

Telephone Bid Management User guide

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1.1	TELEPHONE BID MANAGEMENT



1.1 TELEPHONE BID MANAGEMENT

Unique **Telephone Bidding Management** will assist you with assigning all of registered telephone bids to a staff member and print a report giving details of telephone numbers and notes, such as covering bids, bids remaining for that buyer and the calls remaining for that member of staff.

No more telephone bids assigned to a person who may not be able to deal with the bid due to being assigned to another bid in too short time!

To assign telephone bid:

- 1. In the Search box enter Auctions, and then choose the related link.
- 2. Find the auction you want to manage telephone bids for and select **Auction Day** from the Ribbon.







3. The Auction Day page for selected auction opens. Select Telephone Bids Overview from the Ribbon.

1	l	Edit - Auction Day - 1788	The Watch Sale (27/09/16	5)	
WEB WEB Registrations Results New	TIONS View Edit Manage Ch Sale (27/09/16)		int Bids Sheet Lock Customers	Refresh Clear Filter Page	Go to Previous Next
Auction Details No.: Auction Name: Auction Category:	1788 The Watch Sale Specialist	Auction Date: Auction Time: V Hammer Total: Pawn Broker Rates Ap	27/09/2016 11:00:00	470,160	
99084-57 A	ommission Withdraw Didn't Arrive hort Description UDEMARS PIGUET - a gentleman's sta UDEMARS PIGUET - a gentleman's 18	Suffix 1	ilter Buyer Paddle Hammer Pric No. SR700197 6,9 SR715955 1.1	Paddle No	Total Unso Hammer T Vendor Rei PL Amoun Total Rese Average Sa
98920-0 A	UDEMIAKS PIGUET - a gentieman s 18	2	- · · - ·		No. Of Reg No. Of Suc

The Telephone Bid Matrix page with all registered telephone bids for the auction opens.

				View	- Telephor	ne Bid Matrix						x
- HOME												0
Show Show as List Char View	as Refresh Clear Find											
Telephone	e Bid Matrix 🝷									Type to filter (F3)	Total Lot No. 👻 🄿	~
relepitorie											Filter: 1788 • >0	
Total Lot No.	Full Name	Adrian Hailwood	FELLOWSAND	FELLOWSANDSONS\A	Alison J	Annaliese	Ben	Charlotte B	Cherie	Claire D	Conrad	^
1	AUDEMARS PIGUET - a gentlema						C112474					=
3	AUDEMARS PIGUET - a gentlema	C0059107			C0068162		C112474				C0017142	_
9	BELL & ROSS - a gentleman's car											
12	BREITLING - a gentleman's stainle.											
21	BREITLING - a limited edition gen										C112918	
45	BULGARI - a gentleman's stainles										C0017142	
57	BULOVA - a gentleman's stainless											
59	CARTIER - a bi-metal Santos brac										C109272	
60	CARTIER - an 18ct yellow gold Di											
	CARTIER - a stainless steel Tank F						C112474					
61												
61 63	CARTIER - a stainless steel Santos	•										
	CARTIER - a stainless steel Santos CARTIER - a bi-metal Panthere br											~



4. Navigate to the **Not Assigned** column, and then click on the number shown in this column to drill down to assign a person.

Mark	Michael J	Naomi W	Natalie C	Not Assigned	-
	C0062834			<u>C0068162</u>	
	C0048511				
	C0048511				✓ ✓
					Close

5. This will open up new window. To assign a person to selected phone bid, click **Edit List** from the Ribbon, and then in the **Call Assign To** column select person from dropdown list and press **OK** to save changes.

3	Vie	v - Commission Bids	_ D ×
HOME			9
Net List	Conctact Print Commission Send Commission	how Showas List Chart View Show Attached	
Commission Bids		Тур	e to filter (F3) 🛛 Auction No. 🔹 🚽 💙
			Filter: '' • 1788 • Telephone Bid • 258
Auction 🔔 Auction Date Lot No. No.	Short Description Bid Type 🔒 B	id Source Bid Buyer Paddle Remarks	Call Assign Bid Phone N To She
1788 v 27/09/2016 258	PATEK PHILIPPE - a gentlem Telephone	0.00 3842	0794732
	ш		
			Close

NOTE

If you have assigned telephone bid to a person who may not be able to deal with this telephone bid, as the person is assigned to another bid in too short time, on the **Telephone Bids Overview** page you will see **Error** in his name column.



To print bid sheets:

- 1. Navigate to the Auction Day.
- 2. Select **Print Bids Sheet** from the Ribbon.

