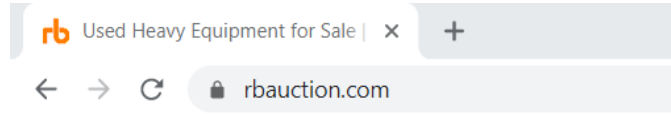
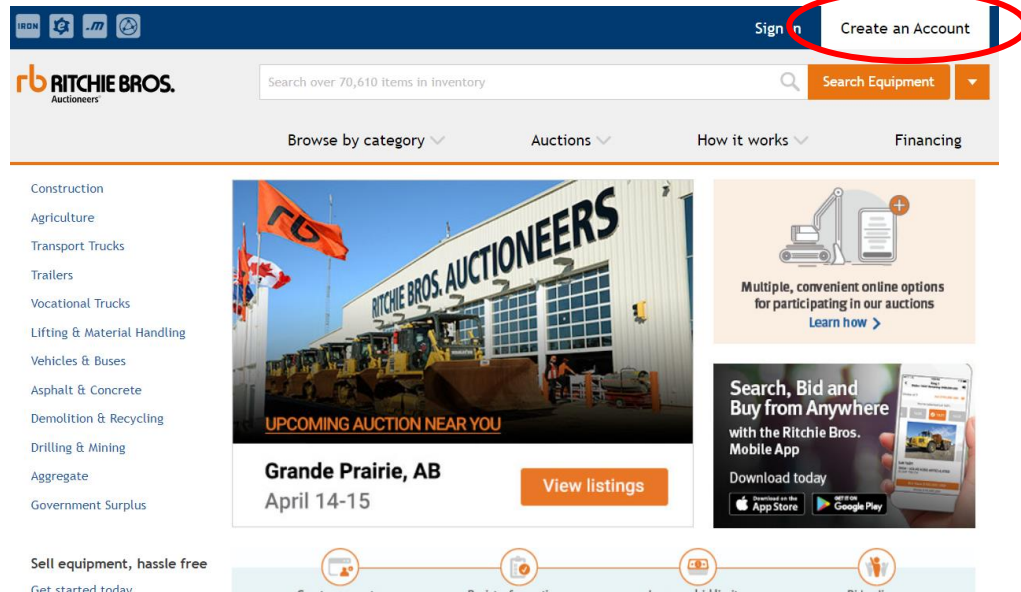


Creating Online Accounts

1. Open your web browser. Ex. Internet Explorer, Google Chrome, etc.
2. Type in www.rbauction.com into the search bar.



3. Select "Create an Account" in the top right hand corner.



4. Enter your email and create a password to log into your account with Ritchie Bros.



Never miss an auction - bid online at any Ritchie Bros. auction around the world with your free account!



All fields required unless otherwise noted.

To access your account

Email

Password
 Show

- Continue to fill in the blanks where it asks. You are able to add a company if you wish to do so. There are three steps to complete.

Tell us about yourself

Step 1 Step 2 Set up your mailing address

Is this for a business or personal account?

All fields required unless otherwise noted.

First name

Last name

Year of birth

Preferred currency

Mailing information

Country

Phone number

Country	Area	Phone number	Extension
1			

I am interested in ...
 Buying Selling

Primary Industry

Mailing information

Country

Address line 1

Address line 2 (optional)

City

Province

Zip/Postal code

Phone number

Country	Area	Phone number	Extension
1			

Continue to set up your mailing address

- Check your email. Click "Activate your account."



Step 1 Step 2 Step 3 Verify your account

Check your email now

Please click on the confirmation link on the email we sent to to activate your account.

If you don't receive an email, please make sure to check your Spam or Junk folder. If you need further help please contact us for assistance.

Please activate your account - Ritchie Bros. Auctioneers

Ritchie Bros. Auctioneers <noreply3@rbauction.com>
To

If there are problems with how this message is displayed, click here to view it in a web browser.
Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

Reply Reply All Forward
Mon 3/16/2020 9:47 AM

Unreserved public auctions

Dear

You're almost done.

Please click the button below to activate your account and to accept our [terms and conditions](#). View our [privacy statement](#) to learn more about how we process your information and your choices.

