

## Cox Automotive Payment Portal

### Frequently Asked Questions

#### What's happening?

Cox Automotive is excited to announce the launch of our new Cox Automotive Payment Portal **on May 27, 2025**. This portal will streamline the invoice and settlement process, making it more convenient.

#### What is the new Cox Automotive Payment Portal?

Our new payment portal provides a convenient way to manage and pay invoices for your Cox Automotive solutions — all in one place. No more multiple locations to pay at and logins to keep track of.

#### Why are we switching online payment locations?

Previously, Cox Automotive offered various payment portals, each providing a different experience for clients to view and pay invoices for their different solutions. We are focused on delivering a more streamlined billing experience, making managing your invoices for various Cox Automotive products and solutions easier.

#### Which specific brands and solutions' invoices can now be accessed and paid using this portal?

Autotrader, Dealertrack, Fyusion, HomeNet, Kelly Blue Book, vAuto, VinSolutions, Xtime solutions are all included. Manheim Commercial accounts and Dealer.com will be added later this year in 2025. Manheim dealer clients will continue making payments via their previous methods.

#### What are the benefits of the new payment portal?

With this new centralized payment portal, you can now manage your dealership's accounts in one convenient location, saving you time and effort.

- Access and Pay Invoices
- View Payment History
- Download Statements
- Set up Same-day, Future and Automatic Payments
- Handle Billing Disputes

#### How do I access the portal?

A direct link will be available on our [resources site](#) starting May 27. Bookmark it for easy access.

#### Do I need to take any action to move to the new portal?

Yes. Starting May 27, you can enroll using your CA\_ID number, which can be found on your June invoices. Refer to this [job aid](#) for assistance with your enrollment.

#### What is a CA\_ID number and where can I find mine?

The CA\_ID is your Cox Automotive ID that links all of your billing accounts. It will be located in the upper right of your next invoice.

#### How do I use the portal?

We understand that using a new system can come with questions. To assist, we have a range of support resources available below.

- [Complete Portal Guide](#)
- [How to Access the Portal](#)

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- [How to Make Payments](#)
- [How to View Invoices](#)
- [How to Create Disputes](#)

## **I logged in for the first time and I'm not seeing all of my active invoices. What do I do?**

At launch, you will only see open (unpaid) invoices. We are working on pulling in historical data (closed bills, payment history, etc.) in the future. If you are missing an open invoice, please reach out to Billing Support.

## **Who can I contact for support?**

We have launched a centralized billing support email and phone number with the new portal. You can contact us via email at [billing@coxautoinc.com](mailto:billing@coxautoinc.com) or by calling (888) 431-0116 from 8 a.m. to 5 p.m. ET. Save this email and phone number for all your billing support needs.

## **Can I still access the payment old portals?**

No, the legacy portals will be retired the same day our new centralized portal launches.

## **Will my existing payment methods carry over from the old portals?**

No. Once enrolled, you will need to set up your payment methods and preferences.

## **What if I was set up with autopay in my previous platform?**

Your previous preferences did not transfer over to the new system. You will need to set up autopay in the new Cox Automotive Payment Portal to ensure no interrupted payments.

## **Is there a different credit card limit with this portal?**

No. Cox Automotive will still limit card payments to \$5,000 per invoice or below. Invoices over \$5,000 should be paid electronically via ACH through the new payment portal. You may also pay by check and mail to the address listed on your invoice.

## **Does the payment portal link to our BridgeID?**

No. Currently, the Cox Automotive Payment Portal is not connected to BridgeID and therefore has different login credentials.

## **Will my CA\_ID be my login after enrolling?**

No. Your login credentials will be the email you enroll with in the form.

## **Can the new portal handle disputes directly?**

Yes. The portal has many new features and dispute correspondence is one of them. See our [guide](#) for how to handle a dispute in the new system.

## **Is this the single location for my Cox Automotive invoices?**

Yes! We've consolidated our systems to streamline your payment experience. Now, you can access your invoices and make payments for your Cox Automotive brands and solutions – all in one place.