Access prebuilt "widgets" to find vehicles that need attention

The AutoIMS app won't replace AutoIMS.com for complex reporting, analytics, troubleshooting, and other advanced tasks, but it will be available when you want to perform everyday tasks on the go or in the lanes.

Stay tuned! We'll be sure to let all users know when the AutoIMS app is ready for a test drive.

It's Just a Game?

By Lee Clark



Our AASC Football Pick 'ems Championship is an annual competition based around picking game winners each week in both College and Professional football. We usually have about 8 to 10 people participate each year. Congratulations to our College Pick 'em defending and repeating champion: Roger Baldwin. Moving to the NFL, our Professional Pick 'em champion this year was Ann Cammarata.

Compared to our March Madness Championship (one, big bracket effort), the Football Pick 'ems require more effort since our competitors must log in each week and make their picks – a true test of commitment over the long haul of the football season. They don't call it a gridiron for nothing. Congrats to this year's winners and start training for the 2020 AASC Football Pick 'ems Championship!

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Send newsletter recipient changes to Kellee at kwatson@autoims.com.

Elevating the Conversation

By Venkat Krishnamoorthy

Our leadership team hit the ground running—well, flying—this year! We met with clients and auctions in Dallas as early as the second week of January, eager to learn about their top objectives for 2020, and to highlight our focus areas for the year:

- Analytics
- Third Party Integrations
- Value-Centered Conversations

In our Dallas trip, we focused on the value conversations which we consider to be the foundation of any successful relationship. We visited the headquarters of Toyota Financial Services,



Capital One, Hyundai Capital, and Americas Auto Auctions. Each meeting involved sharing mutual roadmaps and uncovering synergies for 2020. We like to call these our “listening tours,” as the more our clients share their immediate needs, long-range needs, and pie-in-the-sky wishes, the better.



We are being more deliberate to ensure the tactical needs of the day are aligned toward achieving the overall corporate strategic objectives for clients. This approach sometimes may seem slower since we are starting the conversation at 50,000 feet on purpose, thus targeting the right areas on the way down to sea level. That tempered approach often pays off for all parties, as we jointly uncover the optimal value equation and ensure that our execution delivers it out of the ballpark.

Regarding the other two objectives, we will be announcing a couple of third-party integrations in the service of physical auctions around the time of the CAR Conference (see you in March). Also, we are working on more targeted analytics, building on the foundational Sales Scorecard from 2019, helping our consignors and auctions work together toward more mutual success. Our team is excited, engaged, and looks forward to building an excellent 2020 in partnership with each of you!