Client Cox Automotive Payment Portal Guide

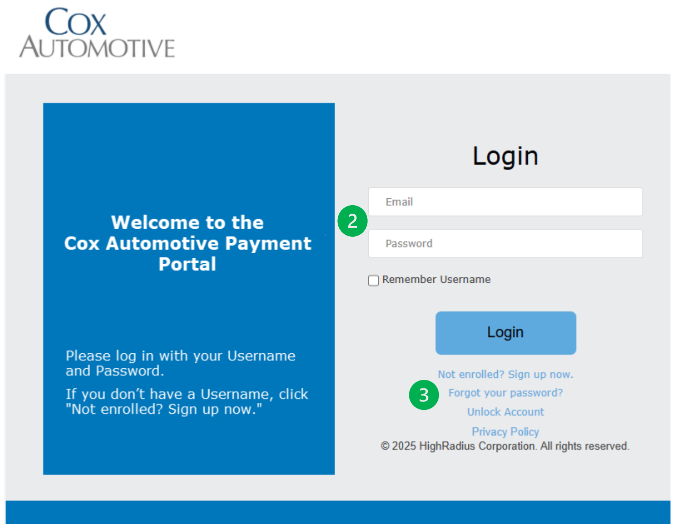
The objective of this guide is to provide clients with a comprehensive and user-friendly guide for our payment portal. This document outlines step-by-step instructions and helpful tips. Whether you are new to the system or seeking to enhance your proficiency, this job aid serves as a resource for navigating and optimizing the functionalities of the Cox Automotive Payment Portal platform.

Table of Contents

Registration and Login

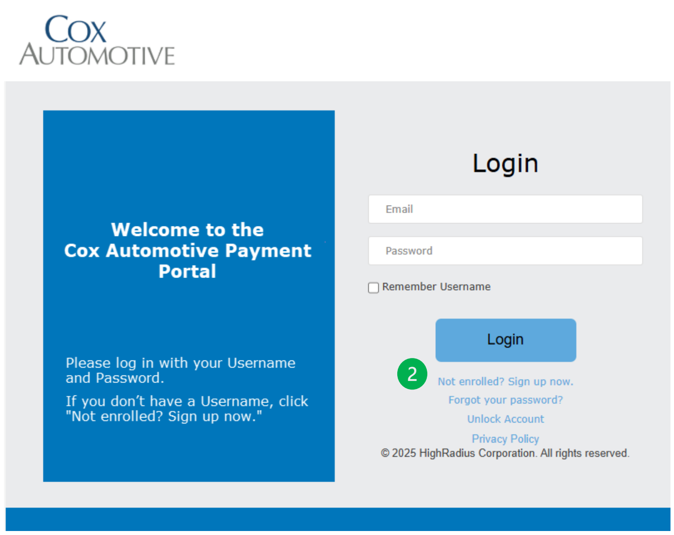
Overview

1. To log in, go to coxauto.highradius.com.
1. If you are registered, enter your **Email** and **Password** to log in.
2. If you forgot your password, click **Forgot your password?**

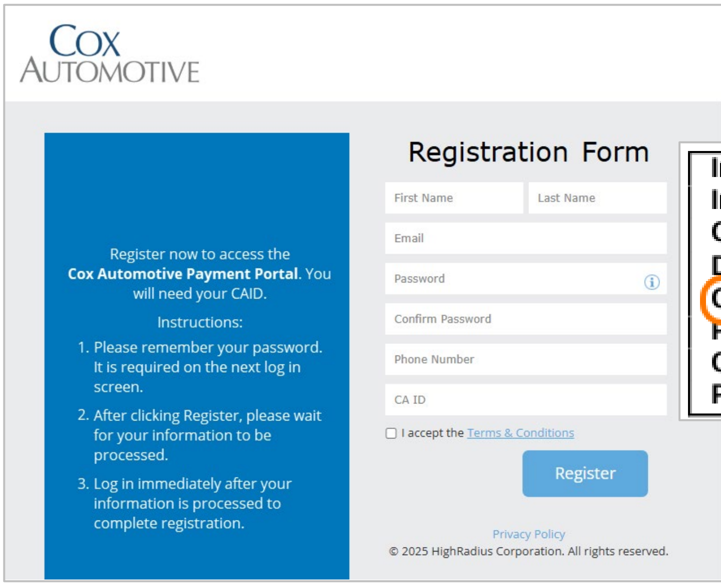


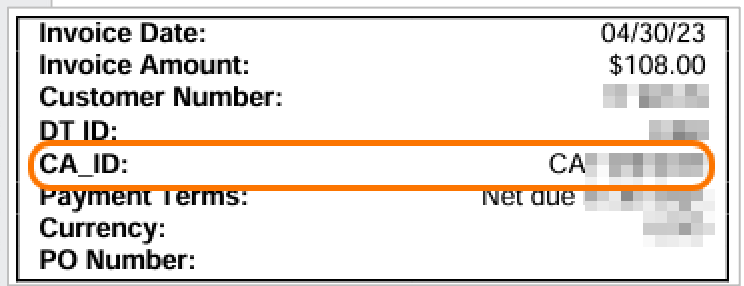
Enrollment

1. Go to coxauto.highradius.com.
2. Click **Not Enrolled? Sign up Now**.

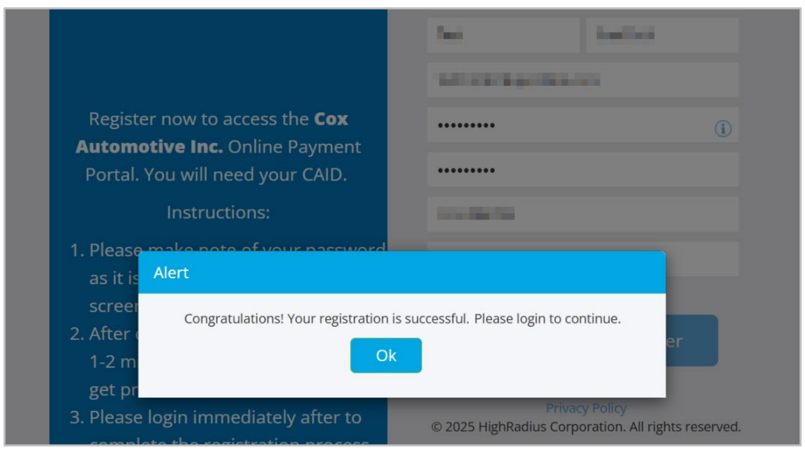


3. Complete the Registration Form. ***Note:*** *You can find your CAID on your latest invoice.*



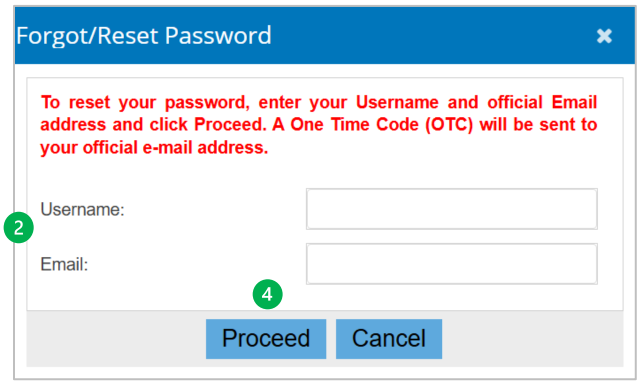


4. Upon clicking **Register**, a pop up will confirm successful registration. Click **OK**.



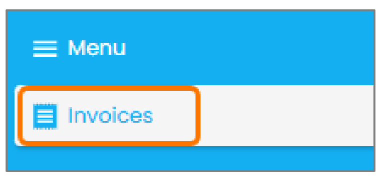
Forgot/Reset Password

1. If you have forgotten or need to reset your password, click on **Forgot your password?** from the login page, and a pop-up will appear.
2. Enter your registered **Username** and registered **Email** address and click **Proceed**. A one-time code (OTC) will be sent to that email address.
3. **Check your inbox** for a link to reset your password. Click on the link to open a new tab within 30 minutes of the time requested.
4. Enter the necessary details and click **Proceed** to successfully change your password and log in with your new, updated password.