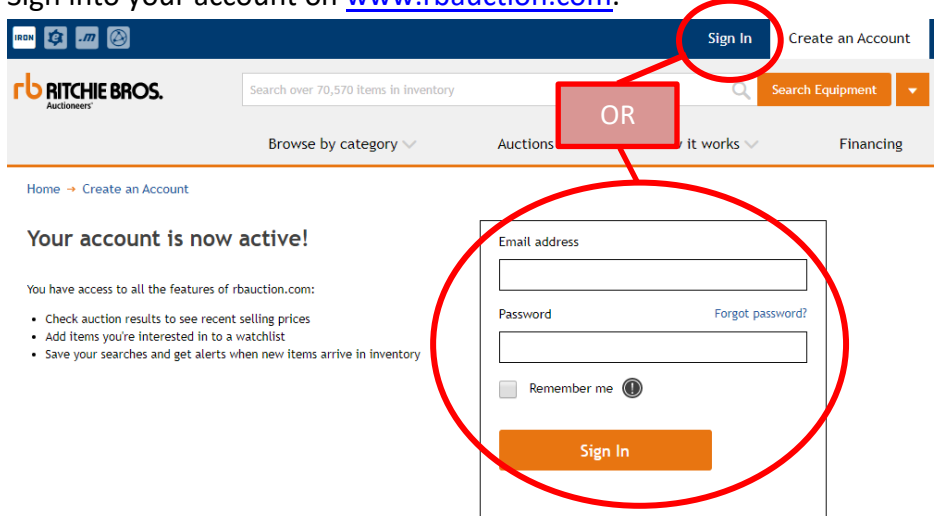
Regards,

Customer Service
 Ritchie Bros. Auctioneers
 International head office: Burnaby, B.C. Canada
www.rbauction.com

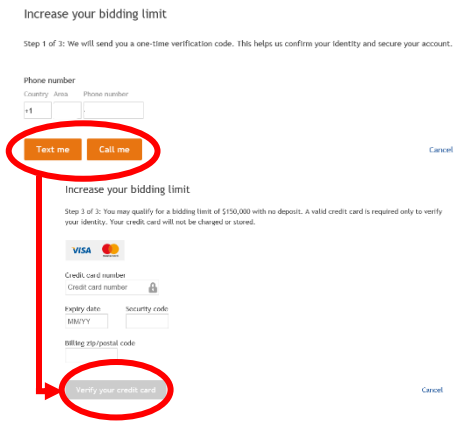
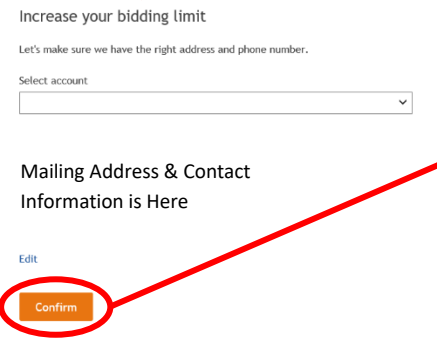
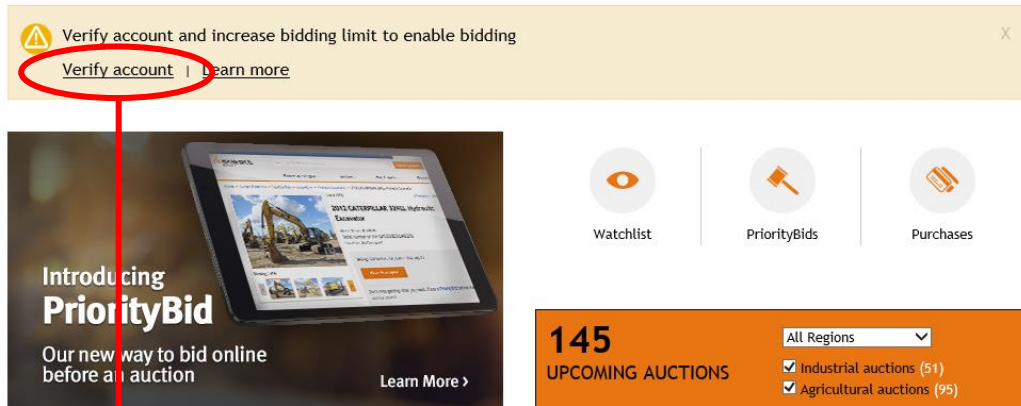
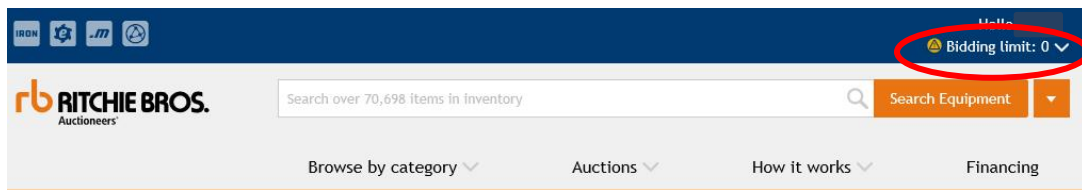
Please keep this email for your records

We store collected information in Canada but may transfer information to other countries for other processing.

