

HOW TO USE - MOTOAUC.JP

Please read in full to use our web application.

Sign-Up

Go to MotoAuc.jp and click on the Register Button on the top right.



You will land on the registration page.

All fields on the registration page are required.

You will need to enter your mobile number.

You will need an active email address.

Set your password

Register

First Name	<input type="text" value="First Name"/>	<input type="text" value="Last Name"/>
E-Mail Address	<input type="text"/>	
Phone Number	Your phone number must be entered correctly to confirm by an SMS code sent to your phone	
	<input type="text" value="Japan (+81)"/>	
	<input type="text" value="Phone Number"/>	
Password	<input type="password"/>	
Confirm Password	<input type="password"/>	
	<input type="button" value="Register"/>	

Click on register, you will then be asked to verify your mobile number to access the website, you will be sent a SMS containing the code you will need to enter to verify your phone number.

Once you are logged in you will also need to verify your email address before you can start bidding.

Verify Your Phone Number

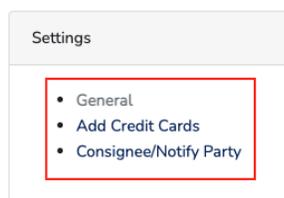
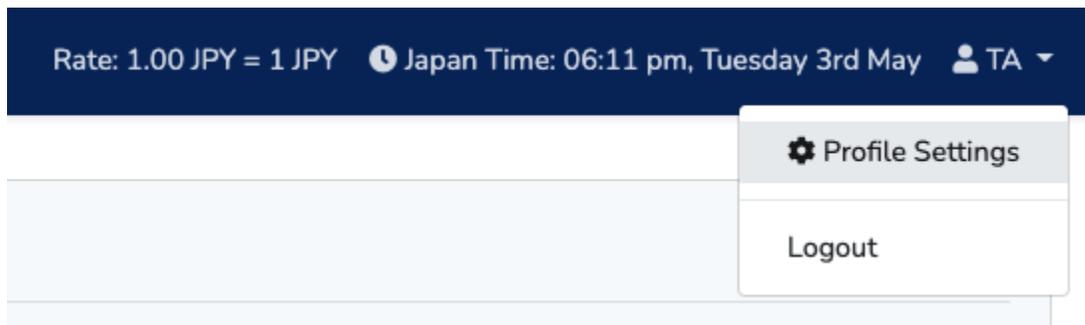
Please enter the OTP sent to your number: +64 27 286 4642

Note: OTP code will expire after 10 minutes. Please re-send if you see code expired error! If you not receive SMS then You can Resend after 30sec.

[Verify Phone Number](#) [Resend Code](#)

Profile Settings

Click on the user avatar with initials on the top right and click profile settings from the DropDown.



Profile Settings [Save Settings](#)

First Name

Last Name

Company name (If applicable)

Where you will be able to manage 3 settings

- **General**
- **Add Credit Cards**
- **Consignee/Notify Party**

1- General

General settings allow you to manage your customer profile, you will find some of your profile fields already filled with the data you entered while registering such as name and country. You can add more to complete your profile for a better user experience, such as Company, City, the Port you prefer, and your preferred currency.

Profile Settings Save Settings

First Name

Last Name

Company name (If applicable)

Address 1

Note: all the transactions and invoices are made in Japanese Yen, when you make a payment from your bank you must send the payment in Japanese Yen.

2 - Add Credit Cards

Note: We do not keep any credit card information on our servers, we use a certified third party service [Stripe](#) credit card processing company.

For the Deposit to Bid you can use your credit card, go to “Add Credit Cards”, there you can add or remove your credit card details.

Adding your card details here helps you to make the deposit payment required for your bid quickly.

You can also add your credit card while bidding, the bidding process will take you there step by step.

Note: Due to credit card limits MotoAuc only uses credit card payments for the bidding deposit, All other purchase amounts over 100,000 JPY are made manually by bank to bank transfer, you will find the bank details on the checkout page.

Settings

- General
- Add Credit Cards
- Consignee/Notify Party

Credit/Debit Cards [Add New Card](#)

Name	Type	Last Digits	Expiry	Action
Downy	Visa	4242	7/2025	Delete

3 - Consignee/Notify Party

Here you can add or remove Consignee/Notify Party or you can edit already existing data.

