CWS Auctions 'How To' Guide
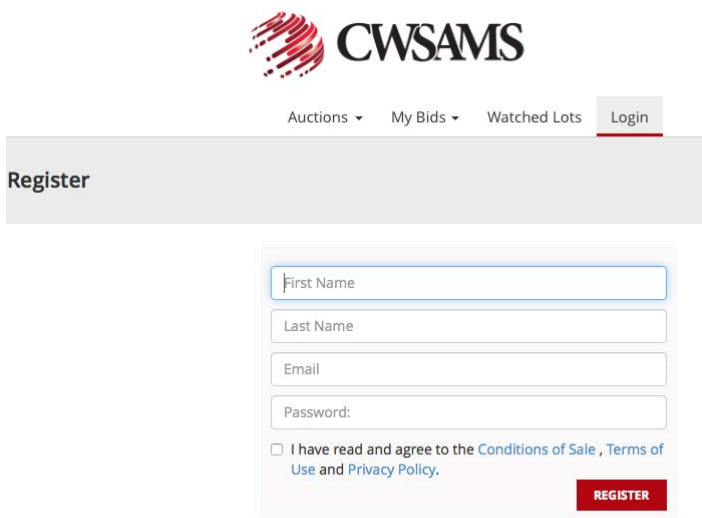
2017

Create an Account

Desktop

1. Go to "Login"

2. Click on "Not a member? Sign up now"

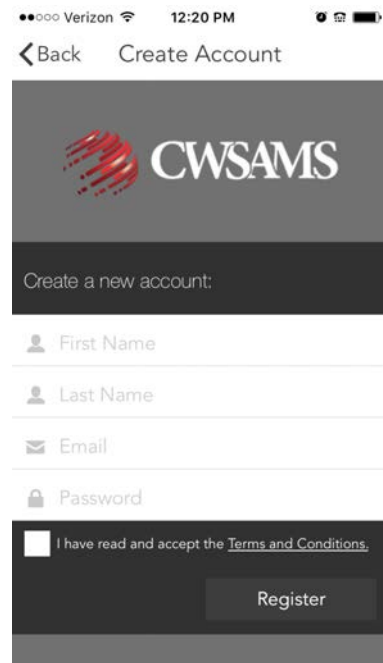3. Fill out the information, click on "Register"

Mobile Device

1. Go to the menu, tap on "Login"

2. Tap on "New? Create Account"

Desktop

Mobile

Register for an Auction

1.   Go to "Upcoming Sales"

2.   Make sure you are logged into your account

3.   Click on the "Register to Bid" for each specific auction you wish to bid

4.   Fill out the proper information (must have an approved credit card) then click "Register".   Your credit card will not be charged. It is used to verify bidder's identity only.

      Note: If any of your purchases include title paperwork (vessels, aircraft…), your paperwork will be in the registered name.   If you included a company name in your registration then the title will be in both your name and the company name.

Bid Deposit

1. <u>If a bid deposit is required to participate</u>, you will see a "Registration Pending" message on your screen.   Once your deposit is received, we will send an email letting you know you are approved. If you have downloaded the CWS Auctions App, you will also receive an approval text alert on your mobile device.

