

DISCLAIMER: This document is not intended to define a legally approved audit program. Please consult your own attorney and/or government agencies to form your own compliance program. This document should only be used as reference tool, and it should not be interpreted as a mandate from any trade association, its members, or industry associates.

Standardized Auction Audit Checklist

Risk Category	Control Point	Objective	Test	Last Completed
Physical & Data Security	Disaster Recovery Plans	Review disaster recovery plan	Review written contingency plan to handle inventory in the event of a catastrophic occurrence? Review how often the contingency plan is reviewed. Review how often the contingency plan is tested. Is there a separate location where inventory can be and/or is stored?	
	Computer Data Security	Ensure certifications of data security	Review security relative to information systems (SSAE-16, SOC, PCMI, etc.)	
	ID and Bidder Badge Control/Access	Ensure appropriate controls are in place to restrict access to the building and key areas of the auction	On site inspection to examine restrictions on entry and permissible access areas with ID or bidder badge. Review how many visitors enter the building. Review areas accessible with an ID or bidder badge. Review the process for visitors/guests. Review policy, visitor logs, ID or bidder badge issuance and areas accessible with proper badges.	
	Computer Room Inspection	Ensure proper safeguards in place for IT systems	Review IT Room and IT Room Checklist	
	Access to Accounting and Inventory	Ensure access to accounting is limited to necessary personnel	On site inspection to examine access to the accounting area. Review of written policies (safeguarding). Review procedures for security over inventory during non-business hours. Review types of security? Security personnel, cameras, locked fences, alarm systems, 24/7 surveillance etc. Review where keys and fobs stored (standard industry practice is to store in vehicles) Review security over titles. Who has access to these records? Are titles stored in fireproof cabinets or a fireproof room? Review necessity of security cameras and how many are being used. If applicable, review where the security cameras located. If applicable, review who has ability to view live camera feeds. Review if cameras can be viewed remotely and who has access for remote viewing. Review how long tapes of security cameras are stored.	
	Software/Hardware utilization	Understand all software and hardware used by vendor to service the customers	Review list of software and hardware providers.	
	Data Back up / Redundancy	Understand how customer data is backed up	Determine how, when and where inventory data is backed up and maintained.	
	Data processing	Understand data providers	Review list of data providers.	
	Upgrades of Software	Review process for software upgrades	Review IT Policy for system upgrades and interview IT management staff.	
	Vulnerability Testing	Ensure system firewalls are adequate	Review reports of vulnerability testing from third party experts. Review breach of security procedures.	
Customer Nonpublic Information Policy - Systems	Ensure confidential handling of NPI	Review system permissions. Onsite review or documents/work area Review storage procedures for signed redemption/reinstatement and fax/email confirmation sheets. Ensure that personal information is cleared from vehicle navigation and other driver convenience systems. Ensure procedures exist for removal of insurance company required "in-car" tracking devices prior to sale.		
Financial Controls	Financial Statement Review	Ensure vendor is financially stable and is a going concern	Review most recent audited financial statements, if publicly available information. If not, request statement of going concern.	
	ACH Funds	Ensure proper handling of funds	Review post sale report of gross sale price, service fees and net sales price by VIN for vehicles sold for auditing commercial customer.	
	Credit Balances	Ensure proper handling of credit balances	Review policies and procedures for identifying and returning any overpayments for vehicles sold for auditing commercial customer.	
	Redemption/Reinstatement Payments and Fees	Understand vendor payment streams, fees and funds flow for customer redemption/reinstatement payments	Review procedures for customer redemption/reinstatement payments collected by vendor. Review all payment streams, fees and funds flow. Review receipt records.	
	Vendor Remittance	Ensure fees are calculated properly	Review remittance from vendor to ensure fees are properly calculated.	
Licensing & Insurance	Licensing	Ensure proper licensing is in place and current.	Review local licensing requirements (by state, city, county or appropriate local jurisdiction) Review that the appropriate license is current and in place (wholesale auction, wholesale dealer, etc. as examples) Is auction a current member of NAAA?	
			Review insurance coverage relative to contracted requirement.	

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	Insurance	Ensure proper insurance is in place		
Compliance	Contract compliance	Ensure proper compliance with contract	Review current contract to ensure compliance	
	State and Federal Law Compliance	Ensure compliance with state and federal laws	Review complaint and suit log (from dealers, customers, employees, etc.) Review QA/QC procedures (including lane video monitoring, account auditing, scoring, calibrations, etc.) Determine who is responsible for QA/QC. Determine if video recording of sale lanes is in place. If so, how long are tapes maintained?	
Business Management Review	Policies	Ensure standard business policies exist including compliance and ethics	Review existence of current written policies. Review existence of current employee handbook.	
	Personnel Hiring	Ensure proper background checks are completed on all employees	Review vendor statistics--total staff, site capacity & growth potential Review hiring log. Review policies related to background checks.	
	New Hire Training	Ensure new employees receive appropriate training for their position	Review training procedures/policy and/or training logs. Review process for ongoing training.	
	Job Descriptions	Ensure job descriptions exist and are communicated to staff	Review staffing model and statistics. Review scheduling process and experience of staff. Review job descriptions of employees directly associated with managing inventory.	
	Quality Assurance	Ensure auction has adequate procedures in place for monitoring performance and detecting violations	Comparison of inventory records and block summary reports to sales for vehicles sold for auditing commercial customer. Review of the sales and expenses summary for vehicles sold for auditing commercial customer. Comparison of average sale prices to actual sale prices for vehicles sold for auditing commercial customer. Review of purchasing dealer reports for vehicles sold for auditing commercial customer. Review of post-sale inventory records for vehicles sold for auditing commercial customer. Review of bid badge counts and online attendance. Availability of auction sales lineup for bidder review and participation in the auction. Ensure block tickets/bills of sale/appropriate documents are accurate and retention procedures are in place for vehicles sold for auditing commercial customer. Review physical/electronic location and retention of appropriate documentation (work or repair orders, labor time, ODO statements, mileage records, sublet billings, parts invoices, etc.) Ensure proper documentation is retained for scrappage and/or sold parts? Ensure dealer files are appropriately maintained in a centralized database/physical file (at auction or through Auction Access database). Determine if journals or ledgers are maintained with support for repairs. Determine if arbitration logs and reports are maintained for all vehicles having been arbitrated.	
	Sales	Auction services	Ensure AutoIMS or the appropriate system utilized by the customer is accurate and current for all inventory.	
	Internal and External Audits	Ensure internal and external audits being performed	Internal account audit results Audit Invoice report	
	Vehicle inspection	Ensure proper vehicle inspection is made and reported		
	Service	Ensure adequate service is being provided by the auction for the sale of vehicles	Observe the Auctioneer. Ensure that sale-day run numbers are accurate within a reasonable timeframe prior to sale or in accordance with contract/mutually agreed upon auction procedures for vehicles sold for auditing commercial customer. Ensure sale proceeds are posted within a reasonable timeframe or the contractual time frame/mutually agreed upon auction procedures for vehicles sold for auditing commercial customer. Review arbitration logs and reports to determine frequency of arbitrations for vehicles sold for auditing commercial customer. Ensure the appropriate parties are notified of arbitrations within a reasonable time frame or per the contract/mutually agreed upon auction procedures for vehicles sold for auditing commercial customer. Ensure that appropriate repair estimates are submitted prior to voiding the sale of an arbitrated unit for vehicles sold for auditing commercial customer. Ensure that arbitrations are appropriately handled within the contractual guidelines/mutually agreed upon auction procedures for vehicles sold for auditing commercial customer.	
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