

# The online car trading manual for professional car traders



The European car auction platform!  
Expand your car business successfully

Large offer of used cars and light trucks

Easy buying process

Excellent prices

[www.CarsOnTheWeb.com](http://www.CarsOnTheWeb.com)



# Contents

- The online car trading manual for professional car traders..... 1
- 1 Introduction of CarsOnTheWeb ..... 3
  - 1.1 Wide range of quality cars..... 3
  - 1.2 High performance website and iPhone app..... 3
  - 1.3 General auction information ..... 4
- 2 Overview of the auction pages..... 5
  - 2.1 Auction overview..... 5
  - 2.2 Car list..... 6
  - 2.3 Car detail ..... 7
- 3 Getting started ..... 9
  - 3.1 Register..... 9
  - 3.2 5 easy steps to buy cars..... 9
    - 3.2.1 STEP 1: Login..... 9
    - 3.2.2 STEP 2: Search ..... 10
    - 3.2.3 STEP 3: Bid ..... 11
    - 3.2.4 STEP 4: Pay & confirm ..... 11
    - 3.2.5 STEP 5: MyCOTW - After sales actions ..... 12
- 4 My COTW – Your personal account ..... 13
- 5 New features ..... 14
  - 5.1 Interesting deals..... 14
  - 5.2 Download & print ..... 15
  - 5.3 Upcoming auctions..... 15
  - 5.4 Newsletter ..... 15
  - 5.5 Blog with RSS..... 15
  - 5.6 Follow us on Facebook ..... 16
- 6 iPhone application..... 16
- 7 Personal support ..... 17

# 1 Introduction of CarsOnTheWeb

## 1.1 Wide range of quality cars

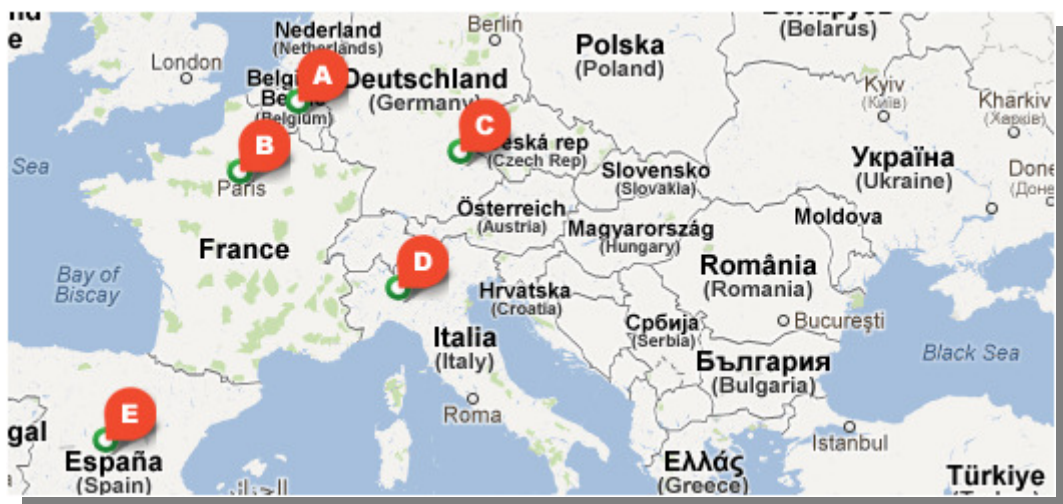
Since being founded in 2004, CarsOnTheWeb.com has grown to become a major player in the online sale of second hand cars. With offices in Belgium, France, Germany, Italy and Spain, CarsOnTheWeb offers over 2,000 cars in its auctions on a weekly basis. From passenger vehicles and utility vehicles to accident vehicles from leasing companies, manufacturers, rental companies, fleet owners, private owners, etc.

