



Auction! V3 – Spire Payments Sync 1, Sync 2, Sync 3

Applies to: *Credit card processing Sync between Auction! Version 3 and Spire Payment Solutions credit card processing.* As soon as the equipment arrives from Spire, please test the complete sync process using the Sample V3_Pikes Peak Snowball as the practice project. Do not practice the syncs using your real project.

Equipment Requirements

Provided by Spire:

- Tablets or netbooks w/swipers
- Mi Fi hotspot

Provided by you:

- A data entry computer with
 - Auction!** installed and licensed to your organization
 - Your Auction project
 - Spire Payments menu enabled in **Auction!**
--a USB flash drive

BEFORE Guest check in, connect the netbooks or tablets to your Spire Portal following the instructions from Spire. As the guests arrive use the *Spire* equipment to capture credit card information from your guests.

After check in is complete but before printing invoices perform **Sync 1**

Sync 1 – Get Bidder Information

Step	Explanation
<p>1. Retrieve a Sync 1 file from your Spire Portal following instructions from Spire.</p> <p>Once the file is saved, if saving the file on the USB flash drive, remove the flash and insert it in the Auction! data entry computer.</p>	<p>A Sync 1 file is a list of the bid numbers of the bidders who have a credit card stored on your Spire Portal. If your Auction! data entry computer has internet you can retrieve the file directly from Spire and save it on the computer, otherwise retrieve the file from any Spire tablet or netbook and save it to the USB flash drive.</p> <p>File Name: sync1-quick-pay-SpireAcct#-yyyymmddhhmmss.csv</p>
<p>2. On your <i>Auction!</i> data entry computer</p> <ol style="list-style-type: none"> a. In the Spire Menu chose Sync 1 (Get Bidder Information). b. Click Sync 1B: Get Bidder Information. c. Browse to the Sync 1 file saved on the flash drive or saved directly to the computer and press Open. The sync will happen and a report of the results will show. Check carefully for errors. 	<p>The most common error happens when the bid number associated with the credit card number in the Spire Portal is not recognized in Auction!. This may happen with a walk in guest who has not been added to your Auction! project. When this error occurs, add the guest to the Auction! project and then perform Sync 1 again.</p>

If you have late arrivals, you can do sync 1 again by following steps above. Once the event is over, you may return the Spire equipment to Spire. To perform Sync 2 and 3 you will only need your data entry computer, your project and an internet connection.



Sync 2 may not occur until a day or two after your event. In **Sync 2** you will be uploading a file created in **Auction!** to the *Spire Portal*. This file contains the balance due for each bidder that **Auction!** shows has a credit card stored in the *Spire Portal*. Before performing **Sync 2**, enter all cash or check payments in the **Auction!** project and make sure the remaining balance due for each guest is the accurate amount to charge their credit card.

To make sure that **Auction!** has the complete list of bidders that have a credit card stored in the portal, before performing **Sync 2** you must complete a new **Sync 1** to capture any bidders who registered their cards late or at the cashier at the end of the evening. If another **Sync 1** does not occur, the balance due for these bidders will not be uploaded to **Spire**.

Sync 2 – Send Totals

Step	Explanation
1. In the Spire Portal which can be accessed from your data entry computer if you have an internet connection. <ol style="list-style-type: none"> a. After the event is over, perform steps 1 of the Sync 1 process again. 	In Sync 2 Auction! will require a new Sync 1 to ensure the Auction! project has the complete list of bidders who have a credit card stored in the <i>Spire Portal</i> , including any bidders who stored a credit card number at the cashier at the end of the evening.
2. On your Auction! data entry computer <ol style="list-style-type: none"> a. Open your Auction! project and in the <i>Spire Payments</i> menu choose Sync 2 Send Totals. Then Review Invoices for accuracy. b. Click Sync 2A:Send Totals. Read the screen and proceed when ready. Continue. d. Import the final list of bidders by selecting the most recent Sync 1 file. e. Choose a save location for the Sync 2 file and Save. f. A report will display showing the bidders and the amount their card will be charged. Print and/or Close the report after reviewing. 	Sync 2A Creates a file from your Auction! project that contains the list of bidders known to Auction! to have a credit card stored in the <i>Spire Portal</i> and the balance due to be charged to each of those bidders. File Name: yyyyymmdd_hhmm_Sync2_Spire.csv
3. Upload the Sync 2 file to the Spire Portal by following the instruction from Spire.	Spire will charge the credit cards and then inform, via email, the contact person of record for your organization when your sync 3 file is ready for download.



When your organization receives an email confirmation that a Sync 3 file is available, to complete Sync 3, you will need a data entry computer, your **Auction!** project and an internet connection.

Sync 3 – Get Settlement Info

Step	Explanation
1. Download the Sync 3 file from your Spire Portal following the instructions from Spire Payment Solutions. Save the file to your data entry computer or to a flash drive to take to the data entry computer.	In this step you are saving a file with the results of the credit card transactions that occurred when you submitted the transactions to <i>Spire</i> . File Name: post-event-sync3-SpireAcct#-yyyymmddhhmmss.csv
2. On the Auction! data entry computer <ol style="list-style-type: none"> a. Start Auction! and open your project. b. In the Spire Payments Menu choose Sync 3 (Receive Settlement Info) and click Sync 3B: Receive Payments. a. Browse to the Sync 3 file and Open. The final sync will occur and a report will display with the results. Print and/ or Close the report. 	In Sync 3B All the credit card payments are automatically entered for you in your Auction! project. The payments include the payment type and the last four digits of the credit card number.
3. Handling declines <ol style="list-style-type: none"> a. If you have any declines, which are rare, you can re submit the declines after completing Sync 3B. You may need to contact the card holder to have them contact their bank to authorize payment. Contact <i>Spire</i> and ask them to resubmit the declines. b. Or call the card holders with declines and ask for another form of payment such as a check or cash 	It is rare to have declines but you can re submit the declines to <i>Spire</i> or contact the bidder for another form of payment.