



SIEBEL⁷
eBusiness

SIEBEL eAUCTION GUIDE

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Introduction

This guide is written for experienced Web-site administrators who will be managing an auction (as the global administrator). It also includes information for catalog administrators and auction users. Additionally, this guide assumes you have administered websites, administered a relational database, such as SQL Server or Oracle, and are familiar with Web-server installation and administrative tools. This book will be useful primarily to people whose title or job description matches one of the following:

Database Administrators	Persons who administer the database system, including data loading; system monitoring, backup, and recovery; space allocation and sizing; and user account management.
Siebel Application Administrators	Persons responsible for planning, setting up, and maintaining Siebel applications.
Siebel Application Developers	Persons who plan, implement, and configure Siebel applications, possibly adding new functionality.
Siebel eAuction Administrators	Administrators who set up the eAuction application for the end users, including creating auctions and catalogs.
Siebel eAuction Users	End users of the eAuction application who access the auction site via a Web browser.
Siebel System Administrators	Persons responsible for the whole system, including installing, maintaining, and upgrading Siebel applications.

This guide was written for experienced Web-site administrators who will be managing an auction (as the global administrator). It also includes information for catalog administrators and auction users. Additionally, this guide assumes you have administered websites, administered a relational database such as SQL Server or Oracle, and are familiar with Web-server installation and administrative tools.

How This Guide Is Organized

The Siebel eAuction Guide is composed of fourteen chapters and two appendices.

This first chapters contain procedures for configuring, creating, and managing online auctions with Siebel eAuction. The audience is primarily auction administrators.

The second section contains procedures for navigating, bidding, and listing items in an online auction. The audience is primarily auction end-users.

The third section details the bidding logic used in Siebel eAuction. The audience is primarily auction administrators.

The first appendix lists the Siebel eAuction system preferences. The second appendix covers the usage of the XML Application Programming Interface (API) and is intended for programmers as well as auction administrators. The audience for both appendices is primarily auction administrators.

Revision History

Siebel eAuction Guide, Version 7.0, Rev. I

Siebel eAuction Overview

1

This chapter gives an overview of Siebel eAuction.

Auction Definitions

The following section defines the different terminology used in Siebel eAuction.

Auction

An auction is an event in which multiple parties bid against one another for the right to purchase or provide a prescribed set of goods or services.

Auction Type

Each auction can have a different format and bidding logic.

Auction types include:

- English Auction (also known as a Forward Auction)
- Reverse Auction (also known as a Request for Quotes, or an RFQ)
- Modified English Auction
- Dutch Auction
- Vickrey Auction
- Reverse Vickrey Auction

For more information, see [“Auction Types” on page 17](#).

Auction Attributes

An auction attribute is a special feature that can be applied to almost any auction type to change how bidding is carried out. The two auction attributes are Sealed-bid and Private. For more information, see [“Auction Attributes” on page 19](#).

Auction Item

An auction item is a product or service available for bid in an auction. An item can be a combination of multiple items (such as a computer system made up of a monitor, a CPU, and a keyboard), a single product from the catalog, or an item that is not contained in the catalog.

Auction items can be single-quantity (containing only one item, such as one computer monitor or one computer system made up of a monitor, CPU, and keyboard), or multiple-quantity (containing multiple quantities of the same item).

User

A user is an auction lister, a bidder, an administrator, or a guest/browser. Each user type has a separate set of responsibilities that controls that user's access to an auction.

Bidder

A bidder attempts to purchase an item by submitting a bid for an item at a price the bidder is willing to pay.

Lister (Third-Party Lister)

A lister posts the items that are made available for a particular auction. The lister generally has some administrative responsibilities, and may be charged a fee for posting auction items.

Administrator

An auction administrator creates and manages an auction site. Administrators can be global, auction, or catalog administrators, depending on their responsibilities.

Anonymous User (Guest/Browser)

An anonymous user can anonymously browse an auction site. A guest or browser can also include a user who has accessed a login page but has not yet self-registered.

Catalog

A catalog is a list of related items that are managed by one or many catalog administrators. Each catalog can have its own separate category and subcategory structure.

Category

A category is a collection of similar items within a catalog. Categories define the hierarchy structure by which users find auction items.

Bid

A bid is a user's proposal to buy or supply a product or service in response to an item listed in an auction or a Request for Quote (RFQ).

Responsibility

A responsibility designates the privileges of users and groups for accessing and viewing the eAuction site. This includes eAuction activities such as browsing, bidding, and listing.

AutoBid

AutoBid is an automated process in which a bidder inputs a current bid and the highest bid amount (English auction) or lowest bid amount (Reverse auction) the bidder is willing to pay. The automated AutoBid process then changes the bid to the next best winning bid as other subsequent bids are received, up to the point where the system reaches the maximum (English auction) or minimum (Reverse auction) bid of the user.

The AutoBid feature is not available with Sealed-bid auctions.

Auction Types

Each auction can have a different auction type, or format, that determines how winners are chosen.

English Auction

An English auction, also called a Forward auction, is the traditional and most popular auction type. In an English auction, an item sells to the bidder with the highest bid. If multiple-quantity items are auctioned, all winning bidders pay their bid price.

Modified English Auction

In the Modified English auction, all winning bidders pay the lowest winning bid on multiple quantity items. A Modified English auction is generally used as an alternative way to sell multiple-quantity items.

Reverse Auction

A Reverse auction secures the lowest price for an item or a service by using a bid-down principle in which the lowest bid is the winning bid. Requests for Quotes (RFQs) are considered a type of Reverse auction.

Dutch Auction

In a Dutch auction, the item price descends (or ascends) based on time. When a predetermined time increment passes, the price drops (or rises) by a predetermined amount. When a bidder bids on an item at a particular price, that bidder wins the item as soon as the bid is placed.

In a single-quantity auction, the first winning bidder ends the auction; in a multiple-quantity auction, the auction ends when the number of bids equals the quantity, the auction reaches its predetermined end time, or when the lister chooses to close the auction.

Dutch auctions are commonly used for perishable items.

Vickrey Auction

A Vickrey auction is a Sealed-bid auction in which a winner pays the highest losing bid price. Bidders fully understand the rules and modify their bids as circumstances dictate. For a Vickrey auction, bidders adjust upward. The quantity of a Vickrey auction is limited to one item.

This auction type is commonly used in the financial market for refinancing credit or foreign exchange.

Reverse Vickrey Auction

A Reverse Vickrey auction is a Sealed-bid auction in which a winner pays the lowest losing bid price.

The quantity of a Reverse Vickrey auction is limited to one item.

Auction Attributes

The following auction attributes may be applied to almost any auction type. These attributes do not affect the bidding, but they do affect the visibility of certain auction information and some of the rules about how the auction is run.

Each attribute can be set when the auction is created.

Sealed-bid Auction

A Sealed-bid auction is an auction in which bids are not disclosed to the bidder until the auction closes and the winning bid is resolved. This auction type can be used in conjunction with an English auction or a Reverse auction. A Vickrey auction is automatically a Sealed-bid auction.

Due to the price and time factors of a Dutch auction, a Dutch auction can never be sealed.

Private Auction

A Private auction is open only to a specific group of users with access to a particular auction category. The Private auction allows businesses to hold auctions for selected participants, such as a group of business partners.

A private auction can be English, Modified English, Reverse, Dutch, Vickrey, or Reverse Vickrey.

Siebel eAuction Overview

Auction Attributes

Configuring the Siebel eAuction Environment

2

This chapter discusses the Siebel eAuction environment.

Siebel eAuction Setup Tasks

Certain tasks must be performed prior to Siebel eAuction deployment. Because of the tasks that Siebel eAuction shares with Siebel eSales and other Siebel applications, the procedures that document the setup tasks may not be found in this manual, but in other Siebel manuals.

[Table 1](#) describes these tasks and where to find the related procedures for setting up Siebel eAuction.

Table 1. Siebel eAuction Setup Tasks

Setup Task	Procedure Location
Installing the Siebel applications	See the Siebel server installation guide for the operating system you are using
Setting up system preferences	“Setting Up System Preferences” on page 27.
Defining access groups	<i>Siebel eSales Administration Guide.</i>
Controlling user access	“Setting Up Responsibilities” on page 23. Also see <i>Security Guide for Siebel eBusiness Applications.</i>
Customizing the user interface	<i>Siebel eSales Administration Guide.</i>
Setting up catalogs and categories	“Creating a Catalog” on page 46. Also see <i>Siebel eSales Administration Guide.</i>
Enabling component groups and activating workflows	“Enabling Component Groups” on page 34 and “Activating Workflows” on page 36.
Starting system components	“Siebel eAuction Server Components” on page 221. Also see <i>Applications Administration Guide.</i>
Setting up fees for third-party listers	“Defining Lister Fees” on page 48.
Setting up Search	<i>Siebel Search Administration Guide</i> and <i>Siebel eSales Administration Guide.</i>
Setting up Reports	<i>Siebel Reports Administration Guide</i> and <i>Siebel eSales Administration Guide.</i>

Setting Up Responsibilities

Establishing responsibilities allows you as the global administrator to govern user access to your auction site. Responsibilities can either be assigned directly to specific users or to a catalog or category in the auction.

Defining User Responsibilities

As a global administrator, you can set responsibilities for all levels of an auction. You can also set responsibilities for specific users. For example, you can grant catalog owners the right to administer their specific catalogs.

Catalog administrators are limited to setting responsibilities related only to their catalog. Catalog administrators typically set the default responsibilities for their own catalogs and categories and for their users.

The responsibilities predefined for Siebel eAuction are the following:

- **eAuction Administrator.** The user can perform any administrative or operation tasks, regardless of whether the operation is in public or private categories or catalogs. An administrator can also be a delegated catalog administrator, a user who can create auctions within existing catalogs, but without the ability to create catalogs. For more information about the delegated catalog administrator, see *Siebel eSales Administration Guide*.
- **eAuction Registered Bidder.** The user can bid on any items in the catalog for which they have been given access.
- **eAuction Registered Lister.** The user can post, edit, repost, and close items for sale.

NOTE: In the Auction Privilege field on the More Info form of a User record, you can select the level of bidding and listing ability you want to give this user. By assigning an auction privilege for a user, you can control the user's responsibilities and limit the views the user can access in eAuction. For example, a user can be approved for bidding or denied the ability to list items in an auction.

For more information about user access and responsibilities, see *Siebel eSales Administration Guide* and *Security Guide for Siebel eBusiness Applications*.

The Anonymous User

There is also another type of user called an Anonymous User. This user type represents users who anonymously browse the eAuction site, or users who have accessed a login page but have not yet self-registered.

For self-registering users to see appropriate views in eAuction, you must verify that the anonymous user specified for eAuction includes an appropriate responsibility in the New Responsibility field. The Bidder or Lister responsibilities will be assigned depending on the role requested by the user and the Auto approval settings.

For more information about responsibilities and the anonymous user, see *Security Guide for Siebel eBusiness Applications*.

Using Third-Party Security

Security conventions implemented outside of the Siebel environment are still effective. For example, you should make sure that the operating system security (such as NTFS and IUSR_MACHINE) allows the Siebel Server access to needed files without compromising overall security goals.

RSA Security

RSA Security Inc.'s industry-leading encryption technology has been incorporated into the Siebel eAuction product to encrypt credit card numbers. Credit card charges are used in the invoicing process for assessing lister fees (such as fees for reposting auction items, posting a graphic on an auction site, or commissions).

For information on RSA encryption and encrypting other fields, see *Siebel Communications Server Administration Guide*.

CyberSource Internet Commerce Suite

The CyberSource Internet Commerce Suite (ICS) is a set of third-party eCommerce applications. Siebel eAuction has a pre-built connector to ICS that validates the credit card number for closing a lister's invoice.

For more information about using CyberSource, see "Using Third-Party Payment Applications" in *Siebel eSales Administration Guide*.

For more general information about the ICS, see *Internet Commerce Suite Version 2 Application Programming Interface (API) Developer's Guide*, which is available from the CyberSource Support Center (<http://www.cybersource.com/support>).

Integration Objects Used with Credit Cards and Invoicing

Integration objects are used to pass static or dynamic values to the business service.

The following Integration Objects are used in the Credit Card approval process:

- CreditCard - Invoice - AuthCharge (Siebel Input)
- CreditCard - Invoice - Authorization (Siebel Input)
- CreditCard - Invoice - Authorization (Siebel Output)

- CreditCard - Invoice - Charge (Siebel Input)
- CreditCard - Invoice - Charge (Siebel Output)
- CreditCard - Invoice - Refund (Siebel Input)
- CreditCard - Invoice - Refund (Siebel Output)

In addition, there must be appropriate counterparts for each of these for the credit card processing service being used. For example, for CyberSource:

- CreditCard - AuthCharge (CyberSource Output)
- CreditCard - Authorization (CyberSource Input)
- CreditCard - Authorization (CyberSource Output)
- CreditCard - Charge (CyberSource Input)
- CreditCard - Charge (CyberSource Output)
- CreditCard - Refund (CyberSource Input)
- CreditCard - Refund (CyberSource Output)

The integration maps specific to eAuction are:

- CreditCardAuthCharge_CyberSource2Invoice
- CreditCardAuthorization_CyberSource2Invoice
- CreditCardAuthorization _ Invoice2CyberSource
- CreditCardCharge_CyberSource2Invoice
- CreditCardCharge_ Invoice2CyberSource
- CreditCardRefund_CyberSource2Invoice
- CreditCardRefund_ Invoice2CyberSource

NOTE: Many of these integration components are detailed in *Siebel eSales Administration Guide*.

Setting Up System Preferences

As a global administrator, you will need to set up the System Preferences for your eAuction. These parameters are set up in the System Preferences section of Application Administration. If you do not want to use the default settings, you can edit the System Preferences.

NOTE: For a complete listing of the eAuction-specific System Preferences parameters, see [Appendix A, “Siebel eAuction System Preferences.”](#)

To edit System Preferences

- 1 From the application-level menu, choose View > Site Map > Application Administration > System Preferences.

The System Preferences screen appears.

System Preference Name	System Preference Value
Alarm Manager Load Frequency	60
AllocationRule	1
Always Show Message Bar Alerts	FALSE
Auto Mgr Calendar Access	TRUE
BucketAvailCDtoBeCounted	'On Hand','Customer Owned'
BucketStatusCDtoBeCounted	'Good'
CSM Logging	FALSE
DB2: Default Opt Level	3
DBX:Vis Rules per Statement 1	20
DBX:Vis Rules per Statement N	1
Default Campaign Source Code	DEMO CAMPAIGN
Default Offer Code	DEMO OFFER
Default Time Zone	(GMT-05:00) Eastern Time (US & Canada)
DefaultFulfillmloc	No Default Set
Docking:Get All PostnCon rows	FALSE

- 2 Click Query.
- 3 In the Name field, type eAuc* and click Go.
The eAuction system preferences appear in the System Preferences list.
- 4 Select the system preference that you want to update.
- 5 In the System Preference Value field, type a new value as needed.

Important Siebel eAuction System Preferences

You may want to update the following System Preferences for your Siebel eAuction site. If you do not want to make any changes, you can simply use the default System Preference settings.

Bidder/Listener Approval

You can determine if you want to automatically approve bidders as users of your eAuction site. You can also automatically approve listeners for your site. If you choose not to automatically approve bidders or listeners, you must manually define user responsibilities or define a workflow to do so.

The default for automatically approving a bidder is TRUE, and the parameter is `eAuc:AutoApproveBidder`.

The default for automatically approving a listener is TRUE, and the parameter is `eAuc:AutoApproveListener`.

AutoBid

AutoBid allows Siebel eAuction to place a proxy bid for a bidder so the bidder does not have to constantly monitor the auction. AutoBid is an automated process in which a bidder inputs a current bid and the highest bid amount (English auction) or lowest bid amount (Reverse auction) the user is willing to pay. The automated AutoBid process then changes the bid to the next best winning bid as other subsequent bids are received, up to the point where the system reaches the maximum (English auction) or minimum (Reverse auction) bid for the user.

The AutoBid feature is not available when using Dutch, Vickrey, or Sealed-bid auctions.

The default setting for allowing AutoBids in your eAuction is TRUE, and the parameter is `eAuc:AutoBidToReservePrice`.

Tie-Breaking Rules

Timestamp options allow you to determine the timestamp a replacement bid will get. Allowing a replacement bid to retain an earlier timestamp gives that bid a timestamp advantage. A timestamp advantage results in:

- Bids with a timestamp advantage having only to meet, rather than exceed, a competing bid with a later timestamp.
- A bid with an earlier timestamp winning an auction when two bids are competing for the same items at the same bid amount.

- An activated AutoBid with a timestamp advantage having the bid amount raised to match, not exceed, the amount of a later competing bid.

As an administrator, you can set the timestamp option to one of the following:

- Option 1: Users who have prior winning bids have their follow-up bids time-stamped to the time of the prior winning bid.
- Option 2: Users who have placed any prior bid have their follow-up bids time-stamped to the time of the prior bid.
- Option 3: AutoBids retain the timestamp of the original bid. Tie-breaking rules should be set by the global administrator and should be applied site-wide.

The default timestamp option is 1, and the parameter is `eAuc:BidTimeTieBreakOption`.

Timestamp Advantage

The `eAuc:AllowTimeStampAdvantage` property allows you to determine if any advantage will be given to a bid based on when the bid was made. The default setting for allowing a Timestamp Advantage is TRUE. The `eAuc:BidTimeTieBreakOption` setting determines what timestamp a bid receives.

When `eAuc:AllowTimeStampAdvantage = TRUE`, a bid with an earlier timestamp only has to meet the bid amount of a competing bid with a later timestamp.

When `eAuc:AllowTimeStampAdvantage = FALSE`, a bid's amount must always try and beat another competing bid's bid amount—regardless of each bid's timestamp.

In either case, if there are competing bids with the same bid amount at the close of the auction, the bid with the earlier timestamp wins.

User Ratings

Auction listers can be rated on how effectively they interact with other users. From the Auction Item Detail screen, you can view ratings for an auction lister. Ratings range from 1 (Poor) to 3 (Excellent).

You can define the number of times users can rate each other. The default number is 2.

The System Preferences parameter for the number of times users can rate each other is `eAuc:MaxRatingsPerSale`.

User Ratings can be deleted only at the database level, not from the Siebel eAuction interface. They can only be deleted directly at the database level.

Uploading Usage Terms

Usage terms are not System Preferences, but they are a part of setting up your Siebel eAuction site. You can upload a text file containing details about usage terms for your site. Bidders and listers must agree to the terms of the user agreement before they can use auction features. You can also include a privacy statement with the usage terms for your auction.

The legal text of the license agreement can be inserted directly into the applet web template for this applet. The name of this template file is `dCCAppletLicenseBase1Col`, and it resides in the `Webtempl` folder of the build.

To upload a text file containing the usage terms

- 1** Navigate to the `Webtempl` folder of the build.
- 2** Open the `dCCAppletLicenseBase1Col` template file.
- 3** Paste your new legal text between the `<textarea NAME="License" ROWS=20 COLS=80>` tag and the `</textarea>` tag closing tag.
- 4** Save and close the `dCCAppletLicenseBase1Col` template file.

Setting Up Notifications

Users can be notified of certain events through notifications. These notifications arrive by email or by wireless message. As the global administrator, you set up all notifications.

The server component that sends outbound communications is Communications Outbound Manager, and it is invoked from the workflow using the Outbound Communications Manager business service. The server component is part of the Communications Management component group.

For more information about configuring communications, see *Siebel Communications Server Administration Guide*, and for more information about workflows and notifications, see *Siebel Business Process Designer Administration Guide*.

Setting Up Communications Driver Profiles

Notifications are sent using communications driver and driver profiles for WAP (wireless) v1.2 and SMTP (email) protocols. You can use the existing parameters for the communications drivers and profiles, or you can customize the parameters using driver parameter overrides. If suitable profiles do not exist, you may need to create a new profile.

For WAP v1.2, the communications driver name is WAP V1.2, and no parameters are required for the profile parameter definitions. You do not need to make a profile for WAP v1.2, but you do need a profile parameter for SMTP. For example, the Profile Name could be `WAP V1.2 Profile`, and the Profile Parameter Override would be None. This profile is available as seed data.

NOTE: Siebel eAuction supports only the following communications drivers: WAP v1.2 and Internet SMTP/POP3 Server.

For more information about administering wireless applications, see *Siebel Wireless Administration Guide*.

To create a driver profile and a profile parameter override for sending email

- 1 From the application-level menu, choose View > Site Map > Communications Administration > Communications Drivers and Profiles.

The Communications Drivers list appears.

Name	Channel Type	Inbound	Outbound	Interactive	Channel String	Library Name
Dialogic CTI	Voice	✓	✓	✓	CTC Phone	sscinctc
FTP Driver	FTP		✓		FTP	sscmtfp
Internet SMTP/POP3 Server	Email	✓	✓		POP3SMTP	sscmtpp3
Modem-based TAP Paging	Page		✓		TAP	sscmtapm
User-interactive Web Collaboration	Web Collaboration			✓	Interactive Web Coll	sscmined
User-interactive Email	Email			✓	Interactive Email	sscmined
WAP V1.1	Wireless Message		✓		WAP11	sscmap1

- 2 From the Communications Drivers list, select the driver for which you want to create a profile.
- 3 Click the Profiles tab.

The Profiles list and the Profile Parameter Overrides list appear.

Name	Organization	Responsibilities
Dialogic CTI for San	Default Organization	

Name	Value
Driver:CIMServer	blitzlab29
Driver:CTCServer	blitzlab29
Driver:LogicalID	ctc50test
Driver:SwitchType	0

- 4 In the Profiles list, click New.
- 5 In the Name field, type a descriptive name for the profile.
- 6 In the Profile Parameter Overrides list, click New.

- 7 Select a parameter override from the Name drop-down list, such as SMTP Server (for the email server) or From Address (the email address that appears on the notification email).

NOTE: You may want to consult the email administrator for this information.

- 8 In the Value field, type a corresponding value, such as the name of the SMTP server or the email address for the From Address parameter.

Customizing a Template for the Email Server

You can customize a template to set up a notification from the Communications Administration screen.

To customize a template

- 1 From the Communications Administration screen, select All Templates from the Show drop-down list.

The Templates list appears.

The screenshot shows two parts of the Siebel interface. The top part is a table titled 'Templates' with columns for Name, Channel Type, and Description. The bottom part is the 'Template Items' configuration screen, which includes fields for Subject, Template Type, Recipient Group, Public, Available Substitutions, and Template Text.

Name	Channel Type	Description
Account Contact	Fax	
Activity Contact Information	Email	
Address Verification Closing	Email	
Campaign Information	Fax	
Chiusura Formale - ITA	Email	
Cierre Formal - ESN	Email	
Class Confirmation Email Package (eTraining)	Email	

Simple **Advanced** **Template Items**

Query Save 1 of 7+

Subject: [Account Contact Information]

Template Type: [Body]

Recipient Group: [Account]

Public:

Available Substitutions:

- [Account]
- [Account Location]
- [City]
- [Country]
- [Email Address]
- [First Name]
- [Full Name]

Template Text:

The contact information for your account is:
 [Account First Name]
 [Account Last Name]
 [Account Phone Number]
 Thank you.

- 2 On the Templates list, click Query.
- 3 In the Name field, type dComm*.

- 4 Click Search.

A list of templates appears in the Templates list.

- 5 Select the template you want to use.

NOTE: For more information on customizing templates, see *Siebel Communications Server Administration Guide*.

Enabling Component Groups

After installing the Siebel Server, make sure the Communications Management and Workflow Management component groups are enabled. This is a one-time-only process.

For more information about configuring, starting, and stopping Siebel Server components, see *Siebel Server Administration Guide*.

To enable component groups

- 1 From the application-level menu, choose View > Site Map > Server Administration > Enterprise Configuration.

The Enterprise Component Groups screen appears.

The screenshot shows the Siebel Enterprise Component Groups screen. It features a table with columns for Component Group, Component Group, Number of Components, Enable state, and Description. The first table lists various component groups like Field Service, Workflow Management, and Siebel Sales. The second table, titled 'Enterprise Component Groups', lists individual components like Appointment Booking, Field Service Cycle, and Invoice Engine, with columns for Component Alias, Component Type, Run Mode, Enable state, and Description.

Component Group	Component Group	Number of Comp	Enable state	Description
Field Service	FieldSvc	10	Disabled	Field Service Components
Workflow Managem	Workflow	5	Enabled	Workflow Management Components
Assignment Manage	AsgnMgmt	2	Disabled	Assignment Management Components
Data Quality	DataQual	1	Disabled	Data Quality Components
Siebel Sales	Sales	2	Enabled	Siebel Sales Components
Siebel eDocuments	eDocuments	1	Disabled	Siebel eDocuments Components
Siebel Call Center	CallCenter	2	Disabled	Siebel Center Components

Component	Component Alias	Component Type	Run Mode	Enable state	Description
Appointment Booking	ApptBook	Business Service M Batch		Active	Book appointments
Field Service Cycle	FSCycCnt	Field Service Cycle Batch		Active	Field Service Cycle Counting Engine
Field Service Mobile	FSLnvTxn	Mobile Inventory Trn Batch		Active	Field Service Mobile Inventory Transaction Engine
Field Service Object	SFSObjMgr	Application Object N Interactive		Active	Siebel Field Service Object Manager
Field Service Repl	FSRepl	Field Service Repl Batch		Active	Replenishes inventory locations
Invoice Engine	FSInvoic	Business Service M Batch		Active	Generate Invoices for Contract
Optimization Engine	Optimizer	Business Service M Batch		Active	Optimize vehicle routing

- 2 In the Enterprise Component Group list, verify that the Workflow Management and Communications Management component groups are enabled. If a component group is not enabled, do the following:
 - Select the record.
 - Click the menu button and choose Enable Component Group.