- ✓ All car brands
- ✓ Wide Assortment
- ✓ All price ranges
- ✓ Export expertise

## 1.2 High performance website and iPhone app

The online auction platform **www.CarsOnTheWeb.com** and the mobile iPhone application are only open for bidding to professional car traders & dealers, 24 hours a day and in real time.

- ✓ Website in 12 languages
- ✓ Personal customer support in your language
- ✓ One-stop-shop for suppliers & buyers
- ✓ Pick-up locations throughout Europe



### 1.3 General auction information

All vehicles in our online auctions are presented 24 hours a day and in real time. Bids are collected during the indicated auction period.

The vehicles in the auctions have been previously selected and assessed by our own inspectors. As a result, only trustworthy quality cars with detailed descriptions and condition reports with a large number of quality pictures are offered. We supply a complete range of services, from purchase to collection or transport of the vehicle.

In other words, CarsOnTheWeb provides a unique opportunity to purchase cars conveniently and in full confidence from the comfort of your home!

Do you have questions? No problem! We are happy to help you at +32 16 38 00 68 or [info@carsontheweb.com](mailto:info@carsontheweb.com)



## 2 Overview of the auction pages

### 2.1 Auction overview

This page lists all current auctions

The screenshot shows the COTW website's 'Auction overview' page. The page features a navigation bar with 'Find Cars' (108), 'Auctions', 'FAQ', 'My COTW' (0), and 'Logout'. A search bar is located on the right. Below the navigation bar, there are filters for 'My Saved Searches' and 'Auction overview'. A sidebar on the left contains filters for 'Fuel', 'Make', and 'Body Type'. The main content area displays a table of auctions with columns for 'Auction name', 'Origin', 'Clock', 'End date', and 'Type'. The table lists various auctions such as 'Athlon Car Lease Belgium', 'Damaged Car Auction', 'Damaged Cars Auction', 'Light Truck Auction', 'Ex Leasing Cars', 'ING Car Lease Alphabet Nederland', 'J&T AUTOLEASE', 'Blind Auction', 'Fleet & Dealers', and 'Stock Sale'. Callouts 1-6 highlight specific elements: 1 points to the language switcher, 2 to the 'Auctions' button, 3 to the 'Clock' column, 4 to the auction details, 5 to the 'Show 12 results / page' dropdown, and 6 to the sidebar filters.

Auction name	Origin	Clock	End date	Type
Athlon Car Lease Belgium (9)	Belgium	8 - 18:39:56	15/08/2012 12:00	🕒 🗑️
Damaged Car Auction (5)	Belgium	8 - 19:39:56	15/08/2012 13:00	🕒 🗑️
Damaged Cars Auction (10)	Belgium	9 - 18:39:56	16/08/2012 12:00	🕒 🗑️
Light Truck Auction (8)	Belgium	9 - 20:39:56	16/08/2012 14:00	🕒 🗑️
Ex Leasing Cars (10)	Belgium	9 - 22:39:56	16/08/2012 16:00	🛒 🗑️
ING Car Lease Alphabet Nederland (15)	Netherlands	10 - 00:29:56	16/08/2012 17:50	🕒 🗑️
J&T AUTOLEASE (11)	Belgium	10 - 00:39:56	16/08/2012 18:00	🕒 🗑️
Blind Auction (10)	France	10 - 16:39:56	17/08/2012 10:00	✉️ 🗑️
Fleet & Dealers (15)	Italy	10 - 18:39:56	17/08/2012 12:00	🕒 🗑️
Stock Sale (6)	Germany	10 - 21:39:56	17/08/2012 15:00	🛒 🗑️

1. Switch language
2. The 'auctions' button at the top gives you an overview of all current auctions
3. The auctions are sorted by date: the auctions that expire are on top of the list
4. For each auction you will find:
  - ✓ The seller's name or the type of vehicles in the auction
  - ✓ The name of the auction batch
  - ✓ The origin of the car
  - ✓ End date and time of the auction

- ✓ Icon of the auction type
  - ✓ A printable pdf of all cars in one auction
5. List navigator
  6. After you have signed in, you are able to see the “upcoming auctions”. This is an overview of interesting auctions that will start soon.

