



# How to **BUY IN LANE**

Cars & Light Commercial Vehicles



## REGISTER

To bid in an auction, you must first register as a bidder. To register to bid in person, you must complete a Buyer Registration Form. The forms are available in the foyer with our friendly cashiers. You need photo identification to register and will receive your Buyer Number upon registration.



## BIDDING IN THE AUCTION LANE

### Physical Auctions

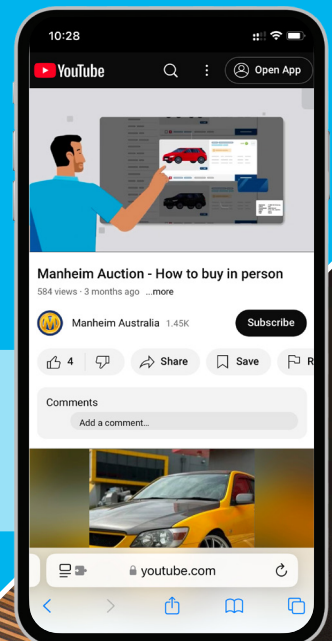
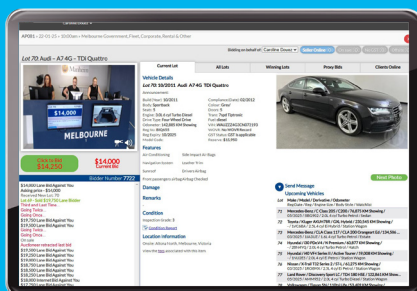
In-person bidding is available at our Melbourne, Brisbane and Sydney locations.

If you're interested in bidding on behalf of another individual or party, it's essential for both parties to complete and submit an authorisation from. You can easily access and download the necessary form on the website. This process ensures that all parties involved are on the same page and have given their consent, maintaining transparency and compliance with the bidding procedure.

For further information, Scan QR code for 'How to Buy In Lane' video



To place a bid, you must raise your Buyer Number or hand to gain the attention of the Auctioneer. If you are the highest bidder, and the vehicle has been referred, our team will try to negotiate a sale for you with the seller.





## PAYMENT & COLLECTION

Invoices can be accessed via our Online Invoice Portal from the link you will receive in your notification email when you successfully purchase an item. You can also access the Online Invoice Portal directly when you are signed into your Manheim account.

You can pay your invoice within the portal via PayPal or Credit Card (fees apply) or you can download your invoice and pay via EFT or BPAY. You can also pay your invoice in person via Credit Card however please note cash and cheques are not accepted. You must pay the balance of your invoice by 4pm the day following your purchase.

For all payments made outside the portal, please allow 24 hours for payment to be processed. Once funds are cleared and your invoice is showing as fully paid, you will be able to collect your item. Vehicles are available for collection after 3pm on auction day.



## TRANSPORT

Manheim can help facilitate transport for a wide range of vehicles – including cars, motorbikes, boats, vans, trucks, caravans and also heavy industrial items. To obtain an estimate for transport, visit the Manheim website and click on 'Transport' under 'Manheim Services' on the homepage. Should you wish to proceed with arranging transport, please call our National Transport team on 1300 087 595.



## OTHER USEFUL INFORMATION

### Watchlist / saved items

If you see a vehicle you're interested in, save it to your Watchlist. Simply click on the star on the top right of the vehicle details page. All your saved items can be found in one handy location on your dashboard.

### Buyers Fees

A Buyer Fee is payable on top of the vehicle purchase price. GST is included unless otherwise indicated. Check the website for fees applicable to your vehicle category.

### Condition reports/grading

Every vehicle listed in an auction has a condition report with a grading. This provides additional information regarding the interior and exterior general condition of the vehicle.

### It is not a mechanical inspection.

Trained inspectors work to the international industry standard and vehicles are graded from 1 to 5, (1 being the highest/best), non-participating vehicles will receive the grade U – unclassified, this means the age and km's are too high and there are too many faults to mention.

### Reserve Price

The reserve is the seller's expectation of sale price and is not disclosed. Manheim provides a valuation on every vehicle which can be used as a guide only.

### Auction Outcomes

*Sold* - is either by the fall of the auctioneers hammer or when the timed auction is finished and the reserve price has been met or exceeded.

*Referred* - occurs when there have been bids received but the reserve is not met. If you are the highest bidder at the end of an auction Manheim will try to negotiate a sale for you with the seller.

*Passed-In* - A vehicle is passed-in when it has no bids at all. No further negotiations can be made on passed in cars.

### Unregistered Vehicles

It is illegal to drive an unregistered vehicle. You can obtain an Unregistered Vehicle Permit through any vehicle registration office and some Manheim offices. Our condition reports highlight the current registration status. Please note if you purchase a vehicle with interstate registration please check with Manheim as not all registrations are transferrable.

### BidNow dashboard

You can manage all your bidding from one screen using the live BidNow Dashboard. This can be found in the Members Area of the website. The dashboard allows you to view your purchase history, including units won and units lost and see if you're the highest bidder or if you've been outbid.

### Viewing

Vehicles are available for inspection Monday – Friday 9:00am- 4:00pm in Melbourne, Sydney and Brisbane. Check the website for other locations.

### Customer Service

To obtain further information about a vehicle or specific auction please contact our customer service team on **1300 762 674** or [caa.customerservice@coxautoinc.com](mailto:caa.customerservice@coxautoinc.com)

### Technical support

Should you have any technical difficulties, please contact our Support team on **1800 001 278** or [caa.supportanz@coxautoinc.com](mailto:caa.supportanz@coxautoinc.com)

