FACT SHEET

WHY USE SILENT AUCTION PRO?

SIMPLE

Silent Auction Pro was designed from the ground up as a cloud-based, multi-user, event management solution. It works on any platform (PC, Mac, tablet, smart phones, etc.) It is very easy to learn and use and includes professionally written online help, training videos and award winning technical support.

AFFORDABLE

Solutions start as low as $99.00 and you can pick and choose from five different packages depending on your organization's needs.

POWERFUL

Silent Auction Pro has everything you need to run a charitable fundraiser for thousands of dollars less than our competitors and we are constantly adding new features and capabilities.

COMPANY HISTORY

Founded: 2007. Money raised for charitable organizations: Over $60 million dollars.

CUSTOMERS

Over 1500 charitable organizations ranging from schools, churches, national charitable organizations, service clubs, personal benefits, and more...

Appropriate for Galas, Live and Silent Auctions, Golf Tournaments and fundraising events with:

- Proceeds: $5,000 - $1M+
- Auction Items: 50 - 500+
- Attendees | Bidders: 50 - 1000+
- Format: Online bidding, mobile bidding, paper based bidding, fund-a-need, ticket sales, sponsorships and other custom formats.
- #1 rated auction software solution on Capterra with a 5 star rating and over 250 reviews.

COSTS

Our goal is to provide an affordable solution with options allowing you to minimize your costs while maximizing your return.

SOFTWARE OPTIONS (PLEASE SEE OUR PRICING PAGE FOR DETAILS)

- Bidsheet Basic^{TM} - $99
- Bidsheet Plus^{TM} - $348 + 2.0%**
- Bidsheet Pro^{TM} - $497 + 2.0%**
- Mobile Plus^{TM} - $647 + 2.0%**
- Mobile Pro^{TM} - $796 + 2.0%**

* The fixed fee portion of the package price is paid only once per calendar year and you may have as many non-overlapping events using the same package as you wish in the same calendar year.

**2% of the gross proceeds from auctioned items. Excludes proceeds from ticket sales. 2.0% caps at $2000.00 ($100,000 gross proceeds)

Credit card readers are available to rent for $35 per reader.

CREDIT CARD PROCESSING

Silent Auction Pro has partnered with Worldpay for safe secure credit card processing. Attendees may securely place a credit card on file and use that card for self check-out or member assisted check-out.

Set-up fees and monthly fees are waived for Silent Auction Pro customers. Credit card processing rates are a flat 2.9% across all card types with no per-transaction.

Please see our online help page at https://www.silentauctionpro.com/help/creditcardfees.php for more information.

WHEN DO YOU HAVE TO PAY?

We understand that most organizations don't have a lot of money before an event, so <u>we don't charge you for the use of our software until AFTER your event</u>.

We will email you an invoice the week after your event and you have 30 days from your event date to pay.

HOSTING

All options include hosting of your data for one year from the date of your event.

Your event data is archived and accessible at any time during the year.

You may also use the contact management features of Silent Auction Pro year round.

SECURITY

CREDIT CARDS / PCI COMPLIANCE

To protect card-holder data from a rising tide of hackers and thieves, credit card companies created the *Payment Card Industry Data Security Standard*, or PCI DSS for short. This is a set of requirements that all businesses—regardless of size—must adhere to in order to accept credit card payments. Silent Auction Pro™ partners Worldpay to offer fully PCI DSS compliant credit card processing using state-of-the-art encryption and security measures.

Point-of-sale transactions—i.e., swiping a card at the time of purchase is fully supported by Worldpay. Cards placed on file for future transactions, such as for express check-out, use "tokens" to access card data. Tokens are random values that replace credit card numbers in a database, while the encrypted values they represent remain locked in a data vault. If these tokens were in some way captured, they could not be used to direct payments anywhere but to the organization to which the card data was provided. Therefore, there is no point in unscrupulous persons trying to capture or use the tokens.

In short, putting your card on file through Silent Auction Pro is as safe as it can get.

WEBSITE

Our website utilizes https - the same data encryption used by banks, credit card websites and other high security websites.

WEBSITE RELIABILITY

The reliability of our website and database is paramount and perhaps THE most important core competence for Silent Auction Pro. Our servers are hosted by Amazon's cloud computing service. We have three (or more) servers running concurrently behind a round-robin load balancer. This means that if a server experiences a problem, our system automatically drops that server until it is healthy and only serves data from the good server(s) virtually ensuring that there is no down-time for our customers. In addition, we can launch new / additional servers in minutes.

We constantly monitor the health of our servers and know within seconds if a problem occurs and can immediately take action to address the problem. We've never had a server outage with our Amazon configuration.

EXPORTING DATA

Silent Auction Pro makes it easy to export data to a spreadsheet or CSV format. Contact data may be easily exported using the mailing list format. You can also create custom exports of all relevant data using the custom reporting features of either the Bidsheet Pro or Mobile Pro pacakges.

SUPPORT

We pride ourselves on providing excellent customer support. We also have professionally written online help and training videos on a variety of different topics.

Our support phone line is staffed 7 days a week from 8am Eastern time to 8pm Pacific time by experts who know and use our software. And unlike our competitors who say they will get back to you within 24 hours, our goal is to answer your call in person or get back to you within minutes, not hours.

While we may occasionally contract with an off shore developer, virtually everything you see and use in Silent Auction Pro was conceived and created right here in America by a small team of people passionate about what we do. All of our Event Coaches (sales and support staff) live in America, are native English speakers, and have used Silent Auction Pro personally for their own charitable fundraisers.

If you need help or want to talk to someone, please call us! We have a toll free number: (888) 691-5993. Press 1 to reach an Event Coach or 2 to reach Technical Support. Within a few seconds you will be talking to a live person in the United States who knows the system and can answer all your questions.

We have a product that is second to none and we provide amazing support before and after you purchase the system. We promise to keep it that way.

Jim Donnell
Founder & President
Silent Auction Pro