



Auction Checkout

Making Checkout Rock

Auction is ready to close and you are ready to run a checkout. These few slides should help you organize an efficient checkout process

Silent Auction Closing Time?

You can close your silent auction at any time. In most cases we think the later the better, but it has to “work” with your schedule. Just because we put the page after the paddle raise and live does not mean this has to close after those.... When you are ready to close, follow these steps:

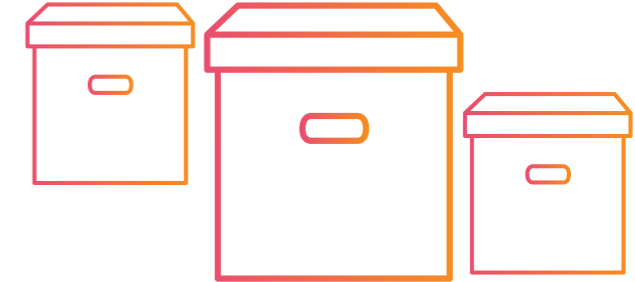


- Auction team closes the silent auction
 - Closing time is confirmed once more with event host (probably you)
 - Timer is set to start at a specific time so that the auction closes at a specific time (give bidders 20 min if you can)
 - Close of silent auction is announced to bidders through the mobile bidding system
 - Staff or volunteers monitor the auction close and confirm that all bids and results are final

- Auction team keeps bidders informed of closing process
 - Recognize that the closing process can take a few minutes depending on the number of items
 - Team notifies bidders of when close is complete and when checkout will begin

Getting ready for checkout

Before you start checkout, you should have your silent auction closed and results FINAL, and paddle raises and live auction bids entered into the system. However, while those things are going on, go ahead and get things ready for checkout!



Auction team prepares 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

Runners organized and trained

- Runners arrive and are given instructions on where items are located for retrieval. **How do you intend to notify a runner of what to do get? Order slips? iPads? Have a plan.**
- Runners (if allowed) are trained on how to help guests carry items to their car or room

Checkout Underway!

The auction has closed and you are read for the mad rush. But wait! There is no mad rush. Why? Because people can review what they purchased on their phones and pay for it. No need to rush over to checkout. Your guests head to the bar one more time and your team sits there ready and eager to check people out



Auction team checks out guests

- You execute your plan. Your guests pay and you get them your items
- Runners are given items to retrieve (*hint: use an item numbering system to make it easy for runners to find items!*)
- Guests who pay by cash or check (if you allow that) can pay and pick up their stuff

Person assigned to process non-auction item invoices

- Staff person authorized to find and process invoices for those that made donations or purchased items but did not win any auction items that require pickup or delivery
- Staff person processes payments (online) for donation or forSale items on unpaid invoices