



Sync Instructions for Auction MaestroPro v 4.0 Software

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

SYNC 1

DURING THE EVENT

Marking Express Pay Bidders

In this step, the Master terminal imports a list of Express Pay bidders into Auction MaestroPro 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 MaestroPro Software menu bar, select **MaestroSync**, then **Open MaestroSync Interface**.
4. In the MaestroSync interface, select **Step 1: Import**, then **Next – Finish**.
5. Once the import is complete, remove the serial or USB-to-serial cables from the terminal, and reconnect the Master to the terminal network for use at cashing.

SYNC 2

AFTER THE EVENT

Entering Payments

In this step, Auction MaestroPro 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. In the Auction MaestroPro Software, select **6 – Conduct the Auction, 2 – During the Auction**, click the **Print/Review Statements** tab, and then press **Post all Purchases for Event Date**. Review data 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. From the Auction MaestroPro Software menu bar, select **MaestroSync**, then **Open MaestroSync Interface**.
5. In the MaestroSync Interface, select **Step 2: Export**.
6. In the Export Validation dialog box, select **Yes**, then **Next - Finish**.
7. In the Export Confirmation dialog box, select **Yes** or **No** as appropriate.
8. **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 MaestroPro 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.

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 MaestroPro Software menu bar, select **MaestroSync**, then **Open MaestroSync Interface**.
4. In the MaestroSync Interface, select **Step 3: Settle**, then **Next – Finish**.