

Your auction event is coming up soon!

You likely are anxious, stressed and nervous about many aspects of the event ranging from the weather, the catering, the entertainment, the venue, your Board or even your auction.

While we can't help you control all of those factors, we can help you best prepare for a great auction with the following checklist!

PRIOR TO THE EVENT

Venue Network Connectivity Verified.

- You have walked the event space and tested the cellular connectivity for the 2 largest carriers in your area (e.g. Verizon, AT&T, etc.). Please refer to our event planning guide for instructions on how to evaluate cellular connectivity ([LINK](#))
- You tested the venue's WIFI connectivity, primarily for your iPads and Laptops. Or, if your venue offers no connectivity and you plan to use Hotspots, you have acquired those. Please refer to our event planning guide for instructions on how to evaluate WIFI connectivity ([LINK](#))

Volunteers Secured. You are going to need volunteers for the following tasks:

- Checkin Volunteers. Your checkin volunteers ideally should be
 - On time (arrive 60 minutes prior to the start of checkin)
 - Comfortable using a laptop computer and are excellent typists
 - Have good hearing and are social as they will be greeting your guests and entering data
 - Dressed and presentable (proper attire, groomed, and not chewing gum)
 - Able to stay for the entire checkin period
 - BONUS: Your volunteers have reviewed the [checkin videos from the knowledgebase](#)
- Bid Helpers. Your bid helpers will be helping your guests bid and should be:
 - Comfortable using technology, specifically tablets, and smartphones
 - Able to help your guests install apps on their devices and register themselves
 - Socially outgoing to help encourage guests to bid and bid often
 - Willing to remain in the bidding area during the entire auction
 - BONUS: Bid helpers take the time to familiarize themselves with the auction items so they can better assist guests.
- Recorders. Your recorders will write down live bids and donations and should be:
 - Excellent, focused listeners that can hear & record numbers called out by the auctioneer
 - Have tidy handwriting that can be read by someone else other than themselves.
- Check out, Volunteers. Your checkout volunteers need to be:
 - Willing to stay until the absolute end of the event.
 - Trustworthy enough to handle your auction items and deliver them to winning bidders
 - Able to use the bidding software to look up winners, capture credit cards, and help those winners pay invoices prior to receiving items.
 - BONUS: Volunteers have reviewed the [knowledgebase articles on checkout](#)

Item Audit. Make sure that your items are properly setup in Handbid:

- All items have one or more photos attached

- All items have complete and accurate descriptions and fine print
- Every item in Handbid matches to every item you plan to display at your event (this is an important one as items missing in Handbid can't be bid on!)
- All items are in categories and visible to users
- All items you intend to sell or offer to bidders are in OPEN status, in a category, not hidden, and not marked pending, unless you want them disabled.

Venue setup and ready to support your event plan

- All vendors and parties have a documented run of show that outlines the key timeline of the event (setup, the arrival of key personnel, guest arrival, catering stages, entertainment, media presentations/speeches, silent auction start, live auction, paddle raise, auction close, check out, tear down)
- You have reviewed the run of the show and plan with each vendor, including your Handbid representative (if you have one coming)
- Your checkin area has been “designed” and any necessary equipment ordered
 - Table(s) for checkin staff (we strongly prefer high-top cabaret-style tables)
 - Power ordered and available in the checkin area
 - Checkin area will have adequate WIFI connectivity for checkin computers.
 - All laptops are connected to WIFI with Handbid Manager visible.

1 - 2 DAYS BEFORE THE EVENT

All donations secured and loaded into Handbid

- We know these will trickle in last minute. Get as many entered and into Handbid before the day of your event.
- Make sure you have collected and organized as many items in advance as possible. Don't rely on your guests to bring the items or certificates!
- All Photos are taken for items and loaded
- Display sheets are printed and checked for accuracy
- All items are numbered and organized for checkout (check out our Rockstar Checkout eBook for details)

Guest List is finalized and ready to upload

The auction is open or in preview mode

Volunteers are confirmed

- Call each volunteer and confirm their shift times and when you need them to arrive (always tell them to arrive 15-20 minutes before you need them!)

Final Venue Network Checklist

- Revisit the venue to confirm that cellular connections and WIFI are still working. Don't wait until the event day to find out WIFI is down or the password was changed.
- Confirm you have a point of contact from the venue that you can call on event day/night with any network issues.

- Email Invite with instructions on How to Bid sent to registered guests

DAY OF THE EVENT - 2-3 hours before registration start

Guest list uploaded

- This should really be done the night before or morning before a night event to capture all remaining changes

Auction Area setup

- All items have been brought to the venue and displayed
- Lighting is complete (the area is well lit so bidders can see)
- Display sheets are out
- All items on display are confirmed to be in Handbid and open and available for bidding

Donations / Paddle Raise levels setup (if having a Paddle Raise)

- Donation levels (\$1,000, \$500, etc.) are confirmed with the Live Auctioneer (or person hosting the Paddle Raise)
- All donation levels are entered into the Mobile bidding software and enabled
- Donation recorders (volunteers or staff that will record donations in the paddle raise) are identified and have pen/paper and clipboard for donation recording (recommend at least 2 people)

Registration Area Ready

- Registration area is ready: Power is available for laptops, chairs, bottles of water for the checkin staff and mints (to keep their breath fresh!)

Changes to Run of Show finalized and communicated to key personnel

Check out Plan finalized

- Where will checkout occur?
- Will items be moved to the checkout area or left where they are?
- Will non-credit card payments be accepted? If so, who will collect it and where will it go?
- Who will run and how will they be informed of what to get?

