



SUPPORT OUR TROOPS, Inc.

2023 Silent Auction Volunteer Notes

For Quick Answers Call: Margaret Olander 601.940.3725 Tucker Olander 601.955.0175
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Command Table Guide

Command Table Staff will **handle sales during the auction**. This includes: Raffle tickets, SOT merchandise, Buy a Box, Wine Pull tickets and Poker Tickets. (Plans may change if things are added or deleted.) **New credit card machine!!*

Auction

- **Last Minute Item Additions Before Auction Begins:** Possible, rare, not encouraged.
 - Give them a Donation Form to fill out
 - Put item under Command Table; call Margaret to log it and print the bid sheet
- **If minimum starting bid or incremental bids are not met** per guidelines, Auction Monitor will alert you. Work through the procedure together.
 - **Attempt to call the bidder** and see if they want to increase their bid to the appropriate amount. If they do, a CT Volunteer can change their bid and initial the change.
 - **If the bidder cannot be reached** immediately, or does not want to increase their bid, a CT Volunteer draws a line through the bid and initials it, thus voiding the bid.
- **If an additional page for a Bid Sheet** is needed for any item, contact Margaret and she will print the additional page.
- **“Buy it now” offers will not be accepted.** All items will be sold via final bid at 9pm.
- **Bidding ends promptly at 9:00pm.**

We're proactive!

Having 2 sets of eyes on any potential conflict protects us from possible unpleasantness.



- If there is any “**competitive bidding**” occurring over a highly sought-after item after 8:45pm, use this method for avoiding a fight for the pen:
 - Hand each bidder a piece of paper and a pen
 - Instruct them to write down their best bid.
 - Highest bid gets the item (at checkout tomorrow as usual)

Other Command Table Responsibilities

It's important to **keep accurate records** so be sure to record as indicated below!
Besides keeping track of SOT's money, we're evaluating a number of factors such as:

- Numbers will tell us the Rating the Value Added (if any) on
 - New Additions
 - Increased visibility of prior offerings
- Observation Section of Ledger
 - Please use it for observations such as
 - unforeseen problems
 - suggested solutions
 - clever ideas for next year!



No Ledger Documentation Needed

Auction Monitors

1. Monitors report to you for each shift to pick up their Volunteer Tags and “cheat sheets.” (These are notes with answers to Patron’s FAQs and reminders of what to do.)

Raffle

1. Because this is “fiddly” (take money; make change; count out tickets; place drawing portion in the basket, etc.), don’t bother with a ledger. Our hack will be to simply keep this money separate.

Military Member Enrollment Forms

1. Also available at Buy a Box Booth. They will turn their forms into you after every shift.
2. File each form in appropriate folder.

Ledger Documentation

- The following parts of the event involve money.
- The volunteers at each of these stations can take Cash | Checks | PayPal | Venmo but Credit Card is handled only by Command Table.
- If they want to pay by Credit Card, the volunteers will send them to the Command Table. Process their payment and record it on your ledger. Take form if applicable.
- If the Station doesn't have change for a Patron, volunteers will go to the Command Table for change and return to their station to complete the transaction. If, for some reason, they go to the CT themselves, CT can handle the payment and form. **Whoever takes the money marks it in their ledger!**
- The unique instructions for each Station are outlined below.

SOT Membership Forms

1. Take Patron's form and payment.
2. Mark "PAID <FORM OF PAYMENT>" on form.
3. Record transaction on the ledger.
4. File in appropriate location.

Home Flag Kit Forms

1. Take Patron's form and payment.
2. Mark PAID <FORM OF PAYMENT> on form.
3. Record transaction on the ledger.
4. File in appropriate location.

Buy A Box Forms

1. Take Patron's form and payment.
2. Copy the form to keep and return the original to Patron to serve as receipt for taxes.
3. Mark "PAID <FORM OF PAYMENT>" at top of our copy.
4. Record transaction in the ledger.
5. File in appropriate location.

Wine Pull

1. Take Patron's payment.
2. Give a Wine Pull Ticket for them to present to Wine Pull people.
3. Record transaction in the ledger.

Checkpoint Challenge (Nerf Gun) <ol style="list-style-type: none">1. Take Patron's payment.2. Give a Nerf Blackjack Ticket for them to present to Nerf Blackjack people.3. Record transaction on the ledger.	Buy A Brick Forms <ol style="list-style-type: none">1. Take Patron's form and payment.2. Mark "PAID by <FORM OF PAYMENT>" on form.3. Record transaction on the ledger.4. File in appropriate location.
Take Payment for Merchandise <ol style="list-style-type: none">1. Take Patron's payment.2. Record total in ledger.	



Each Station will turn in all forms, cash, checks and ledgers to the Command Table at the end of every shift!

At Command Table
CASH | CHECKS | CARDS | PAYPAL | VENMO

SUPPORT OUR TROOPS, INC

Scan & Pay



venmo



100% of proceeds goes to support our troops & veterans.
Support Our Troops, Inc. is a 501(c)(3) charitable organization.
2023 Goal: \$25,000+

This will be in a letter-size frame at every booth/station that takes money. If they have PayPal or Venmo, they'll know how to use it.

Just FYI:

Open Camera → point at QR code → tap on the link that pops up and they follow the instructions on their app.

Make checks out to:

_____ 20 _____

PAY TO THE ORDER OF SOT \$

_____ DOLLARS

MEMO _____

⑆1234567890⑆ ⑆7890⑆5673⑆