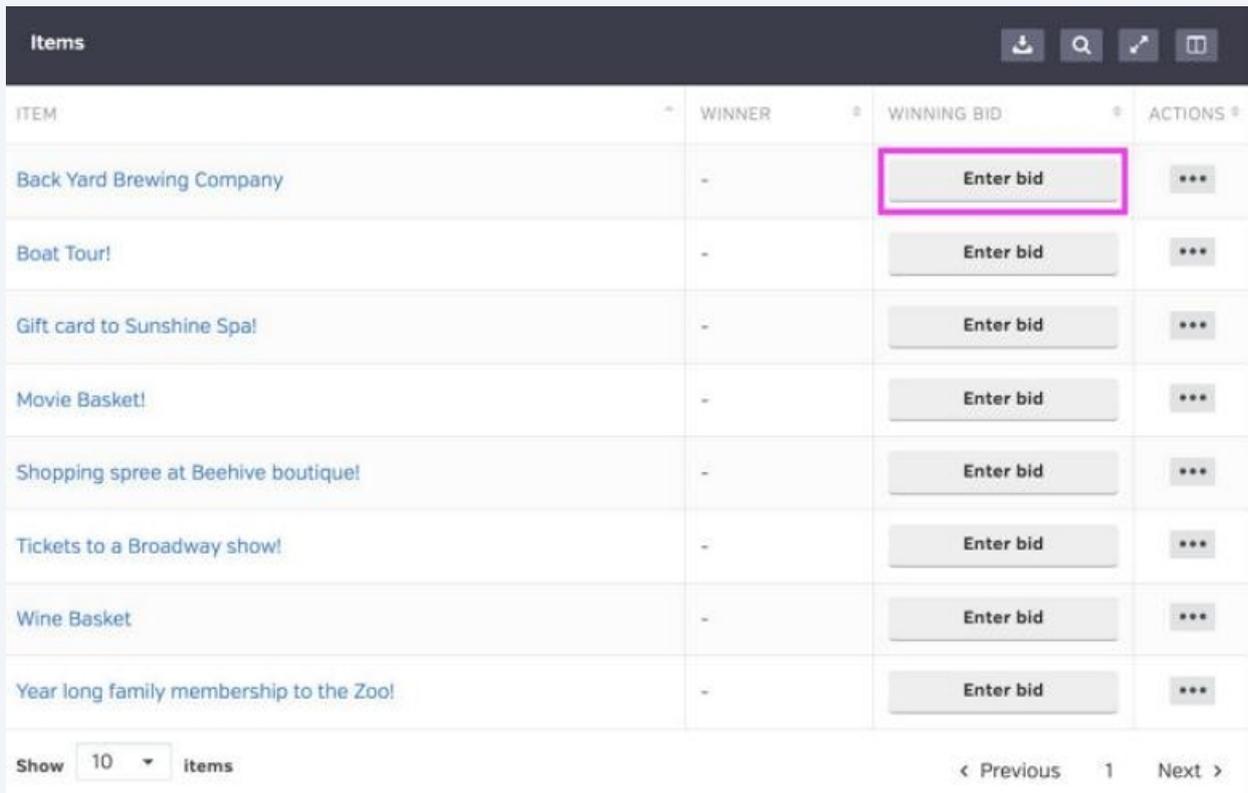


Ending A Live Auction

In this guide we will lead you through how to enter winning bids and bidders. We will also show you the winning bidders perspective! You can see the emails they will receive and how they will pay for their winning bids!

1

Once you have the winner bid information head to your dashboard click Auctions > Manage > Bids. Then click the Enter bid button next to the item.



The screenshot shows a table titled 'Items' with the following columns: ITEM, WINNER, WINNING BID, and ACTIONS. The 'WINNING BID' column contains 'Enter bid' buttons for each item. The first 'Enter bid' button is highlighted with a pink box. The 'ACTIONS' column contains three-dot menus for each item. At the bottom, there is a 'Show 10 Items' dropdown and navigation arrows.

