

Manual for user account creation and absentee bid planning

User account creation

1. Click on the icon at the right top corner next to the the search field.
2. Fill out all required fields marked with a red start in **Create a new customer's** account. By submitting your data you agree to our data protection regulation.
3. You will receive an e-mail to activate your user account.
The confirmation link you receive in this mail will be active for 24 hours.
In case you don't receive an E-Mail soon, please also check your spam folder.
4. As soon as you clicked on the confirmation link, your registration is complete.
You can now submit absentee bids through our catalogue.

Absentee bid planning

For submitting absentee bids, follow the steps below:

1. **Log in** to your user account and navigate to the online catalogue of the auction.
2. Click on the **Add to absentee bid planning icon** of the lot (or remove it by clicking **Remove from absentee bid planning**).
3. Once you have added lots to your absentee bid planning, click on the **View absentee bid planning** button on top of the catalogue.
4. You will be redirected to you user account area in the section named **Absentee bid planning**. Here you can review the lots you just added.
By clicking on the **X** you remove the current item from the absentee bid planning.
5. Now click on **Add bid** and enter your absentee bid
 - Absentee bids can only be entered in **steps of 5€**
 - From an absentee bid higher than 100€, you also have the ability to request bidding by telephone by checking the appropriate box.
 - Additionally, there is an option to check if you want to collect the lot from the auctionhouse in case you bought it.
6. Click on **Save bid**.
In case you want to change your absentee bid, just click on **Edit bid**
7. Proceed with the next article
8. Once all of your absentee bids are entered, click on the **Submit absentee bids** button
9. On the tab named **Absentee Bids**, you can view the current state of the absentee bids.
10. If you want to **raise** the amount of a submitted absentee bid, kindly **send us an email**.
11. **We kindly as new customers** to send a copy of their passport via E-Mail or Fax.
Absentee bids are only processed after the auctionhouse has received and verified the documents requested.

Please note:

By submitting absentee bids you agree to our terms of the auction:
<https://www.auktionshaus-sieglin.de/terms-of-the-auction/?lang=en>

Auktionshaus Sieglin GmbH
Gewerbestraße 49
79194 Gundelfingen
info@auktionshaus-sieglin.de