After you have won a bid MotoAuc requires the Consignee and Notify Party details to ship your motorcycle to you, it's better to add the details here before you start bidding, that way the details will be just a click away from sending, after you pay the purchase amount.

Settings

- General
- Add Credit Cards
- Consignee/Notify Party

Consignees (1) Notify Parties (1)

List of Consignees Add New Consignee

Name	Address	City, Country	Email	
Roube Downy	Random Japan Address,	Tokyo, Japan	Demo@email.co	Edit Copy to Notify Party Delete

If the Notify Party is the same as the Consignee party you can click on the Copy To Notify Party button and the same info will be added to the notify party.

Consignees (2) Notify Parties (3)

List of Consignees Add New Consignee

Name	Address	City, Country	Email	
Test User	Test Address,	Bangkok, Canada	test@email.com	Edit Copy to Notify Party Delete
Harvey Spectore	Thailand ...	Bangkok, Thailand	HP_Harvey@hotmail.com	Edit Copy to Notify Party Delete

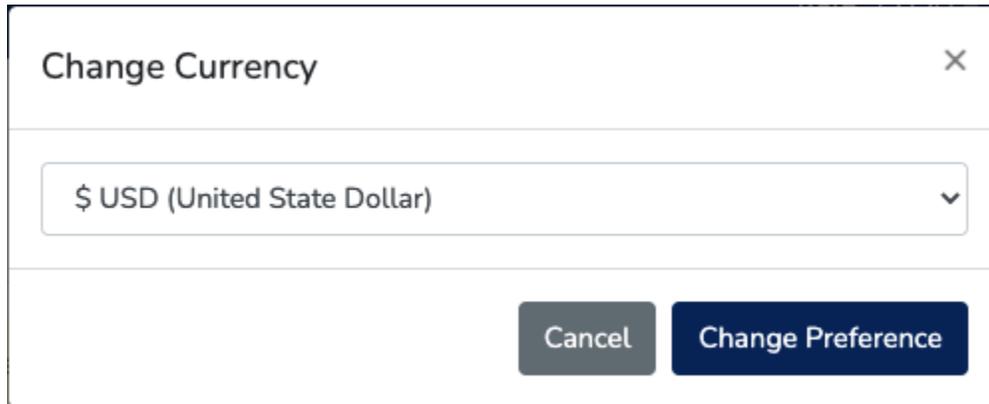
Note: MotoAuc.jp does not share any of its user's personal data with anyone, you can read more about our privacy policy here.

Set your currency

MotoAuc base currency is Japanese Yen but lets you set your own preferred currency to make it easier to see what the cost in your local currency will be, please note the actual invoices will be in Japanese Yen.

How To Change Currency Preference

Click on the currency rate on the menu bar, and a preference bar will appear, select the currency you prefer and click on "Change Preference".



The image shows a dialog box titled "Change Currency" with a close button (X) in the top right corner. Below the title bar is a dropdown menu currently displaying "\$ USD (United State Dollar)" with a downward arrow on the right. At the bottom of the dialog box are two buttons: a grey "Cancel" button and a dark blue "Change Preference" button.

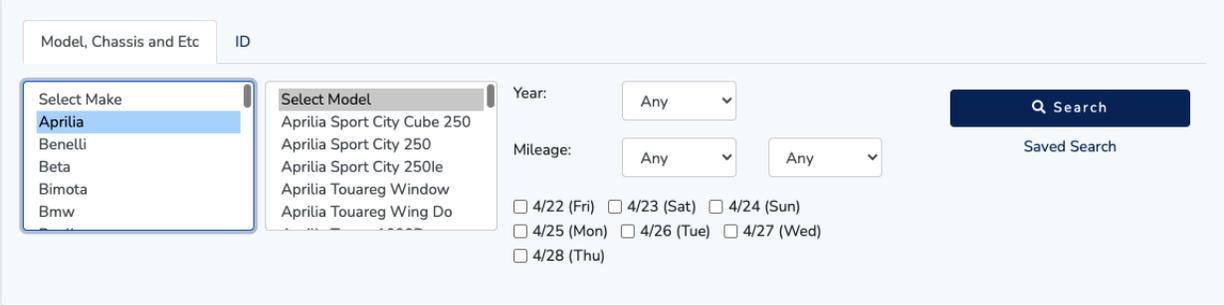
What is the time on the menu bar?

