

# OVE - Import a Vehicle with Condition Report

## Information

**Article Number** 000005371

**Article Type** Procedure

**Title** OVE - Import a Vehicle with Condition Report

## Purpose & Scope

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Document the steps to follow to import a listing with a **Condition Report (CR)** to the Inventory Manager.

## Procedure

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If a dealer needs assistance with importing a listing with a Condition Report they ordered from a Manheim Auction\*, the Client Care Representative must first verify the vehicle status is in [Digital Tools](#).

1. **Search** for the vehicle by the last 8 or full **VIN**.
2. Look at the Status column in the **Parking Lot Section**.
3. Verify the status next to **Sold at Auction**.
  - A. If it says **NO**, proceed to **OVE parking lot**, select the auction location to import from, search for the vehicle by **VIN #** or **WO #**, click on **Import**. (Even if there is no CR link in the parking lot, OVE will sweep the database and attach the CR to the listing in the client's inventory.) Go to Inventory Manager and verify that the vehicle was successfully imported with the CR attached.
  - B. If it says **Yes**, this means the vehicle at one time sold at auction. The auction will have to stock the vehicle in again under another Work Order # and move the Condition Report over. Also, if there is the error message "**No listings match the filter criteria entered**", this would **prevent** the CR from being downloaded to OVE.
    - a. Call the **Auction's** OVE department to request that they do an **Unbuy** before proceeding with the CR Import.
    - b. If the Auction states they have already done an Unbuy, **escalate the case to Tier 2** with **urgent status**.

Please note that you **cannot import** a vehicle with CR if there is a **"live" listing** on the site. Follow the steps below to verify whether the vehicle is in the Inventory Manager and deactivate it if applicable:

1. Log onto [OVE.com](#).
2. Hover over **Sell**.
3. Click **Manage Vehicles**.
4. Click **Search for Account by VIN**.
5. Type the last 8 or full **VIN** and click **Search**.

- A. If the vehicle does not come up with the dealership attached, proceed with the import process.
  - B. If the vehicle comes up, click the **Account Name**.
6. Make sure the listing is not Live. If it is, select the vehicle and click **Deactivate**.

Have the dealer follow these steps to import the listing with CR:

1. Log onto [OVE.com](http://OVE.com).
2. Hover over **Sell**.
3. Click **Add Vehicles**.
4. Select the correct **Account** from the drop-down if managing more than one dealership.
5. Select **Import from Auctions**.
6. Select the **Auction** that completed the CR.
7. Click **Continue**.
8. Input the **VIN** in the **Single/Partial VIN** field.
9. Select **All Vehicles** from the **Inventory** drop-down.
10. Click **Filter**.
11. Select the vehicle even if the **CR logo** is not showing. The system will attach the CR if it does exist in the Parking Lot.
12. Click **Import and Manage**.

If the dealer is not near a computer or is unable to perform the steps, Client Care Representatives can import the vehicle for them by following these steps:

1. Hover over **Sell**.
2. Click **Add Vehicles**.
3. Click **Search for Account by VIN**.
4. Type the last 8 or full **VIN** and click **Search**.
5. Click the **Account Name**.
6. Select **Import from Auctions**.
7. Select the **Auction** that completed the CR.
8. Click **Continue**.
9. Input the **VIN** in the **Single/Partial VIN** field.
10. Select **All Vehicles** from the **Inventory** drop-down.
11. Click **Filter**.
12. Select the vehicle even if the **CR logo** is not showing. The system will attach the CR if it does exist in the Parking Lot.
13. Click **Import and Manage**.

Please be aware that even if the CR link is not displaying in the parking lot, **it is possible that the CR is available**. A recent OVE update allows OVE to search for a CR in the database, attach it to the listing, and add it to the vehicle in Inventory Manager. You must attempt to import the vehicle into the client's inventory and then wait for the import to finish. Then verify if the CR is available in the client's inventory. **These steps must be taken before reaching out to Tier 2 for assistance.**

\*If the CR was ordered from an Independent Auction, call the applicable auction for assistance with importing the listing with CR.

### **Notes**

If the client is unable to see any auction locations to import from, the Client Care Representative should first log on as the caller and attempt to duplicate the

issue by hovering over **Sell** and clicking **Add Vehicles** and following the steps listed above. The agent can also initiate a Bomgar session to assist the client. If the problem can be duplicated, escalate the case to **Tier 2** for further review.

Sometimes a vehicle will not import from the auction because there is a **Sold Flag** on the vehicle. Go to **Digital Tools** and see if there is a Sold Flag on the **Work Order**. If there is, the auction will have to stock the vehicle in again under another Work Order and move the Condition Report over. This also happens when the auction is **trying to reuse a Work Order number** where the unit already sold under that number. The auction will have to restock the unit in with a new Work Order #. **These numbers cannot be reused**, and doing so can create this type of issue.

Comments

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Additional  
Comments

#### System Information

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