

# Representative FAQ

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# Add New Rep

## Add Representative

Select Dealer Profile Application>> Select the Dealer>>Select Representative Tab

On the right-hand side Click the '**Add Rep**' order button to launch the form.

The 'Add Rep' form is identical to the 'Edit Rep' form except that the 'Status' is set to 'Active'

**Z - Auctionstreaming Group LLC - 3 > Rep Name** Hide Details ▾

Address Type Business Street 1600 Westgate Circle, Suite 255 Brentwood TN 37027 United States	Phone 615-200-8376 Office Ext: Department: PIN:	Bus ID: Dealer License AuctionAccessID: Dealer Type: Used Status: Active	Orig Reg: 04/23/2012 Last: 05/31/2022 Allowed: Buy / Sell Email:	Rep Name Rick Wells - 3 Last Visit: 09/24/2020 Allowed: Buy / Sell Rep ID: 3	Dealer Alert
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Dealer **Representatives** | Account | Banking | Vehicles

**CONTACT INFORMATION**

**PERSONAL**

First\* Rick | Last\* Wells | Middle |  
DOB | Title | PIN | Nick

**ADDRESS**

Address Type\* Personal Street | City\* Brentwood | State\* TN | ZIP\* 37027 | Country\* United States  
Main Address\* 1600 Westgate Circle, Suite 255 | Additional Address 1 | Additional Address 2  
 InActive  Default

**PHONES**

Location\* | Number\* | Ext. | Department | Email

ORDERS

[Edit Rep](#)

[Rep Check In](#)

**[Add Rep](#)**

[Add Rep Photo](#)

[Adjustments](#)

[Charges](#)

[Dealer Settlement](#)

## Add

- Name

**Representative Add** [Close]

Dealer Clarksville Auto Auction Address 247 Needmore Rd City Clarksville TN 37040 Type Business Street United State Phone 931-647-5700 Ext	<input type="checkbox"/> Create Online Account Cust ID 1 Account 01-00000001 Status Active Type Auction Allowed Buy / Se Orig Reg 03/21/2011 Last Visit 06/11/20
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Address Permissions Fees Fleet Rep Photo

Name Address 247 Needmore Rd City Clarksville TN 37040 Type [Add New Addr] v Phone [Add New Phor] v Ext	Location Home v PIN Number 931-647-5700 Ext Delete Email <input type="checkbox"/> InActive <input checked="" type="checkbox"/> De
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Status Active v First Last Nick SSN	PIN Middle Title DOB	Address 247 Needmore Rd Addr 1 Addr 2 City Clarksville State TN v Zip 37040 ited Stat
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Ok

Only the First and Last names are required, all other fields will populate with information from the Dealer as default. If the default information is not correct you may change it before clicking 'OK' to save and create a new Rep.

### Rep Checkin

Select Dealer Profile Application>> Select the Dealer>>Select Representative Tab

On the right-hand side Click the '**Rep Check In**' order button to launch the form.

Address Type Business Street ▾ 247 Needmore Rd Clarksville TN 37040 United States	Phone 931-647-5700... ▾ Ext: Department: PIN:	Bus ID: Dealer License AuctionAccessID: Dealer Type: Auction Status: Active	Orig Reg: 03/21/2011 Last: 06/11/2021 ⌚ Allowed: Buy / Sell Email:	Rep Name Larry Seay - 1 ▾ Last Visit: Allowed: Buy / Sell Rep ID: 1	Dealer Alert ADMIN ONLY; do not use
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Dealer **Representatives** Account Banking Vehicles

CONTACT INFORMATION

PERSONAL

First\* Last\* Middle

DOB Title PIN Nick

ADDRESS

ORDERS

- Edit Rep
- Rep Check In**
- Add Rep
- Add Rep Photo
- Adjustments
- Charges
- Dealer Settlement

## Checkin

**Representative Checkin** ✕

<b>Representative</b> Rep Gilbert Michell jr 000002079 Acct Name 2 BROTHERS AUTO SALES Dealer ID 01-000000734	<b>Charges</b> Amount 0.00 Taxes 0.00 Order Total 0.00
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Order

Sale Date **08/04/2022 Thursday** ▾  Use Customer Nr Bidder ID

On Line Bidder

Verify the Rep Name and Dealer Name to ensure you have the right person

Select the **Date of the Sale** you which to check the Rep into then Click '**OK**' when complete.

