

# Cox Automotive Payment Portal

## Frequently Asked Questions

### What's happening?

Cox Automotive launched a new [Cox Automotive Payment Portal](#). This portal will streamline the invoice and settlement process, making it more convenient.

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

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

### 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.

### 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?

Visit the new portal at <https://coxauto.highradius.com/>. A direct link is also available on our [resources site](#). Bookmark it for easy access.

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

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

### What is a CA\_ID number?

The CA\_ID is your Cox Automotive ID that links all your billing accounts. It will be located in the upper right of your next invoice. You must enter all characters and numbers with no spaces (e.g., **CA12345678**)

### What should I do if I manage multiple locations or groups with different CA\_IDs and don't see them all when I log in?

The default setup for a dealer customer is at a rooftop CA\_ID level. However, if you manage a Dealer Group and want to add additional CA\_IDs this can be accomplished by enrolling at the parent CA\_ID level. Please contact the Billing Support team at [billing@coxautoinc.com](mailto:billing@coxautoinc.com) to set this up.

## 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 and Enroll](#)
- [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 my active invoices. What do I do?

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 at [billing@coxautoinc.com](mailto:billing@coxautoinc.com) or by calling (888) 431-0116.

## Can I still access the payment old portals?

No, the legacy portals are retired.

## Have my existing payment methods carried 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.

## Can the new portal handle disputes directly?

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

## What if I want to continue to pay via check?

If you still prefer to pay via check, please note the following payment addresses.

|   |  |
|---|--|
| <i>Autotrader, Dealer.com, HomeNet, Kelley Blue Book, vAuto, VinSolutions</i> | <i>Dealertrack, Xtime</i>  |
| <b>New Payment Address:</b><br>P.O. Box 932207<br>Atlanta, GA, 31193-2207     | <b>Payment Address:</b><br>P.O. Box 6129<br>New York, NY, 10249-6129 |

## 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. **Manheim Commercial clients** should continue working with their AR Specialist or reach out via email at [CommercialAR@coxautoinc.com](mailto:CommercialAR@coxautoinc.com).