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# Streamlining Processes Through Automation

Today's consignor is looking to sell vehicles at auction more efficiently than ever, making the process faster and ensuring top dollar for their assets. In order to meet these needs, AutoIMS has worked with multiple consignors on automating various remarketing processes. One of these processes recently developed and launched into production is a custom, Auto Assignment feature which automatically selects the auction based on client-provided criteria.

How does Auto Assignment work? Some clients have a predetermined matrix of auctions to which they assign vehicles based on the zip code of the vehicle pickup location. Vehicle records can be transmitted to AutoIMS via EDI or web services (or entered manually) with a VIN, Client Account Number and the Pickup Location details. AutoIMS then automatically runs a process to assign these records to the auction within the client's auction matrix. Automating the vehicle assignment process reduces administrative effort, eliminates error, and minimizes days to sell.

Since each consignor has their own unique processes and business needs we developed the Auto Assignment feature with flexibility in mind. Some



## An Automation Case Study

*By Chris Shelley, Director of Servicing - American Credit Acceptance, LLC*

We have worked with AutoIMS extensively over the last 6 months to identify many ways to streamline our process, allowing us to decrease our internal administration staff as well as prevent future hiring in these roles. Current roles have transitioned from data entry to an audit function, reviewing vehicle options at purchase to condition reports at the repo company to condition reports at the auction to identify discrepancies and seek refunds or damages. Process improvements included automating assignments, transportation, clearing for sale, data entry back into our receivables system, and exception reporting on charges outside the approved fee schedule or approvals.

Michael Greene and the team have met all my expectations, assisting with requirements, design, testing, and implementation. We at ACA are very grateful for the close working relationship and a true business partnership.

vehicles are being Auto Assigned at the time of repossession in near real time with an assignment sent directly from the repo vendor. Others are held to state-by-state, repo waiting periods before an assignment is created. Users have the ability to update zip code mapping

tables, transport rates, repo state wait times and more using AutoIMS.com.

Are you interested in automating remarketing processes? Feel free to contact us at [customer.service@autoims.com](mailto:customer.service@autoims.com) or 1-888-683-2272 to discuss your needs.

# The Integration Era



In recent years, lower volumes and higher prices opened the door on improvement projects that remarketers may not have had the time or budget to stomach previously. The savviest and most aggressive among AASC clients have pushed very specifically to automate more trivial tasks, making the most of their data – regardless of which system it comes from or goes to – ultimately reducing process time, and getting personnel focused on higher value activities.

AASC is committed to helping our clients tie together the data and processes that have the biggest impact on results. While that often means integrating AutoIMS with a client host system, it frequently means establishing direct data connections with other vendors they use. These types of connections help eliminate management by spreadsheet, ensure that vehicles are moving through a process consistently, and put clients in the position

to manage exceptions (think ‘needle’) instead of everything (think ‘haystack’).

AASC CEO, Mike Broe, “We are constantly reminding the industry that AASC is solidly positioned to help accelerate technology projects that may otherwise spend months and even years

in internal project queues.” Broe continues, “Bringing the industry together is a key part of our mission and purpose, and our greatest pleasure is when companies think of us first when they have a new project or idea.”

## Possibilities for AASC 3rd Party Connections:

- **Repossession Vendors; Examples:** RDN, iRepo; Benefits: Avoid manual entry or setting up and maintaining a direct connection to AutoIMS to create auction assignments. Vehicle data flows directly from a repo provider to AutoIMS upon repossession of the vehicle or at a specific time interval, triggering the remarketing assignment. Add the Auto Assignment feature you also read about in this newsletter, and you’ve got something special.
- **Transportation Companies; Examples:** CarsArrive, United Road, RTS Syn- gin, Ready Auto Transport; Benefits: Let AutoIMS auto-assign the transportation of your vehicles with the vendor(s) of your choice based on your preferences.
- **Title Vendors; Examples:** All State Title Service, Resource Title Service; Benefits: Automatically trigger preferred vendors to process titles and access necessary vehicle information directly from AutoIMS.
- **Insurance/Financial Companies; Examples:** SWBC, Allied Solutions VanWayenen; Benefits: AutoIMS can send condition report information, loss-related data, financial metrics, or other outcomes about your inventory directly to these companies to help automate payments, settlement and more.
- **3rd Party Remarketers; Examples:** GE Remarketing, PAR, Caprock, several more; Benefits: Stay in tune with your inventory, even when the remarketing is outsourced.
- **Industry Solutions; Examples:** AutoGrade™, Black Book, MMR, Upstream & Mid-stream Online Selling, Multi-Platform Selling (in progress); Benefits: Bringing widely-applicable resources to the industry saves individual parties money and allows for faster, standardized initial adoption and easier maintenance/upgrades.

What’s next in the era of integration? You tell us! We look forward to hearing about your next big project or innovative frontier.



## Kim Niedbalski from ABC Baton Rouge

As Fleet/Lease Inside Coordinator, Kim Niedbalski manages the repair and sale of 300+ commercial consignor vehicles per month. Specifically, Kim works closely with a CR writer and an outside coordinator to determine the cost of repairs, coordinate approval of estimates, and execute repairs quickly to get them into the sale.

