

# Running and Closing an Auction in Network for Good

# Agenda

Adding and Removing Bids

Bidder Experience

Closing & Checkout

Q&A

# Adding and Removing Bids

# Closing and Checkout

# Checkout

## Checking out with credit card

- Once the Auction closes, bidders are notified via text and/or email of their winning status and the item(s) they won.
- This notification is automated, cannot be edited, and includes a direct link to the bidder's account.
- **NOTE:** When bidders purchase a Fixed Price item, they have an opportunity to checkout at the time of purchase.

## Taking payments offline

- If you are taking offline payments in person, such as cash or check, you can record those in the bidder's profile
- You can also checkout for a bidder and have the option of entering a different credit card

You have won an auction



noreply@networkforgood.com  
To AJ Alexander



9:58 AM

 Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

Thank you, AJ, for participating in AJ's Awesome Auction. You have auction winnings and your total commitment is 20.00 for the items below:



\$50 Gift Card to Chewy


Please use your bidder dashboard to avoid the line and checkout online. We also encourage you to consider covering the typical credit card fees for the non-profit you are supporting as this small amount can make a big impact when everyone contributes. [https://aliasso.auctions.networkforgood.com/my\\_account](https://aliasso.auctions.networkforgood.com/my_account)

### Jedi School Gala

Bidder #1

Actions ▾

-  Add Offline Payment
-  Send Checkout Notification

| ITEM  | COLLECTED   | AMOUNT    | TOTAL AMOUNT |
|---|---|-----------|--------------|
| <a href="#">Chewy's Artwork</a> <span>unpaid</span> |  | \$100 (1) | \$100        |
| Item #2   |   |           |              |

# Shipping and Taxes

- If you would like to offer shipping or charge for sales tax, you **must** add these as a **Fixed Price** item.
- These items should be marked as **hidden** so they don't show up on your Auction
- Within the item, you can manually **Add Bid** to include it in a bidder's checkout total
- For shipping, the bidder address is captured during online checkout and can be found on the bidder's profile

**Shipping Cost** Item #7 Edit

[View Public Page](#)

**Bid Increment:**  
\$0

**Purchase Price:**  
\$15

**Minimum Bid Amount:**  
\$0

**Available Quantity:**  
Unlimited

**Total Quantity:**  
Unlimited

**Item Type:**  
Fixed Price

**Bids** Export Add Bid

| BIDDER  | DETAILS  |
|---|--|
| <b>Beth Bond</b> (#3)<br>liz.ragland+beth@gmail.com<br>405-615-0888 | <b>\$15</b><br>Max: \$15<br>Quantity: 1<br>Type: Admin<br>Feb 02, 2023 @ 02:59pm |

Is this item hidden from bidders on the auction site?

Yes

No (*most common*)

# Additional Resources

# Additional Learning Opportunities

Other webinars available in Bonterra Academy (live and recorded)

## 1. Foundational Webinars

Tailored to help you accomplish major tasks in Network for Good.

## 2. Advanced Webinars

Unlock the more advanced functionalities for skilled users.

## 3. Coaching Webinars

Provide best-practice advice to maximize fundraising and engagement efforts for nonprofits.

## 4. New Product Release Webinars

Deep dive into newly released features!

## 5. Ask the Experts Q&A Webinars

Connect directly with Bonterra experts and get answers to your questions!



Build confidence and knowledge in our software.

<https://bonterratech.com/training#network-for-good>



# Contacting the Customer Support Team | 8am – 7pm ET

## Chat



- In-app messenger support for quick, technical questions
- Blue dot in bottom right corner of system
- Expect a reply in 2-3 hours



## Email



- [success@networkforgood.com](mailto:success@networkforgood.com)
- Dedicated team to resolve product problems and questions
- Expect a reply in 2-3 business days

## But first!



You can access **View Guides and Help Articles** in the Help tab in your software to find a comprehensive library of articles, guides, walkthroughs, and videos.

# Q & A

- Ask questions about functionality covered in this training
- Ask real-life application questions
- Or sign off and we will see you in the next training!



Thank you for attending!

We hope to see you  
in future trainings.