

OVE - Error Bidding, Selling or Accessing the Website

Information

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Article Type Solution to a Problem

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Title OVE - Error Bidding, Selling or Accessing the Website

Problem

- A client attempts to make a purchase on OVE.com and receives the following error message: **User Not Attached to Active Account.**
- A dealer attempts to access the OVE.com website and receives the following error message: **Your account has been disabled. Please contact Customer Care.**
- An Auction employee is trying to list vehicles on behalf of a dealer in OVE.com and receives the following error message: **There is no active seller for this dealer.**
- An auction employee is able to log into Manheim.com but receives the following error message when attempting to log in to OVE.com: **Your account has been disabled.**
- **Note:** If the dealer receives an error message stating "**service temporarily unavailable**" when trying to place a bid on OVE, see comments at bottom of this article.

Solution

[Troubleshooting The Error Messages](#)

These error messages shown above, when received by a **dealership representative**, can be due to them no longer being associated or not properly associated with the dealership they want to buy/sell on behalf of. This is almost exclusively an OVE.com error message. When that happens, Client Care Representatives must try to duplicate the issue by logging in to OVE as the dealer. If able to duplicate the issue, follow the steps below:

- Log onto [Auction Access](#) to verify that the dealer is associated with the account.
- If they have been **removed from the account**, refer them to the owner if they want to be re-added to the account.
- If the rep is **associated with the account** in Auction Access, make sure they are [registered](#) with Manheim Online (and **not just a local auction**).
- Next, check the VIN # of the vehicle the dealer wishes to bid on to see if it's part of a **closed group sale**. Go to **OVE > Sell > Inventory Manager** and search for the VIN. When it comes up, see what **account group** it is listed under. (Example: Toyota Financial Services Stockwave

Offers). To figure out if the group is a closed group, go to **Admin > Account Group Management** and select the **name of the seller**. (Example: Toyota Financial Services). Select **Edit** and it will show if that is a closed or open sale. **If it is a closed sale and the dealership is not a franchise for that manufacturer, let the dealer know they do not qualify to participate in this closed sale. If the dealership needs to be added to the franchise account group, follow the instructions in [Article # 5478, Dealer Access to a Closed Sale](#).**

- If the vehicle is listed in a **closed franchise sale**, ensure that the dealership is added to that group in OVE if they qualify.

If they are already registered with Manheim Online and qualify to be in the sale, follow the steps below to **sync** the association to **Salesforce**.

- Search for the buyer by **100Mil** number.
- Click on the dealer's name labeled **Master Contact**.
- Scroll to the **Associated Customers** field and verify that there is an authorization between the representative and the dealership.
- If there is none, click on the **Auction Access** button on top of the page.
- Type the rep's **100Mil** and the **last 4** digits of their Social Security number or Government ID number as displayed in Auction Access.
- Click **Submit**.
- Once Auction Access is done syncing with Salesforce, a **Success** message will be displayed.

Have rep **log out** of OVE then **back in**, reattempt what they were trying to do and confirm that the issue is resolved.

If they are still unable to purchase or sell on behalf of the dealership, try the following:

- Log onto [Auction Access](#)
- Select the appropriate **Auction Location** from the drop-down.
- Type in the 5Mil or 100Mil number in the **Quick Search** field.
- Press **Enter**.
- Place a checkmark next to **Active** in the Identification field if none is present.
- Click **Save** at the bottom right of that field.
- If under the individual click on **Roles**.
- If under the dealership click on **Individuals**.
- Place a checkmark next to **Active** in the Identification field on that profile page as well.
- Click **Save** at the bottom right of that field.
- Make sure to register them at **Manheim Remarketing Services** if they are not.

Have the rep log out then back into OVE and try again.

[Auction Team Member Login Troubleshooting](#)

If an Auction employee is able to log into Manheim.com but receives an error message stating that their account has been disabled on OVE.com, follow the steps below:

- **Search** for the employee by first and last name

- Click on the **Master Manual** record.
- Make sure that the **Online Role** selected from the drop-down list is **Location/FSP Employee**.
- Scroll to the **Associated Customers** field to verify that the auction is listed under **Client Name**. The correct auction record should have the **location code** listed under Client ID.
- If the auction is not listed under Client Name, click **Associate Customer**.
- Type the auction's name in the **Client Name** field.
- Click the **Search** icon.
- Make sure All Fields is selected. If it's not, select it then click **Go**.
- Click the name of the **Auction** which has the location code under Client ID.
- Click **Save** to add the location.

Have the Auction team member attempt to log in again.

If the dealer receives an error message stating "**service temporarily unavailable**" when trying to place a bid on OVE, the dealer should be advised to wait a few minutes and try again to see if the issue resolves itself. The agent should **access OVE** and **check email** for any recent alerts to determine if the site is working properly. Ensure that the dealer is not attempting to buy from their Workbook. The dealer should try to buy the OVE vehicle from Manheim.com and see if that works.

If the issue **does not resolve itself**, the Client Care agent should **reach out to Tier 2**. The case may need to be escalated if it is being caused by internal issues related to the Web site. Advise the dealer to keep trying every few minutes, and meanwhile, Tier 2 will determine if this is a **sitewide issue** that requires a **SNOW ticket**.

Additional Comments

- Comments** If the case needs to be escalated to Tier 2 include the following information.
- Description of the issue including all troubleshooting steps taken.
 - Dealer or employee's Username and Password.
 - Auction location.
 - Dealership's 5Mil number and rep's 100Mil.
 - VIN(s) (If applicable and available).
 - Any other relevant information to the case.

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