

## CLIENTS

**Q: What areas will be restricted for access during this time?**

A: All facilities and sale lanes will be closed to buyers and sellers on both sale and non-sales days.

**Q: I have not been using Manheim.com leveraging the digital tools. How can I find out more information on how to access or use these tools?**

A: Please contact your local Manheim Sales Representative or a member of Manheim Client Care at 866-MANHEIM (626-4346)

**Q: Will we still be able to preview inventory at the auction?**

A: No, all auction lots will be closed to buyers and sellers through April 3. Access to preview inventory on sale day and non-sale days has been suspended. Inventory can be previewed online at Manheim.com.

**Q: Will cars be running down the lane in the Simulcast-only format?**

A: No, sales will take place in a Postcard format with images only in all auctions where state ordinances permit. Vehicles will not run down the lanes.

**Q: Will we be able to use the auction computers or use the auctions digital lounge to access the sale?**

A: No. All office areas and sale lanes will be closed. Please use our digital tools available at Manheim.com to place proxy bids or attend a sale via Simulcast.

**Q: I'm unable to access Simulcast or Remote Seller due to restrictions on my Firewall. What can I do?**

A: If you are experiencing any Firewall restrictions, you may need to whitelist our IP addresses to allow access to Simulcast and Remote Seller. Please contact Client Care at 866-MANHEIM (866-626-4346) for a full list of IP addresses to whitelist.

**Q: Will Simulcast Success Fees be waived during this time?**

A: Starting Monday, March 16, Manheim will be waiving the Simulcast Success Fee for both buyers and sellers. This will remain in effect through Friday, April 3. We will continue to communicate any further changes.

**Q: What if I am a dealer seller running units in the sale? Am I able to rep my units on-site at the auction?**

A: No, sellers will not be allowed on-site to rep vehicles at our auction locations. Sellers are highly encouraged to use the Remote Seller tool to rep inventory.

**Q: How will I get a bidder badge for the sale?**

A: All sale check-in will take place on Manheim.com via Simulcast.

**Q: Are all floorplans available for vehicle payment? **\*UPDATED\*****

A: Manheim has been informed by **several Floorplan Agencies that they are not accepting flooring requests until further notice**. All pending requests for these agencies have been automatically rejected and they will temporarily be hidden from the list of available agencies on Manheim.com. If you have any questions related to flooring with NextGear Capital, please contact your local representative.



- Please see below a listing of Floorplan Agencies that have informed Manheim they are not currently accepting any new flooring requests on behalf of any dealer as of March 23.
  - Oremor Financial Services, LLD
  - Palisades Dealer Funding
  - Oritental Bank (PRAA) [Puerto Rico]
  - SAFS, INC **\*NEW\***

**Q: How will I be able to make payments for vehicles and charges on my account?**

A: Manheim will not accept payments in person at any location. [Payments](#) are recommended to be made online using the [ACH](#) function at Manheim.com. Late fees will be waived until April 3. For any questions related to your account, please reach out to auction management.

**Q: How will seller proceeds be handled?**

A: Seller proceeds will not be distributed at any Manheim location. All seller proceeds will be dispersed based on your seller profile. ACH and Check on Demand will be dispersed through the normal process. Automatic Checks will be dispersed through the normal process and mailed from the action. Automatic Checks will not be available for in-person pickup.

**Q: How will arbitration claims be handled? \*UPDATED\***

A: All arbitrations can be handled online. On Manheim.com, go into My Purchases and you can start the arbitration process for any vehicle that is eligible, no matter of purchase location or channel. As of March 18, arbitration claims cannot be filed for 'title absent'.

**Q: Will there be modifications made to Arbitration guidelines?**

A: No. At this time, all arbitration rules and regulations remain in place as established per NAAA.

**Q: How will titles be processed during this time? \*UPDATED\***

A: Sellers: Titles will be accepted in person at Manheim locations. All titles should be sent to the local auction via a carrier service of your choice. Seller payments will not be made until valid titles are received by the auction. Buyers: Due to the closure of Manheim offices, clients are no longer able to pick up titles marked as Counter Release. Manheim will be shipping all of these titles out via FedEx to the default title shipping starting Monday 3/23.

