

## **Q&A GUIDE**

**Select Manheim locations will offer auction lot access for inventory preview beginning May 4**

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**Client Frequently Asked Questions**

**June 12, 2020**

### **CLIENTS**

**Q: What locations will offer auction lot access?**

A: Only select Manheim auction lots will be available for inventory preview. Please visit [MyManheim.com](https://www.mymanheim.com) for a list of locations that are currently offering preview accessibility.

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

A: All facilities and sale lanes will remain closed to clients at all times. Only auction lots at select locations are accessible for inventory preview purposes. There will be one designated point of entry and exit to the lot. A valid AuctionACCESS ID is required.

**Q: When can I preview inventory at a select location?**

A: Select auction lots will be accessible for preview beginning the week of May 4. Preview days and times will vary by location. Please visit [MyManheim.com](https://www.mymanheim.com) for specific information prior to traveling to a location. Inventory can also be previewed online at Manheim.com prior to arriving on site. Printing of run lists, gate passes, and other documents will not be available.

**Q: Will the lots be safe to access?**

A: We are aligning with state/local ordinances to ensure clients have a safe experience on our lots. You can expect to see frequent and enhanced cleaning of common touchpoints and additional mandatory safety measures will be enforced.

**Q: What additional safety measures have been taken?**

A: Confirmation of your Cox COVID-19 Related Access Form must be provided to security upon entry. Hand sanitizing and soap and water stations will be available throughout the lot.

**Q: Is the Cox COVID-19 Related Access Form required?**

A: Yes, a completed form is required upon each entry. A temperature check is also required.

**Q: Where can I find the Cox COVID-19 Related Access Form?**

A: The [Cox COVID-19 Related Access Form](#) is available online. Click [here](#) for details on how to complete your form. Your form should be completed prior to arriving at the lot.

**Q: Are face coverings required on the lot even if I checked my temperature?**

A: Face coverings are encouraged but not required, however state/local ordinances may mandate use. Please be prepared with your face covering prior to entering the lot.

**Q: What if safety measures are not followed?**

A: Failure to adhere to safety policies and procedures will result in immediate removal from the property and future access to a Manheim location will be prohibited.



**Q: Will vehicles be parked the way I am accustomed to?**

A: Based on COVID-19 operational changes and increased inventory levels, vehicles may not be parked the way you are used to. Please bear with us as we get our lots back up and running.

**Q: Can I bring my personal vehicle on the lot?**

A: No, personal vehicles are prohibited at this time. Auction shuttle service has been suspended. Please contact the auction should you require special accommodations.

**Q: Are test drive services available?**

A: No, test drive services have been suspended at this time.

**Q: Can I make a payment while I am on-site to preview inventory?**

A: Manheim will not accept payments in person at any location. [Payments](#) are recommended to be made online using the [ACH](#) function on Manheim.com.

