



# **Asset Investment Recovery**

**Ministry of Citizens' Services and Open Government**

**BC Auction System**

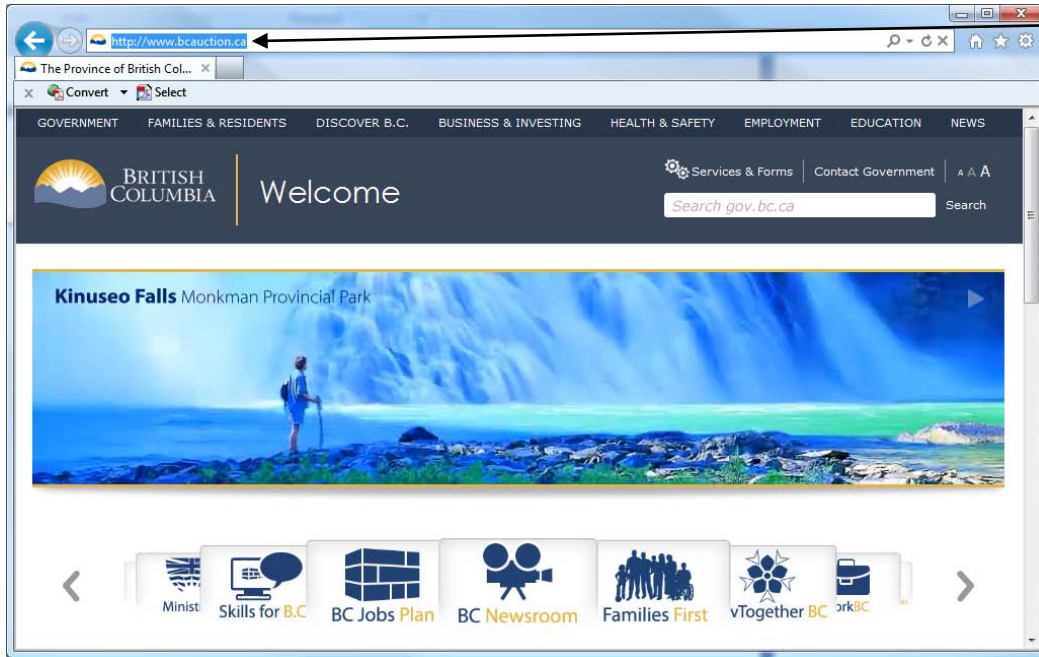
**Bidder Guide**

This guide has been prepared as support for Bidder's use in BC Auction

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### 1.0 Accessing the BC Auction Site



Using your Internet browser enter:  
www.bcauction.ca

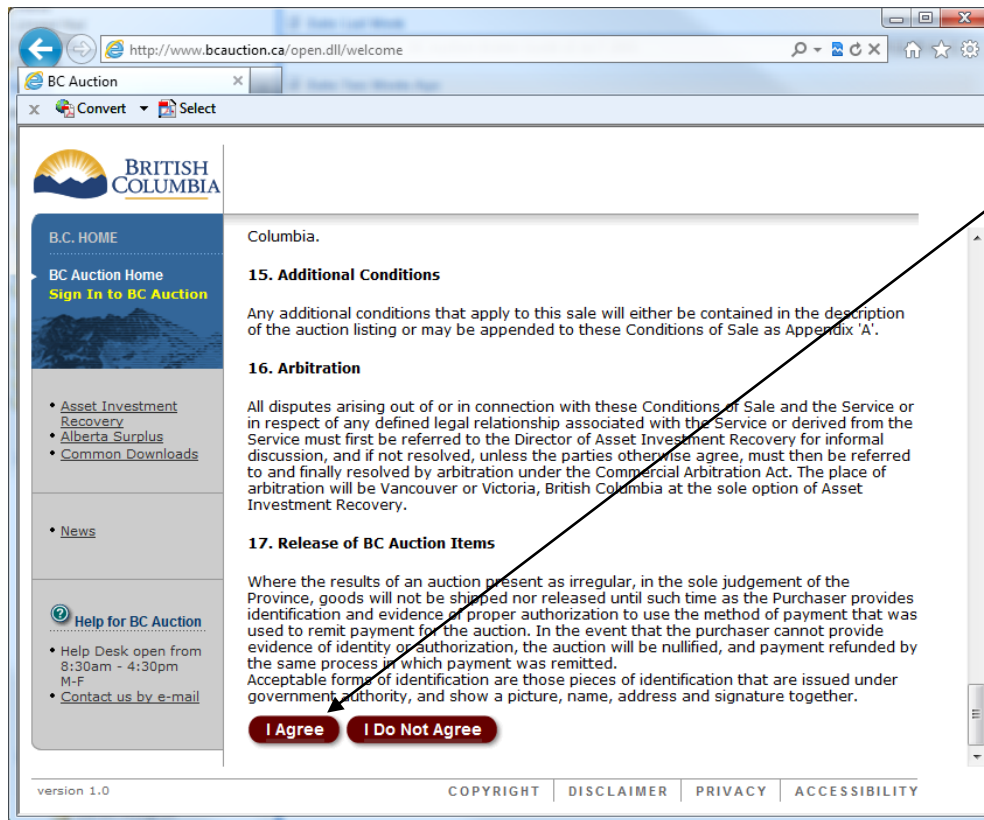
**Go to Step 2.0**

## 2.0 - Bidder Registration



Click on the "Register" link.  
Go to Step 2.1

### 2.1 - Bidder Registration – Terms and Conditions



- Review all of the Terms and Condition.
- If you agree, click on the “I Agree” button at the bottom of the Terms and Conditions window.

Go to Step 2.2

**2.2 - Bidder Registration – Personal information and User ID**

BC Auction System

http://www.bcauction.ca/open.dll/welcome

BC Auction

Convert Select

BRITISH COLUMBIA

B.C. HOME

BC Auction Home  
Sign In to BC Auction

Self Registration with Telephone Number Verification

Contact Information:

First Name: \*

Last Name: \*

Company Name:

Account Type: \*

BC Auction Account  BCeID Account

Create a User ID: \*

(This User ID will be posted publicly when you bid on an auction)

Password: \*

Confirm Password: \*

Country: \* Canada

Province: Select Province  
British Columbia

Address Line 1: \*

Address Line 2:

Address Line 3:

version 1.0 COPYRIGHT DISCLAIMER PRIVACY ACCESSIBILITY

**PLEASE NOTE:** After you submit this information, if any changes need to be made please send an email to [BCAUCWEB@gov.bc.ca](mailto:BCAUCWEB@gov.bc.ca) stating the updates you wish to apply to your BC Auction account.

Leave Account Type as BC Auction Account (default).

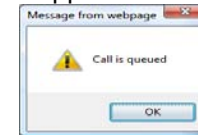
Create a User ID and Password and keep a record as this is what you will need to logon to BC Auction.  
**\*\* The User ID is posted publicly when you bid, therefore please ensure you create an appropriate ID.**  
**\* Please ensure only letters, numbers, ( - ) or ( \_ ) are used in your User ID and Password.**

**Go to Step 2.2 (Continued)**

2.2 - Bidder Registration – Personal Information and User ID (continued)

BC Auction can send you email notifications of NEW auctions within the categories you have selected. If you select YES you will be prompted to select the categories of interest in the next step.

Enter your primary contact telephone number and click on the “Call Me Now” button. A new window will appear. Click OK.



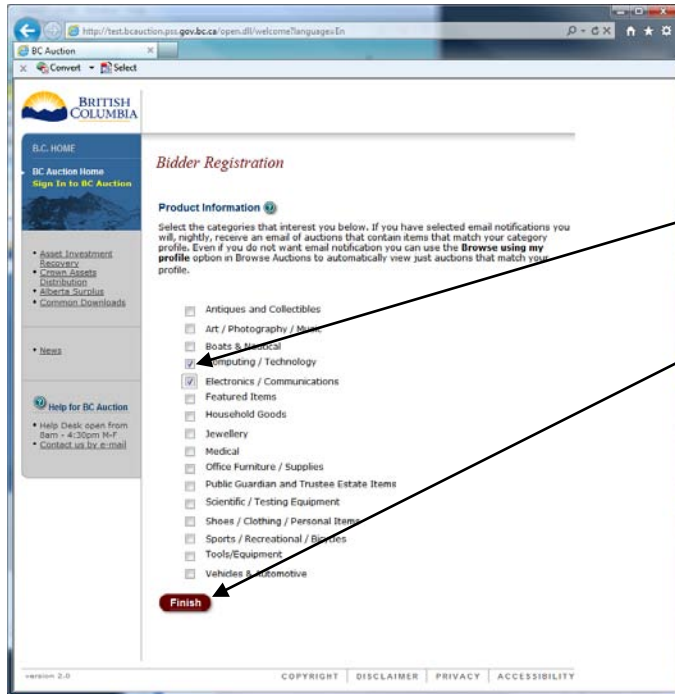
- You will then be contacted by telephone and given a PIN number which you will enter in a window like the one below. Click the “Submit PIN” button to close this window.



