



SUPPORT OUR TROOPS, Inc.

Silent Auction Volunteer Notes

For Quick Answers Call:

Margaret Olander 601.940.3725

Tucker Olander 601.955.0175

Cindy Cooksey 806.786.7258

Scott Cooksey 806.790.9159

Winner Notification Team

Notifying Team: Elevated Responsibility This Year! This was a logistical nightmare last year so we're attempting a new approach. **We'll definitely host a training night so everyone is comfortable!** Here's the process:

- You'll be given a list of about 10 Auction Winners. They will be YOUR PEOPLE until they have paid for and received their items.
- Once you receive your list, you will TEXT and possibly call winners. We have to be out of the Medina Bandara room by 2 PM so we'll have to start early (8 AM). Calling that early is not socially acceptable but texting is. MUST be comfortable with texting.
- Script provided below so all details are included. Please don't go "off script" as these were carefully crafted to include necessary information!
- You'll stay until Your People have paid and picked up their winnings. Feel free to leave as soon as Your People are taken care of!
- If Your People can't pick up their winnings, you'll take the items home and make arrangements with them to pick them up at a time that works for both of you.

Text Script:

From Support Our Troops Auction Team! You won! My name is <your name> and we have your winning items! Pick up from Medina Room in Clubhouse by 1:30PM today. Your total is <insert total owed> Cash, check, credit cards, Venmo or PayPal. Questions? Call or text me at this number <insert your number here.> We appreciate your support!



For minimal typing:

1. Enter a phone number in a new text message
2. Enter text above → **Edit** your name, total, your phone number
3. Send!
4. **Select All** from previous message → **Copy**
5. Next text: Enter a phone number in a new text message
6. **Paste** → **Edit** the total
7. Send!
8. Repeat the process!

Keep track of Your People on your Call Sheet!

✓ "I sent a text to this person"

If they respond to your text saying they're coming today, **note it somehow** so you don't have to call them at 10AM to confirm they received your text.

Notifiers' Call Sheet

			Item #	Item or Service	Winning Bidder	Total	Phone #		Notes
✓	♥		394	Jon's EZ Lube \$100 Gift Certificate	Amador, Roger		(708) 341-1172		
			395	Jon's EZ Lube \$100 Gift Certificate	Amador, Roger	\$120			
			88	Red Coral with Cross Necklace	Arden, Barbara		(408) 761-8389		
✓	♥		319	Private Dinner Party for 6 by Chef Bell	Arden, Barbara				
			326	\$50 (5-\$10 cards) Starbucks	Arden, Barbara				
			371	The Barrel Restaurant \$100 Gift Card	Arden, Barbara	\$1,135			
✓			71	Assorted Spirits Basket (Wine & Liquor)	Baggott, Sally	\$160	(940) 262-0453		
			95	Air Force Flag - Picture King Art	Baggott, Terry		(940) 636-8495		
✓	♥		96	Genevieve Handbag (Cream w/Brown Flap)	Baggott, Terry				
			107	Fall Wire Basket	Baggott, Terry	\$250			
			105	Italian Basket	Olander, Tucker	\$60	(601) 955-0175		
✓									

Sample Call Sheets

What's Next??

Between Texting and 10 AM:



1. Track Your People's Pick Up and mark it off on your sheet
2. Mark any responses to your texts as they come in. Benefits:
 - a. Acknowledgement of your message
 - b. May ask exactly what they won 🤔
 - c. May mention their plans to pick it up that day
 - d. May express need to make other arrangements

The 4 Pay And Pick Up Scenarios

(* See flowchart.)

All payments are due at time of pickup.

1. 😊 They pick up from the Medina Room by 1:30. **Most Common.** *This will start happening as soon as you send your texts!*
 2. 😊 Someone else picks up for them by 1:30. **Rare.**
 3. They pick up from you at a later time.
 4. Someone else picks up from you at a later time. **Rare.**
-

Scenario #1: Pick Up from the Medina Room by 1:30.

Pick up begins as soon as you send your texts! Until 10 AM, simply note which of Your People have **picked up** their items **and/or** which have **responded** to your texts. Then...

