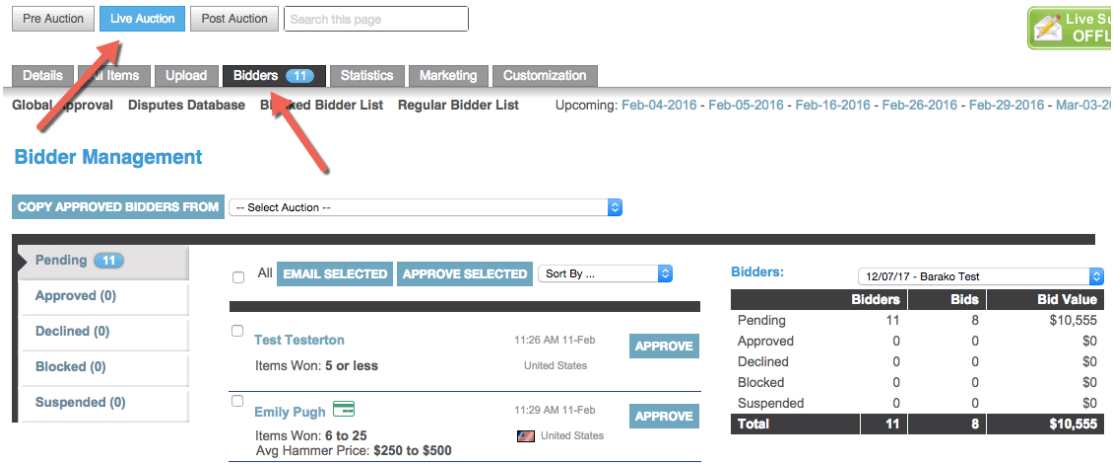
Tips for Managing and Approving Bidders

Now that your sale is online, bidders will begin to preview the catalog, register for the sale, and leave absentee bids. It is your job to review the registrations and decide who will bid in your sale.

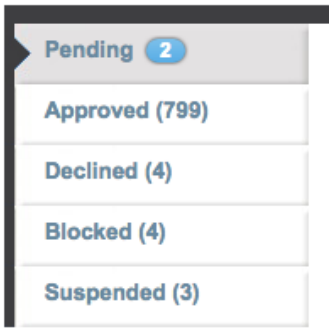
The Bidder Management page is where you decide who can buy at your sale.

Let's start by accessing the Bidder Management page in your seller's dashboard

- Click the *Live Auction* tab at the top of your seller's dashboard
- Select the sale for which you want to approve bidders
- Click the *Bidders* tab



Bidders waiting to register for the sale will appear in the Pending section.



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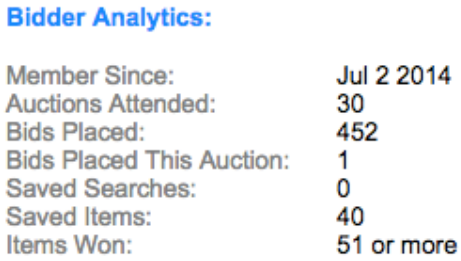
Every buyer on LiveAuctioneers has a Username and bidding profile. In order to help you decide who can bid, we provide the following information on each bidder:

- Contact information (including links to social media)



- What date they became a member
- How active they are, how many items won and average hammer price



- Other sellers who have previously approved them
- If the bidder has a validated card on file

- And most importantly…**dispute history**



This tells you when a bidder has had problems paying in the past. Auctioneers have the option to file disputes against bidders who A) take too long to pay or B) refuse to complete the transaction.



This symbol tells you about current/ on-going disputes



This symbol signifies resolved disputes.

Ways to Approve Bidder Registrations

Individual approval

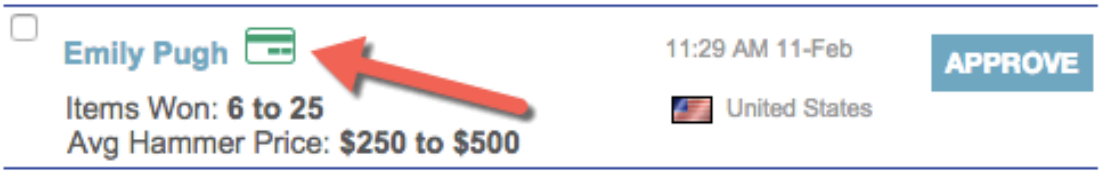
Under the Pending section, select a bidder's name to review their profile. If you are happy with their history, hit Approve



To prevent a bidder from registering successfully, hit the Decline button

You can re-approve bidders at any point by clicking on the user in the declined section and clicking the approve button.

Verified bidders will have a green card symbol next to their name:



This denotes that we have a verified card on file for this bidder.

If you would like to authenticate bidders through credit card verification (who do not already have a card on file), please provide bidders a link to https://m.liveauctioneers.com/dashboard/cardonfile and they will be guided to verify a credit card for free using Stripe, a leading ecommerce payments service that uses hundreds of signals to determine the validity of a buyer.

Once the bidder's card is verified, their registration request will have the green credit card indicator on their profile.

