

## Q&A GUIDE

### Sellers On The Block

*Please note that due to operating constraints, some locations may have limited seller capacity or are not yet able to offer this service*

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#### Client Frequently Asked Questions

April 5, 2021

## SELLERS

**Q: 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.

**Q: How do I prepare for physically representing vehicles on the block?**

A: Once you have confirmed your attendance with auction leadership, you must complete a [Cox COVID-19 Related Access Form](#). Instructions for completing your form can be found [here](#). You will need to show proof of your completed form as well as a valid AuctionACCESS ID upon check in. Additionally, please be sure to communicate any special requirements related to auctioneer needs in advance via phone or email.

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

A: The [Cox COVID-19 Related Access Form](#) is available online. Click [here](#) for instructions on how to complete your form. Please note that a temperature check is required prior to arrival at the auction.

**Q: Will buyers be present in the lane?**

A: Buyers will only be in lanes at select locations with Digital Block or Cars in Lane sales at this time. At other locations still offering Simulcast-only sales, buyers will not be present in the lanes.

**Q: Will auction/personal offices, buildings, and other facilities be accessible pre and post-sale?**

A: Manheim will begin opening front offices at select auction locations during the week of April 12th to give clients the option of conducting some of your business needs in person. Days and hours of operation will vary by location. Be sure to reach out to your Manheim location for details prior to arriving. Access to other auction buildings and facilities remains restricted at this time.

**Q: How long do I need to arrive at the auction in advance of my run?**

A: Please plan to arrive at least 30 minutes prior to the start of your run to allow time to navigate new entry requirements and accessing the block.

**Q: Where will check in be located when I arrive and what is the process?**

A: There will be a single, designated entrance to access auction property from parking area. Please note that entrance flow will vary by location. Upon check in, you will be asked to show confirmation of your completed [Cox COVID-19 Access Form](#) and a valid AuctionACCESS ID. Temperature checks will be required prior to arrival. Please be sure to follow the social distancing signage and markings once you've been checked in.



**Q: How will I know when to approach the block?**

A: Upon check in, you will locate your designated waiting area where a single seller will wait until their units are available for bidding and buying. Waiting areas will be available by lane. Please be sure to follow the directional signage for approaching the block.

**Q: Can I walk inventory while I am at the auction representing vehicles?**

A: Please check with auction leadership on auction lot accessibility following your run.

**Q: Is a face covering required?**

A: Yes, please be prepared to bring your own face covering and wear it for the duration of your visit.

**Q: Will hand sanitizer dispensers be available?**

A: Yes, hand sanitizer dispensers will be available upon entering and exiting the lanes.

**Q: Is the block set up to ensure my safety?**

A: In addition to wearing your face covering, we have installed Plexiglass guards which will be placed in between the seller, block clerk, and auctioneer. All parties on the block should be physically separated when possible. Please note that block clerks will be remote when possible. The seller area of the block will be thoroughly sanitized pre and post-use. Additionally, gavels, computers, and microphones should not be shared and will be cleansed after each use.

**Q: Where do I go once my sale ends?**

A: Once your sale is complete, you must leave the building immediately through the destined exit area. Please note that the exit area will be a different access point from entrance.

**Q: Can I hold a meeting with auction leadership once my sale is complete?**

A: Auction leadership will not hold meetings post-sale. Please reach out via phone or email to discuss needs or feedback. As a reminder, access to all auction offices (including personal offices) is prohibited at this time. Arbitrations will continue to be fulfilled online at [Manheim.com](https://www.manheim.com).

**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

