

Department Contacts List DO NOT ERASE information. Consult with Tier 2 team before EDITING/ERASING information.

Name	Extension	Phone
Technology Operations Support	52302	level2ticket@manheim.com (Creates SNOW ticket) techopssupport@coxautoinc.com (Team email address)
Bulk Load Support	56400	
Business Operations Center (BOC)		
Tier 2	56511	
Christian Garay	56488	
Randel Newberry	52145	
Tomas Rivera	52992	
Dafney Martin-Harris	52453	
G2G		(678) 645-4357
Help Desk Support	54357	404-568-HELP (4357)
Vicki Support	56170	
AIM (Alliance Inspection Management)		(866) 621-9123
Simulcast Auction Support (SAS)	52627	(678) 645-2627
VMS (Capture)	56150	(678) 645-6150
Auto Trader Dealer Support		(800) 353-9350
First Responders (OVE) auctions listing tools support		(877) 882-9672
Car Fax Dealer Services		(855) 845.5733
Operations Support		877.882.9672
Vauto		877-828-8614
Salesforce		855.376.8326 salesonesource@manheim.com or salesforce.manheim.com
Dealshield		855-246-5556
Auction Access		New: 256-485-4895 This is for auction calls that will get us straight to the top of the list and not have to go thru the automated system. Regular number: 800-665-2133 or 205-414-2739 Fax# 205-877-4530 customerservice@autotec.com

Brandon Amye Ext. 57004

EOC (Enterprise Operations Center: 404.568.6696
cai.gmbeoc@coxautoinc.com

AuctionXM
595 Roswell St.
Suite J
Marietta, GA,30060
+1-678-809-1112
www.auctionxm.com

Auction Insurance Agency at 205-414-2600
<https://auctioninsurance.com/>

To verify employment:

Cox Enterprises, Inc. has an employment verification system available to all Cox employees: [The Work Number®](http://www.theworknumber.com). The Work Number® is a fast and secure way to provide proof of your employment or income — a necessary step in many of today's life events involving credit, financing, or securing of benefits or services. [The Work Number®](http://www.theworknumber.com) simplifies the verification process and accelerates credit decisions through an online system available to verifiers (such as lenders, landlords and social service organizations) 24 hours a day, seven days a week. <https://www.theworknumber.com>

MB on Demand: 855-962-6633
<https://mbondemand.com/>

MyCentral Auction 58330
Semaphone Issues CEI ENG - Contact Center Solutions ext 56900 (CEI not the regular help desk)

Additional Department Contacts

Updated As of 6/15/2016			
Auction Access	auctionaccess.com or 256-485-4895 This is for auction calls that will get us straight to the top of the list and not have to go thru the automated system.	OUTSIDE US - 205-414-2700	Fax: 888-819-5994
Accounts Payable Corp	Linda Harwell - x52865	Email: Linda.Harwell@coxautoinc.com	
Manheim Data & Web Serv / API Requests	Elton O'Neal - Director Data Asset Strategy developer.manheim.com	elton.Oneal@coxautoinc.com api-support@manheim.com	NOTE: Do not give out phone number. Warm transfer, If no answer, send to voicemail.
Manheim Public Relations	Lois Rossi - x52028	Email: Lois.Rossi@coxautoinc.com	
Manheim Consulting/Reports	consultingrequests@manheim.com		Email customer request to.
Manheim Consulting - Accounts Receivable	Roshanda Young: Email Roshanda.Young@coxautoinc.com 844-259-1962		NOTE: Only provides info on invoices that have been mailed out to customer, vendor, etc.
Manheim Accounts Payable	855-435-7772	apsharedservices@manheim.com	NOTE: Answer questions on checks that have been sent to customer, vendor, etc.
Inside Sales Contact	Lydia James- x52647	Email: Lydia.James@manheim.com	
Content	Wendy Holler or Laura Hunnicutt: Content@manheim.com		
Cox Retirement Center	Retired Cox Employees Benefit Center	1-877-741-4747	
Human Resources	Active Employee Benefits / Payroll: Employee Service Center East (supporting Corporate offices and East region) 1-855-449-0010 or ESCEast@Manheim.com		Verify Jobs: 800-660-3399 [Comp any code is 7720] Auction Jobs: Call Auction
Legal (Manheim or Dealer)	Sam Casey - email: Sam.Casey@coxautoinc.com or email general queue for fraud @ fraud@manheim.com **If a client is requesting to speak with legal dept and email should be sent to recovery@manheimcloud.onmicrosoft.com	Please email Sam with the following: <ul style="list-style-type: none"> • Caller's Name • Dealership's Name (if applicable) • Caller's Contact Information • Nature of Issue 	
Legal 3rd Party Subpoenas or Government Agency	*Dorcas Morris: 678-645-0838	dorcas.morris@coxinc.com	If no answer contact Sharon Vines @ Sharon.Vines@coxinc.com or Eden Doniger @ Eden.Doniger@coxinc.com . 'NOTE: Do not give out phone number. Warm transfer, if no answer, send to voicemail
MAFS Hotline (Floor Line for Dealers)	877-873-6237		
MAGS - Gov't cars	800-964-4269		
Marketing Campaigns/Promos	Email to: Man-mktpromo@manheim.com or Visit Fuel to access the Manheim Marketing page.		
Manheim/Online Payroll	cpay.corp.payroll @ coxinc.com		
Manheim - United Kingdom (UK) Service Desk	support@manheim.co.uk		MANHEIM INTERNATIONAL
MARTA	Transportation Services	Email: wendy.dixon@coxinc.com .	There is a complimentary shuttle

