

# Telephone Bid Management User guide

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## 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 - 178	8 The Watch Sa	le (27/09/16)		
<ul> <li>HOME AC</li> <li>WEB WEB</li> <li>WEB New</li> <li>WEB New</li> </ul>	TIONS View Edit Manage Ch Sale (27/09/16)	Telephone Telephone Bids Bids Verview Process	Force Sheet Lock	Auction Customers	fresh Clear Filter Page	→ Go to
Auction Details No.: Auction Name: Auction Category:	1788 The Watch Sale Specialist	Auction Date: Auction Time: V Hammer Total: Pawn Broker Rates	27/09/201 11:00:00 Apply:	16	470,160	Auction St Auction Sta Lots Catale Lots Not C No. Of Lot Total Sold: Total Lots
Lines Check Vendor Co Unique  S 99084-57 A 98920-6 A	ommission Withdraw Didn't Arrive ihort Description UDEMARS PIGUET - a gentleman's sta UDEMARS PIGUET - a gentleman's 18	Find     Filter     Clea       Lot No.     Lot Suffix     A       1     2	r Filter Buyer Paddle No. SR700197 SR715955	Hammer Price 6,900 1,100	VnderBidd ^ Paddle No	Hammer T Vendor Re PL Amoun Total Rese Average Sa No. Of Rec
<					-	<ul> <li>✓ No. Of Suc</li> </ul>

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

				View	- Telephor	ne Bid Matrix						x
НОМЕ												0
Show Show as List Char View	as Refresh Clear Filter Page											
Telephone	Bid Matrix *									Type to filter (F3)	Total Lot No. 🔻 🌙	~
reiepriorie											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											
61 63 65	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.

1		View - Commission Bids		_ <b>D</b> X
HOME				0
New Edit Delte List New Manage Pro	Conctact Card Print Commission Send Commission Bid Form Bid Form Report	Show Show as as List Chart View Show Attached	Refresh Clear Fild Page	
Commission Bids			Type to filter (F3)	Auction No. ▼   → ∨
				Filter: " • 1788 • Telephone Bid • 258
Auction 🔔 Auction Date Lot No. No.	Short Description Bid Type	🔺 Bid Source Bid Bu	yer Paddle Remarks	Call Assign Bid Phone N To She
1788 v 27/09/2016 258	PATEK PHILIPPE - a gentlem Telephone	e 0.00 384	42	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 registrations Results New	View Edit Manage	Buy Send HT Tel	ephone Teleph Bids Ove	one Bids erview t	Print Bids Sheet	Force Vock	Auctior Custome	Refresh	→ Go to Clear Filter Next Page	IS		
788 The Wate	h Sale (27/09/16	5)										
Auction Details												
No.:	1788						Auction Da	ate:	27/09/2016			
Auction Name:	The Watch Sale					]	Auction Ti	me:	11:00:00			
Auction Category:	Specialist		~			_	Hammer T	otal:				
							Pawn Brok	er Rates Apply				
ines												
Check Vendor Co	mmission Withdraw	Didn't Arrive	Find Filter	🔨 Clea	r Filter							
>t No. ▲ Lot Suffix	<ul> <li>Buyer Paddle</li> <li>No.</li> </ul>	Hammer Price	UnderBidder Paddle No.	Und	erBidder Price	Wit Lot	Did not	No. of Commiss	Auction Book Pag	Reserve Price	Cha We	Ur Ar
1	SR700197	6,900						4	0	8,050	$\checkmark$	
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
<ul> <li>ACTIONS</li> </ul>					0
$\mathbf{v}$					
Clear					
Filter Page					
Option					
Option					^
Lot Warning No.:		10	i i		
Reprint All: 🗹					
User Setup					^
Show results:	•	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	_ <b>□</b> X
<ul> <li>ACTIONS</li> </ul>		0
Clear		
Filter		
raye		
Option		^
Lot Warning No.:	10	
Reprint All:		
User Setun		^
User Setup		
Show results:		
🗙 Where 🛛 User ID	<ul> <li>is Enter a value.</li> </ul>	
+ Add Filter		
Limit totals to		
<ul> <li>Add Filter</li> </ul>		
	Print	Preview Cancel

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

	Microsoft Dynamics NAV
?	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.

<b>ai</b>						Edit - Co	mmission E	Bids			_ □
•	ном	E	ACTIONS								
X New	[	/iew List	Edit List Delet	e Audit	Conctact Card	Print Commission Bid Form	Send Comm Bid Form	ission n	Show as List Chart	Notes Links	Refresh Clear Filter
New			Manage	Pr	ocess	Re	port		View	Show Attache	d Page
Com	mise	sion	Bids -						Type to filter (F3)	Auction No.	<b>.</b>
											Filter: 1
Auc No.	tion		Auction Date	Lot No.	Short D	escription	Bid Ty	ype 🦼	Bid Source	Bid	Buyer Paddle Re
178	8	~	27/09/2016	1	AUDE	1ARS PIGUET - a gei	ntle Telep	hone	. WEBSITE	0.00	339 alt
1788	3		27/09/2016	3	AUDEM	ARS PIGUET - a gent	lem Telepł	none Bi	d WEBSITE	0.00	3524
1788	3		27/09/2016	3	AUDEM	ARS PIGUET - a gent	lem Telepł	none Bi	d BIRMINGHAM	0.00	3650 just
1788	3		27/09/2016	3	AUDEM	ARS PIGUET - a gent	lem Telepł	none Bi	d WEBSITE	0.00	3783
178	8		27/09/2016	3	AUDEM	1ARS PIGUET - a gei	ntle Telep	hone		0.00	842
178	8		27/09/2016	3	AUDEN	1ARS PIGUET - a gei	ntle Telep	hone	. WEBSITE	0.00	3339 alt
1788	3		27/09/2016	9	BELL &	ROSS - a gentleman'	s car Telepł	none Bi	d BIRMINGHAM	0.00	3661
178	8		27/09/2016	12	BREITL	ING - a gentleman'	s st Telep	hone	. WEBSITE	0.00	1647 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*
Remarks:				258 279 280
				293 301 306
				320
(EB 5)	-			
Remaining Lots for sta	aff member:			



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