



OUR MISSION IS YOURS.

MANHEIM SEATTLE

WELCOME GUIDE



OUR MISSION IS YOURS

We've got one goal: making you and your business more successful. That's why everything we do empowers you with more business operation options and digital tools to enhance your strengths and help you do what you do, better. But our work is never done. Our relentless pursuit toward an even more frictionless, unified experience instills confidence in our partnership so you can be certain **our mission is yours.**

WELCOME TO MANHEIM SEATTLE

Glad to have you on board! If you're reading this, it means you've taken the first step to becoming part of our extended family, which is not something we take lightly. Because we know why we're here. And that's to make you day more productive and your business more money.

Manheim Seattle has been in Kent for more than 65+ years. With an army of over 75 industry veterans, we believe every single experience deserves to be personalized. Our priority is to give you all the tools and support you need to succeed. Although Manheim Seattle is one of the largest, most diverse auctions in the Pacific Northwest, we know you have options. So, we work every hour, every day to make our marketplace, your marketplace.

Our weekly offering of over 900 vehicles across 8 sale lanes is available in-person and online. Our sale represents a combination of commercial, manufacturer, bank and dealer units from major manufacturers and captive finance companies to large and small banks and credit unions, to the smallest independent and largest franchise stores.

Additionally, we offer a full complement of reconditioning services such as body and paint, paint-less dent repair, wheel repair, a mechanics facility, detail center and more. Manheim Seattle is proud of the reputation we've built to provide the highest level of customer service and satisfaction.

"Our Mission is Yours" isn't just a clever tagline. It's how every employee here at Manheim Seattle approaches each day and every client interaction. Because we're here for you, and we all look forward to helping you succeed.



Eddie Lafferty
General Manager



Neil Richter
Assistant General Manager



Nicki Rosling
Sr. Manager
Client Experience



Darius Taylor
Retail Recon Manager



Tonya Kidder
Client Services Supervisor



Roy Pilpovich
Lot Operations Manager

Meet our Field Sales Team



Craig Boughn
Sr. Manager
Client Solutions



Elliot Reimer
Sr. Client Solutions
Executive



Phil Sundbaum
Sr. Client Solutions
Executive



David Espinda
Sr. Client Solutions
Executive

OUR SALES YOUR SUCCESS

We do everything we can to make your business transactions as convenient as possible. Our team is available to assist you with any questions or concerns related to all Manheim products and services, which include OVE, Simulcast, and Manheim.com, as well as in-lane activity.

It's our goal to ensure that your expectations are met and service concerns are resolved each and every time we speak with you.



Manheim Seattle At A Glance

Location:

19711 77th Ave. S.,
Seattle, WA 98032

Phone:

253.872.6800

Online:

manheim.com/locations/SSAA

Office Hours

Mon-Tue 9am-5pm
Wed 8am-5pm (Sale Day)
Thu 9am-5pm
Fri 9am-1pm
Sat: Closed
Sun: Closed

Gate Hours

Mon: 6 am – 10 pm
Tue: 6 am – 10 pm
Wed: 6 am – Thu 10 pm
(24 hours)
Fri: 6 am – 10 pm
Sat: 6 am – 10 pm
Sun: 6 am – 10 pm

Commercial & Dealer Sales

Wednesdays | Weekly: 9 am PST

Highline Sale

Wednesdays | Every 4 weeks:
9 am PST

Specialty Sale

Wednesdays | 11:00 am PST
Weekly | Lane 12 | Simulcast 73

TRA Sale

Wednesdays | 11:00 am PST
Weekly | Lane 12 | Simulcast 97

Mobile Sale

Mondays | 1:00 pm PST
Bi-Weekly | Lane 84
Burlington, WA

Pre-Sale Inventory

Browse the list of vehicles available in
upcoming auction sales
Manheim.com

Preview Hours

Tue 8am-7pm
Wed 7:30am-8am

Post-Sale Results

Check vehicle price performance by
viewing auction results in easy-to-read,
printable reports on Manheim.com

Services Offered:

- Body Shop
- Detail Shop
- Mechanical Shop

**QUICKLY FIND VEHICLES
ANYWHERE ON THE LOT**

DOWNLOAD USER GUIDE AT MYMANHEIM.COM/LOTVISION



OUR MISSION IS YOURS.



Search up to 30
VIN #'s or Work
Orders to find
vehicles within
10 feet. Free to
everyone.





BUYERS

IN-LANE AND ONLINE, THE MANHEIM BUYING EXPERIENCE IS BUILT FOR YOUR SUCCESS

Search, research, bid and buy from the largest selection of inventory, anywhere and any way you want.

