

ManExp Resources FAQ's

Auction is getting an error sending a vehicle to Marketplace from Seller Dashboard and getting an error, "There was an error while trying to list this vehicle on OVE as: "Account Group not valid for Account Selected. "Try again."

Summary: If a vehicle is priced over the ManEx threshold price or is otherwise ineligible for ManEx (e.g. no MMR and >\$3000) then 5mils will spill over to OVE Open and 49mils will spill over to OVE Regional Commercial

National accounts need to be manually added to OVE Regional Commercial if they are not already

Once you add the account to that account group, they can list without error.

This is a copy of Manheim Express Guaranteed First Bid Offer email sent to dealer after the vehicle has listed and now qualifies for Guaranteed First Bid.



Guaranteed First Bid™

Review Details

Expires: 04/12/19
Vehicle: 2010 Ford F-150 XL
VIN: 1FTFW1EV7AFB65576
Dealership Name: SOUTHERN BELT AUTOS
Account Number: 5127471
Congratulations! Your Guaranteed First Bid™ is:
Listed at **\$10,950**
Guaranteed First Bid™ Sell
Fee **\$100**
Amount you'll receive **\$10,850**
Option 1. Redeem Your Guaranteed First Bid™

If you choose to redeem your Guaranteed First Bid™ at the price listed above, you will need to [click here](#) within 48 hours. By [clicking on this LINK](#), you are acknowledging that you must deliver the vehicle in the same condition as represented on the Manheim Express app to the designated Manheim auction location within seven (7) calendar days or your Guaranteed First Bid™ will be voided.
Option 2. Hold on to the Vehicle

No further action is required. After 48 hours, your Guaranteed First Bid™ will be automatically voided. You may then relist the vehicle on the Manheim Marketplace by re-scanning it through your Manheim Express app. Limitations and terms and conditions apply. See Manheim Express Terms of Use [HERE](#) or click on the Terms of Service link on [Manheim.com](#)

Why can't you edit a vehicle listed on Manheim Express?

Checked with the Manheim Express team. Once the dealer submits for GFB eligibility they can't view the answers for 12 hours. After that they will be able to view but can't change any answers for 7 days. It's to protect our own system, they want to make sure dealers can't just play with the system until it gets an offer or figure out exactly what makes one qualify and/or sets the pricing. If he wants to submit to the regular ManEx group or OVE Open, the listing on the site and the attached SD will show all answers. He still wouldn't be able to change any of them for a week though.

Why did my vehicle not qualify for GFB for Manheim Express?

There are many reasons that a unit may not qualify however there are 4 "base" items that I want to supply you with so that you have them handy. You can communicate these to our clients, but we prefer not to put it in writing as these items are subject to change as we refine the program. This specific unit has an adjusted MMR of \$39,800 for which we are not currently extending GFB offers for units at this price point.

Base GFB Offer Rules:

- Unit must be 15 years or newer
- As is must be \$10k adjusted MMR or lower
- Guaranteed = up to \$35k adjusted MMR or lower
- Must have less than 175k miles

These items may help you answer some questions quickly. There could also be GFB ineligible units for other reasons and you may reach out to get additional information on those if the client inquires. Manheim Express Seller Tools ManheimExpressSellerTools@coxautoinc.com

What's the difference is between ManEx Concierge GFB and MaxEx GFB?

There is very little difference between those two groups, all of the rules are the same. The Concierge group is if Manheim sent a Concierge (new service rolling out soon – it's not live just yet) out to inspect a unit and produce a 3rd Party CR, then it will go into the Concierge group when the seller lists. The seller cannot edit the vehicle details, they can only price and list what the concierge captured.

If the seller captures all the information himself and lists the unit, then it goes into the ManEx group.

Side Note: There is a smaller sell fee for ManEx than Concierge (as we are using our staff to complete the Concierge listing) – last I heard we're positioning it as a "discount" for self-service (not a "fee" for Concierge service) but it's not said and done yet. We're not actually talking about fees right now with clients, etc – the business is trying to control that message to ensure they have all the pieces in place first and have a controlled message out at the same time.

