



# Manager Cheat Sheet

## Check in/Registration

### Are you ready?

- Guest List Uploaded and matched to your bidder list
- Checkin staff trained
- Checkin area setup, all stations powered up, CC swipers installed and tested
- Bidder cards (if you are using them) ready (starting at 100 and up from there)

### Common Gotchas

- Guest not on the guest list?**  
Make sure you have someone who can manage guest list issues)
- Cards are not saving / system is really slow!**  
Make sure the venue has not blocked access to stripe.com (yes it happens)
- A swiper is not working?**  
Have 1-2 extra swipers just in case some fail
- Ran out of Paddle Numbers?**  
Always print extra paddle numbers just in case. Having 300 people? Print 400-450 numbers
- A swiper is not working or cards are not saving?**  
Have 1-2 extra swipers just in case some fail

## Auction Bidding

### Are you ready?

- You have iPads charged and out in the bidding area on tables or in the hands of bid helpers
- Your bid helpers are trained on iPads as well as how to help people get setup on their phones
- Sent a "Welcome" message instructing people about the auction near end of registration

### Common Gotchas

- iPad Helpers not proactively helping?**  
Encourage your bid helpers to proactively ask bidders if they need help and solicit bids
- Item not open for bidding?**  
Make sure all items you want to be open are not in a "pending" status
- iPad is dead or not connected to Internet?**  
Make sure all iPads are charged and connected to a WIFI network
- You don't feel people are bidding "enough"?**  
Is your line at the bar too long? People have priorities. Give them an opportunity to bid!

## Closing your Auction/Checkout

### Are you ready?

- You have established a time when you want to end the silent auction.
- You are ready to start the timer to close the silent 15-20 minutes before the intended end time
- Your team is trained on the checkout process and your checkout area is ready

### Common Gotchas

- You forget to start the timer?**  
You can close the auction manually, but we always recommend just setting a 5 min timer instead.
- You started the timer and now want to stop it?**  
That is a bad idea....Make sure you DO NOT start the timer until you are ready for your auction to end!
- Things are missing from receipts?**  
Generating receipts can take a bit, but if it is taking too long, go to the Auction Settings / FINANCIAL tab and click on "Regenerate Receipts" just to make sure



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## Entering Live Items

### Are you ready?

- Live items are entered into Handbid and marked as "Live Auction" as the item type
- All items are in an "open" status. You can open them manually or bulk edit them to OPEN
- Any items that may be duplicated (sold more than 1x) have been copied & hidden in manager

### How to enter the winning bid

Remember, we are just entering WINNING bids, not all bids

1. Go into the manager and go to Items / Live auction to see the list of live auction items
2. Select the item up for bid and open up the item edit modal (pop up window)
3. Click on the "Bid" icon in the tool bar and wait for the winning bid to be announced
4. Select the winning bidder and enter in the winning price (you can type in the amount)
5. Click "Bid" to place the bid and wait for the alert to pop up indicating the winning bid
6. The modal will close and the item will be marked as SOLD

## Entering in a Paddle Raise

### Are you ready?

Assuming you are doing an in-room paddle raise with a live auctioneer

- Appeal items are entered into Handbid and put into a category
- All items are in an "open" status. You can open them manually or bulk edit them to OPEN
- All appeal items MATCH the levels that the auctioneer intends to call out from stage

### How to enter in appeals

1. Have 2-3 bid spotters write down the donations called out by the auctioneer, sorted by level
2. On the paper, write down the paddle number called out as the auctioneer calls them
3. Compare the entries recorded by all bid spotters to confirm the correct list for each level
4. Open the Handbid auction manager and click on the \$ icon in the tool bar
5. The Appeals entry tool will open. Click on a donation level to start.
6. For each donation level, enter in the list of paddle numbers and confirm. Then click Enter
7. Once all donations have processed, go to the next level in the tool until all levels are entered.

## Still have Questions?

Call the support hotline below during your event

**720.749.9402**