

AN INTRODUCTION TO BUYING AT AUCTION ONLINE

Manheim Simulcast For wherever you are





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What is Simulcast?

Simulcast has been designed to give Manheim customers online access to bid and buy at physical auctions as they happen.

Simulcast broadcasts the auction over the internet to logged in buyers, giving them real time video and audio of the auction, allowing them to see the vehicles and hear the auctioneer and action as it happens. Simulcast also provides all the vehicle detail and bid information needed to bid with confidence and compete directly with buyers physically in the auction lane.

Hitting the bid button puts online buyers directly in the auction and Simulcast is represented in the auction lane by large screens showing bids as they happen, ensuring complete real time integration with the sale.





How to access Simulcast

Simulcast can be accessed through either the Manheim website, directly via the Simulcast website or through the Simulcast App, for mobile and tablet devices.

Simulcast can be accessed through our mobile website, however audio is not available and therefore the App is recommended for use on mobile and tablet devices to allow the full Simulcast experience.

To access Simulcast via the website:

- Visit www.manheim.com.au
- Login using your username and password
- Navigate to the Catalogues section of the website
- Filter the auction centre where the sale is taking place
- Search for the auction you would like to enter
- Then select the 'Enter Sale' link between the 'Attendance' and 'Location' columns of the sale you want to attend. This will launch Simulcast and connect you to the auction.

To access Simulcast via the free App:

In the first instance you will need to download the App for your mobile device.

If you use an Apple device (iPhone/iPad) you can download the Simulcast App from the App Store. Simply access the App Store with your Apple account and search for 'Simulcast Australia' or 'Simulcast New Zealand'. Then download the Australian or New Zealand App to your Apple device and launch.

If you are using an Android device you can download the Simulcast App from Google Play. Simply access Google Play with your Google account and search for 'Simulcast Australia' or 'Simulcast New Zealand'. Then download the Australian or New Zealand App to your Android device and launch.

If you already have the Simulcast App installed, launch the App and login using your Manheim website username and password.







To access Simulcast via the mobile website:

- With your mobile devices visit www.manhiem.com.au for Australia and www.manheim.co.nz for New Zealand
- Login using your username and password
- Navigate to the Catalogues section
- Select the catalogue of the auction you would like to enter
- Select 'Enter Simulcast' to enter the sale

At this point if you do not have the Simulcast App installed on your device, you will be asked if you would like to install it or continue to Simulcast on the mobile website without Audio. If you select yes to installing the App you will be taken to the relevant App Store to download the App for free.

If you already have the Simulcast App installed on your device, you will be asked you if you would like to launch the App or continue via the mobile website.

Please note: if you choose to continue to Simulcast via the mobile website, you will not have audio during the sales.

We highly recommend you use the App to use Simulcast on mobile and tablet devices.



How to use Simulcast

Website version:

After you have launched Simulcast for the sale you want to participate in, you will be shown the following screen which you can expand to take advantage of the whole of your screen, instead of a pop up.



Main Section

1. Vehicle Summary

This line tells you what lot is currently being offered and an overview of the vehicle make and model.

2. Live feed

The Live video and audio feed shows you the action in the lane as the vehicle is offered, allowing you to hear the auctioneer and see the interest in the vehicle.

3. Your Name

Displays the name of the peson logged in to Simulcast.

4. Auction Information

This bar shows you the Auction Centre and the sale details making it easy to identify which auction you are bidding in.

5. Bidding on Behalf of

If you are buying on behalf of others, you will need to choose who you are bidding for from the drop down menu. This can be changed at any time during the bidding.

6. Current Lot

The Current Lot tab shows you all the information about the vehicle being offered at that moment. The tab contains:

Vehicle Details – You can see all the details for the vehicle including model, km, VIN, GST status, transmission and fuel type.

Condition – You can see what grade the vehicle has been given by Manheim's Appraisal process and click through to the Condition Report (if applicable).