Click on the “Submit and Continue” button.

**Go to Step 2.3**

### 2.3 - Bidder Registration – Product Information Screen



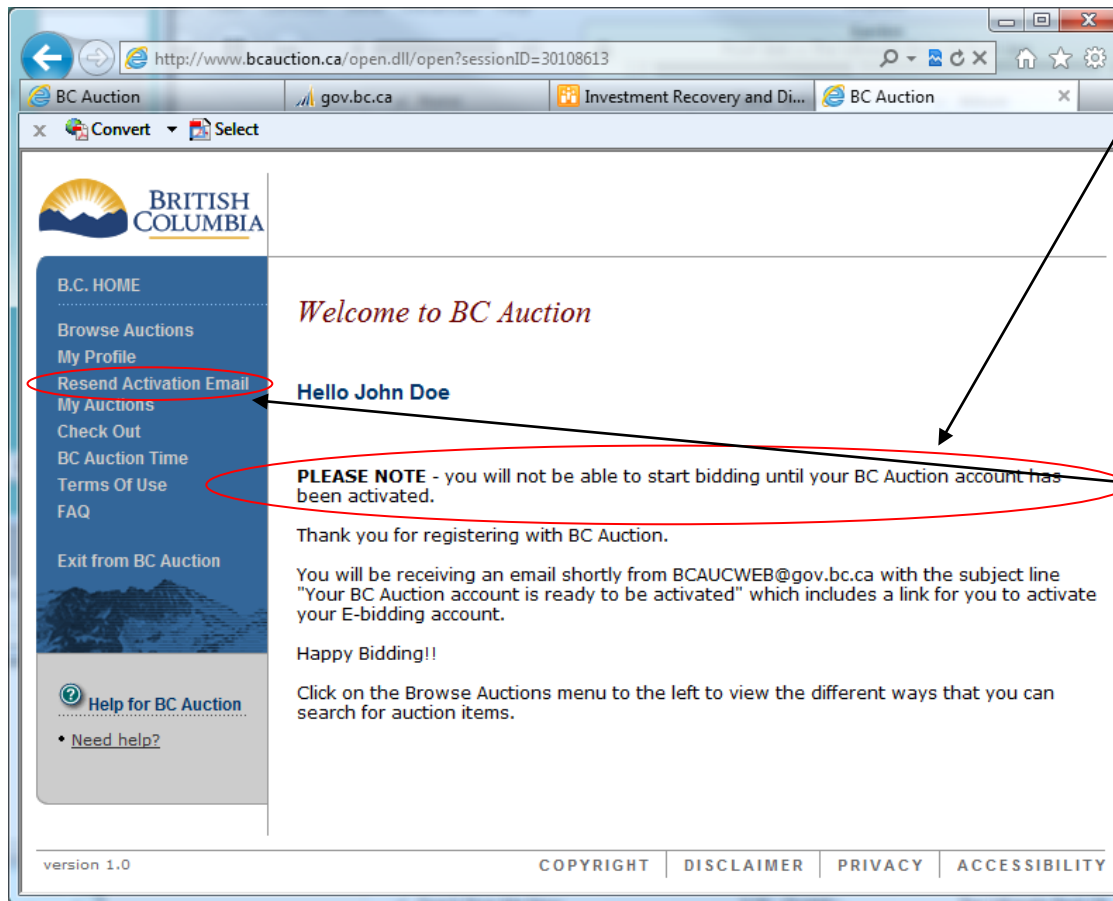
Check off any categories of interest.  
Click the "Finish" button.

**Go to Step 2.4**



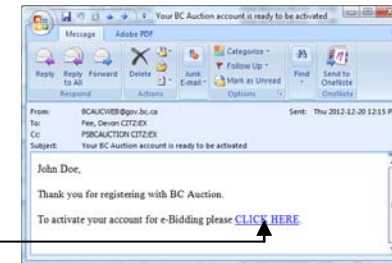
**2.4 - Bidder Registration – Activating Your Account for Bidding**

**PLEASE NOTE:** You are now logged into BC Auction using the User ID and Password that you specified. You can proceed with viewing auctions **but will be unable to bid until you activate your account for e-Bidding**. Activate your account for bidding by opening the email sent from [BCAUCWEB@gov.bc.ca](mailto:BCAUCWEB@gov.bc.ca) to your email address and clicking on the link within it to activate your BC Auction account (you should receive this email within 15 minutes).



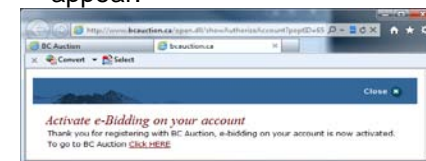
If you see this message after logging in, your account **HAS NOT** been activated for bidding.

- Login to your email then locate and open the email sent from [BCAUCWEB@gov.bc.ca](mailto:BCAUCWEB@gov.bc.ca) as below:



\* If you cannot find this email you can resend it by clicking 'Resend Activation Email'.

- Click on the link within the email and a new window will appear.



- You are now registered to bid.

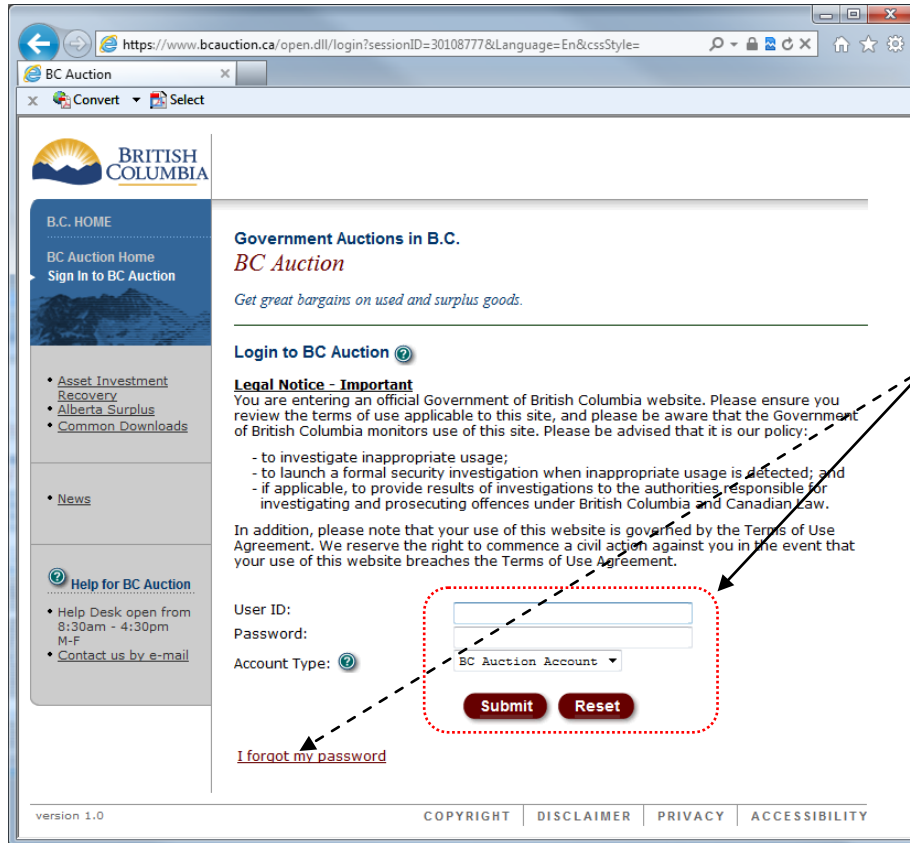
**Go to Step 3.0**

### 3.0 - Logon to BC Auction



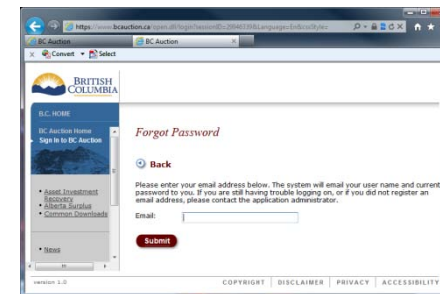
Click on the "Sign In" link.  
Go to Section 3.0 (Continued)

### 3.1 - Logon to BC Auction



Enter your User ID and Password then click on the "Submit" button.

\* If you have forgotten your password click on the "I forgot my password" link. A window will pop-up and you will enter the email address you used to sign up with BC Auction. You will then be sent 2 emails. One will contain your User ID and the other your Password.



