

Client Frequently Asked Questions
July 2, 2020

Digital Block Sales at Select Manheim Locations

Q: What is a Digital Block sale?

A: Digital Block sales offer in lane bidding with a live auctioneer, however vehicles will not run through the lanes.

Q: When did the Digital Block sale format at select locations begin? *UPDATED*

A: Pilot locations began the transition from Simulcast-only to a Digital Block sale format during the weeks of June 22 and June 29 and we have now rolled out additional locations.

Q: Which Manheim locations are offering a Digital Block sale format? *UPDATED*

A: Currently there are 17 locations that are offering a Digital Block sale format. The complete list of locations is available [here](#).

Q: Do I need to complete a Cox COVID-19 Related Access Form to attend in lane?

A: Yes, a [Cox COVID-19 Related Access Form](#) is required each time you visit a location and should be completed prior to arrival. You will need to present your form confirmation and a valid AuctionACCESS ID at check in.

Q: Will cars be running down the lane in a Digital Block sale?

A: No, vehicles will not run down the lanes, however you may preview inventory at a Manheim location where lot preview is available. Click [here](#) for a list of locations currently offering lot preview.

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

A: No, access to computers, tech centers, cafeteria, and all office areas will not be available.

Q: Do I need to wear a facing covering?

A: Yes, a face covering must be worn at all times. Please be prepared to bring your own face covering. Access will not be allowed without a face covering.

Q: Will I need a bidder badge to participate in the sale?

A: Yes, you will utilize the kiosk to obtain your bidder badge. Kiosks will be cleansed between uses.

Q: What safety measures have been put in place?

A: To ensure safety and social distancing, participation in the lanes is on a first come, first serve basis. Upon entering the lanes, you will see social distancing signage and markings in each lane which will indicate the number of clients allowed in a single lane at one time. Hand sanitizer dispensers will also be available. Additionally, the number of clients in lane will be limited based on the number of marking available in a single lane.

Q: What do I need to know once I am in the lane?

A: Please be sure to take note of the auctioneer's announcements related to safety protocols. All clients must stand on a floor marking and remain six feet from the auction block. Marking will be placed six feet apart. You must be on marking in order to place a bid. Please be sure to exit the lane once your bidding is complete to allow others the opportunity to bid.



Q: How can I dispose of my PPE?

A: A designated container for disposal of PPE will be available upon exiting the lanes.

Q: What if safety measures are not followed?

A: Failure to adhere to safety policies and procedures will result in removal from the property.

Q: Can I make payments for vehicles and charges on my account while I am at the auction?

A: No, effective June 1, 2020, Manheim will not accept payments in person at any location. [Payments](#) should be made online using the [ACH](#) function or floor plan at Manheim.com. Alternatively, checks can be mailed to the below addresses. For any questions related to your account, please reach out to auction management.

Standard Mail

Cox Automotive, Inc.
PO Box 936622
Atlanta, GA 31193-6622

Overnight Mail

Cox Automotive, Inc.
Attn: Lockbox 936622
3585 Atlanta Avenue
Hapeville, GA 30354-1705

Q: How will arbitration claims be handled?

A: Arbitrations will continue to be fulfilled 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. For vehicles purchased on or after March 1, 2020, arbitration claims cannot be filed for 'title absent.'

Q: How will titles be processed during this time?

A: Sellers: Titles will not 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.

