ENHANCED MANHEIM AUCTIONS USER GUIDE

SIMPLER FASTER EASIER

That's my Manheim.

INFORMATION ON HOW TO STREAMLINE YOUR BUSINESS PROCESSES FOR AN IMPROVED BUYING AND SELLING EXPERIENCE.
FOR MORE THAN 70 YEARS, MANHEIM HAS BEEN COMMITTED TO DRIVING YOUR SUCCESS
Simpler, Faster, Easier

These are exciting times for all of us to be in the automotive business. Although we’ve been at the forefront of our industry since 1945, we continue to evolve to address changing dealer and marketplace needs. We’re driven to ensure doing business with us is simpler, faster and easier — whether you’re in the lane or mobile.

Backed by a multiyear investment, Manheim is disrupting the way we do business to better serve you. This means replacing aged technology and undergoing a massive pre- and post-sale process redesign. It’s the largest transformation in our company’s history.

Through new technology, improved processes and enhanced team member support, in-lane and digital buyers and sellers will win by having greater access to information they need to conduct business. Our mission — from the strike of the gavel to the close of the gate — is to make it easier for you to make more money, have greater control over your operation and reduce risk.

You’re likely already using some of our new and revamped offerings at our locations and on Manheim.com. These time-saving services and tools are rolling out through mid-2018 in the U.S. and Puerto Rico, giving you greater support and insights into your transactions no matter where you do business. For example, you can tap expanded payment options such as ACH, view vehicle title status, order post-sale services like PSIs and transportation, and build customized reports. These improvements get you out of the lines on sale day and prevent you from leaving money on the table.

This user guide helps you make the most of our new offerings that simplify your experience and give you a competitive edge. Thank you for your business and partnership.

Thank you.

Janet Barnard
President, Inventory Solutions Group
Cox Automotive
YOU RELY ON US TO
BE MORE THAN AN AUCTION.
WE WANT TO PUT YOU FIRST
AND HELP YOU TO:

» **Save Time and Money**
   Improve every day by streamlining our processes to make it easier for you to do business.

» **Reduce Your Risk**
   Make sure you have the best information and confidence in your inventory management decisions.

» **Grow Your Business**
   Deliver new ways to grow your business with full-service inventory solutions.
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TODAY, DELIVERING AN EXCEPTIONAL CLIENT EXPERIENCE IS THE FOCUS OF EVERY MANHEIM TEAM MEMBER AT EVERY AUCTION
OVERVIEW

We are simplifying nearly all post-sale financial and operational processes, making it more efficient and easier to do transactions, run reports, manage title delivery and order services.

» PREFERENCES & NOTIFICATIONS – Manage your business across Manheim auction locations on your terms. Simply go to Manheim.com to customize and manage your personal preferences and notifications based on the way you like to handle your business.

» PAYMENT OPTIONS – Make it easy to view and pay transactions across all locations. Spend less time in lines and on paperwork so you can spend more time focusing on your business.

» ORDER SERVICES – View and order services on Manheim.com — even while you’re in the lanes — with a few quick clicks.

» REPORTING – Conveniently access the reports you need on Manheim.com. Select from a wide range of standard options, or customize the information you’d like to see.

» TITLES – View title inventory any time from any device. The title management system documents, verifies and processes title status for clear and transparent information on demand.

» GATE PASS – No more waiting in line or placing late calls to pick up your inventory. Download and print your gate pass on Manheim.com on demand, 24/7.

These changes will be rolled out throughout the year to all Manheim locations. The locations where the changes have been activated are known as enhanced locations. After you go online and indicate your preferences, you’ll start enjoying the benefits highlighted in this guide.

Our enhanced locations provide great ways to save you time and money. We look forward to working closely with you during this exciting transition.

USE THIS GUIDE FOR DETAILED INSTRUCTIONS ON NAVIGATING THROUGH THIS NEW AND IMPROVED EXPERIENCE, OR VISIT WWW.SIMPLEMANHEIM.COM
GETTING READY

Make your sale day journey a quick trip to success. Update your Manheim.com account so you’re ready to do things like pay online, order services on your mobile device and run your own reports.

» E-signature
» Set Up Your Profile, Preferences and Notifications
» Set Title Preferences

Note: If you need to retrieve or reset your password, visit www.manheim.com and select Forgot by Member Login or call 1-866-MANHEIM.
E-SIGNATURE

ELECTRONIC SIGNING AND AGGREGATED TERMS AND CONDITIONS MAKE IT EASIER TO DO BUSINESS

WHAT IS CHANGING

If you have done business with us in the last six months, you've likely already accepted our terms. If not, you'll be prompted the next time you visit the auction or login to Manheim.com. We are aggregating our Terms and Conditions (T&C) across all selling platforms and simplifying the signing process to make it easier to do business with us. In addition, you’ll notice these updates to the T&C:

» **INCLUSION OF TERMS OF SALE**
  Added terms of sale from the Bill of Sale form to the overall T&C.

» **SIGNATURE DISCLOSURE**
  Added verbiage so you will only have to accept once to cover all purchasing channels (online, in-lane and locations).*

» **SAFETY INFORMATION**
  Added legal verbiage to reinforce importance of safety at our locations.

» **MARKETING INFORMATION**
  Assures you that Manheim will not give your information to third-party marketing agencies.

BENEFITS FOR YOU

» **SIMPLIFIED APPROVAL PROCESS**
  One-time acceptance on all Manheim Terms and Conditions (vs. separate signatures on Bill of Sale forms and/or separate channels).*

» **LESS PAPER AND WASTE**
  Reduces paper usage and waste to support a green environment.