## 2.2 Car list

This page lists all cars within one auction. You can access this page by clicking on the auction overview.

1. Language switch
2. For each car, you will find:
  - ✓ The first picture of the car (thumbnail)
  - ✓ Description of the make and model
  - ✓ End date of the auction
  - ✓ Auction type
  - ✓ Organizing country
  - ✓ Bidding button.  
Note: In case of a “buy now” auction, you can buy the car immediately at the buy now price. If the car is sold at the buy now price, the label “sold” will appear. In case of a target auction, the target price is indicated here.
3. You can sort cars by make and model or end date
4. By hovering over the car pictures, you can see the reference number
5. By hovering over the icons, you will get an explanation of e.g the auction type.

1

1

Cotw  
Contact us

Your **solid** partner in selling cars

+32 (0) 16 38 00 68  
Contact us

Find Cars <sup>108</sup> Auctions FAQ My COTW <sup>0</sup> Logout

You are here : Auction overview -> Select your car

My Saved Searches Select your car

→ BMW

Other...

Upcoming Auctions

Cars on auction <sup>108</sup>

My watched cars <sup>0</sup>

My current bids <sup>0</sup>

Fuel

Diesel (104) Petrol (3)  
LPG (1)

Make

Alfa Romeo (3) Audi (14)  
BMW (12) Citroën (13) Fiat (6)  
Ford (9) Lancia (1)  
Mercedes (6) Mini (1)  
Nissan (1) Opel (7)  
Peugeot (13) Renault (6)  
Seat (2) Skoda (2)  
Volkswagen (7) Volvo (5)

Body Type

Berline (13) Break (39)  
Compact (16) Hatchback (1)  
Light truck (17)  
Multi Purpose Vehicle (MPV) (13)  
Sports Utility Vehicle (SUV) (3)

Make and model	Clock	Type	Country	Price
Audi A6 Avant Tdi 136 Break	8 - 18:38:50	C		Start: 9500 € Current: 9500 €
Audi A6 Avant Tdi 136 Break	8 - 18:38:50	C		Start: 8900 € Current: 0 €
BMW 318d Berline	8 - 18:38:50	C		Start: 7000 € Current: 0 €
BMW 520d Touring Break	8 - 18:38:50	C		Start: 9700 € Current: 0 €
Peugeot 308 16 Hdi 110 Premium Compact	8 - 18:38:50	C		Start: 4800 € Current: 0 €
Peugeot 407 SW 16 Hdi Confort Break	8 - 18:38:50	C		Start: 3800 € Current: 0 €
Renault Scenic II 15 dCi 85 Authentique (MPV) Multi Purpose Vehicle	8 - 18:38:50	C		Start: 3300 € Current: 0 €
Volvo C30 16 D 110 Drive Compact	8 - 18:38:50	C		Start: 7000 € Current: 0 €
Volvo XC 70 D5 185 Kinetic AWD Break	8 - 18:38:50	C		Start: 8800 € Current: 0 €

Show 20 results / page

## 2.3 Car detail

1. Language switch
2. Car make & model
3. End time of the auction
4. Extensive collection of pictures (general pictures & damage pictures)
5. Bidding section.

