



# Manheim

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## MANHEIM RECEIVES MULTIPLE INDUSTRY ACCOLADES FROM CUSTOMERS

*Nineteen locations honored for excellence in all areas of auction services*

ATLANTA – Good things generally come in threes, but Manheim has broken the mold by making it 19. That’s how many Manheim locations recently received industry awards for providing outstanding services in delivering regional auction excellence. The range of award criteria included performance benchmarks such as service and cost efficiency, process speed and the ability to go the extra mile to achieve customer satisfaction.

"Satisfied partners are always the best proof of a job well done, and that makes customer recognition especially rewarding for our entire Manheim team," said Nick Peluso, senior vice president, customer management, Manheim. "These awards reflect our passion for letting the caliber and quality of our work serve as the foundation for building strong relationships."

Awards were given by the following Manheim customers:

***Automotive Resource International (ARI)*** identified one auction in each of ARI’s six regions based on yearly performance – determined by a combination of days to process, auction administration and communication – as well as individual situations where the locations went above and beyond:

- Manheim Northstar Minnesota                      2009 Region 4 winner

***Consumer Portfolio Services (CPS)*** honored auctions for excellence in various categories, including the following award:

- Manheim Darlington                                      Fleet Department of the Year

***Credit Acceptance Corp*** recognized this location for its net sales average:

- Manheim Seattle    Small Volume Auction

The ***Donlen Corporation*** cited two Manheim locations for best-in-class performance among its auction partners:

- Manheim Milwaukee                                      Auction of the Year, Central/Northeast Region
- Manheim Mississippi                                      Auction of the Year, Southeast Region
- Manheim Milwaukee                                      Best Retention Dollars

**Emkay Incorporated** recognized the following Manheim location for exemplary performance based on the company's scorecard:

- Manheim Northstar Minnesota                      Midwest Auction of the Year

The **General Motors** Sponsored Auction Operational Awards were given to three Manheim locations for their impressive first-quarter performances in their individual regions:

- Manheim Pennsylvania                      Northeast Region
- Manheim Orlando                      Southeast Region
- Manheim Northstar Minnesota                      North Central Region

**Hertz** gave accolades to four Manheim locations based on 2009 performance:

- Manheim Detroit                      Auction of the Year, East Region
- Manheim Nevada                      Auction of the Year, West Region
- Manheim Phoenix                      Most Improved Auction
- Manheim Pennsylvania                      2009 Auction of the Year

The **LeasePlan** Stellar Performance awards were given to auction locations that outperformed all other locations in the region, based on the quality of condition reports and other metrics:

- Manheim Tennessee                      Southeast Stellar Award
- Manheim Metro Dallas                      Southwest Stellar Award
- Manheim New England                      Northeast Stellar Award
- Manheim Riverside                      West Stellar Award

The **LeasePlan** Outstanding Service award recipients were nominated by regional marketing managers for going "above and beyond the call of duty":

- Manheim New Jersey                      Outstanding Service Award
- Manheim Arena Illinois                      Outstanding Service Award

**US Bank** bestowed the following awards based on the best overall score, which took into account both sale percentage and retention based on percent of MMR:

- Manheim Northstar Minnesota                      2009 Retail Repo Auction of the Year
- Manheim Ohio                      2009 Lease-End Auction of the Year
- Manheim Riverside                      2009 Highline Auction of the Year

**Wells Fargo** recognized three Manheim locations for offering customers the highest and most consistent levels of service in their respective regions during 2009. The awards were based on specific performance criteria and ratings from a survey distributed to Wells Fargo team members:

- Manheim Orlando                      2009 Auction of the Year, Southeast Region
- Manheim Ohio                      2009 Auction of the Year, Northeast Region
- Manheim Southern California                      2009 Auction of the Year, West Region

**Westlake Financial Services** recognized top-performing auctions in the first quarter using a proprietary scoring model to weigh 22 objective and subjective components:

- Manheim Indianapolis No. 1 Top-performing Auction Partner
- Manheim Metro Dallas No. 5 Top-performing Auction Partner

**About Manheim** ([www.manheim.com](http://www.manheim.com))

Manheim is the world's leading provider of vehicle remarketing services. Through its 130 worldwide wholesale operating locations, Manheim impacts every stage of a used vehicle's life cycle, helping commercial sellers and automobile dealers maximize the full value of their vehicles. Drawing from its auction transaction volume, Manheim Consulting publishes the annual Used Car Market Report, the definitive source of data for the used car industry. Manheim Consulting offers a wide range of services including custom analytics, business optimization and macro economic analysis.

Manheim is the online vehicle remarketing leader, connecting buyers and sellers to the world's largest, most comprehensive wholesale marketplace through its extensive in-lane and online offerings. Manheim.com receives nearly 900,000 visitors each week.

Additionally, Manheim offers services including reconditioning, certification, inspections, dealer financing, title management and marshaling, among others. Through its wide array of services and technologies, industry publications, customer support and educational offerings, Manheim gives its customers maximum control over how they buy and sell vehicles, helping them to conduct business in the most efficient way possible. In 2009, Manheim handled nearly 10 million used vehicles, facilitating transactions worth more than \$50 billion in value.

Headquartered in Atlanta, Georgia, Manheim is a subsidiary of Cox Enterprises, a leading communications, media and automotive services company.

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