The Enable State field should now display Enabled.

- 3 In the Enterprise Component Groups list, verify that the Enable State of all of the enterprise components is Active.

Activating Workflows

You must activate all the workflows that are connected with Siebel eAuction notification before you can send notifications. You do this by querying for all Siebel eAuction-related workflows, making a revision to the workflows, and activating them.

To activate workflows

- 1 From the application-level menu, choose View > Site Map > Siebel Workflow Administration > Workflow Processes.

The Workflow Processes list appears.

Name	Business Object	Status	Group	Activation Date/Ti	Expiration Date/Ti	Version
Account - Create or Account	Account	Inactive	Oracle Connector 1			0
Account - Create or Account	Account	Inactive	Oracle Connector 1			0
Account - Get SAP	Account - Get SAP	Inactive	SAP Account			0
Account - Get SAP	Account - Get SAP	Inactive	SAP Account			0
Account - Import SA	Account - Import SA	Inactive	SAP Account			0
Account - Import SA	Account - Import SA	Inactive	SAP Account			0
Account - Import SA	Account - Import SA	Inactive	SAP Account			0

- 2 Click Query.
- 3 In the Name field, type eAuc*.
- 4 Click Go.

A list of Siebel eAuction-related workflows appears.

- 5 Select the notification workflow you want to activate and click Revise.

A revised version (a copy) of the original workflow appears below the original workflow.

NOTE: The Status field of the new (copied) workflow says In Progress and the Version field displays the number 1.

- 6 Click Activate.

Once activated, the workflow process displays a status of Active.

- 7 Repeat [Step 5](#) and [Step 6 on page 36](#) for the remaining workflows you want to activate.

NOTE: You must type the exact names of each workflow you revise in the following step, “[Checking System Preferences for Notifications](#)” on [page 38](#). Refer to [Table 2](#) for the different workflow names.

Table 2. Notification System Preferences

System Preference	Value/Name of Workflow
eAuc:Notice Wf-Auction Alert	dCommerce Auction Alert Notice
eAuc:Notice Wf-Autobid	eAuction Autobid Notice
eAuc:Notice Wf-Bid	eAuction Bid Notice
eAuc:Notice Wf-ListerBidAccept	eAuction Lister Bid Accepted Notice
eAuc:Notice Wf-ListerClose	eAuction Lister Close Notice
eAuc:Notice Wf-ListerInvoiced	eAuction Lister Invoiced Notice
eAuc:Notice Wf-Outbid	eAuction Outbid Notice
eAuc:Notice Wf-PartialOutbid	eAuction Partially Outbid Notice
eAuc:Notice Wf-UserStatus	eAuction User Status Notice
eAuc:Notice Wf-UserWelcome	eAuction User Welcome Notice
eAuc:Notice Wf-Winner	eAuction Win Notice

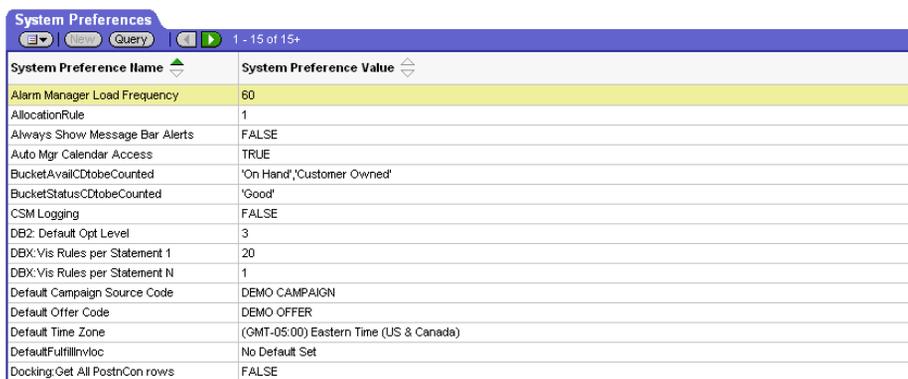
Checking System Preferences for Notifications

By default, all system preferences to run the workflows for sending notifications have been set up properly. To verify this, check the Notification System Preferences matching the exact name of the workflow name you have activated.

To check system preferences

- 1 From the application-level menu, choose View > Site Map > Application Administration > System Preferences.

The System Preferences screen appears.



System Preference Name	System Preference Value
Alarm Manager Load Frequency	60
AllocationRule	1
Always Show Message Bar Alerts	FALSE
Auto Mgr Calendar Access	TRUE
BucketAvailCDtoBeCounted	'On Hand','Customer Owned'
BucketStatusCDtoBeCounted	'Good'
CSM Logging	FALSE
DB2: Default Opt Level	3
DBX:Vis Rules per Statement 1	20
DBX:Vis Rules per Statement N	1
Default Campaign Source Code	DEMO CAMPAIGN
Default Offer Code	DEMO OFFER
Default Time Zone	(GMT-05:00) Eastern Time (US & Canada)
DefaultFulfillInvlnc	No Default Set
Docking: Get All PostnCon rows	FALSE

- 2 Click Query.

A blank query appears on the System Preferences list.

- 3 In the System Preference Name field, type eAuc*.

- 4 Click Go.

The Siebel eAuction system preferences appear in the System Preferences list.

- 5 Select the system preference that you want to update and click the System Preference Value field.

- 6 In the System Preference Value field, verify the name of the workflow that you activated in [“Activating Workflows” on page 36](#).

- 7 If the workflow name does not match, modify it with the proper spelling.

NOTE: The workflow names are case-sensitive. For the proper spelling, see [Table 2 on page 37](#).

- 8 Repeat [Step 4 on page 27](#) and [Step 5 on page 27](#) for the remaining Workflow system preferences.

Synchronizing Server Components

After making sure the Communications Management and Workflow Management Component Groups are enabled and the proper workflows have been activated, you must synchronize server components.

To synchronize server components

- 1 From the application-level menu, choose View > Site Map > Server Administration > Enterprise Configuration.

The Enterprise Configuration screen appears.

- 2 In the lower list, click the Batch Component Admin tab.
- 3 Click Synchronize in the upper list to synchronize server components.

NOTE: Do this once after the initial server installation and also each time the Batch Components are modified.

- 4 Stop and restart the Siebel Server and Gateway Server after synchronizing.

Types of Notifications

Notification includes delivery of messages through email and wireless devices. You can choose to send all or none of the following notifications:

- Registration Confirmation/User Welcome Notification
- Modified Profile/User Status Notification
- Auction Alert Notification
- Bid Notification
- Outbid Notification
- Partial Outbid Notification
- AutoBid Executed Notification
- Winning Notification
- Lister's Auction Closed Notification
- Lister Invoice Closed Notification

NOTE: The `eAuc:AuctionURLRoot` system preference can be used as a substitution parameter in email messages. Its default value is `http://www.<yourDomain>.com`. When eAuction is installed, you can update this value to the URL for your eSales site (without the `/eSales` suffix). This allows email notices to supply a URL link back to the site.

Registration Confirmation/User Welcome Notification

When a new user registers on the site, the user receives a confirmation notification by email or wireless.

The email notification contains a welcome salutation, the user's registration status, a list of the user's notification preferences, and a URL link to the auction site. The wireless notice contains the message: "Your registration received!"

The following list describes the types of registration status for a user:

- If the user registered as a bidder only, and the administrator has enabled Autoapproval of bidders, the status will be Bidding Approved.
- If the user registered as a bidder only, and Autoapproval is not enabled, the status will be Bidding Pending Approved.
- If the user registered as a lister, and Autoapproval of listers is enabled, the status will be Listing Approved.
- If the user registered as a lister, and Autoapproval of listers is not enabled, the status will be Listing/Bidding Pending.

Modified Profile/User Status Notification

When a user has a Pending Approval status, and an administrator updates the user's status, the user receives a user status notification by email or wireless, according to the user's preference selections.

Also, when a user changes one of his or her own profile settings, the user receives a user status notification by email or wireless, according to the user's preference selections.

The email notice contains a salutation, the user's current registration status, and a URL link to the auction site. The wireless notice contains the message "Your user status has changed!"

The following list describes the types of modifiable user status for a user:

- If the user's status was Bidding Pending Approval, the new status will be either Bidding Approved or Bidding Denied.
- If the user's status was Listing/Bidding Pending, the new status will be Listing Approved (implies that bidding has been approved), Bidding Approved, or Listing/Bidding Denied.
- If the user's status was Listing Pending, the new status will be either Listing Approved (implies that bidding has been approved) or Listing Denied (implies that bidding has been approved).

Auction Alert Notification

If a customer has a search set up within the Auction Alert feature, and an item is uploaded that matches the search criteria, the bidder receives an Auction Alert notification by email or wireless, according to the user's preference selections.

The email message contains the search result notification, the search term(s), the list of items, the item numbers, the item names, and the winning bids.

Bid Notification

If a user bids and the bid is accepted as a current winning bid, the user receives a bid notification by email or wireless, according to the user's preference selections.

The email notice contains the auction item number, the auction name, the quantity won, the quantity bid, and a URL link to the auction site. The wireless notice contains the message "Your bid received!"

Outbid Notification

If a user bids and the bid is not higher than previous bids and AutoBids for an auction, or if a user bids and pushes another user off the winners list for an auction, the losing bidder receives an outbid notification by email or wireless, according to the user's preference selections.

The email notice contains the auction item number, the auction name, the item description, the current bid amount, the quantity bid, and a URL link to the auction site. The wireless notice contains the message "You have been outbid."

Partial Outbid Notification

If a user bids and causes another user to no longer be winning part of his or her original quantity, the losing bidder receives a partial outbid notification by email or wireless, according to the user's preference selections.

The email notice contains the auction item number, the auction name, the item description, the current bid amount, the quantity bid, and a URL link to the auction site. The wireless notice contains the message "You have been partially outbid."

AutoBid Executed Notification

If a user bids higher than the current winning bid, but lower than a current winning AutoBid, the second user's AutoBid will be executed. The second user (the user whose AutoBid was executed) receives an AutoBid Executed by email or wireless, according to the user's preference selections.

The email notice contains the auction item number, the auction name, the item description, the current bid amount, the quantity bid, and a URL link to the auction site. The wireless notice contains the message "Your AutoBid has been executed."

Win Notification

If an auction closes, the winning bidders receive a win notification by email or wireless, according to the user's preference selections.

The email notice contains the auction item number, the auction name, the item description, the quantity won, the quantity bid, the winning bid amount, and a URL link to the quote section of the auction site, along with various other shipping information. The wireless notice contains the message "Your bid has won!"

Lister's Bid Accepted Notification

When a successful winning bid is placed on an auction, the lister of that auction receives a lister's bid accepted notification by email or wireless, according to the lister's preference selections.

The email notice contains the auction item number, the auction name, the item description, the bidder's full name, the quantity won, the quantity bid, and the bid amount. The wireless notice contains the message "Your auction has been bid on."

Lister's Auction Close Notification

When a lister's auction closes, the lister receives a lister's auction close notification by email or wireless, according to the lister's preference selections.

The email notice contains the auction item number, the auction name, the item description, the bidder information for each winning bid (full name, email address, bid amount, and quantity won). The wireless notice contains the message "Your auction is closed."

Lister's Invoice Closed Notification

When a lister's invoice is closed, the lister receives a lister's invoice closed notification by email or wireless, according to the lister's preference selections.

The email notice contains the invoice number, the invoice date, the invoice closed date, the total amount, the invoice status, and a URL link to the invoices area of the auction site. The wireless notice contains the message "Your auction fees are invoiced."

Creating an Auction

3

This chapter discusses the steps needed to create an auction.

Creating a Catalog

A catalog is a collection of items arranged in a logical hierarchy of categories. A category in a catalog can include auction items as well as fixed-price products. A variety of auction items can be grouped in catalogs and categories in Siebel eAuction.

If you do not want to use the existing catalogs and categories, you can create a new catalog for your auction.

NOTE: A delegated catalog administrator can also create auctions within existing catalogs, but a delegated catalog administrator cannot create catalogs. For more information about the delegated catalog administrator, see *Siebel eSales Administration Guide*.

To create a new catalog

- 1 Navigate to the Catalog Administration screen.
- 2 In the Catalogs list, click New.

A new record appears in the Catalogs list.

The screenshot shows the Siebel eAuction interface. At the top, there is a 'Catalogs' tab with a 'New' button and a 'Query' button. Below this is a table listing existing catalogs. The table has columns for Name, Description, Effective Start Date, Effective End Date, Private, Active, and Sequence. The first row is highlighted in yellow and shows 'AC NON P2P Catalog' with an effective start date of 02/06/02 9:47:21 AM and an active status of checked. Below the table are several tabs: 'More Info', 'Access Groups', 'Auction Lister Fees', 'Auction Lister Invoices', and 'Catalog Translations'. The 'More Info' tab is selected, showing a form for creating a new catalog. The form has fields for Name, Description, Effective Start Date, Effective End Date, Active, Private, Catalog Type, Allow 3rd Party Listers, Interactive Designer Project, Smart Answer Catalog File, Smart Answer Master Server, and Image. The 'Name' and 'Description' fields are filled with 'AC NON P2P Catalog'. The 'Effective Start Date' is 02/06/02 9:47:21 AM. The 'Active' checkbox is checked. The 'Catalog Type' is set to 'Buying'. The 'Allow 3rd Party Listers' is set to 'No'. The 'Smart Answer Catalog File' and 'Smart Answer Master Server' fields are empty. The 'Image' field has a small icon next to it.

Name	Description	Effective Start Date	Effective End Date	Private	Active	Sequence
AC NON P2P Catalog	AC NON P2P Catalog	02/06/02 9:47:21 AM			✓	
AC P2P Catalog	AC P2P Catalog	02/06/02 9:46:41 AM			✓	
All Auction Items	All Auction Items	09/13/01 8:25:43 PM			✓	
All Competitors	All competitors	09/13/01 8:05:57 PM			✓	
All Decision Issues	Decision Issues	09/04/01 6:28:20 PM			✓	
All Events	All Events	09/13/01 8:36:03 PM			✓	
All Literature Available to P	All Literature Availal	09/13/01 6:31:52 PM			✓	

***Name:** AC NON P2P Catalog
Description: AC NON P2P Catalog
Effective Start Date: 02/06/02 9:47:21 AM
Effective End Date:
Active:
Private:
Catalog Type: Buying
Allow 3rd Party Listers: No
Interactive Designer Project:
Smart Answer Catalog File:
Smart Answer Master Server:
Image:

NOTE: For more information about catalogs, see *Siebel eSales Administration Guide*.

- 3 Complete the following fields using the form under the More Info tab.

Field	Description
Name	Name of the catalog.
Description	A brief description of the catalog.
Private	Check the box to make the catalog visible only to a specific Access Group.
Effective Start Date	Date and time when the catalog becomes available for use.
Effective End Date	Date when the catalog stops being available for use. This field can be left empty so the catalog has no end date.
Active	Check the box to make the catalog active. If you do not check this box, you will not be able to create an auction from this catalog, as it will be flagged as “inactive.”
Catalog Type	Choose Buying from the drop-down menu so the catalog will display on the auction site.
Allow 3rd Party Listers	Choose Yes from the drop-down menu if you want to allow third-party listers to post their own auctions in the catalog.
Image	Click the icon to select an image to display with the catalog.

NOTE: All fields marked with an asterisk (*) are required.

Defining Lister Fees

As global administrator, you determine the fee structures for the entire auction site. These fees are catalog-specific and apply only to third-party listers. For all fees, an email confirming the amount charged to the credit card will be sent to the auction lister.

Table 3. Lister Fees

Fee Type	Description	Charge Type
Commission	A percentage of the sale is charged to the lister.	Percentage
Reposting	A fee is charged to the lister when an item is posted a second time after closing once.	Flat fee
Listing	Listing auctions in the site can be a free service, or it can generate revenue.	Flat fee
Featured Item	You can charge a fee to have a lister's items listed as a Featured Item.	Flat fee
Image	You can charge listers a fee for uploading images.	Flat fee

To add lister fees

- 1 From the Catalog Administration screen, select the catalog to which you want to add lister fees.

NOTE: The catalog must have a Catalog Type of Buying before you can add fees.

- 2 Click the Auction Lister Fees tab.

More Info Access Groups Auction Lister Fees Auction Lister Invoices Catalog Translations						
<input type="button" value="New"/> <input type="button" value="Query"/> <input type="button" value="Activate/Deactivate"/> 1 - 2 of 2						
Name	Type	Terms	Charge	Auction's Lower	Auction's Upper	F Active
AC P2P Cat List fee Listing Fee	Listing Fee	Flat	50	0	0	✓
AC P2P Cat Comm f Commission	Commission	Percent	50	0	0	✓

3 Click New.

A New Auction Lister Fee record appears.

4 Complete the following fields as needed.

Field	Description
Name	A description of the auction fee.
Type	Choose from Commission, Featured Item, Image, Listing, Reposting.
Terms	Choose from a flat charge or a percentage (you can only use a percentage for Commission fees).
Charge	The amount of the flat fee or the percentage.
Auction's Lower Range Price	The fee range for a listing, reposting, or image fee will be based on the auction's starting price, while the fee range for a commission will be based on the auction's closing bid price. If you want to base the fee amount on the item's price, enter the lowest amount for the auction item price. See the following Note.
Auction's Upper Range Price	The fee range for a listing, reposting, or image fee will be based on the auction's starting price, while the fee range for a commission will be based on the auction's closing bid price. If you want to base the fee amount on the item's price, enter the highest amount for the auction item price. See the following Note.

NOTE: You can choose to vary a fee amount based on the item's sale price. For example, you might want to charge a lister a 15% commission fee if the sale price of an item is less than \$100, a 10% commission fee if the sale price is between \$100 and \$1000, or a 5% commission fee if the sale price is greater than \$1000. You might choose to vary listing fees based on the item's price. For example, a \$2 listing fee for items ranging in price from \$0-\$20, a \$4 listing fee for items ranging in price from \$21-\$50, a \$6 listing fee for items ranging in price from \$51 to \$100, and so on.

Creating an Auction

Defining Lister Fees

- 5 To activate a fee, select the fee from the Auction Lister Fees tab and click Activate/Deactivate.

A check is added to the Active column.

NOTE: To edit a fee, select the fee from the Auction Lister Fees tab, make your changes, and click Save.

- 6 To deactivate a fee, select the fee from the Auction Lister Fees tab and click Activate/Deactivate.

The check in the Active column is removed.

NOTE: To delete a fee, click the menu button on the Auction Lister Fees tab and choose Delete Record. The fee is removed from the tab.

Viewing Auction Lister Invoices

You can track invoices for fees incurred by auction listers in a catalog from the Auction Lister Invoices tab. As an administrator you can also add new charges and manually close an invoice.

Siebel eAuction generates a lister invoice when the lister posts an auction in a catalog marked Allow Third Party Listers. One open invoice is maintained per lister, per catalog.

To view auction lister invoices

- 1 From the Catalog Administration screen, select the catalog in which you want to view auction lister invoices.
- 2 Click the Auction Lister Invoices tab.

More Info Access Groups Auction Lister Fees Auction Lister Invoices Catalog Translations						
Query 1 - 4 of 4						
Invoice #	Invoice Date	Total Amount	Billed To	Total Paid	Status	Closed Date
1-3626504	02/08/02	\$757.50	Sujit Lister	\$0.00	Open	
1-3632206	02/11/02	\$165.00	Kirk House	\$0.00	Open	
1-3634505	02/11/02	\$50.00	tianlin001 tianlin001	\$0.00	Open	
1-3636406	02/12/02	\$50.00		\$0.00	Open	

- For more information about an invoice, click the hyperlink for the invoice you want to view.

The Invoice form appears.

Invoice # 1-3626504	Billed To: Sujit Lister	Work Phone # (919) 987-9874	Total Amount: \$757.50
Invoice Date: 02/06/02	Credit Card #	Email: sujit@do4500003.siebel.com	Total Paid: \$0.00
Catalog: AC P2P Catalog	Home Phone #	Status: Open	Closed Date:

Line	Created	Comments	Auction #	Auction Name	Amount
1	02/06/02 10:55:52 A	AC P2P Cat List fee	1-3626502	p2pea2.1	\$50.00
2	02/06/02 10:55:53 A	AC P2P Cat List fee	1-3626509	p2pea2.2	\$50.00
3	02/06/02 10:55:53 A	AC P2P Cat List fee	1-3626514	p2pra1	\$50.00
4	02/06/02 10:55:54 A	AC P2P Cat List fee	1-3626519	p2pra2.3	\$50.00
5	02/06/02 10:55:55 A	AC P2P Cat List fee	1-3626524	p2pmea1	\$50.00
6	02/06/02 10:55:56 A	AC P2P Cat List fee	1-3626529	p2pmea2	\$50.00
7	02/06/02 10:55:57 A	AC P2P Cat List fee	1-3626534	p2pvsa1	\$50.00

- To add a line item for the invoice, click New on the Line Items list and enter an amount and comments in the fields.
- To close the invoice, click Close.

After CyberSource has validated the credit card number, the lister's credit card is charged the relevant fee.

NOTE: If the credit card failed, the global administrator must tell the Billed To person to update their credit card information in the My Account screen of eSales before the invoice can be closed. Closing the invoice activates the eAuction Close Invoice workflow. For more information, see *Siebel eSales Administration Guide*.

Creating a Category or Subcategory

If you create a catalog, you will need to create at least one new category for that catalog. A category contains related auction items such as Computer Hardware. A category can contain both auction items and fixed-price products.

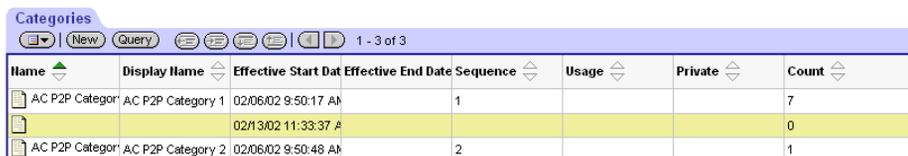
To create a category

- 1 Navigate to the Catalog Administration screen.
- 2 In the Catalogs list, click the hyperlink for the catalog to which you want to add a category.

The Categories screen appears.

- 3 Click New.

A new line appears in the Categories list.



Name	Display Name	Effective Start Date	Effective End Date	Sequence	Usage	Private	Count
AC P2P Category	AC P2P Category 1	02/06/02 9:50:17 AM		1			7
		02/13/02 11:33:37 AM					0
AC P2P Category	AC P2P Category 2	02/06/02 9:50:48 AM		2			1

- 4 Complete the following fields.

Field	Description
Name	A unique name for the category.
Display Name	The name that will be shown on the website.
Description	A short description of what type of items the category will include.
Effective Start Date	The date and time when the category becomes available for use. The default is the current date and time.
Effective End Date	The date when the category stops being available for use.
Active	Click the box if you want this category to be considered active.

Field	Description
Private	Click the box to make the catalog visible only to Access Groups.
Parent Category	Select the parent category from the dialog box, if this category is to be a subcategory.
Usage	Choose a category from the dialog box.
Display Template	A template for displaying the category on the Siebel eSales website. Choose Auction from the drop-down list.
Image	Image file associated with the category. Choose one from the dialog box.

Creating a Subcategory from an Existing Category

You create subcategories by making categories subordinate to other categories. You will need to create the “parent” category and the “child” category before you can make the “child” category a subcategory.

To create a subcategory for an existing category

- 1 From the Catalog screen, click the hyperlink for the catalog whose hierarchy you want to build.

The Categories list displays the categories belonging to that catalog.

- 2 Select the category you want to make a subcategory.

The screenshot shows a web interface titled 'Categories'. At the top, there are navigation buttons: 'New', 'Query', and several icons. Below the buttons, it says '0 - 1 of 1'. The main part of the screenshot is a table with the following columns: Name, Display Name, Effective Start Date, Effective End Date, Sequence, Usage, Private, and Count. There are two rows of data:

Name	Display Name	Effective Start Date	Effective End Date	Sequence	Usage	Private	Count
AC P2P Category 1	AC P2P Category 1	02/06/02 9:50:17 AM		1			7
AC P2P Category 2	AC P2P Category 2	02/06/02 9:50:48 AM		2			1

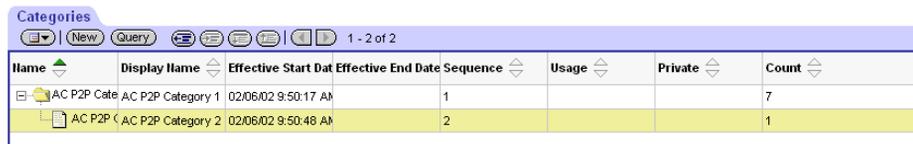
Creating an Auction

Creating a Category or Subcategory

- Click the Promote One Level button to indent the category you wish to make a subcategory.

