

ACP AUCTION SYSTEM FAQ

What is a standard auction?

Standard auction is where a bidder starts an auction with a Starting Bid amount and the bidders increase the selling price of an auction over time.

What is “Starting bid”?

Display of the starting bid for the auction.

What is the “Current bid”

Is the highest amount offered up to that time, in real time. When a new higher bid is submitted, the system will notify via email to all bidders in the current auction the new value.

What is “next acceptable bid”?

Is the minimum amount the system will accept as a bid. Please note that this amount will not necessarily result in a successful bid, as other bidder might have placed a higher proxy bid.

Can I change my password?

The system allows you to change your password once you have logged in.

I forgot my password, what do I do?

If you have lost your password and cannot remember it, the system allows you to retrieve it by providing your email address.

How do I bid on behalf of different customers?

You will need to register a different user for each of the different customers you are planning to bid on behalf of. Please note that you will need a different email account for each of the users you are registering in the system.

How do I logout/switch users once I have logged in?

You have to navigate to the membership page through the link located at the bottom of the page and from this page click the logout link which is also located at the bottom.

How do I know if I am 'winning' the auction?

When viewing a specific auction you will see the following message of the top of the AUCTION DETAIL section:

You are currently the high bidder on this auction

How do I know if I am 'loosing' the auction?

When viewing a specific auction you will see the following message of the top of the AUCTION DETAIL section:

You are not the current high bidder on this auction

Why I do not see any message at the top of the AUCTION DETAIL section related to winning or loosing?

If you do not see any message at the top of the AUCTION DETAIL section it means you have not placed a bid on this specific auction with the currently logged in user. Essentially you are neither winning nor losing since you have not placed a bid.

Why do I receive a 'bad bid amount message' when I try to place a bid?

This means you are placing a bid which is lower than the lowest amount the system is accepting.

But when I placed my bid the amount showing was different or lower.

This means that another bid was received by the system before yours was received, changing the minimum amount accepted. Remember that other users might be working/bidding on the system and even a 1 second difference on placing your bid will make a difference.

I keep receiving an "Unsuccessful Bid" message when I try to place a bid even though I am placing an amount much larger than the lowest amount accepted.

This means that another user has set up a proxy bid higher than any of the bids you have placed. The other's user proxy bid will automatically outbid your offer up to the other users maximum amount defined.

I entered an amount as my Bid and I notice that even though I am winning the amount is lower than what I placed.

Please note that the amount you placed is the "Maximum bid" the proxy bid will bid on your behalf. This means that if you enter an amount that is higher than any other proxy bid, the system will bid on your behalf only the necessary amount to outbid the other bidders.