Condition Reports FAQ'S

Question: Client calls due to vehicle is not displaying a condition grade when CR was done thru AIM. Why does it not have a grade?

Question: How much is it to have Condition Reports done?

Answer: If unit is taken to Manheim auction then it is $35 per car.
        If CR's are done at dealer's lot, then it is $45 per car. (regardless of the number of units)

Answer: Per Tamarion Terrell, If the unit is considered a medium duty truck then those types of units do not receive a grade. They are able to receive a condition report, but the system will not generate a grade.

Question: I noticed that I get a lot of CR issues from GCAA is there something that they are doing incorrect that I can educate them on?

Answer: The user can prevent this by waiting until the photos are uploaded before creating the CR. The system doesn't go back and look for photos after the fact, and the CR will not attach without photos

Question: What is the lifetime of a condition report?

Answer: A Condition Report's lifetime is 90 days or 300 miles

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Question/Issue:
Why is there no CR attached to my vehicle that is on Ove.com?

No CR attached/None showing in Digital tools.

If Digital tools shows up like the below screen shot, then this means that an Aggregator sent the unit over thru a bulk load feed and they did not send a CR with it.

The customer will need to contact their Aggregator to have the CR sent over with the unit the next time they send that unit thru the feed. Or they can have a CR performed at the auction.