Go to Section 4.0

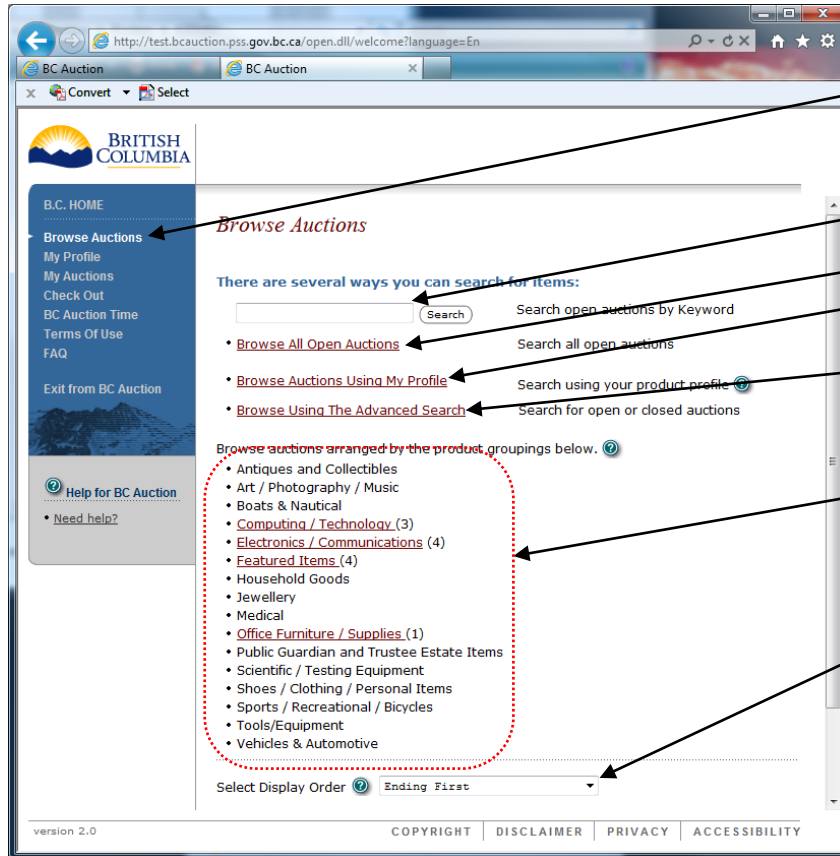
#### 4.0 - Navigation Options



This area is referred to as the "Navigation Pane".

Go to Section 4.1

4.1 - Browse Auctions



Click on “Browse Auctions” in the navigation pane.

Now you can:

Search for open auctions by key words.

Browse all OPEN auctions. If you selected categories in Step 2.3 you can show all live auctions within those categories.

Search for auctions (open or closed) using auction title or number.

Look at all auctions by specific categories.

Specify how you want the results to display.

- Ending First
- Ending Last
- Highest Price
- Lowest Price
- Publish Date (latest first)

**Go to Step 4.1.1**

4.1.1 - Browse Auctions List

In this screen you can:

- Display what icons mean by expanding "Legend".
- Click on the auction number that you are interested in.

Go to Step 4.2

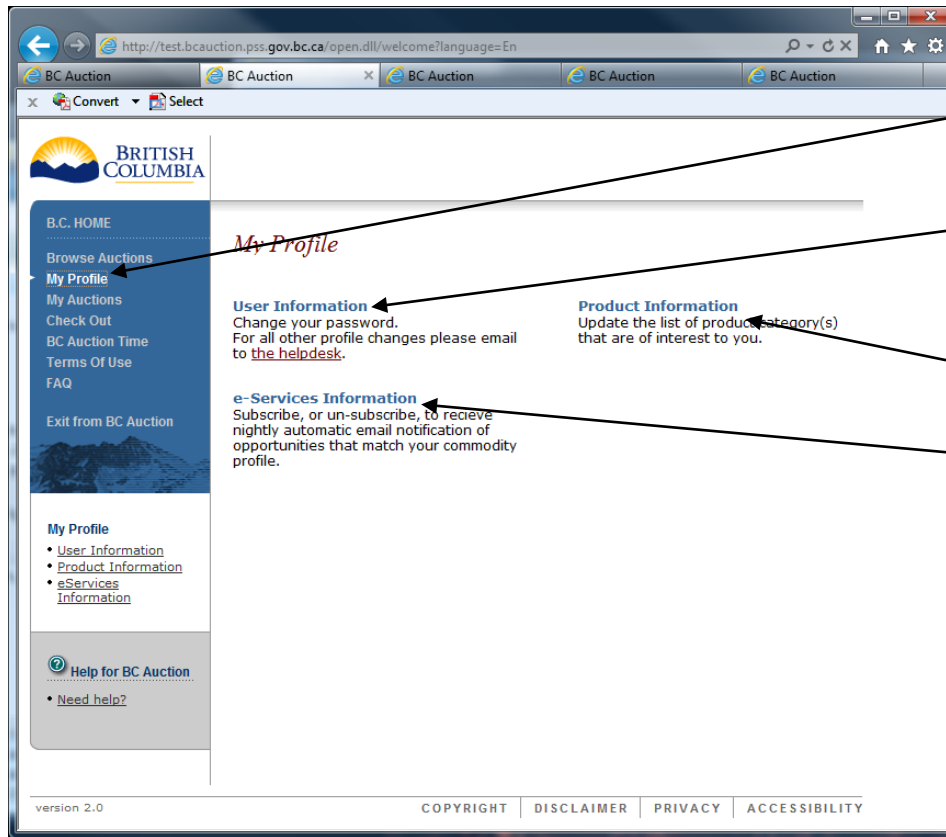
The screenshot shows the 'Browse Auctions' page on the BC Auction System. The page includes a navigation menu on the left, a 'Browse Auctions' header, a 'Back' button, and a 'Featured Items' section. Below these is a 'Select Display Order' dropdown set to 'Ending First'. The main content is a table of auctions:

Auction No	Published Date	Closing Date	High Bid	Location
1 <a href="#">★ A1323</a>	<b>NEW IBM Lenovo ThinkPad W700 with Mini Dock</b> 2012/12/06	2012/12/06 12:30	0.00	Victoria
2 <a href="#">★ A1324</a>	<b>NEW Factory Sealed Lenovo 24 Inch Widescreen LCD Monitor</b> 2012/12/06	2012/12/06 12:30	0.00	Victoria
3 <a href="#">★ A1325</a>	<b>HP LaserJet 4250dtn Printer</b> 2012/12/06	2012/12/06 12:30	0.00	Victoria

The legend is expanded to show the following items:

- ★ Auction is new since your last logon.
- ☆ Auction has changed since your last logon.
- 🗑️ Auction is withdrawn.
- 📖 Auction is open.
- 🚚 Auction being shipped from site.

## 4.2 - My Profile



Click on "My Profile" in the navigation pane.

Now you can:

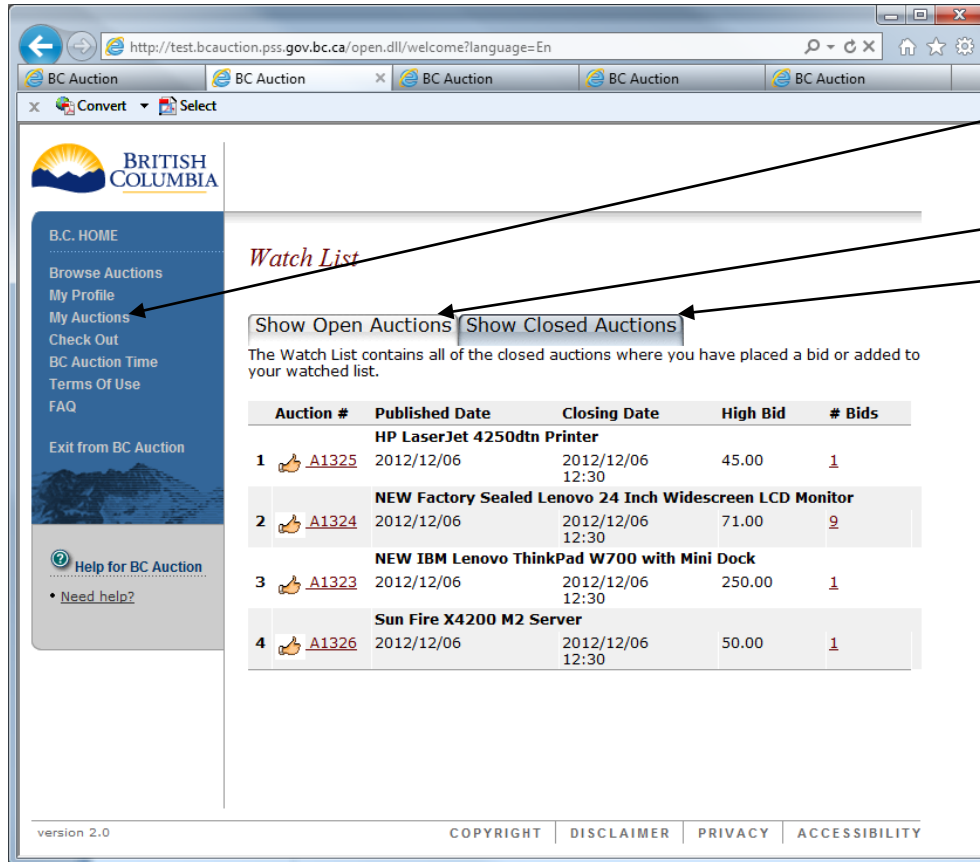
Change your password in "User Information".

