



## **AUCTION SOURCE CHECK-IN VOLUNTEERS**

Thank you for volunteering your time to learn the Auction Source check-in process. You will be trained by our Technical Support representative approximately 45 minutes before your guests begin arriving at the auction. Check-in training takes approximately 10 minutes. Your Check-in Chair will advise you what time to report to the check-in area for training.

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

Refer any guest problems or item discrepancies to the Check-In Chair and/or the Reservations Data Entry Chair.

### **PRE-REGISTERED GUESTS**

1. Bidder Packets are filed alphabetically, and the number of check-in lines is determined by the number of guests expected.
2. When each guest arrives, ask for his or her name and pull the personalized Bidder Packet.
3. Ask if the guest would like to scan a credit card into the computer to “expedite the check-out process”.
4. If so, key the guest’s bidder number (from the Bidder Packet) in the appropriate field on the computer and press “enter.” Scan the credit card, positioning the magnetic strip down and the left. Slide the card from front to back.
5. If the guest prefers not to scan a credit card at this time, it can be done at check-out.
6. The computers are NOT connected to phone lines or to the bank and customers will not be charged for any purchases until the following day.
7. Hand the Bidder Packet and the credit card to the guest.

### **GENERIC REGISTRATION**

1. If a guest is attending for a company-sponsored table and a specific list of attendees was not submitted in advance of the event, the Bidder Packet will be labeled “Company Name – Guest #.” Ex: American Airlines Guest #1 and will be found in the “A’s”.
2. Each of these guests should mark changes on the Bid List at each computer with his or her name, address and phone number.

### **WALK-IN REGISTRATION**

1. If a guest arrives who has not pre-registered, her or she will register with the Reservation Data Entry Chair seated at a computer nearby.
2. The Reservation Data Entry Chair will collect payment, pull a blank Bidder Packet to be given to the guest, record the bidder number and collect the name, address and phone number of the guest.
3. The Reservation Data Entry Chair will enter the Generic and Walk-in Registrants into the computer prior to the first Silent Auction closing time.

An Auction Source Technical Support Representative will be available at all times throughout check-in to answer questions.