

Ending the Auction:
*Winning Bid Cash or Check
Payment Process*

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In this guide, we will lead you through the end of auction process, specifically how to note in your dashboard that you have collected or will be collecting cash or check payments from your winning bidders in an auction.

Head to your auction dashboard, and in the “overview” section, close the auction.

SILENT AUCTION

View

Overview

Items

Bids

Outreach

Payments

Fulfillment

Settings

Display

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

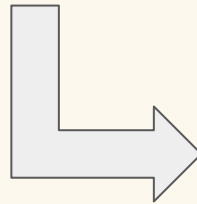
LEADING BIDS ?

\$975

STATUS ?

Ended

This will change the status from
“Ended” to “Closed.”



STATUS ?

Closed

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Once the auction is “Closed” you will automatically be redirected to the “Payments” section of the auction. This is where you will see a list of the winning bidders. **You will click “Charge now” only if ALL bidders are paying by card**, as this will automatically process all card payments. If some are paying by cash or check, **do not** select “Charge now” yet.

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Fulfillment

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

Amanda from BetterWorld

\$1,150 IN WINNING BIDS • 7 ITEMS 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.

If they are paying by cash or check, here is where you will select “Don’t charge yet” which will remove them from the “Ready to charge” column.

SILENT AUCTION

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Bids

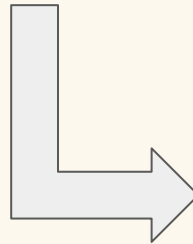
Outreach

Payments

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	Don't charge yet
Amanda from BetterWorld \$1,150 IN WINNING BIDS • 7 ITEMS 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.

If you did this accidentally, just click “Ready to charge” to move them back to the “Charge” column.



Don't charge yet
Amanda from BetterWorld \$1,150 IN WINNING BIDS • 7 ITEMS WON Ready to charge

Once all of the winning bidders who are paying by cash or check are moved to the “Don’t charge yet” column, you can click “Charge now.”

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.

Then click “Charge winners”



You will see this screen while charges are being processed. This may take several minutes.

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.

Refresh the page... Great! The charge was successful, and the “Payments” tab will now show a list of all payments processed.

SILENT AUCTION

[View](#)

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+ New auction

Payments processed

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DATE	BIDDER	CARD	ITEMS	BID PROCEEDS	FEE OFFSET	NET	STATUS
December 14, 2023, 11:26am	Amanda from BetterWorld	Visa - 4242	<ul style="list-style-type: none">• Gift Card for the Mall• Enjoy a 5-Star Dinner for 2• VIP Tickets to Firefly Music Festival	\$850.00	\$25.70	\$850.00	Successful
December 1, 2023, 1:29pm	Amanda from BetterWorld	n/a	<ul style="list-style-type: none">• Wellness Gift Basket	\$125.00	\$0.00	\$125.00	Successful

Show payments < Previous 1 Next >

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All the winning bidders paying by card were automatically charged, and a receipt was emailed. The receipt will list all of the items they won and the total amount their card was charged. It will also have a link that takes them to the fulfillment center to arrange to receive their items.

Auction payment receipt Inbox x Print Share

 **BetterWorld** <messages@betterworld.org> 3:30 PM (0 minutes ago) ☆ ← ⋮
to me ▾

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Hello Amanda,

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](#)

RECIPIENT	AUCTION	
Demo Organization	Silent Auction	
AMOUNT	DATE	PAYMENT METHOD
\$1,289.97	December 1, 2023	Visa –
SUMMARY		
Movie Gift Card		\$20.00
Estimated value: \$50.00		
Gift Card for the Mall		\$50.00
Estimated value: \$300.00		
Italian Dinner Date		\$150.00
Estimated value: \$500.00		
Enjoy a 5-Star Dinner for 2		\$300.00
Estimated value: \$1,000.00		
Free Yoga for 1 Year		\$400.00
Estimated value: \$1,500.00		
Wellness Gift Basket		\$150.00

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Note that any charges marked as “Don’t charge yet” paid for by cash/check will not receive an email receipt. This is because there were no charges processed through BetterWorld. The winners can still access the Fulfillment center by clicking the item they won in the email they received notifying them that they won when you closed the auction.

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Congratulations, Amanda!

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.

ITEM	YOUR WINNING BID
Wellness Gift Basket	\$150

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

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.