*You will be asked to accept the eSignature Terms and Conditions again if you have been added to an additional dealership or if Manheim updates its Terms and Conditions.
SET UP YOUR PROFILE, PREFERENCES AND NOTIFICATIONS

Simplify the way you work with Manheim by making sure you have an updated profile

You can save time and be more productive buying and selling vehicles with a properly set up profile, whether in the lanes or online. Your correct email address/mobile number enables you to receive notifications with real-time business activity updates. Title management is simplified, as you choose where you want your titles shipped. In addition, an updated profile provides easier visibility of payments received and reduces the risk of overextending your budget.

Update your profile in minutes. Go to the Profile section under the My Manheim tab on Manheim.com to update your profile and start enjoying the benefits.

QUESTIONS? CONTACT YOUR AUCTION REPRESENTATIVE OR CALL CLIENT CARE AT 1-866-MANHEIM.

In order to make sure you continue to be paid properly and that your titles are delivered according to your preference, you must set up your profile on Manheim.com.
HOW TO SET UP YOUR PROFILE, PREFERENCES AND NOTIFICATIONS

PROFILE

STEP 1: LOGIN TO MANHEIM.COM

» Enter your **username** and **password**.

» Click **Login**.

STEP 2: GO TO PROFILE

» From the My Manheim menu, click on **Profile link** or click on **your name** at the top of the screen.

» Otherwise continue to Step 3.

**NOTE:**
– If your screen looks like the image to the right, please click on this link to proceed to the new Profile page: www.manheim.com/profile.

STEP 3: MANAGE COMPANIES

» Under My Companies, click **Manage** beside any company where you are an authorized administrator.
PREFERENCES

STEP 4: SET TITLE SHIPPING ADDRESS

You can choose between two options that will automatically apply to all titles:

A. Preferred title shipping address.
   - Select your preferred shipping address from the dropdown and confirm that it is accurate.
   - If your preferred shipping address does not appear, select Other Address from the dropdown and enter your preferred shipping address.

B. Hold for pickup at enhanced auction location where the title is located.
   - You have the ability to track titles in order to find out where they are being held for pickup.

NOTES:
- These preferences do not apply to floorplanned vehicles.
- Editing these settings will only impact future purchases.
- When you have set the Ship to Address preference, you still have the ability to change the shipping address for that individual title within a purchased vehicle record on Manheim.com under certain situations/conditions.
- If shipping the title to a different address, the address listed in the company profile in AuctionACCESS does not change.
- Titles are not always located where the vehicles are sold. Sellers can deliver titles to any enhanced location.

STEP 5: MAKE AUTOMATIC PAYMENTS TO MANHEIM

To set the preference for automatic payments to Manheim:

A. Click Yes.
B. Select the correct bank account from the Withdrawal Account dropdown and accept the ACH Terms and Conditions.
C. Click Save.

NOTES:
- This preference will be used as the form of payment every time you owe Manheim money.
- Payments are all processed at the end of each business day for all outstanding charges that are due and payable.
- If you do not select a preference, payment must be made for each invoice either through Manheim.com or at any Manheim location.

PRIOR TO ACH SETUP:

- Please verify your account information in Auction Access. To verify, visit: https://aav4.auctionaccess.com/
- Your authorized account holder must contact your bank with Manheim account IDs. Click the link http://go.manheim.com/ACHdebit for important setup information.
STEP 6: RECEIVE AUTOMATIC PAYMENTS FROM MANHEIM

» You can set preferences on how you want to receive automatic payments from Manheim:

A. Click Yes.
B. Select the correct bank account from the Withdrawal Account dropdown list and accept the ACH Terms and Conditions.
C. Click Save.

NOTES:
– IMPORTANT: When your auction is converted, the preference Receive Automatic Payments from Manheim will be set to "No" by default. This means you will have to pick up a check from the auction until you change this preference. If this is what you do currently, you will simply keep doing the same thing.
– If ACH is selected, you will receive payment automatically every time Manheim owes you money. This will be the only way you can receive payment from Manheim while this preference is selected.
– Payments are all processed at the end of each business day for all payable credits.
– In order to change this preference, you must have Manheim.com administration rights with the company you represent. For any questions or issues, please contact Manheim Customer Care, your local auction or an appropriate individual at your company.

PRIOR TO ACH SETUP:
» Please verify your account information in Auction Access. To verify, visit: https://aav4.auctionaccess.com/.
» Your authorized account holder must contact your bank with Manheim account IDs. Click the link http://go.manheim.com/ACHdebit for important set up information.

STEP 7: NOTIFICATIONS

» You can set notifications on Manheim.com.
Click Edit to change the notification settings for receiving notification through email and/or text and frequency for receiving them.

NOTES:
– Payments To and Payments From Manheim Notifications are e-mail only.
– Manheim is also in the process of developing the capability for clients to receive notifications through the Manheim mobile app.

» You can turn on or turn off any or all notifications.

» However, when an auction location is converted to our new system, you will be automatically be opted in to receive notifications for:
– Late Fees Applied
– Account Hold / Release

» To stop receiving these notifications, login to your profile and turn them off.
MANHEIM TITLE PREFERENCES

Manheim is making it easier for you to receive titles. You can have titles automatically shipped to an address of your choice or pick them up from an enhanced Manheim auction location, and you can change these options at any time on Manheim.com.

To ensure you receive titles accurately and quickly, please make sure you fully understand these new title preferences. The following pages explain all of the title preferences available when purchasing vehicles from enhanced auction locations.

Although you are able to edit these preferences yourself on Manheim.com, certain team members at enhanced auctions are also able to edit them on your behalf.

PREFERRED TITLE SHIPPING ADDRESS

It is very important that you have a preferred title shipping address entered in your Preferences on Manheim.com (even if you prefer to pick up titles at the auction). Please follow these steps to ensure your Manheim.com company profile has an accurate title shipping address.

