

# Troubleshooting Manheim Express

## Information

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**Title** Troubleshooting Manheim Express

**Summary** Cox Automotive employees and commercial dealers may not use their Manheim/OVE username and password to log into the Manheim Express application. Only dealers associated with a 5 Mil number can use their Manheim/OVE username and password to log into the app.

Manheim Employees may use the demo login credentials

**Username:** demodealer

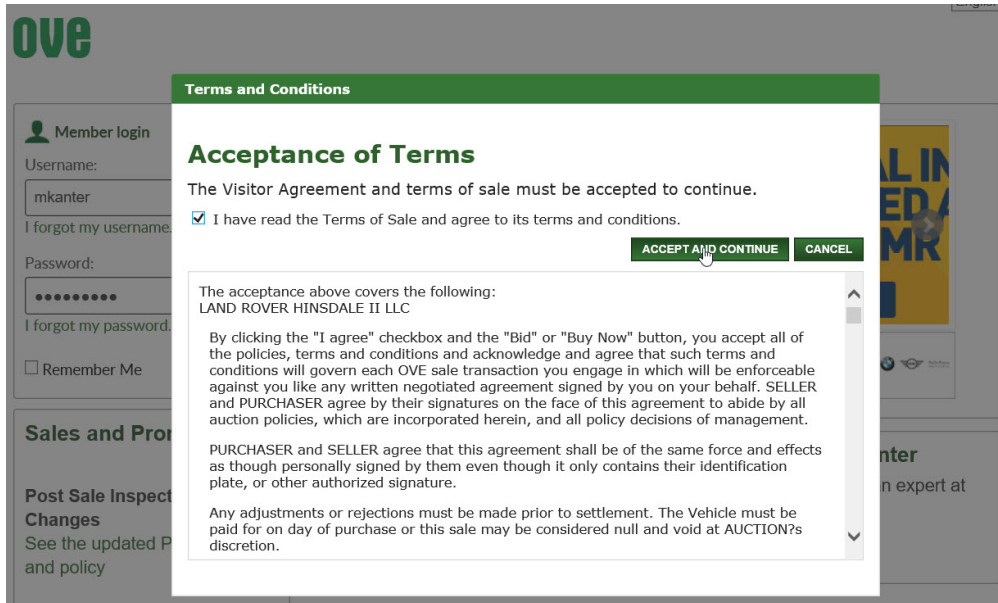
**Password:** nada

If an issue involving the Mobile App is still not resolved, **escalate it and all related app issues to Tier 2.** Follow the usual escalation guidelines when sending cases to Tier 2, and be sure to mark the priority as “urgent” if the client reports problems with buying or selling via Manheim Express mobile app.

**The email address [ManheimExpressSellerTools@CoxAutoInc.com](mailto:ManheimExpressSellerTools@CoxAutoInc.com) is no longer to be used by Client Care to seek assistance. Instead, Tier 2 is now the primary troubleshooting resource.**

### **Accepting Terms and Conditions**

Clients will be unable to log in to Manheim Express for the first time until they have accepted the **Terms and Conditions** for using the application. This must be done via **the Desktop version** of OVE.com. Also, if the client is able to log in, but when clicking on the **Buy Tab** gets an error message stating "**unable to authenticate,**" this means that the client needs to follow the same steps above and accept the **Terms and Conditions** in order to clear the issue. Once the Terms and Conditions are accepted, the client should log back on to the mobile app and the error message will now be gone.



### Enabling Selling Permissions

To list a vehicle on Manheim Express, a seller must have the correct **selling permissions enabled in Salesforce**. If a seller is trying to list a vehicle from the Manheim Express app, but sees that the Guaranteed First Bid options and other selling options are **appearing in red**, this means that the selling access is set to **Deny**. This setting must be changed to **Allow** for the user to sell on the app. Ask the client to log off, then enable the individual's **Sell access** on the **profile page in Salesforce** for the specified 5 MIL account. Ask the client to log back in and confirm that the selling options are now available when listing the vehicle.

### VIN # Requirements

For a vehicle to be listed on Manheim Express, it must have a **17-digit VIN #**. Currently, older, **pre-1982** vehicles or "specialty" units (**non-17-digit VIN#s** or non-decodable VINs) are **not allowed** on Manheim Express.

### Other Specialty Vehicles

Other types of specialty vehicles -- such as **recreational vehicles, boats, and heavy equipment** -- cannot be listed on the Manheim Express Mobile App because that market is highly driven by MMR. At this time, we do not calculate an MMR for specialty vehicles. Changes may occur in the future to allow specialty vehicles to be posted via Manheim Express, but they most likely **will not qualify** for the **Guaranteed First Bid option**.

### Reactivating the Listing

When a seller lists a vehicle via Manheim Express, it is automatically relisted and can only run for a **maximum of 2 consecutive sale days**. **The seller will never be able to list the vehicle again via the App under the same 5mil number.** However, they can reactivate the listing online on Manheim.com or OVE.com if they choose to do so and the vehicle will be displayed like a regular listing. The vehicle details will stay in their Inventory Manager until deleted.

### Editing the Listing on Manheim Express

If you edit a listing on the **Manheim Express** app, that will **void the Guaranteed First Bid** option. To edit the listing, you must first change the **Account Group** from **Manheim Express First Bid Open** or **Manheim Express Open** to **OVE Open**. Once you change the account group, hit **Save**.

The user can now go back into the list and make the necessary update.

### **Deleting the Listing on Manheim Express**

**Deleting a listing** is currently not available on the Manheim Express mobile app. The Tech Ops Department will be providing this feature to users in the future. **The only option for deletion currently is to delete the listing through OVE.**

### **Qualifying for Guaranteed First Bid**

For the vehicle to qualify for a Guaranteed First Bid, certain criteria must be met.