The 10 AM Check

1. Did they pick up items?
2. Did they respond to your text in some way?
3. If not, **CALL THEM** to confirm they got your message.

Call Script: (You're an "Unknown Caller" so 9 times out of 10 you'll be leaving a message.)

Hi, <insert winner's name>! This is <your name> from Support Our Troops and I'm happy to tell you you've won <insert item(s) here>! We ask that you come to the Medina Room in the Clubhouse by 1:30 today to collect your winnings! Your total is <insert total owed> We'll take cash, check, charge cards, Venmo and PayPal. If you have a conflict or questions or comments, call or text me at this number <insert your number here.> We appreciate your support!

And you get a response like "Thank you! I'll be there as soon as possible!" And then relax while you check everything off your list!

Example of Call Sheet at 10AM:

- 10AM: If it's blank:
 - First check to see if they picked up their items
 - If they didn't, you'll know you need to confirm that they got your message so call them.

Notifiers' Call Sheet

			Item #	Item or Service	Winning Bidder	Total	Phone #		Notes
✓	✓	✓	394	Jon's EZ Lube \$100 Gift Certificate	Amador, Roger		(708) 341-1172		
			395	Jon's EZ Lube \$100 Gift Certificate	Amador, Roger	\$120			
			88	Red Coral with Cross Necklace	Arden, Barbara		(408) 761-8389		
✓	✓		319	Private Dinner Party for 6 by Chef Bell	Arden, Barbara				
			326	\$50 (5-\$10 cards) Starbucks	Arden, Barbara				
			371	The Barrel Restaurant \$100 Gift Card	Arden, Barbara	\$1,135			
✓		✓	71	Assorted Spirits Basket (Wine & Liquor)	Baggott, Sally	\$160	(940) 262-0453		
			95	Air Force Flag - Picture King Art	Baggott, Terry		(940) 636-8495		
✓	✓		96	Genevieve Handbag (Cream w/Brown Flap)	Baggott, Terry				
			107	Fall Wire Basket	Baggott, Terry	\$250			
			105	Italian Basket	Olander, Tucker	\$60	(601) 955-0175		
✓									

Sample Call Sheets

----- By 1:30, most of your items will be picked up this way! -----

What if you hear
“I can't come pick it up
today.”

Then offer Scenarios 2, 3, or 4!

Scenario #2: Someone else picks up for them by 1:30. **Rare.**

(Easy! We'll demonstrate this in training.)



Someone picks up FOR THEM from Medina Room Before 1:30 **(Rare)**

- Pick Up Person brings **cash or check** to cashiers.
- Person pays now through
 - **Venmo** @SOTInc
 - **PayPal** @SupportOurTroopsTX
- **Credit Card:** Fill out a Credit Card One-Time Use Authorization Form

Let Cashiers know that you handled the payment. (Give Venmo, PayPal slip OR Credit Card Authorization Form.) They will run the card through and will be aware there is an "alternative Pick Up Person!"

Note transaction in ledger.

Notifying Team Ledger

(For use whenever you handle a payment!)

Notifier's Name MARGARET OLANDER Phone 601-940-3925

Amount	Method of Payment	Let Cashiers know that you handled the payment. (Give Venmo, PayPal slip OR Credit Card Authorization Form.) They will run the card through and will be aware there is an "alternative Pick Up Person!"
	Cash Check Cards PayPal Venmo	
	Cash Check Cards PayPal Venmo	
	Cash Check Cards PayPal Venmo	
	Cash Check Cards PayPal Venmo	
<u>JOE SCHMUCKATELLI</u>	Cash Check Cards PayPal <u>Venmo</u>	
<u>\$150</u>	Cash Check Cards PayPal Venmo	

One-Time Credit Card Authorization Form

Please complete all fields.

Credit Card Information	
Card Type:	☒ VISA ☐ MASTERCARD ☐ DISCOVER
Cardholder Name (shown on card):	<u>JOSEPH T. OLANDER</u>
Card Number:	<u>1234 5678 9012</u>
Expiration Date (mm/yy):	<u>06/16</u>
Cardholder ZIP Code (omit card billing address):	<u>76207</u>
Amount charged:	<u>\$60</u>
☒ Please email me a receipt. My email is: <u>jtuckerolander@gmail.com</u>	

Dear Cashiers,

Winner: JOE SCHMUCKATELLI Amount: \$ \$150 has asked someone to pick up their items for them. I have given them our **Venmo** or **Paypal** information and it went through. Please acknowledge their Pick Up Person and direct them to the Distribution Team.