Join us in person

- At 74 auction locations nationwide.
- At a Manheim mobile auction held at a dealership location near you.

Join us online, anytime

- At Manheim.com – your single destination to see inventory from commercial and dealer consignors.
- Join a live, auctioneer-led sale via Simulcast or view inventory in our timed 24/7 sales for a chance to bid or make an offer on inventory you need.

For more information about our marketplace options, visit manheim.com or our Learning Center at manheimtools.com/tlc



SELLERS

SELLING CARS MORE EFFICIENTLY AND EFFECTIVELY HAS NEVER BEEN EASIER

Easily list your wholesale inventory to thousands of buyers – and target the optimal buyers – with powerful DIY tools or full-service offerings.

We'll do the work for you

- Bring your vehicles to the auction and let us take care of the inspection, listing and sale for you.
- Have a Manheim Express Concierge visit your lot and list vehicles into the Manheim Marketplace without ever moving the vehicle – we'll take care of the details for you.

Prefer to DIY?

- Use the Manheim Express mobile app to self-list vehicles right from your lot by completing a quick questionnaire and using our 360-degree imaging tool.

For more information about our marketplace options, visit [manheim.com](https://www.manheim.com) or our Learning Center at [manheimtools.com/tlc](https://www.manheimtools.com/tlc)



CREATING AN EASIER EXPERIENCE FOR YOU

Touchless options to save you time. In-person services for when you need them.

TOUCHLESS

- Use the App to access: ACH Payment, Vehicle Release
- Call or email us for registration, adjustments, reports
- Use online tools to submit arbitration requests

IN-PERSON

- Front Office Hours
Mon-Tue 9am-5pm
Wed 8am-5pm (Sale Day)
Thu 9am-5pm
Fri 9am-1pm
Closed: Saturday & Sunday

Everything you need to make every aspect of wholesaling as easy as can be.

ASSURANCE

- Condition Reports (CRs)
- Post-Sale Inspection (PSI)
- Limited Powertrain Inspection (LPI)
- Manheim Certified
- DealShield

LOT VISION

- Save time by pinpointing a vehicle's exact location on our lot to preview or pick up, seamlessly and safely.

VEHICLE IMAGING

- With 15 or more images per vehicle, audio and video capture, and many more features on the way, our Vehicle Imaging gives you the confidence to make smarter decisions.

LOGISTICS

- Ready Logistics
- Central Dispatch

RECONDITIONING

- From Vehicle Detailing to Light Mechanical Repairs to Paint & Body Repair, Manheim's suite of reconditioning services can maximize your ROI.

Visit mymanheim.com for more details

GETTING STARTED

At Manheim Seattle, we'll work as hard as you do to make wholesaling vehicles as efficient and profitable as possible for you. Use this guide to jump-start your experience.

1. SET UP ACH PAYMENTS

Set up direct deposits from the bank accounts you link to your Manheim.com profile so you can pay online or receive payments electronically. Learn more at manheimtools.com.

2. SET UP YOUR PROFILE, PREFERENCES AND NOTIFICATIONS

Whether you're in the lanes or buying and selling online, manage your business on your terms with your personalized profile. Verify ACH payments, set where you want your titles shipped, and set notifications for title status, payments, vehicle status, account hold/release and more. Learn more at manheimtools.com.

3. SET UP YOUR FLOOR PLAN*

Apply for credit with our partner, [NextGear Capital](https://nextgearcapital.com), or set up the floor plan of your choice. NextGear Capital provides floor plan financing options so you can finance nearly any type of remarketed unit, including retail, wholesale, salvage and rental.

4. SET UP PURCHASE PROTECTION*

Sign up for our [DealShield](https://dealshield.com), automatic purchase protection, or set up your preferred purchase protection. We also offer everything from basic post-sale inspections to limited powertrain inspections. Get started at dealshield.com or visit mymanheim.com/ds360/?a.

5. SET UP TRANSPORTATION*

Sign up with our partners, [Ready Logistics](https://readylogistics.com) and [Central Dispatch](https://centraldispatch.com), or set up your own transportation method. Whether you want full-service, turn-key transportation or prefer to manage the process yourself, these logistics services deliver. Get started at mymanheim.com/logistics

6. DOWNLOAD THE MANHEIM APP*

Away from your desk and need to find a vehicle for a customer? Want to scan a VIN when you're in the lanes? Waiting to find out when you'll get your title or vehicle release? Want to list vehicles you have for sale?

Download the Manheim App from the [App Store](https://www.apple.com/app-store) or [Google Play](https://www.google.com/play).



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SOCIAL MEDIA

Stay current with auction updates and changes by following us on Facebook, LinkedIn and Twitter:

