

Buyer Payments

Tips for Communicating with Buyers

Buyers should receive an automated email when their online bid has been accepted. If you are hosting a traditional auction or would like to send buyers additional information, use the following method:

1. Create a custom report with the following fields:
 - Entry Sale: Buyer Name
 - Entry Sale: Buyer Email Address
2. Export the report to Excel.
3. Open your preferred email inbox and select to create a new message.
4. Copy the buyer email addresses from Column B to the BCC field in your email message.
5. Create and send the message you would like to communicate to the buyers.

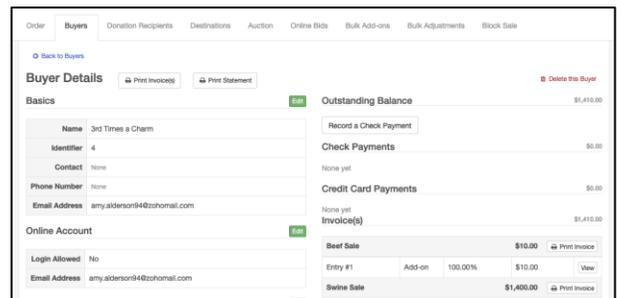
See the FairEntry Help Center for instructions regarding how to create a custom report.

REMINDER: Custom Reports will only show buyers who actually had bids or add-ons on entries. If the buyer did not participate in the sale he/she will not show up on the Custom Report.

Entering Buyer Check Payments

1. Click on the Buyers tab under the Sale tab.
2. Select the Buyer that you have received a check from.
3. Click “Record a Check Payment.”
4. Enter the Payment Details.

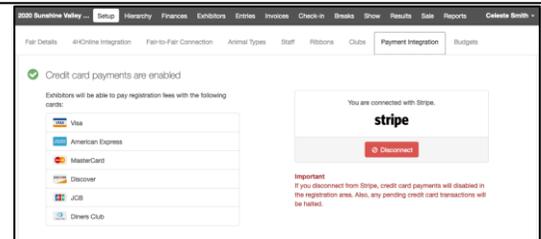
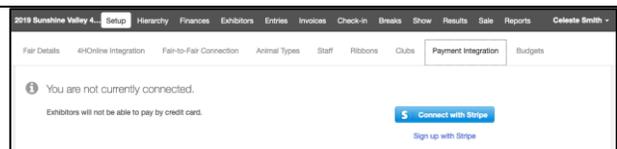
Please see the FairEntry Help Center for more specific instructions and additional screenshots.



Allowing Buyer Credit Card Payments

Before a fair may accept credit card payments from buyers, they must integrate with Stripe.

1. Click on the Set Up tab and select Payment Integration.
2. Click “Connect with Stripe” and enter your Stripe login information.
3. If you do not have a Stripe account yet, click “Create a Stripe account.”



After you have completed the Stripe integration, you are all set to take credit card payments.

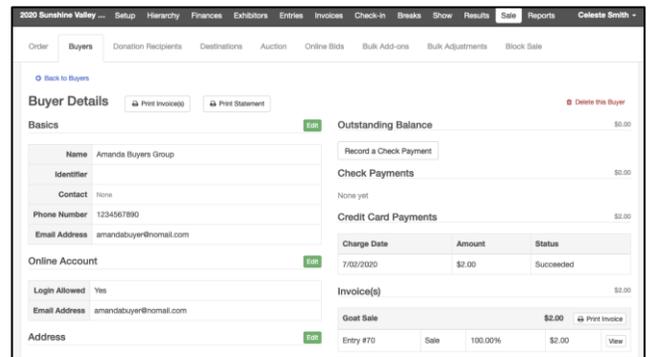
Buyers must be allowed to log in to their online account (even if you do not have an online auction) in order to pay for their bids online (see FairEntry Help Sheet with instructions for Setting Up the Online Auction).

Please see the “FairEntry Virtual Auction Buyer Instructions” Help Sheet to learn how buyers will log in to pay by credit card.

REMINDER: There are transaction fees associated with accepting credit card payments. Stripe charges 2.9% + \$0.30 per transaction and FairEntry charges an additional 1%. These transaction fees are deducted from the amounts that exhibitors and/or buyers pay before the funds are deposited into your bank account. If you would like to increase the amount that buyers pay in order to cover the transaction fee, please use the Bulk Adjustments feature to add an additional buyer fee.

Buyer Credit card payments will appear in the Buyer Profile for each buyer.

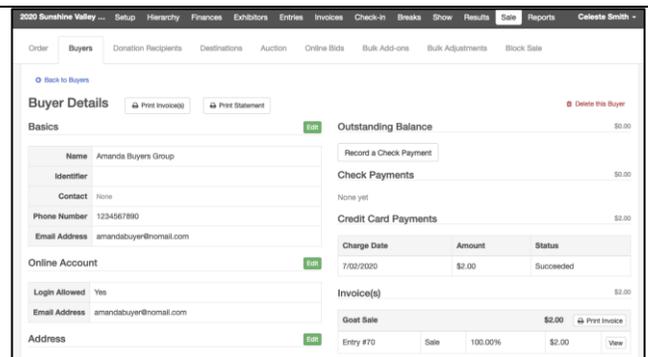
Buyers are automatically notified if their credit card is declined during the payment process at the time that they click to Submit their payment.



The screenshot shows the 'Buyer Details' page for 'Amanda Buyers Group'. It includes fields for Name, Identifier, Contact, Phone Number, Email Address, Online Account, Login Allowed, and Address. On the right, there is a summary of financials: Outstanding Balance (\$0.00), Check Payments (None yet), Credit Card Payments (\$2.00), Invoice(s) (\$2.00), and a table for 'Goat Sale' with one entry for 'Entry #70' showing a sale of 100.00% for \$2.00.

Individual Buyer Invoices & Statements

If a buyer requests an individual Statement (includes line items for payments for all auctions in your fair) or Invoice (separate invoice for each auction & payments are calculated in the invoice total rather than listed as line items), click on the Buyer’s Profile and click “Print Invoice” or “Print Statement.” This will open a PDF version of the Buyers Invoice or Statement that can be sent to them via email through your preferred email service.



TIPS

Buyer Invoices and Statements can be printed in bulk under the Reports tab, Standard Reports, Sale Reports section. An option is available to print only invoices with a balance greater than \$0 to assist with following up with buyers who have not yet paid.

See the FairEntry Help Center for instructions regarding the following:
 Printing Exhibitor Checks
 Printing Standard Reports (Sale Reports included)
 Creating Custom Reports (sale fields are available)