NOTE: Use the Move Up or Move Down buttons to position the category directly beneath the category that will be the parent category.

The new subcategory displays below the parent category.



The screenshot shows a table titled "Categories" with the following columns: Name, Display Name, Effective Start Date, Effective End Date, Sequence, Usage, Private, and Count. The table contains two rows of data. The first row is for "AC P2P Category 1" with a count of 7. The second row is for "AC P2P Category 2" with a count of 1. The second row is highlighted in yellow, indicating it is the selected item.

Name	Display Name	Effective Start Date	Effective End Date	Sequence	Usage	Private	Count
AC P2P Category 1	AC P2P Category 1	02/06/02 9:50:17 AM		1			7
AC P2P Category 2	AC P2P Category 2	02/06/02 9:50:48 AM		2			1

Creating a New Auction

The Create New Auction process is a multistep process for a global or catalog administrator. You create a new auction from the Catalog Administration screen.

To create a new auction

- 1 Navigate to the Catalog Administration screen.
- 2 Click the hyperlink for the catalog in which you want to create the auction.

The Categories screen appears.

- 3 In the Categories list, select the category for the auction.
- 4 Click the Auctions tab and click New.

The Select Categories screen displays.

The screenshot shows the 'Selected Auction Categories' screen. It features a table with the following data:

Id	Name	Catalog Name
1-IB3T	Software Ordering	Alliances Software Ordering

Below this table is the 'Categories' screen, which shows a list of categories. The selected category is highlighted in yellow:

Name	Display Name	Description
Software Ordering	Software Ordering	
Software Ordering	Software Ordering	

- 5 To add the auction to an additional category, select the category from the Categories list and click Select.

The category is added to the Selected Auction Categories screen.

NOTE: To add more than one category, press CTRL while you are selecting the categories.

Creating an Auction

Creating a New Auction

- To select a subcategory, click the + to expand the category and display the subcategories, and then check the subcategory you want and click Select.

The subcategory is added to the Selected Categories list.

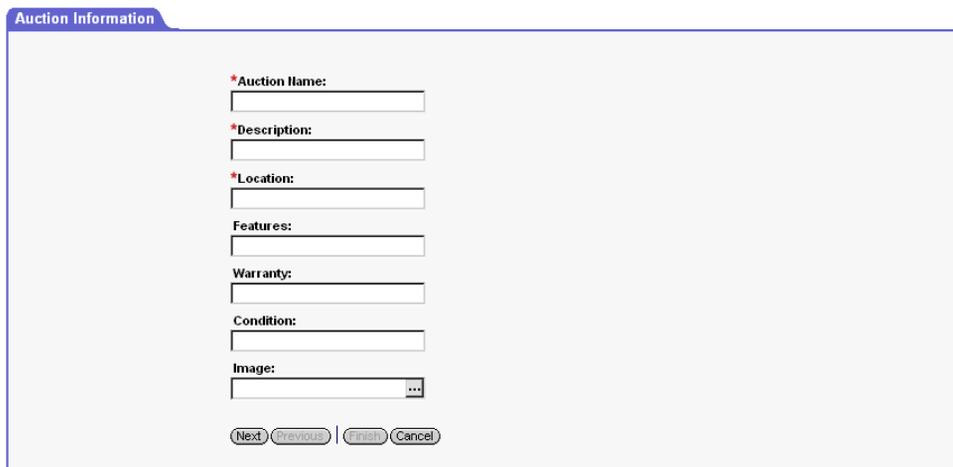
- Click Continue.

The Create Auction wizard appears.

NOTE: You can make eAuction wizards faster by releasing the eAuction SmartScripts. From the application-level menu, choose View > Site Map > SmartScripts Administration > Scripts. Click Query, type eAuction* in the Name field, and then click Go. Click the menu button and select Release.

Adding Auction Information

On the first Create Auction wizard screen (Figure 1), you add specific information about your auction.



The screenshot shows a web form titled "Auction Information". It contains the following fields and controls:

- *Auction Name:
- *Description:
- *Location:
- Features:
- Warranty:
- Condition:
- Image: ...

At the bottom of the form are four buttons: "Next", "Previous", "Finish", and "Cancel".

Figure 1. Create Auction Wizard - Add Auction Information

To add auction information

- 1 Complete the following fields on the Create Auction wizard screen.

Field	Description
Auction Name	A name for the auction item.
Description	A brief description of the auction item.
Location	Where the auction item is located.
Features	Any special features about the item.
Warranty	Warranty information, if applicable.
Condition	The condition of the auction item, such as new or used.

NOTE: All fields marked with an asterisk (*) are required.

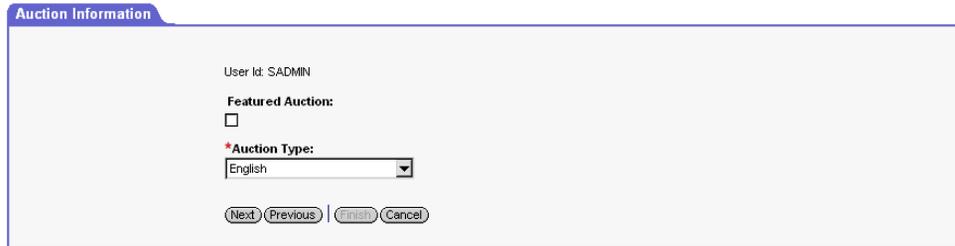
- 2 To upload an image of the auction item, click the select button in the Image field.
The Add Attachment dialog box appears.
- 3 Click Browse to locate the image file.
The Choose File dialog box appears.

NOTE: You can use any HTML-supported graphic, such as a GIF, BMP, or JPG file, for the Image field. This graphic will be a thumbnail image only.

- 4 Double-click the image file you want to upload and click Add from the Add Attachment dialog box.
The file is uploaded and added to your auction information.
- 5 Click Next.

Selecting Auction Type

On the next Wizard screen (Figure 2), you can make your auction a featured auction and determine the auction type.



The screenshot shows a wizard window titled "Auction Information". Inside the window, the text "User Id: SADMIN" is displayed. Below that is the label "Featured Auction:" followed by an unchecked checkbox. Underneath is the label "*Auction Type:" followed by a dropdown menu currently showing "English". At the bottom of the window, there are four buttons: "Next", "Previous", "Finish", and "Cancel".

Figure 2. Create Auction Wizard - Select Auction Type

To select auction type

- 1 Complete the following fields on the Create Auction wizard screen.

Field	Description
Featured Auction	Click the box if you want the auction to display in the Featured Auction list on the Auctions screen.
Auction Type	Select an Auction Type from the drop-down list: Dutch, English, Modified English, Reverse, Vickrey, Reverse Vickrey.

- 2 Click Next.

Adding Auction Parameters

On the next Wizard screen (Figure 3), you define the parameters of your auction, including the price and quantity of the item.

The screenshot shows a wizard window titled "Auction Information". At the top, it says "You have selected English auction". Below this, there are several input fields with red asterisks indicating required fields:

- *Currency:** A dropdown menu with "USD" selected.
- *Start Price:** An empty text input field.
- Reserve Price:** A text input field with "\$0.00" entered.
- *Bid Increment:** An empty text input field.
- *Total Quantity:** A text input field with "1" entered.
- Sealed Bid:** A checkbox that is currently unchecked.
- *Min. Bid Quantity Accepted:** A text input field with "1" entered.

At the bottom of the form, there are four buttons: "Next", "Previous", "Finish", and "Cancel".

Figure 3. Create Auction Wizard - Add Auction Parameters

NOTE: If you are creating a Dutch auction, see [“Adding Auction Parameters \(Dutch Auction\)”](#) on page 61. If you are creating a Vickrey auction, see [“Adding Auction Parameters \(Vickrey Auction\)”](#) on page 62.

To add auction parameters

- 1 Complete the following fields on the Create Auction wizard screen.

Field	Description
Currency	Click the select button to select the currency used for the auction.
Start Price	The initial bid amount.
Reserve Price	The minimum winning bid you will accept for the item. Auctions that do not receive any bids at or above this price will produce no winner for the item.
Bid Increment	The minimum increase required for each new winning bid. Subsequent bids must beat the previous high bid by at least this amount. For a Reverse auction, this field is actually a bid <i>decrement</i> , though it is still labeled Bid Increment.
Total Quantity	The quantity of the product that is up for auction.
Sealed Bid	Click the box to hide bids from competing bidders.
Min. Bid Quantity Accepted	The smallest quantity you will accept for a single bid if you are selling more than one auction item.

NOTE: Because the reserve price is not disclosed to the end user, a successful bid shows up with a status of Winning and a positive Quantity Won. However, unless the reserve price is met, there is no order created. This is an intentional feature of the bidding logic.

- 2 Click Next.

Adding Auction Parameters (Dutch Auction)

Price and time intervals are unique for Dutch auctions. The following fields appear if you selected Dutch as your auction type on the Auction Information screen.

To define auction parameters for a Dutch auction

- 1 Complete the following fields on the Create Auction wizard screen.

Field	Description
Currency	Click the select button to select the currency used for the auction.
Start Price	The Initial bid amount.
Minimum Price	The lowest bid price you will accept for the item. The bid price will not go lower than this amount.
Bid Decrement	The amount the price will decrease or increase over time. To increase the price, you must use a negative number.
Time Between Reduction (min.)	The time the price will increase or decrease, in minutes. This is the time interval that must pass before the price is automatically changed.
Total Quantity	The quantity of the product that is for sale.
Min. Bid Quantity Accepted	The smallest quantity you will accept for a single bid if you are selling more than one auction item.

- 2 Click Next.

Adding Auction Parameters (Vickrey Auction)

Price and time intervals are unique for Vickrey auctions. The following fields appear if you selected Vickrey as your auction type on the Auction Information screen. The quantity in a Vickrey or Reverse Vickrey auction is limited to one item.

To define auction parameters for a Vickrey auction

- 1 Complete the following fields on the Create Auction wizard screen.

Field	Description
Currency	Click the select button to select the currency used for the auction.
Start Price	The Initial bid amount.
Reserve Price	The minimum winning bid you will accept for the item. Auctions that do not receive any bids at or above this price will produce no winner for the item.
Bid Increment	The minimum increase required for each new winning bid. Subsequent bids must beat the previous high bid by at least this amount.

NOTE: Because the reserve price is not disclosed to the end user, a successful bid shows up with a status of Winning and a positive Quantity Won. However, unless the reserve price is met, there is no order created. This is an intentional feature of the bidding logic.

- 2 Click Next.

Setting Auction Duration

In the next Wizard screen (Figure 4), you define when your auction begins and ends. All dates display in *Month/Day/Year*, and all times display in *Hours:Minutes:Seconds AM/PM*, such as 6/29/2001 and 10:40:00 AM.



The screenshot shows a wizard window titled "Auction Information". It contains the following fields and controls:

- *View Date:** A text box containing "7/6/2001 12:18:54 PM".
- *Open:** A text box containing "7/6/2001 12:18:54 PM".
- *Close:** A text box containing "7/13/2001 12:18:54 PM".
- Auto Close:** A checkbox that is checked.
- Dynamic Close (mins):** An empty text box.
- Dynamic Close Extension (mins):** An empty text box.
- Dynamic Close Stop Date:** An empty text box.
- Navigation buttons at the bottom: "Next", "Previous", "Finish", and "Cancel".

Figure 4. Create Auction Wizard - Set Auction Duration

To set auction duration

- 1 Complete the following fields on the Create Auction wizard screen and click Next.

Field	Description
View Date	The date and time in hours and minutes when the item will appear in the auction catalog. Bidding may not open, but the item can be viewed. The default is the current date and time.
Open Date	The date and time in hours and minutes when the item will accept bids. The default is the current date and time.
Close Date	The date and time in hours and minutes indicating when the auction will close. The close time cannot be the same time as the start time. The default is a week from the current date and time.
Auto Close	Check this box if you want the auction to close automatically at the time shown in the Close field. If you do not check Auto Close, the auction will stop accepting bids at the Close time, but you will have to close the auction manually for the close-auction processes to run.
Dynamic Close Check Interval (mins)	This time increment defines the time period before the auction closes when Siebel eAuction will check for bidding activity. If there is bidding activity, dynamic close will be activated, extending the auction past the original Close time.
Dynamic Close Extension Period	The number of minutes to extend the auction. The Auction Close Date will be extended by this amount each time a bid is placed inside the Dynamic Close Interval, not to exceed the Dynamic Close Stop Date.
Dynamic Close Stop Date	Date and time when the auction will close without any further Dynamic Close extensions. You can change the default maximum time frame for a Dynamic Close extension from its default of 60 minutes.

NOTE: When the dynamic close feature is not used, the dynamic close fields are still displayed. The lister can enter values in these fields, but they are not used. Dutch auctions do not use the dynamic close feature.

- 2 From the Auction Confirmation screen, click Finish.

NOTE: Shipping and handling charges are pulled from shipping table directly into Orders.

The auction is added to the Categories screen.

NOTE: For auctions not created from products, the quotes that display in Siebel Sales cannot be drilled down upon. The current drilldown behavior is linked to the product detail, which is not applicable for non-product auctions.

Using Bulk Upload to Add Multiple Auction Items

You can upload and create multiple auction items using the bulk upload feature. The bulk upload feature requires that you set up an XML file that contains data for the auction items you want to create. You will also need to revise and activate the eAuction XML Bulk Upload workflow.

Several fields receive a default value in the absence of an explicit value in the XML file. This should allow reuse of files with minimal data updates.

Table 4 describes the field names and default values for creating auctions using bulk upload.

These fields correspond with the fields used in the Create Auction process, with the following exceptions:

- Quantity is set to 1 in bulk upload.
- Description and ItemName are required, and they should match for bulk upload.

Table 4. Field Names and Default Values for Bulk Upload

Field Name	Required?	Default Value
AuctionFileName	No	
Description	Yes	
AuctionFileExt	No	
ItemName	Yes	
Description	No	
ItemLocation	Yes	
ItemFeatures	No	
ItemWarranty	No	
ItemCondition	No	
IsFeaturedOffer	No	N
AuctionTypeCode	Yes	English

Table 4. Field Names and Default Values for Bulk Upload

Field Name	Required?	Default Value
CurrencyCode	No	System
StartingPrice	Yes	System
ReservePrice	No	
BidIncrement	Yes	1
Quantity	Yes	1
SealedFlag	No	System
MinimumBidQuantity	Yes	1
AuctionPreviewDate	No	(current date and time)
AuctionStartDate	Yes	(current date and time)
AuctionEndDate	Yes	(7 days from current date)
AutoCloseFlag	Yes	Y
DynamicCloseCheckInterval	No	
DynamicCloseExtensionPeriod	No	
DynamicCloseStopDate	No	
ShippingTerms	Yes	
ShippingInternationalFlag	No	
ShippingandHandlingAmount	Yes	
PurchaseTerms	Yes	

Setting Up the Files for Bulk Upload

To set up the XML file used in to bulk upload auction items, use the format in the following sample XML file:

```
<?xml version="1.0" encoding="UTF-8"?>
<SiebelMessage MessageId="" MessageType="Integration Object"
IntObjectName="eAuction File Att Integration Object">
  <ListOfEauctionFileAttIntegrationObject>
    <AuctionAttachment>
      <Description>Default Test 1</Description>
      <AuctionItemDetail>
        <ItemName>Default Test 1</ItemName>
        <ItemLocation>Durham, NC</ItemLocation>
        <StartingPrice>1</StartingPrice>
        <ShippingandhandlingAmount>5</ShippingandhandlingAmount>
        <PurchaseTerms>buy</PurchaseTerms>
        <ShippingTerms>ship</ShippingTerms>
      </AuctionItemDetail>
    </AuctionAttachment>
    <AuctionAttachment>
      <AuctionFileName>Complete Test 1</AuctionFileName>
      <Description>Complete Test 1</Description>
      <AuctionFileExt>png</AuctionFileExt>
      <AttachmentId Encoding="Base64" Extension="png" ContentId="001"
AttachmentIsTextData="false">
        iVBORw0KGgoAAAANSUhEUgAAAGwAAAAVCAIAAAAsKZyTAAABN0lEQVR4nO1YQQ7DIA
        wj0x70z9kBqUIhOAZSVZ2weikDh5mYUCSlnA728H16Av+AI2IAjogB+Kr3UrLZT8Ru
        j4KKGx7u4l9mBgxsJo7EDUFPfmu4cAxFFMnluXsG7Qq34V6ko7Yzj5EB+7SfspJIHs
        nnWr4fiCPyhJhnsbAAA6p4vIKl5PqYJnAtb0oP0nmKENTimIlglUa5Vv9220t9errV
        ESQizZmCRdFbDHSImrbMi1srgFzeJiaFdkZbDIJiNiuAJlTIKQ7nMwggAcL0XphSUGn
        OWUcvOamJxgDuoRTcAoLTpCr8aoJow4MmM5uxFlRXEJmbquccgDikm6U5d5NrOPm7x
        k5WH21pUvFjNqT7TjC4YNt6hfyVMBbgH8 euC5T9zHucUJwBExAEfEAEGp5ek5vB4//
        2UNn3QSMNMAAAAASUVORK5CYIJ=
      </AttachmentId>
    <AuctionItemDetail>
      <ItemName>Complete Test 1</ItemName>
      <Description>This item exploits all of the fields, and fills
in all non-required data</Description>
      <ItemLocation>Durham, NC</ItemLocation>
      <ItemFeatures>features</ItemFeatures>
      <ItemWarranty>warranty</ItemWarranty>
      <ItemCondition>condition</ItemCondition>
      <IsFeaturedOffer>Y</IsFeaturedOffer>
      <AuctionTypeCode>Reverse</AuctionTypeCode>
    </AuctionItemDetail>
  </ListOfEauctionFileAttIntegrationObject>
</SiebelMessage>
```

```

<CurrencyCode>IEP</CurrencyCode>
<StartingPrice>10000</StartingPrice>
<ReservePrice>9000</ReservePrice>
<BidIncrement>100</BidIncrement>
<Quantity>10</Quantity>
<SealedFlag>Y</SealedFlag>
<MinimumBidQuantity>2</MinimumBidQuantity>
<AuctionPreviewDate>11/24/2001 14:00:00</AuctionPreviewDate>
<AuctionStartDate>11/26/2001 09:00:00</AuctionStartDate>
<AuctionEndDate>11/30/2001 17:00:00</AuctionEndDate>
<AutoCloseFlag>N</AutoCloseFlag>
<DynamicCloseCheckInterval>5</DynamicCloseCheckInterval>
<DynamicCloseExtensionPeriod>10</DynamicCloseExtensionPeriod>
<DynamicCloseStopDate>12/01/2001 13:00:00</
DynamicCloseStopDate>
  <ShippingInternationalFlag>Y</ShippingInternationalFlag>
  <ShippingandhandlingAmount>500</ShippingandhandlingAmount>
  <PurchaseTerms>buying</PurchaseTerms>
  <ShippingTerms>shipping</ShippingTerms>
</AuctionItemDetail>
</AuctionAttachment>
</ListOfEauctionFileAttIntegrationObject>
</SiebelMessage>

```

NOTE: In the line `<?xml version="1.0" encoding="UTF-8" ?>` the default encoding is UTF-8. If the customer is using UTF-8 for their XML file, this line is not needed. However, if the customer wants to use another encoding, like UTF-16, then the line is required (with `encoding="UTF-16"`).

The parameters within the `AttachmentId` tag require a unique `ContentId`. For example, if a user has an XML file with 25 items in it, each with an image attachment, then each `AttachmentId` should contain `ContentId=001` through `ContentId=025`, consecutively. This is for reference within the individual file.

If you want to use graphics with the auctions you are creating through bulk upload, you will first need to convert the graphics to ASCII Base64 format. Images do not display when uploading auction items using bulk upload.

To set up a Base64 graphic to ASCII for bulk upload

- 1 Use a Base64 converter, such as base64, to convert the image file to ASCII.

NOTE: You can find free Base64 converters on the Internet by performing a search for “Base64” in a search engine such as Yahoo or Google.

- 2 Copy the file and paste it into the XML file between the `<AttachmentId>` tag and the `</AttachmentId>` tag.

For example, the initial tag would be: `<AttachmentId Encoding="Base64" Extension="png" ContentId="001" AttachmentIsTextData="false">` followed immediately by the Base64 data, and then the `</AttachmentId>` tag.

- 3 Save the XML file in a convenient location on your system.

Using Bulk Upload

After you have set up your XML file and converted any graphics to Base64 format (and pasted them into the XML file), you are ready to begin the bulk upload process.

To bulk upload items

- 1 Navigate to the Catalog Administration screen.
- 2 Click the hyperlink for the catalog that will contain the uploaded items.
The Categories screen appears.
- 3 In the Categories list, select the category that will contain the uploaded items.
- 4 Click the Auctions tab and click Bulk Upload.
The Select Categories screen appears.
- 5 If needed, add a category or categories in the Categories list and click Select.

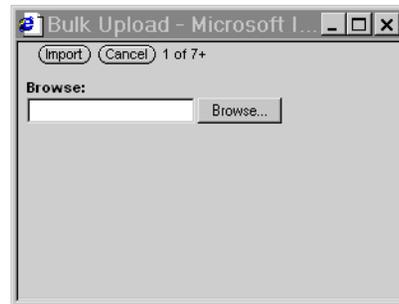
- 6** In the Selected Auction Categories list, click Continue.

The Bulk Upload screen appears.



- 7** Click Find File.

The Bulk Upload dialog box appears.



- 8** To find the file you want to upload, click Browse.

The Choose File dialog box appears.

- 9** Navigate to the file you want to upload and double-click the file.

The file name is displayed in the Bulk Upload dialog box.

- 10** Click Import to complete the upload process.

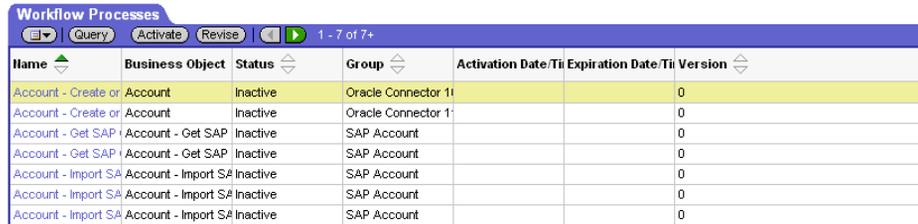
Creating an Auction

Using Bulk Upload to Add Multiple Auction Items

To revise and activate the eAuction XML Bulk Upload workflow

- 1 From the application-level menu, choose View > Site Map > Siebel Workflow Administration > Workflow Processes.

The Workflow Processes screen appears.



Name	Business Object	Status	Group	Activation Date/Ti	Expiration Date/Ti	Version
Account - Create or	Account	Inactive	Oracle Connector 1			0
Account - Create or	Account	Inactive	Oracle Connector 1			0
Account - Get SAP	Account - Get SAP	Inactive	SAP Account			0
Account - Get SAP	Account - Get SAP	Inactive	SAP Account			0
Account - Import SA	Account - Import SA	Inactive	SAP Account			0
Account - Import SA	Account - Import SA	Inactive	SAP Account			0
Account - Import SA	Account - Import SA	Inactive	SAP Account			0

- 2 Click Query.

A blank query appears on the Workflow Processes list.

- 3 In the Name field, type eAuc* XML*.

- 4 Click Search.

A list of eAuction-related workflows appears in the Workflow Processes list.

- 5 Select eAuction XML Bulk Upload and click Revise.

A revised version of the original workflow appears below the original workflow.

NOTE: The Status field of the new workflow displays the words In Progress, and the Version field displays the number 1.

- 6 Select the In Progress workflow and click Activate.

Once activated, the workflow process displays a status of Active.

Creating an Auction from a Product

You can create an auction from an existing fixed-price product in the catalog. The product must be an item that already has a predetermined price. Also, this feature is only available if you have Siebel eSales installed in addition to Siebel eAuction.

NOTE: The Create Auction button on the Product screen will only be enabled if the product has been categorized.

Catalog and category information is automatically added when an auction is created from a product. To change this information, the lister should edit the auction using the Update Auctions link.

The Create Auction wizard is much shorter than the wizard shown in the previous procedure. Many of the fields will be completed for you in advance.

To create an auction from a product

- 1** Navigate to the Catalog Administration screen.
- 2** Click the hyperlink for the catalog that contains the product.
The Categories screen appears.
- 3** Select the category for the auction and click the Products tab.
- 4** From the Products list, click the hyperlink for the product.
The Product screen appears.
- 5** Click Create Auction.
The Create Auction wizard appears.
- 6** Follow the Create Auction steps to add your auction information.

NOTE: You can also create an auction from a product by clicking the Products tab, selecting the product from the Products list, and clicking the hyperlink for the product. From the Product form, click the menu button and choose Create Auction.

Creating an Auction

Creating an Auction from a Product

Administering Auctions

4

This chapter discusses auction administration.

Administering Your Auctions

From the Catalog Administration screen, you can view a list of your auctions and edit the auctions as needed.

Editing an Auction

If no bids have been made on an open auction, you can edit the auction. If bids have been made on an open auction, however, you can only make changes to the Auction Name, Description, and Closing Date fields.

