



# How to **BUY**

Passenger & Commercial Vehicles



## REGISTER ONLINE

To bid in an auction, you must first register as a member. Simply click on 'register' in top right-hand corner of the homepage on the Manheim website. Complete the online form to create your account. Once you are a member, simply log in with your username and password. You can bid on any public auction through our website or use our simulcast app (for simulcast auctions only).



## BIDDING ONLINE

### BidNow Auctions

Vehicles are listed online in categories depending on condition (Gold = Grade 1&2, Silver = Grade 3&4 and Bronze = Grade 5&U), bids can be placed until the closing time is reached.

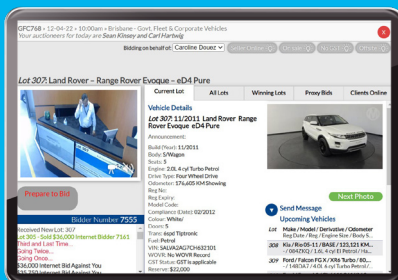
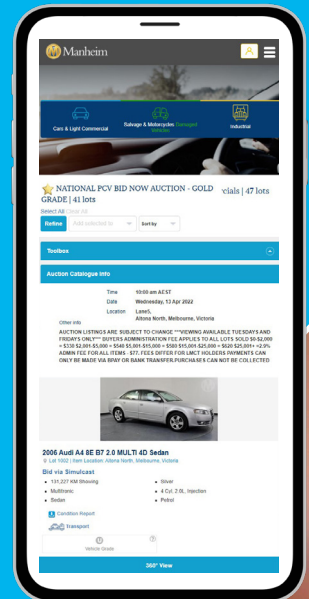
You can bid live on the website or submit your maximum bid and our system will bid on your behalf. If another bidder outbids you, you'll be notified via email. If you're successful, you'll receive an email copy of your invoice which you are required to pay. You can keep track of all your bids, wins & losses with your own buyer Dashboard on our website.

Further information including videos about bidding online using BidNow can be found here: <https://www.manheim.com.au/how-to-buy/bidnow>

### Simulcast Auctions

Simulcast allows you to see and hear the action with a live auctioneer from anywhere so you can bid and buy vehicles online in real time.

Login to Simulcast, our online auction portal, via the website or the Manheim Simulcast app. Then select the appropriate auction and start bidding. If you are successful, you will receive your invoice via email, this is confirmation that you have won your item and payment is required.





## PAYMENT & COLLECTION

You must provide your billing details at registration to place a bid in a BidNow or Simulcast auction. A deposit will be applied automatically to the selected payment method upon the successful purchase of a vehicle.

The deposit amount will vary depending on sale price:

Sale price	Deposit
\$1 - \$500	No deposit taken
\$501 - \$10,000	\$500 or 10% up to \$1,000
\$10,001 and over	\$1,000 deposit

Invoices are automatically emailed at the conclusion of a sale.

Payment can be made by bank transfer, EFTPOS, BPAY or credit card (VISA and MasterCard only). Credit card payments must be made in person. Payment processing fees apply. Please refer to Manheim buyer auction fees for details.

Please allow 24 hours for payment to be processed if made by bank transfer. Once funds are cleared you will receive a second tax invoice with a zero balance owing indicating that your item is ready for collection. Please call us on **1800 626 434** if you have not received a zero balance tax invoice 24 hours after making payment.



## 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.

### 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 auctioneer's 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 you'll receive a phone call where 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 can be viewed online at any time, we provide a comprehensive condition report and multiple photos so you can bid with confidence. To view cars in person, please check the website for viewing times.

### 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)

