



AUCTION SOURCE CHECK-OUT PROCEDURES

Thank you for volunteering your time to learn the Auction Source scanning and check-out process. You have received personal training on the procedures and this checklist is provided to help you remember the process at the auction site.

No drinks are allowed in the check-out area due to risk of damage to the computers.

Refer any problems or discrepancies to the Check-Out Chair.

SCANNING THE WINNING BIDS (WHO BOUGHT WHAT)

1. Work in two person teams. Stay in the same job for which you were trained.
2. The winning bid should be on the top page of each item's bid sheet.
3. The "Scanner" will scan the barcode representing the item number, then the winning bidder number and then the winning bid amount.
4. The "Reader" will call out each number as it is scanned.
5. The "Scanner" verifies the number scanned into the system was the number intended.
6. If an error occurs, use the mouse or Tab key to highlight the incorrect field and scan or type in the correct number.
7. Proceed through all bid sheets that have been given to you in any order.
8. There will a few minutes of waiting between Silent Auction sections closing.

CASHIER

1. Each member of the check-out team will alternate customers ready to check-out.
2. Ask the customer for his or her bid number.
3. Key the bid number into the system.
4. Verify the customer's name.
5. Communicate the total of the customer's purchases.
6. Ask if he or she would like to leave the purchase on the credit card provided at check-in if it is in the system OR ask how he or she would like to pay for the purchases.
7. If paying by credit card that was not scanned at check-in, scan the credit card positioning the magnetic strip down and the left. Slide the card from front to back.

8. Verify that the card number, customer's name and the expiration date are now filled in the appropriate fields on the screen.
9. If you need to erase credit card information that previously has been filled in, click on the Clear Credit Card button
10. Clicking on the Print Bill-Payment button will automatically print two copies of the customer's itemized invoice.
11. For credit card purchases, ask the customer to sign one copy of the invoice.
12. For check purchases, write Paid By Check and the check number on one copy of the invoice. Paper clip the check to the invoice.
13. For cash purchases, write "Paid by Cash" and the amount on one copy of the invoice. Staple the cash to the invoice. Change may be obtained from the Cash Box provided by the Check-Out Chair.
14. For dual payment methods, process as noted above and very clearly write on the invoice exactly how the transaction was paid.
15. Stamp both copies "Paid."
16. Verify with the customer that the phone number on the invoice is accurate. Write corrections on the signed or marked copy.
17. Place the signed or marked copy of the invoice in the wire basket.
18. Review the customer's copy of the invoice for all items that are marked with a double asterick **. These items are gift certificates.
19. Ask the Gift Certificate volunteer for the appropriate item numbers.
20. Hand the "Paid" receipt and any gift certificate envelopes to the customer.
21. Tell the customer to pick up items bought from the table and show the Paid receipt to the table or door monitors.
22. While one team member is processing the paper work, the other team member should begin helping the next customer.
23. If there is a problem-customer, or anything out of the ordinary, the customer should be sent to the "trouble desk". Keep the check-out lines moving!