

Client Frequently Asked Questions  
December 7, 2020

## CLIENTS

**Q: What areas are restricted for access at this time?**

A: Buildings, offices and facilities are closed to clients at this time, however access to sale lanes and sale formats vary by location. Auction lots are available for inventory preview at most locations. Click [here](#) to view the status of each location.

**Q: Are location lots accessible for inventory preview?**

A: Manheim sale lots are currently accessible for preview at most locations. Please visit [our location status page](#) for preview days and times. Inventory can also be previewed online at [Manheim.com](#). Please note that buildings, offices and facilities remain closed.

**Q: Will cars be running down the lane in a Simulcast-only or Digital Block format?**

A: No, cars will not run in the lanes in these formats. Simulcast-only sales will take place in a Postcard format with images only. Digital Block sales offer in lane bidding with a live auctioneer. Sales formats vary by location. Click [here](#) to view the status of each location.

**Q: Are any Manheim locations running cars in lane currently?**

A: Yes. Select Manheim locations are running cars in lane at this time. Please reference the [auction status page](#) to view these locations and the [FAQs](#) regarding this sale format.

**Q: I'm unable to access Simulcast or Remote Seller due to restrictions on my Firewall. What can I do?**

A: If you are experiencing any Firewall restrictions, you may need to whitelist our IP addresses to allow access to Simulcast and Remote Seller. Please contact Client Care at 866-MANHEIM (866-626-4346) for a full list of IP addresses to whitelist.

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

A: Starting Monday, March 16 through December 31, 2020, Manheim will waive the Simulcast Success Fee for both buyers and sellers.

**Q: How will I get a bidder badge for the sale?**

A: All Simulcast-only sale check-ins will take place on Manheim.com. If you attend a Digital Block or Cars in Lane sale, you may obtain your bidder badge at the kiosk.



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

A: No, all office areas, tech centers, and lounges will be closed. Please use our digital tools available at [Manheim.com](http://Manheim.com).

**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: Select Manheim locations are offering sellers the opportunity to represent their vehicles physically on the block. Please be sure to contact the auction to confirm your attendance if you are planning to represent your vehicles in person. Some locations may have limited seller capacity due to operating constraints. Click [here](#) for FAQs related to physically representing your vehicles on the block.

**Q: How will I be able to make payments for vehicles and charges on my account?**

A: Effective September 1, Manheim is asking clients to no longer pay at the auction locations. [Payments](#) should be made online using the [ACH](#) function or floor plan at Manheim.com. Alternatively, checks can be mailed to the below addresses. **Please note that the new addresses below are effective immediately.** For any questions related to your account, please reach out to auction management or click [here](#) for additional information.

Standard Mail  
Cox Automotive, Inc.  
PO Box 105156  
Atlanta, GA 30348-5156

Overnight Mail  
Cox Automotive, Inc.  
Attn: Lockbox 105156  
3585 Atlanta Avenue  
Hapeville, GA 30354-1705

**Q: How are late fees handled?**

A: Manheim will no longer waive late fees as of May 15. Our standard late fee policy will be reestablished at that time. As explained in our policy, your payment is due on the date of purchase. A 2% late fee on day six of vehicle invoice aging will apply. If payment is not received by 12:01am on day six of vehicle invoice aging, a late fee will be assessed. Please note that clients have been extended a grace period until May 15 to pay any outstanding invoices prior to being assessed a late fee.

**Q: How will seller proceeds be handled?**

A: Seller proceeds will not be distributed at any Manheim location. All seller proceeds will be dispersed based on your seller profile. ACH and Automatic Checks will be dispersed through the normal process. Checks on Demand will not be available for in-person pick up. Please review these [steps](#) to set your account for automatic payments so you can receive your proceeds.

**Q: How will arbitration claims be handled?**

A: All arbitrations can be handled online. On [Manheim.com](http://Manheim.com), go into My Purchases to start the arbitration process for any vehicle that is eligible, no matter of purchase location or channel.



**Q: Will there be modifications made to Arbitration guidelines? [UPDATED]**

A: With the exception of Title Absent policies for some locations, all other arbitration rules and regulations remain in place as established per NAAA.

**Q: Is the title absent arbitration policy still in effect? [UPDATED]**

A: Due to the closure of DMVs across the country at the onset of COVID-19, title absent vehicles purchased on or after March 1 were not eligible for arbitration based on the title being absent at the time of sale. With the reopening of DMVs nationwide, beginning July 1, Manheim reinstated its standard title absent arbitration policy.

New DMV closures as of November 20th have affected Title Absent Arbitration policies in some areas. During this time, clients who purchase vehicles with a 'title absent' status at the locations listed in the chart, will not be able to file a title arbitration claim until the new policy date effective November 23. The chart below aligns the vehicle purchase timeline with the date in which the policies apply.

Purchase Timeline	Policy
Purchases prior to March 1	Standard policies apply
Purchases between March 1 and June 30	Standard policies apply beginning July 1
Purchases on or after July 1	Standard policies apply
Purchases on or after November 23	Title Adjustment affected Manheim locations: Policy change from 21 days to 45 days:  Manheim Albany Manheim Keystone PA Manheim New England Manheim New Jersey Manheim New York Manheim NY Metro Skyline Manheim Pennsylvania Manheim Philadelphia Manheim Pittsburgh  Policy change from 30 days to 60 days: Manheim Denver
Purchases on or after December 7	Title Adjustment affected Manheim locations: Policy changed to 45 days:  Manheim Minneapolis Manheim Northstar Minnesota Manheim Portland

**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.

**Q: Is the 72-hour unwind policy still in effect for OVE, Manheim Express, and Private Store vehicle purchases?**

A: No, as of May 8, this policy has been suspended.

**Q: Will transporters & buyers still be able to pick up and drop off vehicles?**

A: Delivery and pickup of vehicle inventory will be based on local staff availability and if local ordinance permits. Please verify gate hours on our location status page prior to coordinating transportation.

**Q: How can I coordinate picking up no-sales from the sale, or process vehicle redemptions?**

A: The redemption process will still be supported, but only by scheduled appointments in a secure location based on local staff availability. Contact the auction to coordinate any no-sales needing to be picked up prior to coordinating transportation.

**Q: How can I or my transporter obtain a vehicle release if they don't have one already?**

A: Vehicle releases must be printed prior to arrival at the auction for vehicle pickup. Printers will not be accessible for on-site printing. [Click here](#) for a step-by-step guide on how to print your vehicle release.

**Q: Is DealShield continuing to offer purchase protection?**

A: Yes. At this time, DealShield remains committed to supporting our clients. While the DealShield Return Guarantee is designed to protect against the typical unknown risks of wholesale purchasing, it is not meant to protect against severe market changes. Visit the DealShield website to apply for coverage.

**Q: Can I still order a PSI for my purchases?**

A: A post-sale inspection (PSI) may be available to buyers of qualified units, depending on the location of the vehicle. PSI provides a hands-on inspection to inform dealers of the current mechanical state of the vehicle. Inspection services at some locations may be limited at this time. Check the [location status page](#) to see if the location you plan to buy from is currently providing inspection services.