7. All Lots

The All lots tab shows you the full listing for the auction, allowing you to check information on the vehicles of interest within Simulcast, so you don't have to keep returning to the Manheim website.

8. Winning Lots

The Winning Lots tab gives you a quick summary of the vehicles you have successfully bought in the current auction.

9. Proxy Bids

The Proxy Bids tab gives you an overview of all of the Proxy Bids you have in place for the current Auction, allowing you to keep track of your bidding.

10. Status Alert Lights

There are four coloured alerts which instantly inform you of various statuses during the offering of a vehicle.

Seller Online - when this is lit, it tells you instantly that the seller is present online and therefore able to place the vehicle 'On Sale' when appropriate to do so.

On Sale – when this is lit, it tells you instantly that the vehicle is on sale and the highest bidder will own the vehicle.

No GST – when this is lit, it tells you the vehicle will be sold without GST applicable.

Offsite – when this is lit, it tells you the vehicle is offsite and at a location other than where the auction is being held.

11. Imagery

This section shows you all of the additional images taken of the vehicle which are available on the Manheim website. You can see the caption of the photo underneath and can also scroll through them by selecting the Next Photo button.

12. Close Button

Clicking this button closes the auction, exiting you from participation in that Auction.

13. Today's Purchases

This button shows you all of your purchases on the new Simulcast across all of the auctions you've bought vehicles in today.



14. Log out Button

This button will end your Simulcast session and log you out of the system.

15. Bid Button

Probably the most important button in Simulcast! The Click to Bid button allows you to bid on the vehicle, competing with all of the other buyers in the lane and online. The button also shows you the amount you are going to bid.

16. Current Bid

The current bid information shows you what the vehicle's current offer is.

17. Bid history

The bid history section shows your bidder number and the entire bidding as it happens for the vehicle being offered. You can see lane bids as well as other bids online.

18. View Condition Report

Selecting the Condition Report button will give you a detailed Appraisal report to the condition of the vehicle which is being offered. All the detail you need about the vehicles condition will be in this document, allowing you to bid in confidence.

19. Upcoming Vehicles

The upcoming vehicles section shows you the next ten lots which are going through the Auction. Any vehicles in the Auction which you have in your watch list can be identified with the 'eye' icon next to them.

20. Instant Message (Trade Buyers only)

Instant message allows you to send messages directly to the auctioneer. You will be able to ask the auctioneer any short questions you may have about the vehicle in real time. The auctioneer can pick these messages up and if necessary respond verbally.





Side Panel

A. Make Primary Button

Selecting this button swaps the Auction with the Auction showing in the main screen, allowing you to see more of that auction taking place.

B. Vehicle Summary

This line tells you what lot is currently being offered and an overview of the vehicle Make and Model.

C. Auction Information

This bar shows you the Auction Centre and the beginning of the sale details. It makes it easy to identify which auction you are bidding in.

D. Live Feed

The Live video feed shows you the action in the lane as the vehicle is offered, allowing you to see the vehicle. Audio is only available in the primary auction.

E. Close Button

Clicking this button closes the Auction, exiting you from participation in that Auction.

F. Status Alert Lights

There are four coloured alerts which instantly inform you to various statuses during the offering of a vehicle.

Seller Online - when this is lit, it tells you instantly that the seller is present online and therefore able to place the vehicle 'On Sale' when appropriate to do so.

On Sale – when this is lit, it tells you instantly that the vehicle is on sale and the highest bidder will own the vehicle, no provisional.

No GST – when this is lit, it tells you the vehicle will be sold without GST applicable.

Offsite – when this is lit, it tells you the vehicle is offsite and at a location other than where the auction is being held.

G. Current Bid

The current bid information shows you what the vehicle's current offer is.

H. Bid Button

Even if the Auction is in the side panel you can still bid on the vehicle going through that auction. The Click to Bid button allows you to bid on the vehicle, competing with all of the other buyers in the lane and online. The button also shows you the amount you are going to bid.

