



# Condition Report Writer Playbook

Prepared with:

IAG  
by  
Auction Edge

## Table of Contents

<i>About this Playbook</i>	<b>3</b>
<i>Your Role and the Importance It Plays</i>	<b>3</b>
<i>Expectations of Your Role</i>	<b>4</b>
<i>Getting Started</i>	<b>4</b>
<i>Inspection Process</i>	<b>7</b>
<i>30 – 90 Days (Ongoing)</i>	<b>6</b>
<i>Help and Support</i>	<b>9</b>

## About this Playbook

The Condition Report Writer's Playbook will guide you through a recommended continuous learning process, and can be used as a reference guide throughout your career as a Condition Report Writer. You are not alone in this process, by working with your manager and your location trainer, they will provide you with coaching and additional support in helping you achieve the expertise to perform your role successfully.

This Playbook highlights your learning expectations as a Condition Report Writer. The learning expectations will assist you in reaching the Core Competencies expected based on your position.

## Your Role and the Importance It Plays

It is important that you know how your new role fits into the operations and contributes to the success of the auction.

As a CR Writer you play a very important role in the auction process. Providing accurate vehicle condition information and consistent high quality vehicle images is the foundation to our role as "Story Tellers".

We are responsible to tell the story of each vehicle to support the auction process. You will quickly find every vehicle is different. Your responsibility is to document each vehicle as this supports all the processes that take place at the auction in the preparation of the vehicles for sale.

The information about the damages and conditions on each completed condition report help determine the amount of repairs and reconditioning a vehicle's owner will want the auction to perform.

Reconditioning services generate revenue for the auction and maximize the value the seller receives for each vehicle at the time of sale.

Buyers have access to review the completed condition report prior to the auction via the online portal and use the descriptions you help provide to make bidding and purchasing decisions.

Buyer satisfaction occurs when the CR description we provide matches the vehicle they purchase. This also builds buyer confidence that keeps the buyers coming back to our auction. Failure to accurately describe vehicles can result in an arbitration process that is costly to all parties involved including the auction.

When we have satisfied buyers, we create a robust and competitive auction environment that provides our sellers with the most money for their vehicles on sale day.

The auction is successful when buyers and sellers trust the auction to provide our services with their best interests in mind.

## Expectations of Your Role



**First 30 Days:** The expectation is that you spend your time getting familiar with people, process, and technology. Peer shadowing opportunities will help you develop your ability to write Condition Reports. You will receive ongoing feedback on the quality and accuracy of the inspections you complete.

**First 60 Days:** The expectation is that you are fully versed in your tools, technology, as well as vehicle and damage specifics, and are able to independently complete a minimum of 5 Condition Reports per day. You will receive ongoing feedback on the quality and accuracy of the inspections you complete.

**90+ Days:** The expectation is that you are a contributing Condition Report Writer that is able to independently complete a minimum of 10 Condition Reports per day. Work with your Manager for ongoing training such as prior repairs, structural damage and components, etc. You will receive ongoing feedback on the quality and accuracy of the inspections you complete.

## Getting Started

Follow this plan for your first 30 days...

Timeline	Topic	Activity
Day 1	Human Resources  <i>The HR Team is always on hand for assistance to provide information vital to your employment questions.</i>	Hands-On: <ul style="list-style-type: none"> <li>□ Complete new hire tasks with HR Manager</li> </ul>
	Getting Familiar with the Company  <i>To better understand MY_AUCTION, learn about the history and direction, the industry of auto auctions, responsibilities of the various departments, and an overview of governing bodies.</i>	Online: <ul style="list-style-type: none"> <li>□ Review the Company Website</li> <li>□ Review <a href="#">Auction Terms</a></li> </ul> Hands-On: <ul style="list-style-type: none"> <li>□ Auction Industry</li> <li>□ MY_AUCTION History</li> <li>□ Company Goals</li> <li>□ About Leadership</li> <li>□ Community Involvement</li> <li>□ About the NAAA</li> </ul>
	Meet the Team  <i>Learn about the each of the different departments and the key contacts, and schedule additional time with departments closely linked to Inspections.</i>	Hands-On: <ul style="list-style-type: none"> <li>□ Auction Tour</li> <li>□ Meet with Leadership</li> <li>□ Meet-and-greet with the outside operations team <ul style="list-style-type: none"> <li>○ Understand how the Check-in and CR teams work together</li> </ul> </li> <li>□ Meet with Arbitration team</li> <li>□ Meet with Recon shop</li> </ul>