*\* If you require an address, phone number or e-mail change you will have to contact the Help Desk email at [bcauction@gov.bc.ca](mailto:bcauction@gov.bc.ca)*

Select / Deselect categories of interest in "Product Information". Turn **ON/OFF** nightly email notification of new listings in the categories you have selected.

**Go to Section 4.3**

4.3 - My Auctions



Click on "My Auctions" in the navigation pane.

Now you can:

View all open auctions you are watching or have bid on.

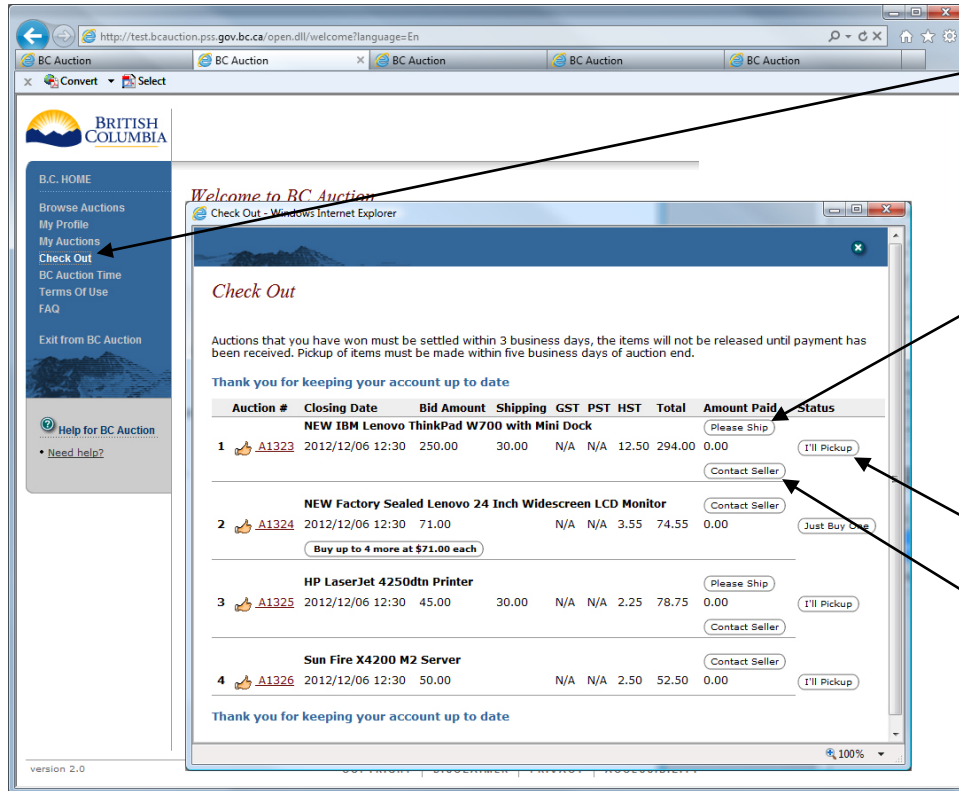
View all closed auctions you have watched or bid on.

Go to Section 4.4



### 4.4 - Check Out

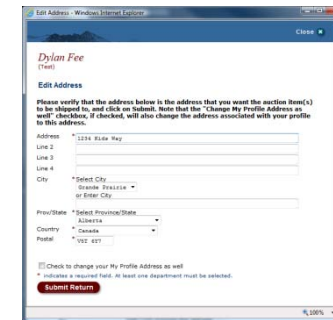
Finalizing your auctions so payment can be made and the auction item(s) can be SHIPPED or PICKED UP



Click on "Check Out" in the navigation pane and a new window appears.

Here you have choices to make for each auction you have won which are:

"Please Ship" opens a window where you confirm or change where you want the item shipped then click the "Submit Return" button.

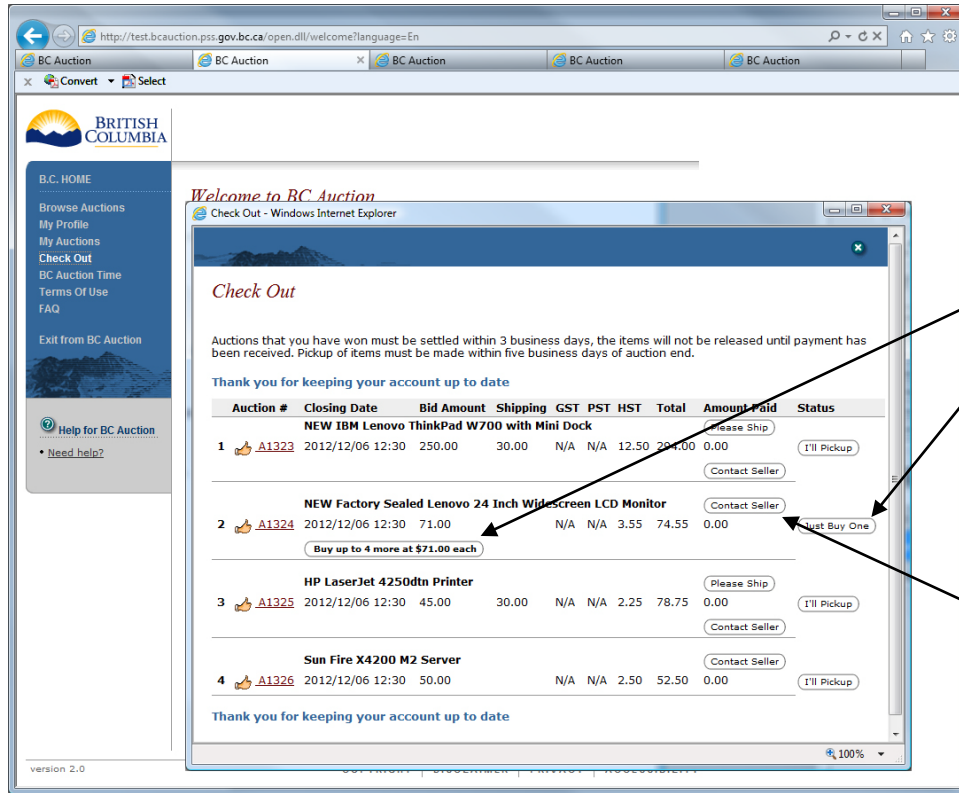


"I'll Pickup" removes any shipping charges and you will then be able to make payment.

"Contact Seller" opens a new window where you send an email to the auction agent for shipping quote requests.

**Go to Section 4.4 (Continued)**

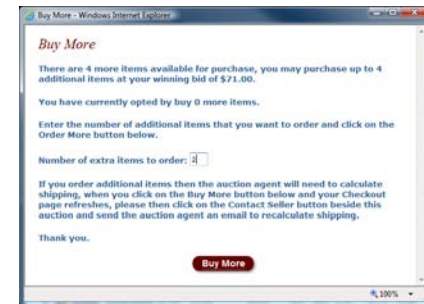
4.4 - Check Out (Continued)



If you have won an auction that offers multiple items.

Click on the "Just Buy One" button if you wish to purchase only one of these items.

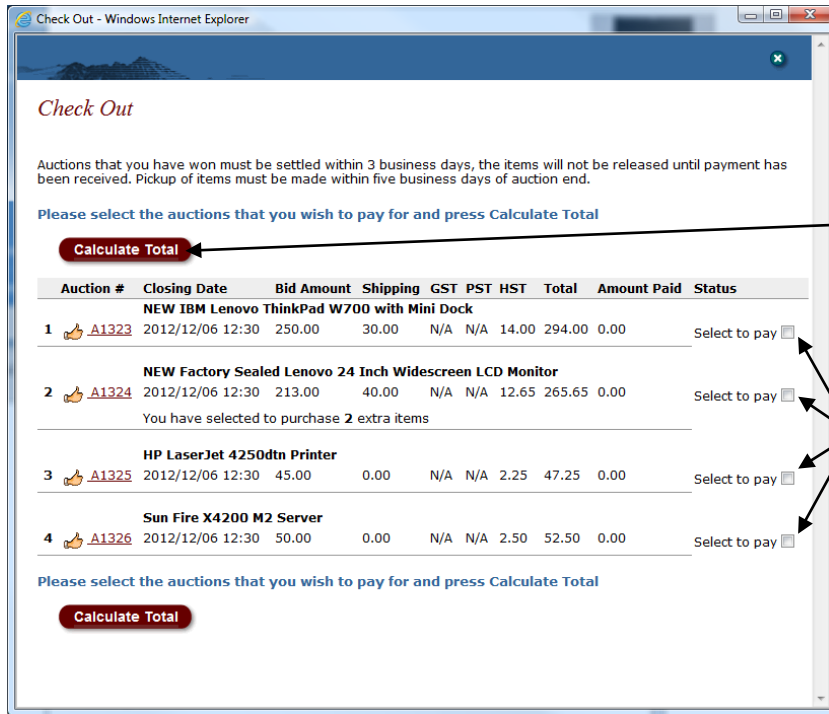
If you are interested in purchasing more items click on the "Buy Up To..." button. Enter the number of **EXTRA** items you would like in the window that appears then click the "Buy More" button.



Click the "Contact Seller" button to request shipping to be added or select "I'll Pick Up".