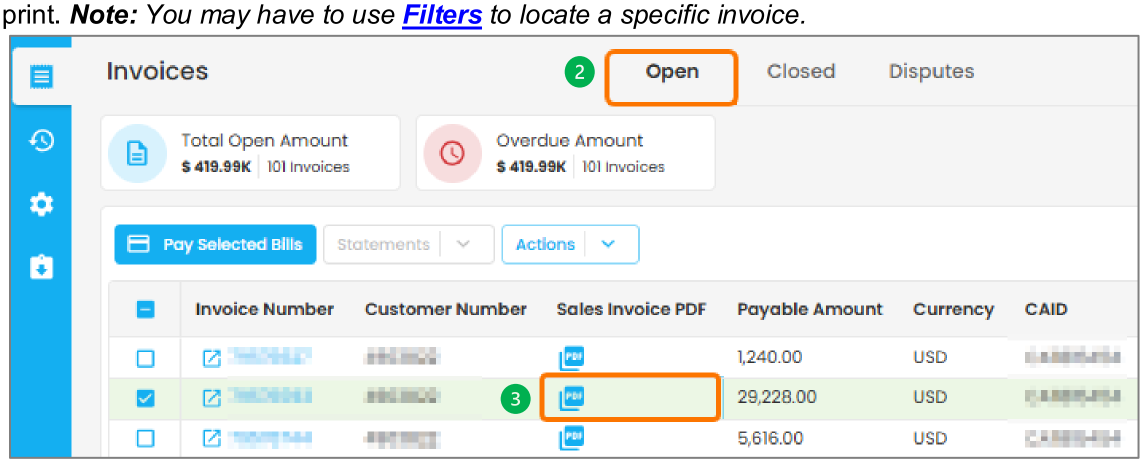


How to View Invoices

1. On the left side menu, click **Invoices**.

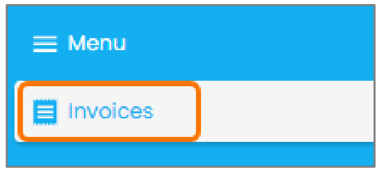


2. Go to the **Open** tab.
3. Click on the **Sales Invoice PDF** of the invoice you want to view. A PDF will be opened in a new window that you can print. ***Note:*** *You may have to use* ***Filters*** *to locate a specific invoice.*

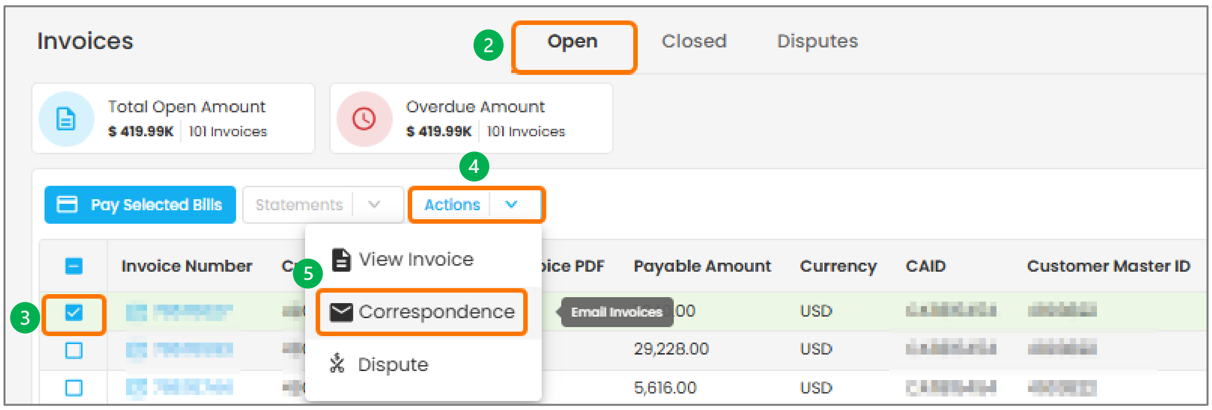


How to Email Invoices

1. On the left side menu, click **Invoices**.

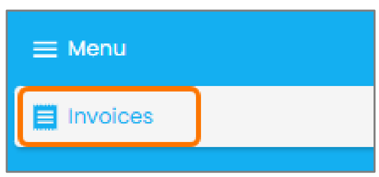


2. Go to the **Open** tab.
3. Select the **Invoice(s)** you want to email. ***Note:*** *You may have to use* ***[Filters](#)*** *to locate a specific invoice.*
4. Click on the **Actions** menu drop down.
5. Click **Correspondence**. An Email Invoices window will open that you can fill out and send to the chosen address.

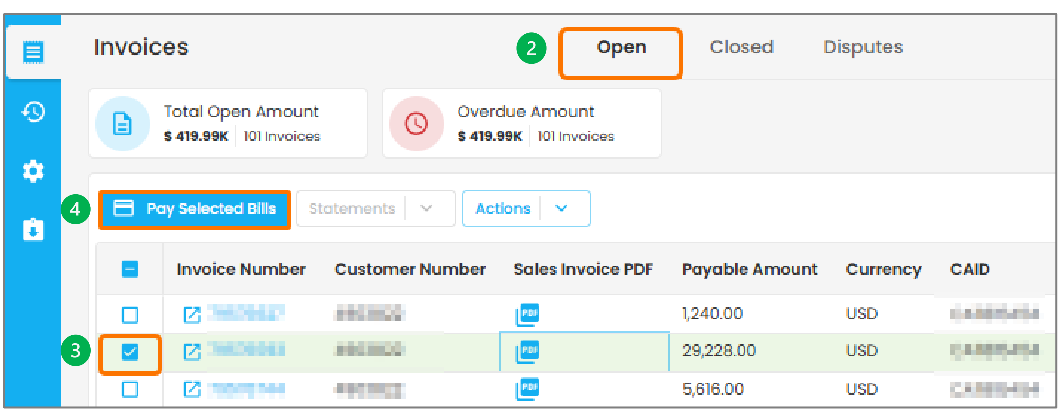


How to Pay Invoices

1. On the left side menu, click **Invoices**.



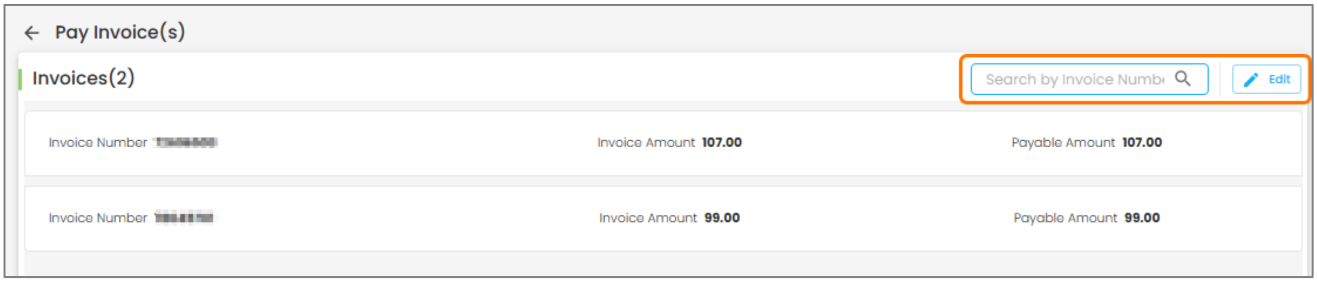
2. Go to the **Open** tab.
3. Select the **Invoice(s)** you want to pay. ***Note:*** *You may have to use* ***[Filters](#)*** *to locate a specific invoice.*
4. **Pay Selected Bills** and select the option you would like to pay with (Pay Now or Pay Later; ACH, Credit/Debit Card).



Pay by ACH

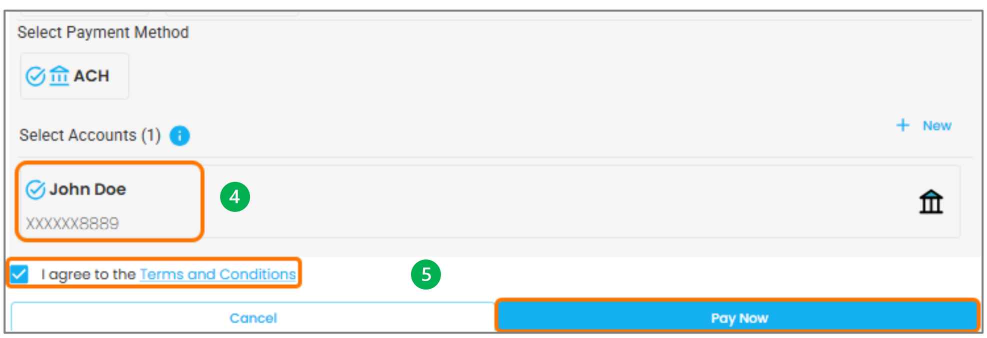
***Note:** Please provide your bank with the **relevant ACH Company IDs** to avoid payment failure and ensure payments are processed.*

1. Once you have clicked **Pay Selected Bills**, select **ACH** as the payment method.
2. If needed, use the Search by Invoice Number function to add invoices to pay. Use the edit button to add/remove invoices.

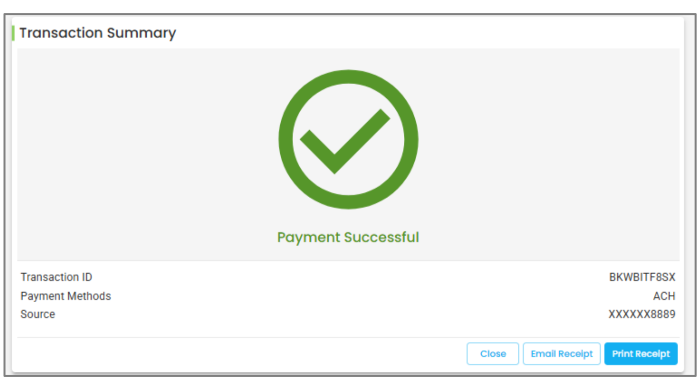


3. Click ACH; You can **Pay Now** or **Pay Later** and choose a future date. If needed, add a new bank account by clicking **+New** and adding banking information. A prompt will appear before adding banking information to allow you to save the bank account for future use. Click **Yes** or **No**.

