

AuctionACCESS - Override for Expired Dealer Master Tag

Information

Article Number 000005482

Article Type Procedure

Title AuctionACCESS - Override for Expired Dealer Master Tag

Purpose & Scope

Give the guidelines for overriding an Expired Master Tag issue.

Procedure

Client Care is only authorized to override a Dealer Master Tag issue for dealers who are **NOT** required to submit a Dealer License. To verify whether the dealer qualifies for an override, follow these steps:

1. Log onto [Auction Access](#).
2. Select an **Auction Location** from the drop-down.
3. Type in the 5Mil in the **Quick Search** field → **Enter**.
4. Click **Documents** from the menu on the left.
5. Click the **+** sign next to **Current Documents**.
6. Click the **+** sign next to **Dealer License**.
7. See if any **Dealer License** is listed, expired or not.
 - A. **If there is**, then the expired Master Tag issue **cannot be overridden**.
 - B. If **NO** Dealer License is listed, the **override can be given** if the expiration date was within the previous **14 calendar days** even if the dealer received previous overrides for the same issue. Click **Issues** to verify the expiration date. If the dealer qualifies, proceed to the next step.
8. Go to the **AS400** → **Maint 55** → Select the **Auction Location** → **Enter**. Log in again to gain access to the auction's local AS400 page.
9. At the top of the screen, select Menu and type **Dealer** → Tab to select Option and type **01** → **Enter**.
10. Type the **5Mil** number → Press **Enter**. The issue will pop up on the first screen.
11. Press **Enter** again to access the General Information page.
12. Press **F6** → Place an **X** in the OVR column next to the issue.
13. Press **Enter** through all the AS400 screens until redirected to the dealership search page in order for the change to take place.
14. Press **Enter** once more → Press **F5** once on the General Information page.
15. Scroll until an empty space is available → Type a **Note** about the override that was provided. The Note will say **Override Provided**, the **name of the person** who made the request, and the **type of document** that the override was for (i.e., **Dealer Master Tag**).

16. Press **Enter** through all the pages again.
17. Have the dealer log into the website and confirm that the issue has been resolved.

An override is only valid up to Midnight on the day it is given. Advise the dealer to send a copy of the expired document to AuctionACCESS ASAP to ensure the issue is permanently resolved and provide them with the contact information:

- **Fax number:** Auction Access no longer accepts documents via fax.
- **Email address:** CustomerService@AutoTec.com.
- **Phone number:** 800-665-2133**

****AuctionACCESS** has designated a specific phone line to handle inquiries **from auctions** and **from Client Care agents**. The number is **256-485-4895**. Auction Access is asking Manheim Client Care to always use this number, but it is **NOT to be shared with clients**. The phone number to be dialed by and shared with customers will continue to be **800-665-2133** or **205-414-2739**.

Comments

Additional
Comments

System Information

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Created Date 7/3/2019 12:50 PM

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Number**

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