**CHARITY AUKRO AUCTION 2016**

**MANUAL**

**HOW TO USE AUKRO ON-LINE SHOPPING SITE**

Thank you very much for supporting our charitable work by participating in DSA Aukro auction. Please note, that this manual has been created to assist you, an English speaking person, in bidding on a Czech website. We strongly advise you to have a Czech speaker assisting you in order to avoid future problems. As much as we appreciate your support, we cannot be held responsible for any damages. You might also find our introductory document with frequently asked questions useful.

Go to: www.aukro.cz

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| 1. **REGISTER**   (If you are registered user already, sign-in by a click on “přihlásit”– placed in the top right-hand corner of your screen) then start your bidding as advised in the article II.  *Registration steps*  To register, go to a registration page, (click on “registrace” in the top right-hand corner) and follow these steps:  **1. Enter your E-mail address, Password (has to contain at least one capital letter, one number and has to be 8-16 digits long), Retype the password, Date of birth (translation of months is lower down), tick a box “Nejsem robot”**. The last step is to click on “Vytvořit účet”.  *It can happen, that after you have confirmed that you are not a robot, a frame with 9 pictures pops up. There is a question to be answered but it is in Czech.* ***Click on the icon with headphones bellow.*** *Then* ***click on “přehrát****” which means “play”.* ***A computer will tell you 5-digit number which you write in the box****. If filled-in correctly, a* ***green* tick will appear in the box**. The last step is mentioned above, just **click on “vytvořit účet**”  (Aukro can be used by customers aged 15 and over.)  You need to enter an email address that you can check immediately, because AUKRO will send you an email with instructions to complete your registration. AUKRO will also use this email address to notify you when you've placed a bid, have been out-bid or won an item, and to share shipping and payment information with other buyers and sellers.  **2. Read and accept AUKRO User Agreement and Privacy Policy (Czech version only)**  You must accept the agreement to continue registering.  **3. Check your email.**  You’ll receive a registration email from AUKRO. Follow the instructions in the email to confirm your registration and complete the registration process.  **5. Choose a user ID, password, and secret question (your mother’s maiden name).**  You’ll use your user ID and password every time you sign in to an AUKRO site. Use a nickname as your user ID and password that contains at least one number. Your secret question – your mother’s maiden name - helps to identify you in case you forget your password.  ***Translation of the registration form:***  **REGISTRACE SOUKROMÝ ÚČET /**REGISTRATION PRIVATE ACCOUNT  **E-mail/**Email  **Heslo/**Password  **Potvrdit Heslo**/Confirm Password  **Datum narození/Date of birth** (ledna-January, února-February, března-March, dubna-April, května-May, června-June, července-July, srpna-August, září-September, řijna-October, listopadu-November, prosince-December)  **Nejsem robot** / I am not a robot  **Ověřit /** Verify  **Prohlášení/Declaration**   * **Souhlasím s Obchodními podmínkami Aukra /** I agree with Aukro Terms and Conditions * **Souhlasím se zpracovnáním mých osobních údajů popsaných v Obchodních podmínkách Aukra (Terms and Conditions).**   I agree with proceeding my personnal data specified in Aukro Terms and Conditions (Privacy policy)  **Vytvořit účet** / Create account  **Pošleme Vám e-mail potvrzující Vaši registraci, který potřebujete k dokončení registrace, na tuto adresu. Ujistěte se, že Vaše e-mailová adresa je v pořádku.**  **/**We will send you confirmation of your registration in order to complete your registration on the above given address. Pls, make sure that the address is correct.  After successful registration you can sign-in (click on “přihlásit” in the top right corner) | | |
|  | | 1. **FIND DSA Items:**   DSA is registered under the **username: Diplomat10**. To get a listing of all our auctions you can find it as follows:  1) Click on the arrow (v) next to “CO HLEDÁTE? – všechny kategorie” / WHAT ARE YOU LOOKING FOR? – all categories on the Aukro home page.  2) On the roll-down panel click on “NAJÍT UŽIVATELE” /FIND USER (second last)  3) Insert our user´s name “DIPLOMAT10” in the blank box and click on  HLEDAT/FIND  4) Click on “NABÍDKY UŽIVATELE”/ OFFERS, where you will find a list of our items.  In order to make your search for our auction items easy, all of our items will bear a pre-name “Diplomatická aukce”  Ex. Diplomatická aukce: SAMSUNG Led TV 32’’, Diplomatická aukce: O. Jelen “Pasáček srdcí” (graphic), etc.  You could try to look for our products by writing “Diplomatická aukce” into the search window on Aukro home page (located in top left corner). The search has to be done for all categories.  