

## Running a Helmsman Sale with AuctionsPlus

Full co-operation of the following process is required by all parties involved to ensure equality between online and onsite bidders and that the sale runs efficiently.

### Equipment required at sale centre

- Laptop (optional; if not available, then the central contact is required on the phone)
- Mobile Phone
- Backup phone & sale contact
- Stable internet connection
- Positioned with back to crowd facing the board

### Day before sale

AuctionsPlus Sale Contact will phone selling agent and confirm:

- nominated sale contact for sale day
- back up sale contact
- AuctionsPlus rep who will be running the sale
- a time to be in touch the following day
- Instructions on how the sale will be run and when the timer will come on to control the auction

### Day of sale

1. The Selling Agent (or nominated sale contact) must communicate starts, reserves, bid increments and withdrawn lots at least **60 minutes** prior to the commencement of the sale
  - Lots may have different start and reserve prices and bid increments.
2. AuctionsPlus staff enter these prices and check that bid increments fall onto reserve price.
3. If staff on site have laptop, AuctionsPlus will configure each lot to be held by the nominated selling agent via a limit bid
  - When sale starts, all lots appear green as they are held by the selling agent.
4. The selling agent on the phone or laptop **must be** the first and central point of contact for all physical bid cards to go through at the sale centre
  - Physical bid cards are entered on AuctionsPlus **before** they are written on the board.
5. Any bids placed at the sale centre, will be placed by the nominated selling agent on AuctionsPlus, to reflect the bid at the sale centre.
6. Any online bids placed will result in the lot becoming red, indicating it is not held onsite.
7. A bid card must be written out to reflect each online bid as it is placed and shown on the Screen.
8. If any mistaken bids are placed online by the agent or if they are on the phone by the AuctionsPlus Rep in the office, then the AuctionsPlus Rep must immediately be notified so they are able to rectify the situation.
9. Prior to the completion of the sale, cross checking the bids on the physical board with those displayed on AuctionsPlus screen must take place to ensure consistency of bid price.
10. **The AuctionsPlus timer is used to close the sale.**

## After the sale

1. At the conclusion of the sale, online buyer details will be emailed to the settling agent or alternative nominated sale contact.
2. A full post sale report will be sent to the agent and the vendor between 24 and 48 hours post-sale.
3. Invoicing will take place.
4. We appreciate all feedback – please take the time to fill in the following form:  
<http://bit.ly/PostAuctionSurvey>