To edit an auction item

- 1 Navigate to the Catalog Administration screen.
- 2 Click the hyperlink for the catalog that contains the auction you want to edit.

The Categories list appears.

- 3 Select the category that contains the auction you want to edit.
- 4 Click the Auctions tab.
- 5 Click the hyperlink for the auction you want to edit.

The Auction screen appears.

The screenshot shows the 'Auction' administration screen. At the top, there are navigation buttons: 'Edit', 'Reset', 'Close', and 'Last Record'. The main area is divided into several sections:

- Auction #:** 1-USFH
- Auction Name:** Widgets
- Type:** English (dropdown menu)
- Format:** Auction
- Description:** Widgets
- Preview:** 07/09/2001 08:52:31
- Start:** 07/09/2001 08:52:31
- End:** 07/16/2001 08:52:31
- Starting Price:** 100
- Bid Increment / Decrement:** 1
- Total Qty:** 10
- Minimum Bid Qty:** 1
- Current Bid:** 100
- Reserve Price Met:** No
- Status:** Open

The screenshot shows the 'Bids' table. At the top, there are navigation buttons: 'Edit', 'Reset', 'Close', and 'No Records'. The table has the following columns:

User ID	Bid Amount	AutoBid Amount	Bid Qty	Accept Less	Qty Won	Date/Time	Status

- 6 Click Edit.

The Select Category screen appears.

- 7 Edit auction information as needed.

NOTE: For more details about specific auction information, see [“Creating a New Auction” on page 55](#).

Deleting Bids

From the Auction Detail screen, you can delete a bid from the list of bids for your auctions.

NOTE: The auction must be open for you to be able to delete bids.

To delete bids

- 1 Navigate to the Catalog Administration screen.
- 2 Click the hyperlink for the catalog that contains the auction you want to edit.
The Categories screen appears.
- 3 Select the category that contains the auction you want to edit.
- 4 Click the Auctions tab and click the hyperlink for the auction you want to edit.
The Auction screen appears.
- 5 From the Bids list, select the bid you want to delete.
- 6 Click the menu button and choose Delete Record.
- 7 Click Yes to confirm deletion.

Manually Closing an Auction

By default, all items will automatically end at a specified Close time. As an auction lister, you can manually close one of your auctions at any time. When you close an auction, the auction ends and no more bids will be accepted.

To manually close an auction

- 1** Navigate to the Catalog Administration screen.
- 2** Click the hyperlink for the catalog that contains the auction you want to close.
The Categories screen appears.
- 3** Select the category that contains the auction you want to close.
- 4** Click the Auctions tab.
The Auction screen appears.
- 5** Click the hyperlink for the auction you want to close.
- 6** Verify that this is the auction you want to close, and click Close.
A pop-up dialog box appears.
- 7** Click Yes to close the auction.

Reposting Unsold Auction Items

As the global administrator, you can repost a closed auction that has unsold quantity remaining. This would include a closed auction that received no bids, received bids but did not meet its reserve price, or sold only part of its total quantity.

NOTE: To repost an auction item you must manually close the auction item first.

To repost unsold items

- 1** Navigate to the Catalog Administration screen.
- 2** Click the hyperlink for the catalog that contains the auction you want to repost.
The Categories screen appears.
- 3** Select the category that contains the auction you want to repost.
- 4** Click the Auctions tab.
- 5** Click the hyperlink for the auction number for the auction you want to repost.
The Auction screen appears.
- 6** Click Repost.
The Edit Auction screen appears.
- 7** Edit auction information as needed.

NOTE: For more details about specific auction information, see [“Creating a New Auction” on page 55](#).

Generating Administrative Reports

You can create reports on the changing information about your auctions. All reports are available to administrators. The reports are downloadable as CSV files. They can be exported by XML as well as viewed online.

NOTE: Siebel eAuction reports are prebuilt, but the Report Server is required to activate and run these reports. For more information, see *Siebel Reports Administration Guide*.

Table 5 describes the different types of reports you can generate for your auctions.

Table 5. Administrator Reports

Report Name	Description
Auction/RFQ Overview Report	This report is a summary of the auction items the lister has created.
Customer List Report	This report is a summary of all customers with associated information who have bid on the lister's auction items.
Winners Report	This report reflects a summary of all winners with associated information who have won the lister's auction items.
Runners-up Report	This report displays a list of bidders who have come in second place on the lister's auction items.
Bid List By Auction Report	This report displays a summary of information when querying a specific auction item number.
Bid List By Customer Report	This report displays a summary of bids when querying a specific User ID.
Auction Item Detail Report	This report displays a summary of information on a specific auction item.

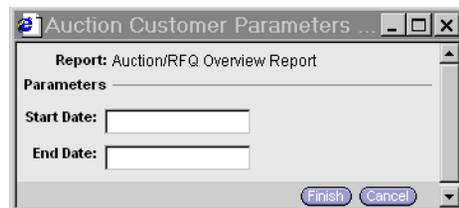
To view a report

- 1 Navigate to the category that contains your auction.
- 2 From the application-level menu, choose the View menu and select Reports.
The Reports dialog box appears.



- 3 Select a report from the drop-down list and click Run Now.
The Auction Customer Parameters dialog box appears.

NOTE: You can also run a report later by clicking Schedule and selecting a date and time to run the report. You can also schedule the report to run on a recurring schedule, such as once a week on Fridays.



- 4 In the Start Date and End Date fields, type the start and end dates for the report, using MM/DD/YYYY format.

NOTE: To see the report without a time range, click Finish without entering any dates in the Date fields.

- 5 Click Finish.

The selected report appears.

Auction Results

5

This chapter discusses auction results.

Bid Resolution Factors

Many factors affect the Siebel eAuction bid resolution process. These factors include how a lister chooses to auction an item and what qualifications a bidder sets on a bid.

Other factors that affect who wins an auction item, and at what bid amount, include System Preferences such as:

- `eAuc:BidTimeTieBreakOption` (also known as Bid Timestamp Option)
- `eAuc:AutobidToReservePrice`
- `eAuc:EnforceExactBidIncrement`
- `eAuc:AllowTimestampAdvantage.`
- `eAuc:BidIncrMultipleTolerance`
- `eAuc:BidIncrementMultiple`

This section discusses Siebel eAuction bid types and other factors that influence the results of an auction. In addition, bidding examples are included to illustrate bid resolution under different bidding scenarios. If you are not already familiar with the bidding terms and properties used in Siebel eAuction, review the following sections before you continue to the next chapter.

Bidding and Auction Resolution Terms

Table 6 lists auction terms used in the bidding process. Where relevant, information about the database tables is included for eAuction administrators.

Table 6. Bidding Process Terms

Term	Definition
Accept Partial Quantity	<p>Applies to a field included in the Siebel eAuction S_AUC_BID table of the database for use by bidders in multiple-quantity auctions. The TRUE or FALSE setting (ACCEPT_LESS_FLG) instructs Siebel eAuction whether to place a bid for less quantity than specified in a user's bid if that quantity is no longer available.</p> <p>If set to TRUE, Siebel eAuction will automatically place a bid for the amount available. This makes it possible for a bidder to win some quantity of items.</p> <p>If set to FALSE, Siebel eAuction will place a bid for the full quantity requested, but if the full amount is not available, no quantity is won.</p> <p>Accept Partial Quantity is not available in Dutch auctions.</p>
Auction type	<p>The scheme that determines what sort of bidding will occur for an auction. Available auction types in Siebel eAuction include:</p> <ul style="list-style-type: none"> ■ English ■ Reverse ■ Dutch ■ Modified English ■ Vickrey ■ Reverse Vickrey
AutoBid feature	<p>AutoBid allows Siebel eAuction to place proxy bids for a bidder so the bidder does not have to constantly monitor the auction.</p> <p>The AutoBid feature is not available when using Dutch, Vickrey, or other sealed auction types.</p>
Dutch auction	An auction format in which the bid amount drops over time.
English auction	A typical, multiple-item auction in which winners are determined by ranking their bids in order of highest price and then by earliest time.
Modified English auction	A Modified English auction assigns the price of the lowest winning bid at the auction's close to all winners in the auction.

Table 6. Bidding Process Terms

Term	Definition
Private auction	<p>An auction can be made from a category that is private. A private category is limited to a select group of users.</p> <p>Bidding is not changed for a Private auction. The only difference between a Private auction and an auction open to the general public is the audience for the auction.</p> <p>Examples of a Private auction include an auction set up only for members of a particular company, or an auction set up only for other auction administrators.</p>
Reverse auction	<p>An auction format in which winners are determined by ranking their bids in order of lowest bid and then by earliest time.</p>
Sealed-bid auction	<p>A bidder in a sealed-bid auction can see only the bidder's own bidding history. Other bids in a Sealed-bid auction remain hidden.</p> <p>The Sealed-bid attribute can be applied to all bid types except for Dutch auctions, which are always non-sealed. The AutoBid feature is not available for Sealed-bid auctions. Vickrey and Reverse Vickrey auctions are automatically Sealed-bid auctions.</p>
Timestamp Advantage	<p>A property setting that allows the site administrator to determine if any advantage will be given to a bid based on its timestamp.</p>
Timestamp Options	<p>Number setting (1, 2, or 3) in the S_SYS_PREF table that determines what timestamp a bid will receive.</p>
Vickrey auction	<p>Winners in a Vickrey auction are assigned the price of the highest losing bid (also referred to as the highest unsuccessful bid).</p> <p>All bids in a Vickrey auction are sealed. A Vickrey auction is always a single-quantity auction.</p> <p>An auction can also be set up as a Reverse Vickrey, in which all winners in the auction are assigned the price of the lowest losing bid (also referred to as the lowest unsuccessful bid).</p>

Bidding Properties

Table 7 lists the Siebel eAuction System Preference parameters that relate to the bidding process.

These properties can be modified through the Application Administration > System Preferences screen. You can create and run a query using “eAuc*” to display the list of Siebel eAuction system preferences.

Table 7. Bidding-Related System Preferences

Property	Value	Description
eAuc:BidIncrementMultiple	0.01	Floating-point number that determines the minimum monetary-unit increment for bids. For example, if 1, all bid increments have to be a multiple of 1. If the value is 0.01, all monetary values must be multiples of 0.01 (one cent if the monetary unit is dollars).
eAuc:BidIncrMultipleTolerance	0.005	A floating point value between 0 and 0.005 which specifies the allowed deviation from an exact multiple of the BidIncrementMultiple property. This provides accommodation for math rounding errors that could result if the BidIncrementMultiple is set to certain problematic number values (such as 0.17).
eAuc:EnforceExactBidIncrement	TRUE	Controls whether the system enforces all new bids to be exact multiples of the bid increment. If FALSE, bid increments do not have to be exact multiples of the eAuc:BidIncrementMultiple value. If TRUE, increments must be exact multiples.
eAuc:AutobidToReservePrice	FALSE	An AutoBid is not automatically adjusted to meet the Reserve Price (if possible) on bid placement.
eAuc:BidTimeTieBreakOption	1	One of the following: (1) Users who have prior winning bids have their follow-up bids time-stamped to the time of the prior winning bid; (2) Users who have placed any prior bid have their follow-up bids time-stamped to the time of the prior bid; or, (3) New and replacement bids and AutoBids are time-stamped when placed.
eAuc:AllowTimeStampAdvantage	TRUE	The eAuc:AllowTimeStampAdvantage property allows the site administrator to determine if any advantage will be given to a bid based on timestamp. The eAuc:BidTimeTieBreakOption setting determines what timestamp a bid receives.

Sealed-Bid Auctions

The bidding in a Sealed-bid auction remains secret until the auction ends. A bidder in a Sealed-bid auction can see only his or her own bidding history—the bidding histories of other bidders are not displayed. Only the global or catalog administrator and the lister can view all bids placed for an auction.

The bidding logic for a Sealed-bid auction is the same as the bid type to which it is applied. In a Sealed-bid auction, all bids are accepted if they are higher (or lower) than a bidder's previous bid.

The Sealed-bid attribute can be applied to all bid types except for Dutch auctions, and Vickrey and Reverse Vickrey auctions are automatically Sealed-bid auctions. The AutoBid feature is not available for Sealed-bid auctions.

Bidding Scenario Using the Sealed-Bid Attribute

The following examples illustrate the differences between a Sealed and non-Sealed-bid. The first example displays bidding for a Sealed-bid item in a English auction. The second example shows the same item as a non-Sealed-bid.

This auction is a single-quantity auction. The starting bid is set at \$10, the bid increment is set at \$1, and the bid is sealed.

Note how the following properties have been set in the S_SYS_PREF table:

- `eAuc:BidTimeTieBreakOption = 1`
- `eAuc:AutobidToReservePrice = FALSE`
- `eAuc:EnforceExactBidIncrement = TRUE`

The bidding for this auction is shown in the following tables ordered by first bid, second bid, third bid, and so on. The first part of [Table 8](#) shows the user's bid; the second part of the table shows the result of that bid. There is no Maximum Bid Amount (AutoBid) for a Sealed-bid auction.

Table 8. First Bid in the Sealed-Bid English Auction

User Placing Bid	Bid Amount	Quantity Bid	Accept Partial Quantity
Mary	20	1	TRUE

Results after Bid

For User	Current Bid Amount	Quantity Bid	Quantity Won
Mary	20	1	1

Bid Summary: Mary enters a \$20 winning bid and is winning a quantity of 1.

[Table 9](#) lists the results from the second bid in the auction.

Table 9. Second Bid in the Sealed-Bid English Auction

User Placing Bid	Bid Amount	Quantity Bid	Accept Partial Quantity
Don	10	1	TRUE

Results after Bid

For User	Current Bid Amount	Quantity Bid	Quantity Won
Mary	20	1	1
Don	10	1	0

Bid Summary: In the Sealed-bid auction, Don could not see Mary's bid amount. He entered a bid of \$10. His bid is accepted, but he does not win the auction. Because all bids are accepted in a Sealed-bid auction, Don did not receive a "bid too low" message when he placed his bid.

Bidding Scenario Without the Sealed-Bid Attribute

This example uses the same auction as the example, “[Bidding Scenario Using the Sealed-Bid Attribute](#)” on page 88. In this example, SEALED_FLG is set to N, indicating the auction is not a Sealed-bid auction. This example, shown in [Table 10](#), is a single-quantity auction.

Table 10. First Bid in the Non-Sealed English Auction

User Placing Bid	Max Bid Amount	Quantity Bid	Accept Partial Quantity
Mary	20	1	TRUE

Results after Bid

For User	Current Bid Amount	Max Bid Amount	Quantity Won
Mary	1	20	1

Bid Summary: Mary enters a \$20 AutoBid (Maximum Bid Amount) and a Quantity of 1.

[Table 11](#) lists the results from the second bid in the auction.

Table 11. Second Bid in the Non-Sealed English Auction

User Placing Bid	Max Bid Amount	Quantity Bid	Accept Partial Quantity
Don	10	1	TRUE

Results after Bid

For User	Current Bid Amount	Max Bid Amount	Quantity Won
Mary	11	20	1
Don	10	10	0

Bid Summary: Don receives a “bid too low” message after entering his Max Bid Amount. His Max Bid Amount drives up Mary’s bid automatically to \$11 as a result of her Max Bid Amount of \$20. Note that in the Sealed-bid example, Don did not receive an error message.

Table 12 lists the results from the second bid in the auction.

Table 12. Second Bid in the Non-Sealed English Auction

User Placing Bid	Max Bid Amount	Quantity Bid	Accept Partial Quantity
Don	30	1	TRUE

Results after Bid

For User	Current Bid Amount	Max Bid Amount	Quantity Won
Mary	20	20	0
Don	21	30	0

Bid Summary: Don changed his Max Bid Amount to \$30. Because Mary's Max Bid could only rise to \$20, Don's bid is able to beat her bid by one. Don wins the auction.

Auction Results

Sealed-Bid Auctions

Auction Properties

6

This chapter discusses auction properties.

Bid Timestamp Option

Timestamp options allow a site administrator to determine the timestamp a replacement bid will get. Allowing a replacement bid to retain an earlier timestamp gives that bid a timestamp advantage. A timestamp advantage results in:

- Bids with a timestamp advantage having only to meet, rather than exceed, a competing bid with a later timestamp.
- A bid with an earlier timestamp winning an auction when two bids are competing for the same items at the same bid amount.
- An activated AutoBid with a timestamp advantage having the bid amount raised to match, not exceed, the amount of a later competing bid.

The administrator can set timestamp option to one of the following:

- Option 1: Users who have prior winning bids have their follow-on bids time-stamped to the time of the prior winning bid.
- Option 2: Users who have placed any prior bid have their follow-on bids time-stamped to the time of the prior bid.
- Option 3: New and replacement bids are time-stamped when placed.

NOTE: Although the tie-break option is controlled by the `eAuc:BidTimeTieBreakOption` System Preference property, the option can be overridden on a per item basis through the use of the Bulk Upload feature. For more information on Bulk Upload, see [“Using Bulk Upload” on page 210](#).

Bidding Examples — Bid Timestamp Option

The following examples illustrate the auction outcome for each of the three Timestamp options.

Bidding Scenario for Bid Timestamp Option 1

This example illustrates the bidding rules used when a multiple-quantity auction is auctioned with an English bid type using tie-break option 1 (TS01). In this example, several bidders have chosen to accept less than the full quantity requested in their bids if the full quantity is not available.

For this scenario, the following System Preferences have been set:

- `eAuc:BidTimeTieBreakOption = 1`
- `eAuc:AutobidToReservePrice = TRUE`
- `eAuc:EnforceExactBidIncrement = TRUE`
- `eAuc:AllowTimeStampAdvantage = TRUE`

This auction is a multiple-quantity auction for two items. The minimum quantity of items on which the lister will accept a bid is one. The starting bid is set at \$1, the bid increment is set at \$1, and the bid is not sealed.

The bidding for this auction is shown in the following tables ordered by first bid, second bid, third bid, and so on. The first part of [Table 13](#) shows the user's bid; the second part of the table shows the result of that bid.

Table 13. First Bid in the Multiple-Quantity English Auction with TS01

User Placing Bid	Max Bid Amount	Quantity Bid	Accept Partial Quantity
Mary	10	1	TRUE

Results after Bid

For User	Current Bid Amount (Max Bid)	Quantity Bid	Quantity Won
Mary	1 (10)	1	1

Bid Summary: Mary is the first bidder in the auction. She enters a Max Bid Amount (AutoBid) for \$10 and selects only one item. Her current bid is set to \$1, the opening bid amount. Mary is currently winning one of the two items.

Table 14 lists the results from the second bid in the auction.

Table 14. Second Bid in the Multiple-Quantity English Auction with TS01

User Placing Bid	Max Bid Amount	Quantity Bid	Accept Partial Quantity
Don	20	2	TRUE
Results after Bid			
For User	Current Bid Amount (Max Bid)	Quantity Bid	Quantity Won
Don	11 (20)	2	2
Mary	10 (10)	1	0

Bid Summary: Mary is outbid by Don's \$20 Max Bid Amount for two items. Her bid is raised to \$10 (her Max Bid Amount), and Don's bid is set to \$11 (the minimum bid amount that will beat Mary's Max Bid). Don is currently winning both items.

Table 15 lists the results from the third bid in the auction.

Table 15. Third Bid in the Multiple-Quantity English Auction with TS01

User Placing Bid	Max Bid Amount	Quantity Bid	Accept Partial Quantity
Mary	20	1	TRUE
Message when bid placed:	Bid of 20 was beaten by a larger AutoBid.		
Results after Bid:			
For User	Current Bid Amount (Max Bid)	Quantity Bid	Quantity Won
Don	20 (20)	2	2
Mary	20 (20)	1	0

Bid Summary: Mary changes her Max Bid Amount to \$20 for one item. Because Timestamp Option 1 is used, and Mary's bid is not currently a winning bid, her second bid does not retain the timestamp of her prior bid. She is not able to win her requested quantity by matching Don's bid, which is automatically raised to \$20. Mary's bid is set at \$20, however, and is labeled as a losing bid. Don is still winning both items.

Table 16 lists the results from the fourth bid in the auction.

Table 16. Fourth Bid in the Multiple-Quantity English Auction with TS01

User Placing Bid	Max Bid Amount	Quantity Bid	Accept Partial Quantity
Sarah	25	2	TRUE

Results after Bid

For User	Current Bid Amount (Max Bid)	Quantity Bid	Quantity Won
Sarah	21 (25)	2	2
Don	20 (20)	2	0
Mary	20 (20)	1	0

Bid Summary: Sarah, a new bidder, enters a Max Bid of \$25 for both items in the auction. She is now winning both items at a bid price of \$21.

Table 17 lists the results from the fifth bid in the auction.

Table 17. Fifth Bid in the Multiple-Quantity English Auction with TS01

User Placing Bid	Max Bid Amount	Quantity Bid	Accept Partial Quantity
Don	30	1	TRUE

Results after Bid

For User	Current Bid Amount (Max Bid)	Quantity Bid	Quantity Won
Don	26 (30)	1	1
Sarah	25 (25)	2	1
Mary	20 (20)	1	0

Bid Summary: Don enters a new Max Bid of \$30 for one item and wins that item for \$26. Sarah is still winning one item at \$25.

Table 18 lists the results from the sixth bid in the auction.

Table 18. Sixth Bid in the Multiple-Quantity English Auction with TS01

User Placing Bid	Max Bid Amount	Quantity Bid	Accept Partial Quantity
Sarah	30	2	TRUE

Results after Bid

For User	Current Bid Amount (Max Bid)	Quantity Bid	Quantity Won
Sarah	30 (30)	2	2
Don	30 (30)	1	0
Mary	20 (20)	1	0

Bid Summary: Sarah enters a \$30 Max Bid for both items in the auction. Because she had the prior winning bid, her bid retains its earlier timestamp, and she wins both items by matching Don's \$30 Maximum Bid.

Auction Results Summary: At the end of the auction, Sarah wins both items in the auction at a price of \$30.

Bidding Scenario for Bid Timestamp Option 2

This example uses the same auction as the Option 1 example. Here, the auction is auctioned using `eAuc:BidTimeTieBreakOption 2` (TSO2).

The bidding for this auction is shown in the following tables ordered by first bid, second bid, third bid, and so on. The first part of [Table 19](#) shows the user's bid; the second part of the table shows the result of that bid.

Table 19. First Bid in the Multiple-Quantity English Auction with TS02

User Placing Bid	Max Bid Amount	Quantity Bid	Accept Partial Quantity
Mary	10	1	TRUE

Results after Bid

For User	Current Bid Amount (Max Bid)	Quantity Bid	Quantity Won
Mary	1 (10)	1	1

Bid Summary: Mary is the first bidder in the auction. She enters a Max Bid Amount (AutoBid) for \$10 and selects only one item. Mary is currently winning one of the two items.

[Table 20 on page 99](#) lists the results from the second bid in the auction.

Table 20. Second Bid in the Multiple-Quantity English Auction with TS02

User Placing Bid	Max Bid Amount	Quantity Bid	Accept Partial Quantity
Don	20	2	TRUE

Results after Bid

For User	Current Bid Amount (Max Bid)	Quantity Bid	Quantity Won
Don	11 (20)	2	2
Mary	10 (10)	1	0

Bid Summary: Mary is outbid by Don's \$20 Max Bid for both items. Her bid is raised to \$10, and Don's bid is set to \$11, according to the Max Bid rules.

Table 21 lists the results from the third bid in the auction.

Table 21. Third Bid in the Multiple-Quantity English Auction with TSO2

User Placing Bid	Max Bid Amount	Quantity Bid	Accept Partial Quantity
Mary	20	1	TRUE

Results after Bid

For User	Current Bid Amount (Max Bid)	Quantity Bid	Quantity Won
Mary	20 (20)	1	1
Don	20 (20)	2	1

Bid Summary: Mary changes her Max Bid Amount to \$20 for one item. Because TSO2 is used, Mary's bid retains the timestamp of her prior bid and she is able to win her requested quantity by matching Don's \$20 Max Bid. Don's bid is automatically raised to \$20, and he is winning one item.

Table 22 lists the results from the fourth bid in the auction.

Table 22. Fourth Bid in the Multiple-Quantity English Auction with TSO2

User Placing Bid	Max Bid Amount	Quantity Bid	Accept Partial Quantity
Sarah	25	2	TRUE

Results after Bid

For User	Current Bid Amount (Max Bid)	Quantity Bid	Quantity Won
Sarah	21 (25)	2	2
Mary	20 (20)	1	0
Don	20 (20)	2	0

Bid Summary: Sarah, a new bidder, enters a Max Bid of \$25 for both items in the auction. She is now winning both items at a bid price of \$21.

Table 23 lists the results from the fifth bid in the auction.

Table 23. Fifth Bid in the Multiple-Quantity English Auction with TS02

User Placing Bid	Max Bid Amount	Quantity Bid	Accept Partial Quantity
Don	30	0	TRUE
Results after Bid			
For User	Current Bid Amount (Max Bid)	Quantity Bid	Quantity Won
Don	26 (30)	1	1
Sarah	25 (25)	2	1
Mary	20 (20)	1	0

Bid Summary: Don enters a new Max Bid of \$30 for one item and wins that item for \$26. Sarah is still winning one item at \$25.

Table 24 lists the results from the sixth bid in the auction.

