

auctionpay Event Night – Card Reader

There are two possible scenarios at event check-in:

- Pre-registered guest: the guest's name is captured using the card reader. The guest name is matched and confirmed against the pre-registered guest record in the event software.
- Guest is not pre-registered: the guest's name is captured using the card reader. To complete registration, the volunteer is prompted to enter additional guest information into the event software. The only information required at registration is a name and bid number. All other data entry can be entered at a later time.

At checkout, the guest will receive two printed receipts generated by the Greater Giving Event Software. Ask the guest to sign one copy of the receipt for the organization's records.

Guests can choose to change their credit card information, add an additional credit card(s) or split a payment between multiple cards at check-in or check-out.




The screenshot shows a software window titled "Sales Bar - Event: none, Operator: none". It has a menu bar with "Sales", "Multi-Sales", "Payments", "Bidder Info", and "Cards". There are "Set Event" and "Set Operator" buttons. The "Cards" menu is active, showing a "Cards..." button with a green plus sign. Below this is a "Bidder No:" field with a green plus sign. The "Card:" field contains three sub-fields: "<Account Number>", "<Date>", and "<Cardholder Name>". At the bottom, there is a "Max. Amt.:" field set to "None", a "PLEASE SWIPE CARD..." label, and "Save" and "Reset" buttons.

To register guest with their credit cards, open the Sales Bar (F8):

- Greet the guest and ask them if they are using a credit card to pay for their items. If so, swipe the credit card making sure the magnetic strip of the credit card is down and facing away from you and on the same side as the lettering on the card reader device.
- Verify the guest's name is already entered in the Event Software, select the correct guest and click SAVE.
- If guest's name does not appear, add the guest's name by clicking on the green plus sign, enter the guest's information and assign the guest a new bidder number and press F10 to save, then click SAVE again on the card reader screen.

To manually enter credit cards – if the guest's card is unreadable by the card reader device, you can manually enter the guest's credit card number.

- Place your mouse in the Card field that says <Account Number> (see image above): input the credit card number <tab> expiration date <tab> name on credit card <tab> Bidder No: should fill-in with their bidder number and name if the guest's name is already in the Event Software.
- If the guest's name does not appear, add the guest's name by clicking on the green plus sign, enter the guest's information and assign the guest a new bidder number and press F10 to save, then click Save again on the card reader screen.



Cashiering – guests that did not pre-swipe their credit card at registration will need to pay for their items at the cashiering/checkout station.

- Click on the Bidder Info tab from the Sales Bar (F8) and enter the guest’s bidder number, then press Enter to see guest’s total.
- Click on the Cards tab, swipe credit card, making sure the magnetic strip of the card is facing down and away from you and on the same side as the lettering on the card reader device.
- You can enter in the guest’s total in the Max. Amt field, if desired.

Switching credit card – if the bidder elects to pay with a different credit card, do the following:

- Click on the Bidder Info tab from the Sales Bar (F8) and enter guest’s bidder number. Change the action drop down menu to “View/Edit Cards”, then click View/Edit Cards. You will see the credit cards on file for the bidder.
- Click on the credit card to be removed and click “Toggle Use”. Verify that the “In Use” column reads “No” for that credit card.
- Click the Add... button. The Card Reader form will be displayed.
- Swipe the new credit card, making sure the magnetic strip of the credit card is facing down and away from you and on the same side as the lettering on the card reader device.
- Click the “OK” button to save the credit card information.
- Verify the credit card appears as the first entry and the “In Use” column reads “Yes” and then close the form.

Split Pay – at the end of the event, some guests may elect to distribute their amount due over more than one credit card, called a split pay. Use the following procedure to make the necessary changes:

- Click on the Bidder Info tab from the Sales Bar (F8) and enter the guest’s bidder number. Change the Action field drop down menu to “View/Edit Cards”, then click View/Edit Cards. You will see the credit cards on file for the bidder.
- Click the “Add...” button. The Card Reader form will be displayed.
- Swipe the new credit card, making sure the magnetic strip of the credit card is facing down and away from you and on the same side as the lettering on the card reader device for the bidder and enter the amount to be charged to the new credit card in the Max. Amt. field.
- Click OK to save the credit card information.
- Verify the credit card appears as the first entry in the grid on the Auctionpayer Cards Form.
- If the bidder wants to use additional credit cards, use steps #2-5 for each credit card.
- Use the “Move Up” and “Move Down” buttons to adjust the order in which the credit cards will be charged. The amount due will be applied to each credit card, up to its Max. Amt., before the next credit card in the list will be charged.
- Close the cards listing. The bidder’s receipt will reflect the new split pay.

Priority	Card	Status	In Use	Max. Amt.
1	Amex ****1004	New	Yes	None
2	Amex ****1008	New	Yes	None
3	Visa ****0026	New	Yes	None