

New Processes for Manheim ATL & GA (22 Aug)

- **Clear line of sight to title:** In the past both ATL and GA would close claims without the title being in the vault. We now will not close the claim until both the unit is at the auction and title in the vault. Note: please continue to attach the title time line in your email as needed. We will begin to enforce this later when corporate gets things rolling on their end.
- **PSI passed claims:** In the past both ATL and GA took the liability of units we passed in PSI and then a claim was opened and then confirmed. We now will place the seller as the liable party as long as the claim is within the NAAA time lines. Remember, the PSI is between the buyer and the auction, not the seller. He is still liable for what he sold even if we miss something on the PSI.
- **Sale Day Arb:** Sale day arbitrations must be in person to open the claim and the claim must be opened by end of business which is 5pm for both auctions.
- **Invalid Arb Claim Fee:** This has been in place at both ATL and GA for quite some time, but never really utilized. Starting the first sale in Sept, this process will take place. The following Statement needs to be posted below each person's contact info in their email along with signs at the arb offices: *Per NAAA policy (page 8, #3) the auction reserves the right to assess an arbitration fee to the Buyer for any invalid claim. As of Sept 3rd, 2019, Manheim Atlanta & Georgia will start assessing a \$200 fee*
- **Working all claims:** I know in Atlanta you guys have specific customers to you take care of, and that is OK. However, 80% of the claims that are opened can be handled by any of the arbitrators. Going forward, any open claims needs to be taken ownership of as you see them. Brandy can help you guys through this. Tuesday afternoon we had 40+ claims not worked with some as old as 7 days. That cannot happen again. Divide these claims out evenly by working together. Brandy should NOT have to assign claims. If you have questions, please let me know.
- **Utilizing the Status Summary in Sales Force:** Georgia is already doing this, so ATL please insure you go to the status summary to help you guys keep up with what claims you have worked.
- **Comments and Attachments for claims worked:** One thing I noticed in many of the claims I have looked at is the lack of specific information for people spoken to along with lack of attachments. If you are one of these folks please begin to attach things such as estimates, invoices, gate passes, etc. The claims should have enough information for someone to look at and know what is going on.

- **Time lines for returning units and titles:** Please continue to attach these memos to your emails as needed based on the claim. When we get the green light we will begin to enforce what we are sending out. However, if you do have someone who goes well beyond these time lines, put them on notice, give them until end of business the following day, and then close the claim.