4. Choose the bank account to pay from, if applicable.
5. Review and check **I agree to the Terms and Conditions** and click **Pay Now**.



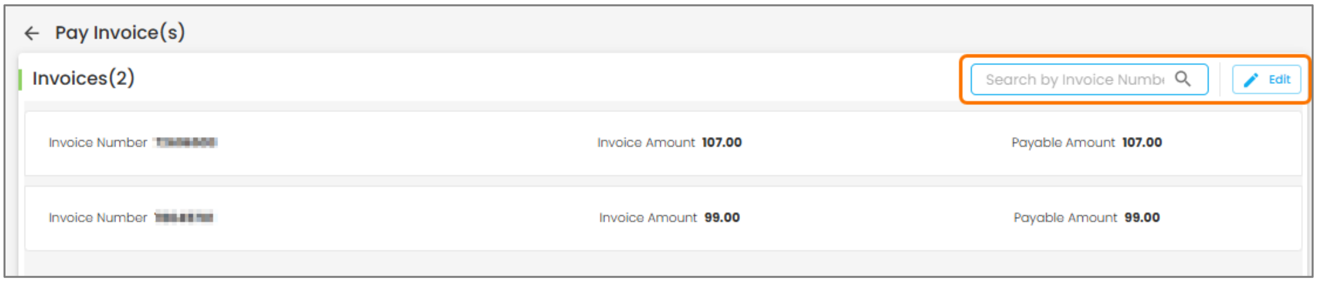
6. A Transaction Summary will appear following payment. You can **Close**, **Email**, or **Print** the receipt.



Pay by Credit Card or Debit Card*

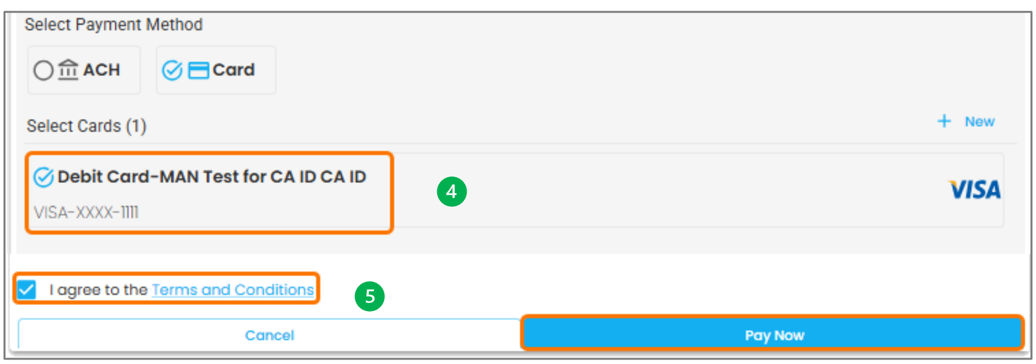
If paying by card is enabled, you will be able to select or add a new card to pay invoices. ***Note:*** *The steps are the same regardless of the type of card chosen for payment. There is a [$5,000 limit](#) for credit card payments.*Credit and debit cards are disabled in the platform for Manheim Commercial clients per Manheim's policy.*

1. Once you have clicked **[Pay Selected Bills](#)**, select **Card** as the payment method.
2. If needed, use the Search by Invoice Number function to add invoices to pay. Use the edit button to add/remove invoices.



3. Click Card; You can **Pay Now** or **Pay Later** and choose a future date. If needed, add a card by clicking **+New** and adding card information. A prompt will appear before adding the information to allow you to save the card for future use. Click **Yes** or **No**.

4. Choose the card to pay with, if applicable.
5. Review and check **I agree to the Terms and Conditions** and click **Pay Now**.



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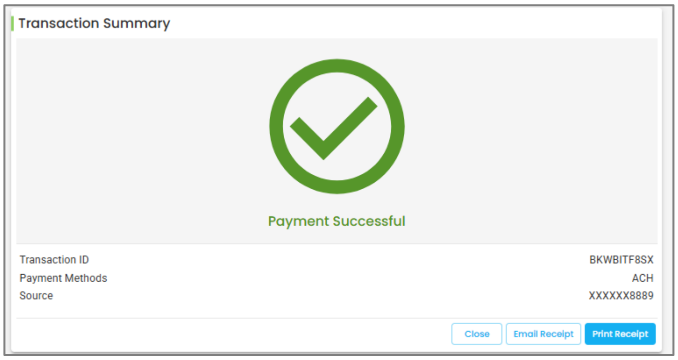
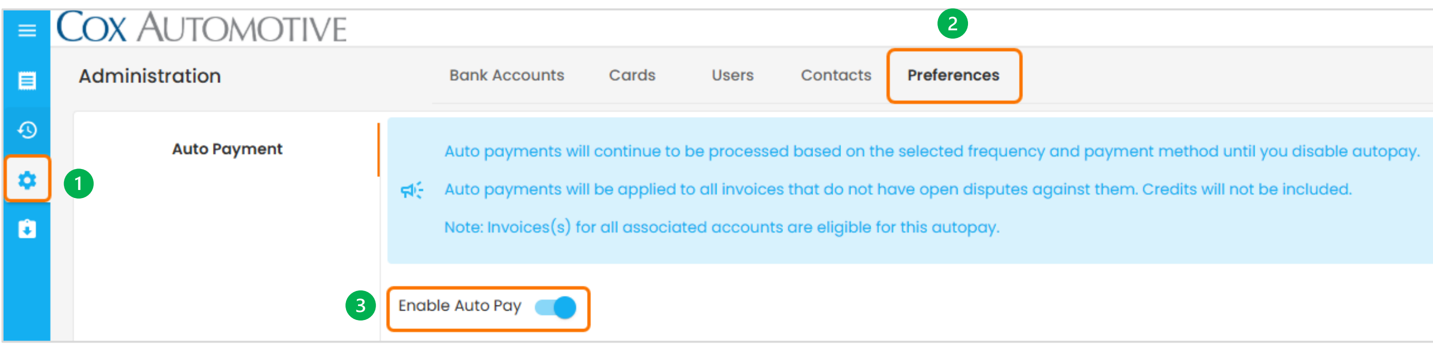


Auto Payments

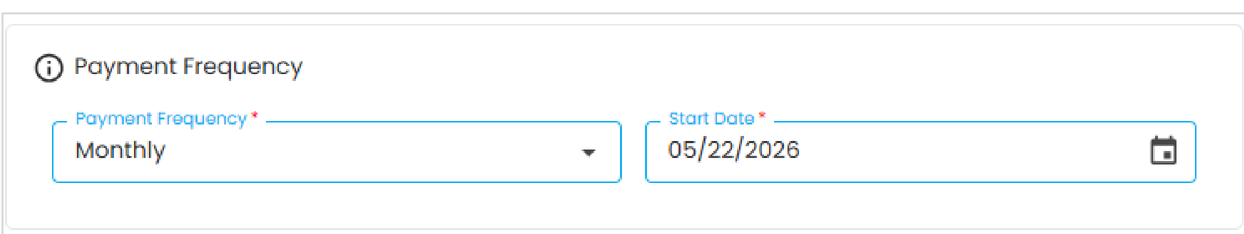
A user with specific roles can set invoices for different customers to be automatically paid with a stored payment method. ***Note:*** *When auto pay is set up, it will take effect on your next billing cycle. Any current bills should be paid using a one-time payment until auto pay is active to avoid late fees. Auto payments will be processed until they are disabled. They will be applied to all invoices that do not have open disputes against them; credits will not be included.*

Enable Auto Pay

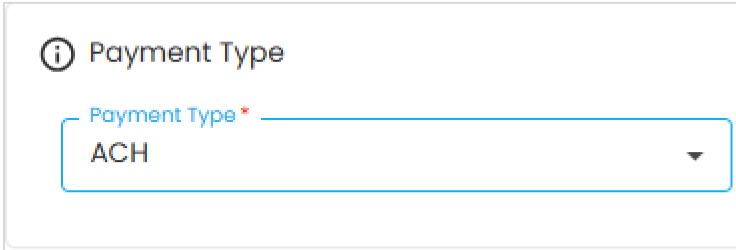
1. Go to the **Administration** tab on the left side menu.
2. Click **Preferences**.
3. Click the **Enable Auto Pay** toggle.



