

What can you expect from your Auction Source technician?

After months of preparation and anticipation, you deserve a smooth, successful event! On auction day, our technicians are there to help the software perform at its highest level, thus translating into maximum profits for you. They have been extensively trained on the software and have completed a rigorous certification process.

- The technicians will arrive with the computer equipment and have the first computer set up by 1 p.m. At that point, while they continue to set up the remaining computers, your volunteer(s) may enter last-minute items or reservations. When the hardware is set up and tested, the technicians are available to assist your volunteers in printing out new bid sheets, bidder packets, item lists, tent cards, gift certificates, labels, and/or reports.
- Mid-afternoon is the ideal time to have your check out volunteers come for training. This is a 15-minute session that will pay big dividends for you. **The auctions that run most smoothly have on-time attendance for both training and the actual check out by all volunteers.** Check out volunteers should be at their station 15 minutes prior to the close of the first section.

Check in training takes place 30 minutes prior to the beginning of check in.

- Check in volunteers should verify name and phone number accuracy as bidder packets are distributed. Any changes should be recorded on the bidder list that is printed beside each computer. Technicians will then facilitate entering corrected data once volunteers become available to do so. They are NOT able to act as guards to keep unauthorized guests from entering nor can they determine whether or not the guest has purchased a ticket.
- The technicians will enter Live Auction item winner information as soon as they receive it from your volunteer.
- The Auction Source employees will be with you approximately 12 hours, so we ask that you include them in your volunteer meal count. Otherwise, they will leave, one at a time, for a dinner break.
- If all of the bid spaces are used on a Silent Auction bid sheet, a volunteer should bring it to the technicians who will add more pages to it. This could take up to five minutes.
- Remember to bring any multi-item bid sheets to the technicians for scanning BEFORE the first Silent Auction section closes.
- It is possible to begin checkout before all items have been scanned. This is completely up to you; however, we suggest you keep this at a minimum as it will result in additional follow up.
- During check out, the checkout chair should be available at all times to assist with guest troubles. The technicians will perform duties as directed by the chair, including splitting items among multiple buyers, removing items from an invoice, duplicating items, etc.
- Once check out slows, the technicians will begin packing up the computer equipment, leaving one computer active until the end of check out. A series of reports will then be printed which will facilitate follow up and auction analysis. You will designate to whom these, as well as the final database, will be given.

Friendly Reminders:

Before leaving the Auction Source office on production day, an audit was performed to ensure that there is a bid sheet for every item. If one is missing, keep looking, rather than printing a duplicate, which will cause problems later.

Please do NOT tape bid sheets to the tables. This renders the bar codes unreadable and slows check out considerably.

The technicians are bright, energetic, experienced, and happy to help in any way possible. Please remember that their highest and best use for you is their full-time attention to managing the computer hardware and the Auction Source software.