

Ending An Online Auction

This guide, will show you what steps you need to take to get the auction closed and charge cards. We will also show you what communications winning bidders receive.

1

At the time you set, the auction ends, and no more bidding is allowed. The winning bid for this item is \$10.



Holiday Auction

100 Roses for Valentines Day

100 beautiful roses delivered to the address of your choice.

Estimated value: \$150

Austin, Texas

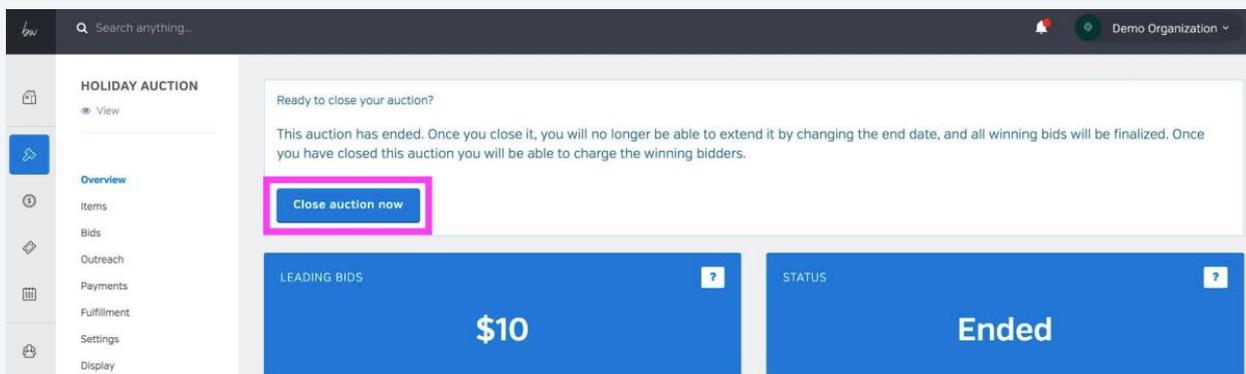
WINNING BID

\$10



2

You'll log into the dashboard and click Manage on your auction. Then click the "Close Auction Now" button to formally end the auction and send emails to the winning bidders.



The screenshot shows a dashboard for a "HOLIDAY AUCTION". The main content area displays a message: "Ready to close your auction? This auction has ended. Once you close it, you will no longer be able to extend it by changing the end date, and all winning bids will be finalized. Once you have closed this auction you will be able to charge the winning bidders." A blue button labeled "Close auction now" is highlighted with a pink box. Below this message are two blue summary cards: "LEADING BIDS" with a value of "\$10" and "STATUS" with the value "Ended". A sidebar on the left contains navigation options: Overview, Items, Bids, Outreach, Payments, Fulfillment, Settings, and Display.

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Here is the email the winning bidders will receive. They can click the name of the item they won to go to the fulfillment center to arrange to receive their items.

betterworld

Congratulations, Sam!

Thank you for supporting Demo Organization, and congratulations on winning the items below. This overview is not a receipt; you will receive a separate receipt email for any charges collected.

Click an item name below to go to the Fulfillment Center and arrange for receiving your item.

ITEM	YOUR WINNING BID
100 Roses for Valentines Day	\$10

The charge on your credit card statement will be from "BETTERWORLD". [View transaction history](#)

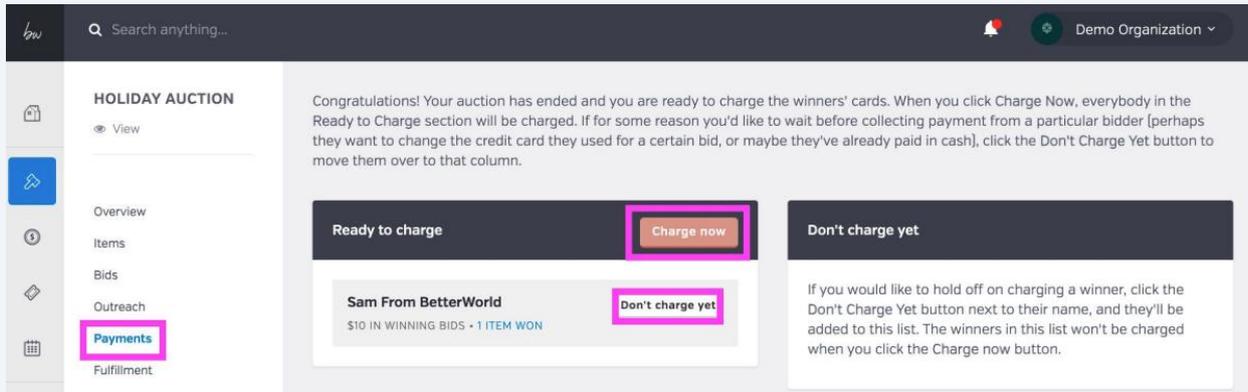
Fundraising should be free.

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.