STEP 1: Navigate to your Company Profile on Manheim.com and scroll down to Title Preference.

STEP 2: Set your preferred title shipping address.

2a. Select Ship to Address.

2b. If you haven’t set your preferred title shipping address, the dropdown will be populated with Select Address. When clicking on the dropdown, you may see addresses already listed. One of these may indeed be the address where you would like your titles to be mailed. If so, select it and click Next. If not, you will need to enter a new preferred shipping address (proceed to Step 2c).

NOTE: In addition to being able to change these preferences yourself on Manheim.com, certain team members at the auction are also able to edit them on your behalf.
2c. If you do not see your preferred title shipping address listed, select Other Address from the dropdown. This will give you the ability to enter a new address. Add the new address information (all fields except Address 2 are required), confirm the information is 100% accurate and click Save.

When your preferred title shipping address has been set successfully, it will appear on your Company Profile page and you will see the option to select a title Shipping Method (see page 17).

2d. When the Ship To Address preference is selected, ALL titles will be shipped to this address. However, you still have the option to change the shipping address for individual titles on a one-off basis (see page 18).

NOTE:
- Editing a shipping address will only impact future purchases. For any purchase made before changing the preferred address, the title will be sent to the previously selected address (or held at an enhanced auction location if it had been selected).
TITLE SHIPPING METHOD
Choose from three different shipping methods for titles mailed to your preferred address.

STEP 1:
Once you have entered your preferred title shipping address, select the delivery method you want used to send all titles to that location and click Save:

- **Default (No fee)**
  - Titles will ship via USPS Ground when 1 or 2 titles are being sent.
  - Titles will ship via FedEx when 3 or more titles are being sent in the same package.

- **Standard (No fee)**
  - Titles will ship via USPS Ground regardless of how many titles are being sent.

- **Expedited FedEx (Fee applies)**
  - Titles will always ship via FedEx Expedited regardless of how many titles are being sent. A fee is charged for each package of titles shipped regardless of how many titles it contains.

MANHEIM TITLE SHIPPING METHOD POLICY AND BENEFITS
Clients are required to have titles shipped through Manheim’s FedEx account. Manheim is no longer authorized to use a client’s FedEx or UPS account (or any other shipping provider) when shipping titles because of the risk involved with having these account numbers in a non-secured location. Because FedEx is Manheim’s preferred vendor, the title management system is integrated with FedEx only; other vendors are not supported.

Aside from reduced risk for both you and Manheim, this policy gives you some other great benefits:

- Manheim’s strong partnership with FedEx allows you to take advantage of one of the lowest FedEx Expedited shipping rates in the country.

- By using shipping labels printed automatically from the new title management system, you are able to track your titles every step of the way from your mobile device. You’ll receive instant notifications about title status changes, which includes tracking information.

- Manheim’s title management system will ultimately give you much more flexibility and convenience when it comes to the delivery of your titles.

**NOTE:**
- These shipping methods do not apply to vehicles that have been floorplanned where the title is sent to the floorplan company. They only apply when the title is being sent to clients.
CHANGING A SHIPPING ADDRESS FOR INDIVIDUAL TITLES

You may edit the shipping address for an individual title if you want it sent somewhere other than the preferred title shipping address you have set in your preferences.

STEP 1:

» Navigate to your Purchases on Manheim.com and select the vehicle whose title you want shipped to a different address.

STEP 2:

» Click Edit and enter the address where you want the title shipped.

NOTES:

– This option is only available under the following conditions:
  1. The title is present and the vehicle is unpaid.
  2. The title is absent and the vehicle is either unpaid or paid.

– This will not change the preferred title shipping address you have set in your preferences. It only changes the shipping address for this individual title.

– All other titles for purchases past and future will continue to be shipped to the preferred title shipping address indicated in your preferences.
HOLDING TITLES FOR PICKUP AT AN ENHANCED AUCTION LOCATION

Instead of having titles shipped to an address of your choice, you can have titles automatically held at the enhanced auction location where the titles are located.

STEP 1:

» Navigate to your Company Profile on Manheim.com and select Hold titles at counter for pickup at the enhanced location where the title is located.
– To confirm where your titles are located, go to My Manheim > Purchases > Titles Status.

NOTES:
– When this preference is selected, all titles will be held for pickup at the enhanced auction where the title is located. Additionally, you won’t be able to send individual titles to any other enhanced auction or address(es) of your choosing if you’ve selected this preference.

– The title will often be at the same enhanced auction where the vehicle was sold. However, if the seller chooses to drop off a title at a different enhanced auction location, you will need to go to that auction to pick up that title. If you urgently need a title that was delivered somewhere else, please speak to a Manheim auction team member for assistance.
Please make sure your profile is up to date. It’s key to using all of the features at Manheim.com. Go to www.manheim.com/profile
GUIDE TO PAYMENTS

You probably already pay online for utilities and other services. Now you can pay for purchases quickly and easily on Manheim.com. It makes managing your money easier. It’s secure. It’s convenient. And it saves time.

» Easy Payment Options
» How to Set Up Bank Accounts for Manheim Payments (ACH)
» Navigating Enhanced Manheim.com
» How to Pay Online
» How to Apply Credits
» Paying via Cash
EASY PAYMENT OPTIONS

Our enhanced locations offer new ways to simplify processes and save you time. As part of this process, we have made some changes to the way you make payments and receive payments from Manheim.

MAKING PAYMENTS

Choose from a number of options to pay Manheim for purchases and services:

» PAY DIRECTLY FROM YOUR BANK ACCOUNT VIA AUTOMATED CLEARING HOUSE (ACH)
   - Available at our enhanced locations, ACH is the easiest way to pay.
   - Choose automatic payment with easy setup, or you can execute each payment yourself via Manheim.com.
   - Funds will not be drawn from your bank account until the title is present (and other holds such as Post-Sale Inspections (PSIs) pending and arbitrations are cleared).