2024 Notifier

MARGARET OLANDER

I authorize Support Our Troops, Inc. to charge Silent Auction 2024. I understand that this

Date: 11/13/24

Scenario #3: They pick up from you at a later time.

If Your People can't pick up their winnings before 1:30, nor can they send someone to pick up for them, make arrangements with them to pick up from your house at a time that works for both of you.

(Easy! We'll demonstrate this in training.)

Pick Up At Later Time

- They bring you **cash, check.**
- Can scan the QR codes for **Venmo or Paypal**
- **Credit Card:** Fill out a Credit Card One-Time Use Authorization Form and have them sign it.

Note transaction in ledger.

- "I can't come pick up today."
 - Make other arrangements.

Notifiers' Call Sheet

			Item #	Item or Service	Winning Bidder	Total	Phone #		Notes
✓	✓	✓	394	Jon's EZ Lube \$100 Gift Certificate	Amador, Roger		(708) 341-1172		
			395	Jon's EZ Lube \$100 Gift Certificate	Amador, Roger	\$120			
			88	Red Coral with Cross Necklace	Arden, Barbara		(408) 761-8389		
✓	✓		319	Private Dinner Party for 6 by Chef Bell	Arden, Barbara				
			326	\$50 (5-\$10 cards) Starbucks	Arden, Barbara				
			371	The Barrel Restaurant \$100 Gift Card	Arden, Barbara	\$1,135			
✓		✓	71	Assorted Spirits Basket (Wine & Liquor)	Baggott, Sally	\$160	(940) 262-0453		
			95	Air Force Flag - Picture King Art	Baggott, Terry		(940) 636-8495		
✓	✓		96	Genevieve Handbag (Cream w/Brown Flap)	Baggott, Terry				
			107	Fall Wire Basket	Baggott, Terry	\$250			
			105	Italian Basket	Olander, Tucker	\$60	(601) 955-0175		
✓	✓	X							TOMORROW (11/13) @ 10AM

Sample Call Sheets

While on the phone, choose a time that works for both of you and note it on your call sheet. When you meet, items are paid for and you note the transaction in your ledger.

**Example
Forms
Below**



Forms for Home Pick Up:

Notifying Team Ledger

(For use whenever you handle a payment!)

Notifier's Name MARGARET OLANDER Phone 601-940-3725

Patron's Name	Amount	Method of Payment
		Cash Check Cards PayPal Venmo
TUCKER OLANDER	\$60	Cash Check <u>Cards</u> PayPal Venmo
JOE SCHMUCKATELLI	\$150	<u>Cash</u> Check Cards PayPal Venmo
LUCY McGILLICUDDY	\$275	Cash <u>Check</u> Cards PayPal Venmo
ETHEL MAE POTTER	\$100	Cash Check Cards PayPal <u>Venmo</u>

SUPPORT OUR TROOPS, INC.

Scan & Pay



venmo

One-Time Credit Card Authorization Form

Please complete all fields.

Card Type:

Credit Card Information

Cardholder Name
(as shown on card):

JOSEPH T. OLANDER

Card Number:

1234 5678 9012

Expiration Date (mm/yy):

06/26

Cardholder ZIP Code
(from credit card billing address):

76207

Total to be charged: \$

60

☒ Please email me a receipt. My email is:

Jtuckerolander@gmail.com

I, Tucker Olander

my credit card above for the agreed upon purchases from the Silent Auction 2024. I understand that this form will be shredded after its one-time use.

J. Tucker Olander
Customer Signature

11/13/24
Date:

Make arrangements to get completed ledger and payments to

Treasurer Quinn Sowell

quinn.sowell@gmail.com

940.231.9647

Scenario #4: Someone else picks up for them at a later time. **Rare.**

(Easy! Very similar to Scenario #2! We'll demonstrate this in training.)