					Edit - /	Auctio	on Day -	1788 The W	atch Sale (27/0	9/16)		
HOME ACT	IONS	0-										
WEB WEB egistrations Results New	View Edit		ephone Teleph Bids Ove	one Bids erview ocess	Print Bids Sheet	Force Vock			→ Go to Clear Filter → Next Page	IS		
788 The Wate	h Sale (27/09/16	5)										
Auction Details												
No.:	1788						Auction D	ate:	27/09/2016			
Auction Name:	The Watch Sale]	Auction Ti	me:	11:00:00			
Auction Category:	Specialist		~			_	Hammer 1	otal:				
							Pawn Brok	er Rates Apply	:			
ines												
Check Vendor Co	mmission Withdraw	Didn't Arrive	Find Filter	🔨 Clea	r Filter							
>t No. ▲ Lot Suffix	Buyer Paddle No.	Hammer Price	UnderBidder Paddle No.	Und		Wit Lot	Did not	No. of Commiss	Auction Book Pag	Reserve Price	Cha We	Ur Ar
1	SR700197	6,900						4	0	8,050	✓	
2	SR715955	1,100						0	0	1,200	~	

3. If any errors detected, next screen will include the information. Apply changes for any lots with warning before printing.

	Edit -	Telephone E	Bids	_ □	x
 ACTIONS 					0
\mathbf{v}					
Clear					
Filter Page					
-					
Option					^
Lot Warning No.:		10	i i		
Reprint All: 🗹					
User Setup					^
Show results: X Where User ID	•	Enter a val			
+ Add Filter	. 15	Linter a van	ue.		
Limit totals to:					
+ Add Filter					
		Print •	Preview	v Can	cel





4. When all checked and corrections are made, select the **Print** button or the **Preview** button.

	Edit -	Telephone	Bids	-		x
 ACTIONS 						0
Clear						
Filter Page						
						_
Option						^
Lot Warning No.:		1(0			
Reprint All:						
User Setup						^
over betap						
Show results:						
🗙 Where 🛛 User ID	▼ is	Enter a va	alue.			
+ Add Filter						
Limit totals to:						
+ Add Filter						
		_				
				<u> </u>		
		Print	 Previ 	ew	Canc	el

If there are any unassigned lots, warning message appears.
 Select Yes to continue, or press No to cancel and apply changes.

	Microsoft Dynamics NAV X
0	There are unassigned telephone bids, do you want to continue?
	Yes No





The print out will give you full list of all assigned lots to the staff member followed by detailed sheet.





COVERING BID / EMERGENCY BID

Telephone bidder may request emergency bid, if he is unavailable to take the call.

To book emergency absentee bid in:

- 1. On the Sale Day page, select Telephone Bids from the Ribbon.
- 2. Navigate to the Bid column and enter maximum emergency bid.

M				Edit - Cor	mmission Bid	s				-	- 0
 HOME 	ACTIONS										
New View List	Edit List Delet		Card	Print Commission Bid Form	Bid Form	on	Show as List Chart	Notes	Links	Find	r Filter
New	Manage	Proc	ess	Rep	oort		View	Show A	Attached	d Pag	je
Commission	Bids -						Type to filter (F3)	Auctio	n No.		-
										F	ilter: 17
Auction 🔺 No.	Auction Date	Lot No.	Short Desc	ription	Bid Type	•	Bid Source	ľ	Bid	Buyer Paddl	e Re
1788 V	27/09/2016	1	AUDEMAR	RS PIGUET - a ger	tle Telepho	ne	WEBSITE	- i	0.00	3339	alt
1788	27/09/2016	3	AUDEMAR	S PIGUET - a gentl	em Telephor	ne Bid	WEBSITE	- !	0.00	524	
1788	27/09/2016	3	AUDEMAR	S PIGUET - a gentl	em Telephor	ne Bid	BIRMINGHAM	- 1	0.00	3650	jus
1788	27/09/2016	3	AUDEMAR	S PIGUET - a gentl	em Telephor	ne Bid	WEBSITE	i	0.00	3783	
1788	27/09/2016	3	AUDEMA	RS PIGUET - a gen	tle Telepho	ne			0.00	842	
1788	27/09/2016	3	AUDEMA	RS PIGUET - a ger	tle Telepho	ne	WEBSITE	- 1	0.00	3339	alt
1788	27/09/2016	9	BELL & RO	SS - a gentleman's	car Telephor	ne Bid	BIRMINGHAM	1	0.00	3661	
1788	27/09/2016	12	BREITLIN	G - a gentleman's	s st Telepho	ne	WEBSITE	L	0.00	647	Us





The emergency bid will be printed on sheets assigned to a staff person.

4 2 of 4?	I Solution		F	ind Ne
8			3	
	TELEPHO	NE BID		
	The Watc	h Sale		
8		Staff Initial		
BidderName: An	dy Jordan			
Tel No. 1 07	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	Hammer Pric	e .	
Tel No. 2 01	111 111111			
Paddle No.	3783			
<u>.</u>				3* 95
Remarks:				258 279 280 291
				293 301 306 326
				320
(EB 5)	-			
Remaining Lots for sta	aff member:			



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