» PAY VIA FLOORPLAN
   - Floorplanning is a type of short-term loan and revolving line of credit you can use to purchase vehicles.
   - When you purchase a vehicle and finance it through a floorplan agency (FPA), the FPA pays Manheim for the vehicle. You then owe money to the FPA that financed the purchase of the vehicle.

» APPLY ACCOUNT CREDITS
   - You can choose to pay all vehicle invoices, not just trade AR invoices, with account credits.
   - Applying account credits reduces the risk of having your account put on hold pending manual payments.

» PAY VIA CHECK OR CASH
   - All payment options available prior to system and process upgrades still exist.
   - Please note that a cash handling fee of $50 per vehicle will be applied to each vehicle paid with cash.

It is very important to set up your payment preference information before your auction location transitions to an enhanced location. Updating your profile is an easy, one-time process and will ensure that you get paid the way you would like to be paid.
RECEIVING PAYMENTS
Choose from a number of options to receive payments from Manheim:

» **SET UP AUTOMATIC DEPOSITS VIA ACH**
  - This option expedites the payment process by sending funds directly to your bank account from Manheim. Access to and availability timing for these funds is determined by your bank.

» **RECEIVE CHECKS VIA MAIL**
  - Checks will be mailed via U.S. Postal Service the day after the sale.
  - Checks will be generated as one check for all transactions.
  - Payment will not be submitted until the title is present (and other holds, such as PSI pending, are cleared).

» **APPLY CREDITS**
  - You can choose to have proceeds from your sales (credits) automatically applied to purchases.

**PICK UP CHECK FROM THE AUCTION**
SETTING UP BANK ACCOUNTS FOR ELECTRONIC PAYMENT WITH MANHEIM (ACH)

WHAT IS ACH?

Automated Clearing House (ACH) is an electronic network for financial transactions in the United States that processes large volumes of credit and debit transactions in batches. What that means for you is simply that you can set up a bank account(s) to be linked to your Manheim.com profile that will allow you to make or receive payments electronically via ACH. You can select this option for a one-time or an automatic basis. ACH payments are secure and confidential.

HOW TO SET UP ACH AS A PAYMENT METHOD ON MANHEIM.COM

STEP 1: Please contact your Dealer Registration team at your auction for assistance. Ensure that your bank account information is registered at AuctionACCESS.

» If you already have bank account information registered at AuctionACCESS, please verify that the accounts are current and accurate. Visit: https://aav4.auctionaccess.com/.

» If you need to register bank account information at AuctionACCESS for the first time or would like to register a new bank account, your Dealer Registration team can help you through this process.

NOTE: To expedite this process, download a Bank Authorization Letter at www.auctionaccess.com/download-forms. Print it, complete it and get it signed by an authorized signer (owner/officer/manager). Bring the completed form, along with a voided check, to the Dealer Registration team at your auction.

STEP 2: Provide ACH Company IDs to Your Bank

If you are an authorized account holder, you must call your bank and provide the following ACH Company IDs for set up. Since IDs may vary based on transaction origination, please provide ALL IDs to prevent any unwanted returns.

<table>
<thead>
<tr>
<th>COMPANY NAME – DEBIT</th>
<th>ACH COMPANY ID</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cox Automotive Inc</td>
<td>1581936030</td>
</tr>
<tr>
<td>Manheim Inc</td>
<td>3581936036</td>
</tr>
<tr>
<td>Manheim Inc</td>
<td>1205801752</td>
</tr>
<tr>
<td>VAUTO Inc</td>
<td>1204779091</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>COMPANY NAME – CREDIT</th>
<th>ACH COMPANY ID</th>
</tr>
</thead>
<tbody>
<tr>
<td>Manheim Inc</td>
<td>1582577037</td>
</tr>
</tbody>
</table>

STEP 3: Login to Manheim.com to set your preference to begin making ACH payments. You can set preferences for automatic payments via ACH, or you can pay for transactions manually via ACH.
WHY IS THE DEBIT/CREDIT BLOCKER AN IMPORTANT PART OF THE ACH SETUP PROCESS?

Many accounts have debit and/or credit blockers that may cause transactions to be rejected. As an ACH Originator, Cox Automotive / Manheim Auctions / RMS Automotive does not have the ability to determine whether you have these blockers in place. To avoid potential delays in ACH transactions, which could result in late charges or fees, please read and follow Step 2 listed above to provide ACH Company IDs to your bank, nothing the important information below.

IMPORTANT NOTES

» Must be an **authorized account holder** (May be dealer/owner, controller, office manager or other, as designated.)

» Verify your active bank accounts and routing information on file with Auction ACCESS to ensure accuracy at: [https://aav4.auctionaccess.com/](https://aav4.auctionaccess.com/).

» You are responsible for contacting your bank representative directly with this information.

» Your bank representative can help you determine how to address the debit and credit blockers for each bank account displayed in Manheim.com. Bank accounts can be managed in Auction ACCESS. Bank processing time varies.

For any questions regarding the ACH set up process, please contact Manheim Client Care at 1-866-MANHEIM (626-4346).
NOTES
SALES SCREEN

» If you select the thumbnail on the LEFT, the new enhanced Sales screen appears. It contains transactions from enhanced locations only.

» If you select the thumbnail on the RIGHT, the old My Sales screen appears.

» The links allow you to toggle back and forth between enhanced and other locations.

» The blue arrow tells you that the vehicle was purchased at an enhanced auction.
» If you do business at enhanced locations and also at other locations that have not transitioned to new systems yet, you will need to use both the enhanced (see image on LEFT) and other location (see image on RIGHT) views for making payments, viewing statuses, ordering services for purchases and viewing sales on Manheim.com.

