

OVE - Dealer Access to a Closed Sale on OVE

Information

Article Number 000005478

Article Type Procedure

Title OVE - Dealer Access to a Closed Sale on OVE

Purpose & Scope

Show how to add a dealership to an Account Group to view closed sale inventory on OVE.

Procedure

If a dealer is unable to view the OVE inventory, cannot bid on units, or does not see one of their accounts when attempting to participate in a **closed sale**, Client Care may need to add them to the **Account Group (Buyer Group)**.

Access to OVE closed sales is managed via Buyer Groups. Franchise codes being in AS400 are not a requirement in order to buy from these OVE closed sales.

If a dealer needs access to an OVE closed sale, the Client Care agent must **verify that they represent that manufacturer. They are not required to be a licensed franchise owner.**

This verification can be done in different ways:

1. Rely on the **DBA name**. (Example: Sunnyside Toyota would be allowed to enter the Toyota Closed Sale because their DBA name is branded with the Toyota name, even though they may not be an official franchise).
2. Look up the dealership in **Auction Access**, click on **Franchise** on the left side menu to see if the Franchise information is listed. Doing this verifies that they **represent the brand**, but remember being a franchise is **NOT** required.
3. Ask the dealer if they were able to purchase from a closed sale before.
 1. If they did, ask for the location
 2. Go to the **AS400** → **MAINT 55** → Select the **auction location** → **Enter** → **Login** again to gain access to the auction's local AS400
 3. At the top of the screen Select Menu and type **Dealer**, tab to Select Option and type **01** → Press **Enter** all the way to the Franchise information page to see if it is listed. Remember that it is **not necessary** for the dealer to have a franchise code. In this step, you are simply looking for any evidence that the dealership **represents that manufacturer.**

4. Go to the dealership's Web site and look for branding there to show that they represent the manufacturer.
5. If it cannot be confirmed that the dealer represents the manufacturer through the steps outlined above, the dealer may not be given access to the OVE closed sale. The caller should be advised to **speak to the General Manager** of the dealership to obtain **some form of proof** that they represent the manufacturer.

To add a dealership to an Account Group after confirming they represent the brand.

- Log onto OVE.com
- Hover over **Admin**.
- Click **Account Group Management**.
- Use the **Ctrl+F** function to find the closed sale.
- Click on the **Closed Sale Name** (e.g. BMW, Mercedes-Benz, Nissan Motor Acceptance Group...)
- Click **Edit** next to the **Buyer Group** that matches the name of the sale (e.g BMW North America Closed Event Sale)
- Click on the **Add Buying Accounts** tab on top.
- Enter the dealership's **5Mil** number.
- Click **Search**.
- Place a **Checkmark** next to the dealership name.
- Click **Add Selected Accounts**.

Have the dealer refresh their OVE page and reattempt to access the sale.

Comments

Notes:

Only **Nissan** dealerships are to be given access to Nissan closed sales and only **Infiniti** dealerships for Infiniti closed sales. If unable to determine if the dealership is a Nissan or Infiniti Franchise, contact one of the 2 people below for assistance:

- Chris Karwoski: Ext **52467**, email address Chris.Carwoski@CoxAutoInc.com.
- Austin Morris: Ext **56240**, email address Austin.Morris@CoxAutoInc.com.

If dealers are asking to get access to the **OVE Element Elite Closed Sale**, please send an email to get permission to add dealers to this sale.

- Stuart Lake, email address Stuart.Lake@coxautoinc.com
- Josh Snow, email address Josh.Snow@coxautoinc.com

For a **Subaru** dealer trying to gain access to a **Subaru closed sale**, please contact the auction directly to have the dealership **added to the franchise group**.

See [this KB Article](#) if a dealer is unable to access an OVE **Open Sale**.

Comments

System Information

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