Table 24. Sixth Bid in the Multiple-Quantity English Auction with TS02

User Placing Bid	Max Bid Amount	Quantity Bid	Accept Partial Quantity
Sarah	30	2	TRUE
Results after Bid			
For User	Current Bid Amount (Max Bid)	Quantity Bid	Quantity Won
Don	30 (30)	1	1
Sarah	30 (30)	2	1
Mary	20 (20)	1	0

Bid Summary: Sarah enters a \$30 Max Bid for both items in the auction. Sarah wins only one item, however, because Don's bid carries an earlier timestamp. To win both items in the auction, Sarah needed to enter a Max Bid of more than \$30.

Auction Results Summary: At the end of the auction, Don and Sarah each win one item for \$30.

Bidding Scenario for Bid Timestamp Option 3

This example uses the same auction as the examples for Options 1 and 2. Here, the items are auctioned using `eAuc:BidTimeTieBreakOption 3` (TSO3).

The bidding for this auction is shown in the following tables ordered by first bid, second bid, third bid, and so on. The first part of [Table 25 on page 102](#) shows the user’s bid; the second part of the table shows the result of that bid.

Table 25. First Bid in the Multiple-Quantity English Auction with TSO3

User Placing Bid	Max Bid Amount	Quantity Bid	Accept Partial Quantity
Mary	10	1	TRUE

Results after Bid

For User	Current Bid Amount (Max Bid)	Quantity Bid	Quantity Won
Mary	1 (10)	1	1

Bid Summary: Mary is the first bidder in the auction. She enters a Max Bid Amount (AutoBid) for \$10 and selects one item. Mary is currently winning one item.

[Table 26](#) lists the results from the second bid in the auction.

Table 26. Second Bid in the Multiple-Quantity English Auction with TSO3

User Placing Bid	Max Bid Amount	Quantity Bid	Accept Partial Quantity
Don	20	2	True

Results after Bid

For User	Current Bid Amount (Max Bid)	Quantity Bid	Quantity Won
Don	11 (20)	2	2
Mary	10 (10)	1	0

Bid Summary: Mary is outbid by Don’s \$20 Max Bid for both items. Her bid is raised to \$10, and Don’s bid is set to \$11, according to the Max Bid rules.

Table 27 lists the results from the third bid in the auction.

Table 27. Third Bid in the Multiple-Quantity English Auction with TS03

User Placing Bid	Max Bid Amount	Quantity Bid	Accept Partial Quantity
Mary	20	1	True
Message when bid placed:	Bid of 20 was beaten by a larger AutoBid.		
Results after Bid			
For User	Current Bid Amount (Max Bid)	Quantity Bid	Quantity Won
Don	20 (20)	2	2
Mary	20 (20)	1	0

Bid Summary: Mary changes her Max Bid to \$20 for one item. Because this auction uses Timestamp Option 3, she does not get a bidding advantage, and this bid is placed with a new timestamp. In order to win, Mary needs to exceed, rather than match, Don's bid.

Table 28 lists the results from the fourth bid in the auction.

Table 28. Fourth Bid in the Multiple-Quantity English Auction with TS03

User Placing Bid	Max Bid Amount	Quantity Bid	Accept Partial Quantity
Sarah	25	2	True
Results after Bid			
For User	Current Bid Amount (Max Bid)	Quantity Bid	Quantity Won
Sarah	21 (25)	2	2
Mary	20 (20)	1	0
Don	20 (20)	2	0

Bid Summary: Sarah outbids Don with a \$25 Max Bid to win both items.

Table 29 lists the results from the fifth bid in the auction.

Table 29. Fifth Bid in the Multiple-Quantity English Auction with TS03

User Placing Bid	Max Bid Amount	Quantity Bid	Accept Partial Quantity
Don	30	1	True

Results after Bid

For User	Current Bid Amount (Max Bid)	Quantity Bid	Quantity Won
Don	26 (30)	1	1
Sarah	25 (25)	2	1
Mary	20 (20)	1	0

Bid Summary: Don changes his Max Bid to \$30 for one item. He wins one item, while Sarah is still winning one item.

Table 30 lists the results from the sixth bid in the auction.

Table 30. Sixth Bid in the Multiple-Quantity English Auction with TS03

User Placing Bid	Max Bid Amount	Quantity Bid	Accept Partial Quantity
Sarah	30	2	True

Results after Bid

For User	Current Bid Amount (Max Bid)	Quantity Bid	Quantity Won
Sarah	30 (30)	2	1
Don	30 (30)	1	1
Mary	20 (20)	1	0

Bid Summary: Sarah's \$30 Max Bid for two items is placed with her prior bid's timestamp, which allows her to match Don's \$30 bid. However, Sarah wins only one item because Don's bid carries an earlier timestamp. To win both items in the auction, Sarah must enter a Max Bid of more than \$30.

Auction Results Summary: At the end of the auction, Don and Sarah win one item each at \$30.

Raise AutoBid to Reserve Price Option

The `eAuc:AutobidToReservePrice` property determines whether a bid, placed with an AutoBid amount, will be raised to the auction item's reserve price.

If `eAuc:AutobidToReservePrice` is set to TRUE, the following conditions apply:

- If no AutoBid is set, the bid amount does not change.
- If the bid is already above the reserve price, the bid amount does not change.
- If the bid has an AutoBid amount greater than the reserve price, the bid is raised to meet the reserve price.
- If the AutoBid amount is less than the reserve price, the bid is raised to the maximum AutoBid amount.

(If, at the auction's close, the auction's winning bid amount is still below the reserve price, the auction will not be invoiced.)

If `eAuc:AutobidToReservePrice` is set to FALSE, the bid amount does not change.

NOTE: Because the reserve price is not disclosed to the end user, a successful bid shows up with a status of Winning and a positive Quantity Won. However, unless the reserve price is met, there is no order created. This is an intentional feature of the bidding logic.

Bidding Examples — Raise AutoBid to Reserve Price

The following examples illustrate the auction outcome when `eAuc:AutoBidToReservePrice` is set to `TRUE` and when it is set to `FALSE`.

Bidding Scenario for `AutoBidToReservePrice = TRUE`

This example illustrates the bidding rules used when a single-quantity auction is auctioned with a English bid type using `AutoBidToReservePrice = TRUE`. In this example, several bidders use the `AutoBid` feature. The `Accept Partial Quantity` setting does not influence a single-quantity auction because the auction contains only one item.

Note how the following properties have been set in the `S_SYS_PREF` table:

- `eAuc:BidTimeTieBreakOption = 1`
- `eAuc:EnforceExactBidIncrement = FALSE`
- `eAuc:AutoBidToReservePrice = TRUE`

This auction is a single-quantity auction. The starting bid is set at \$200, the bid increment is set at \$25, and the bid is not sealed. The reserve price is \$300.

The bidding for this auction is shown in the following tables ordered by first bid, second bid, third bid, and so on. The first part of [Table 31](#) shows the user’s bid; the second part of the table shows the result of that bid.

Table 31. First Bid in English Auction with `eAuc:AutoBidToReservePrice = TRUE`

User Placing Bid	Max Bid Amount	Quantity Bid	Accept Partial Quantity
Mary	350	1	TRUE

Results after Bid			
For User	Current Bid Amount (Max Bid)	Quantity Bid	Quantity Won
Mary	300 (350)	1	1

Bid Summary: Mary enters a Maximum Bid Amount (AutoBid) of \$350. Because `eAuc:AutobidToReservePrice = TRUE`, her bid amount is raised by Siebel eAuction to meet the \$300 reserve price set by the lister.

Table 32 lists the results from the final bid in the auction.

Table 32. Final Bid in English Auction with `eAuc:AutobidToReservePrice = TRUE`

User Placing Bid	Max Bid Amount	Quantity Bid	Accept Partial Quantity
Don	400	0	TRUE

Results after Bid

For User	Current Bid Amount (Max Bid)	Quantity Bid	Quantity Won
Don	375 (400)	1	1
Mary	350 (350)	1	0

Bid Summary: Don enters a Max Bid Amount of \$400, and his bid is raised to \$375 (three increments of \$25 each) to beat Mary's Max Bid Amount of \$350.

Auction Results Summary: Don wins the auction with a bid amount that exceeds the lister's reserve price.

Bidding Scenario for AutobidToReservePrice = FALSE

This example uses the same auction as the `eAuc:AutobidToReservePrice = TRUE` example. Here, the auction is English, using `eAuc:AutobidToReservePrice = FALSE`.

The bidding for this auction is shown in the following tables ordered by first bid, second bid, third bid, and so on. The first part of [Table 33](#) shows the user's bid; the second part of the table shows the result of that bid.

Table 33. First Bid in English Auction with AutobidToReservePrice = FALSE

User Placing Bid	Max Bid Amount	Quantity Bid	Accept Partial Quantity
Mary	400	1	TRUE
Results after Bid			
For User	Current Bid Amount (Max Bid)	Quantity Bid	Quantity Won
Mary	200 (400)	1	1

Bid Summary: Mary enters a Maximum Bid Amount of \$400. Even though her Max Bid amount exceeds the reserve amount of \$300, her bid is accepted at the auction start price of \$200. The bid is not raised to the reserve price.

[Table 34 on page 108](#) lists the results from the second bid in the auction.

Table 34. Second Bid in English Auction with AutobidToReservePrice = FALSE

User Placing Bid	Max Bid Amount	Quantity Bid	Accept Partial Quantity
Don	250	0	TRUE
Message when bid placed:	Bid of \$250.00 was beaten by a larger AutoBid.		
Results after Bid			
For User	Current Bid Amount (Max Bid)	Quantity Bid	Quantity Won
Mary	250 (400)	1	1
Don	250 (250)	1	0

Bid Summary: Don enters Max Bid Amount of \$250. Mary's Maximum Bid Amount raises her bid to meet Don's \$250 bid. Note that the timestamp option used in this auction, TSO1, gives Mary the bidding advantage by retaining her winning bid's timestamp and allowing her to meet, rather than beat, Don's bid amount.

Auction Results Summary: Mary wins the auction at \$250, but because she has not met the lister's reserve price, she will not be invoiced when the auction closes.

Enforce Exact Bid Increment Option

The `eAuc:EnforceExactBidIncrement` property determines whether bids must be placed in exact multiples of the auction's Bid Increment field. Settings for the `EnforceExactBidIncrement` are TRUE and FALSE where:

- TRUE = increments must be exact multiples of the Bid Increment.
- FALSE = bid increments can be inexact—they do not have to be exact multiples of the Bid Increment. A bidder's next bid must still beat the Bid Increment.

The following examples illustrate acceptable bids for each option. For this example, assume the Bid Increment Multiple is set to 1.0.

Bidding Scenario for `EnforceExactBidIncrement = TRUE`

This example shows the English auction using `eAucEnforceExactBidIncrement = TRUE`.

Note how the following properties have been set in the `S_SYS_PREF` table:

- `eAuc:EnforceExactBidIncrement = TRUE`
- `eAuc:BidTimeTieBreakOption = 1`
- `eAuc:AutobidToReservePrice = FALSE`

This auction is a multiple-quantity auction for 10 items. The minimum quantity of items the lister will sell is one. The starting bid is set at \$100, the bid increment is set at \$7, and the bid is not sealed.

Auction Properties

Enforce Exact Bid Increment Option

The bidding for this auction is shown in the following tables ordered by first bid, second bid, third bid, and so on. The first part of [Table 35](#) shows the user's bid; the second part of the table shows the result of that bid.

Table 35. First Bid in Auction with eAuc:EnforceExactBidIncrement=TRUE

User Placing Bid	Max Bid Amount	Quantity Bid	Accept Partial Quantity
Mary	1999	1	TRUE
Message when bid placed:	Your bid of 1999 is not an increment of 7 from the starting bid.		

Bid Summary: Mary places a Max Bid Amount of \$1999 for one item. Her bid is not accepted because it is not an exact increment of \$7 from the starting bid.

[Table 36 on page 110](#) lists the results from the second bid in the auction.

Table 36. Second Bid in Auction with eAuc:EnforceExactBidIncrement=TRUE

User Placing Bid	Max Bid Amount	Quantity Bid	Accept Partial Quantity
Don	1500	1	TRUE
Results after Bid			
For User	Current Bid Amount (Max Bid)	Quantity Bid	Quantity Won
Don	100 (1500)	1	1

Bid Summary: Don's Max Bid Amount of \$1500 is an exact increment of \$7 from the starting bid amount and is accepted. The calculation is as follows:

$$\$1500 - \$100 = \$1400 \text{ where}$$

- \$1500 = bid amount
- \$100 = starting bid amount
- \$1400 = an exact increment of the Bid Increment

Don's bid is set at the auction's starting price of \$100 for one item.

Table 37 lists the results from the third bid in the auction.

Table 37. Third Bid in Auction with eAuc:EnforceExactBidIncrement=TRUE

User Placing Bid	Max Bid Amount	Quantity Bid	Accept Partial Quantity
Mary	1990	2	TRUE

Results after Bid

For User	Current Bid Amount (Max Bid)	Quantity Bid	Quantity Won
Mary	100 (1990)	2	2
Don	100 (1500)	1	1

Bid Summary: Mary, a second AutoBid bidder, enters a new Max Bid Amount of \$1990. This time it is an exact increment of \$7 from the starting bid, and the bid is accepted. Mary wins the two items she requested.

Auction Results Summary: Mary wins two items after placing an AutoBid amount that is an exact increment of \$7 from the starting bid. She wins her two items at \$100, while Don wins one item at \$100.

Bidding Scenario for EnforceExactBidIncrement = FALSE

This example illustrates the bidding rules used when a multiple-quantity auction is auctioned with a English bid type using `EnforceExactBidIncrement = FALSE`. In this example, one bidder uses the AutoBid feature and has chosen to accept less than the full quantity requested in the bid if the full quantity is not available.

Note how the following properties have been set in the S_SYS_PREF table:

- `eAuc:EnforceExactBidIncrement = FALSE`
- `eAuc:BidTimeTieBreakOption = 1`
- `eAuc:AutobidToReservePrice = FALSE`

This auction is a multiple-quantity auction for 10 items. The Minimum Quantity of items the lister will sell is one. The starting bid is set at \$100, the bid increment is set at \$7, and the bid is not sealed.

Auction Properties

Enforce Exact Bid Increment Option

The bidding for this auction is shown in the following tables ordered by first bid, second bid, third bid, and so on. The first part of [Table 38](#) shows the user's bid; the second part of the table shows the result of that bid.

Table 38. First Bid in Auction with eAuc:EnforceExactBidIncrement=FALSE

User Placing Bid	Max Bid Amount	Quantity Bid	Accept Partial Quantity
Mary	1999	1	TRUE

Results after Bid

For User	Current Bid Amount (Max Bid)	Quantity Bid	Quantity Won
Mary	100 (1999)	1	1

Bid Summary: Mary's \$1999 AutoBid amount is accepted because with eAuc:EnforceExactBidIncrement set to FALSE, the amount does not have to be in \$7 increments from the starting bid.

[Table 39](#) lists the results from the second bid in the auction.

Table 39. Second Bid in Auction with eAuc:EnforceExactBidIncrement=FALSE

User Placing Bid	Max Bid Amount	Quantity Bid	Accept Partial Quantity
Don	1500	10	FALSE

Results after Bid

For User	Current Bid Amount (Max Bid)	Quantity Bid	Quantity Won
Mary	1500 (1999)	1	1
Don	1500 (1500)	10	0

Bid Summary: Don enters a Maximum bid of \$1500 for the full quantity of items in this auction (10) and will not accept less than 10 items. Mary's AutoBid raises her bid to \$1500 to win the one item on which she previously bid. Note that this auction uses Timestamp Option 1 (TS01).

Mary wins one item at \$1500, while Don wins nothing.

Table 40 lists the results from the third bid in the auction.

Table 40. Third Bid in Auction with eAuc:EnforceExactBidIncrement=FALSE

User Placing Bid	Max Bid Amount	Quantity Bid	Accept Partial Quantity
Don	1998	2	TRUE

Results after Bid

For User	Current Bid Amount (Max Bid)	Quantity Bid	Quantity Won
Mary	1500 (1999)	1	1
Don	1500 (1998)	2	2

Bid Summary: Don places another bid for \$1998, this time bidding for only two items in the auction and choosing to accept available quantity instead of the entire ten items. He wins two items. Note that Don's bid was accepted even though it was not an exact multiple of the Bid Increment.

Auction Results Summary: At the end of the auction, Mary wins one item for \$1500 and Don wins two items for \$1500 each.

Timestamp Advantage Property

The `eAuc:AllowTimeStampAdvantage` property allows the site administrator to determine if any advantage will be given to a bid based on timestamp. The `eAuc:BidTimeTieBreakOption` setting determines what timestamp a bid receives.

When `eAuc:AllowTimeStampAdvantage = TRUE`, a bid with an earlier timestamp only has to meet the bid amount of a competing bid with a later timestamp.

When `eAuc:AllowTimeStampAdvantage = FALSE`, a bid's bid amount must always try and beat another competing bid's bid amount—regardless of each bid's timestamp.

In either case, if there are competing bids with the same bid amount at the close of the auction, the bid with the earlier timestamp wins.

Bidding Examples — AllowTimeStampAdvantage

The following examples show bid resolution for an English auction—one with `eAuc:AllowTimeStampAdvantage` set to TRUE, one with `eAuc:AllowTimeStampAdvantage` set to FALSE.

Bidding Scenario for AllowTimeStampAdvantage = TRUE

This example illustrates the bidding rules used when a multiple-quantity auction is auctioned with an English bid type using `eAuc:AllowTimeStampAdvantage = TRUE`. In this example, several bidders have chosen to accept less than the full quantity requested in their bids if the full quantity is not available.

Note how the following properties have been set in the `S_SYS_PREF` table:

- `eAuc:EnforceExactBidIncrement = TRUE`
- `eAuc:BidTimeTieBreakOption = 3`
- `eAuc:AutobidToReservePrice = FALSE`
- `eAuc:AllowTimeStampAdvantage = TRUE`

This auction is a multiple-quantity auction for 10 items. The minimum quantity of items on which the lister will accept a bid is one. The starting bid is set at \$1, the bid increment is set at \$1, and the bid is not sealed.

The bidding for this auction is shown in the following tables ordered by first bid, second bid, third bid, and so on. The first part of [Table 41](#) shows the user's bid; the second part of the table shows the result of that bid.

Table 41. First Bid in an Auction with `eAuc:AllowTimeStampAdvantage = TRUE`

User Placing Bid	Max Bid Amount	Quantity Bid	Accept Partial Quantity
Mary	10	9	FALSE

Results after Bid

For User	Current Bid Amount (Max Bid)	Quantity Bid	Quantity Won
Mary	1 (10)	9	9

Bid Summary: Mary is the first bidder in the auction. She places a Maximum Bid Amount of \$10 for nine items, and her bid is timestamped with the earliest timestamp.

Table 42 lists the results from the second bid in the auction.

Table 42. Second Bid in an Auction with eAuc:AllowTimeStampAdvantage = TRUE

User Placing Bid	Max Bid Amount	Quantity Bid	Accept Partial Quantity
Don	4	1	TRUE

Results after Bid

For User	Current Bid Amount (Max Bid)	Quantity Bid	Quantity Won
Mary	1 (10)	9	9
Don	1 (4)	1	1

Bid Summary: Don's Max Bid Amount of \$4 for one item is accepted. Mary's bids are not changed. At this point, all the available items in this auction have winning bids.

Table 43 lists the results from the third bid in the auction.

Table 43. Third Bid in an Auction with eAuc:AllowTimeStampAdvantage = TRUE

User Placing Bid	Max Bid Amount	Quantity Bid	Accept Partial Quantity
Sarah	5	1	TRUE

Results after Bid

For User	Current Bid Amount (Max Bid)	Quantity Bid	Quantity Won
Mary	4 (10)	9	9
Sarah	5 (5)	1	1
Don	4 (4)	1	0

Bid Summary: Sarah enters a Maximum Bid Amount of \$5 for one item, exceeding Don's bid, and she wins the item. Mary's bid, with an earlier timestamp, does not increase higher than Sarah's Max Bid Amount, but it does increase enough to beat Don's bid of \$4.

Table 44 lists the results from the fourth bid in the auction.

Table 44. Fourth Bid in an Auction with eAuc:AllowTimeStampAdvantage = TRUE

User Placing Bid	Max Bid Amount	Quantity Bid	Accept Partial Quantity
Don	6	1	TRUE

Results after Bid

For User	Current Bid Amount (Max Bid)	Quantity Bid	Quantity Won
Mary	5 (10)	9	9
Don	6 (6)	1	1
Sarah	5 (5)	1	0

Bid Summary: Don enters a Max Bid Amount of \$6 for one item, beating Sarah's max bid amount, and he wins the item. Mary's bid, with an earlier timestamp, increases to match (and beat) Sarah's Max Bid Amount.

Auction Summary: Don wins one item at \$6, while Mary wins the remaining nine items at a lower price of \$5 due to her earlier timestamp.

Bidding Scenario for AllowTimeStampAdvantage = FALSE

This example illustrates the bidding rules used when a multiple-quantity auction is auctioned with an English bid type using eAuc:AllowTimeStampAdvantage = FALSE. In this example, several bidders have chosen to accept less than the full quantity requested in their bids if the full quantity is not available.

Note how the following properties have been set in the S_SYS_PREF table:

- eAuc:EnforceExactBidIncrement = TRUE
- eAuc:BidTimeTieBreakOption = 3
- eAuc:AutobidToReservePrice = FALSE
- eAuc:AllowTimeStampAdvantage = FALSE

This auction is a multiple-quantity auction for 10 items. The minimum quantity of items on which the lister will accept a bid is one. The starting bid is set at \$1, the bid increment is set at \$1, and the bid is not sealed.

The bidding for this auction is shown in the following tables ordered by first bid, second bid, third bid, and so on. The first part of [Table 45](#) shows the user's bid; the second part of the table shows the result of that bid.

Table 45. First Bid in an Auction with eAuc:AllowTimeStampAdvantage = FALSE

User Placing Bid	Max Bid Amount	Quantity Bid	Accept Partial Quantity
Mary	10	9	FALSE

Results after Bid

For User	Current Bid Amount (Max Bid)	Quantity Bid	Quantity Won
Mary	1 (10)	9	9

Bid Summary: Mary is the first bidder in the auction. She places a Maximum Bid Amount of \$10 for nine items.

[Table 46](#) lists the results from the second bid in the auction.

Table 46. Second Bid in an Auction with eAuc:AllowTimeStampAdvantage = FALSE

User Placing Bid	Max Bid Amount	Quantity Bid	Accept Partial Quantity
Don	4	1	TRUE

Results after Bid

For User	Current Bid Amount (Max Bid)	Quantity Bid	Quantity Won
Mary	1 (10)	9	9
Don	1 (4)	1	1

Bid Summary: Don's Max Bid Amount of \$4 for one item is accepted. Mary's bids are not changed. At this point, all the available items in this auction have winning bids.

Table 47 lists the results from the third bid in the auction.

Table 47. Third Bid in an Auction with eAuc:AllowTimeStampAdvantage = FALSE

User Placing Bid	Max Bid Amount	Quantity Bid	Accept Partial Quantity
Sarah	5	1	TRUE

Results after Bid

For User	Current Bid Amount (Max Bid)	Quantity Bid	Quantity Won
Mary	6 (10)	9	9
Sarah	5 (5)	1	1
Don	4 (4)	1	0

Bid Summary: Sarah enters a Maximum Bid Amount of \$5 for one item, exceeding Don's bid, and she wins the item. Because this auction does not use a Timestamp Advantage, Mary must beat Sarah's bid (not simply meet Sarah's bid). As a result, Mary's bid is automatically raised to \$6.

Table 48 lists the results from the fourth bid in the auction.

Table 48. Fourth Bid in an Auction with eAuc:AllowTimeStampAdvantage = FALSE

User Placing Bid	Max Bid Amount	Quantity Bid	Accept Partial Quantity
Don	6	1	TRUE

Results after Bid

For User	Current Bid Amount (Max Bid)	Quantity Bid	Quantity Won
Mary	6 (10)	9	9
Don	6 (6)	1	1
Sarah	5 (5)	1	0

Auction Properties

Bidding Examples — AllowTimeStampAdvantage

Bid Summary: Don enters a Max Bid Amount of \$6 for one item, beating Sarah's max bid amount, and he wins the item. Mary's bid remains at \$6, because Don's quantity is only one, and Mary is not at risk of losing her nine items.

Auction Summary: Don wins one item at \$6, while Mary wins the remaining nine items at \$6 each.

Accept Partial Quantity

The Accept Partial Quantity field is a major factor in how the bidding logic works in multiple-quantity auctions where bidders are using the AutoBid feature. The Accept Partial Quantity field is a TRUE/FALSE field that flags whether a bidder will allow Siebel eAuction to place a bid for a *portion* of the quantity bid (if the full quantity requested in the bid is not available).

When a bid has Accept Partial Quantity set to FALSE and the quantity requested is not available, that bid becomes a losing bid. However, when the bid is placed, and the current winning bidder is using the AutoBid feature, the winning bidder's AutoBid is activated and the bid amount is raised to match that of the losing bid.