Time on the menu bar is Current Japan Time, to help our overseas users to have a better idea of auction times.

Search - How the Search Works in MotorAuc

To search the available motorcycles for auction you need to be a member of our auction proxy bidding service Motoauc.jp, our membership is totally free of cost and for everyone from every country.

Once you log in on **MotoAuc.jp** you will land on the search page of the website where the search box on the top of the page allows you to search in different ways.



The screenshot shows a search interface with the following elements:

- Two tabs: "Model, Chassis and Etc" (selected) and "ID".
- A "Select Make" dropdown menu with options: Aprilia, Benelli, Beta, Bimota, Bmw.
- A "Select Model" dropdown menu with options: Aprilia Sport City Cube 250, Aprilia Sport City 250, Aprilia Sport City 250le, Aprilia Touareg Window, Aprilia Touareg Wing Do.
- A "Year:" dropdown menu set to "Any".
- A "Mileage:" section with two dropdown menus, both set to "Any".
- Radio button options for dates: 4/22 (Fri), 4/23 (Sat), 4/24 (Sun), 4/25 (Mon), 4/26 (Tue), 4/27 (Wed), 4/28 (Thu).
- A dark blue "Search" button with a magnifying glass icon.
- A "Saved Search" button below the search button.

Below the search box, it says "Total Motorcycles available: 6559" and "Save this search".

The first box from the left allows you to select the motorcycle's manufacturer company (Make), Once you select the Make, the next box will show all available models from that manufacturer.

After selecting the **Make** and **Model** there are two filter options for you to get to the specific motorcycle you want by selecting the year and mileage.

Once the selections are done just click the search button and all of the motorcycles available for that search will appear on the results list below the search box.

Please note: You do not have to select all of the search options in the search box. You can select any one of them and click on the search button, the results of your search will appear according to the option/s you selected.

For Example, if you select Ducati in the Make box and click the search button, all of the Ducati motorcycles available for the auction will appear on the results list.

Or you can just select the "Year from" and "Year too" you want to search for and click the search button all the motorcycles from that year range will appear.

What are the dates in the search box?

The dates are days of auctions, which selection of each date will show motorcycles for auction on that date, once an auction day is done the data for that date stays on the site until midnight the day of the auction.

If you see the auction is closed. You can select the next date and click on the search button and only the next auction day data will appear, a user can also select more than one date to search.

What is “Save this search”?

Once you have searched anything, you can save that search to your account and give the search a name to remember that specific search.

This way you can do regular searches by going through your saved search list without missing or forgetting some searches that you regularly perform.

Where can I find the “Saved Search” in my motorAuc.jp account?

Just below the search button in the “search-box” there is an option “Saved search” just click on it and all your saved searches will pop up.

Can a user delete a saved search? Yes you can, just select the search item and click on delete

Can a user replace an old search with a new one? Yes, just select the search item that you want to replace or edit with new search criteria.

Watch List

The Watch List is your favorites list. You can add a motorcycle to the watch list and keep the information of that auction lot on the watch list for easy lookup, you can also place your bids later from the watchlist so you do not have to go through search to find that motorcycle again.

Photo	Auction Date Auction ID	Yr	Make Model	C.C Rating Auction Grade	Mileage	Color	Start Price	Final Price	Result	Date (Closing)
 	11/05/22 47440683		SUZUKI GSR250S	250 GRADE: (***)	23,238KM	BLUE	¥ 137,500 JPY	¥ 0 JPY	AVAILABLE	CLOSING IN 15 DAYS Bid Now
 	26/04/22 14141036		HONDA GYRO CANOPY- 2	50 GRADE: (4)	14,437KM	WHITE	¥ 137,500 JPY	¥ 0 JPY	AVAILABLE	CLOSING IN 15:29:18 Bid Now

Once that auction is closed, the items will remain on the watch list for your reference and will move into the previous auction tab in the watch list from midnight the day of auction.

This helps you to keep track of the auction lot and they can see what was the final price of that motorcycle which gives you a better idea for future bidding.

Deposit for bidding.

Once you have found a motorcycle or motorcycles to bid on you will need to pay 100,000 JPY bidding deposit per motorcycle that you wish to purchase.

The deposit payment will be automatically deducted from the total amount of the purchase once the bid is won.