Go to Section 4.4.1

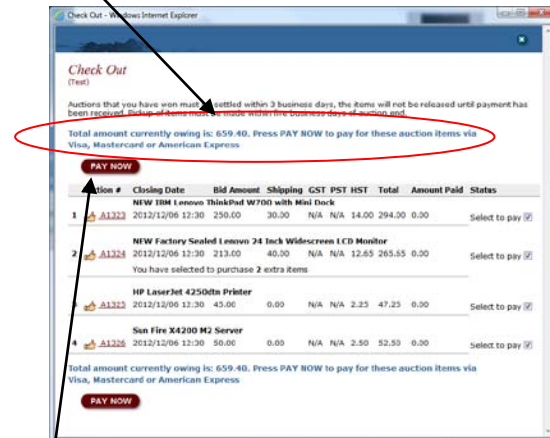
### 4.4.1 - Calculating Totals



Click on the "Select to Pay" box on one or all auctions to be paid in this transaction.

\* *Payment for auctions must be made within 3 business days of auction end.*

Click the "Calculate Total" button to continue to the payment screen. Your total owing for all auctions selected will now be indicated.



Click on the "Pay Now" button.

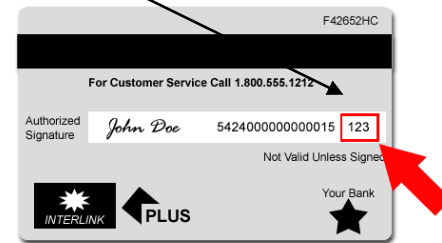
**Go to Section 4.4.2**

### 4.4.2 - Online Payment

A new window opens for making a secure online payment with the amount owing shown.

- Select which type of card you will be paying with.
- Enter the 16 digits for this card.
- Enter the expiration date.
- Enter the CVV for this card.

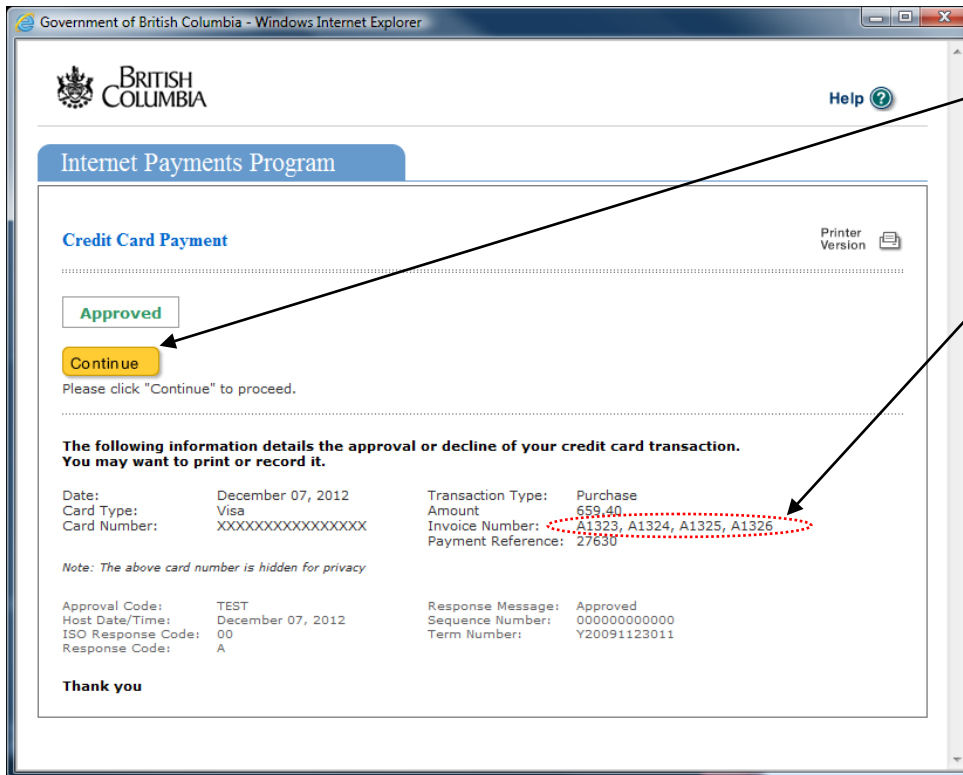
#### Back of Your Credit Card



Click on the "Pay Now" button.

**Go to Section 4.4.3**

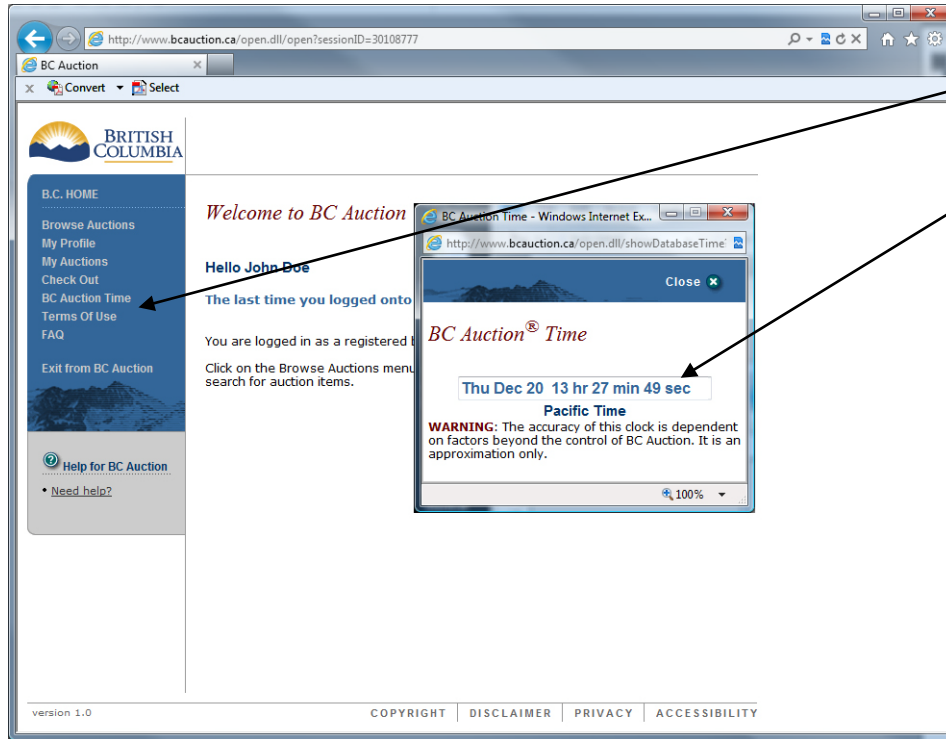
### 4.4.3 - Confirmation of Payment Screen



Click on the "Continue" button. You have now completed the payment process for the indicated auctions.

Go to Section 4.5

### 4.5 - BC Auction Time

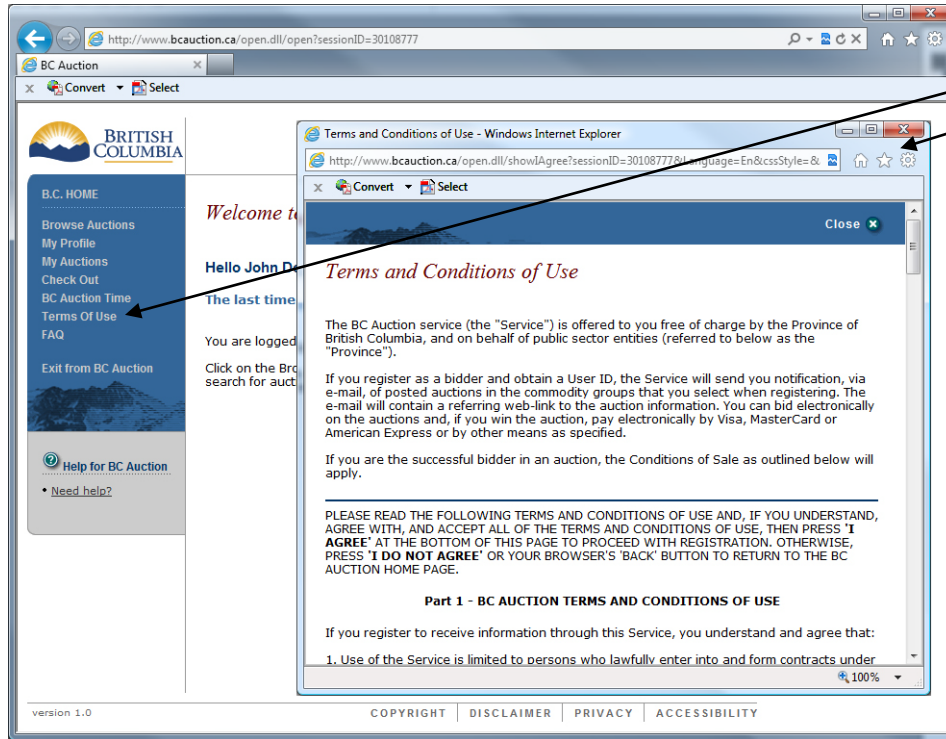


Click on the “BC Auction time” button. The date and time shown are what BC Auction uses when determining the exact closing time of an auction.