A bidder Badge will automatically be printed and shown on the screen



# Edit Rep

## Edit Representative

Select Dealer Profile Application>> Select the Dealer>>Select Representative Tab

On the right-hand side Click the '**Edit Rep**' order button to edit Reps' Information.

2 BROTHERS AUTO SALES - 2079 > Gilbert Michell jr - 2079

[Hide Details](#)

Address Type

Business Street

830 TRIPLETT STREET  
OWENSBORO  
KY 42303  
United States

Phone

270-688-7838...

Ext:  
Department:  
PIN:

Bus ID: Dealer License

AuctionAccessID:

Dealer Type: Franchise

Status: Active

Orig Reg: 04/13/2022

Last:

Allowed: Buy / Sell

Email:

Rep Name

Gilbert Michell j...

Last Visit:  
Allowed: Buy / Sell  
Rep ID: 2079

Dealer Alert

Dealer	<b>Representatives</b>	Account	Banking	Vehicles
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CONTACT INFORMATION

PERSONAL

First*	Last*	Middle	
Gilbert	Michell jr		
DOB	Title	PIN	Nick
	OWNER		

ADDRESS

Address Type*	City*	State*	ZIP*	Country*
Personal Street	OWENSBORO	KY	42303	United States

ORDERS

- Edit Rep**
- Rep Check In
- Add Rep
- Add Rep Photo
- Adjustments
- Charges
- Dealer Settlement

If the Dealer has more than one Rep you can choose the Rep you which to CheckIn or Edit by Clicking the plus sign beside the dealer name in the Left pane to expand then selecting and highlighting the Representative you want.

Q Dealer Name Search

### 231 Car Sales Inc. - 301 > Josh Mckinney - 618

Hide Details

- + 1 Stop Motorsports - 115
- + 101 Motorsports - 1057
- + 109 Auto Sales Inc. - 975
- + 1st Choice Auto Sales, LLC - 25
- + 1st Choice Collision Center - 16
- + 1st Investors - 124
- + 2 BROTHERS AUTO SALES - 2
- 231 Car Sales Inc. - 301

Address Type Business Street	Phone 615-444-9585...	Bus ID: Dealer License AuctionAccessID: 505174	Orig Reg: 10/08/2019 Last: 08/11/2022	Rep Name Josh Mckinney...	Dealer Alert
500 SOUTH CUMBERLAND LEBANON TN 37087 United States	Ext: Department: PIN:	Dealer Type: Franchise Status: Active	Allowed: Buy / Sell Email: lp.moore@yahoo.cc	Last Visit: 08/04/2022 Allowed: Buy / Sell Rep ID: 618	

Dealer Representatives Account Banking Vehicles

First* Josh	Last* Mckinney	Middle	
DOB	Title	PIN	Nick

- Lp Moore - 301
- Josh Mckinney - 618
- LYNOTTE MOORE - 1126
- JOSHUA MCKINNEY - 1407

There are 5 tabs of information you can edit; Contact Information, Permissions, Account, Fees, and Fleet

### 2 BROTHERS AUTO SALES - 2079 > Gilbert Michell jr - 2079

Hide Details

Address Type Business Street	Phone 270-688-7838...	Bus ID: Dealer License AuctionAccessID:	Orig Reg: 04/13/2022 Last:	Rep Name Gilbert Michell jr...	Dealer Alert
830 TRIPLETT STREET OWENSBORO KY 42303 United States	Ext: Department: PIN:	Dealer Type: Franchise Status: Active	Allowed: Buy / Sell Email:	Last Visit: Allowed: Buy / Sell Rep ID: 2079	

Dealer Representatives Account Banking Vehicles

CONTACT INFORMATION	+
PERMISSIONS	+
ACCOUNT	+
FEES	+
FLEET	+

ORDERS

- ✓ Save
- Cancel
- Rep Check In
- Add Rep
- Add Rep Photo
- Adjustments
- Charges
- Dealer Settlement

Click 'Save' when you have completed making and verifying the changes.

