



The Premium Sale Authority

Buyer FAQ's

How Do I Pay My Invoice?

If you have added money on to an exhibitor(s) and want to go ahead and pay your invoice you may do that at anytime by clicking on the "Account" tab in the top right of the screen then click on the "Invoice" Tab. Click "View" and then the blue printer icon. This will pull up a print preview of your invoice and the payment instructions for your particular sale are located at the bottom of the invoice. Additionally, at the conclusion of the sale (after add-ons have ended) we will generate an invoice to the email registered with your account. You can view your invoice anytime during or after the sale by following the instructions above.

I can't login to my account, what do I do?

We find most people try to login using their email. Our system requires a specific username that you would have entered at time of registration. Additionally, your Username and Passwords are CASE SENSITIVE. If a user enters the username and password just as they did at registration, they will be able to login.

The system will not email me my password, what do I do?

This is a common question. However, there is normally any easy fix. Most users try to enter their email in the forgotten password field. In reality, the field is asking for your username that you set up at registration. If you will enter the correct username the system will email a reset password link to the email associated with your account.

The system won't let me past the Terms, what's the problem?

This happens to users who are using Microsoft Explorer as their web browser. It's important to know that Explorer has not been supported by Microsoft since 2018 and does not accept certain functions offered in newer programs. The only fix is to switch to Chrome, Firefox, Edge or Safari as we do not have problems with these browsers.

What is difference between MaxBid & Regular Bid?

If you want the system to bid on your behalf up to a Maximum amount select Max Bid. If you want your bid to be the immediate highest bid use Regular Bid. If the lot has a current bid of \$100 and you enter a Max Bid of \$300 the new high bid will be \$125 and the system will bid on your behalf up to \$300 as other bidders bid against you. If you want to bypass all other bidders you would enter a Regular bid of \$300 and the new high bid would now be \$300.

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