

# Deal Drop Direct - FAQ & Troubleshooting

Fast answers for access, payments, bidding behavior, and notifications.

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## Common questions

**Who can bid?** Only approved, verified licensed dealers and authorized teammates.

**Are vehicles inspected?** Listings include supplied photos and notes, but vehicles are sold AS-IS.

**Can I retract a bid?** Generally no. Contact support immediately for a suspected technical or security issue.

## Login issues

1. Confirm you are using the dealership account email.
2. Use password recovery and check spam folders.
3. Allow cookies and retry in a current browser.
4. For team invite issues, ask the primary dealer to verify and resend the invitation.

## Payment failures

1. Verify billing address, funds, and card expiration.
2. Update the payment method in the billing portal and retry once.
3. Ask the issuer whether the transaction was blocked.
4. Contact support with the date, amount, and non-sensitive error message. Never send a full card number.

## Auction timeouts and extensions

**Countdown:** the displayed timer reflects the scheduled end.

**Anti-sniping:** a qualifying late bid can extend the auction by two minutes.

**Connection loss:** refresh and verify the server-confirmed status; submit bids early.

## Auto-bid cascade

**How it works:** active maximums compete automatically in the configured increment, commonly \$100.

**Cascade:** several automatic bids may process until one bidder leads or maximums are reached.

**Control:** your maximum is private. Cancel from the dashboard before close when still permitted.

## Notification settings

1. Open Account, then Notifications.
2. Turn auto-bid and watchlist alerts on or off independently.
3. Review in-app notifications even if email is delayed.

## Contact support

**Use:** the Contact page in site navigation.

**Include:** account email, auction ID or VIN, date/time, screenshots, and a concise description.

**Do not include:** passwords, full payment card numbers, or other secrets.

**Need help?** Use the Contact page in Deal Drop Direct. Never send card numbers or passwords by email.