

HANDBID CHECKOUT LIST


AGREE ON A PROCESS

- Go through the check out process with your volunteers and make sure everyone is on the same page
- Check out is typically a two step process - payment and item fulfillment, assign your volunteers the appropriate role or decide if you want to combine these
- Check out volunteers should be familiar with name, number, and location of items
- If you are using Handbid Credit Card bidders can pay on their device and will have a 'PAID IN FULL' invoice.

KNOW YOUR ROLE

- Ensure you know what part of the check out process you are assisting with
- Processing invoices, assisting bidders on phone or iPad to pay or retrieving items
- Be familiar with Handbid. Download the app and participate in the auction
- Have fun!

CLOSE YOUR AUCTION WITH THE TIMER

- Let your guests know when the auction will close using Push Notifications 
- Set the **TIMER** in the Auction Manager via the square stop button
- **DO NOT** exit the browser or close your computer until time is complete and you see the word '**CLOSED**' in upper right of Auction Manager
- Handbid will go through all the items - close them and add to bidders invoices
- Now you are ready to pay invoices via the backend or encourage bidders to pay on phone

CHECKOUT AREA ORGANIZED AND READY

- Clean up from check in and make sure the laptops you will use are powered up and ready to go
- You will now be in the 'invoices' section of the Auction Manager to process invoices
- Be ready to receive cash or checks although we do see that the majority of bidders will pay with credit

ITEM LOCATION AND DETAILS

- Are you leaving all of the numbered items in the auction area or moving them to a staging site
- Do your runners know the location of the items as well as any details that need to be shared
- If there are packages make this clear to the runners
- Consider keeping non physical items such as gift certificates in a numbered file at the check out area