# Rep Permissions

## Rep Permissions

Select **Dealer Profile** Application>> Select the Dealer>>Select Representative Tab

In the left-hand pane Expand the Dealer by Clicking the + then Select the Rep you which to edit

On the right-hand side Click the '**Edit Rep**' order button

The screenshot displays the 'COUNTRY CLASSIC CARS LLC - 892' dealer profile. The 'Representatives' tab is active, showing a list of representatives. 'MICHAEL BORGARD - 1294' is selected and highlighted with a red box. The main content area shows contact information for Michael Borgard, including first name (MICHAEL), last name (BORGARD), middle (A), and date of birth (10/12/1967). The right sidebar contains an 'ORDERS' menu with an 'Edit Rep' button highlighted in red.

Scroll and click on the Permissions Tab to expand to edit Reps' Information.

## Allowed filed

- **NA** - No Buying and No Selling. The Dealer and its Reps will not be able to Register Vehicles for Sale or Check-in as a Buyer for any Sale.
- **Buy** - Buying Only. The Dealer and its Reps may obtain a Bid badge through Rep Check In, although they will not be able to Register Vehicles for Sale.
- **Sell** - Selling Only. The Dealer and its Reps may Register Vehicles for Sale, although they will not be able to Check-in as a Buyer.
- **Buy / Sell** - Buying and Selling. The Dealer and its Reps may Register Vehicles for Sale as well as Check in as a Buyer.
- **Pre Reg** - Pre Registration is used to indicate the Dealer Registration is incomplete and permission for Buying and Selling is not granted.
- **Marketing** - Marketing is used to indicate the Dealer Registration is for Marketing purposes only and permission for Buying and Selling is not granted.

- **Exclude Mailing:** Setting the 'Exclude Mailing' value to true (clicking the check box) will exclude this dealer from being included in the Mailing Label report.

**Note: By selecting 'NA' you will set the Representative to 'In Active' status and they will not be able to Buy or Sell or Check-In for a Sale.**

The screenshot displays a web application interface for managing dealers and their representatives. The main header shows the dealer 'COUNTRY CLASSIC CARS LLC - 892' and the representative 'GREGORY RAPP - 1620'. A sidebar on the left lists other dealers, with 'COUNTRY CLASSIC CARS LLC' selected. The main content area is divided into sections: 'CONTACT INFORMATION', 'PERMISSIONS', 'BUYER PAYMENT METHODS', and 'SELLER PAYMENT METHODS'. A 'Representative Checkin' modal is open, showing details for the representative 'GREGORY RAPP' and the dealer 'COUNTRY CLASSIC CARS LLC'. The 'Allowed' dropdown in the 'PERMISSIONS' section is set to 'NA'. The 'ORDERS' sidebar on the right contains buttons for 'Rep Check In', 'Add Rep', 'Add Rep Photo', 'Adjustments', 'Charges', and 'Dealer Settlement'.

In the permissions section you can Input the following Payment Method for Buying and Selling:

## Payment Methods

Select Payment Type for use in **Seller Settlement**.

Cash, Check, Draft and Wire

Select Payment Type for use in **Buyer Settlement**.

Cash, Check, Credit,

Debit, Wire, P/M Order,

Draft, Floor Plan, TeleCheck,

Travelers Check, Cashier

Dealer **Representatives** Account Banking Vehicles

Buy / Sell [ ] [ ] [ ]

Mandatory Buyer Inspection  Authorize Unpaid Buyer Departure

BUYER PAYMENT METHODS			SELLER PAYMENT METHODS		
<input checked="" type="checkbox"/> Cash	<input checked="" type="checkbox"/> Check	<input type="checkbox"/> Draft	<input checked="" type="checkbox"/> Cash	<input checked="" type="checkbox"/> Check	<input type="checkbox"/> Draft
<input type="checkbox"/> Wire	<input checked="" type="checkbox"/> Floor	<input type="checkbox"/> P/M Order	<input type="checkbox"/> Wire		
<input type="checkbox"/> Credit	<input type="checkbox"/> TeleCheck	<input type="checkbox"/> Cashier			
<input type="checkbox"/> Debit	<input type="checkbox"/> TravCheck				

ORDERS

Click 'Save' to Save.