7. Sign into your account on www.rbauction.com.

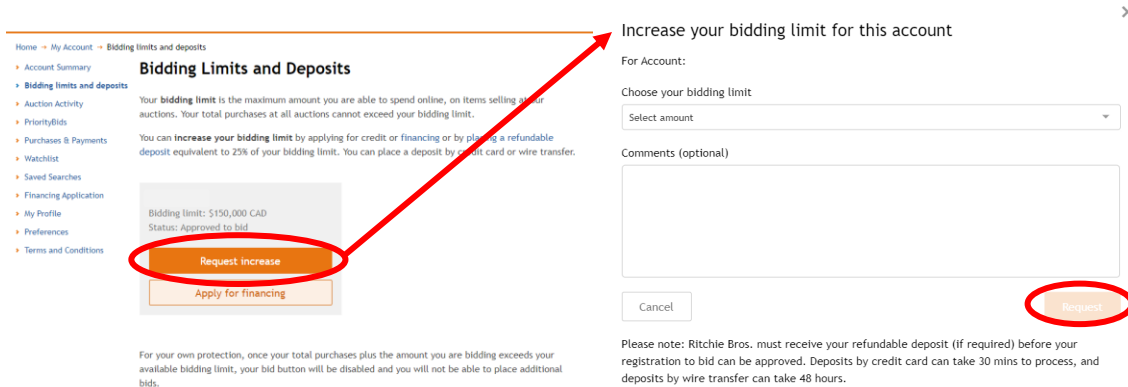
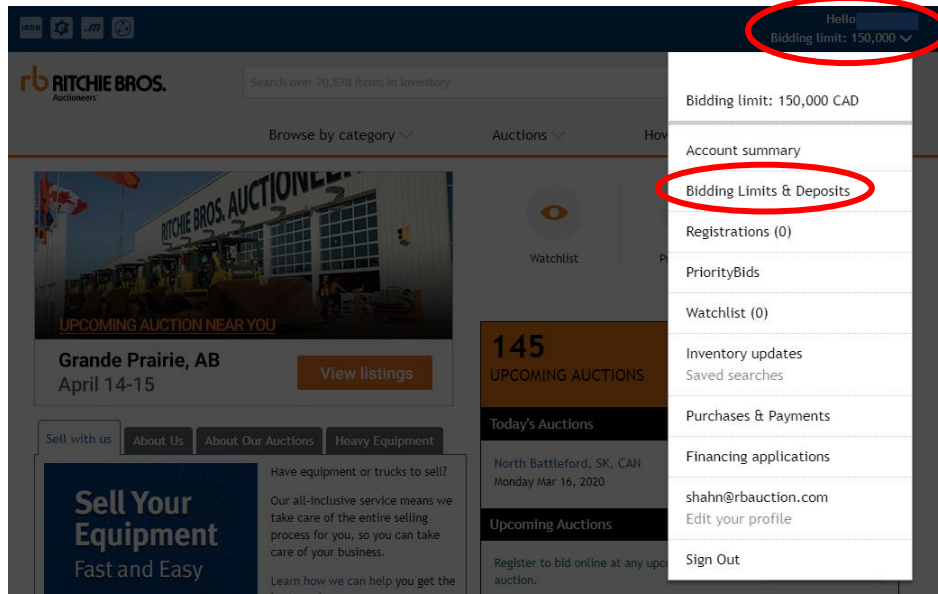


8. Once the bidder signs in, they will have to verify their account in order to increase their bidding limit to \$150,000.



9. Once the bidder has verified their account, they will receive a \$150,000 bidding limit.
 - a. If the bidder would like a higher limit, they are able to request it through their online account or via a phone call to our office.

Online



Phone – an RB employee will take the individuals request for a limit increase approval. The customer will see their account limit change instantly once CSG (Customer Service Group) receives the approval and changes the bidder’s account.

