

Retail Customer Frequently Asked Questions

July 15, 2020

Q: *How do I get a redemption process started?*

A: Contact your lending agency to request the proper release forms. Once the request is approved, the lender will provide Manheim with the release forms. The lending agency will also inform the redeeming customer of the Manheim location, contact information and address whereby the vehicle is held.

Q: *How long are my approved release forms valid?*

A: Release forms are valid for a limited amount of time and vary by lender.

Q: *How do I schedule an appointment to redeem my vehicle at Manheim?*

A: Once you have the proper release forms have been provided to Manheim, contact the auction via the phone number provided by the lending agency.

Q: *When is Manheim open for appointments?*

A: Safety protocols and appointments are available in accordance with state and local mandates. Days and times available will vary by location.

Q: *How long will an appointment take?*

A: Appointments will be made in 30-minute blocks and may take up to an hour. When possible, Manheim will only schedule 1 – 2 appointments per hour.

Q: *May I bring someone with me to the appointment?*

A: No. Due to strict safety protocols, only the redeeming party will be allowed onsite.

Q: *What items should I bring to my appointment?*

A: Redemption customers should plan on bringing the following items to their appointment:

- A valid, government issued ID such as driver's license, passport or military id
- A completed Cox COVID-19 Related Access Form
- Face covering
- Money order or cashier's check for any outstanding fees
- Vehicle tags and keys

Q: *What is the Cox COVID-19 Related Access Form?*

A: The Cox COVID-19 Related Access Form is a questionnaire that helps determine an employee, contractor, vendor or customer's eligibility to enter Manheim facilities by confirming temperature and symptom check. The form takes fewer than 5 minutes to fill out and should be completed the day of the appointment.

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

A: Yes, a completed form the day of the appointment is required upon entry to Manheim facilities. A self-administered temperature check is also required.

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

A: The [Cox COVID-10 Related Access Form](#) is available online via computer or mobile device.



Q: *What will I need to complete the Cox COVID-19 Related Access Form?*

A: To complete the Cox COVID-19 Related Access Form you will need to have completed a self-administered temperature check, the redemption site address and the auction contact.

Q: *Who is my contact at the auction?*

A: The auction contact will be provided by Manheim at the time of appointment scheduling.

Q: *What address should I be looking for on the Cox COVID-19 Access Form?*

A: The address will be provided by Manheim at the time of appointment scheduling.

Q: *How will I know where to go once I arrive at the auction?*

A: Directions to the redemption office will be provided by Manheim at the time of appointment scheduling. Please note, this address may vary from the auction's physical address.

Q: *How will I know what fees are owed?*

Any outstanding fees required to complete the vehicle release will be provided by Manheim at the time of appointment scheduling. Payment must be made prior to release of the vehicle.

Q: *What are acceptable forms of payment?*

A: Payments may be made via money order or cashier's check only. Manheim is no longer accepting checks or cash.

Q: *What if I detect vehicle damage or missing personal items upon vehicle inspection?*

A: Upon inspecting the vehicle, should the customer determine there is additional vehicle damage or personal property missing, they will disclose the specific complaints at that time. Complaint logs will be sent back to the Manheim commercial department and security to investigate. Customers will also be advised to reach out to the lender with the complaint.

Q: *What if I just want to claim personal property left in the vehicle?*

A: Access to personal property is subject to the lending agency's policy. Should the policy allow for the retrieval of personal property, customers will be required to follow the same access policy outlined herein.

Q: *Will I have assistance with putting on my vehicle tags?*

A: No. The customer should come prepared to replace their vehicle tags.

Q: *Will tools be available to assist with putting on my vehicle tags?*

A: No. Tools to assist with replacing tags will not be provided.

Q: *Who should I contact with any questions about the redemption process?*

A: It is best to first contact your lending agency with questions. As needed, the local Manheim contact information may be provided by the lender.