You're at home (no Cashiers!)
so no Venmo/Paypal Slip is
required.

VERY Rare: Someone else will be picking up FOR them at a later time

- Pickup Person brings you **cash, check.**
- Person pays now through
 - **Venmo @SOTInc**
 - **PayPal @SupportOurTroopsTX**
- **Credit Card:** Fill out a Credit Card One-Time Use Authorization Form

Note transaction in ledger.

Can't scan QR Codes over
the phone so give them our
username for their
preferred service.

Notifying Team Ledger		
(For use whenever you handle a payment!)		
Notifier's Name <u>MARGARET OLANDER</u>		Phone <u>601-940-3715</u>
Patron's Name	Amount	Method of Payment
		Cash Check Cards PayPal Venmo
<u>TUCKER OLANDER</u>	<u>\$60</u>	Cash Check <u>Cards</u> PayPal Venmo
<u>JOE SCHMUCKATELLI</u>	<u>\$150</u>	<u>Cash</u> Check Cards PayPal Venmo
<u>LUCY MCGILLICUDDY</u>	<u>\$275</u>	Cash <u>Check</u> Cards PayPal Venmo
<u>ETHEL MAE POTTER</u>	<u>\$100</u>	Cash Check Cards PayPal <u>Venmo</u>
		Cash Check Cards PayPal Venmo

One-Time Credit Card Authorization Form

Please complete all fields.

Card Type: Visa

Cardholder Name (to whom account is billed): JOSEPH T. OLANDER

Card Number: 1234 5678 9012

Expiration Date (mm/yy): 06/26

Cardholder ZIP Code (from credit card billing address): 76127

Total to be charged: \$60

☒ Please email me a receipt. My email is: jtuckerolander@gmail.com

I, _____, authorize Support Our Troops, Inc. to charge my credit card above for the agreed upon purchases from the Silent Auction 2024. I understand that this form will be shredded after its one-time use.

Customer Signature _____ Date: 10/18/24

Make arrangements to get completed ledger and payments to
Treasurer Quinn Sowell
quinn.sowell@gmail.com
940.231.9647

All payments are made at time of pickup.

IF



THEY pick up from Medina Room Before 1:30
Cash, check, credit cards, Venmo or PayPal paid to the cashiers.



Someone picks up FOR THEM from Medina Room Before 1:30 (Rare)

- Pick Up Person brings cash or check to cashiers.
- Person pays now through
 - Venmo @SOTInc
 - PayPal @SupportOurTroopsTX
- **Credit Card:** Fill out a Credit Card One-Time Use Authorization Form

Note transaction in ledger.

Let Cashiers know that you handled the payment. (Give Venmo, PayPal slip OR Credit Card Authorization Form.) They will run the card through and will be aware there is an "alternative Pick Up Person!"

Pick Up At Later Time

- They bring you cash, check.
- Can scan the QR codes for Venmo or PayPal
- **Credit Card:** Fill out a Credit Card One-Time Use Authorization Form and have them sign it.

Note transaction in ledger.

VERY Rare: Someone else will be picking up FOR them at a later time

- Pickup Person brings you cash, check.
- Person pays now through
 - Venmo @SOTInc
 - PayPal @SupportOurTroopsTX
- **Credit Card:** Fill out a Credit Card One-Time Use Authorization Form

Note transaction in ledger.

Make arrangements to get completed ledger and payments to
Treasurer Quinn Sowell quinn.sowell@gmail.com
940.231.9647

Notifying Team Ledger

(For use whenever you a handle payment!)