Note - MotoAuc allows you to bid on multiple motorcycles with one 100,000 JPY deposit.

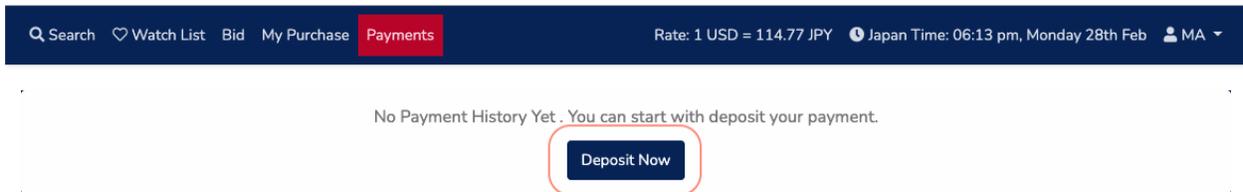
- You can only win one motorcycle per 100,000 JPY deposit,

Example: you are bidding on 10 motorcycles and have placed 3 x deposits, our bidding staff will keep bidding and if possible will win 3 motorcycles out of the 10, if you only end up with one motorcycle your deposit will stay in your account until it is used, or is requested to be refunded.

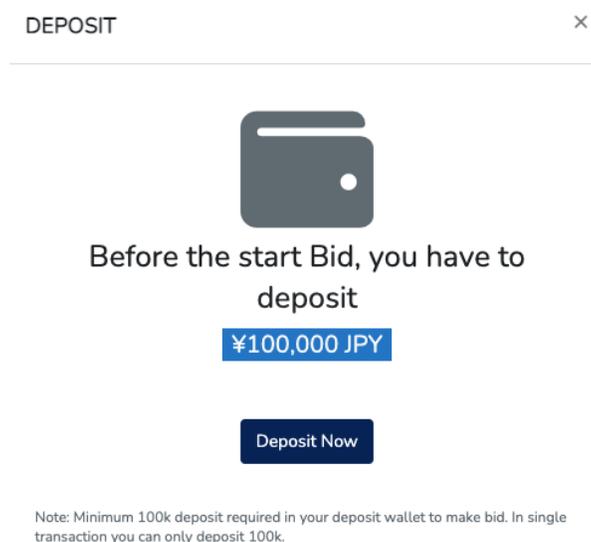
Note: Once you have made a bid that is unable to be canceled, the deposit is not refundable until after the auction the deposit was being used for, if no auction lot is won then the deposit can be refunded (or kept on account for the next auction).

How to pay the bidding deposit

Go to the **"Payments"** in the menu bar and click on the **"Deposit Now"** button, it will take you to an online deposit box where you can pay using Visa, Mastercard, American Express, Dinersclub, Apple Pay, Google Pay, After Pay credit cards.



Or you can just click on the **"Bid Now"** button on the search page on any motorcycle you would like to bid on and it will ask you to pay the deposit first.



After you click on the **"Deposit Now"** button it will take you to the deposit payment page. Where you will have to add your credit card information first.

Pay Deposit	
Payment ID:	#53
Amount:	¥ 100,000 JPY
Pay with Credit Card:	Add New Credit Card

[Cancel](#) [Pay Now](#)

To add your credit card information click “**Add New Credit Card**” and a pop up will appear for card information

We do not store any credit card information. (br)We use a third party service (Stripe). (BR) For read more about service please visit www.stripe.com.

Add new Card ×



[Cancel](#) [Add Card](#)

Once you add the information you are all set to pay a deposit and start bidding.

Note: We do not keep any credit card information on our servers, we use a certified third party service **Stripe** credit card processing company.

To read more about **Stripe** please visit <https://stripe.com>

Making a Bid - The exciting bit

Once you have found your chosen Motorcycle/s to bid on, click on **“Bid Now”** and make your offer, tick the accept the terms and conditions (Yes you should read them) and click bid.

Once you have bid on any Motorcycle it will appear in the Bid list page.

Then wait for the Auction, Our bidding staff will make the bid on your behalf at the Auction.

If you are the highest bidder congratulations you got the motorcycle you wanted and if not we can try again on another one for you.

Either way you will be informed by our bidding staff through E-mail or Text notification

You can check and see the status of the bid and the result of the auction on your bid list page.

