



# Quincy Auto Auction AI Efficiency Playbook

Overview + Deep Dives: Titles & Admin • AI Inspections • Pricing & Bidding • Bidder Experience • Post-Sale & Transport • Security & Compliance

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# Style Match Guide

**Primary Green** #0b6e37 — buttons, chips, highlights

**Text Navy** #0f172a — headings, titles

**Muted Gray** #667085 — subtitles, meta text

**Surface Light** #f7f7fa — backgrounds / tables

## Typography

Times / Times-Bold for headings and body; 12pt body with 14pt leading. Clear hierarchy, generous white space.

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# Executive Summary

**Paperwork, digitized:** OCR + RPA extract/verify title details and auto-generate documents.

**Inspections, standardized:** Drive-through AI scans produce consistent condition reports.

**Pricing, data-driven:** ML suggests reserves/opening bids and forecasts high-bid ranges.

**Auctions, continuous:** AI-assisted online events with proxy/auto-bid and dynamic increments.

**Post-sale, predictable:** AI routing/ETAs for transport, proactive status notifications.

## Why it matters

- Throughput ↑ — more units processed per week with the same headcount.
- Sell-through ↑ — better reserves + more confident buyers = fewer no-sales.
- Arbitration ↓ — consistent, photo-rich reports reduce disputes.
- Dealer loyalty ↑ — personalized alerts bring the right buyers to the right lots.

# AI Opportunities Across the Workflow

## Titles & Admin

Tools: OCR/NLP for data extraction, validation rules, and RPA for DMV updates and document generation.

Digital Title Vault with status checks, mismatch flags, and role-based access.

Auto-generated bills of sale/title transfers at the moment of sale; nightly bots for invoices, gate passes, and receipts.

## AI Vehicle Inspections

Drive-through computer vision detects damage/tire wear and populates condition reports in seconds.

Consistent grading with photo heatmaps and repair-cost estimates.

Parallel run with humans first; system learns from New England conditions (e.g., rust).

## Dynamic Pricing & Bid Assist

Reserve/opening recommendations with confidence bands and market comps.

Auto-bid agents and adaptive increments keep momentum; bidder analytics trigger outreach.

## Post-Sale Logistics

AI optimizes truck loads/routes; buyers get proactive ETA updates; fraud checks guard payments.

Carrier selection & multi-stop routing to cut miles; automated notifications for scheduled / in-transit / delivered.

## Bidder Experience

**Virtual Assistant.** 24/7 chat for registration, rules, financing, and FAQs; smart handoff to staff when needed.

**Personalized Alerts.** “Recommended for you” lots and timed SMS/email reminders aligned to each buyer’s history.

**Global Access.** Live captions/translation and multi-language lot info for international buyers.

# Competitive Benchmark — Penske, Lithia, Group 1, Sonic

Company	Auctions / Wholesale	Retail & CX	Internal Efficiency
Penske	Online used-truck auctions; proxy/auto-bidder; no commission fee for 100% online purchases	Central Commerce for 100% online purchases	Cataly AI-Driven predictive models for uptime and
Lithia	Digital marketplaces; no proprietary auction	DriveWay instant AI valuations + concierge	Beepick AI DMS to unify data and automation
Group 1	Manheim/3rd-party auctions; data-led channel	Acme Bids omnichannel; AI voice handling	Enterprise analytics automation; strong human
Sonic	EchoPark data to choose retail vs wholesale	NetSOL Transcend Retail for unified omnichannel	Advanced pricing/sourcing analytics; AI assist

# Implementation Roadmap

## Phase 1 — 0–6 months

- Unify data (auction mgmt + CRM) and enable exports/APIs.
- Launch AI chatbot for FAQs/registration.
- Pilot OCR for titles + automated invoicing/emails.
- “Recommended for You” beta on portal.

## Phase 2 — 6–18 months

- Install AI inspection lane; run in parallel with humans.
- Deploy reserve/opening-bid guidance tool.
- Bidder engagement scoring + churn prevention plays.
- Integrate AI-optimized transport quoting/scheduling.

## Phase 3 — 18+ months

- Virtual, AI-assisted specialty auctions (timed + live).
- AI champion, training, and KPI dashboards.
- Security, privacy, and compliance hardening.
- Iterate models; measure ROI and re-tune quarterly.



# Projected Impact (Illustrative)

## Operational KPIs

- Cycle time (titles) ↓
- Inspector throughput ↑
- Arbitration rate ↓

## Commercial KPIs

- Sell-through rate ↑
- Average sale price (ASP) ↑
- Buyer retention/engagement ↑

# Deep Dives — Summaries

## Titles & Admin

- Create a Digital Title Vault with schema validation (VIN, owner, brand).
- Automate document generation and overnight batching.
- Measure: minutes per packet; defect rate; rework cases.

## AI Inspections

- Rig layout: 360° imaging, controlled lighting; throughput  $\geq 120$  cars/hr.
- Outputs: damage heatmaps, tire depth, OBD-II; instant condition reports.
- Governance: parallel run; exception routing to senior inspector.

## Pricing & Bidding

- Model inputs: vehicle attributes, condition, comps, seasonality, regional demand.
- Outputs: reserve/opening guidance with confidence; high-bid range; run-order advice.
- Execution: proxy/auto-bid; dynamic increments to sustain engagement.

## Bidder Experience

- AI chat/voice for registration & FAQs; human handoff.
- Personalized recommendations, alerts, and watchlists.
- Translation and live captions for international buyers; KYC & fraud checks.

## Post-Sale & Transport

- Carrier marketplace integration; SLA-aware dispatch.
- Multi-stop routing with live ETAs; proactive notifications.
- Exception handling with recommended actions.

## Security & Compliance

- SSO, least privilege, admin MFA; service account rotation.
- Encrypt in flight/at rest; PII minimization and retention policies.
- Vendor diligence (SOC 2/ISO), logging, quarterly access reviews.