

BETTERUNITE

AS GUESTS ARRIVE (_____) (doors officially open at _____)

Smile, make eye contact.

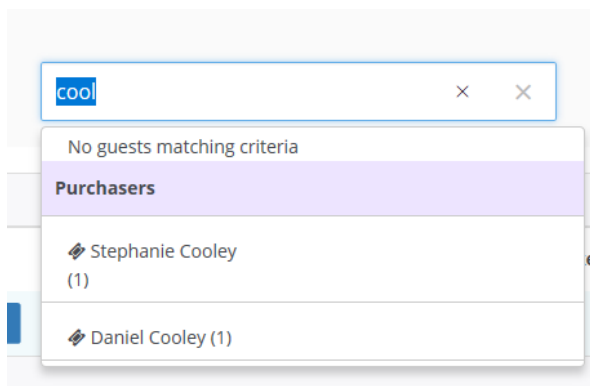
“Welcome! Good Evening! Etc.”

“What is your name?”

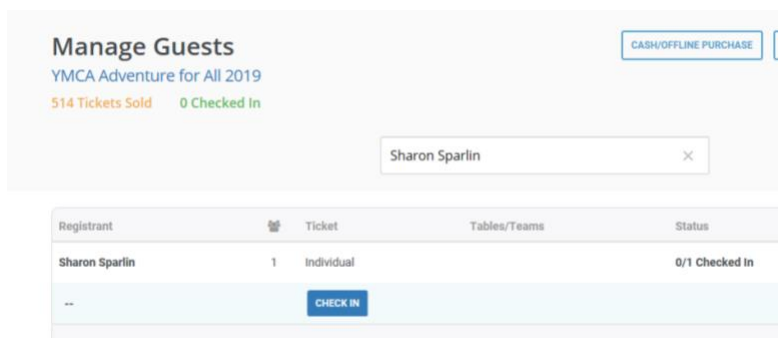
1. Enter guest name – last, first, partial

Drop down list will appear.

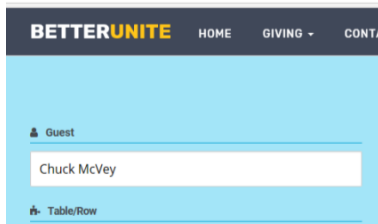
Find and **click on the right name** (i.e. confirm “Alice?” if they only gave their last name)



Click in row below name with “—”.



A blue screen appears.



Click in white box.

Type name (first or last) - Name list will appear in drop down.

Click on correct name. System saves.

Go to “Click the Red Checkin” below.

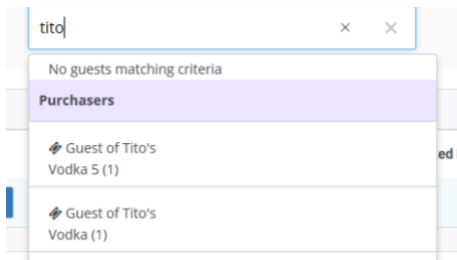
OR

IF the name isn’t found when you Search,

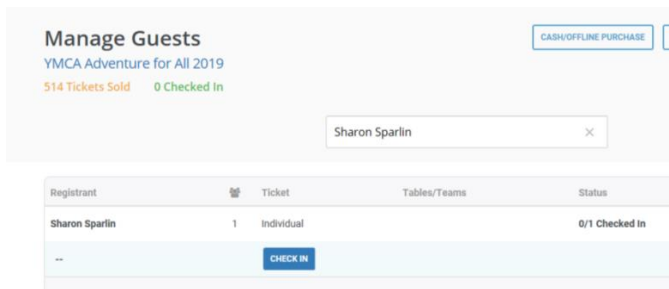
“Could it be under someone else’s name?”

Ask for and look up the ticket Purchaser’s name (their employer, friend, boss, etc)

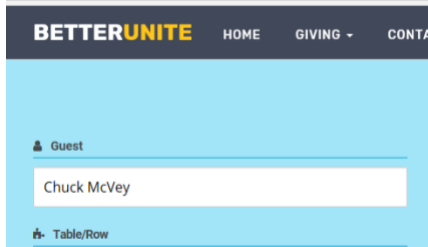
Click on one of the “Guest of <Ticket Buyer>” aka “Tito”



Click in row below name with “—”.



A blue screen appears.



Type a few letters into the white box.

Click on “New Contact? Click Here to Add” at the bottom of the drop down list.

A white screen appears.