**\* WARNING:** *The accuracy of this clock is dependent on factors beyond the control of BC Auction.*

**Go to Section 4.6**

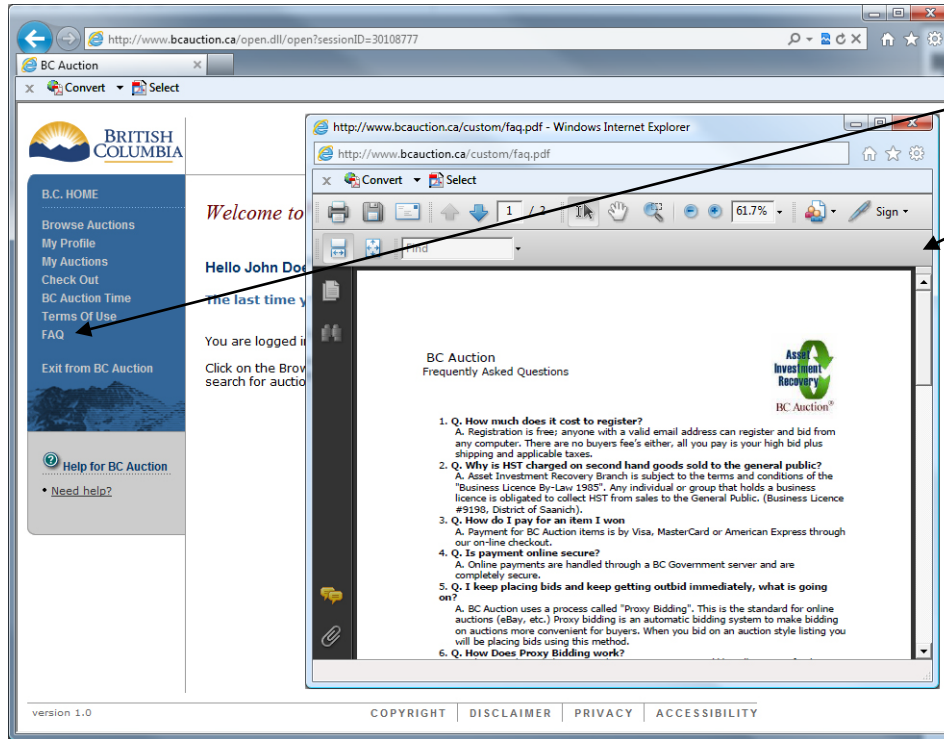
4.6 - Terms of Use



Click on the "Terms of Use" button. A window opens displaying the "Terms and Conditions" of using BC Auction.

Go to Section 4.7

### 4.7 - Frequently Asked Questions (FAQ)



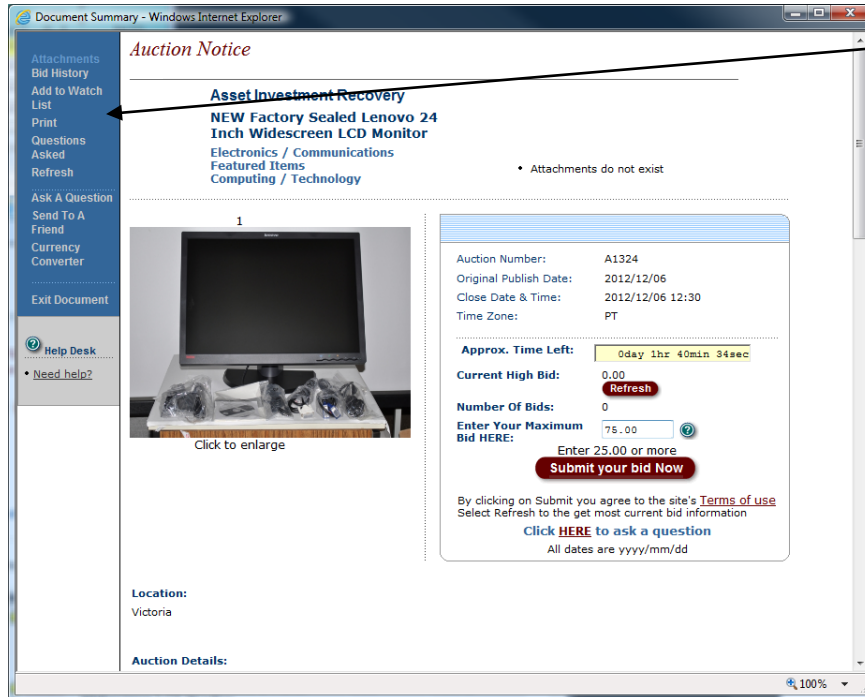
Click on the "FAQ" button.

A window opens displaying the most current "Frequently Asked Questions" when using BC Auction.

Go to Section 5.0



5.0 - Auction Window

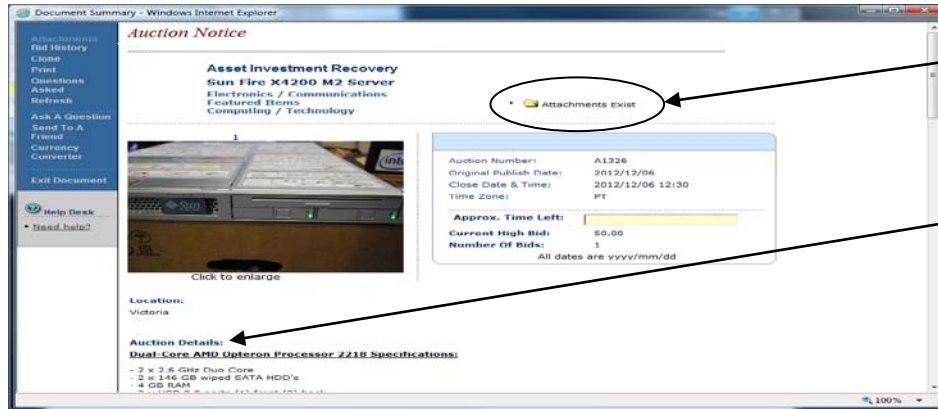


When you are viewing an auction the navigation pane has new options:

- Bid History
- Add to Watch List
- Print
- Questions Asked
- Refresh
- Ask a Question
- Send to a Friend
- Currency Converter

**Go to Section 5.1**

5.1 - Auction Window Information



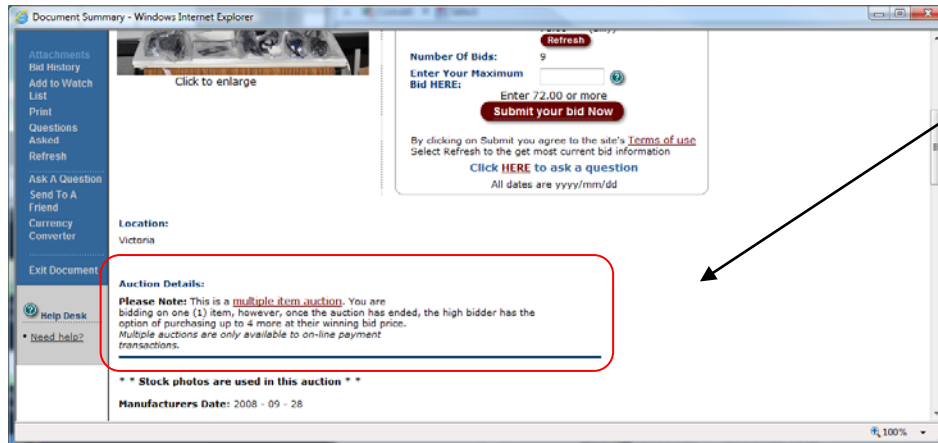
There may be additional information provided in the "Attachments Exist" Folder.

Auction Bidding

All auction information should be read completely paying close attention to Location, Auction Details and Shipping Details sections.

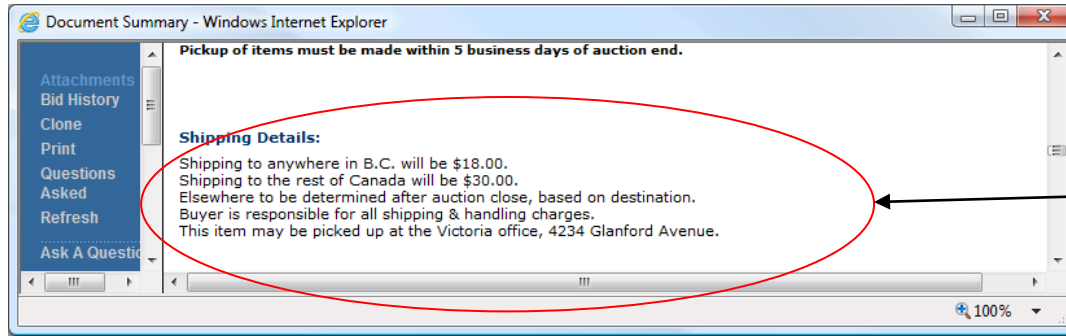
Multiple Item Auction Bidding

The Auction Details section will begin with: "**Please Note:** This is a [multiple item auction](#). You are bidding on one (1) item, however, once the auction has ended, the high bidder has the option of purchasing up to (#) more at their winning bid price.



