

# Close Auction Items (Silent & Live)

Last Modified on 04/27/2022 12:30 pm EDT

Close your auction items all at once, by categories assigned, or one at a time to stop activity. Once silent or live items are closed, reconcile them to assign the winning bidder and allow them to checkout.

When all Silent items are closed and winners are assigned, send a text to your [silent auction winners](#) along with [instructions to pay](#) their outstanding balance.

## Watch a video

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### Close all Silent auction items (with bids)

Choose to set the auction close date and time to enable a countdown clock to appear on the [Items](#) page. Visit [Auction Settings](#) to learn more.

**Tip:** Send a warning text to users 15-20 minutes before the close of the silent items. The text should state the actual close time and not the minutes remaining. Visit [Preset Text Messages](#) to learn more.

### From close and wrap up settings

All silent and live items with bids will be closed. Silent items with no bids will be offered as available for purchase at the starting bid price. Donation and purchase activities can still be made. Live items with no bids, winners can still be recorded.

**Note:** If your [Auction Countdown timer](#) is set to show on your [Items](#) page, the countdown will also appear at the top of the [Close and Wrap up](#) page.

1. From the **Admin Navigation**, click **Settings > Close & Wrap Up**.
2. Select **Closed**.
3. Complete the **Auction Status: Close** checklist.
  - Boxes are required to be selected to close the auction.

## Auction Status: Close



### WARNING

This action will greatly impact your users.

By closing the auction, I understand the following will happen:

- Bidding activity will end for silent items
- Unsold silent items convert to instant items
- Donations and instant item purchases can still be made
- Live item bids can still be recorded by admins

[Cancel](#)

[Close Auction](#)

#### 4. Click Close Auction.

**Note:** Silent items without bidding activity remain available for users to purchase at the starting bid price. Live items with no bids, winners can still be recorded.

## Steps to reconcile

Silent and Live Items must be reconciled to convert the leading bidder to the winner and show the item in the winner's cart as available for payment.

1. Complete the **Auction Status: Reconcile** checklist.
  - Boxes are required to be checked to reconcile the auction.
2. Click **Reconcile Auction**.

## Auction Status: Reconcile



### WARNING

This action cannot be undone.

To finalize the auction and allow winners to checkout, the auction must be reconciled. This action can not be undone.

By reconciling the auction, I understand the following will happen:

- All winning bids are converted to purchases
- User accounts will be ready for checkout

[Reconcile Later](#)

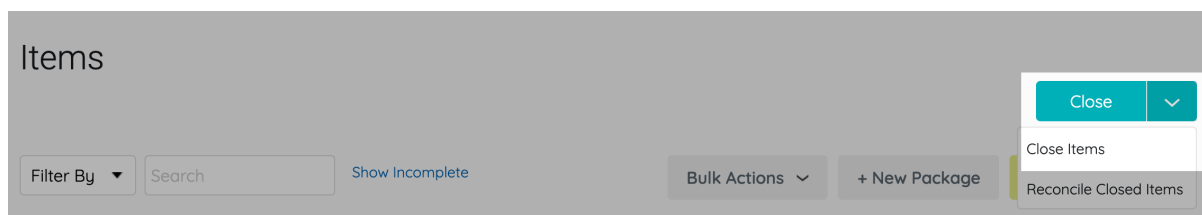
[Reconcile Auction](#)

## From the items management page

All silent and live items with bids will be closed. Silent items with no bids will be offered as

available for purchase at the starting bid price. Donation and purchase activities can still be made. Live items with no bids, winners can still be recorded.

1. From the **Admin Navigation**, click **Auction > Manage All Items**.
2. Click the dropdown arrow to the right of **Close**.
3. Select **Close Items**.



4. Select **Silent Item Type**.

## Close Items

Closing an item prevents further bidding or purchases.

### What items would you like to close?

Silent Item type

All silent items with bids will be closed. Silent items with no bids will be offered as available for purchase at the starting bid price.

5. Click **Continue**.
6. Follow the steps to **Close Silent Items**.
7. Once closed, choose to **Reconcile later** or continue on to the steps to **Reconcile**.
  - Payment can not be completed until the closed items are reconciled.
8. Once items are reconciled, consider sending a text message to the silent item winners or payment instructions by clicking **Go to Messages** or send later.

**Tip:** If a silent or live item is in a Pending status in the Outstanding Balances Report, or in a users cart, then go to Auction > Manage All Items, select the Close dropdown and click Reconcile Closed Items. Click here to learn more about [outstanding balances](#).