NOTE: You must click on the All Other Auctions view for purchases made before the auction transition to enhanced status date. For example, for transactions at Manheim New Orleans before November 9, 2015, you would use the All Other Auctions view.

PAYMENT SCREEN

» If you select the thumbnail on the LEFT, the new enhanced Payment screen appears. It contains only enhanced location transactions across all inventory channels.

» If you select the thumbnail on the RIGHT, the old myAccount Payment screen appears and you can pay for all transactions at other Manheim locations.

» The link allows you to toggle back and forth between enhanced and other location views.
HOW TO PAY ONLINE

Pay for purchases quickly and easily on Manheim.com.

**STEP 1: LOGIN TO MANHEIM.COM**

» Go to Manheim.com.
» Enter your username and password.
» Click the **Login** button.

**STEP 2: GO TO PAYMENTS**

» From the **MY MANHEIM** menu, click on **Payments (My Account)** link.

**STEP 3: GO TO CHARGES UNDER ACCOUNT OVERVIEW**

» Select the client under **Payable To Manheim by**.
**STEP 4: SEARCH INVOICES**

There are multiple ways to search for invoices:

A. You can filter groups of invoices by:
   - Floorplan Eligibility
   - Title Status
   - Auction
   - Vehicle Information
   - Representative

B. You can search for individual invoices by:
   - VIN
   - Work Order
   - Invoice
   - Lane-Run

**STEP 5: SELECT INVOICES**

Multiple invoices can be selected.

You may need to deselect an invoice based on the payment amount. For example, the buyer may pay for the vehicle separate from the PSI fee.

**STEP 6: PAY SELECTED INVOICE(S)**

Click the **Pay Selected** button to start the process of paying the selected invoice(s).
CONTINUED FROM PAGE 33

STEP 7: VERIFY CHARGES

» Verify that you have selected the correct invoices.

» Click the Continue button.

NOTE:
– If the bank account is not available, you cannot proceed until it is updated in AuctionACCESS. Cash, check or money order payments must be processed by an auction employee.

STEP 8: SELECT PAYMENT METHOD

» Select the specific method of payment from the available bank account or floorplan.

» Click Review Payment.

NOTE:
– If the bank account is not available, you cannot proceed until it is updated in AuctionACCESS. Cash, check or money order payments must be processed by an auction employee.

STEP 9: SUBMIT PAYMENT

» Confirm the charges and payment and click the Submit button.

NOTE:
– Once you have submitted payment, you will receive a confirmation of the invoices paid, charges and payment type.
HOW TO APPLY CREDITS

Apply Credits gives you the option to have available credits on your account automatically applied to all invoices, vehicles and services. Think of it as having the money Manheim owes you automatically put toward the money you owe Manheim.

HOW TO TURN ON APPLY CREDITS

1. Navigate to your Preferences on Manheim.com.
2. Under Apply Account Credits, click Edit.
4. Select the number of days you would like to pass before credits are applied to an invoice once it is eligible* – 1, 2, 3 or 4.
5. When turned on, credits will be automatically applied to all eligible open invoices after the day selected.

*An invoice is eligible for payment only when all holds have been lifted (Title Absent, PSI Pending, Arbitration Pending). Apply Credits will not take place until an invoice is eligible for payment.

PAYMENT PREFERENCES

OVERDUE INVOICES

In some cases, Manheim will automatically apply your available account credits to your eligible open invoices if they are overdue by a certain number of days. Manheim initiated collections procedures for overdue invoices before the Apply Credits capability was introduced; this is simply automation and standardization of normal collections procedures across auction locations.

» APPLY CREDITS – MANDATORY

Based on your performance history with Manheim, available credits may be automatically applied to open invoices that have remained unpaid for 7 days. Since Manheim’s policy states that you cannot make purchases while you have invoices overdue by 8 days or more, Apply Credits – Mandatory may prevent you from running into this situation.

» APPLY CREDITS – OVERDUE

For all clients, Manheim will automatically apply account credits to any open invoices that remain unpaid for 14 days.

Certain clients may be exempt from Apply Credits, nor have the option to turn this function on. For questions about exempt status or anything else regarding Apply Credits, please contact your local Manheim Credit and Collections (MCC) representative by contacting Dealer Services.
VIEWING APPLY CREDITS TRANSACTION DETAILS ON MANHEIM.COM

1. Go to the Payment History on Manheim.com.
2. Go to the Completed tab.
3. Click on a Credit Amount.

In this example, the form of payment is a check. The Payment History report reads Check Issued - #3008123. Had it been ACH, the Payment History report would read ACH Deposit.

Also in this example, Manheim owes the client money. If the client still has a balance as a result of Apply Credits, it will read Auto Netting and show an amount of zero.

Behind this Credit amount, you can see charges for:

- 2 vehicles purchased
- 1 vehicle sold

$24,655 in Credits for the vehicle sold is automatically applied to the $20,175 ($5,012 + $15,163) in Debits.

Therefore, Manheim now owes the client the remaining $4,480.

Apply Credits can simplify your transactions with Manheim. Instead of writing multiple checks, you can write one check for the total final amount you owe. Conversely, you will only receive one check for the total final amount Manheim owes you.
PAYING VIA CASH

We value your business at Manheim and want you to be aware of an important policy that may impact you. Handling cash at our locations increases risk for both our clients and our team members, and adds complexity and cost to processing sales. Therefore, Manheim is applying a uniform cash-handling fee for purchases paid with cash.

$50 CASH HANDLING FEE

» Manheim will collect a $50 handling fee on all transactions where cash is used to pay for a vehicle invoice. The fee will be charged only once per vehicle.