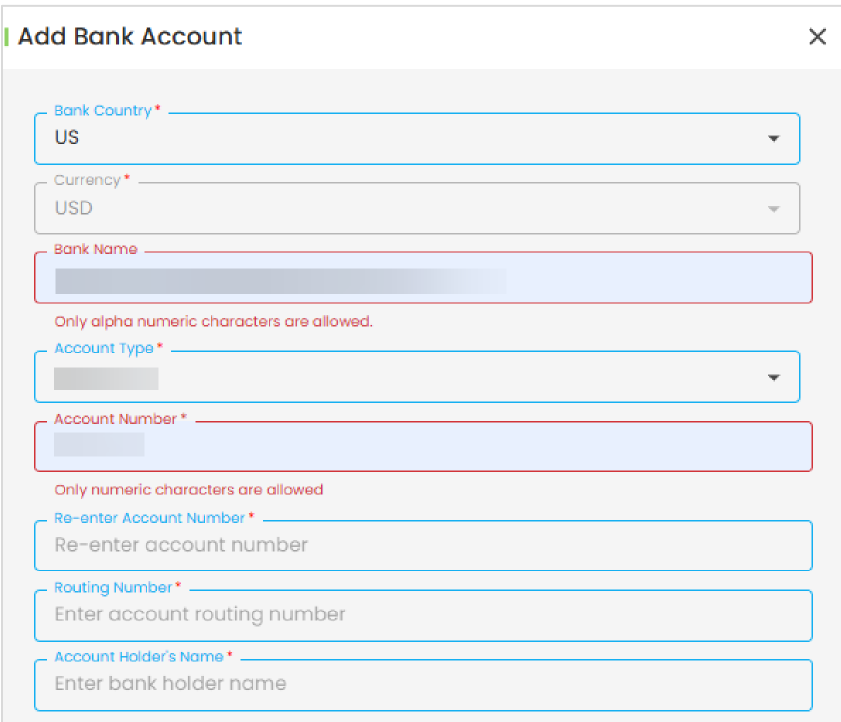
4. In the **Payment Frequency** section, select how often to make the auto payment and choose the date for the auto payment to be drafted. ****Note:*** *Payments will be automatically initiated on the same day every month from the Start Date.*



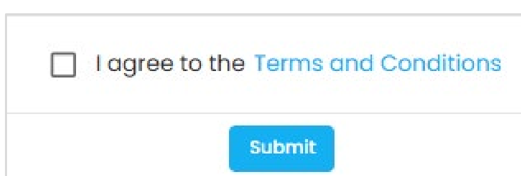
5. In the **Payment Type** section, choose from ACH, CREDITCARD* or DEBITCARD*, where applicable. **Note:* Credit and debit cards are disabled in the platform for Manheim Commercial clients per Manheim's policy.*



6. In the **Add Bank Account** section, add bank information or a card. If already added, choose the respective Card or Bank Account to pay from.

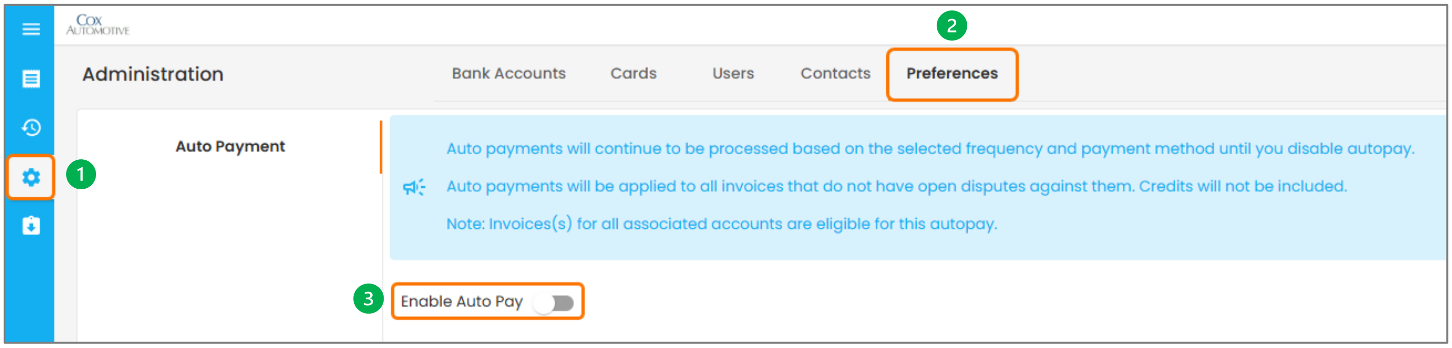


7. Review and check **I agree to the Terms and Conditions**.
8. Once all fields are completed, click **Submit**.



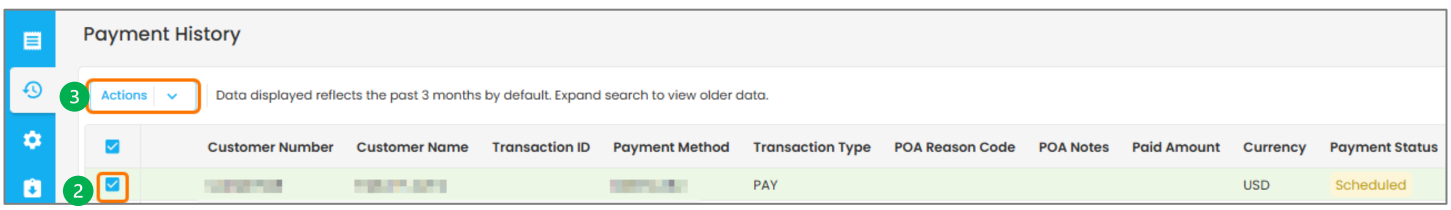
Disable Auto Pay

1. Go to the **Administration** tab on the left side menu.
2. Click **Preferences**.
3. Click the **Enable Auto Pay** toggle.

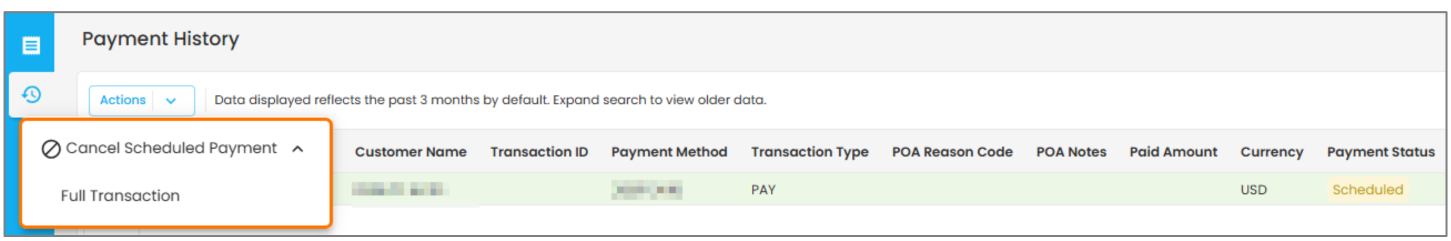


How to Cancel Scheduled Payments

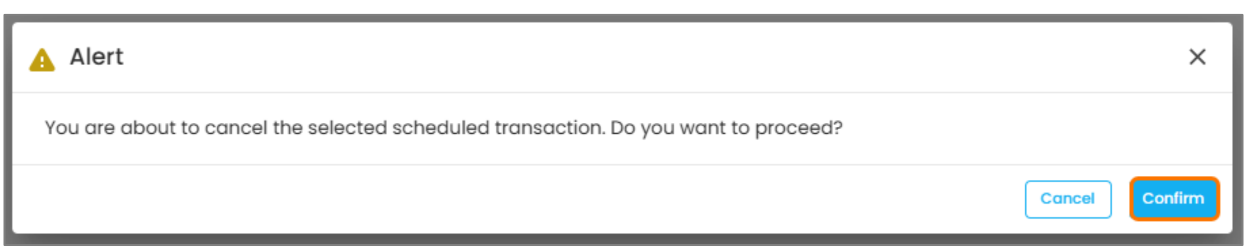
1. Go to **[Payment History](#)**.
2. **Select** the scheduled payment you'd like to cancel.
3. Click **Actions**.



4. Click the drop down arrow next to **Cancel scheduled payment**, then click **Full Transaction**.

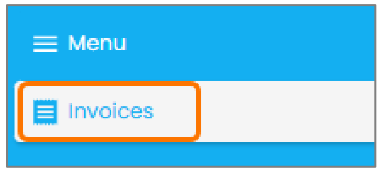


5. A pop up will appear. Click **Confirm** to cancel the scheduled transaction.

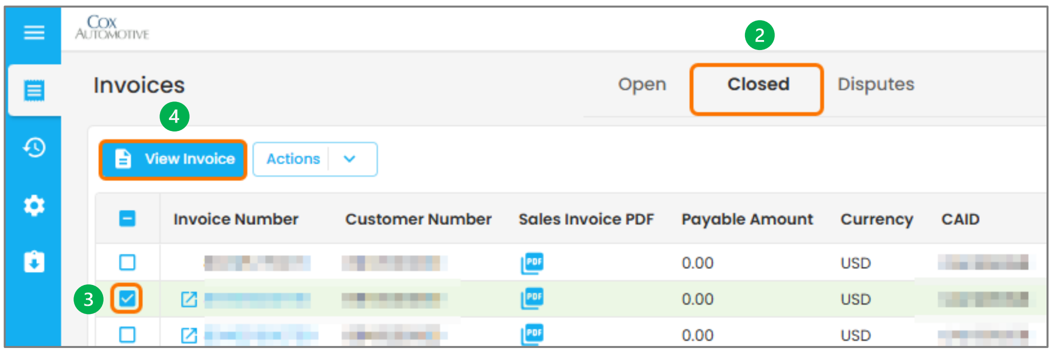


How to View Closed Bills

1. On the left side menu, click **Invoices**.

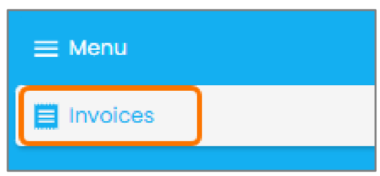


2. Go to the **Closed** tab.
3. Select the **Invoice(s)** you want to view. ***Note:*** *You may have to use* ***Filters*** *to locate a specific invoice.*
4. Click **View Invoice**. The invoice PDF will open in a new window.

