



AuctionACCESS Membership FAQ's for Dealers

Q: What is the AuctionACCESS Membership fee and who is responsible for paying it?

A: The annual membership fee is \$99 USD per individual in AuctionACCESS. There is no charge to the company/dealership itself, only to the individuals credentialed in AuctionACCESS. If that individual works for multiple companies, they are still only required to pay \$99 USD for their individual membership.

Q: AuctionACCESS used to be free for dealers, why did it change?

A: For more than 20 years, AuctionACCESS has provided the highest level of value and customer service to seamlessly connect dealers and wholesale auctions throughout the US and Canada. Today, AuctionACCESS facilitates online and physical auction credentialing at over 320 auction locations. We continue to develop new solutions that create a more efficient experience for both auctions and dealers. Over that time, the costs of providing enterprise class data security and the compliance measures associated with handling personally identifiable information have significantly increased.

AuctionACCESS is committed to continuing to invest in our services and features to enhance data-security, user-experience and digital efficiencies within our platform. To ensure that auctions and our dealer members continually benefit from the features they need and deserve, AuctionACCESS is adding an annual subscription model of \$99 USD per year for members.

Q: How do individuals pay to renew their membership?

A: Individuals can pay via credit card or debit card through multiple channels. They can also mail AuctionACCESS a check if they would like. Individuals will not be able to pay with cash. For those interested in paying with cash, we encourage them to purchase a pre-paid debit card. Payments can quickly be made through one of the following methods:

- Individuals can pay directly from the invoice AuctionACCESS emailed them in advance of their renewal date.
- Individuals can go to www.AuctionACCESS.com/membership and securely pay with credit or debit card by entering their 100 million number (which is found on their card).
- Individuals can call AuctionACCESS Customer Support at (205) 414-2739 and press option 1 to "pay for my membership." Credit card information can be securely processed and verified over the phone.

- Individuals can log in to their accounts at AuctionACCESS.com and select to “Renew my Membership.” There they can pay via credit card or debit card.
- Auction personnel will be able to send a payment link via text or email to individuals by hitting a button on that individual’s profile in AuctionACCESS.
- Individuals can log into their account on AuctionACCESS Mobile and request a payment link to be sent via email or text.

Q: What happens if an individual doesn’t renew their membership by their assigned renewal date?

A: If an individual has not paid their annual membership fee by their renewal date, an AuctionACCESS issue, entitled “Membership Fee Due,” will be placed on that individual’s AuctionACCESS account and your credential file will be deactivated and inaccessible in our system.

Q: I’m an owner/officer and can’t recall who is authorized as a rep under my dealership and I’m sure some of them no longer work for me. How can I manage this information?

A: There are a number of ways for an owner/officer to quickly and easily manage the individuals authorized on their dealership. You will need your AuctionACCESS.com username and password. If you don’t have one, or can’t recall your username/password, go to AuctionACCESS.com to retrieve your credentials using forgot password/forgot username or create username.

You can view and easily remove unauthorized individuals from your account through one of the below ways:

- Log into AuctionACCESS.com and select “Add or Remove Individuals” under the Manage Individuals section. Hover over the individual you wish to remove and click remove. You will be prompted to digitally sign a Removal Letter to complete the process.
- Log into AuctionACCESS Mobile and select “Company” at the bottom. Click “Manage Individuals” and Remove the individual you wish to take off your account. You will be prompted to digitally sign a Removal Letter to complete the process.

Q: When will the membership initiative begin?

A: **The AuctionACCESS membership initiative will officially begin on November 2, 2019** for newly enrolling individuals. On that date, newly enrolling individuals will be required to pay for the \$99 USD annual fee as part of their enrollment in AuctionACCESS. Enrollments will not be complete until the membership fee has been processed.

AuctionACCESS will begin applying the membership initiative to groups of existing individuals in late November.

Q: How will you roll out renewals on existing individuals?

A: Starting at the end of November, AuctionACCESS will divide up all existing individuals into different groups with different renewal dates. Groups will be determined based on how active they are at auctions and how long they have been in AuctionACCESS. Five weeks before their renewal date, AuctionACCESS will email individuals to let them know that their renewal is upcoming and to expect to start receiving invoices. Invoices (and reminders) will be sent to dealers at the following timelines in advance of their renewal date:

- 30 days before renewal
- 10 days before renewal
- 2 days before renewal
- The day of their Membership Renewal

We will also be calling and texting individuals who haven't renewed as we get closer to their actual renewal date. This process will continue through the first quarter of 2020 until all individuals have been invoiced for their renewals.

Q: I'm an owner/officer of a dealership. Can I pay for all the authorized individuals on my account at once?

A: Yes, credentialed owners/officers of dealerships can renew multiple memberships easily by logging into their individual account at AuctionACCESS.com. Once logged in, owners/officers can select "Renew Multiple Memberships," and select all the individuals for which they want to make renewal payments.