ITEM	WINNER	WINNING BID	ACTIONS
Back Yard Brewing Company	-	Enter bid	...
Boat Tour!	-	Enter bid	...
Gift card to Sunshine Spa!	-	Enter bid	...
Movie Basket!	-	Enter bid	...
Shopping spree at Beehive boutique!	-	Enter bid	...
Tickets to a Broadway show!	-	Enter bid	...
Wine Basket	-	Enter bid	...
Year long family membership to the Zoo!	-	Enter bid	...

Show 10 Items < Previous 1 Next >

2

A window will pop up and you will be prompted to enter the winning bid amount. Then you can add the donor's information or select from a list of existing donors if the winning bidder is already in the system.

Winning bid for Back Yard Brewing Company ×

WINNING BID AMOUNT *

\$.00

New donor **Existing donor**

DONOR FIRST NAME *

DONOR LAST NAME *

DONOR EMAIL

Close **Save**

3

Once the set bidding time has passed a notification promoting you to close the auction will appear. Finish adding your winning bidders/bids because once you click the button to close the auction you will no longer be able to add or edit bids. Winning bidders will automatically be emailed.

SPRING LIVE AUCTION

- Display view
- Donor view

Overview

- Items
- Bids**
- Outreach
- Fulfillment
- Settings
- Display

+ New item

+ New auction

WINNING BIDS

Ready to close your auction?

If you've finished entering all winning bids, you can close this auction. Be aware that once you close it, all winning bids will be finalized and you will no longer be able to enter or change any bids on any items. Once the auction has closed and winning bids have been finalized, each winner will be notified to check out and submit payment for the items won.

[Close auction now](#)

Enter winning bids

Use this page to enter the winner for each item in your auction. You can enter winning bids, change winning bids, and copy items until you close your auction.

You can use the item copying feature to creatively handle special or unforeseen scenarios that might come up at your auction. One common use case, for example, might be to split an item between multiple bidders. You can

ITEM	WINNER	WINNING BID	ACTIONS
Back Yard Brewing Company	Sam From BetterWorld	\$100.00	...
Boat Tour!	Karen Brown	\$200.00	...
Gift card to Sunshine Spa!	Steve Green	\$300.00	...

4

Bidders will receive an email letting them know they have won! From the email, they can head to checkout to pay for their winning bid(s).

Congratulations on your winning bid! Inbox x

BetterWorld <messages@betterworld.org> to Sam

[View BetterWorld's Profile](#) 1:48 PM (2 minutes ago)

[Log email to HubSpot](#)

betterworld

Hello Sam,

Thank you for bidding in Spring Live Auction, hosted by Milford Animal Sanctuary! Once you're ready, please click the button below to check out and pay for the item(s) you won.

[Go to checkout](#)

Fundraising should be free.

BetterWorld wants to help nonprofits raise more, and keep all of what they raise! If there's an organization you care about, tell them about us, and let's build a better world together.

[f](#) [t](#)

5

The "Go to checkout" button will lead the winning bidder to a checkout page where they can add a card or pay with one they already have on file. They can choose what optional fees they want to cover and click "Pay now" to finish their payment.

Spring Live Auction

To ensure Milford Animal Sanctuary receives the full value of your bids, would you be willing to cover the processing fee for any items you win in this auction? For this \$100 bid, \$3.30 would cover the fee.

[Yes, count me in](#)

Payment information

All information is secure and encrypted.

Visa ending in 4242, expiring on 04/2024

Pay with a different card

NAME ON CARD

CARD

Card number MM / YY CVC

COUNTRY

United States

ADDRESS LINE 1 **ADDRESS LINE 2**

CITY **STATE**

Shipping address is same as billing address

[Pay now](#)

This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply.

Milford Animal Sanctuary

Bid for Back Yard Brewing Company	\$100.00
Help cover fundraising costs	\$9.99
Total	\$109.99

bw

6

After winning bidders pay for their items they will automatically receive a receipt email. This email includes a button that links to the fulfillment center. Let's take a look at the fulfillment center from a winning bidders point of view.

betterworld

Hello Sam,

Congratulations, and thank you for supporting Milford Animal Sanctuary! We have successfully processed the payments below.

Please click the button below to coordinate fulfillment for any items you haven't already received.