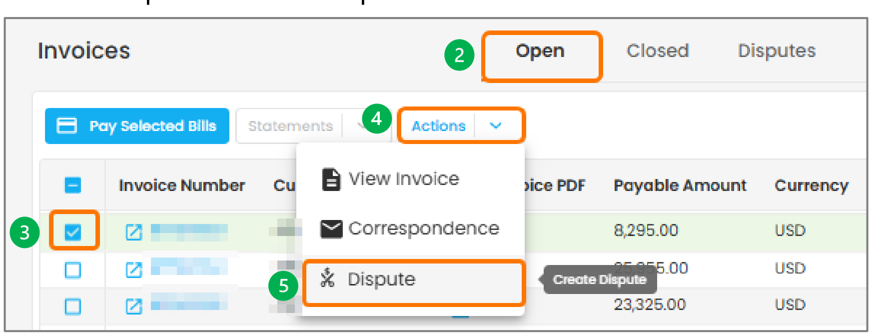


How to Dispute a Charge

1. On the left side menu, click **Invoices**.

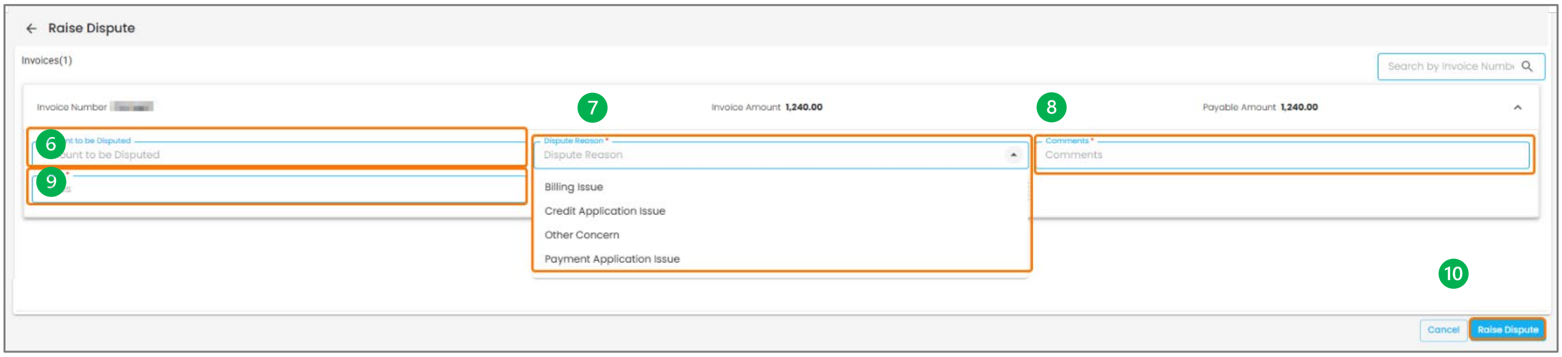


2. Go to the **Open** tab.
3. Select the **Invoice(s)** you want to export. ***Note:*** *You may have to use* ***Filters*** *to locate a specific invoice.*
4. Click on the **Actions** menu drop down.
5. Click **Dispute**. A Raise Dispute window will open.



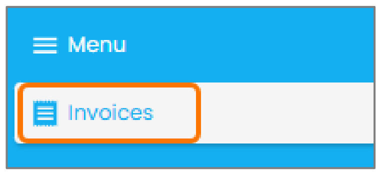
6. Enter the **Amount** to be disputed.
7. Select **Dispute Reason** (required) from dropdown.
8. Add **Comments** (required) as to why you are disputing the amount.
9. Add **Notes** (required) as needed. You can type the same information from **Comments**.
10. **Click Raise Dispute** to create dispute(s).

Note: *The Disputes tab contains list of all invoices with disputes to track status or withdraw the dispute.*

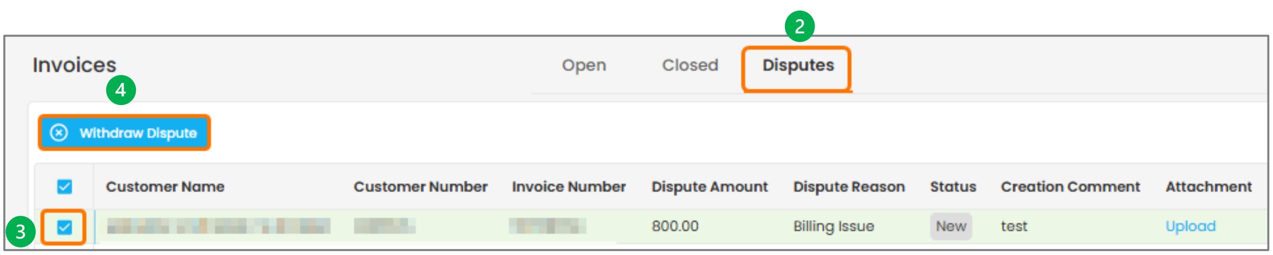


Withdraw Disputes

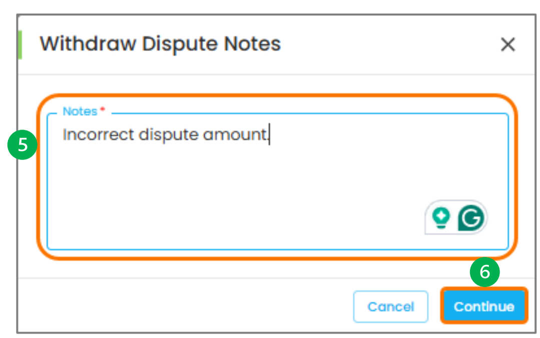
1. On the left side menu, click **Invoices**.



2. Go to the **Disputes** tab.
3. Select the **Disputes(s)** you want to withdraw. ***Note:*** *You may have to use* ***Filters*** *to locate a specific invoice.*



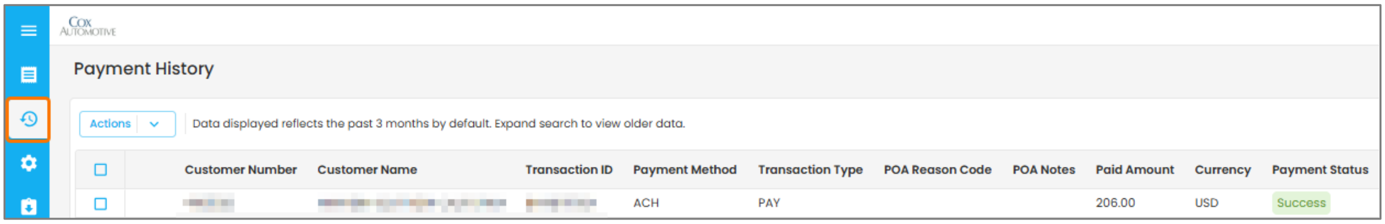
4. Click **Withdraw Dispute**.
5. Add **Notes** as to why you are withdrawing the dispute(s). More information will expedite the results.
6. Click **Continue**.



7. Click **Yes** to confirm the withdrawal. ***Note:*** *Disputes cannot be re-opened once withdrawn.*

How to View Payment History

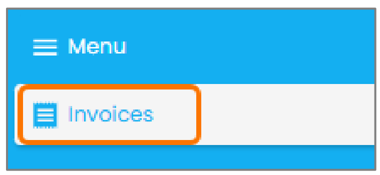
To view payment history, click on the **Payment History** icon on the left side menu. It displays the entire list of payments made to Cox Automotive and its brands associated with that customer. The screen displays all relevant information about the payment including Payment Method, Transaction Type, Paid Amount, the date payment was initiated, Scheduled Date, etc. Scheduled payments can be cancelled here. ***Note:*** *Data displayed reflects the past 3 months by default. To view older data, the search can be expanded.*