  [betterworld.org](https://www.betterworld.org)

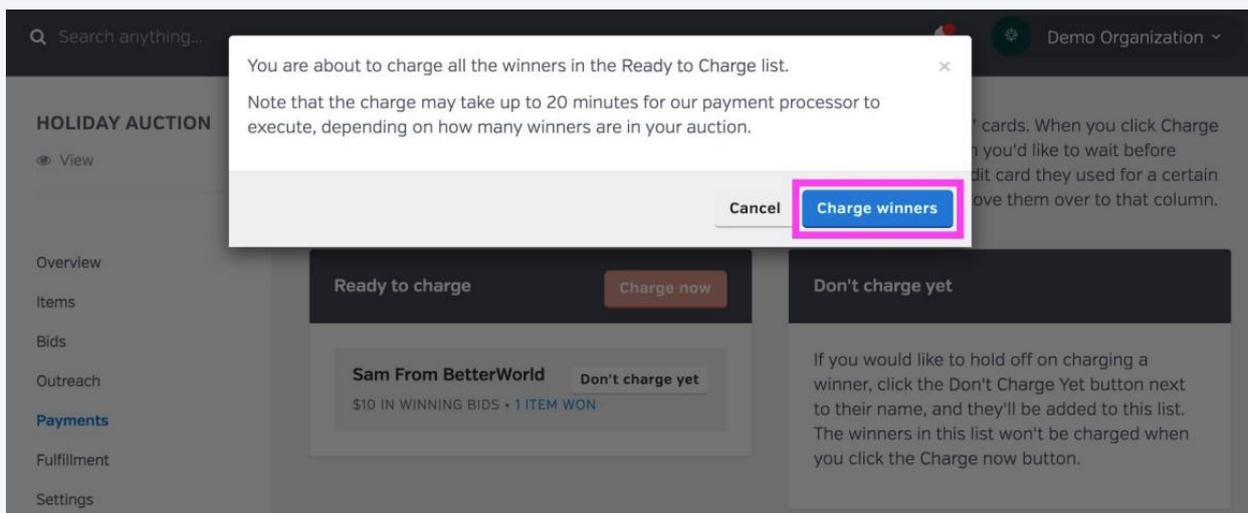
4

Now you'll see a list of all the winners, with the option to charge their card on file, or 'don't charge yet' which is normally used when accepting cash or check payments.



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I'll click 'Charge Now' then "Charge Winners"



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The cards are currently being charged, which takes from a few seconds to a few minutes, depending on how many charges are being processed. After a few minutes refresh the page.

The screenshot shows the 'HOLIDAY AUCTION' interface. The top navigation bar includes a search bar, a notification bell, and the organization name 'Demo Organization'. The left sidebar contains navigation options: Overview, Items, Bids, Outreach, Payments (highlighted), and Fulfillment. The main content area displays the message: 'Your selected auction winners are currently being charged. This may take several minutes, depending on how many winners you selected for processing. Please refresh the page later for a full report.'

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Great – the charge was successful!

The screenshot shows the 'HOLIDAY AUCTION' interface with the 'Payments processed' table. The table has columns for DATE, BIDDER, CARD, ITEMS, BID PROCEEDS, FEE OFFSET, NET, and STATUS. A single payment is listed as successful.

DATE	BIDDER	CARD	ITEMS	BID PROCEEDS	FEE OFFSET	NET	STATUS
October 9, 2023, 5:48pm	Sam From BetterWorld	Visa – 4242	• 100 Roses for Valentines Day	\$10.00	\$0.00	\$9.41	Successful

Below the table, there is a 'Show 10 payments' dropdown and navigation links: '< Previous 1 Next >'. The 'Payments processed' header includes search, download, share, and refresh icons.

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Here's an example receipt the winner will receive via email. They will receive another link to help guide them 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 Demo Organization! 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 Demo Organization	AUCTION Holiday Auction	
AMOUNT \$10.99	DATE October 9, 2023	PAYMENT METHOD Visa --

SUMMARY

100 Roses for Valentines Day Estimated value: \$150.00	\$10.00
Help cover fundraising costs	\$0.99
Total	\$10.99



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

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From there, they can select how they would like to receive their item. They can also send you a message! Let's go back to the dashboard to see fulfillment from your perspective.

PAYMENT STATUS
Paid

FULFILLMENT STATUS
Waiting on you to choose how you'd like to get your item.

DELIVERY METHOD
How would you like to get your item?

Get in touch

Having problems? [File a report](#)

Demo Organization



100 Roses for Valentines Day

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.

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Now that we are on the fulfillment page in the dashboard, you can connect winners with their items. Click "Open" to access the fulfillment center for that item.

HOLIDAY AUCTION

CONNECT WITH WINNERS ISSUE REPORTS FULFILLMENT & SHIPPING SETTINGS

Connect with winners

Congratulations! Now that your auction has ended, it's time to make sure each winner receives their items. The simplest way is to use our Fulfillment Center. Each item has a dedicated Fulfillment Center page, where you can have a conversation with the winner and keep track of whether that item has been shipped or received.

ITEM	WINNER	BID	SHIPPING ADDRESS	EMAIL ADDRESS	STATUS	FULFILLMENT CENTER	ACTIONS
100 Roses for Valentines Day	Sam From BetterWorld	\$10	The Street, The City, Delaware 42424 US	sam@betterworld.org	Pending	<input type="button" value="Open >"/>	...

Show 10 items < Previous 1 Next >

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On the page, you can see the fulfillment status and the winner's selected delivery method. You can communicate further with the chat box below too!

Welcome to the Holiday Auction fulfillment center! You are viewing the fulfillment conversation page for 100 Roses for Valentines Day. Use the dropdown to quickly switch to another item:

100 Roses for Valentines Day

PAYMENT STATUS
Paid

FULFILLMENT STATUS
Waiting on the winner to choose how they'd like to receive their item.
They've received it

DELIVERY METHOD
The winner has not yet selected their preferred fulfillment method.

Get in touch
Enter a message
Send message

Demo Organization

100 Roses for Valentines Day

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

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If you have any additional questions please feel free to email our support team at support@betterworld.org