

Cashiering Roles and Responsibilities

AES Provides:

- Staff cashiers (Number of staff depends on number of items/patrons)
- Computers and printers
- Supplies (Paper, staplers, calculators, pens, wireless credit card machines)
- Patron check out line signs (lines threaded by bidder number)
- Half Invoices on perforated paper (one ½ each for patron and client)
 - Item Number
 - Item Description
 - Item Value
 - Item Purchase Amount
 - Item Taxation (If client is charging sales tax)
 - Item Category (Sports, Dining, Travel, etc)
 - Total Patron Tax (Total of sales tax for all items)
 - Patron Total (Grand total to collect)
- Reconciliation Reportage

AES Responsibilities

AES will accept payment from patrons either by cash, check or credit card based on the client's preferred acceptance methods. AES will provide patron receipts and detailed item invoices so that patrons may proceed to auction pick-up to receive their items. Once check out is complete, AES will provide reconciliation reports so that the client may follow up on any un-paid or disputed payments as well as balance the auction's receivables. AES responsibilities end with the reconciliation of payments on the event night. All follow up work is the client's responsibility.

Client Provides:

Easily accessible location for cashing function.

One 6 or 8 foot table with four chairs

Head arbitrator to handle disputes/issues, approve changes.

\$200.00 Cash Bank (If cash is an acceptable method of payment)

\$20.00 in \$1's

\$40.00 in \$5's

\$60.00 in \$10's

\$80.00 in \$20's

Client Responsibilities

The client is responsible for handling patron disputes where a patron may wish to withdraw a bid or where a dispute may interfere with the progress of the cashiering function. The client will also need to furnish AES with the above cash bank (does not have to be in cash box, envelope is fine), which will be balanced during reconciliation. Any overage will be returned to the client, any shortage will be reimbursed by AES.

The client will be responsible for collecting from patrons that did not pay or from patrons where credit cards were declined or payment type was refused.