



Frequently Asked Questions (FAQs) for Clients | April 5, 2021

Select Manheim locations will reopen auction front offices beginning April 12th

Q: Are the front offices at Manheim locations reopening?

A: Yes, select Manheim locations will be reopening front offices offering limited services beginning the week of April 12. Please note that access to other auction offices and facilities remains restricted at this time.

Q: Will the front offices be open every day?

A: Days and hours of operation will vary by location. Be sure to reach out to your Manheim location for details prior to arriving.

Q: Can I drop off a payment at the front office?

A: Buyer [payments](#) will be accepted in person on a limited basis or in the designated drop box that will be available at many locations, however you can continue to make payments online via [ACH](#) or floor plan at [Manheim.com](#). Alternatively, you can mail your payment to the address below.

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: Can I pick up my seller proceeds at the front office?

A: Checks will not be available for in person pickup at the auction. Seller proceeds will be dispersed based on your seller profile, however physical checks will continue to be mailed. ACH and automatic checks will be dispersed through the normal process. Please review these [steps](#) to set your account for automatic payments so you can receive your proceeds.

Q: Can I print my vehicle release at the front office?

A: We recommend that vehicles releases be printed in advance of your visit to the auction, however air printers may be available on site to print your vehicle release. Please confirm with the auction prior to arrival. Click [here](#) for a 'how to' guide on how to print your vehicle release.

Q: How will arbitration claims be handled?

A: All arbitrations will be handled online at [Manheim.com](#). Visit 'My Purchases' to start the arbitration process for any vehicle that is eligible regardless of purchase location or channel. Any questions related to pending arbitrations should be managed by phone or email.

Q: Can I drop off a title in person?

A: Titles will be accepted in person at the front office on a limited basis or in the designated drop box that will be available at many locations, however we strongly encourage you to mail your titles as you do today. Seller payments will not be made until valid titles are received by the auction.

Q: Do I still need to wear a mask at the auction?

A: Yes, Cox Enterprises' policy requires all employees and clients to wear a mask at all times while on auction property.

Q: Do I still need to complete the Cox COVID-19 Related Access Form?

A: Yes, please complete the [Cox COVID-19 Related Access Form](#) and a temperature check prior to arriving at the auction.

Q: Will I be able to use the computers in the Technology Center?

A: Select Manheim locations will allow access to the Technology Center. We recommend cleaning monitors and keyboards with available disinfectant prior to use.

Q: Will the cafeterias at the locations be open?

A: Auction cafeterias will remain closed at this time.