DAY OF THE EVENT - 90 minutes before registration start

Mobile Bidding Company (if you brought in staff) arrives and sets up

- Mobile bidding staff sets up in the registration area,
 - Staff logs into all laptops and connects them to the designed venue WIFI
 - Staff confirms all card swipers are working
 - Staff logs in and sets up all iPads
 - "How to bid" signs are up in the auction area
- Mobile bidding staff confirms WIFI and cellular working in the venue
- Mobile bidding staff walks venue to confirm run of show and their role(s) for the evening
- Confirm planned silent auction close and when to start timer
- Identify escalation points and procedures to Mobile bidding staff for guest issues, auction issues, timing changes (e.g. changing auction close times)

- Mobile bidding staff has met with Live auctioneer (if having a Live auction) and finalized plan for Live auction and Paddle Raise.

Run of show reviewed with mobile bidding company

- Team understands plan for registration, bidding, live auction, paddle raise, etc.
- Checkout process reviewed with the team
- All volunteers (registration, bid helpers, spotters, checkout, runners) identified and introduced to mobile bidding lead staff person.

DAY OF THE EVENT - 45 minutes before registration starts

Registration Staff Training

- Check staff has arrived and is ready for training
 - Registration staff have logged into the laptops at registration or have brought their own and are connected to the correct venue WIFI network
 - Staff is dressed for the event (changed into appropriate clothes)
- Registration staff gets thorough training of how to register guests including how to find guests, add cards and swap/change paddle numbers
- Registration staff is informed on how to handle guest escalations (moving tables, changes to guest list names, not found in guest list, etc.)

iPad Bid Helper Training

- iPad helpers are trained on how to help guests install or get setup with Handbid
- iPad helpers are trained on how to register guests on the iPad
- iPad helpers are training on how to place bids on behalf of guests in the bidding area
 - Encourage volunteers to walk around and engage with guests (not just stand like a potted plant in the corner)
 - Encourage volunteers to ask people if they need help (don't assume they know what they are doing, even if they are on their phones)
- iPad helpers are trained on how to sell event only items from the iPad (if you have those to sell)

DURING THE EVENT - Start of Registration

Registration Team underway

- Staff is checking in guests, handing out paddle cards (if applicable), and swiping credit cards (if collecting cards at the door)
- Line marshall in place to greet guests and direct them to available checkin-in staff

Bid Helpers and iPads setup in the auction area

- Bid helpers are distributed in the auction area with iPads ready to assist guests as they arrive.
- And iPads not held by bid helpers are placed in the auction area around the items to be used by guests.

DURING THE EVENT - After registration / Live and Paddle Raise

Staff or designated volunteers managing the auction

- Staff assisting in the bidding area with guests and supporting iPad helpers
- Auction manager sending out broadcast messages

- Promoting items with NO BIDS
- Updating guests on any timeline changes
- Encouraging bidding on specific items that need more bids

Staff or designated volunteers recording Live auction winners

- Staff thanking winners and having them sign live auction form (if used)
- Staff entering in live auction winner into mobile bidding system
- Staff capturing payment info from winning bidder (if needed)

Staff or designated volunteers recording Paddle Raise winners

- Recorders placed strategically in the room to be able to record bids (on paper) and hear the Live Auctioneer or Paddle raise host call them out. (*You may want to consider videotaping the paddle raise to make sure no numbers are missed*)
- Recorders write down paddle numbers for each pledge at each level.
- Runner available to take completed sheets to donation recorder
- Donation recorder confirms sheets (compares entries from multiple bid recorders) and enters in paddle raise pledges to the mobile bidding system.
- Donation recorder reconciles totals in mobile bidding software with pledges on sheets.
- Donation recorder makes a digital copy of all sheets (photo using cell phone camera) and hands physical sheets to auction host.

DURING THE EVENT - Silent Auction Close

Staff or designated volunteer close Silent Auction

- Close of silent auction is announced to bidders through the mobile bidding system
- Close timer (if the software has one) is started to count down the auction close
- Staff or volunteers monitor the auction close and confirm that all bids and results are final

Checkout staff prepare checkout area

- Staff or volunteers move items to checkout area (if the plan is to move the items)
- Staff organize checkout area (laptops and iPads to accept payment), cash/check collection box
- Bags are available to help winning bidders carry their items and protect them from the elements

AFTER THE EVENT - Checkout

Runners organized and trained

- Runners arrive and are given instructions on where items are located for retrieval
- Runners (if allowed) are trained on how to help guests carry items to their car or room

Checkout staff checkout guests

Staff or designated volunteer process donations from paddle raise in Mobile Bidding system

- At your discretion, unpaid invoices that only have donations (no winning auction items) could be charged against the card on file (if the expectation is that these donors will not come to checkout)

AFTER THE EVENT - 1-2 days after Auction Close

Guests with unpaid invoices are contacted

- Guests without a card on file, or with a declined card are contacted and payment information updated. Invoices paid

Guests who have not claimed auction items are contacted

- Pickup or shipping is arranged for these guests
- Payment is secured

AFTER THE EVENT - 5-7 days after Auction Close

All payments through mobile bidding system are finalized

- All payments have been finalized and transactions settled
- Remaining unpaid invoices are collected offline
- Payments are no longer accepted from guests/bidders through the software

Auction Reconciled

- Net proceeds (auction revenue less any fees) are determined
- Net proceeds deposited
- Auction marked as reconciled in software