If you don't see the bidding section, you need to log in

6. Add the car to your watch list
7. Printable pdf of the vehicle
8. Cost calculator

9. General car information
10. Info about the origin, location and selling office
11. Very important country information: Info about availability of COC, registration documents, delivery time,...
12. Extra guidelines from the seller
13. Car profile
14. Car options
15. Damage report with extra comments
16. Bidding history
17. Overview of your maximum bids

The screenshot shows the Cotw website interface for a car auction. The main content area is titled "BMW 318d" and includes a car image, a bidding form, and detailed specifications. The page is annotated with 17 numbered blue circles:

- 1: Cotw logo and navigation bar
- 2: "My Saved Searches" section
- 3: "Your new maximum bid" input field
- 4: "Your method of bidding" radio buttons
- 5: "Submit" button
- 6: "Watch this car" button
- 7: "Print" button
- 8: "TOTAL" price summary
- 9: "Reference" field in specifications
- 10: "Origin country" field
- 11: "Very important car information" link
- 12: "Extra guidelines seller" link
- 13: "Car profile" link
- 14: "Car damage information" link
- 15: "Bidding history for this car" link
- 16: "Your maximum bids for this car" link
- 17: "Car options" section

The specifications table for the BMW 318d NIA is as follows:

Reference:	459186	Origin country:	Belgium
Type:	NIA	Physical location:	(Belgium)
Body Type:	Berline	Office selling the car:	Belgium
First registration:	17/01/2007		
Mileage (in km):	127020 KM		

The "Car options" section includes:

Make:	BMW	Fuel type:	Diesel
Model:	318d	Kw:	90 kW (122 Hp)
Type:	NIA	Transmission type:	6 Manual
First registration date:	17/01/2007	Mileage:	127 020
Body type:	Berline	Number of keys:	2
Doors:	4	Paint:	Silver
Number of places:	5	Metallic paint:	Yes
Engine size:	1995	Upholstery:	Cloth
CO2 emission standard:	F14	Interior colour:	Black

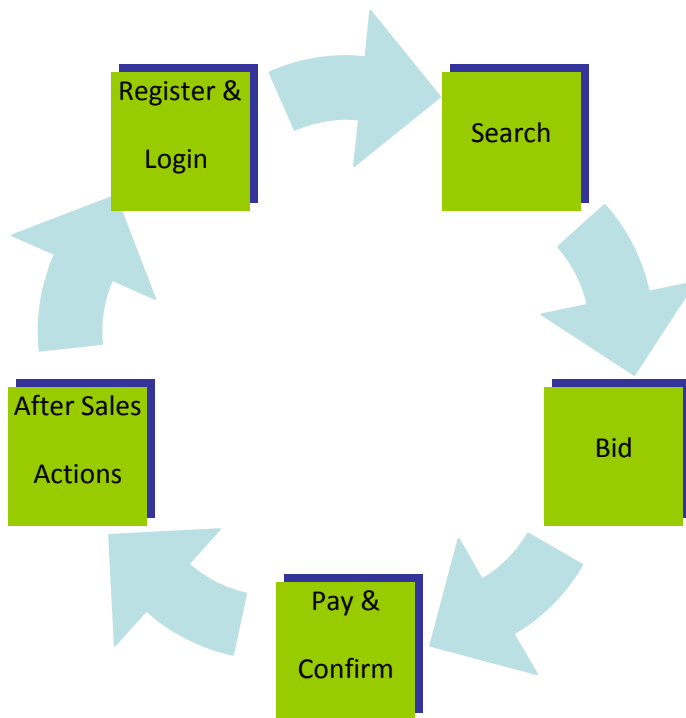


## 3 Getting started

### 3.1 Register

Are you new on CarsOnTheWeb.com? Then start by registering on the website. It's 100% free! Complete your company details and confirm your selling office. Fields with a star are mandatory. To get started as quickly as possible, we suggest you immediately upload a copy of your identity card (ID) and proof that you are a professional car trader or any other necessary document. Your account is evaluated within 2 working days. We can only approve your account after you have sent or uploaded the requested documents. Should you experience a technical problem during registration, please let us know at [info@carsontheweb.com](mailto:info@carsontheweb.com).

### 3.2 5 easy steps to buy cars



#### 3.2.1 STEP 1: Login

After your account has been validated, you are authorized to participate in our auctions. Go to the login section and enter your username and password. In case you forgot your password, request another password by hitting the appropriate link or contact your customer service advisor.