Days 2-3	Auction Safety	<p>Online:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> <a href="#">NAAA 'Safe T. Sam' online Safety Training Program</a></li> <li><input type="checkbox"/> <a href="#">Jump-starting a vehicle</a></li> <li><input type="checkbox"/> <a href="#">Hybrid vehicle safety</a></li> </ul> <p>Hands-On:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Review auction specific safety information: lot layout, driving/moving vehicles, emergency protocols, etc.</li> <li><input type="checkbox"/> Knee Pads, goggles, gloves</li> </ul>
	Get Familiar with Equipment	<p>Online:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> EDGE Mobile ASI Downloads: <ul style="list-style-type: none"> <li><input type="checkbox"/> <a href="#">iOS App</a></li> <li><input type="checkbox"/> <a href="#">Android App</a></li> <li><input type="checkbox"/> <a href="#">ASI Mobile User Guide</a></li> </ul> </li> <li><input type="checkbox"/> EDGE Mobile AOS Downloads: <ul style="list-style-type: none"> <li><input type="checkbox"/> Mobile app</li> <li><input type="checkbox"/> User guides</li> </ul> </li> <li><input type="checkbox"/> EDGE CRSimplified Downloads: <ul style="list-style-type: none"> <li><input type="checkbox"/> Mobile app</li> <li><input type="checkbox"/> User guides</li> </ul> </li> <li><input type="checkbox"/> <a href="#">Paint meter</a></li> <li><input type="checkbox"/> <a href="#">Tread depth gauge</a></li> </ul> <p>Hands-On:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Tablet (iPad)</li> <li><input type="checkbox"/> Flashlight</li> <li><input type="checkbox"/> Paint meter</li> <li><input type="checkbox"/> Tread depth gauge</li> <li><input type="checkbox"/> Paint marker</li> <li><input type="checkbox"/> Lock-out kit</li> <li><input type="checkbox"/> Damage arrow magnets</li> </ul>
Days 3-5	Job Shadowing	<p><i>Schedule time with your manager to follow a Condition Report employee throughout the day. This is an important time to gain exposure to different types of best practices and situations you will encounter.</i></p>
	Damage Identification	<p>Online:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Get familiar with <a href="#">vehicle parts</a></li> </ul> <p>Hands-On:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Review vehicles with damages (dent, scratch, etc...) and proper identification techniques.</li> <li><input type="checkbox"/> Review how to measure the depth of a dent.</li> <li><input type="checkbox"/> Review how to measure the tread depth of a tire.</li> <li><input type="checkbox"/> Review good/bad oil examples.</li> </ul>
	Previous Repair & Structural Damage Identification	<p>Online:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Review all <a href="#">NAAA Policies</a></li> </ul>

		<ul style="list-style-type: none"> <li>□ Review <a href="#">Is It Frame Resource</a> (Note: Contact your local AutoIMS admin for access)</li> </ul> <p>Hands-On:</p> <ul style="list-style-type: none"> <li>□ Tour the Recon/Paint/Body shops to learn about good and bad repairs, how repairs are performed, and best practices in identifying prior repairs.</li> <li>□ Review vehicles with previous repair indicators and substandard repairs.</li> <li>□ Identify the types of vehicle structures</li> <li>□ Identify each structural component</li> <li>□ Identify common structural damage areas</li> </ul>
30, 60, ongoing	<p>Guidance / Auditing</p> <p>To ensure the continued accuracy of the inspector's work, audits are performed by a supervisor and/or manager. These audits are reviewed with the inspector for continued training. Audits focus on three key areas:</p> <ol style="list-style-type: none"> <li>1. Information entered into the system</li> <li>2. Physical accuracy of damage identification</li> <li>3. Image accuracy relative to imaging guidelines</li> </ol> <p>On average, 20 audits may be completed per inspector per month.</p>	<p>System Information:</p> <ul style="list-style-type: none"> <li>□ Condition Report written per the standards and guidelines of the account</li> </ul> <p>Physical Accuracy:</p> <ul style="list-style-type: none"> <li>□ Glass</li> <li>□ Lights</li> <li>□ Tires/Wheels</li> <li>□ Bumpers</li> <li>□ Options</li> <li>□ Interior</li> <li>□ Exterior</li> <li>□ Prior Repair Structural Damage</li> <li>□ Vehicle Information</li> </ul> <p>Image Accuracy:</p> <ul style="list-style-type: none"> <li>□ Pictures captured per the standards and guidelines of the account</li> </ul>

## 30 – 90 Days (Ongoing)

Finding the balance between quality and productivity is a key attribute of a successful Condition Report Writer. Ensure you are using all the resources that you have at your disposal to be successful. These include but are not limited to your peers, supervisor(s), manager(s), and the information outlined in this playbook.

As we move out of the 30-day getting started period, an emphasis must be placed on the quality of the condition report.

**First 60 Days:** You are expected to be operationally versed in your tools, technology, as well as vehicle and damage specifics, and are able to independently complete a minimum of 5 Condition Reports per day.

Quality targets:

- Physical audits – 80% accuracy
- Image audits – 80% accuracy

**90+ Days:** By now, you are considered a contributing Condition Report Writer that is able to



independently complete a minimum of 10 Condition Reports per day. Work with your Manager for ongoing training such as prior repairs, structural damage and components, etc.