## Setting Permission

## Payment Method

# Rep Fees by Vehicle Type

## Rep Fees by Vehicle Type

Select **Dealer Profile** Application>> Select the Dealer>>Select Representative Tab

In the left-hand pane Expand the Dealer by Clicking the + then Select the Rep you which to edit

On the right-hand side Click the '**Edit Rep**' order button Scroll to the **fees** Sections

There are five different Vehicle Types and each of the fees mentioned below are applied to each type.

- Automobiles
- RV's
- Marine
- Power Sports
- Salvage

Select (outlined in red)

COUNTRY CLASSIC CARS LLC - 892 > Russ Noel - 892 Hide Details ▾

Address Type Business Street ▾ 2149 E FRONTAGE RD STAUNTON IL 62088 United States	Phone 618-635-7056... ▾ Ext: Department: PIN:	Bus ID: Dealer License AuctionAccessID: 504028 Dealer Type: Franchise Status: Active	Orig Reg: 03/23/2021 Last: Allowed: Buy / Sell Email:	Rep Name Russ Noel - 892 ▾ Last Visit: 03/26/2022 Allowed: Buy / Sell Rep ID: 892	Dealer Alert
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Dealer **Representatives** Account Banking Vehicles

FEES

AUTOMOBILE	MARINE	POWERSPORTS	RV	SALVAGE
Buyer Standard ▾	Buyer Standard ▾	Buyer Standard ▾	Buyer Standard ▾	Buyer Standard ▾
Seller Standard ▾	Seller Standard ▾	Seller Standard ▾	Seller Standard ▾	Seller Standard ▾
Title Standard ▾	Title Standard ▾	Title Standard ▾	Title Standard ▾	Title Standard ▾
Draft Standard ▾	Draft Standard ▾	Draft Standard ▾	Draft Standard ▾	Draft Standard ▾
O/L Standard ▾	O/L Standard ▾	O/L Standard ▾	O/L Standard ▾	O/L Standard ▾

Ignore Buyer Fee Override

ORDERS ×

- Save
- Cancel
- Rep Check In
- Add Rep
- Add Rep Photo
- Adjustments
- Charges
- Dealer Settlement

- Buyer Fees
- Seller Fees
- Title Fees

- Draft Fees

Select (outlined in blue)

COUNTRY CLASSIC CARS LLC - 892 > Russ Noel - 892 Hide Details ▾

Address Type Business Street ▾ 2149 E FRONTAGE RD STAUNTON IL 62088 United States	Phone 618-635-7056... ▾ Ext: Department: PIN:	Bus ID: Dealer License AuctionAccessID: 504028 Dealer Type: Franchise Status: Active	Orig Reg: 03/23/2021 Last: Allowed: Buy / Sell Email:	Rep Name Russ Noel - 892 ▾ Last Visit: 03/26/2022 Allowed: Buy / Sell Rep ID: 892	Dealer Alert <div style="border: 1px solid #ccc; height: 40px;"></div>
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Dealer | **Representatives** | Account | Banking | Vehicles

Ignore Buyer Fee Override  
 Ignore Seller Fee Override

REGISTRATION

No Sale ▾	Block Sale ▾	Standard ▾
If Down ▾	If Accept ▾	
Turn Down ▾	Lot Sale ▾	
Pick Up	Delivery	
Standard ▾	Standard ▾	

ORDERS ▾

✓ Save

Cancel

Rep Check In

Add Rep

Add Rep Photo

Adjustments

Charges

Dealer Settlement

- No Sale Fee
- If Down (If Sale)
- Turn Down (Arbitration)
- Pick Fee
- Delivery Fee
- Vehicle Registration Fee

The Fee may be viewed or modified in the **Fee Structure** application.

**Note: Fees are specific by both individual Representatives and the Vehicle Type.**

# Rep Orders

## Representative Orders

Select **Dealer Profile** Application>> Select the Dealer>>Select Representative Tab

Make sure to select the Rep you want to execute the order on.

On the right-hand side under the '**ORDERS**' column, all allowed Rep Orders are listed.

