



**gavelhouse.com**<sup>®</sup>

# Vendor Guide

## How does my Lot get online?

For the Klawervlei Farm Sale, the gavelhouse.com team have created vendor accounts under the consignor's name and then have entered basic listings and will upload the supplied photos and video footage.

When this is complete, vendors will be sent their username and password (please note these are case sensitive) so that they can then login and upload their reserves and starting bids, any PDF reports and their descriptions.

## How can I add a description, reserve and reports to my entries?

Once you are logged in, click on the 'Sell' tab, click 'Update' next to the listing. Follow each step through until you reach Step 4 'Details'. Once you have added the new content ensure you click 'Next' at the bottom of each page through to the end and update the listing by clicking 'Update Listing' to ensure your new updates are saved.

- Vendors are able to add in their own text about their horse and are encouraged to be transparent and give as much information as possible about their Lots to buyers.
- Add your starting bid and reserve in the area under the Description.
- Make the most of the 20 photo allowance for each Lot and showcase your horse from multiple different angles.
- You are able to upload PDFs like breeding certificates, vet reports etc.
- You are able to upload videos onto each listing, this needs to be in the form of either a YouTube or Vimeo link.
- If you need assistance getting footage uploaded, please contact the gavelhouse.com team by emailing [info@gavelhouse.com](mailto:info@gavelhouse.com).

The screenshot shows the 'Edit Lot' interface on gavelhouse.com. At the top, there are navigation tabs for 'Browse', 'Buy', 'Sell', and 'Results', with 'Sell' selected. Below the navigation is a progress bar with steps: 1. SUMMARY, 2. INCENTIVES, 3. DETAILS (current step), 4. PAYMENT DETAILS, and 5. CREATE. The main content area is divided into several sections:

- Description:** Includes a text area for the lot description, a 'Starting Bid' field (set to NZD 0.00), and a 'Reserve Price' field (set to NZD 0.00).
- Pricing:** Offers two options: 'Standard Listing' (NZD 0.00 + GST) and 'Premium Listing' (NZD 0.00 + GST), with 'Premium Listing' selected.
- Reports:** Includes a 'Race Record' checkbox and a note about attaching PDF reports.
- Videos:** Includes a text area for a video link and a 'Vimeo' link field.
- Photos:** Includes a note about uploading up to 20 photos and a grid of photo thumbnails.

## Am I able to change my listed reserve once the Sale is running?

Reserves must be set prior to the auction starting and during the auction they may only be dropped, not increased.

You can drop your reserve by emailing a member of the gavelhouse.com team on [info@gavelhouse.com](mailto:info@gavelhouse.com) or contacting Grant Knowles via [grant@klawervlei.co.za](mailto:grant@klawervlei.co.za) | +27 82 882 9774.



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# Buyer Guide

## How can I register as a buyer?

In order to bid in the Klawervlei Farm Sale, buyers must complete the [buyer application form](#) for prior approval before your gavelhouse.com bidding account is set up.

- Once approved you will receive an email notifying you of this along with the payment terms of your account.
- Please be patient while these applications are processed and note that you should register to bid well before the close of the auction to ensure your account is ready to go.
- To update your details at any stage, when logged into your account, you can click on your username in the top right corner and then click on 'Settings'. Once you have completed editing your profile, click 'Submit' and this will save your changes.

## How can I contact vendors?

Buyers are strongly encouraged to do as much research as possible about the Lots they are interested in before bidding.

It is expected that vendors supply extensive photos and video footage to give prospective buyers the best possible information about each lot on offer.

Vendors can be contacted via the site's messaging system when you are logged in and contacted by phone with the details on the right hand side of the listing pages.

## Establishing an online connection:

- gavelhouse.com cannot identify loss of online connection or browser issues at the user's end.
- Even a slight loss of internet connection, that may not be noticeable, can interrupt the user's browser when following the sale in real-time.
- Setting up an auto-bid is the best way to ensure your bids are placed.
- Google Chrome or Safari are the recommended internet browsers.
- gavelhouse.com staff are able assist in actively supporting both buyers and vendors during the sale, if you need help registering or bidding, email - [info@gavelhouse.com](mailto:info@gavelhouse.com)

## What happens when an auction closes?

The final countdown will commence starting with Lot 1. Note, once Lot 1 finishes, the countdown for Lot 2 begins.

## What is auto-extend?

If a bid is placed in the final **30 seconds**, the auction will auto-extend for an additional 30 seconds to allow for further bidding. This will happen as many times as necessary until no further bids are placed on that Lot before moving on to take final bids on the next Lot.

Please note, there is no benefit in letting the clock run down and bidding in the final seconds multiple times for it to then auto-extend for a further 30 seconds, the sale will simply keep extending until no further bids are placed.



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## **What is an opening bid?**

A minimum opening bid of **R5,000** is required for horses offered for sale without a reserve.

Should an unreserved horse that is listed fail to receive a bid, then the offering will be passed in.

## **How do I bid?**

Once your account is approved, you will be able to bid by simply clicking on the purple **'PLACE BID'** button on the Lots page, make sure you refresh your page to ensure the next minimum bid value is correct if you place a second bid (if you are not logged in or registered you will not have this option, there is also no **'PLACE BID'** button on the Lots you are a vendor of).

To ensure your next minimum bid is correct if you are outbid, you need to either refresh your page from the browser found at the top of the page **or type in the next bid amount**.

## **What is an auto-bid?**

An auto-bid is an amount up to which you allow the system to bid automatically on your behalf. The system will only raise your bid when a counter bid has been placed. As the holder of the maximum bid, each bid placed will be recorded as your new highest bid until your maximum has been outbid.

When an auto-bid limit is less than the reserve price, the system will record the maximum bid entered.

If you enter the same amount as another members' maximum, the first member to have placed a bid will be the winning bidder at that amount.

## **Bidding increments are set as follows:**

<b>Price</b>	<b>Minimum Bid</b>
Minimum opening bid	R5,000
R5,000 - R9,999	R1,000
R10,000 - R29,999	R2,000
R30,000 - R59,999	R5,000
R60,000 - R149,999	R10,000
R150,000+	R20,000

## **What will happen after the Sale?**

When you purchase a horse from the Klawervlei Farm Sale, you will receive an automated email shortly after the horse is knocked down to you confirming your purchase was successful.

Shortly after, Klawervlei Farm will invoice you accordingly and on receipt of payment you will be issued with a change of ownership.

Transporters are available on site and will assist with logistics.

## **Frequently asked questions:**

Visit our website to view a list of FAQ's: <https://gavelhouse.co.za/Faq>