“Accuracy, attention to detail, communication, persistence, and being highly organized are essential,” says Kim. After the sale, sold vehicles are closed out and any unsold vehicles are scheduled for next week’s sale.

ABC Baton Rouge is already making waves in southern Louisiana with their brand new facility and highly experienced staff. Located adjacent to the Baton Rouge Airport, the auction sells exclusively to dealers, offering both whole-car and salvage inventory. “We provide a customer experience for our

clients and our purchasing dealers beyond their expectations, which include catered meals on sale day and giveaways for the dealers,” says Kim.

Technology is no stranger to the auction. ABC Baton Rouge uses Auction Pipeline to reach more dealers on sale day. After the sale, unsold vehicles are typically listed on OVE. Kim uses AutoIMS to check for newly-consigned vehicles, to see which vehicles are cleared or awaiting clearance for sale, to manage vehicles on the block, to confirm floor prices, and to communicate with sellers about their inventory.

Kim’s brother Kevin, a 30-year veteran of the auction industry, convinced her she would enjoy it. Previously, Kim worked as a commercial banker, a legal assistant, owned a real estate sales & appraisal office, and co-owned an advertising graphics business with her husband.



*From top left: Mary Caldwell, Sheila Kilgore, Philishea Popillion, Joe Miller, Terrence Green and Kim Niedbalski*

When she’s not taking great care of her clients, Kim makes use of her LSU football season tickets, which she’s had for 30 years, and which may have just led to marriage. Kim’s husband loves the team just as much as she does, but he didn’t have tickets when they met - who says football isn’t romantic? Kim also enjoys reading (Dan Brown and John Grisham in particular), gardening and theater.

## Customer Service Hits the Road Again

Leaving our office and experiencing face-to-face interactions with our clients is always an enlightening experience. Seeing how AutoIMS is used and contributing to our users’ experience is among the most important of roles we play on the Customer Service team. In late April, we had the pleasure of visiting Manheim New Orleans, ABC Baton Rouge, Louisiana’s 1st Choice AA, and North American Finance Company.

During each visit I was able to sit with several team members to answer questions, simplify processes and find out what we can do to make AutoIMS work better for them. For example, at Manheim New Orleans we focused on running report templates and building original reports to help serve individual clients. And the team at ABC Baton Rouge learned that customizing stock report layouts was one of the keys to accessing the wealth of data in AutoIMS. It’s a great opportunity to meet with member auctions and clients; this kind of personalized involvement always improves our ability to serve our user base.

—Terrence Green



*Karin McKinney and Laura at Dealers AA of Chattanooga*

In early June, we dusted off our shoes and hit the road for a couple of visits to nearby auctions. First stop of the day was at Dealers Auto Auction of Chattanooga where we met the brilliant Karin McKinney. Karin, an expert in fleet lease account management, provided a glimpse into the role AutoIMS plays in managing her inventory. Karin learned about the EDI codes available in AutoIMS and other important aspects of managing the auction’s AutoIMS account.

The second auction on the list was America’s Auto Auction of Atlanta, where we were welcomed by Jim Ivey. Jim, a veteran of AutoIMS and the auction world, quickly put us to work demonstrating new ways of getting the most out of AutoIMS. Jim and his team were quick to pick up on advanced reporting concepts, and new ideas about how to use tools like our My Local Auction product to help best serve their client base.

As usual, the auctions were both beehives of activity, but we appreciated the time and attention from both Jim and Karin’s teams. The insightful questions and quick thinking helped us take away at least as many ideas about serving our auctions as we tried to leave behind! —Laura Clark

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# Driverless Cars

If you drive in Atlanta, you may have wondered why any of us are allowed to be behind the wheel. We're used to everyone talking on the phone; now they're texting, using the phone's navigation system, checking Facebook statuses, and tweeting – virtually anything but actively focusing on the road. With 93% of traffic accidents caused by human error, and driving fatalities the main cause of death in teens, driverless cars seem more a matter of “when” than “if”.



A PRT in Masdar City

Now picture a time when you aren't concerned with decisions about speed, directions, bad weather, night driving, or parking. Road rage? A distant memory. There's a global network of interconnected solutions addressing both driving and parking issues, accessed by mobile devices.

Masdar City, located 20 miles from Abu Dhabi, United Arab Emirates, is 100% self-sustained, with its electricity generated by solar and wind energy. The only way to get around the city is by foot or an electric car network located beneath the city. Personal Rapid Transit Pods (PRT) follow magnets buried in the floor and use proximity sensors to avoid collisions. The city itself is a mere ¼ mile square, making the 15-mile per/hour cars tolerable and efficient.

How about a more gradual transition? In 2010 Google launched

a fleet of driverless cars, including the Lexus RX 450h, which can be summoned via a smartphone and is equipped with a LIDAR (light radar) system which compares gathered information to stored maps. In May 2014, Google has a new driverless car, but this time, without the ability for human override. The electric vehicle has no steering wheel or brake, and therefore isn't yet legal to share the road.

For now, Advanced Driver Assistance Systems (ADAS) including adaptive cruise control, lane keeping and parking assists, make today's vehicles safer for distracted drivers, and those that share the road with them. Safety, time savings, convenience, efficiency, and higher productivity are fueling R&D efforts to make driverless cars a reality. Now, is it safe to say that even when cars don't need drivers, they'll still need salespeople? (We think so).