**TIP:** As you are responsible for all bids sent from your account and it is not possible to cancel placed bids, we recommend you not to share login data with others. If you have several people bidding from one account, you can make a bidder account via “account settings” in ‘MyCOTW’.

## You are logged in

You can now see bids and place bids yourself. In the main navigation, your personal user account called "My COTW" will appear. Here you can manage your bids and purchases.

### 3.2.2 STEP 2: Search

There are multiple ways to search for the appropriate cars.

- ✓ 'Find cars' button at the top of each page
- ✓ Keywords on the left-hand side of the page and at the home page
- ✓ 'Auctions' button at the top of each page

By clicking the 'Find cars' button, you can filter vehicles by different criteria such as make, car type, fuel type, registration year, price range, mileage range, transmission, accident cars, selling office and VAT regime. You can also save these searches. Then you will automatically be notified by email if vehicles that match your saved search criteria are being auctioned.

The screenshot shows the Cotw website's advanced search interface. At the top, the Cotw logo is on the left, and the tagline "Your solid partner in selling cars" is in the center. On the right, there is a phone number "+32 (0) 16 38 00 68" and a "Contact us" button. Below the header, there is a navigation bar with "Find Cars" (highlighted with a red box and "108" items), "Auctions", and "FAQ". A search bar is located on the right side of the navigation bar. The main content area is titled "Advanced search" and features a banner with the text "better stronger faster easier". Below the banner, there are three columns of search filters. The left column, titled "Your advantages:", lists benefits like "Free registration", "Large offer of used cars & vans", "Easy buying process", and "Excellent prices", with a "Register Now!" button. The middle column, titled "Advanced search", contains various filter categories: Brand (Alfa Romeo, Audi, etc.), Car type (Berline, Break, etc.), Fuel Type (Diesel, Petrol, etc.), Registration year (2007 and older, etc.), Price range (€ 5.000 - € 10.000, etc.), Mileage range (in km) (0 - 50.000km, etc.), Transmission type, Damaged car, Selling office (All, European, etc.), and VAT-Regime. The right column, titled "Search results", displays "108 cars found". At the bottom right, there is a "Search" button.

### 3.2.3 STEP 3: Bid





#### 3.2.3.1 2 ways to place a bid:

When you have found interesting cars, you can start placing your bids in 2 different ways.

- ✓ **Place a maximum bid immediately:**  
Your maximum bid is shown immediately. If another bidder has entered a higher maximum amount, you are outbid. In that case, you will get a notification.
- ✓ **Stepwise bid (or bid agent):**  
The automatic bidding system bids on your behalf in order to obtain or maintain the highest bid, until your maximum amount is reached.

#### 3.2.3.2 4 auction types:

CarsOnTheWeb actually offers 4 different auction types:

- ✓ **Dynamic auction**   
This is the standard auction type where the highest bid is transferred to the seller.
- ✓ **Blind auction (or bid in a sealed envelope)**   
Your bid is kept secret from the other bidders
- ✓ **Target auction**   
The seller has agreed to sell the car for the amount that is equal or higher than the “target price”. To make a winning bid, you will have to reach at least this target price.
- ✓ **“Buy now”**   
You can buy the car immediately for the indicated selling price or choose to place a bid. The bidder who hits the ‘buy now’ button first, wins the vehicle at the indicated buy now price.

**Note:** The auction types are indicated by an icon. The minimum bid increment usually is € 100. Do not use a period, a semicolon, a comma or a euro symbol. Bids placed after the auction has ended, are not accepted, unless indicated differently. The seller decides whether he accepts or doesn't accept the highest bid.

### 3.2.4 STEP 4: Pay & confirm

When you have the highest bid and the vehicle is assigned to you, you will be notified by email. Log in to your MyCOTW account and start the confirmation process. Print the order form on the last step of the confirmation process and keep it in your administration. If you have transferred the total purchase price (by bank transfer), please provide us a SWIFT payment confirmation.