Use the Email button to send each bidder an email with the Credit Card Validator link. Learn more about communicating with bidders.



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Whichever action you take, the bidder will receive a message notifying them of your decision.

Quick Approval

In the Pending list, next to each bidder's name, we have included;

+ Verified Credit Card -- see whether a bidder has a valid credit card
+ Number of items won -- see a bidder's real experience
+ Average hammer price -- see a bidder's historical spending amounts

An 'approve' button also accompanies each bidder's name, which means you can quickly register bidders based on the summary we provide.

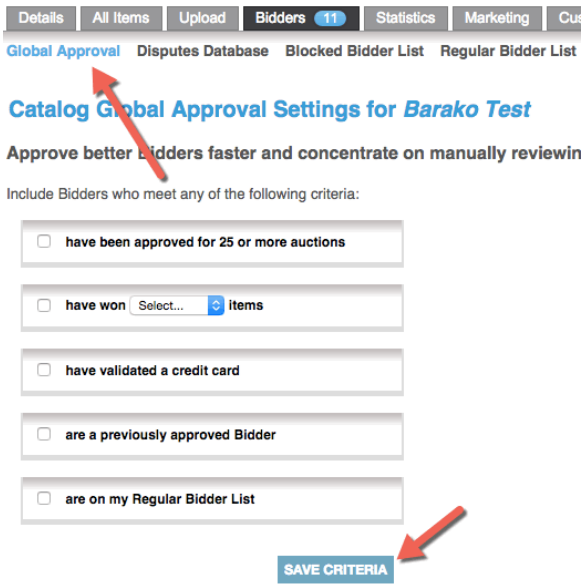


Pre-Approval

The Global Approval feature allows you to automatically approve bidders based on selected criteria. This might involve automatically approving previously approved bidders, bidders with more than a certain number of wins, or bidders who have validated a credit card.

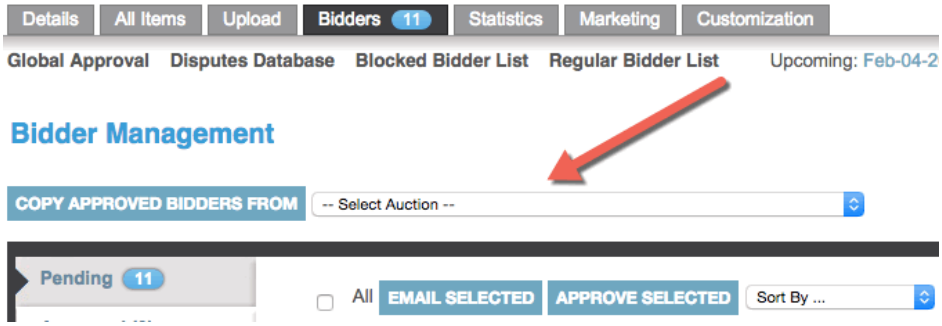
Bidders with recent open disputes will never get approved automatically.

The Global Approval feature is found at the top of the Bidder Management page:



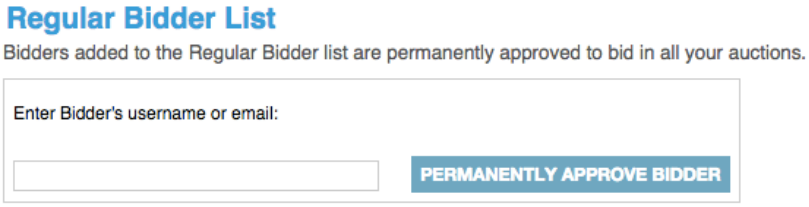
Approving Bidders from Past Sales

This drop-down box allows you to Approve bidders from past sales. Bidders will receive a notification of their registration.



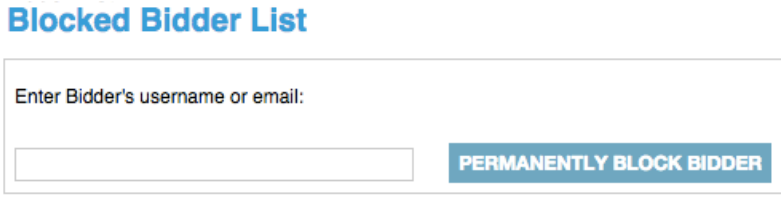
Regular Bidder List

Bidders added to the Regular Bidder list are permanently approved to bid in all of your auctions.



Blocked Bidder List

Bidders added to the Blocked Bidder List are permanently blocked from bidding in all of your auctions.



Blocked Bidder List

Username	Name	Reason	Options	Date
blade93ny	Tester Mctester	test	Edit Remove	2013-10-25
testbidder3	John Smith		Edit Remove	2014-01-28
kevin.mak11	Jonathan Williams		Edit Remove	2013-02-22
kennethtai23	Kenneth Tai	no good	Edit Remove	2014-01-17
Blaine25	Vigo The Carpathian		Edit Remove	2016-01-26

Check for Pending bidders at least once a day. Remember, any absentee bids left are only activated once a bidder is approved.