

AutoIMS News

WINTER 2013

Don Meadows' Legacy

This past December we lost a great friend and leader. Whether or not you knew Don Meadows, his legacy will continue to touch the entire remarketing industry for many years to come, both through the technology he helped bring to market, and even more profoundly through his personality and charm which touched so many of us on such a personal level.

A long time car guy and trained mechanic, Don transitioned to the remarketing aspect of the business while living in



Chicago, where he led remarketing for a number of years at Donlen. Don's innovative style and ability to envision better ways to do things led to his opportunity to build AutoIMS from the ground up with other industry leaders. His ability to earn the trust of others led to the wide-spread adoption and success of what was initially an unlikely venture of competitors.

As CEO, Don was a true player-coach who encouraged individuality and motivated people to find and use their strengths. He led by example, and fostered a workplace at AutoIMS that mirrored his shining qualities: Honesty, Hard Work, Loyalty, Innovation, Life Balance, Leadership, and a great sense of Humor. Don always seemed to enjoy himself along the way, showing a true understanding of what it means to achieve great balance in life, sharing an unending stream of laughs and smiles along the way with his employees and their families. Don is survived by his wife Shannon, his son Keenan, and his daughter Lucy, who will all carry forward his unique legacy in a way that only one's family can.

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An avid endurance cyclist, Don often participated in extended group rides to benefit various charitable causes. Don prized physical activity and spent time kayaking, caving, and counts among his achievements climbing to the summit of Mt. Kilimanjaro. Don's artistic side played an important part in virtually every aspect of his life and work. His musical talent added

infectious rhythm to his personality; and his visual artistry – his sheer ability to think in 3D, conceptualize something new and illustrate the idea for those around him – helped him sell ideas that wouldn't otherwise seem possible.

Perhaps Don's strongest artistic love was that for glass. With multiple kilns and torches in a garage full of specialty tools, Don created beautiful custom glass work in the form of intricate figures, fused plate-work, and magical marbles that many in the industry may have on display right now. One of Don's original glass beads, in conjunction with the Beads of Courage charity, traveled into space in 2010 as part of one of the final space shuttle missions. Much of Don's glass work is on display at www.shadowsunlimited.com.

Carrying On

If Don's background is any indicator, overcoming hardships can shape those who experience them in a very positive manner. An inner city kid with little money and an unstable family situation, Don recognized his strengths and talents at an early age, and relied heavily on the power of staying positive. He once said, "I'm not easily disappointed because I know that if you hang tough things will get better."

Indeed, Don's attitude and leadership at AASC and success with the industry standard platform AutoIMS on which so many rely, have led to the collective commitment of our employees to not just "hang tough" but to actively carry Don's vision and legacy forward. Those of us who had the immense privilege to work with Don were each mentored and shaped in



Don Meadows and team at NAAA, Chicago, 2011

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AutoIMS employees and the AASC board of directors

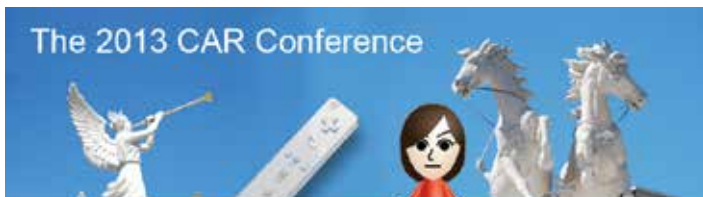
AASC Board Meets in Atlanta

In a show of its commitment to AutoIMS and the entire industry, the AASC Board of Directors held an on-site meeting at AASC Atlanta headquarters on January 24, 2013. The Board officially consists of four members - one from each of four shareholder groups. Jay Cadigan is the newest Board member, representing Manheim Auctions. Warren Byrd represents ADESA. Greg Mahugh with DAA Northwest and El Paso Ind. Auto Auctions represents ServNet. David Wescott, with Acadia Auctions, represents the group of Independent Auctions, IAASC. Also in attendance were Steve Krupa from Morton Auto Auction as an additional representative of IAASC, and Manheim's Chris Maier.

The Board spent time during the day in a variety of settings, beginning with a discussion led by the AASC management team who gave them an overview of where the company is today. The managers highlighted recent successes, corporate culture, examples of strong teamwork, its commitment to AASC employees and clients, and the company's dedication to Don Meadow's legacy.

