



Syncing Multiple Auctionpay Terminal Networks

SYNC 1

DURING THE EVENT

Sync 1 – Marking Express Pay Bidders

IMPORTANT NOTE: If using Greater Giving Event Software v. 3.0 or higher and multi-syncing, prior to performing sync steps, select the following from the menu bar: File – Properties – Data – Use multiple masters for Auctionpay synchronization.

After registration is complete, perform Sync 1 to import Express Pay Bidders. Print Credit and Bidder reports from the Auctionpay Master terminals in each network, and complete the following steps:

1. Connect the Master from the 1st terminal network to the primary event computer via the serial or USB-to-serial cable.
2. Using the sync function in your event management software, perform Sync 1.
3. Once the import is complete, remove the serial or USB-to-serial cable from the terminal, and reconnect that terminal to the 1st terminal network for use at cashiering.
4. Repeat steps 1 to 4 on the Master from the 2nd terminal network.
5. Repeat on subsequent terminal networks.

SYNC 2 & SYNC 3

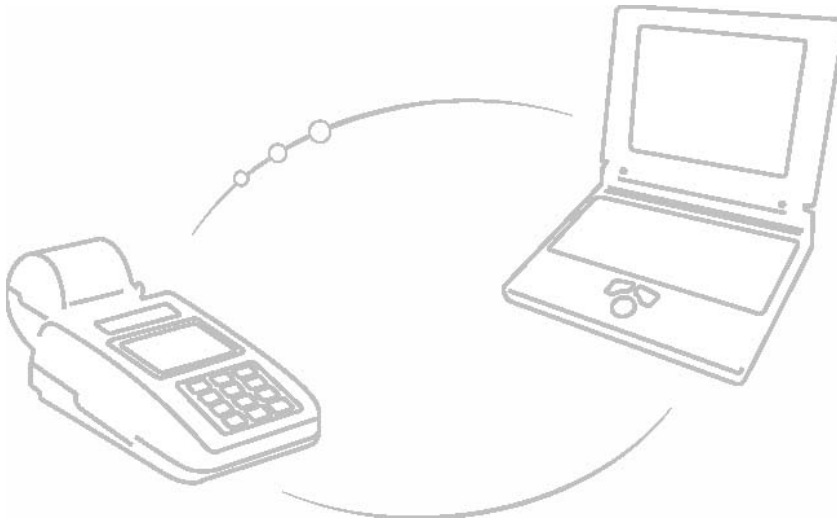
AFTER THE EVENT

Sync 2 – Entering Payments & Sync 3 – Posting Payments

Once the event is over and financial records have been reconciled, continue the multi-syncing process. This process consists of three steps: Sync 2; Sending Charges to the Bank; and Sync 3.

IMPORTANT NOTE: Steps 2 and 3 must be completed on the Mater from the 1st terminal network before repeating the process on the Master from subsequent terminal networks. Follow this sequence to avoid disabling the entire syncing process.

1. Power up and connect the Master from the 1st terminal network to the primary event computer via serial or USB-to-serial cables.
2. Prior to performing Sync 2, ensure all winning bids are posted and cash and check payments are entered into the software. The credit card payment information will import during Sync 3. Using the sync function in your event management software, perform Sync 2.
3. Using the **[Sent to Bank]** function on the 1st network Master, send the charges to the bank via a phone line. Refer to the **Quick Start Guide** for detailed instructions.
4. After the charges have been sent to the bank, the terminal will automatically print a Banking report showing all approved and declined transactions. **Sync 3 must be performed before resubmitting declines.**
5. Using the sync function in your event management software, perform Sync 3 with the Master from the 1st terminal network. Perform Sync 3 from the **Banking Mode** screen. If you need to move the Master terminal, unplug it. You do not need to perform a shut down process.
6. Repeat steps 1 to 5 with the 2nd terminal network Master and on subsequent networks as necessary.



Process Definitions

Sync 1 imports a list of Express Pay bidders from the Master terminal into the event management software.

Sync 2 exports the amount owed by each Express Pay bidder from the event management software to the Auctionpay Master terminal for payment processing.

Sending Charges to the Bank – Using the [**Send to Bank**] function on the Master terminal, charges are transmitted to the bank for processing via phone line.

Sync 3 imports approved credit cards transactions from the Master terminal to the event management software. This process takes place after charges have been sent to the bank.

Declines - If any declines are received they should be followed up with after Sync 3. Refer to **Declines** tab in the **Quick Start Guide** for detailed instruction on resubmitting declines.



When using multiple networks, duplicate bidder numbers can occur and affect the syncing process. Before syncing, print a Bidder report from each Auctionpay Master terminal to ensure there are no duplicate bidder numbers.