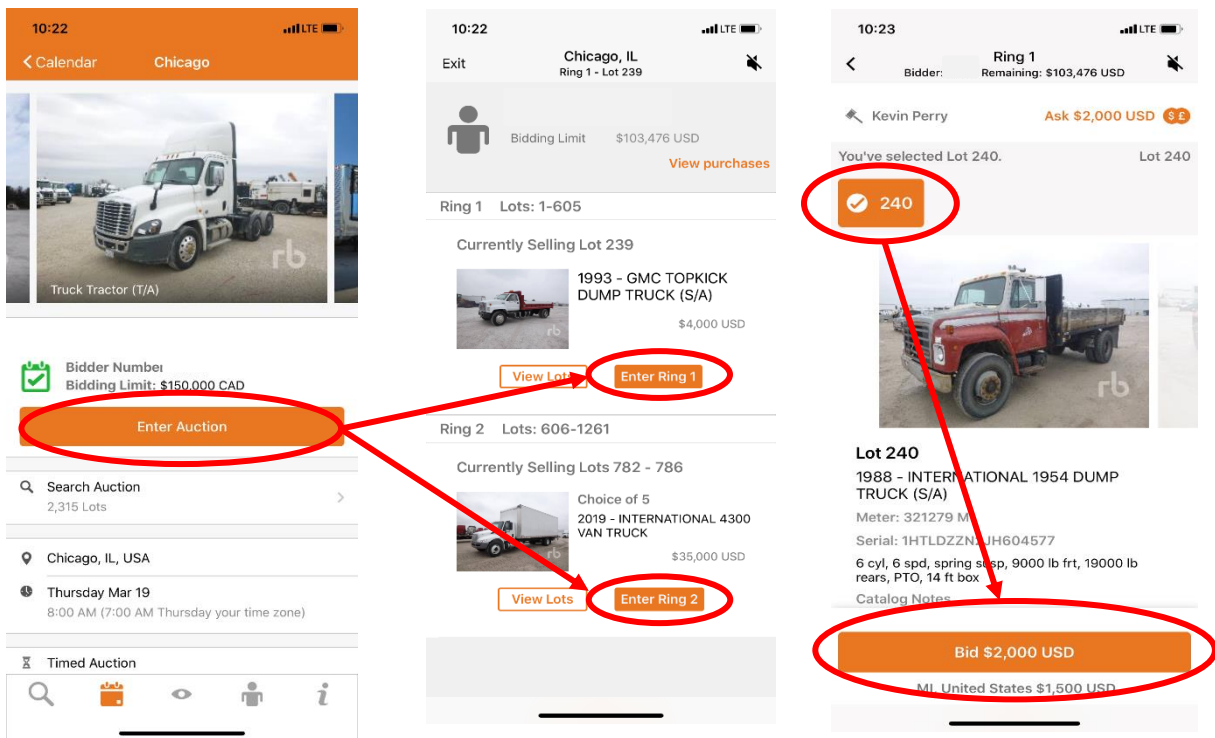
Bid Deposit Waive Request/Bid Limit Increase Request	
Date	
Name	
Business Name	
Phone #	
Online Bidder #	*first time bidders must register for a sale prior to receiving an online bidder number*
RBA Customer #	
Mailing Address	
Email	
Requested Bid Limit	
Which Sale(s)	
Any Notes:	*items buyer is interested in, buyer was a consignor, etc*

10. If we are unable to help the customer, please forward him through to our internet bidder support at 1.800.211.3983.

A Few Reminders:

	RB Website	RB App
Register for a Sale	Yes	Yes*
View Auction Results	Yes	No
Create an Online Account	Yes	No
Bid on TAL Items	Yes	Yes
Bid on Live Items	Yes	Yes

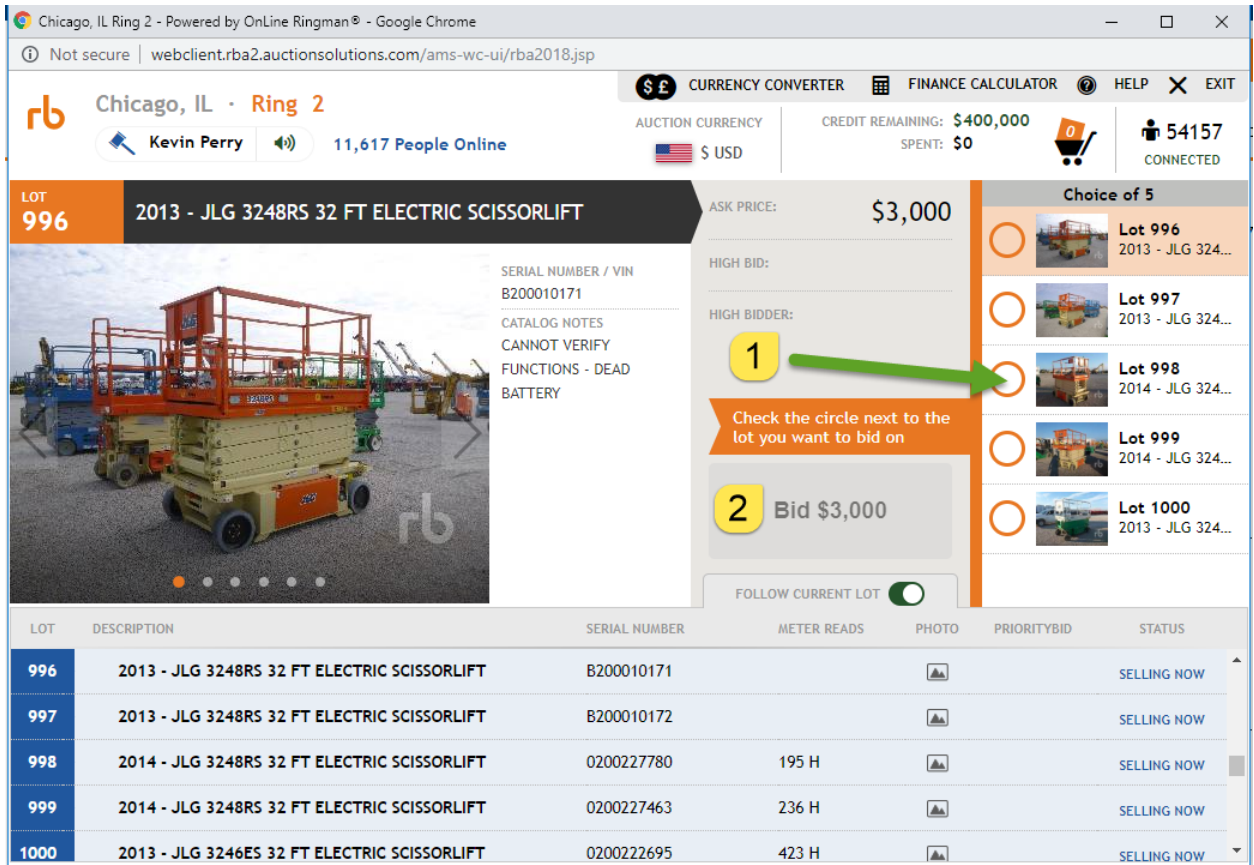
*The customer will “enter auction”, “enter ring” according to their lot location, “select a lot”, and the customer will be able to bid.



