

Frequently Asked Questions

Please see below for any questions you may have

How do I access MUVIT? Is there a MUVIT app I can download?

You can access MUVIT by going to www.muvitcanada.ca or www.muvitcanada.com.

MUVIT has been designed as a mobile responsive site, there is no need to download an app to access it. Simply go to the URL listed above or alternatively, you can also access MUVIT through Manheim.ca under the “Buy” tab. All devices are supported.

How do I get credentials to login?

If you are registered with Manheim, you can use your Manheim.ca login credentials to access MUVIT. If you are not registered with Manheim, you must fill out the Manheim registration form located on www.muvitcanada.com and a Manheim representative will contact you. If you have any issues logging in please contact us at muvitsupport@coxautoinc.com.

How do I upload/post a vehicle for sale on MUVIT?

Using MUVIT’s vehicle capture inspection tool, PAVE. You will be able to upload and post your vehicle for sale within minutes. Once you have signed into MUVIT on your mobile device, navigate to the Sell tab and under Inventory you will need to select “add vehicle”. From there you follow the step by step prompts to successfully capture the vehicles details, pictures and disclosures. If you want to use multiple devices to upload vehicles you can, however you will need to log into MUVIT from every device.

If your vehicle is at a Manheim auction it will receive a full Manheim Condition report with an AutoGrade. All vehicles that have been checked into a Manheim auction will automatically show up in your inventory.

Can I have a someone from MUVIT come and post vehicles for me?

Yes, we do offer Lot Capture services across Canada. For more information please contact muvitsupport@coxautoinc.com

If my vehicles do not sell in the physical lane, can I post them for sale on MUVIT?

Yes. MUVIT is integrated with Manheim inventory so every vehicle that is checked into our auction sites will show up in your inventory. To post a vehicle that has ran in a physical sale, simply select the vehicle and click the add to MUVIT button.

At this time vehicles can only be listed either in-lane or on MUVIT at any given time, they cannot be listed simultaneously.

How do I know which vehicles have been posted?

As a seller, all posted vehicles will appear with a status as “Entered into Auction”, along with the name of the event they listed in. As a buyer, all live vehicles will appear in the Buy tab under “Available”.

Is there a limit to the number of vehicles that can be posted on the site?

No, there is no limit.

Is this a static sale or is there a buy now/bid now option?

Currently the sales events can have a standard reserve bidding auction, make an offer, or a buy-now auction. Sellers can set up sales events that can be 1hr quick listings, custom sales events where the seller determines the start/end time or can list cars into our pre-configured daily listings which start every day at 4pm EST and end the following day at the same time.

How long are the vehicles posted for?

Sellers can set up dynamic sales events. They can determine the length of the sales event, which determines the length of time the vehicle is posted for.

As a seller do I get a confirmation when my vehicle sells on the platform? As a buyer will I get notified if I win an auction/purchase a vehicle?

All buyers and sellers will receive a purchase confirmation email after they have purchased/sold a vehicle. There are also in-app and sms notifications that can be enabled to get notified on vehicle sale.

If a vehicle has been posted and does not sell, can/will it be posted a second time?

Vehicles can be posted multiple times if the seller wishes to do so; there is no limit to the number of times a vehicle can run.

How do I get paid when I sell a vehicle? How do I pay for a vehicle?

Once you sell a vehicle, you will receive a copy of the bill of sale and instructions to mail the ownership to Manheim Toronto. Once we receive the ownership we will issue payment via a couriered cheque.

To pay for a vehicle purchased simply to go your Purchases and click on Pay Now. You will be directed to Manheim.ca where you can pay electronically via PayOnline.

Payment is required for all vehicles purchased before the seller is notified to allow the release of the vehicle. A release form is issued to the buyer once payment has been received and the ownership has been received to the seller with the pick-up location details. The buyer must present this form at time of pick-up so the seller can allow the release of the vehicle(s) purchased. Buyers will have 3 days to pick-up vehicles purchased on MUVIT.

What fees can I expect to buy and sell?

Clients that use MUVIT will incur in transactional fees – a buy fee and sell fee for the buyer and seller respectively. The sell fee is \$25 per vehicle with the buy fees on a sliding scale based on vehicle sale price.

Can I order transport to deliver my purchase?

Yes. Transportation via Ready Logistics is available on all purchases through MUVIT. Ready Logistics can facilitate transport services across Canada and the US. In order to request transportation, go to your Purchases, select vehicles and click Request Transport to follow the guided process to obtain a transport quote and request the service.

Who do I contact if I have an issue to arbitrate?

All arbitrations must follow our arbitration guidelines, which can be found <https://www.manheim.ca/media/1492/manheim-canada-arbitration-policy-eng.pdf>

For any questions please contact us at Lisa.arrigo@coxautoinc.com or 905-875-0654.

Can I order a PSI on a vehicle?

All Manheim services are available for request on vehicles offered or purchased through MUVIT. Some of these services can only be performed on-site at a Manheim auction and will require you to take the vehicle to the closest location for the service to be performed – this would include Pre-Sale and Post-Sale Inspections, detailing and mechanical repairs. Please contact the closest Manheim auction location for more details.

Who do I contact if I have further questions?

Contact us at muvitsupport@coxautoinc.com.