

MANHEIM EXPRESS ESCALATION PATH



EXAMPLE OF ISSUES	ESCALATION PATH How to escalate and who to contact (48hr turn-around)
Client Issues: <i>Can I still accept the GFB from 72 hours ago?</i>	manheimexpresssupport@CoxAutoinc.com
Arbitration Issue: <i>Can I get an update on my arbitration?</i>	ManheimExpressArbitration@CoxAutoinc.com
Seller Tools: <i>Why are my images not displaying?</i>	ManheimExpressSellerTools@CoxAutoinc.com
Concierge Issues: <i>Who do I contact for issues with the CAFS app?</i>	ConciergeSupport@CoxAutoinc.com