How to place a Bid

Once you are logged into the auction, in order to place a bid, there are 2 steps:

1. When the lot you're interested in is being sold, put a **check mark in the circle** beside the lot you wish to purchase. (You can only check 1 lot)
2. Place your mouse over the **bid button** and get ready to bid. Click the button to submit a bid at the price displayed on the bid button.



Chicago, IL Ring 2 - Powered by OnLine Ringman® - Google Chrome

Not secure | webclient.rba2.auctionsolutions.com/ams-wc-ui/rba2018.jsp

Chicago, IL · Ring 2

Kevin Perry | 11,617 People Online

CURRENCY CONVERTER | FINANCE CALCULATOR | HELP | EXIT

AUCTION CURRENCY: \$ USD | CREDIT REMAINING: \$400,000 | SPENT: \$0 | 54157 CONNECTED

LOT 996 2013 - JLG 3248RS 32 FT ELECTRIC SCISSORLIFT

ASK PRICE: \$3,000

SERIAL NUMBER / VIN: B200010171

CATALOG NOTES: CANNOT VERIFY FUNCTIONS - DEAD BATTERY

HIGH BID: | HIGH BIDDER: 1

Check the circle next to the lot you want to bid on

2 Bid \$3,000

FOLLOW CURRENT LOT

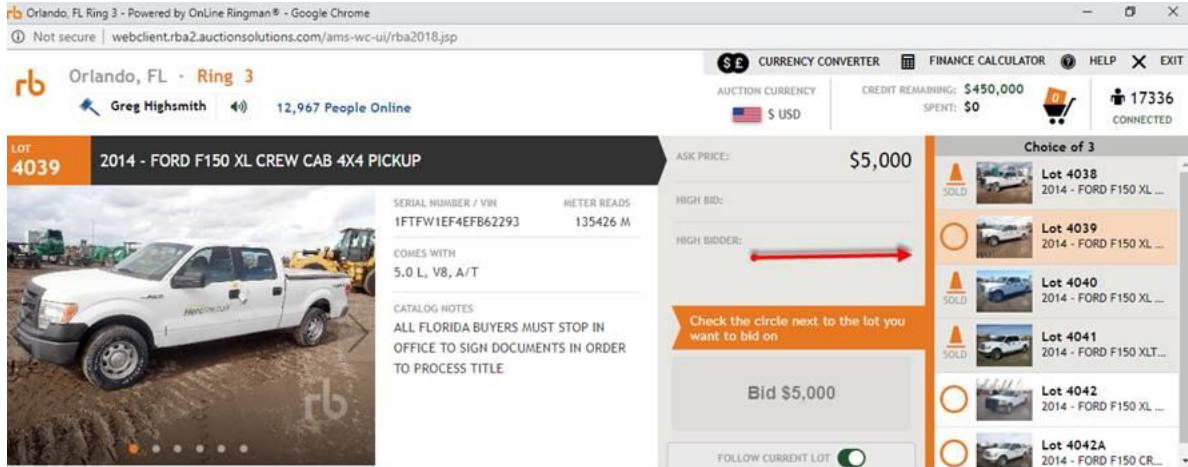
Choice of 5

- Lot 996 2013 - JLG 324...
- Lot 997 2013 - JLG 324...
- Lot 998 2014 - JLG 324...
- Lot 999 2014 - JLG 324...
- Lot 1000 2013 - JLG 324...

