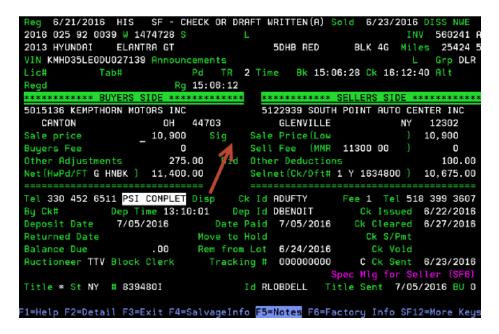# Unable to Se Purchased Transaction

Why can I not see a unit that I purchased under my account?

- Is the person logged in the owner or officer of the dealership? YES-They should see all units purchased by the dealership.
- Is the person logged in the buyer for the unit? YES-They should be able to see the units that "they" bought.

If they say that they "were" they buyer and you can verify that their dealership purchased the unit in AS400 then check to see if there is a number in the "Sig" field of the GI 04 screen of the vehicle.
If there is no number there, then the auction did not designate which rep purchased the unit. If no rep was designated, then this purchase will not show up under the purchases for the dealership or rep.

```
Reg  6/21/2016  HIS   SF - CHECK OR DRAFT WRITTEN(A) Sold  6/23/2016 DISS NWE
2016 025 92 0039 W 1474728 S        L                     INV  560241 A
2013 HYUNDAI    ELANTRA GT              5DHB RED     BLK 4G  Miles  25424 5
VIN KMHD35LE0DU027139 Announcements                         L   Grp DLR
Lic#        Tab#           Pd   TR  2 Time   Bk 15:06:28 Ck 16:12:40 Alt
Regd                       Rg 15:06:12
*********** BUYERS SIDE *************    *********** SELLERS SIDE ***********
5015136 KEMPTHORN MOTORS INC            5122939 SOUTH POINT AUTO CENTER INC
   CANTON        OH   44703                GLENVILLE         NY   12302
Sale price         _ 10,900   Sig    Sale Price(Low      )   10,900
Buyers Fee            0               Sell Fee  (MMR  11300 00  )     0
Other Adjustments    275.00   Fid    Other Deductions               100.00
Net(HwPd/FT G HNBK ) 11,400.00       Selnet(Ck/Dft# 1 Y 1634800 )  10,675.00
===============================      =====================================
Tel 330 452 6511 PSI COMPLET Disp      Ck Id ADUFTY     Fee 1  Tel 518 399 3607
By Ck#          Dep Time 13:10:01    Dep Id DBENOIT      Ck Issued 6/22/2016
Deposit Date    7/05/2016        Date Paid  7/05/2016   Ck Cleared 6/27/2016
Returned Date                   Move to Hold            Ck S/Pmt
Balance Due         .00         Rem from Lot  6/24/2016  Ck Void
Auctioneer TTV Block Clerk       Tracking #  000000000   C Ck Sent  6/23/2016
                                              Spec Mlg for Seller (SF6)
Title * St NY  # 8394801           Id RLOBDELL   Title Sent  7/05/2016 BU 0

F1=Help F2=Detail F3=Exit F4=SalvageInfo F5=Notes F6=Factory Info SF12=More Keys
```

```
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===============================      =====================================
Tel 330 452 6511 PSI COMPLET Disp      Ck Id ADUFTY     Fee 1  Tel 518 399 3607
By Ck#          Dep Time 13:10:01    Dep Id DBENOIT      Ck Issued 6/22/2016
Deposit Date    7/05/2016        Date Paid  7/05/2016   Ck Cleared 6/27/2016
Returned Date                   Move to Hold            Ck S/Pmt
Balance Due         .00         Rem from Lot  6/24/2016  Ck Void
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F1=Help F2=Detail F3=Exit F4=SalvageInfo F5=Notes F6=Factory Info SF12=More Keys
```

When there is a number listed in the "Sig" field this will denote which buyer purchased the unit. Go to "Dealer 01" under the auction location and enter the dealership # and hit "shift F6" this will show you the rep's listed under the dealership and they will have a "Sig# listed next to them. This is the number that the auction needs to put in the "Sig" field when processing the sale for it to show up under the purchases section for the dealership when they go online.

It is possible that the auction can go back in and make the necessary adjustments to this section and it will update the customer's account within 24 hours. However, this does not always work.

```
7/06/16    18:48:50        DEALER/SIGNER INFORMATION        01 DLRUPD  NWE



     Enter Dealer #:  5015136 00   KEMPTHORN MOTORS INC

               Dealer Signer Search
                                           DLRSIG#    NWE
        5015136 KEMPTHORN MOTORS INC

        Sig# Name                        Government ID        AA Rep #
          1  DWAYNE H HOLBROOK           S *****7978          100232903
          2  ROBERT E MILLS             S *****2502          100216893




        F1=Help  F3=Exit  F12=Cancel



 Press ENTER to Process F1=Help F2=Card Reader   F3=Exit F10=GIO1-Search Dlr/Sig
 F11=Select: Signer Number       SF6=Dlr Sig Search        SF7=Dealer Search
                                  SF9=Select All Options
```

```
7/06/16    18:48:50        DEALER/SIGNER INFORMATION        01 DLRUPD  NWE



     Enter Dealer #:  5015136 00   KEMPTHORN MOTORS INC

               Dealer Signer Search
                                           DLRSIG#    NWE
        5015136 KEMPTHORN MOTORS INC

        Sig# Name                        Government ID        AA Rep #
          1  DWAYNE H HOLBROOK           S *****7978          100232903
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        F1=Help  F3=Exit  F12=Cancel



 Press ENTER to Process F1=Help F2=Card Reader   F3=Exit F10=GIO1-Search Dlr/Sig
 F11=Select: Signer Number       SF6=Dlr Sig Search        SF7=Dealer Search
                                  SF9=Select All Options
```