

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

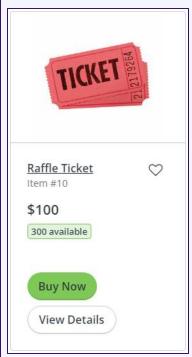
- In-person, offline bidding
- Often associated with a paddle raise, but includes a traditional "silent auction" happening in-person
- Item is visible on Auction page but cannot be bid on or purchased

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







Closing & Checkout

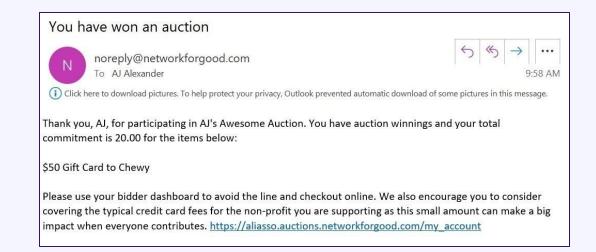
Checkout

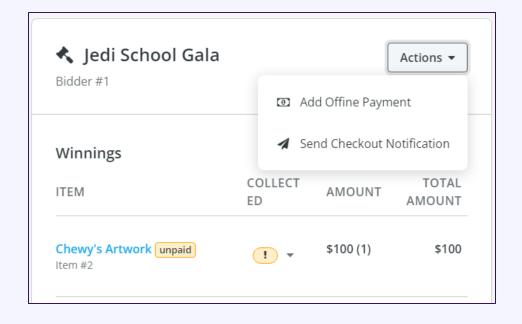
Checking out with credit card

- 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





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



- <u>success@networkforgood.com</u>
- 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.