LOT	DESCRIPTION	SERIAL NUMBER	METER READS	PHOTO	PRIORITYBID	STATUS
996	2013 - JLG 3248RS 32 FT ELECTRIC SCISSORLIFT	B200010171				SELLING NOW
997	2013 - JLG 3248RS 32 FT ELECTRIC SCISSORLIFT	B200010172				SELLING NOW
998	2014 - JLG 3248RS 32 FT ELECTRIC SCISSORLIFT	0200227780	195 H			SELLING NOW
999	2014 - JLG 3248RS 32 FT ELECTRIC SCISSORLIFT	0200227463	236 H			SELLING NOW
1000	2013 - JLG 3246ES 32 FT ELECTRIC SCISSORLIFT	0200222695	423 H			SELLING NOW

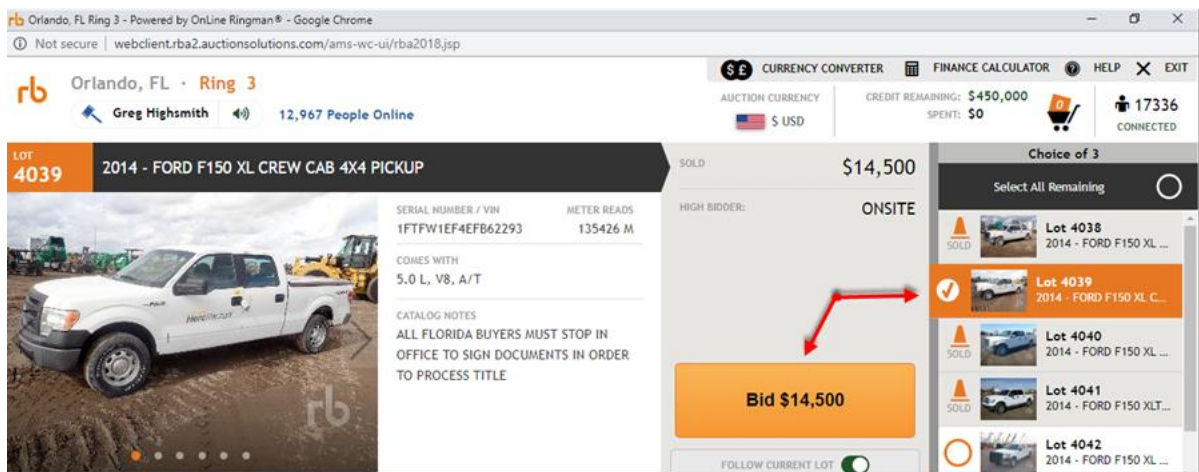
How to bid in a Choice Group

1. When items are choiced in the Live Auction, the customer needs to select the lot they want from the list on the right. They can ONLY select 1 lot from the list:



Please note: Once a customer selects their lot, and has placed a bid on their item, they CANNOT change their selection.

2. Once they check off the lot they want, the bid button will become activated, and they can bid:



3. A. When the lot is sold, the auctioneer is going to shut off bidding for all EXCEPT the winning bidder, for a few seconds only. The auctioneer will ask the winning bidder if they want any more items, for the same price. If they do want more, they check off the remaining lots, and click the bid button to buy them. Then a "sold" icon will appear next to the lot.
b. If the winning bidder does not want anymore, the auctioneer will then open up bidding to the runner up ONLY, and ask the same question. The runner up then has the same option, to

select more items and click the bid button to buy. If they buy another item for the same price, a “sold” icon will appear next to that lot.

- c. If the runner up bidder does not want any more lots, the auctioneer will do an open offer and see if anyone else wants the remaining lots for the same price. Anyone onsite and online can buy any of the remaining lots for that selling price.
- d. If no one else wants to buy an item for that price, the bidding cycle starts again.

The thing to remember is that when items are choiced together, the lot numbers in that choice group, could sell in any order, depending on what lot number the bidder has chosen.

I.e if lot 1, 2, 3, 4, 5 are choiced, and the first winning bidder wants lot 2, lot 2 will sell first, and then the remaining lots, 1,3 4 and 5, will sell after.

Please also note, there are no choice groups for TAL.