Can you delete them from a vehicle in Manheim Express?

From: CAI - Manheim Express Support

Sent: Friday, August 3, 2018 2:24 PM

To: Newberry, Randel (CAI - Atlanta) <Randel.Newberry@coxautoinc.com>

Subject: Re: Dealer put wrong images on listing

As of now - you cannot replace images. The dealer can go into their inventory manager via OVE and deactivate the listing. They can then go into the Manheim Express app and re-scan the car along with taking new images.

Test Login for ManExp

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

What are the buy and sell fees?

For Buyers

Vehicle Value	Buy Fee
\$0-999	\$40
\$1,000-2,999	\$100
\$3,000-4,999	\$150
\$5,000-9,999	\$175
\$10,000-14,999	\$225
\$15,000-19,999	\$275
\$20,000-99,999	\$350
\$0-999	\$40

For Sellers

Listing Type	Sell Fee
Self Service	\$50
Concierge	\$100

What is the difference between the inventory available on Manheim.com, OVE.com and the Manheim ExpressSM app?

Manheim Express inventory listed through the Manheim Express app or our Concierge Service is always priced aggressively with intent to move. Manheim Express inventory is also always fresh, as the exclusive Guaranteed First BidSM is only available when listing Manheim Express inventory.

OVE is a 24/7 online source for vehicles from Manheim, independent auctions, commercial and dealer inventory, and more.

Manheim.com is a website where you can access Manheim auctions and inventory that Manheim sells across all its channels.

Where can I buy Manheim Express Inventory?

You can access Manheim Express inventory through the Manheim Express app, or by filtering "Manheim Express" on OVE or the Manheim mobile app / Manheim.com.

How do I sell inventory on Manheim Express?

In order to list inventory to sell via Manheim Express, you must download and use the Manheim Express app or have one of our Concierge team members come to your lot and list for you.

How do I sign up for the Manheim Express Concierge Service for selling?

Contact your local Manheim sales rep or call 1-866-MANHEIM to get started.

What does the Concierge team do?

The Manheim Express Concierge team provides first-class, personal service, acting as an extension of your team. Our concierge will complete vehicle inspections, take photos, recommend vehicle values and help you finalize Manheim Express listings, fast. They serve as a source of counsel to help you price cars strategically. A small concierge fee is incurred only if the car sells.

What is a Guaranteed First BidSM?

Our Guaranteed First Bid puts a competitive real-time bid on your car to place it in the Manheim Marketplace for a maximum of two sales cycles. If the car does not sell within 48 hours of being listed, Manheim guarantees to buy it at the Guaranteed First Bid price.

What are my next steps when my vehicle sells on Manheim Express?

If the vehicle is on your lot, you should work with the Dealer Services team at the facilitating auction location. A Manheim Team member will provide further guidance and will verify when it's ok for you to release the vehicle to the buyer. A few important things to keep in mind:

- Never transfer the title directly to the buyer. Please turn the title in to Manheim as you normally would.
- Buyers are responsible for vehicle pick-up. Please contact the facilitating auction location to determine when it's ok to release the vehicle to the buyer as noted above.

If the vehicle is at the auction, you will receive a purchase confirmation email with all the details you need. Simply turn the title in (if you haven't already) as you normally would.

What are my next steps if I choose to redeem a Guaranteed First BidSM Offer?

You will receive an email notifying you that you are eligible to redeem your Guaranteed First Bid Offer. The email is sent to the contact email address on-file with your account. (Manheim Client Care can resend the email if you are unable to find it.) Here's how to redeem the offer:

- Respond to the email within 48 hours of the original timestamp. Offers expire after 48 hours and are no longer valid.
- After responding to the email, you have seven (7) calendar days to transport the vehicle and checked-in to the facilitating auction location. Please turn-in the title with the vehicle, or as soon as possible. Payment cannot be processed until the title is received.
- After check-in, the vehicle will be inspected at the auction. If there are any discrepancies between the original condition report and the at-auction inspection, a Manheim team member will contact you.
- Assuming no discrepancies, you can expect payment to be processed within three business days after the vehicle AND title are received.