Board members also convened in private to discuss the complicated process of selecting a new leader for AASC. Ultimately, the Board expressed their appreciation to the Management Team for stepping up to the plate and ensuring the continuity of the business during this transition period.

A highlight of the day included a company-wide luncheon where the Board members mixed and mingled with all the AASC employees. Both Warren Byrd and Jay Cadigan spoke to the group as a whole, and thanked the employees for their dedication and hard work to keep the business running smoothly, and assured them of the company's bright and secure future.



Coming to the CAR Conference? Join AutoIMS during exhibit hall hours for the official CAR Wii Gaming Lounge. Take a break in booth #10, have some fun competition with your peers, and try to win a gift card to Starbucks, Fandango, Target or Best Buy. We look forward to seeing you in Las Vegas! www.carconference.com.

The Long Haul



If by no other indicator, retail vehicle sales levels and corresponding wholesale volumes in the auction lanes during the downturn proved that U.S. consumers and commercial fleets decided they could save money by keeping their vehicles in service longer. While volumes are just now starting to climb closer to pre-recession levels, the latest numbers from Polk Automotive show the average age of a vehicle on a U.S. road is 10.8 years. Seems like a long time for an American to keep a car and yet 10.8 years doesn't touch the longevity some drivers have achieved!

Back in 1994, the highest recorded mileage for an automobile with the original gasoline motor without an overhaul is 577,363 miles, achieved by Don Champion with his 1979 Cadillac Sedan de Ville.

Also with limited overhaul work - just a transmission and several new hoods attributed to 8 deer collisions over 16 years of driving - Peter Gilbert's 1989 Saab 900 made it to a Saab-verified 1,001,385 before its donation to the Wisconsin Automotive Museum.

Albert Klein from Pasadena, CA held a Guinness record for a time after logging 1,613,281 miles on his 1963 VW Beetle. That's like driving 238 times around the moon, and in a Beetle, that takes a long time (34 years for Mr. Klein).

Perhaps most renowned in the world of vehicle longevity, Irv Gordon of East Patchogue, NY passed 2.9 million miles in his 1966 Volvo P1800 over the summer of 2012! Maybe news will have broken about Irv hitting 3,000,000 by the time you read this.

Don Meadows' Legacy, continued from page 1

our own way - because he treated us as individuals and cared for us on a very personal level. Based on the sentiments we received from the industry, and for which we are very grateful, many of you felt the same way.

As we stated in December - all of us at AASC pledge our commitment to upholding Don's legacy and continuing our service, innovation, and leadership within the remarketing industry. While we often ask ourselves, "What would Don do?" - we also take comfort knowing that Don invested in all of us so that we are positioned to serve our employees and our clients without interruption. We know Don is looking proudly upon the continued success of AASC and the unwavering support we receive from the remarketing industry.

Another Big Year For AutoIMS Enhancements

In retrospect, 2012 proved to be another year of strong achievements for Auto Auction Services Corp. (AASC). Here we give you some of the highlights, not only to sing our own praises, but to remind you of all the great new features, functions, and value that can be derived as a member auction, consignor, or integrated 3rd party with AutoIMS. We'll also give you a glimpse to the future.

All of these accomplishments result from our interaction with you, the remarketing industry, so we also like to take this opportunity to say, "thank you!"

- Major enhancements to the look, feel, and navigation of AutoIMS.com, including a more user-friendly menu system. *Coming soon: Dashboards and landing pages that make AutoIMS easier and more useful for new users and executives.
- Official Launch of the AutoIMS Hub - Partnership with OVE marks the release of this new tool for creating and managing online sales. *Coming soon: Listing automation - let AutoIMS do the work to get your vehicles listed automatically.
- LiveAnalytics - A new, sophisticated tool to measure the performance of your business using AutoIMS data.
- RecoveryIMS Premium - A major update to the repossession agent-facing program providing repossession

vendors new features to better serve their clients, including:

- Multiple Logins
- Combined Client Access
- User Management
- Overhauled LivePricing to bring this tool front and center. Improved floor pricing processes, and easier adoption of built-in guide books.
- Data Expanders - New columns added which provide expandable information directly in a report for added convenience.
- Customer Service Tools upgrade - Enhancements to issue diagnosis and EDI log tools help our CS team get answers to you more efficiently.
- Mobile Apps for Android - A convenient search app and a mobile version of our LiveCRwriter program.
- Tip of the Week - Weekly AutoIMS user advice email digest, customized for both consignors and auctions.

