

Payments - Non-Sufficient Funds

Information

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Title Payments - Non-Sufficient Funds

Summary

When a dealer's payment is declined due to **Non-Sufficient Funds (NSF)**, the method of payment they are authorized to use will be limited to:

- Certified Check
- Money Order
- Cash
- Wire

For each dealer, the replacement payment methods allowed will depend on the type of NSF that took place. The NSF team calls the dealer and provides them with details.

- Contact the Shared Services team on behalf of the dealer if they need an immediate answer at **844-259-1962** option **2**.
 - The Shared Services Center' **phone numbers** and **email addresses** are for **internal use only** and should not be given to any caller outside of the company.
 - Do **not** copy clients on emails, or share the phone number with them.
 - Clients should **not** be transferred to Shared Services unless verbally requested by a member of SSC.
 - Shared Services should **not** be asked by email or verbally to call clients or to speak with them.
- If there is no answer after **2 minutes**, contact the Department Manager **Anandita Jindal** at Ext **52308** for assistance.
- If a Coordinator is unable to reach the Manager after another **2-minute** hold, they should send an email* to CashApp@CoxAutoInc.com and CC Anandita.Jindal@CoxAutoInc.com

*If the **client does not accept** the offer to have an **email** sent and would rather stay on the line, Coordinators must escalate the call to their Supervisor. Email inquiries have a **1 business day** turn-around time.

Note: When attempting to make an ACH payment on Manheim.com, a client's bank account may receive an error message that says "**ACH not eligible.**" This will occur when the dealership processed an ACH payment that was

returned for having insufficient funds. The Client Care Representative should access **AS400 / MASTER 03** to determine if there is a **100 UCL account block** placed by Manheim Credit and Collections. The **F5 Notes** will indicate if the debt has been paid. If payment was already made and there is no MCC block in place, the case will be escalated to **Tier 2** to get the error message cleared.

Comments

**Additional
Comments**

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