If you have the highest bid and the vehicle is not assigned to you, you can find it in your MyCOTW account under “My Lost cars history”.

**Note:** After the car has been assigned to you, you have 24 hours to confirm and 2 working days to pay the car. No cash payments are accepted.

**Your payment includes:**

- ✓ The price of the car
- ✓ A fixed auction fee
- ✓ A country fee for the handling of the car
- ✓ Other costs only apply to customers outside the EU

### 3.2.5 STEP 5: MyCOTW - After sales actions

As soon as we have received the total purchase price, you can download the invoice in your MyCOTW account and we can start preparing the pick-up of the car.

When the car is ready for pick-up, you receive a pick-up authorization (PUA) via email and in MyCOTW. This document is mandatory for the collection of all cars. The vehicle appears in MyCOTW under “To be picked-up”. In “My Logistics” you can see where the car and its documents are located at this time.

Once your car has been picked-up, you can upload the final delivery document (Certificate of Delivery or stamped, signed and dated CMR) in MyCOTW under “Upload CMR or delivery document”.

If the document is approved, we will send you the original car documents via courier. In “ My Logistics” you will see when the car documents have been shipped when the document status is set to “YES” and the tracking number of the shipment is shown.

Once you have received the car documents, click on the blue icon in “Logistics Overview” in order to indicate that you have received the documents well. Your purchase is now considered as completed. In your MyCOTW account, the car is moved to “My Purchase History”.

## 4 My COTW – Your personal account

With “My COTW” you can easily follow up on vehicles you like, vehicles for which you have made bids and vehicles you have purchased. For purchased vehicles, you can even track the location of the car and its documents at any given moment.

After you have logged in, the MyCOTW button will appear in the main navigation. From here, you can access your personal account. A number is shown next to the MyCOTW button. This is the number of actions you need to take.

At the same time, a column will appear on the left of the MyCOTW page. From here, you can e.g. access your saved searches and view the upcoming auctions.

### With My COTW you can:

- ✓ Follow up on interesting cars

- ✓ Follow up on placed bids
- ✓ Follow up on cars that have been assigned to you
- ✓ Confirm cars you have purchased
- ✓ Follow up on cars that need to be paid
- ✓ Follow up on cars that are waiting for a Pick-up Authorization (PuA)
- ✓ Follow up on cars that are ready for pick-up
- ✓ Upload CMRs and/or delivery documents
- ✓ Download documents like order forms, pro formas, invoices, PuAs
- ✓ Track the location of the vehicle and its documents at any given moment in 'My Logistics'
- ✓ Track the history of purchased, cancelled and lost cars
- ✓ Change your account settings and email settings
- ✓ Change your saved search criteria

## 5 New features

### 5.1 Interesting deals

On the home page, you can find a selection of interesting car deals available at that time.

The screenshot shows the CarsOnTheWeb website interface. It is divided into three main sections:

- Highlights:** Features a featured car listing for a BMW 118d with 103234 km, registered on 03/05/2007. Below the image is a 'Read more' link and a 'REGISTER' button.
- Search a car by:**
  - Fuel:** Diesel (104), Petrol (3), LPG (1)
  - Make:** Alfa Romeo (5), Audi (14), BMW (12), Citroën (13), Fiat (6), Ford (9), Lancia (1), Mercedes (6), Mini (1), Nissan (1), Opel (7), Peugeot (12), Renault (6), Seat (2), Skoda (2), Volkswagen (7), Volvo (5)
  - Body Type:** Berline (15), Break (39), Compost (16), Hatchback (1), Light truck (17), Multi Purpose Vehicle (MPV) (19), Sports Utility Vehicle (SUV) (3)
- Who is COTW for?:**

CarsOnTheWeb is a European online B2B car auction that sells high quality second hand cars exclusively to registered car dealers and traders.









