

MANHEIM ARBITRATION PROCESS

Protecting buyers and sellers to guarantee fair and ethical auction transactions.



UNDERSTANDING YOUR ARBITRATION STATUS

You can view the vehicle detail within Manheim Post Sale Management.

Status	Description	Owner	FAQs
Assigned to Arbitrator	Your case has been assigned to a Case Specialist, and is currently under review. They'll contact you with next steps.	Manheim	Q: <i>Once my case is assigned, when can I expect an update?</i> A: You should expect to receive an update within 1 business day.
Awaiting Documentation	Your Case Specialist needs additional documentation or information.	Client	Q: <i>How soon should buyers submit documentation for their claim?</i> A: ASAP, but not to exceed 5 calendar days*
Awaiting Vehicle	We are waiting for your vehicle to be sent to Manheim or an approved location to be inspected and verified.	Client	Q: <i>How long do buyers have to return the vehicle to Manheim for inspection?</i> A: ASAP, but not to exceed 5 calendar days*
Awaiting Title	We are waiting to receive your vehicle's title, and cannot continue your case until we have it.	Client	Q: <i>When do buyers need to return the title on a successful Arbitration claim?</i> A: ASAP, but not to exceed 5 calendar days*
Pending Validation	Your vehicle has been received and is currently in process for inspection.	Manheim	Q: <i>Can I send pictures or videos of the vehicle, instead of transporting it back to Manheim?</i> A: Yes, your Case Specialist may consider images or videos as a means to validate a claim. But in some cases, it's necessary to send the vehicle in for full inspection.
Pending Resolution	Your Case Specialist is reviewing all documentation, vehicle history, and inspection results.	Manheim	Q: <i>How long does it take Manheim to come to a final decision?</i> A: Timelines vary depending on the nature of the case. Please consult with your Case Specialists for an expected date.
Case Closed	Your case has been reviewed and a final decision has been made	Client	Q: <i>Where can I view the details of my case decision?</i> A: Check Manheim Post Sale Management for additional information after it's closed.

Contact any Manheim location for assistance.

OUR MISSION
IS YOURS. 

* Starting from when your Arbitration Case Specialist makes the initial request. If timelines are not met, the case may be closed or invalid. Clients can refer to Manheim Marketplace Policies where this is spelled out.