

Global Pay - Frequently Asked Questions – Part 1 – Introduction & Benefits

Q What exactly is Global Pay, and what does it do?

A Global Pay is a web-based application that automates some of the administrative tasks related to customer payments. Global Pay will allow a Manheim customer to submit a single payment to pay off multiple units or transactions conducted at multiple locations across the U.S.

Q How were these payments handled in the past?

A In the past, customers had to send payments to each individual operating location where they had outstanding debt. If a location received a payment for a vehicle or transaction conducted at another location, they had to manually process the payment and then overnight the funds to any other locations that the payment was intended for.

Q How does Global Pay benefit customers?

A Global Pay makes it easier for our customers to do business with us. They can submit a single payment to Manheim to cover multiple units or transactions they may have conducted with us at multiple locations. Global Pay also saves customers the cost of overnight delivery for multiple payments.

Q How does Global Pay benefit Manheim?

A Global Pay makes it easier for Manheim to process customer payments for multiple transactions at multiple locations. It saves time, because the system automates the processing of the payments, eliminating the need for manual processing. It is more efficient, because the automated process eliminates the need to send funds overnight back and forth between Manheim locations. In addition, Global Pay helps Manheim get customer payments into the bank faster, having a positive impact on working cash.

Global Pay - Frequently Asked Questions – Part 2 – General Information

Q Does Global Pay place any restrictions on the way customers can pay?

A Yes, there is one limitation: dealers may only pay for their transactions with checks or cash equivalents. NO CASH

Q What types of checks or cash equivalents are accepted for payment on Global Pay?

A The check or cash equivalent types accepted for payment are:

- Company check
- Cashier's check
- Money order
- Certified check
- Traveler's check
- American Express check
- We will NOT be able to process cash (green)

Q Can I still pay with cash?

A Yes. If you still prefer to pay in cash they may, but cash payments can only be made at the location where they purchased the vehicle.