[f](#) [t](#) betterworld.org

Next, head to the “Fulfillment” section of the auction. This is where you can connect with the winners. Click “Open” to be brought to the Fulfillment center.

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+ 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.

All items

ITEM	WINNER	BID	SHIPPING ADDRESS	EMAIL ADDRESS	STATUS	FULFILLMENT CENTER	ACTIONS
Movie Gift Card	Amanda from BetterWorld	\$20	42 Forty Two Way, Forty Two Town, Alabama 42424 US	amanda@betterworld.org	Pending	Open >	⋮
Gift Card for the Mall	Amanda from BetterWorld	\$50	42 Forty Two Way, Forty Two Town, Alabama 42424 US	amanda@betterworld.org	Pending	Open >	⋮
Italian Dinner Date	Amanda from BetterWorld	\$150	42 Forty Two Way, Forty Two Town, Alabama 42424 US	amanda@betterworld.org	Pending	Open >	⋮

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Of note, the “Status” column in the Fulfilment section will change depending on if the item is pending, **pending payment** (you must mark item has been paid for), awaiting pickup, awaiting shipping payment, ready to ship, pending discussion, or received.

All items										🔍	📄	🔗	🏠
ITEM	WINNER	BID	SHIPPING ADDRESS	EMAIL ADDRESS	STATUS	FULFILLMENT CENTER	ACTIONS						
Italian Dinner Date	Amanda from BetterWorld	\$150	42 Forty Two Way, Forty Two Town, Alabama 42424 US	amanda@betterworld.org	Awaiting pickup	Open >	⋮						
Wellness Gift Basket	Amanda from BetterWorld	\$150	42 Forty Two Way, Forty Two Town, Alabama 42424 US	amanda@betterworld.org	Awaiting shipping payment	Open >	⋮						
Essential Oils	Amanda from BetterWorld	\$80	42 Forty Two Way, Forty Two Town, Alabama 42424 US	amanda@betterworld.org	Pending	Open >	⋮						
Free Yoga for 1 Year	Amanda from BetterWorld	\$400	42 Forty Two Way, Forty Two Town, Alabama 42424 US	amanda@betterworld.org	Pending discussion	Open >	⋮						
Enjoy a 5-Star Dinner for 2	Amanda from BetterWorld	\$300	42 Forty Two Way, Forty Two Town, Alabama 42424 US	amanda@betterworld.org	Ready to ship	Open >	⋮						
Movie Gift Card	Amanda from BetterWorld	\$20	42 Forty Two Way, Forty Two Town, Alabama 42424 US	amanda@betterworld.org	Received	Open >	⋮						

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In the fulfillment center, you will see the payment status, as well as the fulfillment status for that particular item that you “opened.” This is where you can mark that the winner of this item has paid by cash/check.

PAYMENT STATUS

Unpaid. You have not charged this winner yet. You can charge them on the [Payments](#) page, or mark their payment as having been received by cash/check using the button below.

Mark paid by cash/check

FULLFILLMENT STATUS

Waiting on payment

Note that items paid for by cash/check will be listed in the “Payments & Payouts” section of your dashboard, under “Payments received” > “Offline”

The screenshot shows a dashboard interface for 'Payments & Payouts'. On the left is a sidebar with 'PAYMENTS' and 'Withdraw funds'. The main area has tabs for 'IN-PLATFORM' and 'OFFLINE', with 'OFFLINE' selected. A 'WITHDRAW FUNDS' button is in the top right. The 'Offline payments' section contains a table of payments. The first row, for a payment on December 1, 2023, is highlighted with a pink border. The table has columns for DATE, PAID BY, TYPE, TOTAL, and ACTIONS. Below the table is a pagination control showing '10 payments' and navigation arrows.

PAYMENTS

Payments received

Payouts

Bank account ●

Withdraw funds

IN-PLATFORM **OFFLINE** **WITHDRAW FUNDS**

Offline payments

These are the payments you've saved to the system that you didn't process through BetterWorld, such as cash and check payments.

DATE	PAID BY	TYPE	TOTAL	ACTIONS
December 1, 2023, 1:29pm	Amanda	Auction	\$125.00	⋮
November 30, 2023, 11:59am	Amanda	Donation	\$32.00	⋮

Show 10 payments < Previous 1 Next >

bw

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