» When making a cash purchase with multiple payments, the fee is applied only once — when you pay for a vehicle purchase and cash is received for the first time.

» If you pay in cash and check (split), a $50 fee still applies if the split payment involves a vehicle purchase.

» Only vehicles paid in cash (e.g., U.S. or Canadian currency) will be charged the $50 flat fee. Vehicles paid for online or with traveler’s checks, cashier’s checks, money orders, wires and other cash equivalents will not be charged.

» For transactions that originate in Canada, the fee is $50 Canadian. For transactions that originate in the United States, the fee is $50 USD.

HOW TO AVOID FEES

» In order to avoid cash-handling fees, we encourage you to sign up for payments via Automated Clearing House (ACH bank draft) or to pay with other cash equivalents (e.g., traveler’s checks, cashier’s checks, money orders or wires).

» Visit manheim.com/ach for detailed instructions on how to sign up for ACH.
Whether you need, a bill of sale, an invoice or more, our new standardized forms streamline your process and provide the details you need more efficiently.

» New Bill of Sale
» New Invoice
» Comparing Old vs. New Forms
NEW BILL OF SALE

DESCRIPTION
The Bill of Sale is a legal document that identifies the seller, buyer, vehicle information and sale price.

AVAILABILITY
After the sale, the Bill of Sale is available on Manheim.com, Manheim mobile app and at the Front Office.

USAGE
The Bill of Sale is the legal purchase verification. It should not be used to verify payment to Manheim because it does not list fees for purchased goods or services. These are now listed on Invoices.
### New Invoice

**Invoice # XXXXXX**

<table>
<thead>
<tr>
<th>Field</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Due From</strong></td>
<td>CAR-TIME INC PO BOX 2242 BUNNELL, FL 32110 US</td>
</tr>
<tr>
<td><strong>Owner</strong></td>
<td>UNIVERSITY AUTOMOTIVES INC 12100 UNIVERSITY CITY BLVD HARRISBURG, NC 28075 US</td>
</tr>
<tr>
<td><strong>Remit To</strong></td>
<td>Manheim - Accounts Receivable PO Box 105511 Atlanta,GA 30348 US</td>
</tr>
<tr>
<td><strong>Invoicing-Sales Location</strong></td>
<td>MANHEIM DAYTONA BEACH 1305 INDIAN LAKE RD Daytona Beach,FL 32114 US</td>
</tr>
<tr>
<td><strong>Invoice Type</strong></td>
<td>Buyer</td>
</tr>
<tr>
<td><strong>Invoice Date</strong></td>
<td>29-MAY-2017</td>
</tr>
<tr>
<td><strong>Payment Due Date</strong></td>
<td>29-NOV-2017</td>
</tr>
<tr>
<td><strong>Original Buyer</strong></td>
<td>DOE, JOHN</td>
</tr>
<tr>
<td><strong>Transaction Location</strong></td>
<td>416 MANHEIM LAY I LUNA BEACH</td>
</tr>
<tr>
<td><strong>Invoice Number</strong></td>
<td>XXXXXXX</td>
</tr>
<tr>
<td><strong>Year Make Model</strong></td>
<td>2000 Honda Civic</td>
</tr>
<tr>
<td><strong>VIN</strong></td>
<td>XXXXXXXXXXXX</td>
</tr>
<tr>
<td><strong>Mileage</strong></td>
<td>10000 Miles</td>
</tr>
<tr>
<td><strong>Offsite Vehicle Location</strong></td>
<td>1305 INDIAN LAKE RD Daytona Beach,FL 32114 US</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Charge Date</th>
<th>Work Order</th>
<th>Universal Key</th>
<th>Description</th>
<th>Customer PO#</th>
<th>Price</th>
<th>Tax</th>
<th>Line Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>29-MAY-2017</td>
<td>XXXXXXXX</td>
<td>XXXXXXXX</td>
<td>2000 Honda Civic</td>
<td>XXXXXXXX</td>
<td>$15,000.00</td>
<td>$0.00</td>
<td>$15,000.00</td>
</tr>
<tr>
<td>29-MAY-2017</td>
<td>XXXXXXXX</td>
<td>XXXXXXXX</td>
<td>BUY FEE</td>
<td></td>
<td>$365.00</td>
<td>$0.00</td>
<td>$365.00</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Adjustments Date</th>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>$0.00</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Payments Date</th>
<th>Receipt No</th>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>29-MAY-2017</td>
<td>XXXX</td>
<td>Check</td>
<td>$15,365.00</td>
</tr>
</tbody>
</table>

**Special Instructions**

- Please include the invoice number on all remittances and include remittance copy with postal payments.
- Visit your Account at Manheim.com to manage preferences, view invoices & statuses, see history and pay invoices.
- A late fee will be added, wherever applicable, to all past due invoices, subject to details in the Manheim Terms and Conditions.
- If you have questions concerning this invoice, please call or email Manheim Customer Care @ 1-866-MANHEIM (626-4346), Mon-Sat 8a-12m and Sun 6p-10p ET. Info@manheim.com.

**Overnight mailing address:**

Manheim – Account Receivable 6205 Peachtree Dunwoody Rd Bldg. A, 3rd Floor, Accounts Receivable Atlanta, GA 30328 US

* A subsidiary of: Cox Automotive, Inc. EIN: 58-1936036, Registered in Mexico to Transfer Used Vehicles Info with No. 009

### Description

The **Seller Invoice** includes vehicle purchase amount, assurance products and service fees.* It replaces the Soft Copy Work Order.

### Availability

Invoices are available post-sale on Workbench, Manheim.com and the Manheim mobile app. You can opt-in to receive sale notifications by selecting that option in the Preferences section of the Profiles tab.