Bidding Example — Accept Partial Quantity

The following example illustrates how Accept Partial Quantity can influence bid resolution in a multiple-quantity auction.

Note how the following properties have been set in the S_SYS_PREF table:

- eAuc:EnforceExactBidIncrement = TRUE
- eAuc:BidTimeTieBreakOption = 1
- eAuc:AutobidToReservePrice = FALSE

This example, shown in [Table 49](#) uses a English bid type.

Table 49. First Bid in the Multiple-Quantity/Partial Quantity Example

User Placing Bid	Max Bid Amount	Quantity Bid	Accept Partial Quantity
Mary	100	5	TRUE

Results after Bid

For User	Current Bid Amount (Max Bid)	Quantity Bid	Quantity Won
Mary	5 (100)	5	5

Bid Summary: Mary enters a Max Bid Amount of \$100 for five items. The bid amount defaults to the Starting Bid amount of \$5. Note that Accept Partial Quantity is set to TRUE (Mary clicked the Accept Partial Quantity check box).

Table 50 lists the results from the second bid in the auction.

Table 50. Second Bid in the Multiple-Quantity/Partial Quantity Example

User Placing Bid	Max Bid Amount	Quantity Bid	Accept Partial Quantity
Don	25	100	FALSE

Results after Bid

For User	Current Bid Amount (Max Bid)	Quantity Bid	Quantity Won
Mary	25 (100)	5	5
Don	25 (25)	100	0

Bid Summary: Don enters a Max Bid amount of \$25 each for 100 items. Note that Accept Partial Quantity is set to FALSE (Don did not click the Accept Partial Quantity check box).

Don receives a message stating that his \$25 bid was beaten by a larger AutoBid. Because Mary was winning five of the 100 items in this auction when Don placed his bid for the full-quantity (100 items), Mary's bid was raised to match Don's Maximum Bid amount. As a result, Don does not win any items.

Note that Mary needs only to match Don's bid amount because her bid carries an earlier timestamp and that gives her a bidding advantage (based on `eAuc:BidTimeTieBreakOption 1`).

Table 51 on page 122 lists the results from the third bid in the auction.

Table 51. Third Bid in the Multiple-Quantity/Partial Quantity Example

User Placing Bid	Max Bid Amount	Quantity Bid	Accept Partial Quantity
Sarah	15	5	TRUE

Results after Bid

For User	Current Bid Amount (Max Bid)	Quantity Bid	Quantity Won
Mary	25 (100)	5	5
Don	25 (25)	100	0

Bid Summary: Sarah enters a Max Bid Amount of \$15 for five items. She receives an error message stating that a bid of 15 is not high enough, and her bid is rejected (Don's losing bid raised the bid amount to \$25 for other bidders even though there is still quantity available in the auction). Remaining bids are unchanged.

Table 52 lists the results from the fourth bid in the auction.

Table 52. Fourth Bid in the Multiple-Quantity/Partial Quantity Example

User Placing Bid	Max Bid Amount	Quantity Bid	Accept Partial Quantity
Bill	105	5	TRUE

Results after Bid

For User	Current Bid Amount (Max Bid)	Quantity Bid	Quantity Won
Bill	30 (105)	5	5
Mary	25 (100)	5	5
Don	25 (25)	100	0

Bid Summary: Bill, a new bidder, enters a Max Bid Amount of \$105 for five items. Because this is a new bid and has a later timestamp than Mary's winning bid, Bill's bid amount is increased by the \$5 Increment to \$30. He wins five items at \$30 each.

Auction Results Summary: At the end of this auction, Mary wins five items at \$25 each, and Bill wins 5 items at \$30. Don does not win any items.

Auction Properties

Accept Partial Quantity

English and Modified English Auctions

7

This chapter discusses English and Modified English auctions.

Bidding Rules Used with an English Auction

In an English auction, winners are determined by ranking their bids in order of highest price and then earliest bid time. Offers posted to an English auction can be multi-item or single-item quantity.

In multiple-quantity auctions, several factors can influence the bidding logic used in an English auction. The use of AutoBid (Maximum Bid Amount) and the Accept Partial Quantity option with multiple-quantity auctions plays a large role in determining winning bid amounts and auction winners.

The S_SYS_PREF that influence auction outcome include
eAuc:AutobidToReservePrice, eAuc:BidTimeTieBreakOption, and
eAuc:EnforceExactBidIncrement.

Single-Quantity Auctions

General bidding rules for a single-quantity English auction item are as follows:

- Winners are determined by ranking bids in order of highest price, then by earliest timestamp.
- Initially, the starting bid defaults to the minimum amount a lister will accept for an auction item.
- The lowest valid bid refers to the lowest bid necessary to successfully win a given auction item.
- If no bids have been placed on an auction item, a user's initial bid must at least match the auction item's starting bid amount.
- The bid value must be increased with each subsequent bid.
- The lowest valid bid defaults to the highest bid plus the bid increment.

Multiple-Quantity Auctions

General bidding rules for a multiple-quantity English auction are as follows:

- Winners are determined by ranking bids in order of highest price, then by earliest timestamp.
- Initially, the starting bid defaults to the minimum amount a lister will accept for an auction item.
- The lowest valid bid refers to the lowest bid necessary to successfully win at least one item in a given auction item.
- If some of the items in an auction item have a winning bid, the lowest valid bid defaults to the lowest winning bid necessary to win at least one item in the auction.
- If no bids have been placed on an auction item, a user's initial bid must at least match the auction item's starting bid amount.
- If all items in the auction have a winning bid, the lowest valid bid defaults to the lowest winning bid plus the bid increment.

In addition, the following rules apply to a winning bid in a multiple-quantity auction:

- Users must bid on at least the same number of items in the auction item on which they have previously bid.
- If bidding on the same number of items, the bid value must be increased.
- If bidding on a greater number of items, the bid value does not need to be increased.

NOTE: For examples of single-quantity and multiple-quantity English auctions, see [“Bidding Examples — Bid Timestamp Option” on page 95](#), along with other bidding scenarios in that chapter.

Bidding Rules Used with a Modified English Auction

An auction set up as a Modified English auction means that at the auction's close, all winners are assigned the price of the lowest winning bid. This type of auction is useful when the lister has a large quantity of identical items to sell and wishes to be fair to all winners by awarding each of them the same price at the close of the auction.

When a multiple-quantity auction closes, each winner is assigned the lowest winning bid (that has satisfied the lister's reserve price) and it is this bid amount that appears on the auction invoice.

Bidding Example — Modified English Auction

This auction is a multiple-quantity auction for 10 items. The minimum quantity of items on which the lister will accept a bid is one. The starting bid is set at \$50, the bid increment is set at \$10, the reserve price is \$150, and the bid is not sealed.

Note how the following properties have been set in the S_SYS_PREF table:

- `eAuc:BidTimeTieBreakOption` = TRUE
- `eAuc:AutobidToReservePrice` = FALSE
- `eAuc:EnforceExactBidIncrement` = 2

Because the Modified English attribute is applied at the end of the auction, this example begins with the next to the last bid placed for this auction. [Table 53](#) shows the status of the two current bidders, Mary and Dave:

Table 53. Previous Bids for the Ongoing Modified English Auction

For User	Current Bid Amount (Max Bid)	Quantity Bid	Quantity Won	Accept Partial Quantity
Mary	150 (160)	10	10	TRUE
Dave	150 (150)	5	0	TRUE

Table 54 lists the results from the next bid in the auction.

Table 54. Next Bid in an Ongoing Modified English Auction

User Placing Bid	Max Bid Amount	Quantity Bid	Accept Partial Quantity
Sarah	170	5	TRUE

Results after Bid

For User	Current Bid Amount (Max Bid)	Quantity Bid	Quantity Won
Sarah	170 (170)	5	5
Mary	160 (160)	10	5
Dave	150 (150)	5	0

Bid Summary: Sarah enters a Max Bid Amount of \$170 for five items. Sarah wins her five items, while Mary's bid is raised from \$150 to \$160 for five items.

Table 55 lists the results from the final bid in the auction.

Table 55. Final Bid in the Modified English Auction

User Placing Bid	Max Bid Amount	Quantity Bid	Accept Partial Quantity
Dave	190	6	FALSE

Results after Bid

For User	Current Bid Amount (Max Bid)	Quantity Bid	Quantity Won
Dave	180 (190)	6	6
Sarah	170 (170)	5	4
Mary	160 (160)	5	0

Bid Summary: Dave enters a new Max Bid Amount of \$190 for six items and notes that he will not accept partial quantities. His bid beats Sarah's maximum bid amount of \$170. Sarah's bid is raised as a result of Dave's new bid of \$190, and she is now winning four items instead of five. Mary is no longer winning any items.

Auction Results Summary: At the end of this auction, Sarah has the lowest winning bid (\$170) that satisfies the reserve price. She and Dave pay \$170 per item.

Reverse Auctions

8

This chapter discusses Reverse auctions.

Bidding Rules Used with a Reverse Auction

A Reverse auction scheme uses bidding rules that allow the lowest bid to win an auction. This type of bidding is advantageous to a buyer who is soliciting some type of service (like a yearly maintenance contract), or some type of financial advantage (such as the lowest interest rate on a mortgage).

In a Reverse auction, a bidder offers a service, contract, equipment, and so on, to the buyer. The auction is posted on a Reverse auction by the buyer who uses it to request the service, contract, or equipment. A Reverse auction is also known as a Request for Quote (RFQ).

Bidding rules and examples for the Reverse bid type are included in the following sections.

Single-Quantity Auctions

General bidding rules for a single-quantity auction in a Reverse auction are as follows:

- Winners are determined by ranking bids in order of lowest price, and then by earliest timestamp.
- Initially, the starting bid defaults to the maximum amount (starting price) a lister will accept for an auction item.
- The highest valid bid refers to the highest bid necessary to successfully win a given auction item.
- If no bids have been placed on an auction, a user's initial bid must at least match the auction item's starting bid amount.
- The bid value must be decreased with each subsequent bid.
- The highest valid bid defaults to the lowest bid minus the bid decrement.

Multiple-Quantity Auctions

General bidding rules for a multiple-quantity auction in a Reverse auction are as follows:

- Winners are determined by ranking bids in order of lowest price, and then by earliest timestamp.
- Initially, the starting bid defaults to the maximum amount a lister will accept for an auction item.
- The highest valid bid refers to the highest bid necessary to successfully win at least one item in a given auction.
- If some of the items in an auction have a winning bid, the highest valid bid defaults to the highest winning bid necessary to win at least one item in the auction.
- If no bids have been placed on an auction, a user's initial bid must at least match the auction's starting bid amount.
- If all items in the auction have a winning bid, the highest valid bid defaults to the highest winning bid minus the bid decrement.

In addition, the following rules apply to a winning bid in a multiple-quantity auction:

- Users must bid on at least the same number of items in the auction on which they have previously bid.
- If bidding on the same number of items, the bid value must be decreased.
- If bidding on a greater number of items, the bid value does not need to be decreased.

Bidding Example—Reverse Auction

This example illustrates the bidding rules used when a multiple-quantity auction is auctioned with a Reverse bid type. In this example, several bidders use the AutoBid feature and some have chosen to accept less than the full quantity requested in their bids if the full quantity is not available.

This sample auction assumes the procurement of 100 items with a starting amount of \$100. The bid decrement is \$5, and the minimum quantity accepted is one. This auction is not sealed.

For this scenario, the following properties set in the System Preferences table:

- `eAuc:EnforceExactBidIncrement = TRUE`
- `eAuc:BidTimeTieBreakOption = 1 or 2`
- `eAuc:AutobidToReservePrice = FALSE`

The bidding for this auction is shown in the following tables ordered by first bid, second bid, third bid, and so on. The first part of [Table 56](#) shows the user's bid; the second part of the table shows the result of that bid.

Table 56. First Bid in the Multiple-Quantity Offer, Reverse Auction

User Placing Bid	Min Bid Amount	Quantity Bid	Accept Partial Quantity
Mary	20	5	TRUE
Result of Bid			
For User	Current Bid Amount (Min Bid)	Quantity Bid	Quantity Won
Mary	100 (20)	5	5

Bid Summary: Mary enters a Minimum Bid Amount of \$20 for five items. Her current bid amount is set to the auction starting price of \$100.

Table 57 lists the results from the second bid in the auction.

Table 57. Second Bid in the Multiple-Quantity Offer, Reverse Auction

User Placing Bid	Min Bid Amount	Quantity Bid	Accept Partial Quantity
Don	50	100	FALSE

Results after Bid

For User	Current Bid Amount (Min Bid)	Quantity Bid	Quantity Won
Mary	50 (20)	5	5
Don	50 (50)	100	0

Bid Summary: Don places a Minimum Bid Amount of \$50 for all 100 items. Because Mary was winning five of the 100 items in this auction when Don placed his bid for the full quantity with Accept Partial Quantity set to No, Mary's bid was lowered to match Don's Minimum Bid Amount. Don wins nothing in this round.

Table 58 lists the results from the third bid in the auction.

Table 58. Third Bid in the Multiple-Quantity Offer, Reverse Auction

User Placing Bid	Min Bid Amount	Quantity Bid	Accept Partial Quantity
Sarah	85	5	TRUE

Result of Bid

For User	Current Bid Amount (Min Bid)	Quantity Bid	Quantity Won
Mary	50 (20)	5	5
Don	50 (50)	100	0

Bid Summary: Sarah places a Minimum Bid Amount of \$85 for five items. Her bid is rejected, however, because Don's losing bid has lowered the bid amount to \$50. Sarah's Minimum Bid Amount is still above the acceptable \$50 bid amount. Even though there is still quantity available in the auction, Sarah would have to bid \$50 to win the five items.

Table 59 lists the results from the second bid in the auction.

Table 59. Fourth Bid in the Multiple-Quantity Offer, Reverse Auction

User Placing Bid	Min Bid Amount	Quantity Bid	Accept Partial Quantity
Bill	10	5	TRUE

Result of Bid

For User	Current Bid Amount (Min Bid)	Quantity Bid	Quantity Won
Mary	50 (20)	5	5
Bill	45 (10)	5	5
Don	0 (50)	100	0

Bid Summary: Bill enters a Minimum Bid Amount of \$10 for five items. His bid amount is the current winning bid amount minus the \$5 increment because his is a new bid with a later timestamp than Mary’s bid. His bid for five items at \$45 each is accepted.

Auction Results Summary: At the end of this auction, Mary wins five items at \$50 each, and Bill wins 5 items at \$45 each. Because Don would not accept less than the full quantity, he did not win any items.

Dutch Auctions

9

This chapter discusses Dutch auctions.

Bidding Rules Used with a Dutch Auction

In a Dutch auction, the bid amount drops over time. The bid is not entered by the user, it is calculated by Siebel eAuction. A Dutch auction is useful in situations where the product to be sold at auction is perishable and its value decreases as the product ages (for example, fresh flowers or produce). Both single- and multiple-quantity auctions can be sold in a Dutch auction.

The following rules apply to a Dutch auction:

- Winning bid price starts at a given value and drops over time; value is automatically calculated by the system using an equation.
- Initially, the starting bid defaults to the minimum amount a lister will accept for an auction item.
- The bid increment value can be positive or negative. If negative, the price will increase over time; if positive, the price will decrease over time.
- Multiple-quantity Dutch auctions close automatically when the last quantity in the auction has a winning bid.
- Single-quantity Dutch auctions close automatically after the first bid.

Dutch Bid Amount Computation

The bid amount in a Dutch auction is automatically computed over the duration of the auction using the following equation:

$$BA = ASP - [(CT - AST) / ATI] * BI$$

subject to the Auction Terminal Price (ATP) where:

Abbr.	Property	Maps to S_AUC_ITEM property...	Description
BA	Bid Amount	N/A	Automatically calculated by the system by using the above equation.
ASP	Auction Start Price	START_BID_AMT	The initial amount a lister will accept for a given item.
CT	Current Time	N/A	The current date and time at which a bid is made.
AST	Auction Start Time	AUCTION_START_DATE	The date and time at which an auction is available for bidding.
ATI	Dutch Time Period Minutes	DUTCH_TM_PRD_MINS	The time interval (in seconds) between price increments.
ATP	Dutch Minimum Price Amount	DUTCH_MIN_PRI_AMT	The minimum amount a lister will accept for an item.

If the bid increment (BI) is positive, then the price decreases; otherwise, the price increases. The bid amount is subject to two constraints:

- Availability of the items sold (for example, positive quantity)
- Bid amount is greater than the auction terminal price (case of $BI > 0$)

Bidding Examples — Dutch Auction

This example illustrates the bidding rules used when a multiple-quantity auction is auctioned with a Dutch bid type.

This auction is a multiple-quantity auction for 50 items, starting at 10:00 AM. The starting bid is set at \$30, and the lowest the bid amount can go (minimum price) is \$5. Every five minutes the price decreases by \$5. The auction is not sealed.

The bidding for this auction is shown in the following tables ordered by first bid, second bid, third bid, and so on. The first part of [Table 60](#) shows the user's bid; the second part of the table shows the result of that bid.

Table 60. First Bid in the Multiple-Quantity Offer, DUT Bid Type Auction

User Placing Bid	Quantity Bid	Time Bid Placed
Mary	30	8/25/00 10:07:06 AM

Results after Bid

For User	Quantity Won	Bid Amount
Mary	30	25

Bid Summary: Mary is the first user to request items in this auction. Because Mary placed her request after the first five-minute window of the auction, the bid price has already decreased by \$5 to \$25. She immediately wins 30 items at \$25 each.

[Table 61 on page 140](#) lists the results from the second bid in the auction.

Table 61. Second Bid in the Multiple-Quantity Offer, DUT Bid Type Auction

User Placing Bid	Quantity Bid	Time Bid Placed
Don	10	8/25/00 10:10:38 AM

Results after Bid

For User	Quantity Won	Bid Amounts
Don	10	20
Mary	30	25

Bid Summary: Don requests 10 items in this auction after the second five-minute window (10 minutes) of the auction. He immediately wins 10 items at \$20 each.

Table 62 lists the results from the second bid in the auction.

Table 62. Third Bid in the Multiple-Quantity Offer, DUT Bid Type Auction

User Placing Bid	Quantity Bid	Time Bid Placed
Sarah	10	8/25/00 10:20:43 AM

Results after Bid

For User	Quantity Won	Bid Amounts
Sarah	10	10
Don	10	20
Mary	30	25

Bid Summary: Sarah requests the remaining ten items after the fourth five-minute window (20 minutes) of the auction. Her bid amount is \$10. She immediately wins 10 items at \$10 each.

Auction Summary: The auction closes, as all 50 items are sold. Mary wins 30 items at \$25 each, Don wins 20 items at \$10 each, and Sarah wins 10 items at \$10 each.

Bidding Scenario in a Reverse Dutch Auction

In a Reverse Dutch auction, the bid increment is entered as a negative number, and the bid amount increases over time.

This auction is a multiple-quantity auction for 50 items, starting at 10:00 AM. The starting bid is set at \$30, the bid decrement is set at -\$5. Every five minutes the price increases by \$5, up to \$55. The auction is not sealed.

The bidding for this auction is shown in the following tables ordered by first bid, second bid, third bid, and so on. The first part of [Table 63](#) shows the user’s bid; the second part of the table shows the result of that bid.

Table 63. First Bid in the Multiple-Quantity Offer, Reverse Dutch Auction

User Placing Bid	Quantity Bid	Time Bid Placed
Mary	30	8/25/00 10:07:06 AM

Results after Bid

For User	Quantity Won	Quantity Bid
Mary	30	35

Bid Summary: Mary places the first request in this Reverse Dutch auction. Because Mary placed her request after the first five minute window of the auction, the bid price has already increased by \$5 to \$35. Mary immediately wins 30 items at \$35 each.

[Table 64 on page 142](#) lists the results from the second bid in the auction.

Table 64. Second Bid in the Multiple-Quantity, Reverse Dutch Auction

User Placing Bid	Quantity Bid	Time Bid Placed
Don	10	8/25/00 10:10:38 AM

Results after Bid

For User	Quantity Won	Quantity Bid
Don	10	40
Mary	30	35

Bid Summary: Don requests 10 items in this auction after the second five-minute window (10 minutes) of the auction. His bid amount is \$40. Don immediately wins 10 items at \$40 each.

Table 65 lists the results from the third bid in the auction.

Table 65. Third Bid in the Multiple-Quantity, Reverse Dutch Auction

User Placing Bid	Quantity Bid	Time Bid Placed
Don	10	8/25/00 10:37:43 AM

Results after Bid

For User	Quantity Won	Quantity Bid
Don	10	55
Don	10	40
Mary	30	35

Bid Summary: Don places a second request for ten items after the seventh five-minute window of the auction (35 minutes). The maximum price in the auction is \$55, therefore, Don wins ten items at \$55 each.

Auction Summary: The auction closes, as all 50 items are sold. Mary wins 30 items at \$35 each. Don wins 20 items at \$40 each and 10 items at \$55 each.

Dutch Auctions

Bidding Examples — Dutch Auction

Vickrey and Reverse Vickrey Auctions **10**

This chapter discusses Vickrey and Reverse Vickrey auctions.

Bidding Rules Used with a Vickrey Auction

In a Vickrey auction, a winner pays the amount of the highest losing bid (the highest unsuccessful bid). In addition, all bids are sealed until the auction ends. Because bids are sealed, bidders are unaware of any bids but their own and are more inclined to bid based on the value of an item rather than what other bidders will bid. The Sealed-bid aspect of a Vickrey auction also eliminates last-minute bidding.

No bidder is deterred out of fear of paying too high a price. This auction type is used in the financial market for refinancing credit or foreign exchange. A Vickrey auction can only have a quantity of one.

Bidding Example—Vickrey Auction

Denver Reserve, a financial company, is auctioning off credit for refinancing through their Web site. Denver notified other banks with which they have done business about this auction. The auction will last for one hour.

When the auction opens, there are three banks participating in the refinancing auction. This auction is sealed and the bidders can only bid once.

- NCBS Bank bids for a 0.85% rate reduction.
- BankAmerica bids for a 0.9% rate reduction.
- Safeway Bank bids for a 1.0% rate reduction.

One hour later the auction has closed. Safeway Bank, with the highest bid, wins the auction. They pay the highest losing bid, which is a 0.9% rate reduction.

The lead contact for Safeway receives an email stating that the bank has won the auction.

Bidding Rules Used with a Reverse Vickrey Auction

In a Reverse Vickrey auction the winner pays the lowest losing Sealed-bid price. All other rules remain the same as a Vickrey auction: the auction is a Sealed-bid auction and the quantity can only be one.

Bidding Example — Reverse Vickrey Auction

EdgeWater is a financial company trying to find credit for refinancing. They are a partner of Denver Reserve and use the Denver Reserve web site for posting auctions for refinancing credit.

They have posted an RFQ using the Reverse Vickrey bid logic for \$100,000 in credit. This is a sealed auction, so they send regional banks emails to notify them of the auction.

The auction starts on January 25, 2001 at 8:00 AM EST and lasts one hour.

- BankAmerica bids 10.0% rate.
- NationsBank bids 8.5% rate.
- CitiBank bids 9.0% rate.

At exactly 9:00 AM EST, the auction closes. NationsBank, with the lowest bid, wins the auction. They pay the lowest losing bid, which is a 9.0% rate.

The lead contact for NationsBank receives an email stating that the bank has won the auction.

Vickrey and Reverse Vickrey Auctions

Bidding Rules Used with a Reverse Vickrey Auction

Registering for an Auction **11**

This chapter discusses registering with and logging on to an auction site.

Registering with an Auction Site

Before you can perform specific user tasks, such as bidding on items, you must register and log on to the auction site.

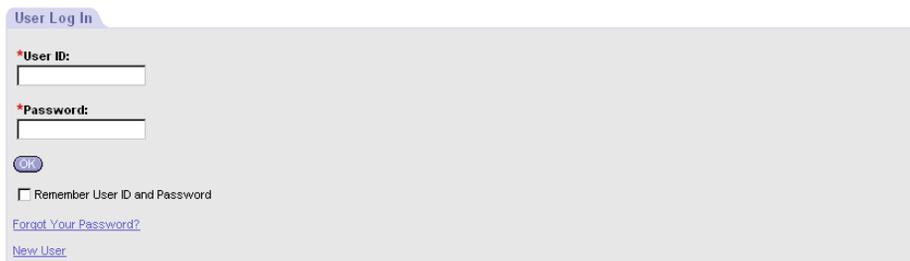
Registration is a one-time process that allows you to place bids at an auction site. Although you can browse auction catalogs without registering, you must register to place bids. In addition, if you specify that you want to register as a lister, you can post items in an auction.

NOTE: For more information about registering as a general user of Siebel, see *Security Guide for Siebel eBusiness Applications*.

To register as a new user

- 1 From the Auctions screen, click Log In.

The User Login screen appears.



- 2 Click New User.

The Personal Information screen appears.

NOTE: All fields marked with an asterisk (*) are required.

- 3 Complete the fields on the Basic User Information screen and click Next.

The Contact Information screen appears.

- 4 Complete the fields on the Contact Information screen and click Provide Additional eAuction Registration Information.

The Notification Preferences screen appears (Figure 5).

NOTE: If you click Continue, the Usage Terms screen appears. If you click I Agree, you will be added as an eSales user, but not as an auction user.