## Close items by category

### From the items management page

Close all silent and live items with bids along with instant, raffle, vote, and donate items within categories selected. Silent items with no bids will be offered as available for purchase at the starting bid price, Live items with no bids, winners can still be recorded. Donation and purchase activities can still be made on items within categories not selected.

1. From the **Admin Navigation**, click **Auction > Manage All Items**.
2. Click the dropdown arrow to the right of **Close**.
3. Select **Close Items**.
4. Select **Silent, Instant, Raffle, Votes, Donate items**.

### What items would you like to close?

Silent Item type

All silent items with bids will be closed. Silent items with no bids will be offered as available for purchase at the starting bid price.

Silent, Instant, Raffle, Vote, Donate items

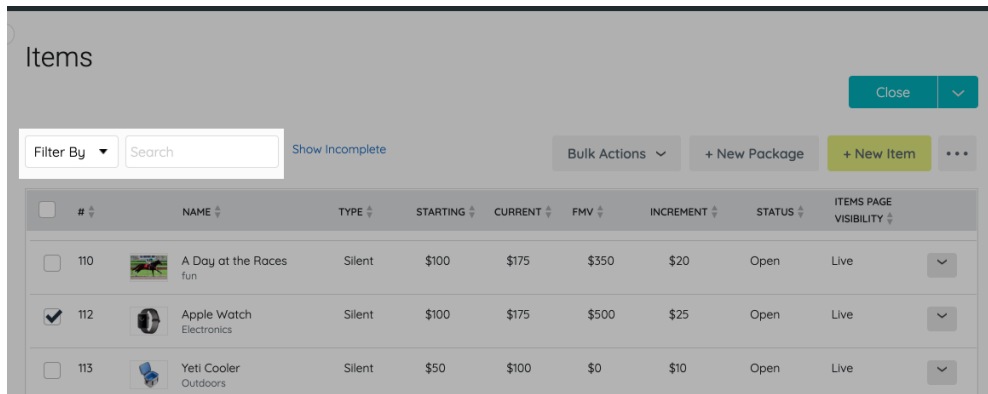
5. Select the categories to close.
  - Items with multiple categories will be closed if at least one of the categories is selected.
  - No category closes all silent, live(with bids), instant, raffle, vote, and donate items that do not have a custom category assigned.
6. Click **Continue**.
7. Follow the steps to **Close Items**.
8. Once closed, choose to **Reconcile later** or continue on to the steps to **Reconcile**.
  - Payment can not be completed until the closed silent and live items are reconciled.
9. Once silent items are reconciled, consider sending a text message to the silent item winners or payment instructions by clicking **Go to Messages** or send later.




## Close silent or live items one-by-one

### From the items management page

Close a single item to stop bidding.

1. From the **Admin Navigation**, click **Auction > Manage All Items**.
2. Click **Filter By** and check **Silent** and/or **Live Item** from **Type** or **Search by Item Name or Number**.






<input type="checkbox"/>	#	NAME	TYPE	STARTING	CURRENT	FMV	INCREMENT	STATUS	ITEMS PAGE VISIBILITY
<input type="checkbox"/>	110	 A Day at the Races fun	Silent	\$100	\$175	\$350	\$20	Open	Live
<input checked="" type="checkbox"/>	112	 Apple Watch Electronics	Silent	\$100	\$175	\$500	\$25	Open	Live
<input type="checkbox"/>	113	 Yeti Cooler Outdoors	Silent	\$50	\$100	\$0	\$10	Open	Live

3. Locate the item from the items management table and check the box to the left of the item.
4. Click **Bulk Actions**.

Items

Close

Filter By Search Show Incomplete Bulk Actions + New Package + New Item

<input type="checkbox"/>	#	NAME	TYPE	STARTING	CURRENT	FMV	INCREMENT	STATUS	ITEMS PAGE VISIBILITY
<input type="checkbox"/>	110	 A Day at the Races fun	Silent	\$100	\$175	\$350	\$20	Open	Live
<input checked="" type="checkbox"/>	112	 Apple Watch Electronics	Silent	\$100	\$175	\$500	\$25	Open	Live
<input type="checkbox"/>	113	 Yeti Cooler Outdoors	Silent	\$50	\$100	\$0	\$10	Open	Live

5. Select **Close**.

## Ready to start accepting payment for your closed silent or live items?

Silent and Live items need to be reconciled after they are closed to place the item into the winners cart and allow them to apply payment via self check-out or by an admin/volunteer.

Reconcile is only available when there are any silent or live auction items in a closed state. If the option is grayed out, you currently have no auction items that have bids, are closed and need to be reconciled.

1. Click the dropdown arrow to the right of **Close**.
2. Select **Reconcile Closed Items**.
3. Follow the steps to **Reconcile**.