

LAST RESORT: Bypassing Auction Pay Now & Orders to Pay Manually

When a manual bypass purchase is necessary because a customer HAS NOT paid via their Pay Now link from the email sent after the auction ended AND cannot access their email to remedy payment.

1. Login at <https://galleryrouteone.org/wp-login>
Username: **shopmanager**
Password: not listed here for security
2. Select **Products** from the left main navigation menu.
3. **Search** on box title or box artist name.
4. Select the **auction item link** text for the correct auction product to see its details and scroll down to bottom right column for the **Auction status** section.
5. Confirm that the winning bidder information account name / email matches the customer as well as informing the customer of the listed amount.
6. If both parties are satisfied, enter the amount listed and charge the customer at the POS system (such as credit card payment station or cash register, etc.).
7. **IMPORTANT:** maintain a receipt for the galleries bookkeeping records since the online system cannot not record this transaction.