

auctionpay

Event Night – Card Reader

There are three possible scenarios at event check-in:

Pre-registered guest: these are bidders who have registered for the event in advance, including on-line registrations.

New Bidders/New Admissions: these are walk-ins or bidders who have not pre-registered. They may or may not already be in the supporter list.

Guest Admissions/New Bidders: these are guests of another person who may or may not have pre-registered and may not be in your supporter list

At checkout, the guest will receive printed receipts generated by the Greater Giving Event Software. Ask the guest to sign one copy of the receipt for the organization's records.

Guests can choose to change their credit card information, add an additional credit card(s) or split a payment between multiple cards at check-in or check-out.



Pre-Registered Guests:

To register guest with their credit cards, open the Sales Bar (F8):

- Click on the Check In tab.
- Greet the guest and enter all or some of the bidder's name and hit tab or enter.
 - If the bidder exists, it will appear.
 - If there are several choices, a list will appear. Select the correct bidder name by double clicking on the name.
- Verify table assignment and number of seats used.
- If the guest would like to Express Checkout, click the Card button, swipe credit card and click OK.

To manually enter credit cards:

If the guest's card is unreadable by the card reader device, you can manually enter the guest's credit card number.

Place your mouse in the Card No. field (see image above): type the credit card number <tab> expiration date <tab> name on credit card, click OK

New Bidders/New Admissions:



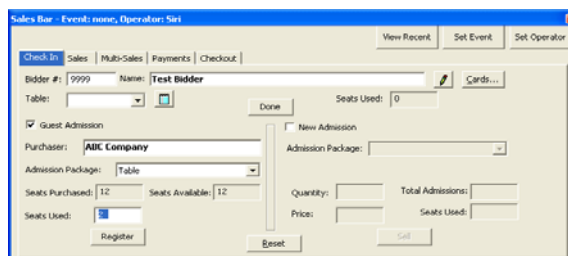
To register guest with their credit cards, open the Sales Bar (F8):

- Click on the Check In tab.
- Greet the guest and enter all or some of the bidder's name and hit tab or enter.
 - If the bidder exists, it will appear.
 - If there are several choices, a list will appear. Select the correct bidder name by double clicking on the name.
 - If the record does not exist, add a new bidder by clicking OK. And then OK again
 - The Bidder Form will appear (to see entire form click F8 to hide sales bar and once completed click F8 to bring the sales bar back). Assign Bidder Number, Name (if not complete), Table and contact information (not required at check in, can add later). Click F10 to save and close the Bidder Form. Click F8 to see the Sales Bar.
- Check the New Admission box, select the Admission Package from the drop down menu
- Enter Quantity of packages to be purchased *Note* the Quantity of the packages is not always the same as the number of Total Admissions included in package. Always check the number of admissions that come with the package.
- Verify the Price and enter the number of Seats Used by bidder. *Note* if the package includes multiple seats, the purchaser (this bidder) may not use all of them. Any additional bidders with this group will be entered separately as a guest.
- If the guest would like to Express Checkout, click the Card button, swipe credit card and click OK.

To manually enter credit cards:

Place your mouse in the Card No. field (see image above): type the credit card number <tab> expiration date <tab> name on credit card, click OK

Guest Admissions/ New Bidders:



To register guest with their credit cards, open the Sales Bar (F8):

- Click on the Check In tab.
- Greet the guest and enter all or some of the bidder's name and hit tab or enter.
 - If the bidder exists, it will appear.
 - If there are several choices, a list will appear. Select the correct bidder name by double clicking on the name.
 - If the record does not exist, add a new bidder by clicking OK. And then OK again
 - The Bidder Form will appear (to see entire form click F8 to hide sales bar and once completed click F8 to bring the sales bar back). Assign Bidder Number, Name (if not complete), Table and contact information (not required at check in, can add later). Click F10 to save and close the Bidder Form. Click F8 to see the Sales Bar.
- Check the Guest Admission box
- Enter all or part of the Purchaser name (the person or company who purchased the tickets). The name will appear or you can choose from a list.
- Enter the number of seats used by this guest. Click Register
- If the guest would like to Express Checkout, click the Card button, swipe credit card and click OK.

To manually enter credit cards:

Place your mouse in the Card No. field (see image above): type the credit card number <tab> expiration date <tab> name on credit card, click OK

Cashiering:

Guests that did not pre-swipe their credit card at registration will need to pay for their items at the cashiering/checkout station.

- Click on the Checkout tab from the Sales Bar (F8) and enter the guest's bidder number, then press Enter to see guest's total.
- Click on the Cards button, click the Add button, swipe credit card, making sure the magnetic strip of the card is facing down and away from you and on the same side as the lettering on the card reader device. Click Ok, then F10 to close Bidder Credit Card Form.
- If a bidder would like to put a Max on the credit card be sure to enter that amount on the Bidder Credit Card Form. *Note* This is important if they are splitting out their payments over several means of payment (credit card(s), cash, check).

Switching Credit Card:

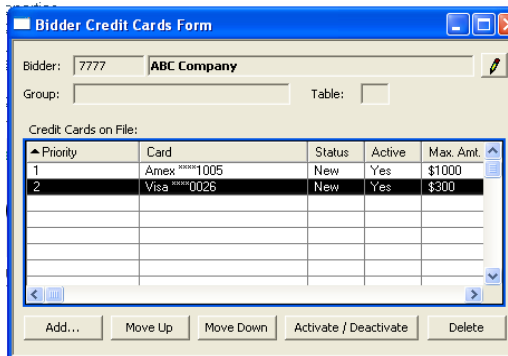
If the bidder elects to pay with a different credit card, please do the following:

- Click on the Checkout tab from the Sales Bar (F8) and enter guest's bidder number. Click the Cards button. Click your mouse in the Bidder Credit Card Form to see the current credit card on file.
- Click on the credit card to be removed and click "Activate/Deactivate". Verify that the "Active" column reads "No" for that credit card.
- Click the Add button. The Card Reader form will be displayed.
- Swipe the new credit card, making sure the magnetic strip of the credit card is facing down and away from you and on the same side as the lettering on the card reader device.

- Click the “OK” button to save the credit card information.
- Verify the credit card appears as the first entry and the “In Use” column reads “Yes” and then close the form by pressing F10 or clicking on the Red “X” in the corner of the form.

Split Pay:

At the end of the event, some guests may elect to distribute their amount due over more than one credit card, we call this a split pay. The following procedure can be used to make the necessary changes:



Priority	Card	Status	Active	Max. Amt.
1	Amex ****1005	New	Yes	\$1000
2	Visa ****0026	New	Yes	\$300

1. Click on the Checkout tab from the Sales Bar (F8) and enter the guest’s bidder number. Click on the Cards button to display the Bidder Credit Card Form.
2. Click the “Add...” button. The Card Reader form will be displayed.
3. Swipe the new credit card, making sure the magnetic strip of the credit card is facing down and away from you and on the same side as the lettering on the card reader device for the bidder and enter the amount to be charged to the new credit card in the Max. Amt. field.
4. Click OK to save the credit card information.
5. Verify the credit card appears as the first entry in the grid on the Bidder Credit Card Form.
6. If the bidder wants to use additional credit cards, use steps #2-5 for each credit card.
7. Use the “Move Up” and “Move Down” buttons to adjust the order in which the credit cards will be charged. The amount due will be applied to each credit card, up to its Max. Amt., before the next credit card in the list will be charged.
8. Close the cards listing by pressing the F10 key or the Red X in the corner of the form. The bidder’s receipt will reflect the new split pay.