

Dear Auction Friends,

This letter is explaining a new feature, the search bar functions and important information about the timer. We hope that you will take the time to read it and we are asking for your feedback.

On this next Auction we are adding a new feature to the website which you will notice if you watch the Auction close from the **'ALL CATEGORIES'** filter or if you select a specific category. We are not sure if it will be available on this next Auction if you are watching it close from your 'Watch List' but it will be soon!

As the items are completed, you will notice them **"fade away"** and disappearing from the screen. In order to see this feature, you will need to have the filter **'OPEN'** selected on our search bar while the Auction is closing. Selecting **'OPEN'** will display the items that are still open for bidding while removing the items from your screen that have already closed. This will eliminate the need to refresh your screen to get rid of the completed items and help you stay current with the items that are closing next. If you would like to see all of the items incl. those that have already closed, you would need to change the filter **'OPEN'** to **'ALL'** items on our search bar. Below is a screen shot of the 'search bar' at the top of any bidding page. You will notice the red box with the words 'Search', 'All Categories', 'Open', 'Sort By' as well as the magnifying glass and refresh arrow symbol. We will discuss all of these functions on the next page.

The screenshot shows the BidNow.us website interface. At the top, there's a carousel of five items: Item 2808 (a tractor), Item 6102 (a white trailer), Item 963 (a yellow box), Item 2805A (a boat), and Item 6103 (a workbench). Below the carousel is a search bar area with a red border. The search bar contains the text "Search". To the right of the search bar are four dropdown menus: "All Categories", "Open", "Sort By", and a magnifying glass icon. Below the search bar, it says "50 Per Page Page 1 of 93 4645 Lots Total". Below the search bar, there are five item listings:

- Item #1**: Antique armoire with mirrored door and a drawer, 36"W x... See more. Section: 6-C. 3 d 0 h 43 m 42 s. \$25.75 USD. Bid button.
- Item #2**: 2-Piece antique oak kitchen hutch, overall- 37 1/2"W x ... See more. Section: 6-C. 3 d 0 h 43 m 44 s. \$3.00 USD. Bid button.
- Item #3**: Antique oak 2-Piece cabinet, outside appears redone, ov... See more. Section: 6-C. 3 d 0 h 43 m 46 s. \$27.00 USD. Bid button.
- Item #4**: Antique Empire mahogany secretary chest, 42 1/2"W x 21 ... See more. Section: 6-C. 3 d 0 h 43 m 48 s. \$3.00 USD. Bid button.
- Item #5**: Grandmother clock with key, moonface dial, kit clock, h... See more. Section: 6-C. 3 d 0 h 43 m 50 s. \$4.00 USD. Bid button.

Explanation of our 'Search Bar' functions: look for the 'search bar' at the top of any bidding page (there is an example at the top of this page). You will see a red box with the word '**SEARCH**' and this is where you would type a key word to search for within the current auction and within the current category you have selected. You will see the words '**ALL CATEGORIES**' with a drop-down arrow and this is where you can scroll through the specific categories. After looking at a specific category, you can then go back to the entire Auction list by selecting '**General Consignment**'.

Next, you will see the word '**ALL**' with a drop down arrow and this where you can select all items within the category you are in or '**OPEN**' which will only show the items that are still open for bidding while the Auction is closing. You can also select '**CLOSED**' to only see the items that have already Closed.

You will see '**SORT BY**' with a drop-down arrow and this where you can change the way the items are sorted. The default is set to 'Lot Number' order but you can change it to 'Bid (high to low) or (low to high)' which will sort the items according to the bid price. This is helpful to those that would like to look at the more expensive items once the bidding has been open for a day or two. You can sort the items by price for the entire auction or specific categories by changing the category filter as well. To switch the order back to lot number order, select 'Lot Number'.

Lastly, you will notice a '**magnifying glass**' and a '**refresh button**' which will both refresh your page. Please use **THIS** Refresh Button and **NOT** the one on your internet browser while the Auction is closing. This will help our site run more efficiently for everyone.

TIMER ISSUES?: We have noticed some users that are watching the Auction close from their mobile devices are having trouble with their countdown timers stopping when their screen turns off. If you are not having any issues with your timer you can skip the following paragraph!

If your timer is stopping when your screen turns off please try the following: Change the 'Auto Lock' setting to not allow your screen to turn off while the auction is closing. After the auction is completed, you should change the setting back to go to 'sleep' as it did before. On an **Iphone or Ipad**: Go to **Settings** and select '**Display and Brightness**', then scroll to '**Auto Lock**' and select '**Never**'. This will keep your screen from going to sleep. After the auction is completed, you can follow the same steps and change 'Never' to '1 to 5 minutes'. **Android Device**: you can change the screen lock time as well: Open the Settings app on your phone. Tap on Home screen, Lock screen & Always-On Display. Select Always-On Display.

We are curious how many people have had trouble with your timer? Please send an email to info@bidnow.us if you have had trouble and tell us what device you are using and what web browser if you know. Also, if you have any other issues with the software that could be improved on, we would appreciate that feedback as well (also include what device and browser). Thanks for your help as we continue to try to improve the performance of our website!

ATTENTION: It has been recommended by our software developers that users should **NOT use the Apple 'Safari' browser** as it seems to have some problems. They recommend Google Chrome as an alternative which can be easily downloaded from the App Store.

Sincerely,

Dave Albrecht