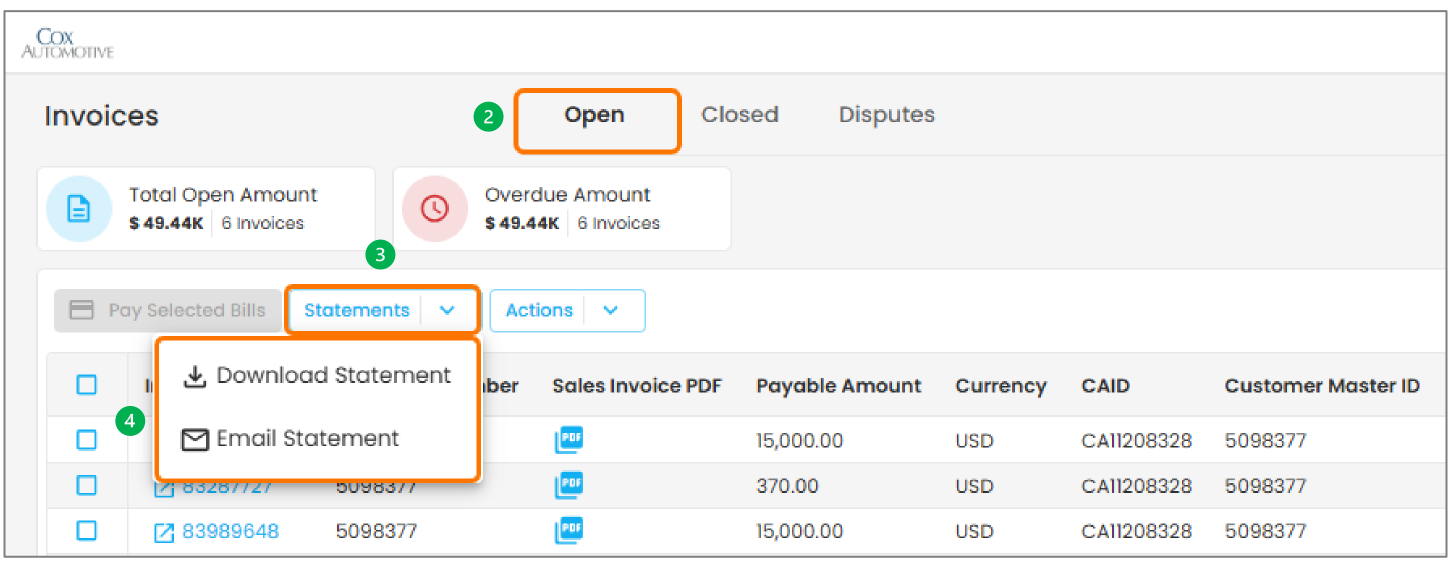
How to Generate a Statement

Statements can be generated by downloading or emailing them.

1. On the left side menu, click **Invoices**.

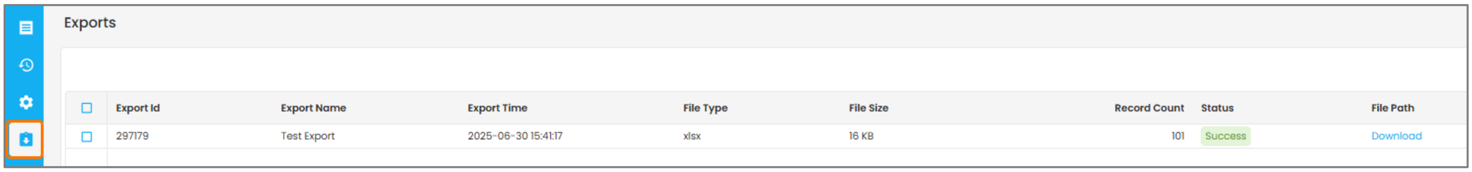


2. Go to the **Open** tab.
3. Click the **Statements** drop down.
4. Click **Download Statement** or **Email Statement**. Follow the prompts to open a PDF of the statement for download or email the statement within the portal.



Exports

The **Exports** tab is accessible in the left side menu. Here, you can manage and download exported invoices and other documents. All exports are visible here.

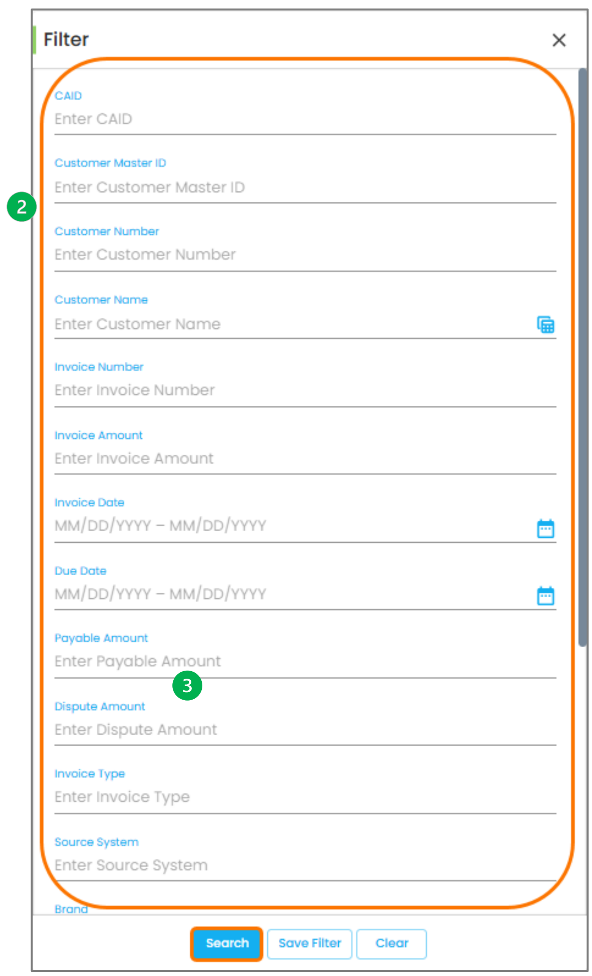


Filters

Use Filters to locate a specific invoice on the Open, Closed or Disputes tab.

1. Under the on the Open, Closed or Disputes tab, click the **Filter symbol** on the far right side.

2. Enter data to locate the desired invoice, such as CAID, Customer Name, Invoice Number, Dispute Amount, etc. ***Note:*** *Not all filter options are available for Disputes.*
3. Click **Search**.

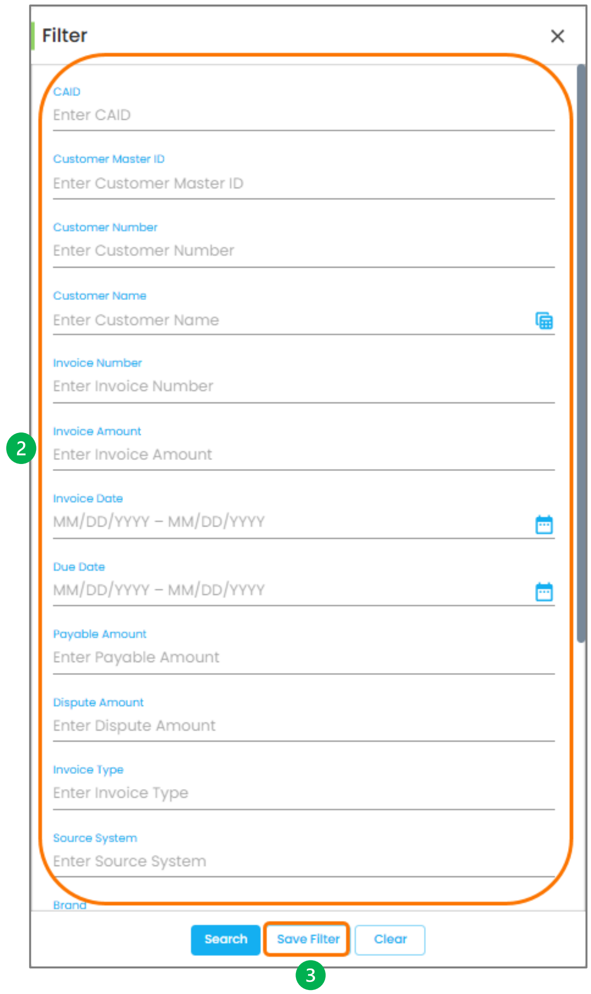


Save Filters

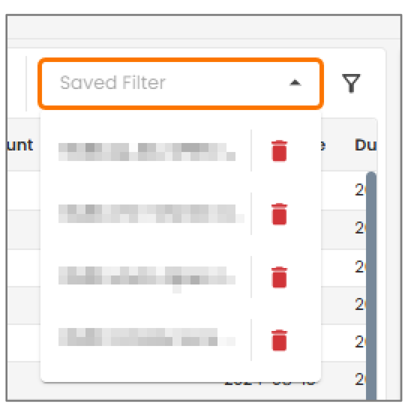
Saved Filters can be created and saved to be used in the Saved Filter Field for invoices in the Open, Closed and Disputes to tabs to use later.

1. Under the on the Open, Closed or Disputes tab, click the **Filter symbol** on the far right side.

2. Enter data to locate the desired invoice, such as CAID, Customer Name, Invoice Number, Dispute Amount, etc. ***Note:*** *Not all filter options are available for Disputes.*
3. Click **Save Filter** to keep the search criteria for future use.