FAQ for Online Bidding

Q. What is needed for me to be able to bid online?

A. Create a free account

Activate the account through the activation email

Register for the auction online

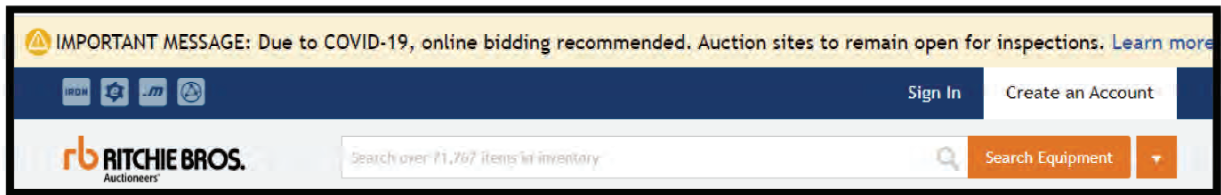
Verify your account, or place a refundable deposit totaling 25% of the amount you wish to spend in total

Creating an Account

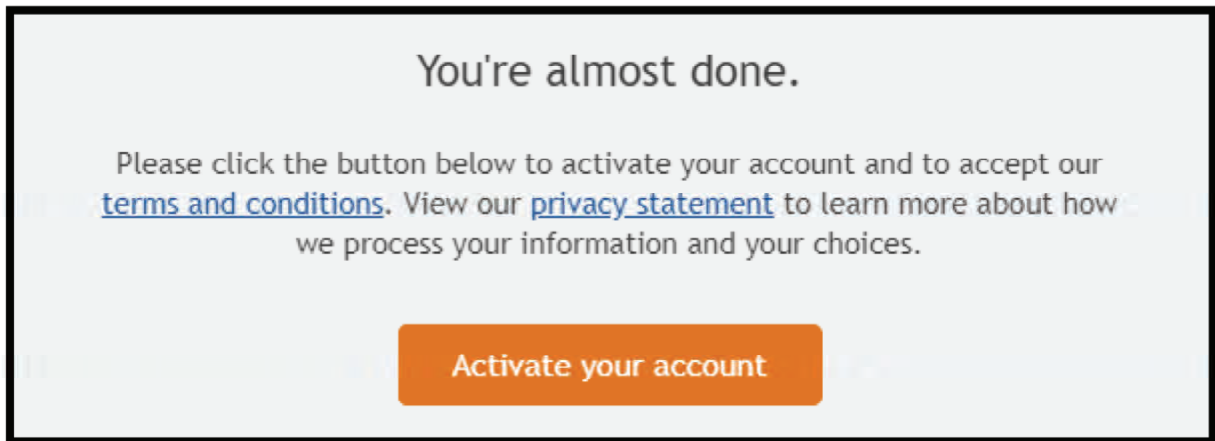
Q. How do I create a free online account?

A. Click **Create an account** at the top right of our website and fill out the form

<https://www.rbauction.com/myaccount/create-account>



After you have created the account you will receive an activation email. **Click Activate your account** at the bottom of the email



NOTE

After clicking **Activate your account**, an error message may occur saying your account cannot be activated. The system is activating your account, but it may take a few mins. Wait **5 mins** and try signing into your account.

Registering for an Auction

Q. How do I register to bid Online?

- A.** You can register for an auction from the home page by clicking **Register to bid online** <https://www.rbauction.com/> or from the **Auction Calendar page** <https://www.rbauction.com/heavy-equipment-auctions>



NOTE

You must be signed into your online account in order to register for an auction

Q. I am using the Mobile App. How do I register?

- A.** If you are using the Mobile App, once you have a bidding limit established (either by verifying your account, placing a refundable deposit or applying for financing) you will not need to register. Click to enter to the auction, and the app will register you in the background.
<https://www.rbauction.com/mobile-app>

How to get a Bidding Limit:

Q. How do I get a bidding limit?

- A.** By either verifying your account, placing a refundable deposit down or applying for financing.
<https://www.rbauction.com/buying/bidding-limits-and-deposits>

Verifying Account

Q. What is required to Verify?

- A.** You will be asked to verify your address, phone number and credit card. Follow the prompts on the website. You will be notified at the end of the verification prompts if it was successful.



NOTE

If you have passed verification, you will receive a \$150,000 bidding limit with no deposit required. If the verification is not successful, you will be presented with the option to place a refundable deposit.

Placing a Deposit

<https://www.rbauction.com/buying/bidding-limits-and-deposits>

Q. How much deposit is required?

A. 25% of the total amount you want to spend

Q. How can I make a deposit?

A. With a credit card online, or by wire transfer. Credit cards take approx. 15 mins to go through, wire transfers take approx. 48 hours to process. Once we receive the transfer, your registration will be approved.

Q. What type of credit card can I use for my deposit?

A. Visa, MasterCard and American Express. *Please note, debit cards do not work.*

Q. Will my credit card be charged for the deposit?

A. The deposit is not a charge. The deposit amount is an authorized hold, which will be held on your card for 5-7 business days and automatically released. If you are a successful bidder, we will hold the deposit until we receive full payment.