Bids		Previous Bids										
<p>Note: You can only cancel the Bid before 2 hours of auction closing time. Please contact Sales (111-2222-222) in case you have any question.</p>												
Photo	Lot # Auction	Bid DateTime Auction ID	Yr	Make Model	C.C Rating Auction Grade	Mileage	Color	My Bid	Start Price	Final Price	Auction Result Bid Status	Actions
	3001 JBA KOBE	22/04/22 01:04 PM 20647084		YAMAHA VINO	50 GRADE: (3)	19.616KM	BLUE	¥ 174,239	¥ 137,500 JPY \$ 1,612 NZD	¥ 174,239 JPY \$ 2,043 NZD	AVAILABLE WON	10:04:AM CLOSING IN 18:01:26
	0009 BDS KANTOU	22/04/22 11:04 AM 23026244	2019	YAMAHA XSR900	850 GRADE: (5)	2.221KM	BLUE	¥ 800,000	¥ 687,500 JPY \$ 8,060 NZD	¥ 0 JPY \$ 0 NZD	AVAILABLE PENDING	08:04:AM CLOSING IN 1 DAY Cancel
Photo	Auction Date Auction ID	Yr	Make Model	C.C Rating Auction Grade	Mileage	Color	Start Price	Final Price	Result	Date (Closing)		
	04/05/22 36594041	2019	SUZUKI KATANA1000	1000 GRADE: (4)	2,465KM	BLACK	¥ 137,500 JPY	¥ 0 JPY	AVAILABLE	CLOSING IN 4 DAYS Bid Now		
	04/05/22 55549937		YAMAHA DRAGSTAR 250	250 GRADE: (4)	10,187KM	WHITE PURPLE	¥ 137,500 JPY	¥ 0 JPY	AVAILABLE	CLOSING IN 4 DAYS Bid Now		
	04/05/22 87687210	1993	HARLEY-DAVIDSON HARLEY FXWG1340	1340 GRADE: (3)	67,873M	ORANGE	¥ 137,500 JPY	¥ 0 JPY	AVAILABLE	CLOSING IN 4 DAYS Bid Now		

Can I still bid on the motorcycle where it says Auction Closed?

Generally you cannot bid on a Motorcycle after the auction is closed with the exception of a motorcycle being listed as closed on the current day of auction, there may be a small window of opportunity to make a bid manually by contacting our staff.

This is due to our site closing the bids approximately 2 hours prior to the actual auction lot being physically auctioned.

Can I cancel my bid?

Yes, you can cancel your bid and can also re-bid on that motorcycle again if you wish to change the bid price.

The bid can only be canceled up to 2 hours before the auction time cutoff for bidding.

Note: If there is less than 2 hours until the auction, the bid cannot be canceled, in this case you will need to call the bidding staff on our direct number for cancellation if the bidding staff hasn't already bid or placed a proxy bid on the auctions computer system on that motorcycle till then the bid can be canceled, manual cancellations are not guaranteed to be canceled and will still count as a auction purchase if not able to be manually canceled.

What is the “previous bids” tab?

The bid page displays your current bids, once the auction is done the data will move to the previous bids page at midnight the day of the Auction, regardless of if you won the bid or not, data will remain there as a record.

My Purchase

Once you have won a bid on a motorcycle the details will appear in “my purchases” where the user can see all the details of that motorcycle, order status, and order tracking bar.

You will also receive an email with the motorcycle purchase cost invoice, this must be paid in full within 48 hours of winning the auction.

Thumbnail	Auction Date	Auction ID	Make & Model	Yr	Color	Status	Actions
	26/04/22	20647084	YAMAHA VINO		BLUE		View Detail
	26/04/22	12073003	HONDA GB350	2021	NAVY BLUE		View Detail

Payments

In the payment menu you can see the

- Invoices advance payment
- Pay the advance payment by Credit Card
- The motorcycle cost invoice
- Upload the payment receipt from your bank of the Motorcycle cost invoice
- The shipping fee Invoice
- The payment receipt from your bank of the shipping fee Invoice

We also send emails with information for every step along the way.

Please note that we must receive the payment receipt of the motorcycle cost within 48 hours of the motorcycle being invoiced to you, failure to do so will incur additional costs.

In payments, you will find all the records of transactions between yourself and **MotoAuc** and also the transition history with invoices.

