



# Auction! Systems Software Sync Instructions

The sync process entails an electronic transfer of data between **Auction!** Systems Software and the Auctionpay Master terminal.

**IMPORTANT NOTE: The sync function in *Auction!* Systems Software is not automatically enabled in the Auctionpay terminals. To perform the synch process, you must first obtain the Auctionpay “Sync Key” from Auction Systems, Inc.**

## SYNC 1

## DURING THE EVENT

### Marking Express Pay Bidders

In this step, the Master terminal imports a list of Express Pay bidders into **Auction!** Systems Software.

**IMPORTANT NOTE: If using the USB-to-serial cable, the USB-to-serial driver provided by Greater Giving must be installed prior to the sync process.**

1. After registration closes, connect the Master terminal to the primary event computer via serial or USB-to-serial cables.
2. Ensure that the Master terminal is on the main screen, which reads “**Express Pay**” on the top black bar.
3. From the **Auction!** Systems Software menu bar, select **Auctionpay**, then **Sync 1 (Get Bidder Information)**.
4. In the lower right hand corner of the sync dialog box, click **Sync 1 Get Bidder Information**.
5. The View Log will indicate when the sync process has been successfully completed
6. Close the View Log and the Auctionpay sync dialog box.
7. Once the import is complete, remove the serial or USB-to-serial cable from the terminal, and reconnect the Master to the terminal network for use at cashiering.

## SYNC 2

## AFTER THE EVENT

### Entering Payments

In this step, **Auction!** Systems Software exports the amount owed by each Express Pay bidder to the Master terminal for payment processing.

1. Prior to performing Sync 2, ensure that all winning bids are posted and cash and check payments are entered into the software. No credit card payments should be entered (the credit card information will be imported during Sync 3).
2. Review bidder invoices to ensure totals are accurate.
3. Power up and connect the master terminal to the primary event computer via serial or USB-to-serial cables.
4. On the **Auction!** Systems Software menu bar, select **Auctionpay**, then **Sync 2 (Send Totals)**.
5. In the lower right hand corner of the sync dialog box, click **Sync 2 (Send Totals)**.
6. Check “I am sure I have checked all previous payments and have checked invoice totals...” and **Continue**.
7. At the end of Log Reached dialog box, select **Yes** or **No** as appropriate.
8. Close the View Log and the Auctionpay sync dialog box.
9. **Charges must be transmitted to the bank via phone before Sync 3.** For instructions on sending charges to the bank, refer to the **Banking** section in the **Quick Start Guide**.

**IMPORTANT NOTE: do not resubmit declines until Sync 3 is complete.**



## SYNC 3

## AFTER THE EVENT

### Posting Payments

In this step, the Master terminal imports approved credit card payment transactions to **Auction!** Systems Software. This sync is done from the **Banking Mode** screen. If you need to move the Master terminal, unplug it from the power source. No shutdown process is required to save your data.

**IMPORTANT NOTE: do not resubmit declines or clear the batch until Sync 3 is complete. Sync 3 can only be performed once. If declines are resubmitted and approved, payment amounts must be manually entered into the software. For instructions on resubmitting declines, see the decline section in the Greater Giving Quick Start Guide or visit [www.greatergiving.com](http://www.greatergiving.com).**

1. After the charges have been sent to the bank, the Master terminal will automatically print a Banking report showing all approved and declined transactions.
2. Power up and connect the Master terminal to the primary event computer via serial or USB-to-serial cables.
3. From the **Auction!** Systems Software menu bar, select **Auctionpay**, then **Sync 3 (Receive Settlement Information)**.
4. In the lower right hand corner of the sync dialog box, click **Sync 3 (Receive Payments)**.
5. At the End of Log Reached dialog box, select **Yes** or **No** as appropriate.
6. Close the View Log and the Auctionpay sync dialog box.