Q. I am trying to send a wire transfer for my deposit. Where do I send the money?

A. <https://www.rbauction.com/heavy-equipment-auctions/bid-deposit-wire-transfer-information>
In the drop down at the top, select the country in which you are bidding, and the address will appear below.

Timed Auction Lots

<https://www.rbauction.com/buying/how-to-buy/at-a-timed-auction>

Q. What lot numbers are Timed Auction Lots?

A. Timed Auction Lots are lots 5000 and above. Excluded from this lot range are Timed Auction Lots selling in the February Orlando auction, and the April Edmonton auction. Please check with those sites directly for their lot ranges.

Q. I am an online bidder and trying to access the Timed Auction Lots but I don't have a PIN.

A. Online bidders do not need a PIN to access TAL. Ensure you are signed into the website, and that your registration is approved. If your registration is approved, click **Enter Timed Auction** on the home page **under** the auction location. On the next page, click **Enter Timed Auction** again.



NOTE

Please note, if you *only* see the option to **View Only**, this means you have not signed into the website, you have not registered for the auction online, or your registration is pending a deposit.

Q. Can I create a choice group in the Timed Auction Lots for like items?

A. At this time, Choice groups are not available in Timed Auction Lots.

Bidding Online in the Live Auction

<https://www.rbauction.com/buying/how-to-buy/online>

Q. How do I get into the Live Auction to bid?

A. Ensure you are signed into the website with your email and password. On the home page, under the auction location you registered for, click **Enter to bid**. On the next page, click **Enter Live Auction** next to the ring you want to enter. The Terms and Conditions box will open, check off that you agree to the terms, and join the auction.

Q. How do I place a bid in the Live Auction?

A. When your lot is being sold, on the far-right side of the screen, put a **check mark in the circle** beside the lot you wish to bid on, and then the bid button will become active. Click the bid button when you see a price you wish to bid on.

Q. The bid button is greyed out. Why?

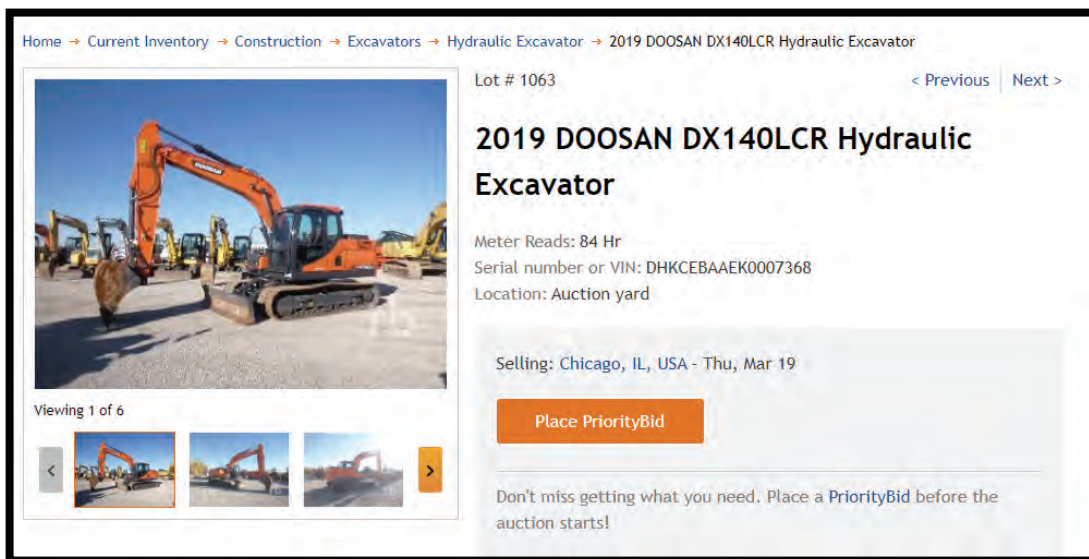
A. As an extra security measure to ensure customers aren't bidding accidentally, customers need to select the lot they want to bid on first, before the bid button will become active. When your lot is being sold, on the far-right side of the screen, put a **check mark in the circle** beside the lot you wish to bid on, and then the bid button will become active. Click the bid button when you see a price you wish to bid on.

Priority Bidding

<https://www.rbauction.com/buying/how-to-buy/prioritybid>

Q. How do I place a PriorityBid?

A. While on the **Item Detail Page** for the lot you want to bid on, click **Place PriorityBid**



Q. I am trying to place a PriorityBid on a lot, but there is not PriorityBid button. Why?

A. If the auction is currently live, if the lot number you are trying to bid on, is selling within the next 20 lot groups, Priority Bidding becomes unavailable for those items.

For all other inquiries, please contact Customer Care at 1.800.211.3983.