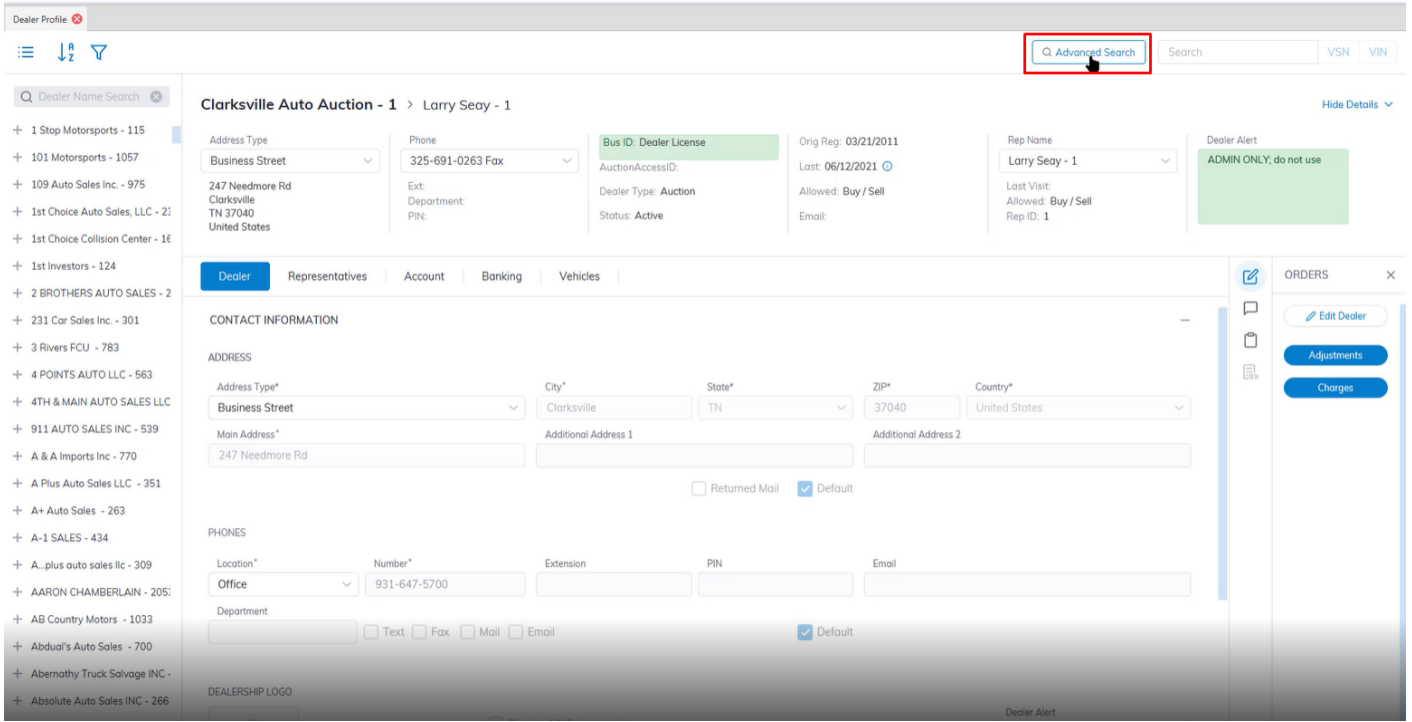
The screenshot displays the 'COUNTRY CLASSIC CARS LLC - 892' profile. The 'Representatives' tab is active, showing a list of representatives with 'Russ Noel - 892' selected. The main content area displays contact information, permissions (Buy/Sell), and applied buyer charges. A sidebar on the right, titled 'ORDERS', contains a vertical list of action buttons: 'Edit Rep', 'Rep Check In', 'Add Rep', 'Add Rep Photo', 'Adjustments', 'Charges', and 'Dealer Settlement'.

