

How To Add A Bank Account For Payment On Manheim.com

Information

Article Number 000004707

Article Type Procedure

Title How To Add A Bank Account For Payment On Manheim.com

Purpose & Scope

Provides steps to follow in order to add a dealer's bank account to Manheim.com (**Post-Sale Management**) as a payment option. Explains that this process must also be followed when the dealer wishes to pay by **E check** (electronic check payment).

Procedure

To do list for Client Care:

If a dealer needs to have a bank account added to their own or dealership's AuctionACCESS profile, the Client Care Representative must verify that the caller is listed as an authorized buyer in AuctionACCESS. Have the **U.S.-based dealer** verify the **last four digits of their Social Security number** and their **date of birth**, as listed in AuctionACCESS. **Foreign dealers** should verify the **last 4 digits of their passport number** or **driver's license number** and their **date of birth**, as listed in AuctionACCESS.

The Client Care Representative must have the dealer email them a **VOID company check**. It is acceptable to have it sent to Outlook. Confirm that the check meets the following criteria:

1. The company's **name** and **address** must be printed on the check as listed in Auction Access (starter checks and deposit slips are unacceptable).
2. The word **VOID** must be typed or handwritten on the check.

If all above requirements are verified, the CCR must save the check to their desktop and proceed to add the account to the dealership profile:

1. Log onto [Auction Access](#).
2. Select **Any Location** from the drop-down.
3. Type the dealership's **Auction Access Number** in the Quick Search → Press **Enter**.
4. Click **Bank Accounts** and verify that the account and routing numbers do not match one that is already listed.
5. If it is, do not add it again. Go to the **Dealer To-Do List** further down in this KB article and guide the dealer through finding it in My Account
6. If the bank account is not listed, click **Add** on the right.
7. Click **Upload** when prompted.
8. A **Dynamic Web Twain** installation will pop-up the first time the Upload feature is used. The Client Care agent can now perform a self-install of

the software. The agent will click on the **START** button (the square window icon) at the bottom left of the screen. Search for **Software Center**. Look for the **Dynamic Web Twain** program, and click to **install**. Once the Installation is done, the agent will be able to transfer the check image to AuctionACCESS, as described below in **Steps 12 through 14**.

9. Type the **Bank Account** and **Routing Number** twice in the designated fields making sure no mistakes are made. Routing numbers are 9 digits and account numbers are longer, usually 12 digits.
10. Select **USA** or **Canada** from the **Bank Account Country** drop-down.
11. Select **Checking** from the **Account Type** drop-down.
12. Click the box above the account numbers where it's written **Drop files...**
13. Select and open the saved **Void Check** from the desktop.
14. Once the check image appears on the top left, click **Finish**.

Very Important:

The Client Care Representative must **delete ALL check copies** off their desktop and also delete the **dealer's email containing the check** from their inbox and trash folder after uploading the check to Auction Access. This will ensure that we are PCI Compliant.

To do list for the dealer:

An authorized account holder at the dealership has to send **ALL** of the following **Company ID** numbers to their bank right away to avoid having the account deactivated in Auction Access and My Account. This is very important because banks may have filters that would block payments made from and to Manheim by default. If these filters are not removed, dealers will not be able to make payments using that specific account. See the Comments section for an example of the letter they can provide their bank with.

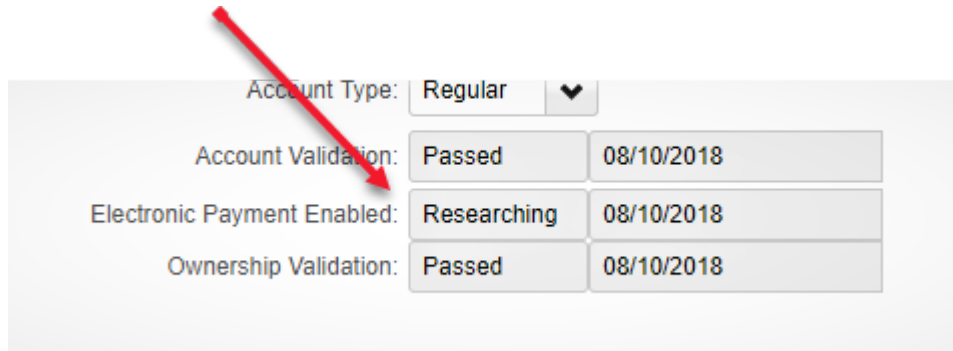
1. To be able to make payments made to Manheim:
 - A. **Cox Automotive Inc:** 1581936030.
 - B. **Manheim Inc:** 6581936036.
 - C. **Manheim Inc:** 1205801752.

2. To be able to receive credits from Manheim:
 - A. **Manheim Inc:** 1582577037.

The verification process always takes **7 to 10 business day** for the client to be able to use the bank account on **Manheim.com**. This is because Auction Access has to verify the account information with the bank before making it available. The account becomes activated once the bank authorization is received by Auction Access. Auction Access will email the dealer if the authorization is rejected by the bank, but there is no email sent by Auction Access when the account is approved. Some banks do mail a letter to the dealership to confirm that they did validate the account.