Notifier's Name _____ Phone _____

[illegible]

Make arrangements to get completed ledger and payments to

Treasurer Quinn Sowell

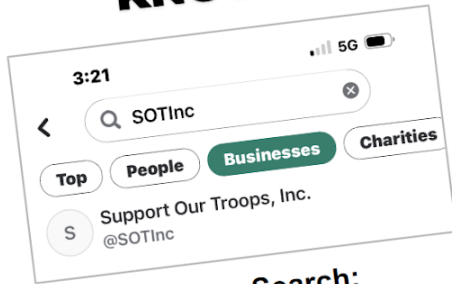
quinn.sowell@gmail.com

940.231.9647

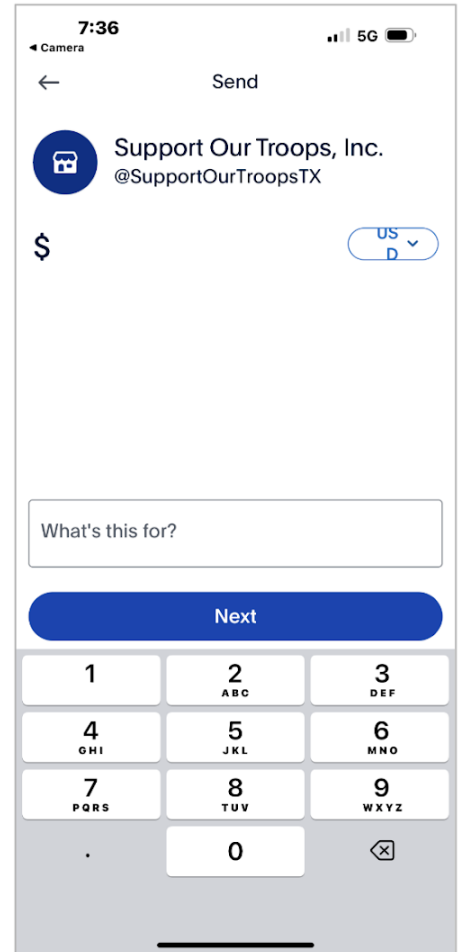
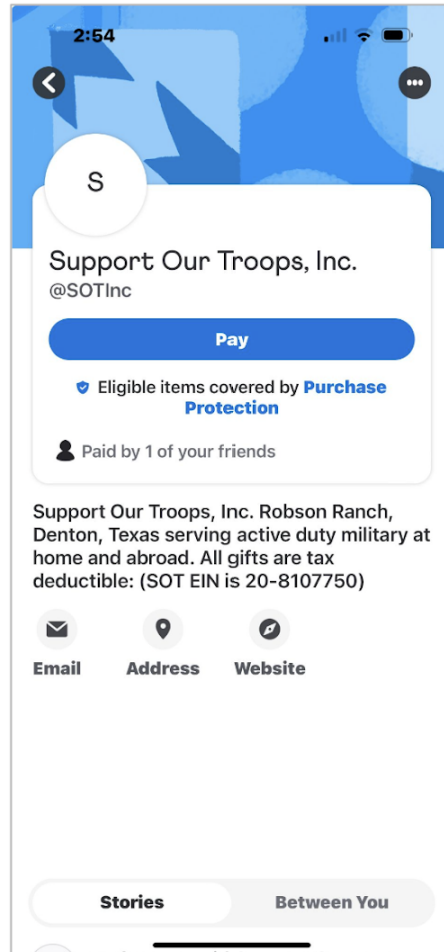
What they should see...

... in case you have to describe it to them.


**GOOD TO
KNOW!**



Venmo Search:
We're under Businesses



Venmo/PayPal Slips

- Will be provided at Clubhouse.
- Only needed on Distribution Day before 1:30.

Dear Cashiers,

Winner: _____ Amount: \$ _____ has asked someone to pick up their items for them. I have given them our **Venmo** or **Paypal** information and it went through. Please acknowledge their Pick Up Person and direct them to the Distribution Team.

2024 Notifier

Credit Card Authorization Forms

- Will be provided at Clubhouse.
- Needed if you take CC info over phone on Distribution Day before 1:30.
- Needed if you have to take any items home for later pick up.

One-Time Credit Card Authorization Form

Please complete all fields.

Credit Card Information	
Card Type:	   
Cardholder Name (as shown on card):	
Card Number:	
Expiration Date (mm/yy):	
Cardholder ZIP Code (from credit card billing address):	
Total to be charged: \$	
☐ Please email me a receipt. My email is:	

I, _____, authorize Support Our Troops, Inc. to charge my credit card above for the agreed upon purchases from the Silent Auction 2024. I understand that this form will be shredded after its one-time use.

Customer Signature

Date: