

OVE - Add or Remove an Account for an FSP

Information

Article Number 000004713

Article Type Procedure

Title OVE - Add or Remove an Account for an FSP

Purpose & Scope

Guide through adding or removing an account to or from a Facilitation Service Point so they can list vehicles on behalf of the account or stop receiving updates about the account.

Procedure

Auction employees may call Manheim Client Care to have an account or removed from their location's OVE page.

Follow the steps below to **add** an account to an FSP in OVE:

- Log onto OVE.com.
- Hover over **Admin**.
- Click on **FSP Management**.
- Click on the **Auction's Name**.
- Click **Add Accounts**.
- **Search** for the Account.
- **Verify** that the Universal Number and Account Number match then check the box next to account number.
- Click **Add Account**.
- Scroll to the bottom of the page and click **Save**.

Follow the steps below **remove** an account from an FSP:

- Log onto OVE.com.
- Hover over **Admin**.
- Click on **FSP Management**.
- Click on the **Auction's Name**. This will bring you to the **EDIT FSP** page.
- If the list of **Account Names** is very long, press **Ctrl+F** on your keyboard. Type the **Account Name** to find it more quickly in the list below.
- If the list of **Account Names** is not very long, visually find it in the list.
- **Verify** that the **Account Number** on the right is correct.
- Please note that on the **EDIT FSP** page, only the **5 MILL** account numbers are displaying in the **Account Number** field. National Account numbers do not display on this page, and that field will be blank. Make sure the Account Name exactly matches the one that the FSP employee is looking to remove.
- Click **Remove** on the right.

- Scroll to the bottom of the page and click **Save**.

Comments

Note: If a National Account does not show up in the search results, a new account will need to be created in the AS400 and in Salesforce before it can be attached to the FSP in OVE.

Additional
Comments

System Information

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