

MCC - Escalation Guidelines

Information

Article Number 000004816

Article Type Procedure

Title MCC - Escalation Guidelines

Purpose & Scope

Provide guidelines to follow when escalating cases to Manheim Credit and Collections.

Procedure

All cases escalated to MCC must be sent in **Low Priority** status. Cases must **NEVER** be escalated to MCC as **Urgent**. This is because all cases sent to MCC are considered urgent and are worked in the order they are received. Marking a case Urgent will not prompt MCC to address the case prior to those escalated before. Sending a case as urgent give clients a false sense that their issue will for sure be handled within less time than the given SLA, and this is consequently providing them with the wrong information and expectation.

Here are some of the issues that can be resolved by the Manheim Credit and Collections department:

- Anything related to a dealer's UCL (Universal Credit/Buying Limit).
- Global Aging.
- Gate pass issues due to financial holds.
- KO Book exceptions.
- Master 19 issues.
- Applied Credits

Before escalating a case to MCC:

- Complete **ALL** the case documentation.
- Look for previously escalated cases. This avoids duplicates in the queue and AS400 lockouts.
- Review notes on previously declined cases.
- If a dealer is asking to apply credits from a vehicle sale to an outstanding balance, ensure that the title is present on the sold vehicle. If the selling dealer has not yet provided the title to the auction, the credits will not be applied and the case should not be escalated to MCC.

Basic information to add to **ALL escalated cases:**

- **Caller's name.** If the caller is not a contact in Auction Access, use the person who they are calling on behalf of as the responsible contact for the case. The notifications from MCC are automatically generated, so if the Contact Name field is not populated, the notification does not go out.
 - **Contact information:** the caller's preferred email address and phone number.
 - **5Mil** number.
 - **Auction Location** affected.
 - A detailed description of the issue and the request.
 - **Last 8** or **full VIN** (If applicable).
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Before escalating a case about Global Aging:

- Confirm the vehicles are in the daily Global Aging Report.
 - Add the VIN to the **VIN(s)** field.
 - Select the **Auction Location(s)** related to the inquiry.
 - Include the method of payment used or to be used for the units and when they will be paid for if applicable.
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If the account is above the UCL, document the following information:

- The reason for the block.
 - The type of increase requested by the dealer: is it temporary or permanent?
 - How much the dealer is asking for and why the increase is being requested.
 - The Floorplan Company and availability (If applicable).
 - How many vehicles the dealer is planning on purchasing that day.
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For cases related to \$100 UCL:

- Go to the **AS400** → **MAINT 55** → Select **Manheim Home Office** → **Enter** → **Login** again to gain access to the financial department's local AS400 page.
 - At the top of the screen Select Menu and type **Master**, tab to Select Option and type **03** → **Enter** → Type the internal password → **Enter**.
 - Input the dealer's **5Mil** number and press **Enter**.
 - Press **F5** and read the notes in order to identify the reason for the block. This is because a dealer being put on \$100 UCL is not always due to a financial issue; it may be due to some missing documentation or other things.
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Cases escalated to the MCC Queue should be In Progress status:

- When a dealer's request is approved, MCC closes the case. This generates an automated email advising the dealer that the issue has been resolved. MCC also notates the account.

- When a dealer's request is not approved, MCC calls them back to explain the reason for the denial.

SLAs only valid within MCC's business hours:

- Up to 45 minutes for Global Aging issues.
- 3-5 business days for KO Book, Master 19.
- Up to 45 minutes for UCL issues.

MCC Hours of Operation:

- **Monday-Thursday:** 8:00 AM – 6:00 PM.
 - All cases escalated at 5:45 PM and later will be reviewed the next business day.
- **Friday:** 8:00 AM – 5:00 PM.
 - All cases escalated at 4:45 PM and later will be reviewed on the next business day.

Comments

Additional
Comments

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