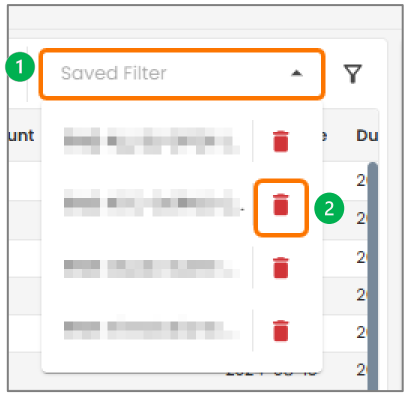


4. Access saved filters in the dropdown in the **Saved Filter** field.



Delete Filters

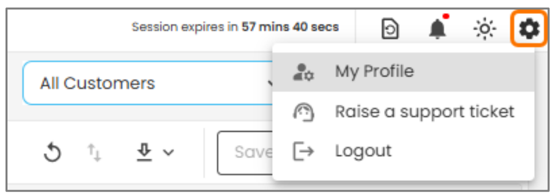
1. In the **Saved Filter** field, click the drop down.
2. Click the red **Delete** icon to remove a filter. A confirmation pop up will appear. Click **Yes** to delete the filter.



Settings

On the top right corner of the portal, a settings icon is available. Click on the settings icons to access the following:

My Profile: Edit the account details, such as, Email Preferences, Password, enable 2 Factor Authentication and more.

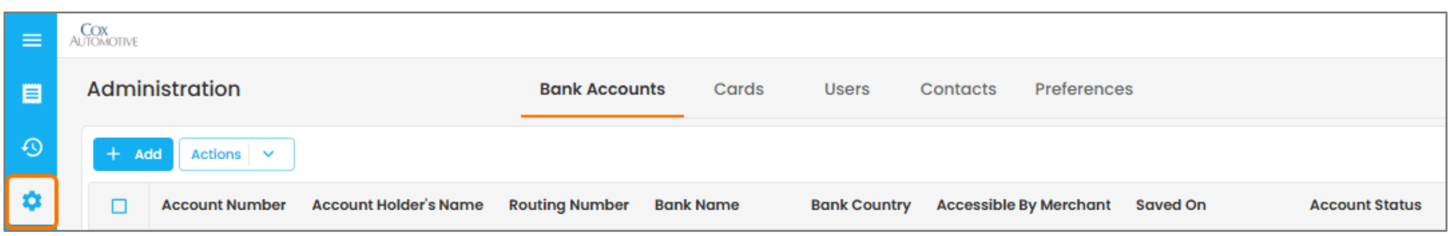


Raise a Support Ticket: Displays email address to contact for help related specifically to the portal.

Logout: Exit the Cox Automotive Payment Portal

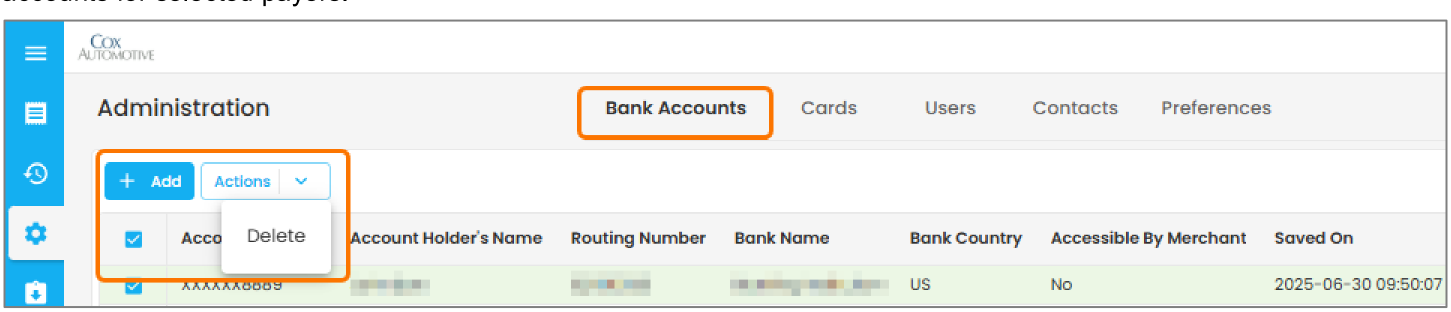
Administration

The **Administration** tab is accessible on the left side menu. Those with the **Admin** security role can manage Bank Accounts, Cards, Users, Contacts and Auto Payment Preferences.



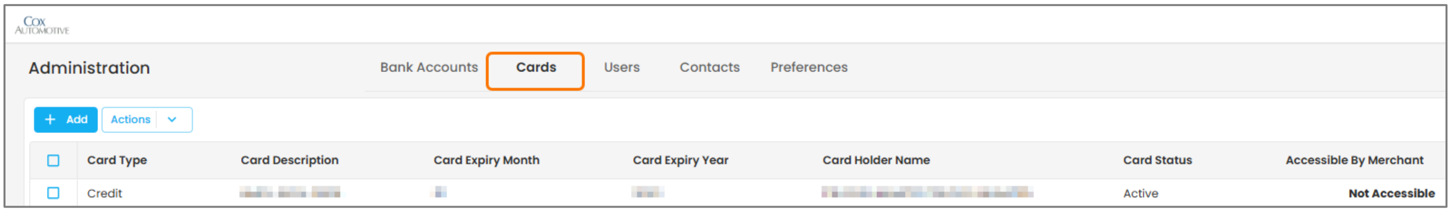
Manage Bank Accounts

Under this section in the **Administration** tab, you can manage bank accounts to make payments and add or delete accounts for selected payers.



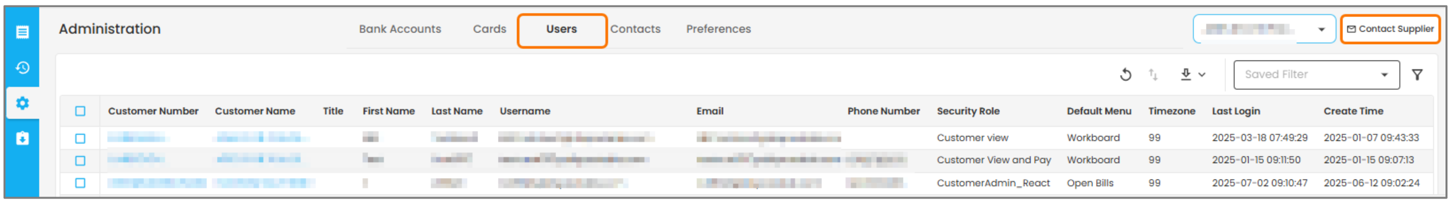
Manage Cards

Under this section, you can add or delete the credit or debit cards of individuals who can log in and access the platform with specific permissions. This section is available if card payments are allowed for the customer.



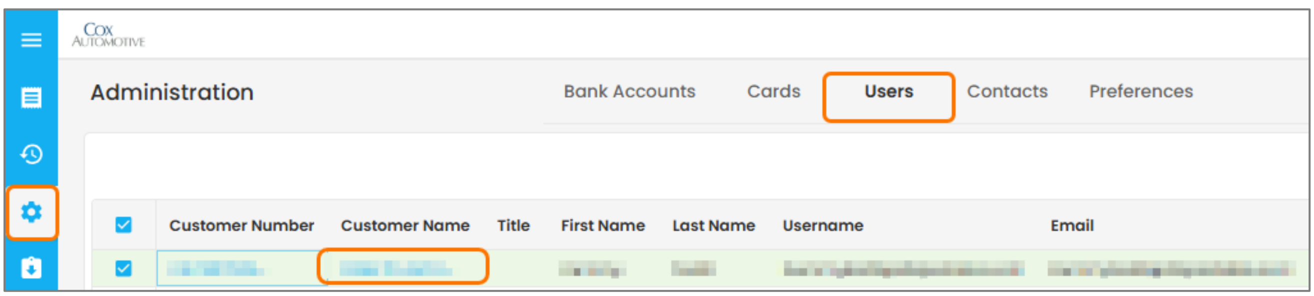
Manage Users

Under this section, you can manage individuals who can log in and access the platform with specific permissions. You can search customers, export them and link/unlink customers. From this page, you can also contact the Cox Automotive Billing Support Team by clicking [Contact Supplier](#).