    <u>If a bid deposit is not required to participate</u>, you will see either "Registered" or a green "Approved" (mobile device) in the auction details if you successfully registered.
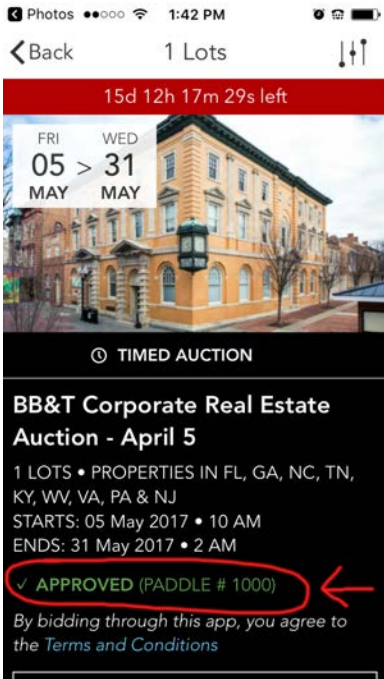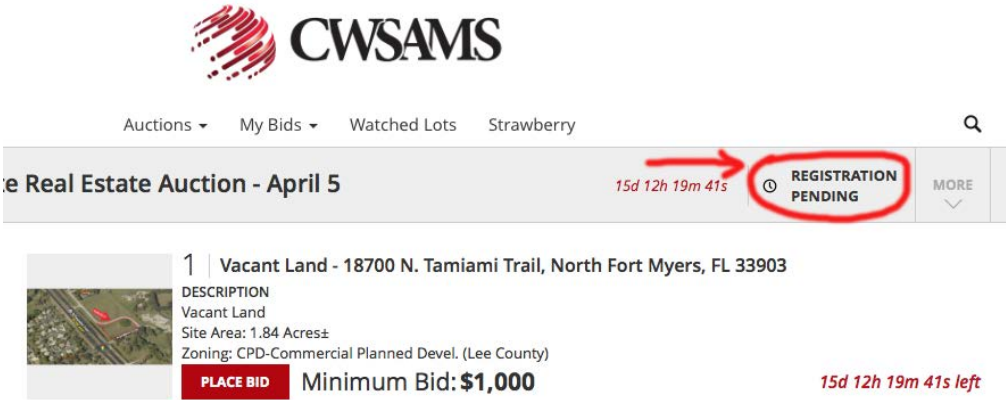
Place a Bid

1. Go to the upcoming auction and click on a lot

2. Make sure you are logged in and registered for the auction

3. Tap on the "Place Bid" button

4. Choose your bid on the picker.

5. Tap on "Submit Bid"

6. The Lot Review screen should now say "WINNING $0" or "OUTBID $0 | CURRENT $0"

7. All bids placed are Max Bids. The system will enter the next bid increment and enter your bid as a maximum bid.

   Example: starting bid: $1000, bidder enters $5000
   - system enters $1000 (Max $5000)

   EXCEPTION: If the bidder enters a bid equal or above the reserve amount as the first bid, then the system will enter the exact bid amount.

8. You may increase your bid but not lower it.
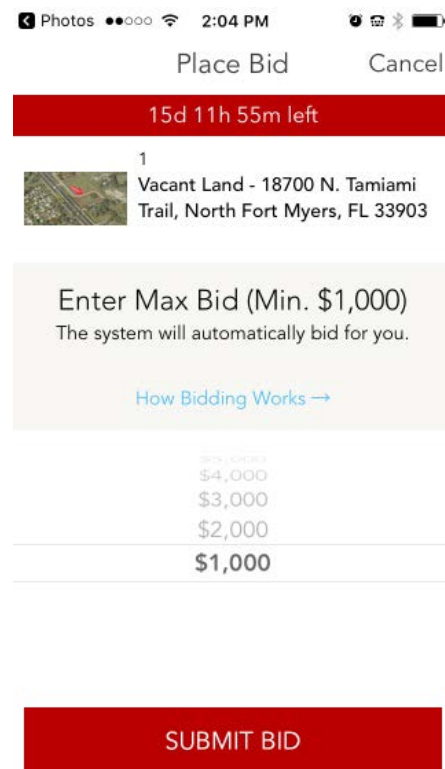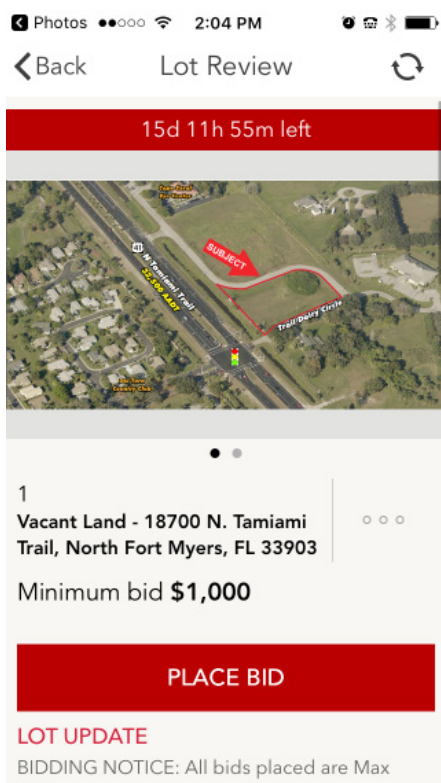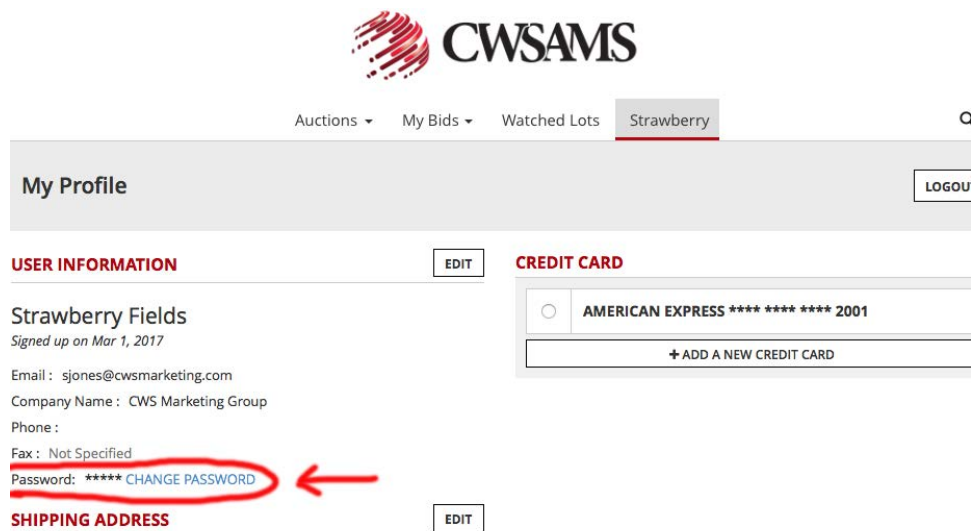
Forgot Password

