

# MANHEIM - Seller Dashboard - Account not Listed

KBA-02083-C3GVCS

**Purpose & Scope:** Provide procedures for locating an account that is not listed or cannot be found.

**Procedure:** When users log in to select an account, they may not see an account or account grouping they need access to.

## Check the following:

**Scenario 1:** In Vicki, Account is listed, and user is authorized to sell

**Answer:** If accounts are listed, and user is authorized to sell, the account may need to be added to the Seller Dashboard, Escalate to App Support by way of Tier 2.

**Scenario 2:** In Vicki, Account is listed but user is not authorized to sell.

**Answer:** Contact NCSS Asst. Sales Eng. they will verify if the user should be allowed Seller authorizations. CCC will update in Vicki

**Scenario 3:** In Vicki, Account not listed

**Answer:** Contact NCSS Asst. Sales Eng. They will verify whether the CCC should add account to user's Contact record in Vicki.

**Subject:** Account Management

**Product:** Manheim.com

## Additional Comments

Reference - L&D Quick Reference Guide - 6.17.15