

ENDING THE AUCTION

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In this guide we will lead you through the bidding process from a winning bidders perspective! You can see the emails they will receive and what steps you need to take to get the auction closed and charge! If you have any additional questions please feel free to email our support team at [support@betterworld.org](mailto:support@betterworld.org).

bw

A bidder goes to place a \$10 bid.



Demo Organization

Share

Donate To Us!



Holiday Auction

## 100 Roses for Valentines Day

100 beautiful roses delivered to the address of your choice.

Estimated value: \$150

Austin, Texas

STARTING BID

**\$10**

TIME REMAINING

**13 days**



\$ Must be at least \$10 .00

**Bid**

If it's their first time, the bidder logs in or quickly creates an account and enters their information. Then the bidder places a \$10 bid for the item.

### Personal information

Have an account?

FIRST NAME

LAST NAME

EMAIL

CREATE A PASSWORD  ?

PHONE NUMBER

### Payment information

All information is [secure and encrypted](#).

NAME ON CARD

CARD



### Demo Organization



#### 100 Roses for Valentines Day

Bid on 100 Roses for Valentines Day \$10.00

Help cover fundraising costs ? \$0.99

**Total \$10.99**

This payment will be processed at the end of the auction, only if you win.

All bids are final.

Here's the confirmation screen the bidder receives.

Thank you, Sam!

Your bid has been placed successfully, and you'll receive an email receipt in a moment.

[Return to auction](#)

[Return to 100 Roses for Valentines Day](#)

Please consider supporting BetterWorld

We rely on the generous support of donors like you to continue to keep our tools 100% free for nonprofits. We are so grateful for any contribution.

\$5

\$10

\$15

Other

We will charge the same card you used to place your bid.

[Support BetterWorld](#)

[No thanks](#)



Demo Organization



**100 Roses for Valentines Day**

Bid on 100 Roses for Valentines Day \$10.00

Help cover fundraising costs ? \$0.99

**Total \$10.99**

This payment will be processed at the end of the auction, only if you win.

All bids are final.

Here's the confirmation email the bidder receives.

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**Thanks, Sam!**

This email confirms your bid of **\$10** on [100 Roses for Valentines Day](#). All bidding ends on Sunday, October 22nd, at 5:00pm EDT. Good luck, and thank you for supporting Demo Organization!

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**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)

BetterWorld  
109 East Main Street, #206  
Charlottesville, VA, 22902

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**

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 interface for a 'HOLIDAY AUCTION'. At the top, there is a search bar and a notification bell. The left sidebar contains navigation options: Overview (selected), Items, Bids, Outreach, Payments, Fulfillment, Settings, and Display. The main content area features a confirmation 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 border. Below this, two blue summary cards are visible: 'LEADING BIDS' with a value of '\$10' and 'STATUS' with a value of 'Ended'. At the bottom, there is an 'Activity' section with a refresh icon.

bw Search anything... Demo Organization

**HOLIDAY AUCTION**  
View

Overview  
Items  
Bids  
Outreach  
Payments  
Fulfillment  
Settings  
Display  
+ New Item

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.

**Close auction now**

LEADING BIDS **\$10**

STATUS **Ended**

Activity



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 receiving their items.

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### 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.

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ITEM	YOUR WINNING BID
<a href="#">100 Roses for Valentines Day</a>	\$10

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

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#### 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.

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 for cash or checks.

**bw** Search anything... Demo Organization ▾

### HOLIDAY AUCTION

View

- Overview
- Items
- Bids
- Outreach
- Payments**
- Fulfillment
- Settings
- Display

Congratulations! Your auction has ended and you are ready to charge the winners' cards. When you click Charge Now, everybody in the Ready to Charge section will be charged. If for some reason you'd like to wait before collecting payment from a particular bidder (perhaps they want to change the credit card they used for a certain bid, or maybe they've already paid in cash), click the Don't Charge Yet button to move them over to that column.

**Ready to charge** **Charge now**

**Sam From BetterWorld**  
\$10 IN WINNING BIDS • 1 ITEM WON **Don't charge yet**

**Don't charge yet**

If you would like to hold off on charging a winner, click the Don't Charge Yet button next to their name, and they'll be added to this list. The winners in this list won't be charged when you click the Charge now button.