A screenshot of the 'Add Contact' form. The form has a title 'Add Contact' and two buttons: 'SAVE CONTACT' and 'CANCEL'. Below the title, there are two tabs: 'GENERAL' and 'MORE'. The 'GENERAL' tab is active. The form contains several input fields: 'Title', 'First Name' (with 'SS' entered), 'Last Name', 'Street 1', 'Street 2', 'Middle Name', 'Company/Organization Name', 'City', 'State' (a dropdown menu), 'Postal Code', 'Email', and 'Alt. Email'. There are also two dropdown menus for 'Type' and 'United States'. At the bottom of the form, there are four colored bars: blue, grey, light blue, and orange.

Enter First Name, Last Name, and Email (all Required)

Click Save Contact (upper Right)

Go to “Click the Red Checkin” below.

Click the red Check In. (It Saves and turns Green)

IF you checked in the wrong person, click on Status – Registered to un-check them in.

2. Text guest link to guest

Validate that the phone number *already entered* is the correct one, then click Re-send Invite.

“Are you at 512-555-5555? Great, I’ve just sent a text with your guest link to you – please click through that link to participate in the auction and see your table name and number.”

OR

IF there is no phone number, ask for the number, click ENTER and the text will be automatically sent to the guest.

“Can I please get a mobile number for you? I will send your guest link to you now and you can click through that link to participate in the auction and other event information.”

3. Preauthorize guest credit card:

“Please preauthorize your card in the link that I just sent to you, so that you can bid on auction items and make donations. You’ll see a pink bar at the top of your page that asks you to do so.”

OR

“What card would you like to use for your giving tonight?”

Click the red Register Card. The Pre-Authorization screen appears.

IF it prompts you for an email, Click Update Contact Record, Click Edit next to their name, Enter Email. Save. X out. Click Here to Refresh.

PreAuthorize Contact | BetterUnite - Microsoft Edge

https://www.betterunite.com/ymcacampmoody/action/RegisterPreAuth?participantId=ba60d531-ed10-44

YMCA Adventure for All 2019

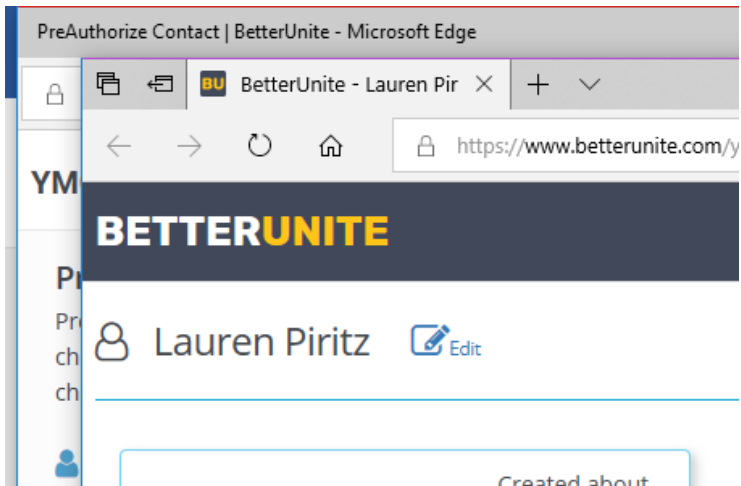
Pre-authorize

Preauthorization does not charge your card at this time. Preauthorization of your credit card makes checking out at your event easy and quick. By preauthorizing here, you are giving the event organization the ability to charge your card for items you agree to purchase or donations you agree to make while at the event.

Lauren Piritz

Contact does not have a primary email address.

Please [UPDATE CONTACT RECORD](#) and then [CLICK HERE TO REFRESH AND TRY AGAIN](#)



Title	First Name Lauren	Last Name Piritz	Street 1	Street 2
Middle Name	Company/Organization Name	City	Stat	Postal Code
Email	Alt. Email		Country	
Cell Phone	Work Phone	Home Phone		

Swipe card in machine (card info will auto-fill)

“Would you consider covering payment processing fees associated with any charges tonight? If not, our organization can cover them for you.”

Click Authorize Card (that just verifies the card info – no charges are made)
Close the verification pop up that appears.

4. On the left, enter the next “Paddle #”

Tab to Save. Only work from your own, personal stack of numbers. DO NOT SHARE your stack of numbers! (It’s easy to get confused and have two people enter the same number.)

IF they don’t want to swipe a card so that they can bid tonight, that’s fine.
IF a couple want to use the same card/bidder #, that’s fine.

OR

Read Paddle Number to guest and provide paddle.

Give the credit card, bidder number, and program to the guests.

“Enjoy your evening!”

To look up the next guest in line - if the next guest is with your previous guest, stay on the blue screen and look to Check in Others in Group.

If not, click the white X at the top to bring you back to the Name Search screen. The system will remind you if you swiped a card, but didn't enter a Paddle #/bidder number, or vice versa. Enter the missing info now, making sure the paddle # corresponds to the label number they actually have.

www.betterunite.com