### Usage

Invoices display payment owed to Manheim. Multiple invoices per VIN may be generated depending on how goods and services are purchased.

*Assurance products and service fees may appear on a separate invoice depending on when those items were ordered; invoices will be matched by vehicle VIN.
# OLD VS. NEW DOCUMENTS

<table>
<thead>
<tr>
<th>OLD DOCUMENT</th>
<th>NEW DOCUMENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bill of Sale (as in-lane buyer confirmation)</td>
<td>Confirmation email (set up via Profile and Preferences)</td>
</tr>
<tr>
<td>Bill of Sale (as legal document)</td>
<td>New Bill of Sale</td>
</tr>
<tr>
<td>Bill of Sale (as buyer payment)</td>
<td>Buyer Invoice(s) *multiple invoices may be generated per VIN</td>
</tr>
<tr>
<td>Seller Soft Copy Work Order</td>
<td>Seller Invoice /Credit Memo</td>
</tr>
</tbody>
</table>
CHANGES TO YOUR ENHANCED BILLING STATEMENT

WHAT YOU NEED TO KNOW

These changes only apply to enhanced locations. Locations pending enhancements will continue to issue Pre-Upgrade statements. See page 45 for Pre-Upgrade statements.

As of February 1, 2017, clients of all enhanced locations will receive the same statement (see below).
  – Enhanced locations may continue to send Pre-Upgrade statements for transactions that occurred prior to the location’s upgrades.
  – All interim statements will transition to the statement below.

Please pay close attention to ALL statements you are receiving from Manheim as they contain important information you may need to take action on.

PAYMENTS

Make payments through the Payment tab on Manheim.com. In addition, you can manage preferences, view invoices,* status and history.

If statement balance is less than $0 due to vehicle sale transactions, you still need to pay for any non-credit invoices.

For normal payment delivery, mail to: Manheim – Accounts Receivable, PO Box 105511, Atlanta, GA 30348

For overnight payment delivery, mail to: Manheim – Accounts Receivable, 6205 Peachtree Dunwoody Rd., Bldg A, 3rd Floor, Atlanta, GA 30328

Please include the invoice number on all remittances and include remittance copy with postal payments.

*Please review your invoices/credits through the Payment portal or printed copy from your auction location. Consolidated Invoice and Item Detail reports on Manheim.com also may provide supplemental information pertinent to your review.
STATEMENTS AT ENHANCED LOCATIONS

PRE-UPGRADE STATEMENT

» Accounts Receivable incurred BEFORE transition date (non-vehicle purchases) will be provided in the format you have received in the past until your Accounts Receivable are no longer outstanding.

» Auction locations that have not yet upgraded will continue to issue this statement.

» After your location has been upgraded, you will continue to receive this statement until it is settled.

PAYMENTS

» Make payments through the Payment tab on Manheim.com. In addition, you can manage preferences, view invoices,* status and history.

» If statement balance is less than $0 due to vehicle sale transactions, you still need to pay for any non-credit invoices.

» For normal payment delivery, mail to: Manheim – Accounts Receivable, PO Box 105511, Atlanta, GA 30348

» For overnight payment delivery, mail to: Manheim – Accounts Receivable, 6205 Peachtree Dunwoody Rd., Bldg A, 3rd Floor, Atlanta, GA 30328

» Please include the invoice number on all remittances and include remittance copy with postal payments.
NOTES
WHERE WILL I BE ABLE TO ACCESS MY ACCOUNT?

YOU CAN VIEW AND MANAGE ALL SALES, PURCHASES, PAYMENTS AND ORDERS IN YOUR MANHEIM.COM ACCOUNT ON ANY PC, LAPTOP, TABLET OR MOBILE DEVICE IN REAL TIME.

TO LEARN HOW, GO TO SIMPLEMANHEIM.COM.
ORDERING SERVICES

Manheim has set the standard with the best wholesale tools and services in the industry — the ones you need to stay competitive. You’ll find everything you need to effectively buy and sell vehicles in-lane and online.

» How to Order Services
HOW TO ORDER SERVICES

Order Post Sale Inspection (PSI) or Limited Powertrain Inspection (LPI) from your computer or mobile device with a few simple clicks below. For DealShield 360, please contact your sales representative. To order Ready Logistics transportation services, go to Manheim.com.

**STEP 1: LOG IN TO MANHEIM.COM**

» Go to Manheim.com.
» Enter your **username** and **password**.
» Click the Login button.

**STEP 2: GO TO PURCHASES**

» From the **My Manheim** menu, click on the **Purchase** link.

**STEP 3: VIEW ELIGIBLE VEHICLES**

» Scroll over to the Order section of the page to see how many vehicles are eligible for post-sale service orders.
» Click **PSI** to view all eligible vehicles.
» Under **Payment Center**, click on **Purchases and Charges** to view recently purchased vehicles.
STEP 4: SELECT TYPE

Choose from:
- 7–Day (PSI)
- 14–Day (PSI)
- Limited Powertrain (LPI)
- Frame Check

STEP 5: SELECT VEHICLE(S)

Choose Select All to order a PSI for all eligible vehicles at once.

OR

Check individual boxes to choose specific vehicles.

STEP 6: SUBMIT ORDER

Click Submit to order a PSI.

STEP 7: CONFIRM ORDER

View confirmation message at the top of the page.
ACCESSING REPORTS AND DATA

Reports help you manage your progress toward your goals by helping you see how you’re doing. See transactions, track trends and more.

» How to Run a Report
**HOW TO RUN A REPORT**

View. Run. Print. Access multiple customized reports with ease on your PC, laptop or mobile device, including expenses, payments, performance and sales.

**STEP 1: LOG IN TO MANHEIM.COM**

» Go to Manheim.com.
» Enter your **username** and **password**.
» Click the Login button.