The car auction site provides professional car dealers with a straightforward and transparent way of bidding for a top-quality selection of used cars of all car makes: demonstrators, lease cars, overstocked cars, damaged cars, vans and light trucks.

Register now and start participating in our online car auctions!

  - [Can I use COTW?](#)
  - [Why only for dealers?](#)
  - [Testimonials](#)





## 5.2 Download & print

After you have logged in, you can download and print a list of all vehicles in one specific auction. Just click on the pdf icon that appears on the right side of the auction overview. You can also download and print the description and pictures for each car separately.

	<b>Light Truck Auction</b> (8)		9 - 19:37:45	16/08/2012 14:00		
<b>Leasing</b> 	<b>Ex Leasing Cars</b> (10)		9 - 21:37:45	16/08/2012 16:00		

## 5.3 Upcoming auctions

After logging in, you can see all auctions that will soon start by clicking on the “Upcoming auctions” button. Once an auction has started, it moves from the upcoming auctions calendar to the auction overview.

	Upcoming Auctions	
	Cars on auction	108
	My watched cars	1
	My current bids	14

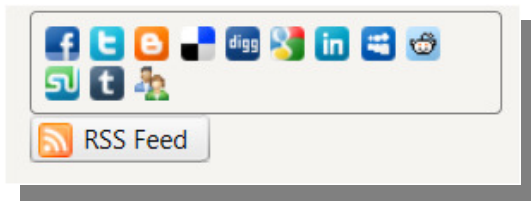
## 5.4 Newsletter

You can subscribe to the newsletter at the bottom of the website. After you have signed up with your email address, we will notify you on a regular basis about for example special auctions, interesting deals and closing days.

## 5.5 Blog with RSS

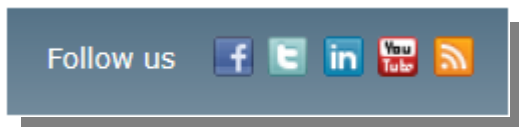
On our blog, accessible via the top or bottom navigation, you can catch up with the hottest automotive news in Europe. Click on the RSS function in order to automatically receive

notifications of new blog posts. You can use the categories or tag cloud to navigate through the news items. Feel free to leave a comment or share posts on Facebook, Twitter, LinkedIn!



## 5.6 Follow us on Facebook

You can become a fan of CarsOnTheWeb on Facebook, Twitter, LinkedIn and Youtube, just by clicking on the respective icon at the bottom of the website. Fans are always the first to be notified about news and special offers.



## 6 iPhone application

In addition to our website platform, you can now also follow up on cars, place bids and purchase vehicles via the CarsOnTheWeb iPhone application. The iPhone app has an integrated bidding function with push notifications – these are helpful reminders - in case you are outbid. This allows you to participate in our auctions anywhere and at any time! In the iPhone app, you can log in using the same login and password from the CarsOnTheWeb website.





## 7 Personal support

**Peter Vander Veken**, your advisor  
is standing by  
**+32 16 38 69 61**

If you have a question about the registration process, the purchase process, requested documents, transport or any other topic, you can navigate to the Frequently Asked Questions (FAQ) in the main navigation and select the category related to your question. The answer to your question is only a click away!

Should you not be able to find the answer to your question here, our customer service advisors are ready to support you during office hours! If you have questions about a specific car, we suggest to always note and communicate the reference number on the website.

### Customer Service Headquarters

Email: [info@carsontheweb.com](mailto:info@carsontheweb.com)

Telephone: +32 (0)16 38 00 68

### Customer service Germany

Email: [info@carsontheweb.de](mailto:info@carsontheweb.de)

Telephone: +49 (0) 9 621 76 99 50

### Customer Service France

Email: [info@carsontheweb.fr](mailto:info@carsontheweb.fr)

Telephone: +33 (0)141 44 07 07

### Customer Service Italy

Email: [info@carsontheweb.it](mailto:info@carsontheweb.it)

Telephone: +39 (0)2 45 712 673