[Arrange to receive your items](#)

PAYMENT # 1 of 1	PAID BY Sam From BetterWorld The Street, The City, Delaware 42424 US	
RECIPIENT Milford Animal Sanctuary	AUCTION Spring Live Auction	
AMOUNT \$225.00	DATE April 29, 2024	PAYMENT METHOD Visa - 4242

SUMMARY

Boat Tour!	\$200.00
Estimated value: \$50.00	
Help cover fundraising costs	\$25.00
Total	\$225.00



Note: The Tax ID of the organization will also appear here if you add it in the dashboard.

7

On the fulfillment page, they can view details about fulfillment, choose their fulfillment method, and send messages.



To note: Shipping is only an option for your winners if you add it in the Fulfillment & Shipping settings in the dashboard.

8

Now back to the dashboard! After you close the auction you will automatically be directed to the payment page. It will appear blank at first but as winning bidders pay their invoices their payments will appear in the table. You will refresh the page to see new payments.

Payments processed						
DATE	BIDDER	CARD	ITEMS	BID PROCEEDS	FEE OFFSET	STATUS
December 31, 1969, 6:00pm	Hank Moore	Visa - 4242	<ul style="list-style-type: none"> Gift card to Sunshine Spa! Tickets to a Broadway show! 	\$500.00	\$0.00	Successful
December 31, 1969, 6:00pm	Steve Green	Visa - 4242	<ul style="list-style-type: none"> Shopping spree at Beehive boutique! 	\$500.00	\$0.00	Successful

Show 10 payments < Previous 1 Next >

9

To view who has won each item head to the fulfillment page in the dashboard. This table can help you connect winners with their items. You can change the status from pending to received or shipped. This will help you keep track of what items have been fulfilled. Click "Open" to access the fulfillment center for that item.

The screenshot shows a dashboard for 'SPRING LIVE AUCTION' with a sidebar on the left containing navigation options: Overview, Items, Bids, Outreach, Payments, **Fulfillment**, Settings, and Display. The main content area is titled 'CONNECT WITH WINNERS' and includes a sub-header 'Connect with winners'. Below this, there is a congratulatory message and a brief explanation of the Fulfillment Center. A table titled 'All Items' displays the following data:

ITEM	WINNER	BID	SHIPPING ADDRESS	EMAIL ADDRESS	STATUS	FULFILLMENT CENTER
Year long family membership to the Zool	Bella Johnson	\$400			Pending	Open
Wine Basket	Maggie Sullivan	\$175			Change status to	Open
Gift card to Sunshine Spa!	Steve Green	\$300			Shipped	Open
Tickets to a Broadway show!	Hank Moore	\$500			Received	Open
					Pending	Open

The 'STATUS' column for the first row is expanded to show options: Pending, Change status to, Shipped, and Received. The 'FULFILLMENT CENTER' column for the first row shows an 'Open' button.

10

On this page you can see payment status, fulfillment status, winners selected delivery method and any messages from the winner. You can send messages as well!

The screenshot displays a user interface for Milford Animal Sanctuary. On the left, there are three status boxes: 'PAYMENT STATUS' with 'Paid', 'FULFILLMENT STATUS' with 'Waiting on the winner to pick up their item.' and a 'They've picked it up' button, and 'DELIVERY METHOD' with 'The winner has chosen to pick up their item.' Below these is a 'Get in touch' section with a message input field and a 'Send message' button. A message from 'Sam From BetterWorld' is shown, dated April 29, 2024, with the text 'So excited! Let me know what time and day is best for pick-up!'. At the bottom, there is a link 'Having problems? File a report'.

Milford Animal Sanctuary

Winner
Sam From BetterWorld
The Street,
The City, Delaware 42424
US

Fulfillment info
A member of our team will be in touch to coordinate details. If the item requires shipping, additional shipping costs will apply.

bw

Get in touch

Enter a message

Send message

SB Sam From BetterWorld
April 29, 2024 5:14pm
So excited! Let me know what time and day is best for pick-up!

Having problems? [File a report](#)

11

That's it! If you have any questions email us at support@betterworld.org