**STEP 2: NAVIGATE TO REPORTS PAGE**

» From the **My Manheim** menu, click on **Reporting** link.

**STEP 3: ACCESS REPORT CATEGORY**

» **Select the category** of report you want to run.
» Within each report type, reports are separated into categories.

**STEP 4: SELECT REPORT**

» From the list of reports shown, **select the report** you want to run.
STEP 5: SELECT REPORT OPTIONS

» Options vary based on which report is selected.
» All items are required, unless otherwise noted as optional.
» The more options entered, the quicker the report will run.
» Click Run Report.

STEP 6: REPORT DISPLAYS

STEP 7: SORT/FILTER OPTION

» Once report displays, columns can be sorted, filtered, hidden and formatted — similar to the way they are in Excel.

A. The spreadsheet icon enables the ability to format, hide or show columns.

B. The up arrow sorts ascending.

C. The down arrow sorts descending.
**STEP 8: MAKE EDITS/CHANGES**

» Options vary based on which report is selected.

**STEP 9: EXPORT REPORTS**

» **Export Options** – Select a format to export your report – PDF, CSV, XLS.

» **PDF** formats are opened in Adobe Acrobat and cannot be modified.

» **CSV** formats can be used for importing into other software.

» **XLS** formats open into Excel and columns can be removed, added, sorted and filtered.

**STEP 10: EXPORT REPORTS**

A. Report will appear in Downloads folder.

B. Final report displays.
WHAT IS CHANGING?

At Manheim, we’re working to make it easier for you to do business with us by upgrading our systems and processes at our locations and online. You will see a wide range of enhancements, with a focus on areas such as transactions, reporting, title management and ordering services. Whether you are in the lanes or online you’ll have more options to do business how you want, when you want and where you want — and more opportunities for us to focus on driving your business success.

Visit www.simplemanheim.com to learn more about key focus areas — Transactions, Reporting, Titles and Services.

WHAT ARE "ENHANCED LOCATIONS"?

Enhanced locations are Manheim locations where new systems and processes have been activated. A list of enhanced locations is available at www.simplemanheim.com. More locations will be added as activation dates are announced.

WHEN WILL THESE SERVICES BE AVAILABLE?

We have begun a rolling schedule of activating locations and will continue until all locations are activated. Your location and sales team will let you know about upcoming changes at your location well in advance of activation.

WHAT ACTION DO I NEED TO TAKE TO GET READY FOR THE UPCOMING CHANGES?

Update your profile and preferences on Manheim.com as soon as possible. Manage your contact information in one place, set up payment and how you’d like to receive your titles, and tell us how you would like to be notified. With more options to choose from, you’ll want to take advantage of the benefits as soon as your location activates these upgrades.

NOTE: In order to make sure you continue to be paid properly and that you receive titles the way you want, you must set up or update your profile on Manheim.com.

WHAT IF I DO BUSINESS AT BOTH ENHANCED AND NON-ENHANCED LOCATIONS?

If you do business at enhanced locations and at other locations that have not transitioned to new systems yet, you will need to use both the enhanced and other location views for making payments, viewing status, ordering services for purchases and viewing sales on Manheim.com. You’ll be prompted throughout your views and you’ll be able to toggle back-and-forth between enhanced and other location views. If you’re only doing business with pending non-enhanced locations locations, continue conducting business as you’ve always done until further notice.

Go to Manheim.com to view the list of enhanced and non-enhanced locations.

WHERE WILL I BE ABLE TO ACCESS MY ACCOUNT?

View everything on your Manheim.com account on any PC, laptop, tablet or mobile device. You can view and manage all sales, purchases, payments and orders in real time from almost any device. Learn how to view your account status and activity across all auctions at www.simplemanheim.com.
HOW DO I VIEW AND REQUEST POST-SALE SERVICES?
Learn how to order and check status on select post-sale services (PSI, Ready Logistics, DealShield) online at simplemanheim.com.

HOW DO I VIEW AND MANAGE MY TRANSACTIONS?
» Go to Manheim.com to view transactions across all auctions.
» On-demand capabilities are available, including reporting for purchases, sales, orders and floorplans.
» Learn how to view and manage your transactions at simplemanheim.com.

HOW DO I GET MY INVOICES?
» View transactions and fees, including paid and unpaid invoices, on Manheim.com.
» Download, share and print your invoices, bill of sale and gate pass.
» Learn how to get your invoices at simplemanheim.com.

HOW DO I MANAGE TITLES?
» A new title management system validates, processes and secures titles.
» Real-time information provides status updates and tracking.
» Preview the title online with high-resolution images.
» You can have titles automatically shipped to an address of your choice, or pick them up from an enhanced Manheim auction location, and you can change these options at any time on Manheim.com.
» Learn more at simplemanheim.com.

WHAT ARE MY PAYMENT OPTIONS?
» Link to your bank account for automated payments.
» Send or receive funds on your terms with ACH payments.
» Pay with a check and receive funds in the form of a check.
» Floorplan vehicles with your available credit lines.
» Pay with cash or cash equivalents (fees may apply).
» Apply account credits.
» Learn how to manage your payments at simplemanheim.com.

Please contact Client Care at 1-866-Manheim for additional questions regarding our location enhancements.
NOTES
FROM CLIENT SERVICE TO INNOVATIONS THAT MAKE YOUR AUCTION EXPERIENCE FASTER AND EASIER, WE ARE RELENTLESSLY FOCUSED ON DRIVING YOUR BUSINESS SUCCESS.

That’s my Manheim.
MORE INFORMATION

LEARN MORE.

» Talk to your local auction representative
» Call our Client Care team at 1-866-Manheim
» Visit simplemanheim.com