1.   Go to the "Login" screen

2.   Click on "Forgot Password?"

3.   Enter your email address and "Submit"

4.   You will receive an email to reset your password

Change Password

1.   Go to your "Profile

2.   Click on "Change Password"

3.   Enter your current password, then enter your new password

4.   Click on "Change Password"

Watch a Lot

1.   Make sure you are logged in

2.   Go to an upcoming auction and click on the "star" icon, which turns red
       Click on "Watched Lots" to view your watched lots

       Mobile Device
       - Tap on the "three dot" icon, which will open a menu
       - Tap on "Watch Lot"
       - There will now be a star next to the lot number of the lot you are watching

My Bids

1.   You may go to "My Bids" to track your bids

Tied Bids

1.   If there are two bids placed at the same amount, the earliest bid will be the "winning bid" and the "loosing" bid will receive an OUTBID message on screen at one increment below the tied bid.

EX: If both bidders bid $500, the 2nd bidder will receive a message OUTBID at $400 | CURRENT $500.

Outbid Notices

1.   If a bidder is logged into the bidding page, a message will display on screen OUTBID. If you are logged out of the system, you will receive an email with the subject "You were outbid". Within the email is a link to place another bid. If you have downloaded the CWS Auctions App on your phone, you will also receive a text alert when you've been outbid.

Sort By

1.   When lots begin to close the lots sort by "Time Left".   Closed lots move to the end.   When the auction is closed, the lots sort by "Lot Number".   Bidders may sort lots by (Lot Number, Low to High, High to Low or Time Left) on the bidding screen at anytime.

Auction Soft Close

1.   If a lot receives a bid within the last 10 min. it will remain open for an additional 10 min.
      - If any further bidding occurs, the extension timer will reset to 10 min.
      - If no further bidding activity occurs, the lot closes when the timer runs out.

      Bidders are urged and cautioned not to wait until the final seconds of the auction to place bids. Bids not recognized by the auction software when the time expires will not be accepted.

Staggered End Times

1.   Lots are staggered to end 2 minutes apart.

      EX: Lot 1 is scheduled to close at 2:00pm then Lot 2 will close 2 minutes later or at 2:02pm.

How do I know I have won a bid?

1.   When the auction closes, each lot will display either SOLD or ENDED.

      SOLD indicates the reserve *(if there is a reserve)* was met, a payment email will be sent to the high bidder.

      ENDED indicates the reserve was not met. In this case, CWSAMS will ask the seller if they will accept the high bid. If the seller accepts the high bid, an email notice confirming the approval will be sent to the high bidder, along with payment instructions.

      Note: If a lot closes and ENDED is displayed, the high bidder screen will show OUTBID however, we will ask the seller to accept the high bid.   You will be notified if the seller accepts the high bid.