

qCheck Desktop Registration

Use these instructions to collect credit cards.

- Click the **Collect Credit Cards** button to begin.



Collecting cards for guests **with** pre-assigned bid numbers

- 1** Enter Bid Number or select by Name

101

- 2** Swipe card



- 3** Click **Register Card**



Collecting cards for guests **without** pre-assigned bid numbers

- Walk-up guests
- Table sponsor guests
- Spouses that want their own bid numbers
- Guests “taking the place” of someone already registered

- 1** Enter Bid Number or select by Name

400

- 2** Swipe card



- 3** Click **Register Card**



- *If you wish to collect contact information, instruct the guest to step to the side and fill out a paper form. While the guest is filling out the form, begin helping the next person in line.*
- *Bid numbers created at the door will be added to MaestroAuction automatically when the **qCheck Manager** copies the credit card info back to MaestroAuction.*

Registration FAQ

How do I ask for cards?

When interacting with guests, it's best to *not* ask a question. A question confronts the guest with a decision rather than an explanation of what to expect. Instead, make a casual and confident statement such as: "Tonight we're collecting cards for our express checkout. Later, you'll receive a statement to review before you head out – just like at a hotel."

Which cards are accepted?

qCheck accepts all major credit cards including Visa, MasterCard, Discover, American Express, and Diner's Club. Remember to accept the first card out of their wallet.

Do I need signatures from guests?

No, qCheck does not require addresses, zip codes, or signatures.

What if the USB card reader isn't working?

Make sure the magnetic strip is facing the green light. If the card continues to not read, enter the card manually using the instructions below.

What if someone doesn't provide a card at registration, but wants to later?

The process remains the same. Record their card using the standard "1-2-3" procedures. The qCheck Manager will gather new cards off the qCheck Station later.

Other Scenarios

Replacing a Card <i>The guest wants a different card on file</i> Type in the bid number, and press Enter Click Delete the Credit Card Click Add Another Credit Card Swipe their card and click Register Card	Manually Entering a Card <i>The guest's card does not work in the card reader</i> Type in the bid number, and press Enter Type the Card #, Expiration, and Name Click Register Card
Adding an Additional Card <i>The guest wants to add a second card</i> Type in the bid number, and press Enter Click Add Another Card Swipe their card Click Register Card	Adding a Limit <i>The guest wants to specify a maximum charge for a card</i> Record their card with "1-2-3" procedures Type in the bid number, and press Enter Click Add Amount to Select Card Enter in the requested limit and click OK