

Manheim, OVE - Reasons Why A Dealer Can Be Unauthorized

Information

Article Number 000004811

Article Type Procedure

Title Manheim, OVE - Reasons Why A Dealer Can Be Unauthorized

Purpose & Scope

To outline the reasons why a dealership or representative may be unauthorized to buy or sell on the Manheim or OVE platforms.

Procedure

In order for a dealer to do business with Manheim, they must meet and maintain all necessary qualifications. If a dealer fails to meet those qualifications, they may become **Unauthorized** and consequently, be unable to do business with Manheim for a number of reasons.

The Client Care agent must examine all available tools to locate the cause of any block, such as **Workbench**, the **Notes & Attachments area in Salesforce**, **AS400**, and if necessary, **Global Pay**.

Some issues can be located in **Auction Access**:

- Log onto [Auction Access](#)
- Select any **Location** or the applicable one if the block is from a local auction from the drop-down menu.
- Type the **5Mil Number** in the **Quick Search** field and press **Enter**.
 - If the dealership closed and is **out of business**, there will be an **OOB** message in red on top of the page.



This will cause a dealer to receive a blocking issue when attempting to access the account on OVE.com. There are other reasons why a dealership might be marked as being out of business. The dealership might still be operating, but the owner **failed to file certain state-mandated licensing forms**. Also, the flag may have been **placed in error**. If the caller has questions about the OOB flag on the account, they should be warm transferred to AuctionACCESS to obtain more information. The OOB flag can only be removed by AuctionACCESS and the caller must work with their representative to resolve this blocking issue.

- If the Owner of the dealership is **deceased**, Auction Access will mark the account as **OOB** once they are notified of the death. Even if the next of kin inherits the company, the 5 MIL number will be **permanently closed**

and the new owner must change the ownership and the Social Security number on file with the state agency that issued the dealer license. Client Care **may not** release any information (such as **buying reports, selling reports**) requested by family members or business associates after the death, unless the request is being made by another **Owner** or **Officer** listed on the account.

- If the dealership is not out of business, click Issues on the left to view the list of issues. There are **3 tabs** under the issues menu depending on the scope of the block. Select each one of them to see if anything is listed.
 - **Global:** impacts all auctions, not just Manheim.
 - **Group:** impacts Manheim auctions only.
 - **Auction:** impacts a specific, local auction only.

Blocking issues can also be researched in the AS400:

- Go to the **AS400** → **MAINT 55** → Select the **Facilitating Auction** → **Enter** → **Login** again to gain access to the auction's local AS400.
- At the top of the screen Select Menu and type **Dealer**, tab to Select Option and type **01** → **Enter**.
- Input the dealership's **5Mil** number and press **Enter** through all pages to see if there is any message about the dealer being unauthorized.
- When back on the **Dealer/Signer** page, press **Shift+F6** to view the list of representatives. Select the one that is unauthorized.
 - If the rep's name is listed in **white**, that means their profile is clear.
 - If the rep's name is listed in **red** or **blue**, press **Enter** through each of their profile pages at the auction to review messages about what is causing the block. Please note that **red** indicates "**unauthorized,**" while **blue** means the dealer is "**inactive.**"
- See [Article 000004724](#) for global aging issues.
- See [Article 000005279](#) for \$100 UCL issues.
- See [Article 000004814](#) for over UCL issues.
- See [Article 000005483](#) for expired licenses.
- See [Article 000005482](#) for expired Master Tag.
- See [Article 000005633](#) if the dealer is inactive.
- See [Article 000004729](#) KO Book issues.
- See [Article 000005243](#) for Master 19 issues
- See [Article 000004709](#) for invalid franchise codes.
- See [Article 000005651](#) for Local Auction Block.
- See [Article 000004698](#) for Registering an Individual or Dealership at an Auction.

Comments

Additional
Comments

System Information

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