



Manheim Client Guidelines

Running Cars at Pilot Manheim Locations

November 5, 2020

Manheim will be piloting running limited cars through the lane beginning with Manheim Nashville on November 10 followed by Daytona Beach on November 11. We remain committed to doing the right thing for you and your business with safety as our first priority. The guidelines below will need to be followed and will ensure a safe and seamless experience if you choose to attend our upcoming sales at Manheim Nashville and Manheim Daytona Beach.

Prior to Arrival:

- Complete your [Cox COVID-19 Related Access Form](#)
 - o Form will need to be completed per visit
 - o Temperature check is required
- Access to auction offices and facilities will not be available
 - o Conference rooms, cafeteria, tech centers are other areas will remain closed
 - o Access to printers and supplies (paper, pens, etc.) will not be available
 - o Food and beverages will not be provided
- Please be prepared to bring your own face covering and should be worn at all times once on auction property
- Paper handouts/run lists will not be provided
 - o Please utilize the [workbook function on Manheim.com](#) or print your run lists in advance

Upon Arrival:

- Utilize the single, designated entrance to access auction property from the parking area
 - o Entrance flow will vary by location
- Confirm your completed [Cox COVID-19 Related Access Form](#) and present your valid AuctionACCESS ID to the security officer
 - o Face covering must be worn upon entry to auction property
 - Please note that access will not be allowed without a face covering
 - o Temperature checks may be administered as local/state regulations mandate
- Utilize kiosk to obtain your bidder badge
 - o Kiosks will be cleansed between use
- Clients are encouraged to wear high visibility clothing
 - o High visibility, disposal safety vests may be available and are encouraged to wear at all times
- Adhere to social distancing signage and markings remaining at least six feet apart
- Utilize available hand sanitizer dispensers

- Restrooms are limited to 50% capacity

In the Lane:

- Take note of auctioneer's announcements related to safety protocols
- Number of dealers in lane will be limited and based on the number of available markings available in a single lane
- Social distancing of six feet or more is required in the auction lanes including keeping at least six feet away from the auctioneer booth
- All clients must be on an "X" to place a bid
 - o If this process is not followed, auctioneer will warn the auction will need to pause until social distancing is followed
- Clients are not permitted to approach the vehicle up for bid to inspect the interior, open hoods, or scan window stickers
 - o Vehicle doors will be locked, and windows will be raised
 - o Clients cannot interact with drivers or enter vehicles while they are moving through the lanes
- Please exit the lane once bidding is complete to allow others the opportunity to bid

Upon Departure:

- Once sale is complete, please leave the building immediately through the designated exit area (different access point from entrance)
 - o Access to all auction offices are not available at this time
 - Arbitrations will continue to be fulfilled online at [Manheim.com](https://www.manheim.com)
 - o Auction leadership will not hold meetings post-sale; please reach out via phone or email to discuss needs or feedback
- Utilize available hand sanitizer dispensers
- Utilize designated container for disposal of PPE upon exiting

If you do not or are unable to comply with these regulations, we will ask that you exit the auction property.

As a reminder, the following services are still available in a digital format:

- Preview inventory on [Manheim.com](https://www.manheim.com) prior to arriving on site
 - o Please view the current [Manheim location tracker](#) for days and hours of operation for lot accessibility
- Print your vehicle release upon arrival or send it electronically to your transporter
- Sign up for digital payments using [ACH](#)
 - o Payments can no longer be made in person at locations
- List vehicles to the Manheim Marketplace by using Manheim Selling Center
- Initiate arbitration requests at [Manheim.com](https://www.manheim.com) in 'My Purchases'
- Verify default title address designated to receive titles that are shipped via FedEx

Additionally, please continue mailing titles to designated auction locations. Titles will not be accepted in person at the auctions.

Should you have any questions, please feel free to reach out to your local auction management or your Manheim sales representative.