Registering for Notifications

In the following section you register for the types of notifications you want to receive about the status of your auction. Notifications are automated messages sent through email or wireless messaging.

The screenshot shows a form titled "Notification Preferences" with the following fields and options:

- Registration Confirmation: [Dropdown]
- Bid Confirmation: [Dropdown]
- Auction Alert Notification: [Dropdown]
- Outbid Notification: [Dropdown]
- Autobid Executed Notification: [Dropdown]
- Winning Bid Notification: [Dropdown]
- Lister's Bid Accepted Notification: [Dropdown]
- Lister's Auction Close Notification: [Dropdown]
- Lister's Invoice Closed Notification: [Dropdown]

At the bottom of the form are two buttons: "Clear" and "Next".

Figure 5. Notification Preferences Screen

You can select from the following four options:

- Do not notify me: no notification will be sent
- Mobile and email address: notification will be sent to email and wireless
- Send to my email address: notification will be sent to your email address only
- Send to my mobile device: notification will be sent to your wireless device only

NOTE: If you do not select anything in a Notification field, the default of Do not notify me is set for that notification.

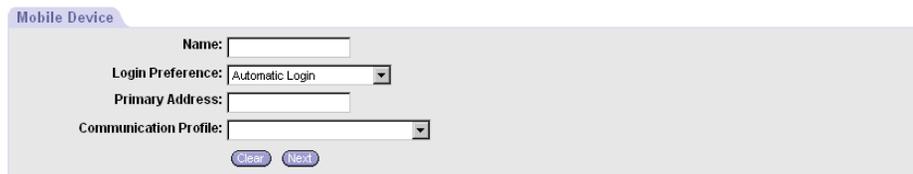
To register for notifications

- 1 Complete the following fields on the Notification Preferences screen.

Field	Description
Registration Confirmation	Informs you when your registration has been confirmed.
Bid Confirmation	Informs you when your bid has been confirmed.
Auction Alert Notification	Informs you when an Auction Alert has found new auctions of interest to you.
Outbid Notification	Informs you when you are outbid.
AutoBid Executed Notification	Informs you when your AutoBid is executed.
Winning Bid Notification	Informs you when you win an auction.
Lister's Bid Accepted Notification	Informs you when a bid is accepted for an auction you listed.
Lister's Auction Close Notification	If you are registered as the lister, informs you when your auction closes.
Lister's Invoice Close Notification	If you are registered as the lister, informs you when the invoice for your auction fee closes.

- 2 Click Next.

The Mobile Device screen appears.



The screenshot shows a form titled "Mobile Device" with the following fields and options:

- Name:
- Login Preference:
- Primary Address:
- Communication Profile:

At the bottom of the form are two buttons: "Clear" and "Next".

- 3** Complete the following fields on the Mobile Device screen.

Field	Description
Name	Name for your wireless device.
Login Preference	Select the preferred manner of logging in.
Primary Address	Address of your wireless device.
Communication Profile	Select the profile you will use to communicate with your wireless device.

NOTE: If you do not want to use a mobile device for notifications, click Next.

- 4** Click Next.

The Seller Registration screen ([Figure 6 on page 154](#)) appears.

Registering as a Bidder/Lister

In the following section you can register to be a lister in addition to being a bidder. A lister can list an item on the auction site for sale or for purchase. As a lister, you will need to enter credit card information to pay for any fees you may incur for using an eAuction, such as a fee for posting an auction item or a fee for uploading a graphic for an auction item.

NOTE: To register as a bidder only, leave the field on the Seller Registration screen blank and click Next.

Seller Registration

You may incur posting fees for auctions posted on this site. These fees will be added to an invoice and then charged to your credit card

Register as a Seller:

Payment Terms:

Shipping Terms:

Figure 6. Seller Registration Screen

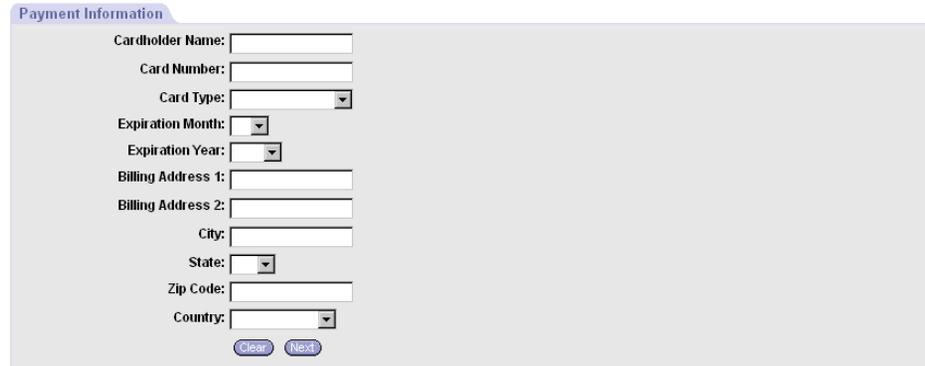
To register as a lister

- 1 Complete the following fields on the Seller Registration screen.

Field	Description
Register as a Seller	Check the box to register yourself as an auction lister.
Payment Terms	Information about payment for the auctions posted on the site.
Shipping Terms	Information about shipping for the auctions posted on the site.

2 Click Next.

The Payment Information screen appears.



The screenshot shows a web form titled "Payment Information" with the following fields and controls:

- Cardholder Name:
- Card Number:
- Card Type:
- Expiration Month:
- Expiration Year:
- Billing Address 1:
- Billing Address 2:
- City:
- State:
- Zip Code:
- Country:

At the bottom of the form are two buttons: "Clear" and "Next".

3 Complete the fields on the Seller Registration screen and click Next.

NOTE: The billing address should be the address where the credit card bill is sent.

4 Click Next.

The Usage Terms screen appears.

5 Read the terms of the license agreement and, if you agree, click I Agree.

The Registration Confirmation screen appears.

NOTE: If you click I Don't Agree, you will not be registered. From the License Declined screen, click Back to go back to the Usage Terms screen, or click Continue to exit without registering.

6 Click Finish.

Your record is written to the database, and the Home screen is displayed with a welcome message.

Logging on to an Auction Site

After you have registered as a user with an auction, you can log on to the auction and bid on or list auction items (if you registered to be a lister).

To log on to the auction

- 1** From the Auctions screen, click Log In.

The User Login screen appears.

- 2** In the User Id field, type your user name.

- 3** In the Password field, type your password.

- 4** Click OK.

The Home screen appears with welcome information.

NOTE: If you click to check Remember My User Name and Password, you will only have to type the first letter of your user name. The system will complete the rest of your User Name and all of your password for you.

Recovering a Lost Password

If you no longer remember your password, you can use a temporary password until you recover your password.

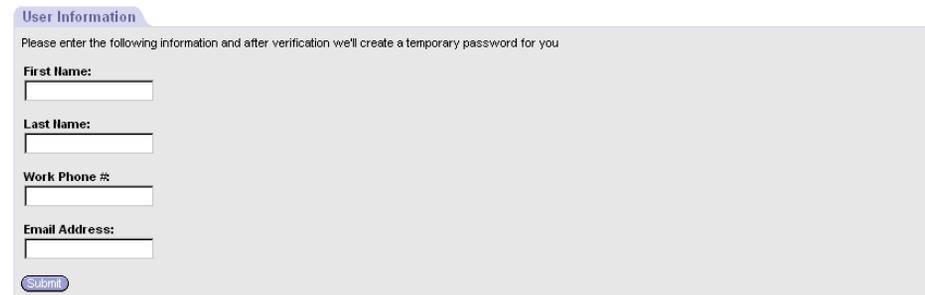
To recover a forgotten password

- 1** From the Auctions screen, click Login.

The User Log In screen appears.

- 2** Click the Forgot Your Password? hyperlink.

The User Information screen appears.



User Information

Please enter the following information and after verification we'll create a temporary password for you

First Name:

Last Name:

Work Phone #:

Email Address:

- 3** Complete the fields on the User Information screen and click Submit.

The Challenge Question screen appears.

- 4** Type the answer to your challenge question and click Submit.

A confirmation screen appears that displays your temporary password.

- 5** Click Continue.

NOTE: You will need to click Log In and use the new password in the Log In screen.

Browsing an Auction

You can browse the items in an auction without registering with the auction. As an unregistered user, you cannot bid or list items, but you can view items in the catalog and view featured items.

To browse the auction listings

- 1 Click the Auctions tab.

The Auctions screen appears, without any personalized content.

The screenshot displays the 'Auctions' screen. At the top, there is a tab labeled 'My RFQs' with a sub-header '1 - 1 of 1'. Below this is a table with the following data:

Item Name	My Role	Winning Bid	Status
eMarketing Implementation	Watcher	150000	

Below the table is a section titled 'Featured Auctions' with a sub-header '1 - 4 of 4'. It lists three featured auctions:

- [eMarketing Implementation](#)
Type: Auction
Close Date: 7/28/2001 8:00:49 PM
Winning Bid: 150000
- [Sales Implementation](#)
Type: Auction
Close Date: 7/30/2001 10:27:34 AM
Winning Bid: 150000
- [eMarketing Implementation](#)
Type: Auction
Close Date: 8/3/2001 12:00:20 PM
Winning Bid: 100000

NOTE: The Members Area, the Listers Area, and the Place Bid form do not display for an unregistered user. For more information about these screen elements, see [“Auctions Screen” on page 165](#).

- Click the hyperlink for the auction you want to view.

The Auction Item Detail screen appears, without the Place Bid form.

eMarketing Implementation

<p>Start: 7/16/2001 12:00:49 AM</p> <p>End: 7/28/2001 8:00:49 PM</p> <p>Opening Price: \$150,000.00</p> <p>Reserve Price Met: No</p> <p>Bid Increment: (\$5,000.00)</p>	<p>Item Description: Need 6 consultants for eMarketing implementation</p> <p>Item Features: 6 Consultants - Onsite for 12 weeks</p> <p>Item Condition: NA</p> <p>Item Location: OH</p> <p>Warranty Period: NA</p> <p>Qty: 1</p> <p>Minimum Bid Qty: 1</p> <p>Auction Type: Reverse</p> <p>Lister Name: JISAAC</p> <p>Payment Method Accepted: NA</p> <p>Shipping Method: NA</p> <p>Shipping Charge: \$0.00</p> <p>International Shipping: No</p> <p>Contact Lister: jisaac@marriott.com</p> <p style="text-align: center;"> View Lister Rating <input type="button" value="Add to My Auctions"/> </p>
--	---

Bid History

No Records

User ID	Bid	Qty Bid	Qty Won	Date/Time	Status

NOTE: To bid in the auction, click the Log In link and type your user name and password on the Log In screen.

- If you want additional auction information, click the hyperlink for Auctions Advanced Search.

The Auction Item Search screen appears.

Auction Item Search

Auction Name:

Seller Id:

Auction Type Code:

Auction Start Date:

Auction End Date:

Starting Price:

Category Name:

Enter Query

Registering for an Auction

Browsing an Auction

- To browse all auctions, click Go without entering any data in the fields.
- To narrow your list of auctions, enter search criteria in the fields, such as selecting English from the Auction Type Code field, and click Go.

A list of auctions appears on the auction Item Search list.

Auction Item Search					
Query 1 - 10 of 10+					
Auction Name	Auction Start Date	Auction End Date	Auction Type Code	Seller Id	Starting Price
A faster network	8/24/2001 5:38:11 AM	8/25/2001 5:38:11 AM	English	GARAFOLA	\$100.00
Bidding Scenario	8/24/2001 6:27:55 AM	8/31/2001 6:27:55 AM	English	SADMIN	\$1.00
Multiple Quantity Eng Auc	8/24/2001 8:25:14 AM	8/31/2001 8:25:14 AM	English	NCBLITZ15	\$1.00
Option 3	8/24/2001 9:02:04 AM	8/31/2001 9:02:04 AM	English	NCBLITZ12	\$1.00
Another Sample	8/24/2001 9:17:50 AM	8/31/2001 9:17:50 AM	English	SADMIN	\$1.00
Horrible Orange Colored Lamborghini	8/24/2001 10:06:26 AM	8/25/2001 10:06:26 AM	Modified	GARAFOLA	\$10,000.00
AutoBid	8/24/2001 10:10:41 AM	8/31/2001 10:10:41 AM	English	SADMIN	\$200.00
A Test site	8/24/2001 10:49:05 AM	8/31/2001 10:49:05 AM	English	SADMIN	\$100.00
Odd Auction	8/24/2001 11:00:14 AM	8/31/2001 11:00:14 AM	English	SADMIN	\$100.00
MQ for MJJ	8/24/2001 11:30:30 AM	8/31/2001 11:30:30 AM	English	SADMIN	\$1.00

- Click the hyperlink for the auction to view more information about the auction.

NOTE: Search results include auctions with expired auto-close dates. Expired auctions that were manually closed are not returned in search results.

Navigating in an Auction **12**

This chapter discusses navigating in an auction.

Navigating in an Auction

A catalog is a collection of fixed-price products and auction items. These items are managed and controlled by one catalog administrator. Each catalog can have its own separate category and subcategory structure, and each catalog can also have its own separate brand or look and feel.

Browsing Hierarchy

- Items can be associated with multiple categories and subcategories within a catalog.
- The number of categories and subcategories within a catalog is unlimited.
- The final, lowest level subcategory is a list of the items in that subcategory, ranked by auction ending date and time, from earliest to latest.

You navigate through the different screens in Siebel eAuction by clicking the different screen tabs, which are detailed on the following pages.

The Home Screen

The Home screen, shown in [Figure 7](#), displays a list of all catalogs and categories containing both fixed-price and auction items. These items are found on the Browse list. The Home screen also displays Recommended Items, the Shopping Cart, the Quick Add form, and the Get Advice button. For more information about these elements, see *Siebel eSales Administration Guide*.

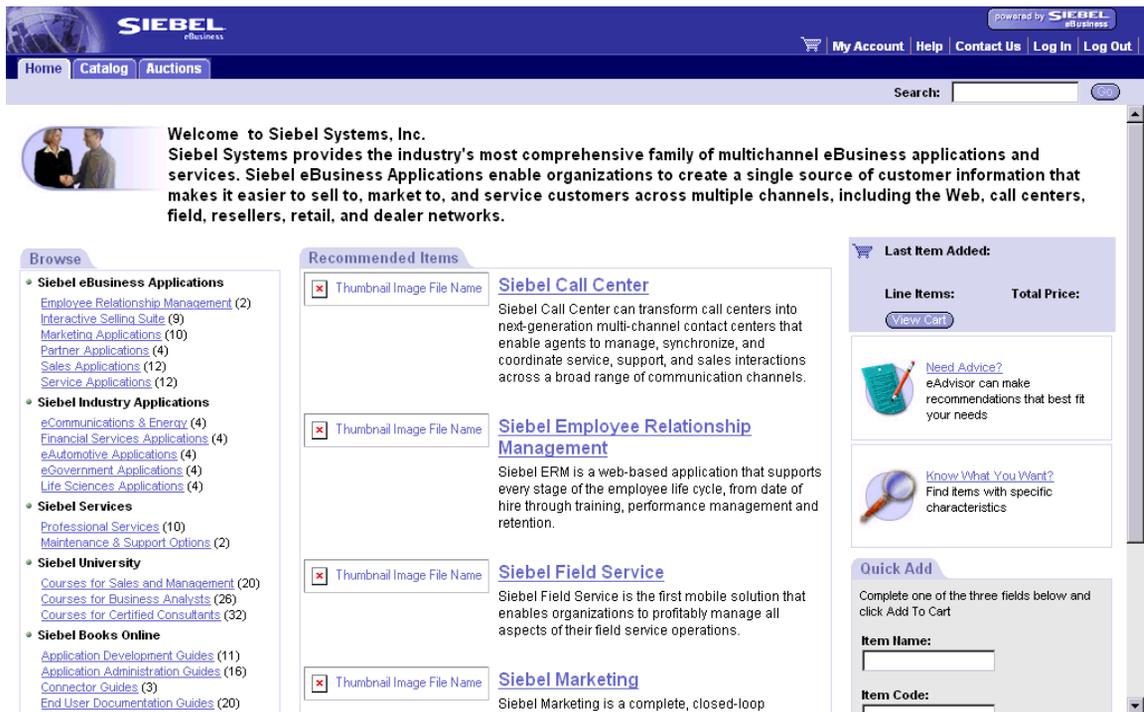


Figure 7. The Home Screen

The Home Screen Browse List

In the Browse list, you can drill down on a category to view a list of items within that category or its subcategories. The number of products or auctions in a category displays in parentheses.

The Catalog Screen

The Catalog screen, shown in Figure 8, displays all the available catalogs, which may contain fixed-price products or auction items.

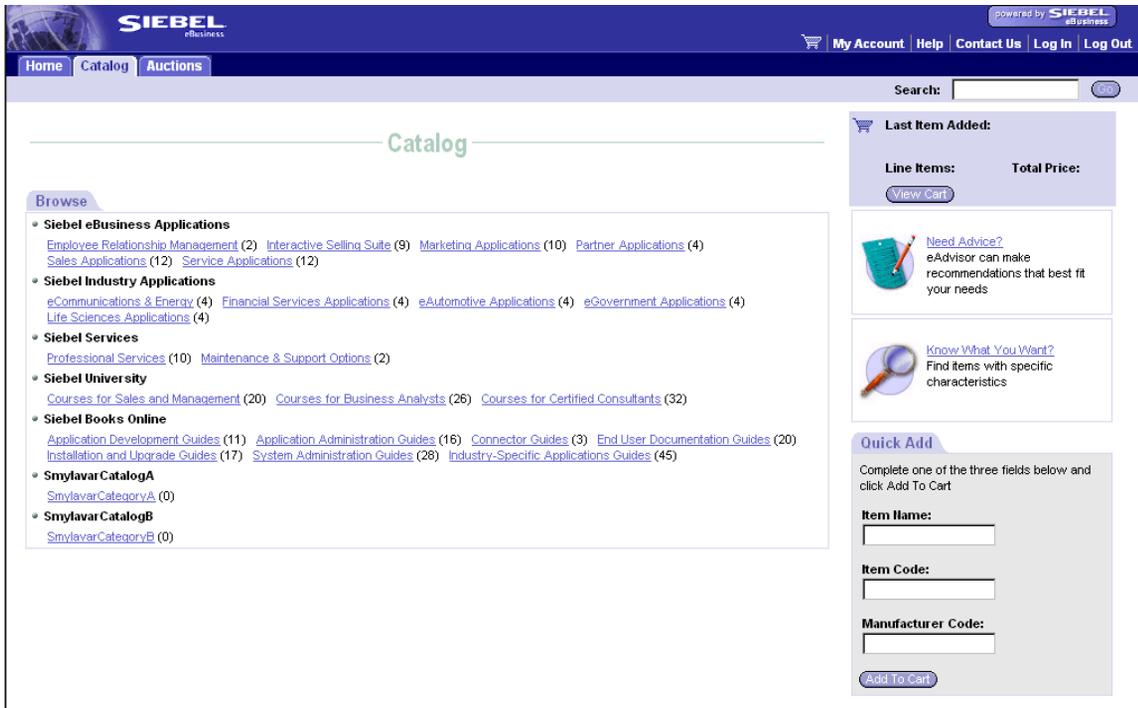


Figure 8. The Catalog Screen

The Catalog Screen Browse List

In the Browse list, you can drill down on a category to view a list of items within that category or its subcategories. The number of products or auctions in a category appears in parentheses.

Auctions Screen

The Auctions screen, shown in [Figure 9](#), displays a list of your current auctions, Requests for Quotes (RFQs), Featured Auctions, and links to auction activities.

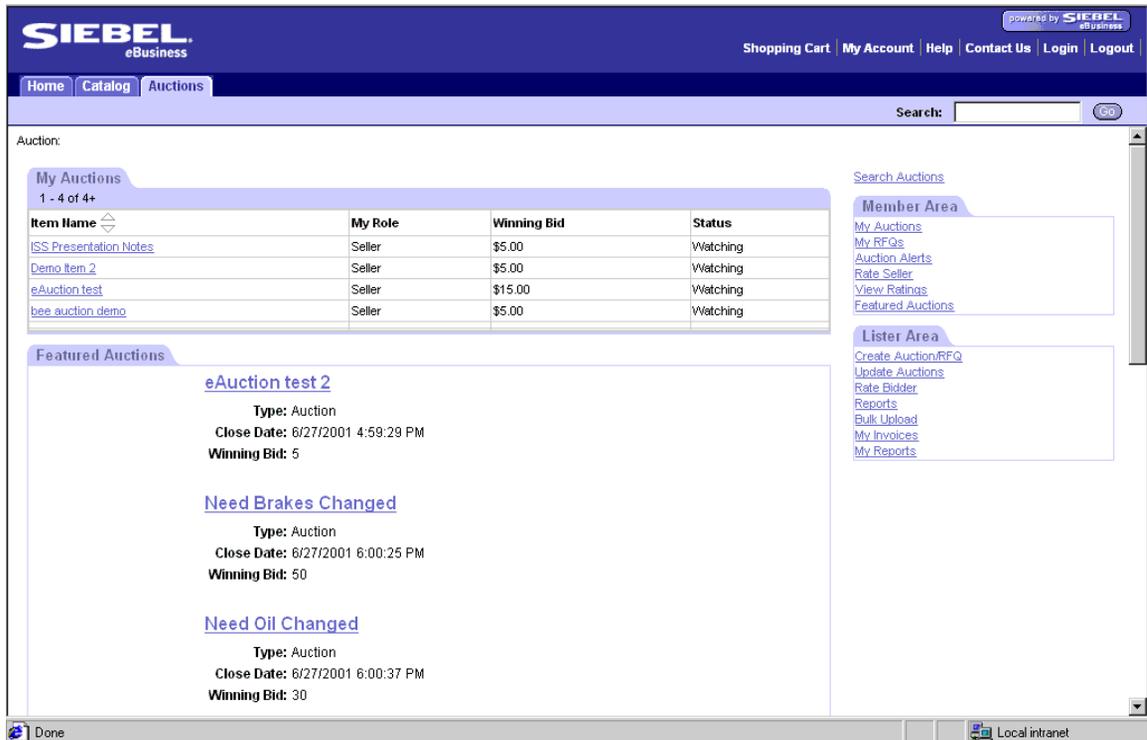


Figure 9. The Auctions Screen

The My Auctions list, the Member Area, and the Lister Area do not display for unregistered users. The Member Area displays if you register as a bidder, and both the Member and Lister Areas display if you register as a lister.

The My Auctions list includes any auction in which you are bidding or listing an item. The My RFQs list includes any RFQs in which you are bidding or listing.

NOTE: If you have items in the My Auctions or My RFQs lists, a record count displays under the My Auctions or My RFQs heading. This record count lists the number of auctions or RFQs in the list, in the following format: 1-4 of 4 + , where the + denotes that there are more items not displaying in the current list. To view the hidden items, click the My Auctions or My RFQs link from the Member Area.

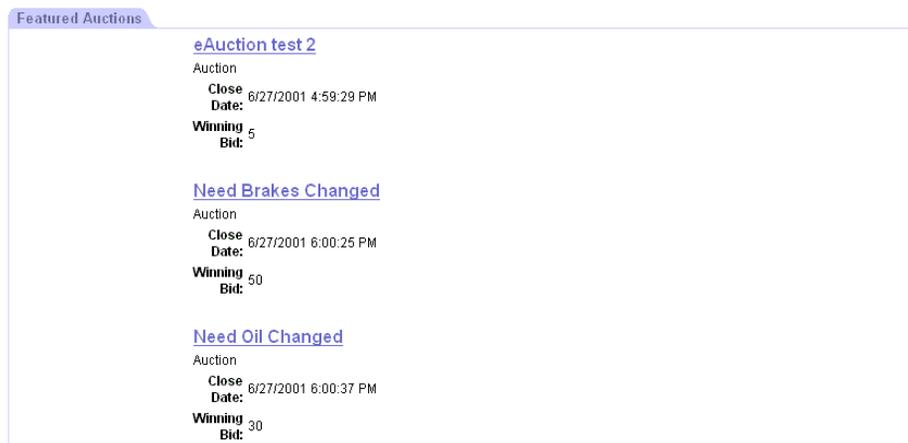
Auctions Screen Featured Auctions List

The Featured Auctions list includes auctions that the administrator has selected to be highlighted. Each item in the Featured Auctions list has a hyperlink to its Auction Item Detail screen.

To view Featured Auctions

- 1 From the Auctions screen, click Featured Auctions.

The Featured Auctions list appears.



NOTE: You can also drill down on a Featured Auction directly from the Home screen.

- From the Featured Auctions list, click the hyperlink for the auction.

The Auction Item Detail screen appears.

NOTE: The Place Bid form appears on the Auction Item Detail screen only.

Tape

Start:
8/15/2001 2:30:54 PM

End:
8/22/2001 2:30:54 PM

Opening Price:
\$1.00

Reserve Price Met:
Yes

Bid Increment:
\$1.00

Item Description: Red Tape

Item Features:

Item Condition:

Item Location: here

Warranty Period:

Qty: 1

Minimum Bid Qty: 1

Auction Type: English

Lister Name: SADMIN

Payment Method Accepted: asdf

Shipping Method: asdf

Shipping Charge:

International Shipping: No

Contact Lister: sadmin@siebel.com

[View Lister Rating](#)

[Add to My Auctions](#)

Place Bid

Winning Bid:
\$1.00

***My Maximum Bid:**

Enter the maximum amount that you want to bid. Your bid will be automatically increased to the next level each time you are outbid, until the maximum bid is reached.