- **Rep (buyer) Check In**
- **Edit Rep**
- **Add Rep**
- **Add Rep Photo**
- **Adjustments**
- **Charges**
- **Dealer Settlement**

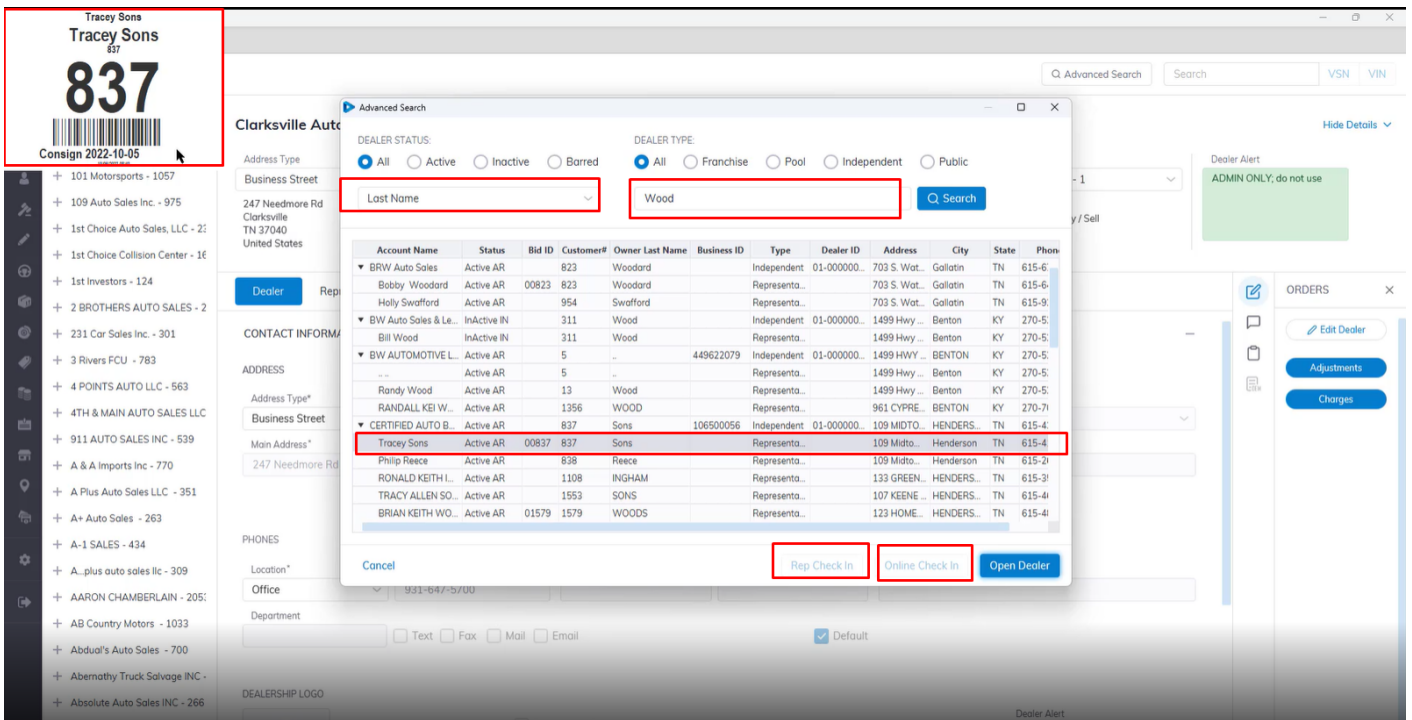
Click the 'specific order button to launch the form.

# Quick Register Reps

- Quick Register is done from the **Dealer Profile** Application.



- Launch the Advanced search application in the top right corner next to the VIN/VSN search box.



- Once the Advanced Search box pops up you Search using a number of filters.
- You can Select 'All' or filter by Dealer Status or Dealer Type.
- You can further filter by Last Name of Dealer, Account Name, Customer Name, Business Id, Rep ID etc.
- In this example we used Last Name: Wood this populate all the Representative with Wood as their last Name.
- Select the Rep you want to check in then click the Rep Check in or Online Check In button.
- The System will automatically print the badge ID once selected without you having to open each individual dealer account.

# Rep Check In

**Note: Make sure you are on the correct dealer.**

The 'Rep Check In' Order is used to assign a Bidder ID for a buying Rep and to print a Bidder badge.