**Q: How will title absent fees be handled?**

A: Due to mandated hours of operation and closures at DMVs throughout the United States, we will be waiving all Title Absent Fees beginning March 16 until further notice. Vehicles purchased after March 17 will not be eligible for Arbitration based on the title being absent at the time of sale. We will continue monitoring government mandates and DMV statuses throughout the United States and will communicate once we know when Title Absent charges and Arbitration are expected to resume.

**Q: Can I pick up OVE, Manheim Express and Private Store vehicles if the pickup location is closed? \*UPDATED\***

A: In the event that a Manheim auction or offsite location (i.e. dealership or storage location) is closed and vehicle pickup/checkout is not possible, all OVE, Manheim Express and Private Store purchases made in the 72 hours prior to location closure and not yet picked up **may** be unwound upon the submission of an arbitration request by the buyer within 48 hours of the location closure. OVE, Manheim Express and Private Store vehicles purchased more than 72 hours prior and not yet picked up will be considered sold. This does not apply to non-Manheim Auction facilitated listings (i.e. Independent Auction listings).



**Please note:** All buyers, sellers and their agents are responsible for adhering to any national, state and local restrictions on business operation, which may include participating in wholesale transactions and which may impinge or hinder access to vehicles. This may include activities related to selling, purchasing or transporting vehicles.

**Additional Unwind Policy Questions:**

- **Are any locations closed for OVE pickup as of Tuesday, March 24<sup>th</sup>?**
  - Contact your local auction to determine if vehicle pickups are available. Dealers should check the status of offsite locations (i.e. dealership or storage locations) prior to vehicle pickup.
- **Does this apply to Simulcast sale purchases?**
  - No, this does not apply to Simulcast sale purchases at this time.
- **Does the buyer need to request the unwind?**
  - Yes, the buyer will need to contact the Manheim arbitration team to initiate an unwind. Manheim will validate the location closure before unwinding the sale. For Private Store purchases, buyers can submit an arbitration request through the Private Store, per normal procedure.
- **How do I know if this policy applies to a vehicle I purchased?**
  - For OVE and Manheim Express vehicles there is an icon on the Vehicle Details Page (VDP). For Private Stores, you may submit an arbitration and the claim will be evaluated.
- **What if a local/state regulation prevents the buyer from traveling to pick up an OVE, Manheim Express or Private Store vehicle?**
  - Manheim will not, at this time, unwind a sale due to travel restrictions.
- **Does this policy apply to listings facilitated by non-Manheim locations (I.e. Independent Auctions)?**
  - No, this policy does not cover listings from Independent Auctions.

**Q: Will transporters & buyers still be able to pick up and drop off vehicles?**

A: Delivery and pickup of vehicle inventory will be based on local staff availability and if local ordinance permits. Please verify gate hours on [MyManheim.com](https://www.mymanheim.com) prior to coordinating transportation.

**Q: How can I or my transporter obtain a gate pass if they don't have one already?**

A: Gate passes must be printed prior to arrival at the auction for vehicle pickup. Printers will not be accessible for on-site printing. [Click here](#) for a step by step guide on how to print your gate pass.

**Q: How can I coordinate picking up no-sales from the sale, or process vehicle redemptions?**

A: The redemption process will still be supported, but only by scheduled appointments in a secure location based on local staff availability. Contact the auction to coordinate any no-sales needing to be picked up prior to coordinating transportation.

**Q: Is DealShield continuing to offer purchase protection? \*UPDATED\***

A: Yes. At this time, DealShield remains committed to supporting our existing clients. While the DealShield Return Guarantee is designed to protect against the typical unknown risks of wholesale purchasing, it is not meant to protect against severe market changes. We will continue to evaluate the evolving impact of COVID-19 and will provide updates as needed.

Certain auctions in the DealShield Network are temporarily closed and not accepting vehicles. If you need to return for a vehicle to a known closed location, please complete the Vehicle Return Authorization process online following the standard Vehicle Return Authorization creation process. The DealShield team will email you with further instruction within 24 hours after VRA creation.



**Q: Can I still order a PSI for my purchases? \*UPDATED\***

**A:** A post-sale inspection (PSI) may be available to buyers of qualified units, depending on the location of the vehicle. PSI provides a hands-on inspection to inform dealers of the current mechanical state of the vehicle. Check the Manheim Auction Status tracker to see if the location you plan to buy from is currently providing inspection services.

