

Client Frequently Asked Questions
November 12, 2020

CLIENTS

Q: Which Manheim locations are physically running cars through the lanes?

A: On November 10, Manheim began piloting running cars through the lanes. As of November 12, there are currently 14 locations that are now part of this pilot. Please refer to the auction status tracker [HERE](#) for more information.

Q: Will other Manheim locations physically run cars through the lanes?

A: The learnings and insights from the pilot sales will shape the future of live sales moving forward. Manheim's intent is to announce additional pilot locations in the near future.

Q: What locations will launch next?

A: Locations are currently being finalized as we assess inventory and local pandemic levels. Manheim will announce the list of locations once confirmed.

Q: What will lane formats look like at the pilot locations?

A: At this time, it is our intention to run cars in every other lane to ensure social distancing.

Q: What type of inventory will physically run through the lanes?

A: At this time, dealer and repo inventory will physically run through the lanes. Commercial inventory will remain in a Digital Block or Simulcast-only format.

Q: Why are you only running dealer and repo inventory?

A: Units in these segments may be considered aged and often sell at lower price points when compared to the off-lease, rental, or program car segments, making a live inspection of these vehicles more essential for buyers.

Q: Why has Manheim decided to run some cars down the lane?

A: Manheim believes a hybrid-model is the right approach to begin taking in select auction locations. This is based on direct client feedback with the goal of creating an experience that delivers convenience and efficiencies, regardless of how you choose to conduct business.

Q: Will I still need to complete the Cox COVID-19 Access Form upon coming onsite to the auction?

A: Yes, the [Cox COVID-19 Access Form](#) is still required and should be completed prior to arriving at the auction. A temperature check is also required and should also be performed prior to coming onsite.

Q: What other requirements do I need to be aware of prior to arriving at the auction?

A: A valid AuctionAccess card and bidder badge are required to participate in the sale. Face coverings are required and must be worn properly at all times and upon entering the auction property. Please be sure to bring your own face covering with you. Additionally, social distancing of six feet or more is required in the auction lanes. Floors markings will be placed appropriately.

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

A: All facilities are closed to buyers and sellers at all times, except for the lanes. All offices, cafeteria, tech centers and lounges will be closed. Please use our digital tools available at [Manheim.com](#) to make a payment, file an arbitration claim or order a PSI. Please note that restrooms will be limited to 50% capacity. Additionally,



physical run lists and food/beverages will not be provided in lane. Please be sure to follow all directional signage once arriving on site.

Q: Will there be in person capacity limitations at the auctions?

A: Yes, capacity will be limited inside the auction arena to allow for social spacing and to meet local and state gathering requirements. Auction lots will not have capacity limits, other than local and state restrictions, and clients will be able to move freely between the auction arena and lot, provide the arena maintains capacity limits.

Q: How will I be expected to interact in a live sale lane?

A: Social distancing of six feet or more is required in the auction lanes including keeping at least six feet away from the auctioneer booth. Floor markings will be placed appropriately. Clients are not permitted to approach the vehicle up for bid to inspect the interior, open hoods, or scan window stickers. Vehicle doors will be locked and windows will be raised. Clients cannot interact with drivers or enter vehicles while they are moving through the lanes.

Q: What safety protocols will be in place to ensure clients' health and safety?

A: Manheim pilot locations will be running physical sales in every other lane to ensure social distancing of six feet or more. Kiosks will be cleansed between uses and hand sanitizer dispensers will be available throughout the lanes. Marked containers for PPE collection will also be available.

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

A: Manheim sale lots are currently accessible for preview. Please visit [MyManheim.com](https://www.MyManheim.com) for preview days and times. Please note that offices and facilities will remain closed. Inventory can also be previewed online at [Manheim.com](https://www.Manheim.com).

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

A: Yes, Manheim will continue to waive the Simulcast Success Fee for both buyers and sellers through December 31, 2020. We will continue to evaluate and communicate any further changes.

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

A: Please be sure to contact the auction to confirm your attendance if you are planning to represent your vehicles in person. Each location will be different based on its format, capacity of drivers, and lane space.