As mentioned above The Diplomatic Spouses Association is registered under user/seller´s name “DIPLOMAT10”. Please note that ALL OUR AUCTIONS HAVE BILINGUAL DESCRIPTION, with details about the sponsor, Embassy and our Festival. In case you are looking at an item, that does not have it, you are most likely looking at a product sold by somebody else – beware!  The item description and transport conditions are both in Czech and English language.  As on the AUKRO site we are limited by number of letters, you might find some of the text quite brief.   1. **PLACE YOUR BID**      * Choose a DSA item you would like to bid for by a click on the picture. Next to the picture is “Aktuální cena” – “Actual price”. In the box next to the Actual price is a bidding box “Výše příhozu” – “Your bid” where you give a price you want to pay. Click on “přihodit” – “bid now”. * After this click you will have the last chance to change or cancel your bid. The prices shown in the boxes on this page mean: (Minimální nabídka – Minimum bid, Vaše maximum - Your maximum bid). * Now you can click on “Přihodit” – “bid” and your bid will be proceeded or click on” Zpět” – “back” to change or cancel your bid. * The red information on the bottom of the screen tells you that if you bid now and win you are obliged to buy that item.   **Bidding**  There are two ways of bidding for you (see below). Some of the items can be bought for a given price “Buy now” – “Kup teď). If you choose this method you are guaranteed to get the item for that given price. This option is valid only till the first bid is placed. After that the “Buy now” method is automatically unavailable.  Auction style bidding and Automatic bidding  Please bear in mind that bidding is a commitment so be careful and bid sensibly.  After the auction is closed there is no possibility to change the amount to be paid.  In case you win the bid, you are obliged to pay the price within 3 days so in 5 days the money arrives on the seller´s account. There is always an option for personal pick up and payment by appointment, in 2015 with Armenian Embassy, Mrs. Nouneh Zastoukhova tel. 220 518 175.  **Auction-style format**  You bid up from the seller's starting price along with other buyers to get the best deal. You can watch the item to see how the bidding is going.  When the listing ends, the highest bidder wins the item and completes the purchase.  **Automatic bidding**  ***How automatic bidding works***  When you place a bid, you enter the maximum amount you're willing to pay for the item. The seller and other bidders don’t know your maximum bid.  AUKRO system places bids on your behalf using the automatic bid increasing amount, which is based on the current high bid. AUKRO will bid only as much as necessary to make sure that you remain the highest bidder, or to meet the reserve price, up to your maximum amount.  If another bidder places the same maximum bid or higher, AUKRO will notify you so you can place another bid. Your maximum bid is kept confidential until it is exceeded by another bidder.  **Example**   1. The current bid for an item is 100 CZK. Tom is the high bidder, and has placed a maximum bid of 120 CZK on the item. His maximum bid is kept confidential from other members. 2. Laura views the item and places a maximum bid of 150 CZK. Laura becomes the high bidder. 3. Tom’s bid is incremented to his maximum of 120 CZK. Laura’s bid is now 125 CZK. (If there was another bidder called Bob with a maximum bid of 130, Laura´s bid would go up to 135 to outbid Bob as well) 4. AUKRO sends Tom and as well as Bob an email that they have been outbid. If either of them doesn’t raise his maximum bid, Laura wins the item for 130 CZK, and did not even reach her maximum bid.   Note:  Mistakes happen. As you might not be so familiar with the CZK it can happen very easily. If you wish to decrease your maximum bid during the auction there is an option for you. You go back to the bidding process and bid on the same item and place your new maximum bid. It can be lower than your previous one but has to be higher than the current bid.  Example:  1. Your current maximum bid is 1500 CZK for an item of 100 CZK, so you are at the moment the highest bidder at the price of 110 CZK.  2. Place your new maximum bid (minimum 120 CZK), which leaves you still with the price of 110 but changes your highest possible bid. |
|  | **IV. CHOOSE PAYMENT METHOD**  Once you've won the auction, read the description carefully to find out which payment methods are accepted. The payment must be done within 3 days. With DSA Auctions, you may either pay directly to DSA account or after previous appointment pick your product up at a designated Embassy. (2015 – Armenian Embassy, by appointment with Mrs. Nouneh Zastoukhova. In case you opt for the account DO NOT FORGET to put the number of your auction as a Variabilni/variation symbol to help us identify your payment swiftly. |
|  | | 1. **TRACK YOUR PURCHASES**   You can keep track of your purchases on “Moje Aukro”. After you register, you'll get your own Aukro account page where you can see what's happening with items you've bought.  This manual has been created for you by volunteers: Mrs. Hana Dilworth Mrs. Elizabeth Kerr |