Quality targets:

- Physical audits – 85% accuracy
- Image audits – 90% accuracy

## Inspection Process

Condition Report Writers must perform vehicle inspections and prepare related documentation of overall vehicle condition in support of the processing and sale of client/customer consigned vehicles in lane and online. Below is an overview of the Inspection Process

### VERIFY HEADING INFORMATION OF VEHICLE CONDITION REPORT:

- The inspector will verify the accuracy of all heading information on the Electronic Condition Report (ECR). This will ensure the vehicle has been stocked into auction inventory correctly. The VIN, make, model, year, color, mileage, as well as the vehicle options are double checked for accuracy.

### MECHANICAL INSPECTION AND SYSTEMS CHECK:

- The Inspector will visually check the engine, transmission, brakes, air conditioner/heater, electrical and exhaust systems. A description of any observed mechanical defects or system failures will be noted on the Vehicle Condition Report. This inspection does not include a mechanical diagnosis.

### INTERIOR INSPECTION:

- A thorough interior inspection will be performed. The following areas will be checked for burns, cuts, tears, gauges, stains, odors or excessive wear:
  - Headliner
  - Seats
  - Headrests
  - Door panels
  - Arm rests
  - Carpet
  - Dashboard
  - Glove box
  - Center console
  - Visors
  - Rear body trim panels
  - Speaker covers

### CONDITION OF ENGINE COMPARTMENT:

- The overall condition of the engine compartment will be checked for missing parts, battery type and specifications, information labels and all fluid levels will be verified. The radiator core support, front frame rails, rail extensions, aprons and engine cradle will be checked for prior repairs and/or existing damage.

### LUGGAGE COMPARTMENT:

- The spare tire, spare tire cover, jack, jack handle, tire iron and condition of trunk carpet will be verified. Also, the rear body panel, trunk floor and quarter panels will be checked for prior repairs and/or existing damage.

### EXTERIOR INSPECTION SEQUENCE:

- The exterior inspection will always begin at the left front corner of the vehicle and proceed in a counter-clockwise direction. This method optimizes the ability to properly sight the vehicle from all angles.
  - Starting at the left front corner of the vehicle, the inspector positions themselves to inspect the front undercarriages and inspect the:
    - Engine cradle
    - Lower core support

- Oil pan
  - Transmission pan
  - Left front tire, rim, hubcap
  - Left side rocker panel
  - Lower half of doors
  - Front bumper reinforcement/absorber
- While at the left front corner of the vehicle, inspect:
    - Front grill
    - Front bumper cover and license bracket
    - Head lights, corner lamps, signal lamps
    - Left fender
    - Left doors
  - Proceed to the windshield and inspect the left side of the glass for damage. Sight the hood and roof from this angle. Proceed to the rear of the vehicle inspecting left side glass, quarter glass, mirror, moldings, weather-stripping, and sheet metal for damage.
  - Stop and inspect the left rear glass for damage. Sight roof and deck lid before proceeding to the rear of the vehicle.
  - Positioned at the left rear corner of the vehicle, sight the following for damage:
    - Left doors
    - Left quarter panel
    - Deck lid
    - Left rear tire, rim, hubcap
    - Left rocker panel
    - Left rear tail lamps / lines
    - Rear bumper cover
  - Continue to the right rear corner of vehicle inspecting:
    - Roof panels
    - Rear glass
    - Deck lid
    - Rear body panel
  - At the right rear corner of vehicle, check for damage to the rear undercarriage:
    - Rear floor pan
    - Rear bumper absorber/brackets
    - Muffler/tailpipe
    - Right rear tire, rim, and hubcap
    - Right rocker panel
    - Lower half of right doors
  - After completing the rear undercarriage inspection, sight:
    - Right bumper cover
    - Deck lid
    - Right quarter panel
    - Right doors
  - Proceed to the right rear glass checking for damage. Sight deck lid and roof from this position.
  - Continue inspecting the right side of the vehicle noting damaged glass, mirror, moldings, weather-stripping and sheet metal.
  - Stop to inspect the right front side of the windshield.
  - From this position, sight the roof, hood and top of right fender.
  - Finish the inspection from the right front corner of the vehicle, inspecting the:
    - Right fender
    - Right doors
    - Hood
    - Right front tire, rim, and hubcap
    - Headlight/corner lamp/signal lamp
    - Front bumper cover
  - Finally, review the condition report to ensure all damage has been listed properly and a complete, accurate inspection has been performed.



**[enter internal help/support channels]**

Auction Edge offers first rate technical support to our subscribing customer auctions. Our dedicated support staff is available Monday through Friday, 7am to 8pm EST.

Emergency after-hour support is available between 8pm - 10pm EST (Monday - Friday) and from 9am – 5pm EST on Saturday and Sunday.

Help Desk (Toll Free): (800) 522-8404

Web portal: <https://support.auctionedge.com>

Email: [support@auctionedge.com](mailto:support@auctionedge.com)



**Auction Edge**

1000 Corporate Centre Drive

Franklin, TN 37067

[AuctionEdge.com](http://AuctionEdge.com)