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May 29, 2015

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Manheim Unveils Two Auction Enhancements that Deliver More Buying Opportunities, Improved Delivery Times for Customers

2nd Chance Sale and new Gate Pass process part of multi-year initiative to create a more efficient auction experience

ATLANTA – Life may not always provide second chances – but Manheim now does. Today the company announced the nationwide rollout of 2nd Chance Sale, a new app that allows customers to easily access and make offers on unsold vehicles after they cross the auction block. This new functionality is part of Manheim’s multi-year initiative to improve business processes and provide customers with a more consistent auction experience.

“Our goal is to invest in areas within our auctions that make it easier for our customers to conduct business,” said Janet Barnard, president of Manheim North America. “With the 2nd Chance Sale app, we are delivering on our commitment to use technology to redesign and improve processes that offer customers faster, smarter ways to grow their business.”

At the conclusion of an auction, unsold vehicles are immediately listed on the 2nd Chance Sale app found within Manheim’s mobile application and on the web at <http://2ndchance.manheim.com>. Customers can then view and sort vehicles by numerous criteria – including year, make, model, condition reports and auction lane – and make offers to purchase those vehicles directly through the app. This not only offers customers a second chance to quickly fulfill their inventory needs, but also enables sellers to immediately market their unsold vehicles to buyers on auction day instead of waiting for them to run again another week or be listed on OVE.com.

Helping Customers “Take the Easy Way Out”

In addition to more buying opportunities, Manheim also is improving vehicle delivery time for buyers at the auction. With its recent introduction of a new gate pass process, Manheim is now able to deliver gate passes to customers using Manheim.com, making the pickup of vehicles faster and more efficient. Through the “My Purchases” tab on Manheim.com, customers can now download, view, print and even email a gate pass directly to transport carriers, saving them time previously spent waiting in line at the auction to collect their passes. With this new feature, Manheim continues to offer customers more opportunities for self-service and anytime access to their accounts.

“New services such as our 2nd Chance Sale app and gate pass process not only provide an easier, more consistent customer experience, but also enables our employees to deliver the type of service our customers have come to expect,” said Barnard.

About Manheim (www.manheim.com)

Manheim is the leading global provider of vehicle remarketing services, connecting buyers and sellers of used vehicles to the largest wholesale used-vehicle marketplace. The company helps dealer and commercial customers achieve results by providing physical and digital auction channels, data analysis, financing, transportation and mobile products and solutions.

Manheim pioneered in-lane vehicle auctions and has been an innovator in both digital and mobile auction platforms. Manheim registers nearly 7 million used vehicles annually, facilitating transactions representing nearly \$46 billion in value. Manheim’s research and consulting arm, Manheim Consulting, provides industry-leading market intelligence and publishes the widely recognized annual Used Car Market Report. The company offers dealer financing through [NextGear Capital, Inc.](#) and transportation services through [Ready Auto Transport](#).

Headquartered in Atlanta, Manheim has more than 20,000 employees in 122 worldwide sites and generates annual revenues of more than \$2.5 billion. A subsidiary of Cox Enterprises, Manheim participates in “Go Green with Manheim,” the company’s sustainability program.

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