I. Vehicle Details

You can see all the details for the vehicle including model, kms, VIN number, GST status, transmission, fuel type, and Grade.

J. Bid history

The bid history section shows your bidder number and the entire bidding as it happens for the vehicle being offered. You can see lane bids as well as other bids online.

K. Enter Sale Button

All the available auctions are listed in the side panel. Selecting the Enter Sale Button enters you into that auction and populates that sale in the side panel with video feed, vehicle details and the ability to begin bidding.



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Mobile App version

Once you have launched the Simulcast App from your mobile device and logged in, you will be presented with the Auction List screen:

A. Auction Information

Here you can see a list of all Auctions which are available on Simulcast on that day. It tells you the Auction Centre, sale details, and the start time of the sale, making it easy to identify which auctions you would like to enter.

B. Enter Sale Button

All the available auctions are listed. Selecting the Enter Sale Button enters you into that auction and populates that sale in the App window with video feed, vehicle details and the ability to begin bidding.

Simulcast Apps Available

Please see page 4 for details of how to access our free Simulcast App.



Search: Simulcast Australia or Simulcast New Zealand







1. Auction Information

This bar shows you the Auction Centre, sale details and the start time of the sale, making it easy to identify which auction you are bidding in.

2. Vehicle Summary

This line tells you what lot is currently being offered and an overview of the vehicle Make and Model.

3. Live Feed

The Live feed shows you photos of the vehicle being offered and allows you to hear the auctioneer. (Please note if you are using the mobile website version instead of the App, there will be no audio.

4. Current Bid

The current bid information shows you what the vehicle's current offer is.

5. Bid Button

The Click to Bid button allows you to bid on the vehicle, competing with all of the other buyers in the lane and online. The button also shows you the amount you are going to bid.

6. Bid History

The bid history section shows your bidder number and the entire bidding as it happens for the vehicle being offered. You can see lane bids as well as other bids online.



7. Connect to Other Auctions

The top panel allows you to switch between and enter other Auctions. Selecting the button takes you back to the Auction list screen where you will see all of the Auctions available for the current day.

8. Status Alert Lights

There are four coloured alerts which instantly inform you to various statuses during the offering of a vehicle.

Seller Online - when this is lit, it tells you instantly that the seller is present online and therefore able to place the vehicle 'On Sale' when appropriate to do so.

On Sale – when this is lit, it tells you instantly that the vehicle is on sale and the highest bidder will own the vehicle, no provisional.

No GST – when this is lit, it tells you the vehicle will be sold without GST applicable.

Offsite – when this is lit, it tells you the vehicle is offsite and at a location other than where the auction is being held.

9. Vehicle Details

The Vehicle details section allows you to see all the details for the vehicle including model, km, VIN number, GST status, transmission, and fuel type.

Condition – You can see what grade the vehicle has been given by Manheim's Appraisal process and click through to the Condition Report (if applicable).



FAQs

Can anyone access Simulcast?

Yes, as long as you are a member of Manheim's website.

How do I get a username and password?

If you are already registered on the Manheim website, you can use these details to login to the website, mobile website, and the Simulcast App.

If you do not already have a username and password, then you can register on the Manheim website **here** for Australia and **here** for New Zealand.

Will I need to install any software on my PC or disable pop ups to use the New Simulcast?

No, the New Simulcast has been designed with the latest technology to negate the need for any other software, all you need is the latest version of your web browser.

I don't have audio when using the New Simulcast through the mobile website, is this normal?

Yes, the mobile website doesn't support live audio, which is why we've created some great Apps which you can download to give you the full Simulcast experience on your mobile.

Why don't I have any video?

Video is only available on a desktop PC, laptop, or other device that supports Adobe Flash.

Who do I contact for assistance?

For questions and assistance please contact your Manheim Account Manager or in Australia please call the Customer Service desk on 1800 001 278 and in New Zealand please call 0800 408 488.

