

BonterraTM

Preparing for a Live Auction

Agenda

Setting up items

Managing bidders

Check-in process

Adding winning bids

Closing & checkout

Setting up Items

Types of Auction Items

Silent

- Traditional online bidding from phone, tablet, or computer
- Can include a Buy it Now price

Live


- In-person, offline bidding
- Often associated with a paddle raise, but includes a traditional “silent auction” happening in-person
- Item is visible on Auction page but cannot be bid on or purchased


Fixed Price


- “Premium” priced item that bidders can buy immediately
- Can have a set inventory or be unlimited
- Commonly used for fund-a-need items, gift cards and raffle tickets




Basketball lessons with Russell Westbrook 
Item #3
\$2,000 - 5 bids
2 available
Place Bid
Buy Now for \$3,000
View Details



Custom Painting By Anne Noles 
Item #1
\$180 - 1 bid
Part of live auction
View Details



Raffle Ticket 
Item #10
\$100
300 available
Buy Now
View Details

Closing & 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 in-person

- 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

 **Jedi School Gala** Actions ▾

Bidder #1

 Add Offline Payment

 Send Checkout Notification

ITEM	COLLECTED	AMOUNT	TOTAL AMOUNT
Chewy's Artwork unpaid		\$100 (1)	\$100
Item #2			

Additional Resources

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
- 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.**