Go to Section 5.1 (Continued)

### 5.1 - Auction Window Information (Continued)



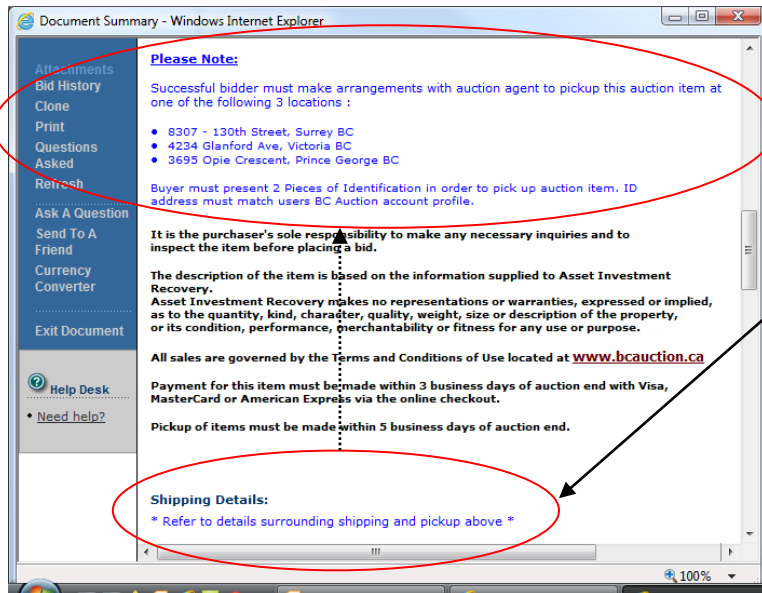
*\* Pay close attention to the shipping details, as shipping is not available for all auctions.*

Examples:

This auction states the item can be shipped to anywhere in B.C. for \$18.00 and \$30.00 for the rest of Canada.

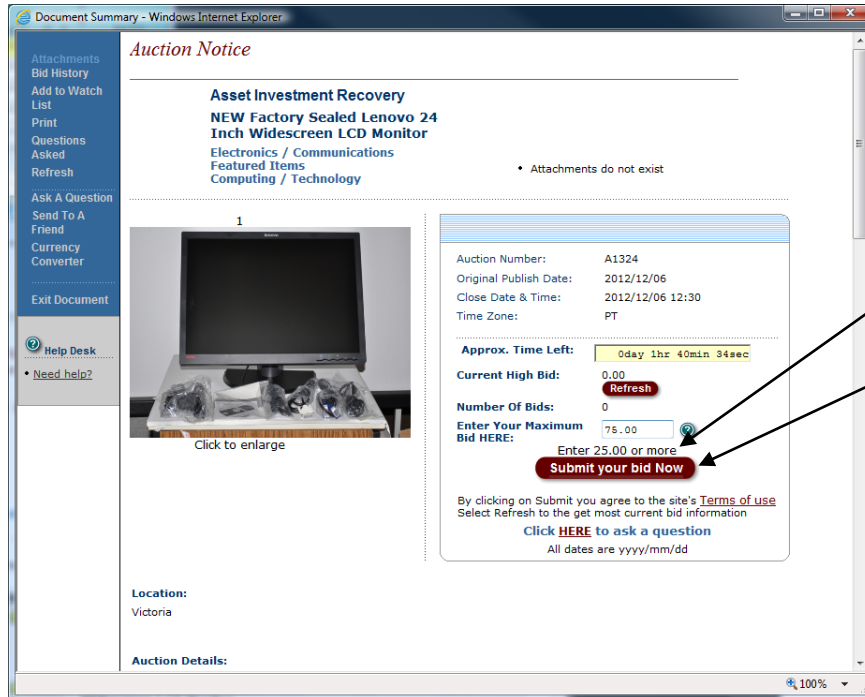
This auction states the item must be picked up from the Asset Investment Recovery location nearest to you and the buyer must present 2 pieces of identification in order to pick up auction item.

*\* It is suggested potential bidders become familiar with the **Shipping Details** before placing a bid on an auction.*



Go to Section 5.2

5.2 - Bidding on an Auction



Example:

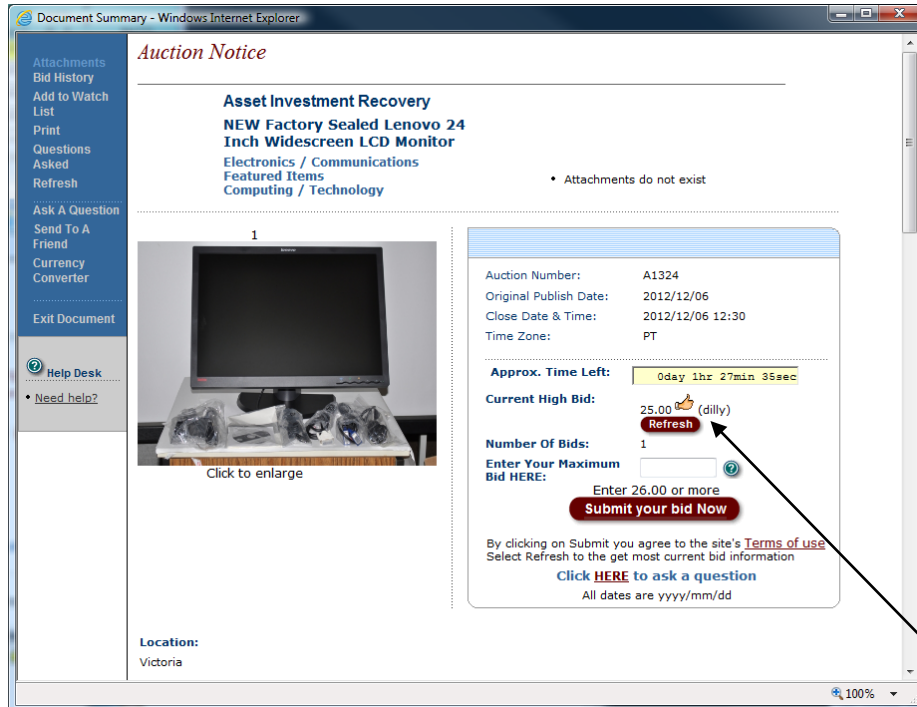
- A \$25.00 bid is the minimum amount that can be entered.
- As an example, a bid of \$75.00 is entered which is over the minimum bid and is considered a proxy bid.
- Click the “Submit your bid now” button.
- A new window pops up to confirm the amount entered before applying the bid to the auction.



- Click the “Submit Bid” button to confirm **OTHERWISE** close the window and bid again.

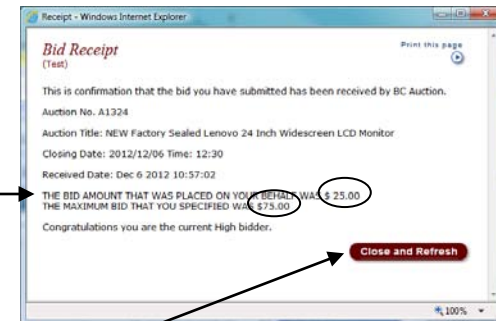
Go to Section 5.2 (Continued)

5.2 - Bidding on an Auction (Continued)



From the example on the previous page, a bid of \$75.00 was placed and after submitting the bid amount, a new window appeared with the bid transaction information:

- You will notice a bid of only \$25.00 was placed on your behalf.
  - The system will keep outbidding anyone who enters a bid amount lower than your \$75.00 bid and inform you of the activity until you are outbid.
- \* This is a process known as “Proxy Bidding” and is discussed in Section 6.0*



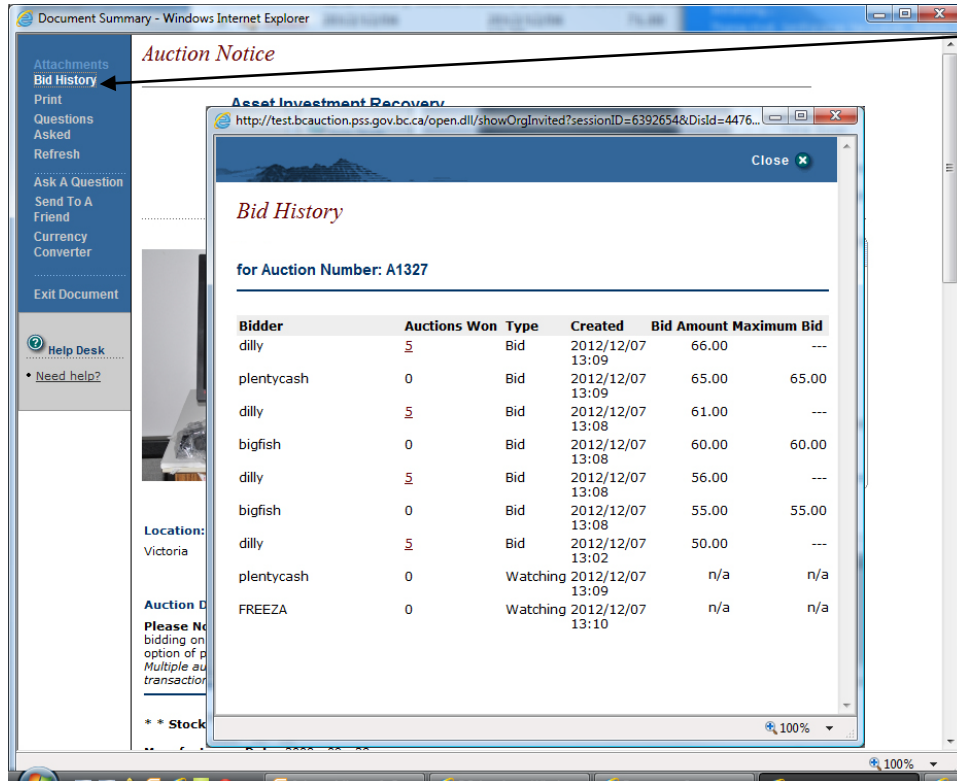
Click on “Close and Refresh”.