- The year, make and model must have had **sufficient sales** on the Web site to **generate an MMR.**
- The vehicle must be priced at **105% or less of the MMR.**
- The vehicle is **15 years old or newer.**
- It must have **less than 175,000 miles** on the odometer.
- The adjusted **MMR cannot exceed \$35,000**
- For **"As Is" vehicles**, the **adjusted MMR cannot exceed \$10,000.**

The unit must run for **two full, consecutive days** and be a **"no-sale"** before the GFB Offer email is sent out to the seller. The sale cycle ends at **4:00 PM EST** each day, and weekend days are not counted. (Example: If the unit is listed on a Friday before 4:00 PM, this day will be considered Day #1. The vehicle will re-list at 4:00 PM on Friday, which is the start of Day #2. The vehicle will expire on Monday at 4:00 PM because weekend days do not count, concluding the second day on Monday. If the vehicle is a no-sale, the GFB offer will be sent out shortly thereafter.

Once the email is sent, the client will have **48 hours** to respond to the email to accept the offer. If the client clicks on the link within the email to accept the offer and gets an **error message**, the case should be escalated to **Tier 2 with urgent status.** Tier 2 will contact the Manheim Express team to get the issue resolved. If the seller never receives the GFB email, the Client Care agent will re-send the email from OVE. If the 48-hour window has already expired, the agent will gather the caller's contact information and VIN #, and send it to ***ManheimExpressSupport@CoxAutoInc.com***. A member of the Manheim Express team will reach out directly to the caller to discuss options.

Note that this information is **subject to change** at any time. **It may be shared verbally with clients, but it must never be put in writing.**

### **GFB Buy Fee**

The seller is charged a **\$100 Guaranteed First Bid buy fee.** (A **\$50 GFB buy fee** is assessed if the dealer set up the listing himself and did not use the **Manheim Concierge Service**). Please refer to **Article # 5887** for the full Manheim Express **buying/selling fee schedule.**

### **Specialty Vehicles**

**Specialty vehicles** -- such as recreational vehicles, boats, and heavy equipment -- cannot be listed on the Manheim Express Mobile App because that market is highly driven by **MMR.** At this time, we do not calculate an MMR for specialty vehicles. Changes may occur during 2019 to allow specialty vehicles to be posted via Manheim Express, but they most likely will not qualify for the **Guaranteed First Bid** option.

### **Deleted Images Continue to Appear**

Instances have occurred where images transmitted to OVE through Manheim Express will not delete after the OVE listing has expired. When the dealer attempts to delete the images, relist the unit directly through OVE, and upload new pictures directly to OVE, the previous photos from Manheim Express continue to display in the new listing. The Client Care Representative should escalate the case to Tier 2 so that a SNOW ticket can be submitted.

### **Resending GFB Emails From OVE**

If a dealer hasn't received the Guaranteed First Bid Offer email, Client Care now has a simple way of re-sending the email. From the **Admin** tab of OVE, click on **Resend Emails**. Select **Guaranteed First Bid Offer** as the **Email Type**, and the email will be sent again. You should remind the seller they have **48 hours** from the end of the second sale day to reply to the email and notify Manheim that they want the auction to purchase their vehicle.

The link contained in the email **expires after 48 hours**, so the dealer will not be allowed to accept the bid if the time has already run out. Note that resending the email **does NOT** reset the 48-hour clock. If the dealer never received the email and the time period already expired, the Client Care Agent will send an email to *ManheimExpressSupport@CoxAutoInc.com*. Provide the VIN # of the vehicle, the dealer's name, and explain that he wishes to accept the GFB offer but time ran out. A Manheim Express team member will contact the dealer directly to discuss available options.

### **Outdated Dealerships Appearing on the App**

A client may log on to Manheim Express and see dealerships that he is no longer associated with. The Manheim Express team does not have the ability to remove inactive accounts from the app at this time. If the user was previously authorized for the account and the dealer is not in OOB status, the dealership will still display on the app. However, the user will not be able to list vehicles to the account. Technical resources are working on a solution to remove inactive accounts from the app, but there is no time frame yet for implementing the solution.

### **Retail View**

The retail view for OVE vehicles is **not available** on the Manheim Express Mobile app.

Comments

### **Recent Application Update**

An update was sent to the Manheim Express application in February 2019, which caused anyone who was logged in to have issues with the app.

1. Please have them swipe the page to the right, The menu with log out will appear
2. Log out and then log back in.

### **January 30, 2019 API Update**

**Manheim Express** developers made **changes to the mobile app on January 30, 2019**, which might affect clients and result in calls to Client Care. Dealers may receive **error messages** when trying to **list** or **relist vehicles** in certain situations:

- If a user started to create a Manheim Express listing, but did not list it until January 31, 2019, they will receive an **error message**. To solve the problem, they must create the listing again. They may have to **wait 7 days** until the old information clears out of the system.
- If a user tries to **relist from the Manheim Express app**, they may experience errors when relisting anything created within the previous **7 days**.
- If a user had a **Concierge** perform an **inspection** at their lot January 30, 2019 or prior to that date, they may have trouble listing those units.

Technical resources are engaged to solve the problem, but there is **no time frame for resolution**. If your caller reports one of these situations, please **escalate the case to Tier 2** for further review.

### **March 20, 2019 Condition Report Update**

It has been discovered that a known glitch exists involving **Condition Reports**. It occurs with all vehicles listed via the Manheim Express mobile app. The **CRs are never available** after the vehicle sells. A technology update is being worked on to solve the problem. The change is expected to take effect on **March 28, 2019**.

#### **Additional Comments**

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