

# AuctionACCESS -- \$99 Annual Membership Fee

## Information

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**Title** AuctionACCESS -- \$99 Annual Membership Fee

## Summary



**Summary:** This article provides information on the **\$99 annual membership fee** charged to individual dealers by AuctionACCESS.

Beginning **November 2, 2019**, AuctionACCESS is changing over to an **annual subscription model**. All individual members of AuctionACCESS who hold a 100 MILL number must pay a **\$99 annual membership fee**.

The change is occurring so that AuctionACCESS is in a better position to support its existing infrastructure and to invest in new initiatives serving the wholesale dealer community. The fee will also subsidize the growing costs of enterprise data security and adhering to compliance measures. It will enable AuctionACCESS to purge its systems of dealers who have been inactive for many years.

The fee will apply to all **Owners, Officers, Reps, and Drivers**. If an individual is **associated with more than one 5 MILL number**, the fee must **only be paid once a year**. At the dealership level, no fee will be assessed for the 5 MILL numbers.

Any individual joining AuctionACCESS as a **new member** will be immediately required to pay the fee. New enrollments will not be processed until the membership is paid.

Beginning **November 23, 2019**, existing members will begin to be notified that their annual fee is due. Existing dealers will be placed into groups and assigned staggered renewal dates. Thirty days before the renewal date arrives, an invoice will be generated.

Dealers can pay the fee by logging on to **www.auctionaccess.com**, accessing the **AuctionACCESS mobile app**, or by **calling AuctionACCESS at (205) 414-2739 (Option 1)**. Acceptable forms of payment are **ACH, credit card, debit card, and check**. **Manheim will NOT be collecting the fee, either**

**through Client Care or at its auctions.**

**NOTE: Dealers who fail to pay the fee by the required date will have a global block placed on their account in AuctionACCESS and their file will be deactivated in the AuctionACCESS system. This block will prevent them from buying and selling at auctions -- both digital and in-lane. On Manheim.com, this block will result in Issue Code #1039 or Issue Code #1040 displaying as an error message. As soon as the fee is paid, AuctionACCESS will remove the block from the account.**

Callers with questions about the new membership fee or removal of the block should be **referred to AuctionACCESS** for assistance. The Client Care Agent must stress that this fee is not being charged by Manheim and only AuctionACCESS can remove the block.

Comments **FAQs**

The following are answers to **Frequently Asked Questions** about the \$99 membership fee.

**Q:** When does AuctionACCESS expect that all members will have been invoiced for the enrollment fee?

**A:** It is expected that all invoices will have been sent out by May 2020. However, the rollout schedule is still subject to change since this program is in its early stages.

**Q:** Is Manheim willing to pay the fees for certain dealers? Will Manheim credit their accounts for the charge they must pay to AuctionACCESS?

**A:** No, Manheim will not pay or credit back these new fees for dealers.

**Q:** Have Manheim's competitors also agreed to this fee structure?

**A:** The change applies to all auctions that subscribe to AuctionACCESS. It is the decision of the subscribing auction whether or not to continue using the services of AuctionACCESS, and Manheim cannot speak on behalf of other auctions. However, Manheim has independently decided to continue to require dealers to be credentialed through AuctionACCESS. This decision was made because of the value it provides to the integrity of Manheim auctions and to the dealers who participate in them.

**Q:** What if a dealer wants to pay the fee in cash?

**A:** AuctionACCESS will not accept cash, but encourages dealers wishing to use cash to purchase a pre-paid debit card. Payment can then be made to AuctionACCESS on the Web site, the mobile app, or via telephone.

Additional  
Comments

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