			from the MARTA Medical Center Station to the various Cox buildings in the Perimeter area (Lake Hearn, Summit, Central Park/CTECH, 6325 Manheim building). •Hours: 6:45 a.m. - 6:45 p.m. •Average Wait Time: 30 minutes between locations
Payroll CEI	678-645-4700 - paid@coxinc.com	ADP - 800-422-9410 / W2 Forms https://adp.W2.com .	
People's Strategy	PSCommunications@manheim.com		
Real-Estate	Anne Lofye- x50658	anne.lofye@coxinc.com	
Tax - 1099 Form	678-645-6013		NOTE: Assure dealer 1099 has not been transmitted to IRS, 24 hr turnaround for corrected 1099 requests.
(Tracker)Finance Express	866-339-2878 www.financeexpress.com		
Transporters Interested in Doing Business w/Manheim	678-645-2988	carrierservices@manheim.com	Warm transfer call ; offer email as back-up
Transportation	www.manheim.com	Products Tab >Tools for Buying and Selling> Transportation Tab	
Transportation International	Auction XM	https://www.auctionxm.com	Phone: +1-678-809-1112
Treasury Department	Seth - x54841	Jemal Webb - x50975	
Venders (Current) Help Line	x52087		For Vendors CURRENTLY doing business with Manheim.
Vendors/Sales Calls	cox.marketplace@coxinc.com		For Vendors who are soliciting/requesting opportunity for Purchasing/Materials/Supply Chain/Procurement for all Cox locations.
Calls for: Sandy Schwartz, President/Manheim	*Warm transfer to Elaine Webere - x54912 (no answer,transfer call)	*Wendy Puliam ext 52710 (Forward Questions)	NOTE: Do not give out phone number.
Calls for: John Dyer, CEO	*Warm transfer to Flavia Dicesare - x50991 (no answer,transfer call)		NOTE: Do not give out phone number.
Calls for: Jim Kennedy, Chairman/Cox Enterprises	*Warm transfer to Debbie Aldrich - x50997 (no answer,transfer call)		NOTE: Do not give out phone number.
Caller specifically asks for someone by name/who is listed in our email address book.	Request caller name/company name/number and email to. Do not transfer call/Do not give out person's direct number.		
G2G Help Desk	404-568-4357 option # 8		
Dealshield	855-246-5556		

Technology Operations (Level II) 52302
level2ticket@manheim.com

MyCentral Auction 58330

MDMtitles@manheim.com –all title inquiries
MDMpayments@manheim.com –all payment inquiries-checks-floor plans
MDMreleases@manheim.com –release request
MDMdealeradmin@manheim.com –dealer transactions
MDMcommercialadmin@manheim.com- commercial transactions/account

AuctionXM

595 Roswell St.
Suite J

Marietta, GA,30060

+1-678-809-1112 www.auctionxm.com

Salesforce: 855-376-8326 Email: salesonesource@manheim.com for tech support salesforce@manheim.com

MB on Demand: 855-962-6633

<https://mbondemand.com/>

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<https://www.theworknumber.com>

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