

MANHEIM - Seller Dashboard - Sale Lane not listed

KBA-02085-5XH3HY

Question

What are the procedures if the sale lane is not listed/viewable?

Answer

Scenario 1: Only sale lanes with registered vehicles will be listed. If there are not any vehicles registered for the selected account, the sale lane will not yet be listed.

Answer - Vehicles need to be registered

Scenario 2: If there are registered vehicles in a lane and the sale lane is not listed, check the user account access.

Answer: Check to see if the account is listed in Vicki for the user and is allowed to sell. If account is listed, and user is allowed to sell, the account may need to be added to the Seller Dashboard, Escalate Case to Application Support by way of Tier 2.

Scenario 3: Seller Unable to see Auction location when going into Seller Dashboard.

Obtain an example VIN that they are running and pull it up in the auction's AS400. Most of the time with seller dashboard or remote seller access it's because the auction has the units stocked in under an account number that the rep doesn't have access to. Add the 4-mil number, to the Vicki record, that the auction is using and then it should come up in dashboard.

Subject: Account Management

Product: Manheim.com

Additional Comments

Reference - L&D Quick Reference Guide - 6.17.15