



What can you expect from Auction Source?

We want your organization's event to be **smooth**, **profitable**, and more **successful** than ever before! From now through auction day and beyond, you will receive well over 30 hours of personalized support from our trained personnel. Data entry training, including optional training by phone for online data entry clients, planning meetings, and production are scheduled with your Auction Source Representative by appointment during regular business hours at our Preston/Royal location. In addition to quality customer service, your trained volunteers have access to unlimited telephone support every step of the way. Our experience with over 650 auctions tells us that you should expect the following average time allocations for each activity:

- First-time clients receive an initial database conversion of one Excel file prior to software installation.
- One online data entry set-up.
- A 2-hour planning meeting for all chairs and committee heads.
- Individual training sessions will include the following:
 - 2 hours for item data entry
 - 2 hours for reservations data entry
 - 1 hour for training of the check-out and follow-up chairs
 - Check-in and check-out volunteer training on site day of event
- Just before your auction, production week will consist of the following:
 - 4 hours for printing of bid sheets, plaques, labels, multi-item bid sheets, gift certificates and camera-ready catalog
 - 4 hours for printing of bidder packets
- One hour of in-office assistance with mail merge for thank you letters and/or solicitation letters.
- At the auction, our technical support team (at least one technical support representative who has completed a rigorous certification process) will arrive mid-day, and stay until check-out is complete.

Additional custom programming and services, including data uploads to online auction sites are available at a rate of \$125/hour. Extra office hours available at a rate of \$125/hour. Any additional requests will be addressed with the Auction Chairperson prior to completion and billing.