



# ***AUCTION CLOSE OUT***

# 1

## AUCTION CLOSE OUT – AUTO

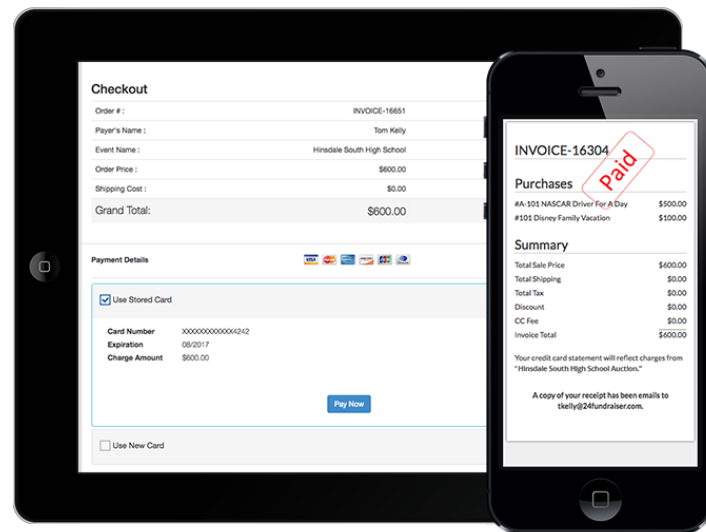
With **Auto Closeout**, you will not need to manually send invoices. When your auction ends, winners will be assigned and invoices will be generated automatically. You can collect payments offline and manually update invoices as paid. We will not auto charge credit cards for pre-paid plans.

When **invoices** are sent out, the bidders will receive a text message with a link to view and pay for their invoice. If **paying by card**, they will also receive a paid receipt via email. If **paying by cash or check**, you will need to mark them as paid in the system. If an invoice has not been marked as 'paid' in our system, the winning bidder will continue to receive past due notices.

As the organizer, you can view the paid/unpaid status of invoices from the **'View Invoices'** page in your Auction Dashboard.

**Note: When the auction ends, you cannot reopen your items.**

*This is important as sometimes at a live event, you may wish to extend your end time. With **Auto Closeout**, if you do not extend the end time prior to your closing time, your auction cannot be reopened. If you would like to modify your end time, go to your **Edit Settings** tab within your Auction Dashboard and update your time block. Ensure you save the changes to update your auction.*



### Auction Dashboard



#### Let the bidding begin!

Share your auction link out to the world.

[View your Links & Widgets.](#)



#### Auto Closeout *change*

Winners will be automatically assigned and invoices sent.



#### Knowledge Base

Find answers to all your questions in our FAQ and knowledge base.

[View Knowledge Base.](#)



CharityAuctionsToday

# 2 AUCTION CLOSE OUT – MANUAL

With **Manual Closeout**, there's a two step process you will need to follow to close your auction.

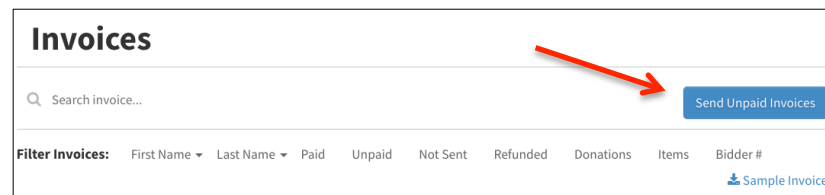
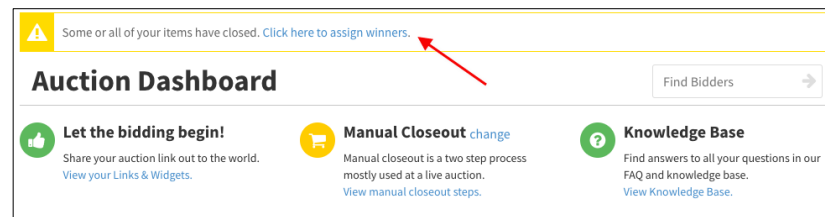
## STEP 1

You will see an alert to **Assign Winners** on your Auction Dashboard. Click the link to **Assign Winners**, and we will generate invoices for all winning bidders.

## STEP 2

Once the page refreshes, you will see a new alert to **Send Unpaid Invoices** on your Auction Dashboard. Click the link to sent invoices via email and text. You can also find this from the **Invoices** area of your auction dashboard.

Note, if you would like to make any **edits**, go to **'View Invoices'** before you hit send.



# 3

## MARKING INVOICES AS PAID in ADMIN AREA

If a guest is **paying by cash or check**, you will need to mark his/her invoice as paid in the system. To do this, please follow the steps below:

### STEP 1

Visit the the **'View Invoices'** page in your Auction Dashboard and conduct a search for the bidder by name to find his/her invoice.

### STEP 2

Click on his/her name to view the drop down menu and payment options. Then, select the appropriate payment method and mark the invoice as paid.

### STEP 3

If the guest has a credit card on file, as the administrator, you can elect to charge the card on file by clicking the blue **'Charge CC on File'** button below.

**Invoices** 1-50 [Download Invoices](#)





Search invoice... [Send Unpaid Invoices](#)


**Filter Invoices:** First Name Last Name Paid Unpaid Not Sent Refunded Donations Items [Sample Invoice](#)

Unpaid invoices : 10 Total Amount : \$11,826.13

<input type="checkbox"/>	Name	Email	Quantity	Amount	Status	Date	CC
<input type="checkbox"/>	Krissie		2	\$10.30	Paid	09/14/2018 04:44 PM CDT	No
<input type="checkbox"/>	Krissie		1	\$5.15	Paid	09/14/2018 04:43 PM CDT	No
<input type="checkbox"/>	Krissie		1	\$10,300.00	Sent	10/11/2018 11:03 AM CDT	No

Username Krissie

Operations    





Offline Payment ☒ Select method  Credit Card w/ Swiper Cash Check


Paid/Unpaid


Charge CC on File [No Card Registered](#)

☐ Tom Kelly tkelly@24fundraiser.com 5 \$596.00 [Sent](#) [Item](#) 09/26/2018 10:11 AM CDT Yes

Username tkelly90901

Operations    

Offline Payment [Select method](#) 

Paid/Unpaid [Unpaid](#) 

Charge CC on File [Charge CC on File](#)

# 4 PAY INVOICES via POINT OF SALE

You can assist guests with paying their invoices from the Point of Sale Kiosk as well. In order to facilitate this, please click on the '**Pay**' tab and follow the steps below.

## STEP 1

Enter the guest's username, email, bidder number or perform a search for the guest by name. Then click the '**Get Invoices**' button.

## STEP 2

All unpaid and paid invoices will now appear on the screen for the guest. Please press the '**Click Here To Pay**' button to begin the payment process.

## STEP 3

If a credit card has been pre-registered, the guest can choose to pay with the card on file, or he/she can enter a new credit card to submit payment. Once all details have been entered, click the '**Complete**.'

All guests will receive a paid receipt once a payment has been submitted.