The 2013 development pipeline promises even more innovations, tighter integration with our clients, and increased value to our users. What's on your AutoIMS wish list? It's never a bad time to contact us with your feedback, ideas, or suggestions: customer.service@autoims.com or (888) 683-2272.

Here's Looking Up Your Address

AutoIMS recently rolled out a new address validation feature to help those consignors who use the manual auction assignment function. With a combination of high gas prices, increasing volumes, and more advanced mapping and GPS software, it just makes sense to ensure that everyone involved with the vehicle transportation process has the most accurate data about vehicle location.

Why Validate?

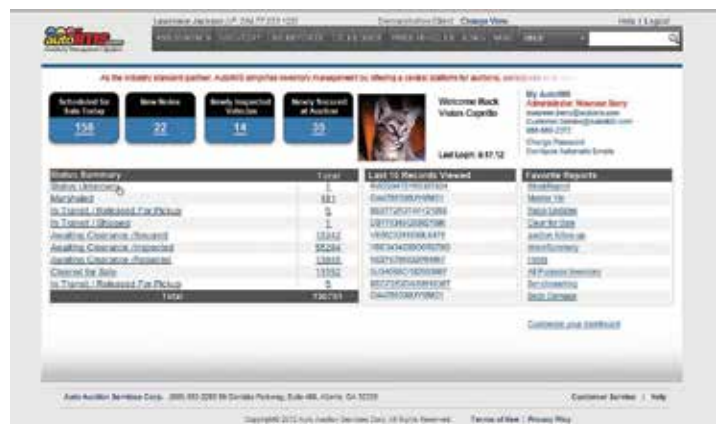
An easy, optional step, pressing the new Validate Address button on the Vehicle Location tab of the auction assignment page helps ensure an accurate and user-friendly pick up location address. What's more, this new step will make sure that your address can be used to take advantage of the Five Closest Auctions feature, which automatically shows the five auctions closest to a vehicle's address.

How to Use It?

Consignor users need only enter the vehicle location details like normal, hit the new Validate Address button, and if the address isn't perfect as entered, follow the prompts to select the validated address. Need more of a road map or have some feedback on this new feature? Customer Service is happy to help: customer.service@autoims.com or (888) 682-2272.

AutoIMS Dashboard

The Dashboard: A concept which car people and business leaders alike have embraced for a long time. Soon, AutoIMS will help leaders in the car business with a new dashboard. Imagine logging in to see a quick and dynamic snapshot of key metrics and inventory summaries without having to run a single report. Stay tuned for more info as we finish a series of navigational improvements this Spring - saving the best for last!



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Morton Auto Auction's Steve Krupa



Steve Krupa, President and co-owner of Morton Auto Auction, had the opportunity to visit with AutoIMS in January, and to share some of his background and the story of Morton Auto Auction, now in its 35th year of business. In his 12 years of running auctions, Steve cites a range of skills that serve him well in the business, including mechanical knowledge, sales skills, and a good financial understanding of the business and his customers.

Maintaining effective relationships with a wide range of constituents, from auto parts suppliers, towing companies, and maintenance providers, to accounting and legal firms, banks, and employees, is an important aspect of Steve's role. Yet, in his words, the most satisfying part of the job is, "Winning a new dealership or commercial account and seeing they are pleased with all that we have to offer at Morton."

A typical week for Steve - when not traveling to represent the auction at industry meetings or visiting other business partners - includes managing the preparation for sale during Monday and Tuesday, running a smooth sale day on Wednesday, and focusing on business development Thursday and Friday. When asked how much variety he experienc-

es on a day-to-day basis, Steve said, "Every day offers new opportunities to connect with people and make new friends within this business."

As for the auction, Steve says Morton is well-positioned for 2013 and beyond and has a strong focus on improving services through technology and infrastructure. The auction relies on AuctionEdge to provide greater visibility to potential buyers, and AutoIMS for advanced reporting and management for commercial accounts.

Serving central Illinois, Chicago, and St. Louis, one of Morton's specialties is catering to truck buyers from the surrounding farm country. "Our consignors are thrilled with their truck sales figures. We recondition vehicles very cost effectively to maximize the in lane prices," Steve added.

In addition to improving technology offerings, Morton has committed to building a new, 5-lane auction facility on the current premises. The cafeteria will be spacious with a view of the action, and the lanes will have concrete heated floors for winter weather, great circulation in the summer and a directional sound system. Steve concluded, "We are so excited about our goals for 2013 and look forward to serving our customers at a higher level than ever before."