After the bank account is validated in Auction Access, the dealer will be able to use it to make online payments. When the dealer proceeds to **Payments (Post-Sale Management)** to pay for a purchase on Manheim.com, **ACH Payment** will appear as a payment method for the vehicle. When the buyer selects this payment method, the information for the approved bank account will appear. Once the bank account is selected, the dealer will be able to **Review** and **Submit** the payment.

In rare instances, the dealer may see the bank account **grayed out** when he goes to make online payments after submitting a copy of the VOID check and waiting 10 days. In Auction Access, you may see that the verification was not fully completed. The account and its ownership may have **passed the validation**, but electronic payments were not yet enabled because that step is still in **"Research"** status.



A screenshot of the Auction Access interface showing account details. A red arrow points to the 'Electronic Payment Enabled' status, which is 'Researching'. The other fields are 'Account Type: Regular', 'Account Validation: Passed', and 'Ownership Validation: Passed'. All validation dates are '08/10/2018'.

Account Type:	Regular	▼
Account Validation:	Passed	08/10/2018
Electronic Payment Enabled:	Researching	08/10/2018
Ownership Validation:	Passed	08/10/2018

If the account passed the validation stage, but is displaying the **"Researching"** flag, send your case to **Tier 2** so that a **SNOW Ticket** can be raised to resolve the issue.

Comments

Notes:

1. If a dealer wants to **add the same account** that they are **already using** for another dealership, they **must be referred to Auction Access** to have it linked to that dealership.
2. For **accounts listed in Auction Access**, bank names, routing and account numbers in:
 - A. **Blue** represents active accounts.
 - B. **Red** represents non-active accounts.
3. Clients requesting to **update** an existing bank account or to **delete** one must be warm transferred to Auction Access if the call is received during Auction Access regular business hours. They must be provided with the contact information if the call is received outside of Auction Access business hours. Auction Access recommends that all dealers use the **self-service options** available by logging on to their account on **AuctionAccess.com**. It is preferred that dealers enter their bank account information from the Auction Access portal to best protect the **security and confidentiality** of the data.
4. If the dealer logs on to **M.com > Payments Tab** and observes **several bank accounts** listed with the **same bank account number**, the case should be **escalated to Tier 2**. The Tier 2 agent will submit the case to the **Fee Management Team** so that the **duplicate entries can be removed**.
5. A dealer may log on to **M.com > Payments Tab** and notice there **isn't any bank account information listed** to make the ACH payment. The Client Care Agent must **verify in Auction Access that the bank account is on file and has passed validation**. Ensure that the dealer has log-in credentials that provide Admin rights to be able to submit ACH payments. If so, then escalate the case to **Tier 2** for further study.

6. Dealers wishing to make payment over the phone by **E Check** must first submit the **VOID check** to Auction Access. Once that step is completed, the case is to be escalated to MCC. Someone from the **Credit and Collections Department** will give them a call back to process the payment. There is **no need** for the account to undergo the **validation process** with Auction Access, but the check must be on file with Auction Access before MCC will process the E Check payment.
7. **National Accounts** that also have the right to buy will **have a 5 Mil** number in addition to the 4 Mil number. These accounts can have the **bank account** added to their 5 Mil number. Adding the bank information under the 5 Mil number will enable them to have access to **purchase and sale information** on Manheim.com. See [this KB article](#) for requests from National Accounts that do not have a 5Mil number.
8. Since early in 2018, **Canadian dealers** have been allowed to **submit online payments** through the Manheim Canada Web site, *www.Manheim.ca*. The client must click on **My Manheim** and select **Pay Online**. Auction Access registers the Canadian bank accounts by requiring a **VOID check** and following the same procedure used for U.S. bank accounts. The only difference is that Auction Access **does not** perform any electronic verification for bank accounts that reside in Canada. **Please note: Canadian dealers do not yet have the option of receiving payments from Manheim via ACH. That option is expected to become available in 2020. In the meantime, Canadian dealers must contact their local Manheim Canada location to set up the way they want their incoming payments from Manheim to be handled.**

Example Letter:

Bank name
Street address
City, State
ZIP code

Date

Dear John Doe,
Please accept this letter as an instruction to add the following companies as approved originators to debit our bank account 123456.

- **Cox Automotive Inc:** 1581936030.
- **Manheim Inc:** 6581936036.
- **Manheim Inc:** 1205801752.
- **Manheim Inc:** 1582577037.

If you have any questions, please feel free to contact me at 555-555-5555.

Sincerely,

Jane Doe
Finance Manager
2 Main Street
City, State 55555
Jane.Doe@dealer.com

**Additional
Comments**

System Information

Last Modified Date 7/3/2019 4:22 PM

Last Modified By Christine Carrizales

Created By Integration User1

Created Date 7/3/2019 4:04 PM

**Vicki Article
Number** KBA-01151-6S7PMB

Vicki Date 2/9/2012