Due: ¥ 1,328,885 JPY		Deposit: ¥ 100,000 JPY		Pending: ¥ 0 JPY			
						Deposit	
No.	Date	Description	Total	Paid	Remaining Balance	Status	Remarks
MAJP56145771	22/04/22 11:43 am	Car Cost Invoice	¥ 905,000 JPY	¥ 100,000 JPY	¥ 805,000 JPY	Un-Paid	The Deposit Amount has been deducted
							Pay Now Invoice History
MAJP16685942	22/04/22 11:35 am	Car Cost Invoice	¥ 310,000 JPY	¥ 100,000 JPY	¥ 210,000 JPY	Un-Paid	The Deposit Amount has been deducted
							Pay Now Invoice History

How to pay the Motorcycle Purchase Cost?

If you are a successful bidder, as soon as the auction is over you will receive a detailed email from us with the motorcycle cost invoice, you can click the link in that email which will take you to the payment page on MotoAuc site.

Pay Deposit	
Payment ID:	#45
Amount:	¥ 20,000 JPY
Bank Transfer	Bank Name: UOB (THAI) PLC Branch Name: Sukhumvit 25 Branch Swift Code: UOVBTHBK Address: 1st F1 Sukhumvit Road, Klongtoei, Wattana, Bangkok,10110,Thailand Phone number: +81 3 3642-4111 Account Number: 743-900-353-0 Account Name: Motor Grupo Co., Ltd Account Currency: USD Website: http://uob.co.th *All bank charges are paid by the senders account.
How much amount you transferred?	<input type="text" value="20,000"/>
Payment receipt or proof	<input type="button" value="Choose Files"/> No file chosen Supported Files: jpg, jpeg, png, pdf
Remarks	<input type="text"/>

On the **"Payments"** page, you can also see the invoice of the won motorcycle, clicking on pay now will take you to the payment page as detailed above

On the payment page, you will see our bank details where you will be sending the purchase price of your motorcycle

Once the payment is made through your bank, please take a scan or photo of the bank transfer receipt and upload it to the payment page, fill out the amount paid, then click **"Submit for Review"**, our accounting administration will check for your incoming payment and send you a receipt once it has been received.

You will then be sent an email to ask for the Consignee and Notify Parties for shipping, where you want us to send your Motorcycle. If the payment is not complete you will be asked to pay the remaining amount before the shipping process commences.

How to send shipping Details

To send the shipping details you will need to add those details in your account

Add consignee and notify party

Go to **profile settings** from the menu and click **Consignee/Notify Party** from the left menu.

Click the button “**Add New Consignee**”, fill out the details and make sure, double check that they are correct, very important!, once you have entered the details click create.

It will show the Consignee details in the Consignee list on the page, you will see three buttons on the right, edit, delete, add to notify party.

If the **Notify Party** is the same as the **Consignee party** you can click on the **Copy To Notify Party** button and the same info will be added to the notify party.

Settings

- General
- Payments
- Consignee/Notify Party

Consignees (3) Notify Parties (4)

List of Consignees Add New Consignee

Name	Address	City, Country	Email	
Sarah Taylor	Test Address,	Bangkok, Canada	test@email.com	Edit Copy to Notify Party
Harvey Spectore	earth,	Bangkok, Thailand	zohaib075@hotmail.com	Edit Copy to Notify Party

Once you add the required information go to “**My Purchase**” in the menu and click on “**View Details**” on the right side of the table. you will see the **Shipment Detail** just below the payment details table. Select the consignee and the notify party and click on “**Send Shipping Details**”.

Shipment Detail

Select Consignee

Harvey Specter ▼

[Add New Consignee](#)

Select Notify Party

Michael Ross ▼

[Add New Notify Party](#)

Send Shipping Details

Once we receive the shipping details, we will let you know the shipping fee for that destination.

We will then send you the invoice for the shipping cost, the process of paying the shipping cost is the same as the motorcycle purchase cost.

Once we receive the shipping cost your motorcycle will be processed for shipment, you will be updated by email with the shipping details, which are also available from the “**Purchases**” menu on the site.

Note: For Any Further Inquiries please feel free to contact us at csc@motoauc.jp or call on +815050509267 or use the live chat function at the right bottom corner of each page.

HAPPY BIDDING!