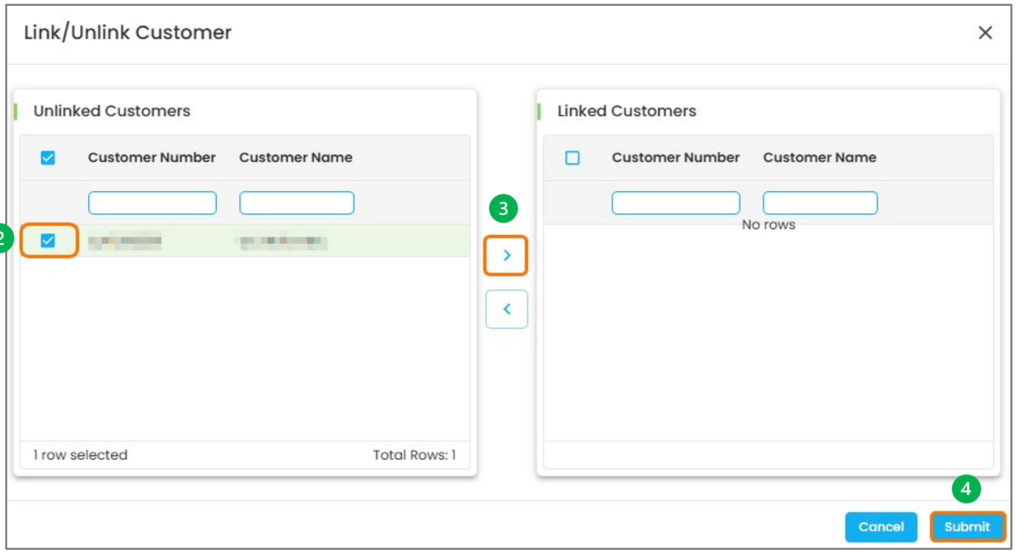


Link Customers

1. In the **Users** tab under **Administration**, click the **Customer Name** that you want to link.

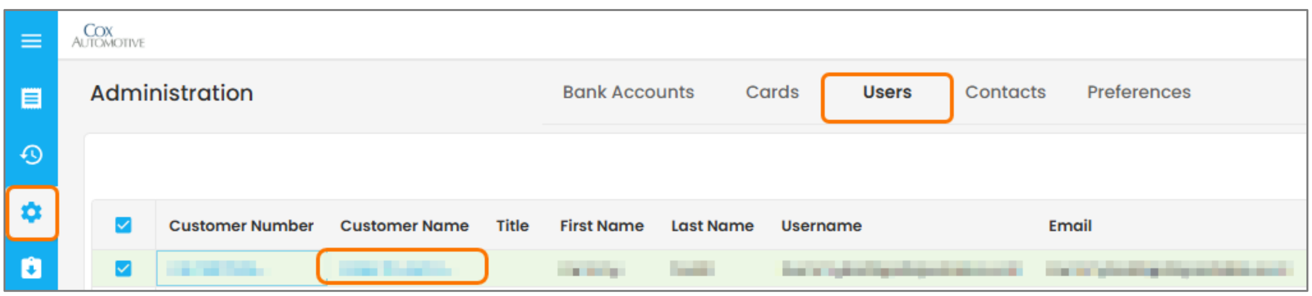


2. In the **Link/Unlink Customer** window that appears, click the customer in the **Unlink Customers** section to be moved to the **Linked Customers** section.
3. Click the **right arrow** button to link the customer to the account.
4. Click **Submit** and follow the prompts to confirm. ***Note:*** *At least one customer must be linked to the user.*

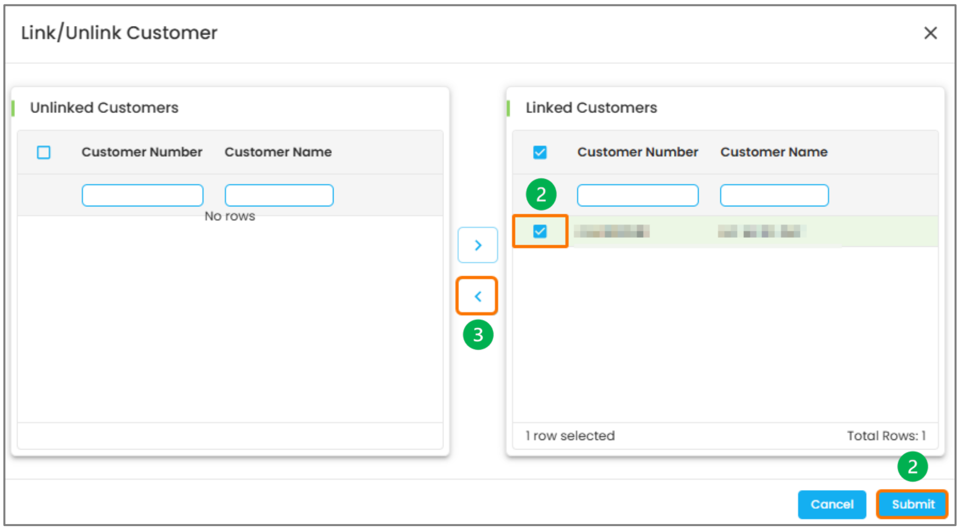


Unlink Customers

1. In the **Users** tab under **Administration**, click the **Customer Name** that you want to link.

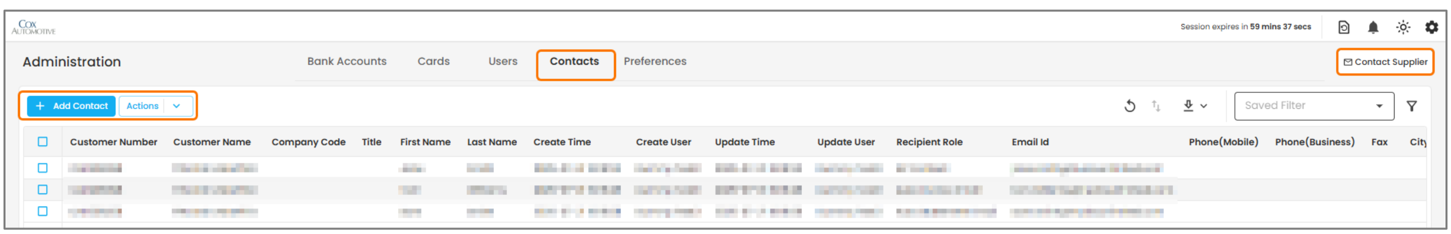


2. In the **Link/Unlink Customer** window that appears, click the customer in the **Linked Customers** section to be moved to the **Unlinked Customers** section.
3. Click the **left arrow** button to unlink the customer from the account.
4. Click **Submit** and follow the prompts to confirm. ***Note:*** *At least one customer must be linked to the user.*



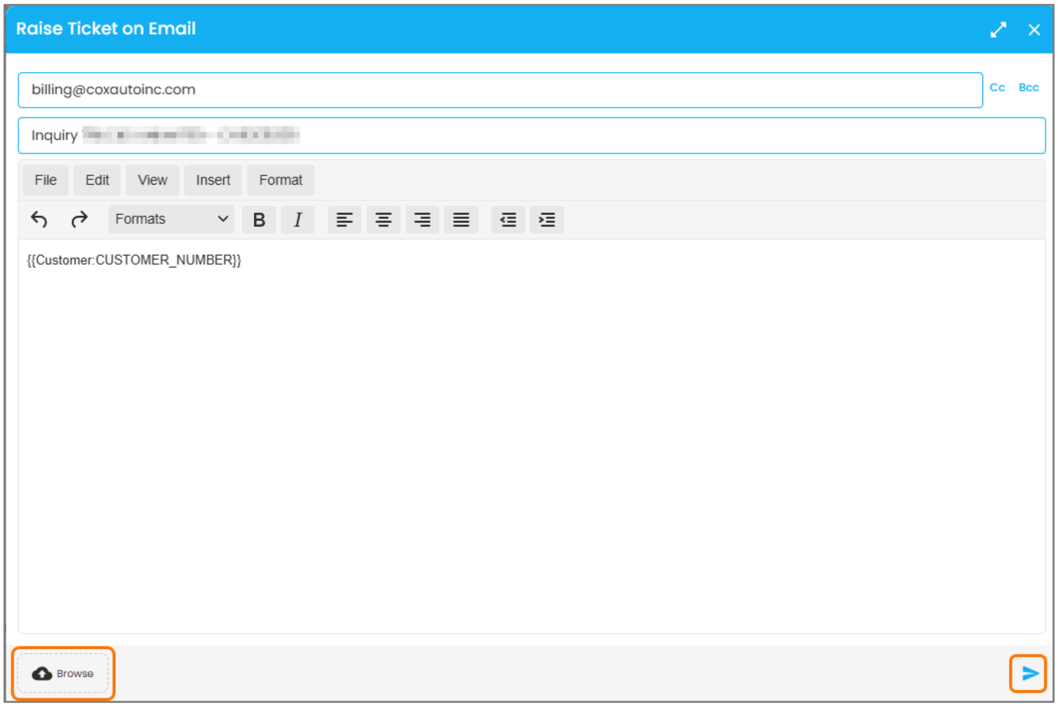
Manage Contacts

Under this section, you can manage the contact information of individuals associated with a customer company, even if they don't have individual login access to the platform. Users are a subset of contacts with active login credentials. You can add, edit or delete a contact by clicking **Actions**. From this page, you can also contact the Cox Automotive Billing Support Team by clicking [Contact Supplier](#).



Contact Supplier

The **Contact Supplier** button is accessible from **Users** and **Contacts** in the **Administration** menu. Once you click Contact Supplier, fill out the Body of the email with your inquiry. **Browse** to attach any relevant files up to 5 MB and click the paper airplane button to reach the Cox Automotive Billing Team.



Questions

If you have questions and are a **Retail** customer, contact **Cox Automotive Billing** by emailing **billing@coxautoinc.com** or call **(888) 431-0116**. Please **provide the following:**

- Customer Number
- Invoice Number
- The nature of your inquiry (please be as specific as possible)

If you have questions and are a **Manheim Commercial** customer, contact **Manheim Commercial AR** by emailing **commercialAR@coxautoinc.com**.