

## AVC Dealer App Guideline

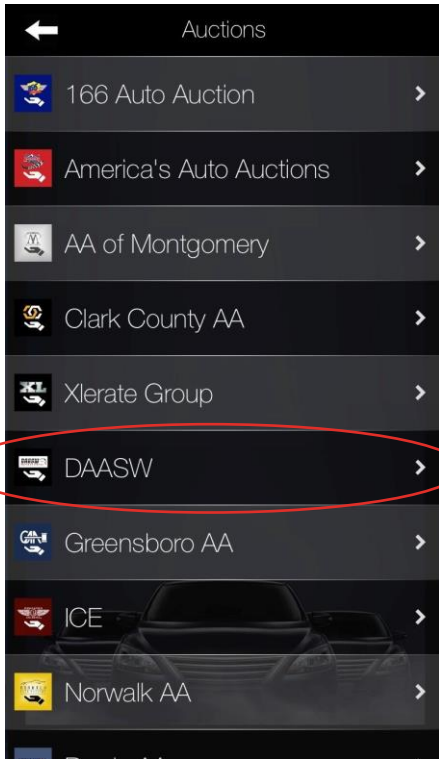
- Go to Google Play or App Store
- Search AVC Dealer



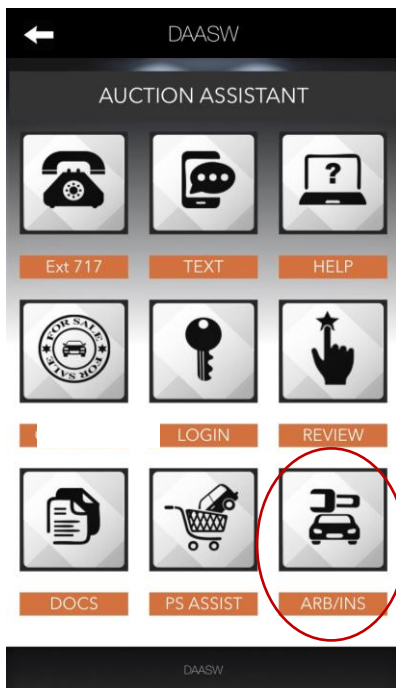
- Download the app
- Click Register and enter your information and choose a password
- Click “Auctions” to find Dealers Auto Auction of the Southwest (DAASW)



- Select DAASW from the list of auctions



- Select ARB/INS



- Enter your Dealership name and your name and email address and click continue.

DAASW - Arb/Ins

Add Request

Save Save & New Cancel

Arb/Inspection Request Form

Company Name \*

Contact Name \*

Email \*

Continue

- You will then be prompted to select either Arbitration or Inspection. Enter the VIN#, Run # or Stock #.

DAASW - Arb/Ins

Company: Dealership Name  
Contact: John Doe  
Email: John.doe@email.com

Modify Contact Info

How may we help you today? \*

Arbitration  
 Inspection

VINs / Run #(s) / Stock #(s)

- When you select Arbitration, the app will populate questions and drop downs to gather information on your claim then click "Save".

DAASW - Arb/Ins

[View NAAA Arbitration Policy](#)

Purchased In Person or Online?

Date of Purchase

Year \*

Make \*

Model \*

Mileage

DAASW - Arb/Ins

Light Declaration \*

VINs / Run #(s) / Stock #(s) \*

Was a PSI Purchased? \*

DAASW - Arb/Ins

Claim \*

- Undisclosed existing permanent damage alteration, Certified Repairs or Certified Replacement
- Improper repair of the designated area, existing permanent damage or repairs to other areas of the vehicle not disclosed
- Failure to be within the UVMS that was verified by visual inspection.
- Undisclosed Flood Damage
- Undisclosed History
- Late Title
- Undisclosed Mileage Discrepancy
- None of the above

DAASW - Arb/Ins

Optional

Select from any of the drop-down items below, or provide a description of your issue in the notes section.

Major Components

Vehicle History Issues

Other Issues

More Options

Clear Form

- An alert will be sent to our Arbitration team. The Arbitration team will make updates and be able to connect with you through the app anytime an update is made to the claim.
- The process to request a PSI is the same. Instead of selecting Arbitration, select Inspection and you will have a different list of questions. There will be a drop down to request a 7-Day or 14-Day PSI. Select the one you want. Enter the VIN#, Run# or Stock# and Click Save.

The screenshot shows a mobile app interface for 'DAASW - Arb/Ins'. At the top, there is a navigation bar with a back arrow and a share icon. Below the navigation bar, the form has a section titled 'Type of Inspection \*' with a dropdown menu. This dropdown menu is circled in red, and a large red arrow points to it from the right. Below this section is a text input field labeled 'VINs / Run #(s) / Stock #(s)'. Further down, there are two sections: 'More Options' with a checkbox labeled 'More Options', and 'Clear Form' with a checkbox labeled 'Clear Form'. At the bottom of the form, there is a text box containing the text 'You will hear from us between now and'.

- The process is the same. There will be an alert sent to our Arbitration Team and communication will go through the app.