

# MCC - Master 19 Overview

## Information

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**Title** MCC - Master 19 Overview

## Summary

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**Master 19** is a status presented in the AS400 system indicating there is an issue at the auction for a dealership representative. The reasons for a dealer being in Master 19 status can vary from payment issues to bad behavior at an auction location.

- Manheim **Client Care cannot override** this status.
- Coordinators should read the **Master 03** notes to find out where to refer the dealer.
  - If the notes state the dealer has been suspended by an auction for **bad behavior** or ask that the dealer be referred to the auction for any other reason. Details of why they are unauthorized **should not be discussed with the dealer in this case**. Escalate the call to the **MCC contact for that location**. This type of call should not be escalated to the Corporate MCC Department. To locate the MCC contact for a specific auction, access the [auction directory page](#) on Manheim.com.
  - If the rep is unauthorized due to a **financial hold**, they can be advised of the reason. If there is a written off A/R that they would like to pay for or the block is due to a financial issue they would like to discuss, [escalate a case to the MCC](#) queue for further assistance and advise the dealer that they will receive a call.
  - **NOTE:** MCC will only call back the dealer **if the request is denied**. If the request is approved, then the "contact name" listed in Salesforce will receive an **email** stating that the issue was resolved. The turnaround time can be anywhere from **45 minutes to 24 hours**, depending on the complexity of the case. MCC often must verify information with MCC managers, auction management, or NextGear representatives, which can delay resolution. The Client Care agent should advise the caller to **allow up to 24 business hours for resolution**.
- If a dealer is blocked at a location and Client Care does not see any issue in AuctionACCESS, Dealer 01, or Master 03, follow these steps to find out if the dealer is in Master 19 at that auction:

- Go to the **AS400** → **MAINT 55** → Select **Manheim Home Office** → **Enter** → **Login** again to gain access to the financial department's local AS400
- At the top of the screen Select Menu and type **Master**, tab to Select Option and type **19** → **Enter** → type the internal password → **Enter**.
- Type the rep's **100Mil** in the Position to Rep# field → **Enter** → Check the box next to the rep's name → Press **Enter** and review the reason for the block.

Comments

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Additional  
Comments

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