

MCC - \$100 UCL

Information

Article Number 000005279

Article Type Procedure

Title MCC - \$100 UCL

Purpose & Scope

To outline the procedure to follow when a dealer's account is put on \$100 UCL.

Procedure

A dealership can be put on \$100 UCL due to **Collection Issues** with an auction or NextGear. It can also be put on \$100 UCL if one of the **Owners' Picture ID** listed in Auction Access **expired** or if it is marked **OOB (Out of Business)** for failing to renew their dealer license with AuctionACCESS. A 100 UCL account block will be placed if the original **Auction ACCESS application** is **not properly signed by the dealership owner**.

A dealership can be placed on \$100 UCL for KO Book issues as well. In this case, the original issue that caused the dealership to be placed into the KO Book must be resolved before the \$100 UCL block can be removed.

If a dealer calls Client Care due to their account being on \$100 UCL, Client Care Reps **must read the notes in Master 03**. Follow the steps below to view the notes and verify where to refer the dealer:

- 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 **03** → **Enter** → enter the internal password → **Enter**.
- Input the dealer's **5Mil** Number → **Enter** → Verify whether the account is on \$100 UCL → **Enter**.
- Press **F5** to view the notes.

The notes will show who requested the UCL to be set at \$100, what the reason is, who should be contacted at the auction* if it is due to a financial issue at a specific location.

Expired Owner's Picture ID and Dealership Out of Business

When one of the owners of a dealership's picture ID expires, the dealership is not automatically blocked like in the case of Global Aging. The Risk Department receives a report that identifies owners that have a missing/expired ID and manually blocks the dealership and owner from buying at Manheim. The account is manually put on \$100 UCL because of the **Patriot Act** which Manheim has to comply with.

If the block is due to the owner's Picture ID being outdated or to the dealership

being marked Out of Business, they should advise the caller about what needs to be done in order to remove the block.

- If the owner(s) has **resolved** the issue and the Coordinator verifies that they have a valid Photo ID / Dealer License uploaded to Auction Access, they must document that in their case notes and **escalate** the case to MCC so they can reinstate the dealership's UCL.
- If the owner has **not resolved** the issue, they must be advised that the account cannot be unblocked until they do so. The case **must not be escalated** to MCC until the issue is cleared in Auction Access.

It is the responsibility of the owner to comply with the rules and Manheim cannot monitor or control when he will resolve this issue. They will need to call back once they send a copy of their valid paperwork to AuctionACCESS in order to have their account unblocked.

Application Not Properly Signed By The Owner

The initial **Auction Access application** must be **signed by the Owner** of the dealership or it will be rejected. For legal reasons, page 2 of the paperwork must display the word "**Owner**" in the blank for **Title of Authorized Signer**, rather than alternative words such as president, manager, or partner. It is important for the 5 MILL account to have an official Owner designated since they will be the **responsible party for the debts of the company**. If the paperwork does not say "Owner" or is found to be otherwise incomplete, the account will be manually placed in **100 UCL status** by the **Manheim Credit & Collections Department**.

If the client says he already provided the missing information, the agent will examine the **Documents** area in Auction Access. **Open the Auction Access Application file and check page 2**. If the complete application already mentions "**Owner**" as the title of the Authorized Signer, then the case must be **escalated to MCC for removal of the 100 UCL block**. If the application is **not signed properly**, instruct the client to have the paperwork prepared correctly and resubmitted. There is **no need to contact Auction Access** for this type of block because it has been **placed by MCC and only MCC can remove it**.

Collections Issue

The following financial issues can cause a dealer to be put on \$100 UCL:

- Global Aging.
- Excessive AR.
- Old AR.
- NextGear default.

***If the Master 03 notes show that the block is Auction related:**

- Warm transfer the caller to the appropriate auction's contact listed or Credit & Collections Department if no contact was specified.
- Provide the caller with the phone number if the call came in outside the Auction's business hours.

If the issue is **not auction related**, ask the caller whether the issue stated in the notes has been resolved.

- If **no**, do not escalate the case to MCC. Ask them to resolve it then call so we can request that MCC removes the block. If the caller is not the owner, have them reach out to the owner to resolve any outstanding issue.
- If **yes**, then proceed to the next step.

Document the case with the following details and **escalate** it to MCC except if this is a Global Trader account, i.e. coded T in the AS400.

- **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 is not populated the notification does not go out.
- **Contact information:** preferred email address and phone number documented in the case.
- **5Mil** Number.
- Last 8 or full **VIN** (If applicable).
- **Auction Location** affected (If applicable).
- A detailed description of the issue, the request, the steps taken by the dealer to resolve the original issue.

If the **\$100 UCL** issue is showing at an **Auction's local AS400** page but **not** in **Master 03**, this is an IBM issue, not a block from MCC. Escalate a case to **Tier II** with the information aforementioned.

Comments

Notes:

- MCC is the **only Department that can remove \$100 UCL** issues. This issue will not be automatically cleared by the dealer making a payment because this block is placed manually by MCC.
- \$100 UCL removal requests must be escalated via Salesforce cases. **Calls are not to be transferred to MCC.**
- The estimated resolution time for \$100 UCL issues is **up to 45 minutes** during MCC's business hours. Cases escalated after business hours will be handled on the following business day.

MCC Hours of Operation:

- **Monday-Thursday:** 8:00 AM – 6:00 PM.
- **Friday:** 8:00 AM – 5:00 PM.

Additional
Comments

System Information

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