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

The screenshot shows a web application interface with a dark header and a light sidebar. The header contains a search bar with the text "Search anything...", a user profile icon, and the text "Demo Organization". The sidebar lists navigation items: "Overview", "Items", "Bids", "Outreach", "Payments" (highlighted in blue), "Fulfillment", and "Settings". The main content area is divided into two columns. The left column is titled "HOLIDAY AUCTION" and has a "View" link. Below this, there are two sections: "Ready to charge" and "Don't charge yet". The "Ready to charge" section contains a card for "Sam From BetterWorld" with the text "\$10 IN WINNING BIDS • 1 ITEM WON" and a "Don't charge yet" button. The "Don't charge yet" section contains a text block explaining that winners in this list won't be charged when the "Charge now" button is clicked. A modal dialog is open in the center, with a white background and a dark border. It contains the text: "You are about to charge all the winners in the Ready to Charge list." followed by "Note that the charge may take up to 20 minutes for our payment processor to execute, depending on how many winners are in your auction." At the bottom of the dialog are two buttons: "Cancel" and "Charge winners". The "Charge winners" button is highlighted with a pink border.

Search anything...

Search

Demo Organization

**HOLIDAY AUCTION**

View

Overview

Items

Bids

Outreach

**Payments**

Fulfillment

Settings

Ready to charge

Charge now

Don't charge yet

Sam From BetterWorld

Don't charge yet

\$10 IN WINNING BIDS • 1 ITEM WON

Don't charge yet

If you would like to hold off on charging a winner, click the Don't Charge Yet button next to their name, and they'll be added to this list. The winners in this list won't be charged when you click the Charge now button.

You are about to charge all the winners in the Ready to Charge list.

Note that the charge may take up to 20 minutes for our payment processor to execute, depending on how many winners are in your auction.

Cancel

Charge winners

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 a web application interface. At the top, there is a dark navigation bar with a search bar on the left containing the text "Search anything...", a notification bell icon with a red dot, and a user profile icon labeled "Demo Organization" with a dropdown arrow. Below the navigation bar is a sidebar on the left with a vertical list of icons and menu items: a home icon, a blue square icon with a white key, a dollar sign icon, a card icon, a calendar icon, and the text "Overview", "Items", "Bids", "Outreach", "Payments" (highlighted in blue), and "Fulfillment". The main content area on the right has a light blue background and contains the following text:

## HOLIDAY AUCTION

[View](#)

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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.

Great – the charge was successful!

bw Search anything... Demo Organization

### HOLIDAY AUCTION

View

- Overview
- Items
- Bids
- Outreach
- Payments**
- Fulfillment
- Settings
- Display

#### Payments processed

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

Show 10 payments < Previous 1 Next >

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.

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

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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](#)

<b>PAYMENT #</b> 1 of 1	<b>PAID BY</b> Sam From BetterWorld The Street, The City, Delaware 42424 US	
<b>RECIPIENT</b> Demo Organization	<b>AUCTION</b> Holiday Auction	
<b>AMOUNT</b> \$10.99	<b>DATE</b> October 9, 2023	<b>PAYMENT METHOD</b> Visa –

SUMMARY

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

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?

[I will pick it up](#) [Please ship \(\\$5\)](#) [Other](#)

Get in touch


[Send message](#)

Having problems? [File a report](#)



### Demo Organization

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**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.

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.

The screenshot shows a dashboard interface for a 'HOLIDAY AUCTION'. On the left is a navigation sidebar with icons and labels: Home, Overview, Items, Bids, Outreach, Payments, **Fulfillment** (highlighted with a pink box), Settings, Display, and + New auction. The main content area has three tabs: 'CONNECT WITH WINNERS' (active), 'ISSUE REPORTS', and 'FULFILLMENT & SHIPPING SETTINGS'. Below the tabs is the heading 'Connect with winners' and a paragraph: '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.' Below this is a table titled 'All items' with columns: ITEM, WINNER, BID, SHIPPING ADDRESS, EMAIL ADDRESS, STATUS, FULFILLMENT CENTER, and ACTIONS. The table contains one row for '100 Roses for Valentines Day' with winner 'Sam From BetterWorld', bid '\$10', shipping address 'The Street, The City, Delaware 42424 US', and email 'sam@betterworld.org'. The status is 'Pending'. In the 'FULFILLMENT CENTER' column, there is a button labeled 'Open >' which is highlighted with a pink box. The 'ACTIONS' column contains a three-dot menu icon. At the bottom of the table, there is a 'Show 10 items' dropdown and navigation links '< Previous 1 Next >'.

**HOLIDAY AUCTION**

View

Overview

Items

Bids

Outreach

Payments

**Fulfillment**

Settings

Display

+ New 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
<a href="#">100 Roses for Valentines Day</a>	Sam From BetterWorld	\$10	The Street, The City, Delaware 42424 US	<a href="mailto:sam@betterworld.org">sam@betterworld.org</a>	Pending	<a href="#">Open &gt;</a>	...

Show 10 items

< Previous 1 Next >



On the page you can see the fulfillment status and the winners 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**

**FULLFILLMENT 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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