The auction window is refreshed and you will notice:

- Your USER ID and current bid amount are displayed on the auction.

Go to Section 5.3

5.3 - Bid History



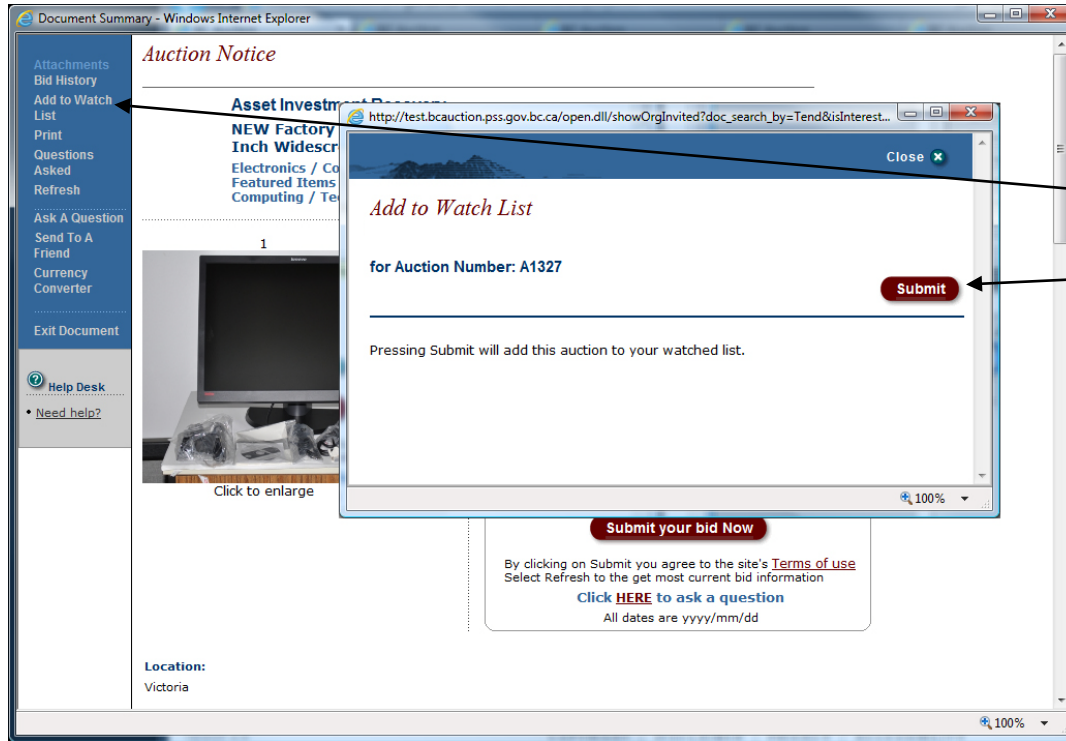
Click on "Bid History" in the navigation pane.

The "Bid History" screen provides you with the following information:

- User ID of bidders and watchers.
- How many auctions they have won.
- The date and time the user submitted the bid.
- The amount of the bid.

Go to Section 5.4

### 5.4 - Add Auction to Watch List



Often there are many items you may be interested in but don't necessarily want to bid on at that time. BC Auction can keep track of auctions for you.

To do this:

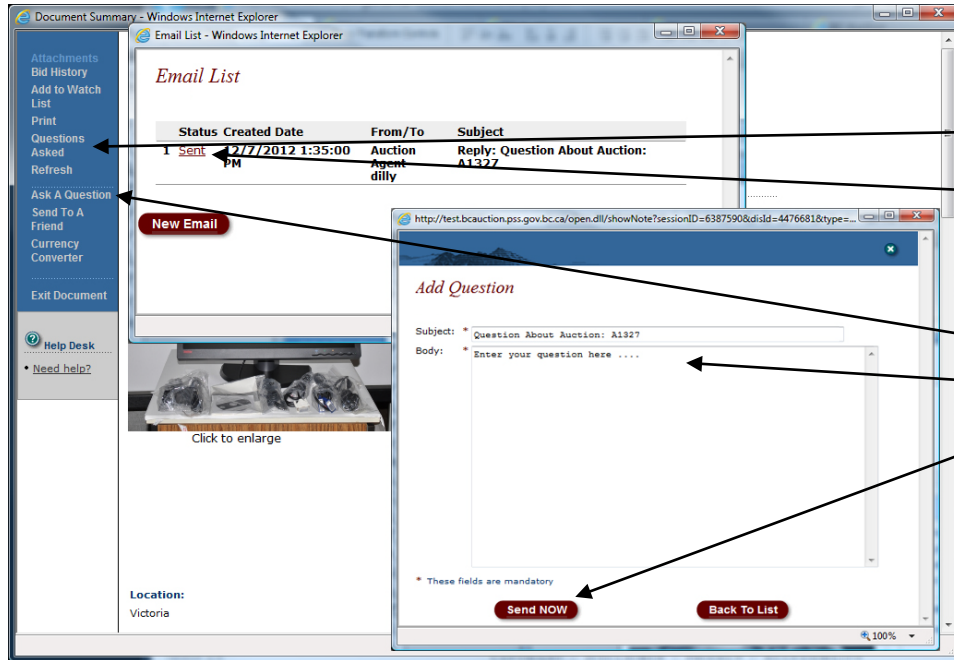
- Click the "Add to Watch" link in the navigation pane.
- Then confirm your request by clicking the "Submit" button.

While the auction is open BC Auction will bookmark it in your profile so you can easily access it at a later time.

- BC Auction will send an email reminder to you when there are only 24 hours left before the auction closes.

**Go to Section 5.5**

5.5 - "Questions Asked" and "Ask a Question"



Auctions may not have a piece of information that you want to know. To see if the question has been asked:

- Click "Questions Asked" in the navigation pane.
- Click on "sent" to see what question was asked and review the response from the auction agent.

Otherwise

- Click the "Ask a Question" button.
- Enter your question here.
- Click the "Send NOW" button.

The Auction Agent will get back to you with a response as soon as possible.

**Go to Section 6.0**



**6.0 - Proxy Bidding**

**Question:** How Does Proxy Bidding work?

**Answer:** When you place a bid, you enter the maximum amount you'd be willing to pay for the item. Your maximum amount is kept confidential from other bidders and the seller until your maximum bid has been exceeded by another bidder. The BC Auction system compares your bid to those of the other bidders. The system places bids on your behalf based on bid increments (see below), using only as much of your bid as is necessary to maintain your high bid position. The system will bid up to your maximum amount. If another bidder has a higher maximum, you'll be outbid right away. BUT, if no other bidder has a higher maximum, you win the item. And you could pay significantly less than your maximum price! This means you don't have to keep coming back to re-bid every time another bid is placed.

**Question:** What are the Bid increments?

**Answer:** Bid increments increase in conjunction with the value of the current highest bid. Refer to the chart below:

Current Price	Bid Increment
\$ 0.00 - \$24.99	\$0.50
\$25.00 - \$199.99	\$1.00
\$200.00 - \$499.99	\$5.00
\$500.00 - \$999.99	\$10.00
\$1000.00 - \$2499.99	\$25.00
\$2500.00 - \$4999.99	\$50.00
\$5000.00 +	\$100.00

**Question:** What if I change my mind, can I retract a bid?

**Answer:** It is the buyer's responsibility to determine the suitability of an item. Bidders should ask any questions before placing a bid. Once a bid is placed, it cannot be retracted and the high bidder is obligated to purchase the item at the high bid price. Failure to honor a bid will result in the cancellation of your BC Auction account.

**Question:** What if I place a proxy bid on an auction that has a reserve amount?

**Answer:** If your proxy bid amount meets or exceeds the reserve amount your current bid will now equal the reserve amount. Once the reserve amount is met the bid increment scale in the table above will be followed.