

Delete Duplicate Bank Account in Auction Access

Information

Article Number 000005376

Article Type Procedure

Title Delete Duplicate Bank Account in Auction Access

Purpose & Scope

Help troubleshoot issues with submitting an online payment for a G2G purchase.

Procedure

If a dealer receives an error message while trying to submit a payment for a G2G purchase, this may be because they have a duplicate account in AuctionACCESS. Follow these steps to determine the issue and get it resolved:

1. Ask the client if the account is grayed out.
 - A. If it is, [click this link](#) for instructions on how to resolve the issue.
 - B. If it is not, proceed to the next step.
2. Ask them if they are seeing their **Account Number twice** in the drop-down menu when selecting the payment option.
 - A. If they do **NOT** see a duplicate bank account, [escalate a case to Tier II](#).
 - B. If there is a **duplicate** account, proceed to the next step.
3. Log into [Auction Access](#).
4. Select any **Location** from the drop-down.
5. Type the dealership's Auction Access number in the **Quick Search**.
6. Press **Enter**.
7. Click **Bank Accounts** and verify whether there is a **duplicate** bank account. It would be the **same account number** with **different routing numbers**.
8. Click on the **Bank ID number** to verify whether either of the bank accounts is closed.
 - A. If **one of the accounts** is marked as **closed**, notate that in the case and [escalate it to Tier II](#) to have it deleted.
 - B. If **both accounts** are **open**, ask the client which routing number is correct.
 - a. If the client has a **username** and **password** for [Auction Access](#), they can **log in** and **close the duplicate** account.
 - b. If the client declines or does **not** have login credentials for [Auction Access](#), call **AuctionACCESS** and ask for assistance with deleting the incorrect/duplicate account.

- c. **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**.

- 9. Have the client **log out** then **back in** then attempt to submit the payment again.

If they keep receiving the **same error message**, escalate the case to Tier II after documenting all troubleshooting steps taken.

Comments

Additional
Comments

System Information

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