- Select **Dealer Profile** Application>> Select the Dealer>>Select Representative Tab
- Select the Rep
- Select 'Rep Check In' Order

The screenshot displays the 'Dealer Profile' application for 'CAR ONE - 445 > Rick Scroggins - 445'. The interface includes a left sidebar with a list of dealers, a top navigation bar with search and VSN/VIN options, and a main content area with tabs for Dealer, Representatives, Account, Banking, and Vehicles. The 'Representatives' tab is active, showing contact information for Rick Scroggins, including personal details (First, Last, Middle, DOB, Title, PIN, Nick), address (Personal Street, City, State, ZIP, Country), and phone numbers. On the right side, an 'ORDERS' sidebar contains several buttons: 'Edit Rep', 'Rep Check In' (highlighted with a red box), 'Add Rep', 'Add Rep Photo', 'Adjustments', 'Charges', and 'Dealer Settlement'.

- This will launch the 'Representative Checkin' form - see below

Representative Checkin

Representative			Charges		
Rep	Rick Scroggins	000000445	Amount		0.00
Acct Name	CAR ONE		Taxes		0.00
Dealer ID	01-000000289		Order Total		0.00

Order

Sale Date: 10/12/2022 Test Sale  Use Customer Nr Bidder ID: 445

On Line

State\* ZIP\*

TN 37130

Additional

InActive  Default

- Select the Sale Date you want the Rep to participate in
- Click 'OK' to complete the bid badge, which will automatically print at the left corner of your screen.

# Badges

**Note: Make sure you are on the correct dealer.**

The '**Rep Check In**' Order is used to assign a Bidder ID for a buying Rep and to **print a Bidder badge**.

You may **reprint** a bid badge the same way the original bid badge is printed in the Dealer Profile Application.

Representative			Charges		
Rep	Brian	Mccarley	000000888	Amount	0.00
Acct Name	BRIAN'S AUTO SALES			Taxes	0.00
Dealer ID	01-000000550			Order Total	0.00

Order

Sale Date: 10/26/2022 Test Sale (dropdown)  Use Customer No Bidder ID: 00888 [Check Availability]

On Line Bidder [Reprint Badge] [Host's Badge] [Ok] [Cancel]

Re-printing a bid badge may also be done from a different application than the original printing 'Rep Check In' order. This allows the Auction to guard against printing multiple bid badges with the same bidder id. Since reprints are done from the Sale Profile application protecting against numerous copies of a bidder badge is easy. As only authorized persons with user permission can print and register the original buyer in the **Dealer Profile** application. While other staff can be permitted only to reprint what was already generated upon request from the **Sale Profile** Application.

To print a **Guest Badge**:

Select

- Click the Rep Check In order
- Sale Date

**Representative Checkin** [X]

Representative			Charges	
Rep	Brian Mccarley	000000888	Amount	0.00
Acct Name	BRIAN'S AUTO SALES		Taxes	0.00
Dealer ID	01-000000550		Order Total	0.00

Order

Sale Date:   Use Customer No Bidder ID:

On Line Bidder

- Click on Host's Badge to launch the Guest/Driver Check-in form - see below

**Guest Checkin** [X]

Representative			Charges	
Rep	Brian Mccarley	000000888	Amount	0.00
Acct Name	BRIAN'S AUTO SALES		Taxes	0.00
Dealer ID	1482		Order Total	0.00

Order

Visitor:  [New Guest]

First Name:

Last Name:

Office Phone:

Home Phone:

Sale Date: 10/26/2022 Test Sale

Address:

City:

State:

Zip:

- Fill out the guest name and click 'OK'



- The guest badge will automatically print

To print a **Driver Badge**:

Select

- Click the Rep Check In order
- Sale Date

**Representative Checkin** [Close]

Representative			Charges	
Rep	Brian Mccarley	000000888	Amount	0.00
Acct Name	BRIAN'S AUTO SALES		Taxes	0.00
Dealer ID	01-000000550		Order Total	0.00

**Order**

Sale Date:   Use Customer No Bidder ID:

On Line Bidder

- Click on Host's Badge to launch the Guest/Driver Check-in form - see below

**Guest Checkin** [Close]

Representative			Charges	
Rep	Brian Mccarley	000000888	Amount	0.00
Acct Name	BRIAN'S AUTO SALES		Taxes	0.00
Dealer ID	1482		Order Total	0.00

**Order**

Visitor:   Sale Date:

First Name:  Address:

Last Name:  City:

Office Phone:  State:

Home Phone:  Zip:

- Here you can choose the type of visitor in this example we choose Driver.
- Fill out the guest name and click 'OK'
- Driver Badge will automatically print.