***Item Quantity:**
1

***My Quantity:**

[Place Bid](#)

Time Remaining:

Bid History

No Records

User ID	Bid	Qty Bid	Qty Won	Date/Time	Status

Searching for an Item

If you are looking for a specific item on the Auctions screen, there are two search types available: a basic search or an Auctions Advanced Search. A basic search uses the Search text box, while an Auctions Advanced Search allows you to create a query using more detailed search criteria.

Basic Search

A basic search only searches the Auction Name, Description, and Featured fields for a match. Basic search is not case-sensitive, and it will not return inactive or closed catalog auction items.

To conduct a basic search

- 1 From any Auction screen, type a keyword in the Search field.
- 2 Click Go.

The results of your search display in the Results list.

The screenshot displays the Siebel Search interface. At the top, there is a 'Search' tab. Below it, a 'Look In:' dropdown menu is set to 'All'. The 'Keywords:' field contains the text 'Implementation'. To the right of the keywords field, there is a help text: 'Select a category from the drop-down to limit your search. You can further refine your search by using wildcard characters (*, ?) and Boolean operators (AND, OR). For detailed instructions on using Search, click Help.' Below the keywords field are three buttons: 'Search', 'Reset', and 'Help'. Below the search area is a 'Results' tab. The results list shows '1 - 10 of 10+' items. The first item is a 'Summary' section. The following 10 items are links to various Siebel guides and implementation documents.

Summary	
1	BO-Application Development Guides: Application Development Guides - Siebel 7.0
2	BO-Application Administration Guides: Siebel Application Administration Guide v7.0
3	BO-Application Administration Guides: Application Administration Guides - Siebel 7.0
4	BO-Application Development Guides: Development Guides for Siebel eBusiness Applications v. 7
5	BO-Application Development Guides: Development Guides for Siebel 7 Applications
6	BO-Application Administration Guides: Siebel Applications Administration Guide v6.0 rev. A
7	BO-System Administration Guides: Siebel Applications Administration Guide v6.0 rev. A
8	Professional Services: eSales Implementation
9	Professional Services: Interactive Selling Suite Implementation
10	Professional Services: eSales and Call Center Implementation

- 3 To search by auction items, select Auction Items from the Look In drop list and click Search.

The results of your new search display in the Results list.

- 4 Click the hyperlink for the auction you want to view.

NOTE: If the basic search does not find the item you need or returns too many results, click Auctions Advanced Search to refine your search. The Auctions Advanced Search only appears on the Auctions screen.

Auctions Advanced Search

You can use the Auctions Advanced Search feature to find items and auctions of interest. Your search can use any combination of search criteria.

To conduct an Auctions Advanced Search

- 1 From the Auctions screen, click the Auctions Advanced Search hyperlink.

The Auction Item Search screen appears.

- 2 To view all auctions, click Go without entering any search criteria in the fields.

Navigating in an Auction

Searching for an Item

- 3 Enter search criteria in the fields, such as selecting English from the Auction Type Code field, and click Go.

A list of auctions appears on the auction Item Search list.

NOTE: You can use ? and * as wildcards for missing text, such as “auto*” for any words starting with “auto”. If you are searching by dates, you must separate the date, month, and year with a /, such as MM/DD/YYYY.

Auction Item Search					
Query 1 - 10 of 10+					
Auction Name	Auction Start Date	Auction End Date	Auction Type Code	Seller Id	Starting Price
A faster network	8/24/2001 5:38:11 AM	8/25/2001 5:38:11 AM	English	GARAFOLA	\$100.00
Bidding Scenario	8/24/2001 6:27:55 AM	8/31/2001 6:27:55 AM	English	SADMIN	\$1.00
Multiple Quantity Eng Auc	8/24/2001 8:25:14 AM	8/31/2001 8:25:14 AM	English	NCBLITZ15	\$1.00
Option 3	8/24/2001 9:02:04 AM	8/31/2001 9:02:04 AM	English	NCBLITZ12	\$1.00
Another Sample	8/24/2001 9:17:50 AM	8/31/2001 9:17:50 AM	English	SADMIN	\$1.00
Horrible Orange Colored Lamborghini	8/24/2001 10:06:26 AM	8/25/2001 10:06:26 AM	Modified	GARAFOLA	\$10,000.00
AutoBid	8/24/2001 10:10:41 AM	8/31/2001 10:10:41 AM	English	SADMIN	\$200.00
A TEst site	8/24/2001 10:49:05 AM	8/31/2001 10:49:05 AM	English	SADMIN	\$100.00
Odd Auction	8/24/2001 11:00:14 AM	8/31/2001 11:00:14 AM	English	SADMIN	\$100.00
MQ for MJJ	8/24/2001 11:30:30 AM	8/31/2001 11:30:30 AM	English	SADMIN	\$1.00

- 4 Click the hyperlink for the auction you want to view.

NOTE: Search results include auctions with expired auto-close dates. Expired auctions that were manually closed are not returned in search results.

Navigating to the Auction Item Detail Screen

Before you can bid on an item in an auction, you must first make sure that the auction is open for bidding, and the item is still for sale. You can find this information on the Auction Item Detail screen.

The Auction Item Detail screen, shown in [Figure 10](#), displays a single item and its detail information. If the auction has already opened and you are registered, you can bid on an auction from the Auction Item Detail screen.

The screenshot displays the Auction Item Detail screen for an item named 'Tape'. The main content area is divided into three sections: 'Tape' (item details), 'Bid History', and 'Place Bid'.

Tape Details:

- Start:** 8/15/2001 2:30:54 PM
- End:** 8/22/2001 2:30:54 PM
- Opening Price:** \$1.00
- Reserve Price Met:** Yes
- Bid Increment:** \$1.00
- Item Description:** Red Tape
- Item Features:**
- Item Condition:**
- Item Location:** here
- Warranty Period:** Qty: 1
- Minimum Bid Qty:** 1
- Auction Type:** English
- Lister Name:** SADMIN
- Payment Method Accepted:** asdf
- Shipping Method:** asdf
- Shipping Charge:**
- International Shipping:** No
- Contact Lister:** sadmin@siebel.com

Bid History:

← → No Records

User ID	Bid	Qty Bid	Qty Won	Date/Time	Status

Place Bid:

Winning Bid: \$1.00

*** My Maximum Bid:**

Enter the maximum amount that you want to bid. Your bid will be automatically increased to the next level each time you are outbid, until the maximum bid is reached.

*** Item Quantity:** 1

*** My Quantity:**

Time Remaining:

Figure 10. The Auction Item Detail Screen

NOTE: The Auction Item Detail screen for Dutch auction does not show Dutch-specific fields such as Terminal Price or the Time Between Reductions.

The Auction Item Detail includes three areas: the Auction Item form, the Bid History list, and the Place Bid form.

Navigating in an Auction

Navigating to the Auction Item Detail Screen

The Auction Item form lists the starting and end times for the auction, which shows whether the auction is open or closed to bidding. You can also view pricing information and details about the auction item. From this form you can also contact the lister, view the lister's ratings, and add the auction to the My Auctions list (which allows you to track the auction from the Auctions screen).

The Bid History list displays the bids placed on the auction, if any, the quantity desired by each bidder, and which bids are winning or losing (for auctions that are not Sealed-bid auctions). Bidders are identified by their User ID. Bids by other bidders will not display in the Bid History list if the auction is a Sealed-bid auction.

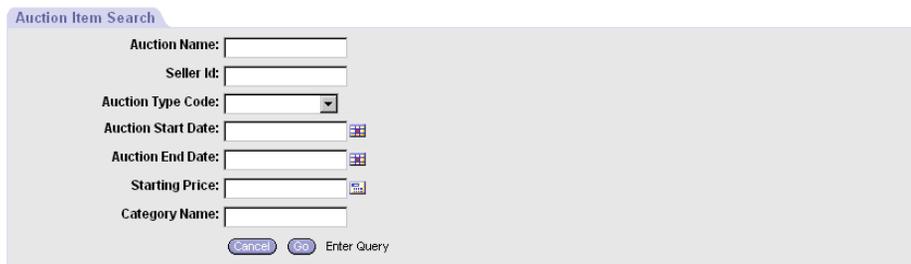
The Place Bid form allows you to bid on the auction item. Depending on the auction type, you will have to enter your bid, the quantity, and an AutoBid (the maximum amount you are willing to pay for the auction item or items).

NOTE: The contents of the Place Bid form may vary depending on the auction type. For more information about the Place Bid form and bidding, see [“Placing Bids” on page 178](#).

To navigate to the Auction Item Detail screen

- 1 On the Auctions screen, click the hyperlink for Auctions Advanced Search.

The Auction Item Search screen appears.



The screenshot shows the 'Auction Item Search' form. It contains the following fields and controls:

- Auction Name:
- Seller Id:
- Auction Type Code: (with a dropdown arrow)
- Auction Start Date: (with a calendar icon)
- Auction End Date: (with a calendar icon)
- Starting Price: (with a currency icon)
- Category Name:

At the bottom of the form, there are two buttons: 'Cancel' and 'Go' (with a magnifying glass icon), followed by the text 'Enter Query'.

NOTE: You can also access the Auction Item Detail screen by navigating to a category from the Catalogs screen and selecting the auction from the list of auction items contained in that category. You can also get to the Auction Item Detail screen from the auction hyperlinks in the Featured Auctions list and the Home screen.

- 2 To view all auctions, click Go without entering any search criteria in the fields.
- 3 Enter search criteria in the fields, such as selecting English from the Auction Type Code field, and click Go.

A list of auctions appears on the auction Item Search list.

NOTE: You can use ? and * as wildcards for missing text, such as “auto*” for any words starting with “auto”. If you are searching by dates, you must separate the date, month, and year with a /, such as MM/DD/YYYY. To narrow your search, enter multiple search criteria before clicking Go.

Auction Item Search						
Query 1 - 10 of 10+						Query Results
Auction Name	Auction Start Date	Auction End Date	Auction Type Code	Seller Id	Starting Price	Category Name
A faster network	8/24/2001 5:38:11 AM	8/25/2001 5:38:11 AM	English	GARAFOLA	\$100.00	Category 1
Bidding Scenario	8/24/2001 6:27:55 AM	8/31/2001 6:27:55 AM	English	SADMIN	\$1.00	Category 1
Multiple Quantity Eng Auc	8/24/2001 8:25:14 AM	8/31/2001 8:25:14 AM	English	NCBLITZ15	\$1.00	Category 1
Option 3	8/24/2001 9:02:04 AM	8/31/2001 9:02:04 AM	English	NCBLITZ12	\$1.00	Category 3
Another Sample	8/24/2001 9:17:50 AM	8/31/2001 9:17:50 AM	English	SADMIN	\$1.00	Category 1
Horrible Orange Colored Lamborghini	8/24/2001 10:06:26 AM	8/25/2001 10:06:26 AM	Modified	GARAFOLA	\$10,000.00	Category 1
AutoBid	8/24/2001 10:10:41 AM	8/31/2001 10:10:41 AM	English	SADMIN	\$200.00	Category 1
A Test site	8/24/2001 10:49:05 AM	8/31/2001 10:49:05 AM	English	SADMIN	\$100.00	Category 1
Odd Auction	8/24/2001 11:00:14 AM	8/31/2001 11:00:14 AM	English	SADMIN	\$100.00	Category 1
MQ for MJJ	8/24/2001 11:30:30 AM	8/31/2001 11:30:30 AM	English	SADMIN	\$1.00	Category 1

- 4 Click the hyperlink for the auction you want to view.

The Auction Item Detail screen for that auction appears.

Contacting the Lister

If you need to contact the lister, you can send him or her an email message.

To contact the lister

- 1 From the Auction Item Detail screen, click the email hyperlink in the Contact Lister field.

An email addressed to the lister is created.

- 2 Complete the email and send it to the lister.

Viewing a Lister's Ratings

Auction listers and bidders can be rated on how effectively they interact with other users. From the Auction Item Detail screen, you can view ratings for an auction lister. Ratings range from 1 (Poor) to 3 (Excellent).

If you have won a previous auction with that lister, you can rate him or her. For more information about ratings, see [“Rating Listers and Bidders” on page 190](#).

To view ratings for the lister

- 1 From the Auction Item Detail screen, click View Lister Rating.

The View Ratings screen appears.

Auction #	Rated By	Rating Date	Rating(1..3)	Comments
1-SH8D	NCBLITZ06	6/20/2001 4:50:18 PM	3	good seller
1-SH8D	NCBLITZ06	6/20/2001 4:50:08 PM	3	Good seller
1-SH8D	NCBLITZ06	6/20/2001 4:49:52 PM	3	Good seller
1-RH9	NCQA03	6/8/2001 5:58:21 PM	2	ffff
1-RH9	NCQA03	6/8/2001 5:58:17 PM	3	dddd
1-RRJ1	NCQA02	6/8/2001 5:34:31 PM	2	www
1-RRJ1	NCQA02	6/8/2001 5:33:43 PM	0	fff
1-RRJ1	NCQA02	6/8/2001 5:33:35 PM	0	ddd
1-RRJ1	NCQA02	6/8/2001 5:33:21 PM	0	ddd
1-RRJ1	NCQA02	6/8/2001 5:33:12 PM	0	ddd

- 2 To view ratings for another user, type that person's User ID in the Ratings for Another User field and click Show Rating.

NOTE: You can also view ratings for another user by clicking the View Ratings hyperlink from the Members Area of the Auctions screen.

Adding an Auction to the My Auctions List

The My Auctions list allows you to track an auction from the Auctions screen. From the Auction Item Detail screen, you can add the auction to the My Auctions list by clicking Add to My Auctions. If you have already bid on this auction item, the auction will automatically be displayed on the My Auctions list.

NOTE: The Add to My Auctions button on the Auction Item Detail screen is disabled once the auction has been added to the My Auctions list.

Navigating in an Auction

Navigating to the Auction Item Detail Screen

Bidding in an Auction **13**

This chapter discusses methods of bidding in various types of auctions.

Placing Bids

Depending on the type of auction you are using, the way you bid will be slightly different. [Table 66](#) covers the auction types you will encounter in Siebel eAuction.

Table 66. Auction Types

Auction Type	Description
English	The auction item goes to the bidder with the highest bid at the close of the auction. If multiple-quantity items are auctioned, all winning bidders pay their bid price. An English auction can also be a Sealed-bid auction (no bids other than your own are displayed).
Modified English	All winning bidders pay the lowest winning bid at the close of the auction (for auctions with multiple-quantity items). A Modified English auction can also be a Sealed-bid auction.
Reverse	The auction item goes to the bidder with the lowest bid at the close of the auction. If multiple-quantity items are auctioned, all winning bidders pay their bid price. A Reverse auction can also be a Sealed-bid auction.
Vickrey	The auction item goes to the bidder with the highest bid at the close of the auction, but the winner pays the highest losing bid (the runner-up bid). Vickrey is a Sealed-bid auction, and it can only have a quantity of one per auction.
Reverse Vickrey	The auction item goes to the bidder with the lowest bid at the close of the auction, the winner pays the lowest losing bid (the runner-up bid). Reverse Vickrey is a Sealed-bid auction, and it can only have a quantity of one item per auction.
Dutch	In a Dutch auction, the price drops or increases over time. When a bidder bids on an item at a particular price, the bidder wins the item as soon as the bid is placed. A Dutch auction cannot be a Sealed-bid auction.

NOTE: To view the auction items you have won, click My Account. From the My Account screen, click My Orders. You cannot remove an auction from the My Orders screen. For more information about the My Account screen, see *Siebel eSales Administration Guide*.

Using AutoBid (My Maximum Bid)

AutoBid, also called My Maximum Bid, automatically changes your bid to the next best winning bid as soon as other bids are received. When you place your bid, you enter the highest amount (or lowest amount for a Reverse auction) that you are willing to pay in an auction, and Siebel eAuction raises your initial bid as needed until your maximum bid value is reached.

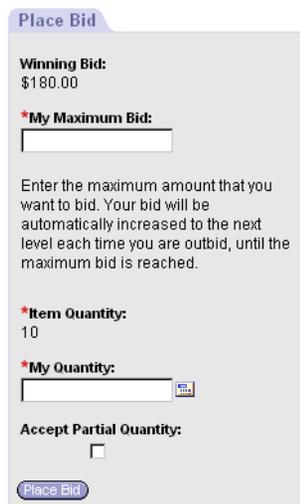
The AutoBid feature is not available when using Dutch, Vickrey, or other sealed auction types.

Bidding on an English or Modified English Auction

You place bids on an English or Modified auction item with the intention of winning the item or service with the highest bid.

To place a bid on an English or Modified English auction

- 1 Navigate to the Auction Item Detail screen for the English or Modified English auction item.



The screenshot shows a 'Place Bid' form with the following fields and options:

- Winning Bid:** \$180.00
- *My Maximum Bid:** An empty text input field.
- Instruction: Enter the maximum amount that you want to bid. Your bid will be automatically increased to the next level each time you are outbid, until the maximum bid is reached.
- *Item Quantity:** 10
- *My Quantity:** An empty text input field with a small icon to its right.
- Accept Partial Quantity:** An unchecked checkbox.
- Place Bid** button at the bottom.

- 2 To set the AutoBid feature, type the highest bid amount you are willing to pay in the My Maximum Bid field.

- 3 If you will accept less than the quantity you entered in the My Quantity field, click to check Accept Partial Quantities.

NOTE: The Accept Partial Quantities field does not display if the quantity is one.

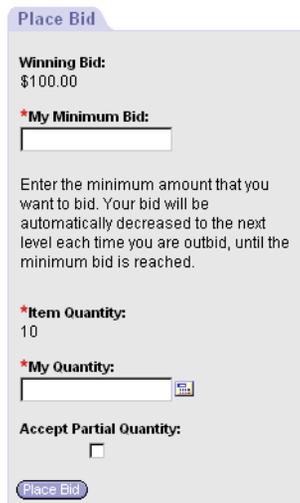
- 4 In the My Quantity field, enter the number of items on which you want to bid.
- 5 Click Place Bid.

If your bid was entered correctly, it is entered into the auction and the auction is added to your My Auctions list. The Bid History list on the Auction Item Detail screen displays the status of your bid.

Bidding on a Reverse Auction

To place a bid on a Reverse auction

- 1 Navigate to the Auction Item Detail screen for the Reverse auction item.



The screenshot shows a 'Place Bid' form with the following fields and options:

- Winning Bid:** \$100.00
- *My Minimum Bid:** An empty text input field.
- Enter the minimum amount that you want to bid. Your bid will be automatically decreased to the next level each time you are outbid, until the minimum bid is reached.**
- *Item Quantity:** 10
- *My Quantity:** An empty text input field with a small icon to its right.
- Accept Partial Quantity:** An unchecked checkbox.
- Place Bid** button at the bottom.

- 2** To set the AutoBid feature, type the lowest bid amount you are willing to accept in the My Minimum Bid field.

AutoBid automatically changes your bid to the next best winning bid as soon as other bids are received, up to the point where the system reaches the AutoBid bid amount you entered.

- 3** In the My Quantity field, enter the number of items on which you want to bid.
- 4** If you will accept less than the quantity you entered in the My Quantity field, click to check Accept Partial Quantities.

NOTE: The Accept Partial Quantities field does not display if the quantity is one.

- 5** Click Place Bid.

If your bid was entered correctly, it is entered into the auction and the auction is added to your My Auctions or My RFQs screen.

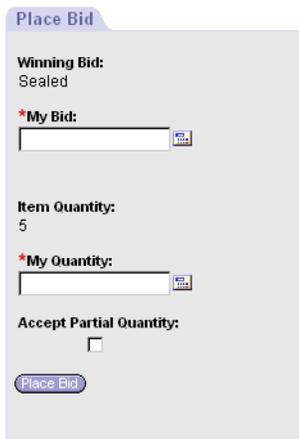
Bidding on a Sealed-Bid Auction

In a Sealed-bid auction, you can see only the bids that you have made. All other bid information is hidden, including which bidder is winning the auction.

Any other auction except for a Dutch auction can also be a Sealed-bid auction. The bids in a Vickrey or Reverse Vickrey are automatically sealed. Also, because Vickrey and Reverse Vickrey auctions only accept single-quantity items, the Accept Partial Quantities field will not appear for those auction types.

To place a bid on a Sealed-bid auction

- 1 Navigate to the Auction Item Detail screen for the Sealed-bid auction item.



The screenshot shows a 'Place Bid' form with the following fields and options:

- Winning Bid:** Sealed
- * My Bid:** A text input field with a currency icon.
- Item Quantity:** 5
- * My Quantity:** A text input field with a currency icon.
- Accept Partial Quantity:** An unchecked checkbox.
- Place Bid:** A button at the bottom.

- 2 From the Place Bid form, enter the amount of your bid in the My Bid field.

NOTE: There is no AutoBid for Vickrey, Reverse Vickrey, and other Sealed-bid auctions.

- 3 In the My Quantity field, enter the number of items on which you want to bid.
- 4 If you will accept less than the quantity you entered in the My Quantity field, click to check Accept Partial Quantities.

NOTE: The Accept Partial Quantities field does not display if the quantity is one.

- 5 Click Place Bid.

If your bid was entered correctly, it is entered into the auction and the auction is added to your My Auctions screen.

Bidding on a Dutch Auction

In a Dutch auction, bid amounts increase or decrease over time.

NOTE: There is no AutoBid feature in a Dutch auction, and the My Bid field is read-only.

To place a bid on a Dutch Auction

- 1 Navigate to the Auction Item Detail screen for the Dutch auction item on which you want to bid.



The screenshot shows a 'Place Bid' screen with the following information:

- Winning Bid:** \$100.00
- My Bid:** \$99.00
- Item Quantity:** 5
- *My Quantity:** A text input field with a small icon to its right.
- Place Bid** button

- 2 In the My Quantity field, enter the number of items on which you want to bid.
- 3 Click Place Bid.

If your bid was entered correctly, it is entered into the auction and the auction is added to your My Auctions screen.

Using My Auctions and My RFQs

On the Auctions screen, you can use My Auctions and My RFQs to track multiple auctions or RFQs (Requests for Quotes).

If you bid on an auction or an RFQ item, or if you list an item in an auction or an RFQ, that item is automatically added to your My Auctions or My RFQs screen. These auctions and RFQs display on the My Auctions and My RFQs screens as well as in a smaller list on the Auctions screen. The smaller lists on the Auctions screen display only the first four auctions and RFQs that are currently open.

The Auctions screen displays up to four of the most recent *open* auctions and RFQs for each category in the My Auctions and My RFQs lists. If you have items in the My Auctions or My RFQs lists, a record count displays under the My Auctions or My RFQs heading. This record count lists the number of auctions or RFQs in the list, in the following format: 1-4 of 4 + , where the + denotes that there are more items not displaying in the current list. To view the hidden items, click the My Auctions or My RFQs hyperlink from the Member Area.

To use My Auctions or My RFQs

- 1 From the Auctions screen, click the My Auctions or My RFQs hyperlink.

The My Auctions/My RFQs screen appears.



The screenshot shows a web interface with three tabs: "My Open Auctions", "My Closed Auctions", and "My Future Auctions". The "My Open Auctions" tab is selected. Below the tabs is a table with the following columns: Auction Name, Total Qty, Winning Bid, My Bid, My Qty, Reserve Price Met, Status, and End. The table contains six rows of auction data.

Auction Name	Total Qty	Winning Bid	My Bid	My Qty	Reserve Price Met	Status	End
eConfigurator Deployment	1	75000			No	Watched	4/30/2001 9:23:26 AM
ePricer Implementation	1	40000			Yes	Watched	4/23/2001 8:29:23 AM
Siebel Sales MidMarket Implementation	1	80000			Yes	Watched	4/30/2001 8:25:32 AM
eCustomer MidMarket Professional Services	1	170000			No	Watched	4/14/2001 2:36:08 PM
TAM Package -ISS	1	50000			No	Watched	4/18/2001 2:12:56 PM
eCustomer MidMarket	1	200000			No	Watched	4/18/2001 2:05:24 PM

- 2 To view current auctions, click the My Open Auctions/RFQs tab.
- 3 To view auctions that you have been following but are no longer open, click the My Closed Auctions/RFQs tab.
- 4 To view future auctions, click the My Future Auctions/RFQs tab.

- 5 To remove an auction from the list, click the Delete icon for that auction.

The auction is removed from the My Auctions/My RFQs screen.

NOTE: You cannot remove an auction from the list if you have already placed a bid in that auction.

- 6 To view the Auction Item Detail screen, click the hyperlink for the auction or RFQ.

Creating Auction Alerts

Auction Alert is a feature that allows you to receive notification when a new auction item of interest becomes available.

When you have configured the Auction Alert search parameters, you can track that Auction Alert over time. The Siebel Web Engine runs a query of the auctions in the Siebel database on a daily basis to find matches for the Auction Alert searches. Any new Auction Alert matches are emailed to the user.

Creating an Auction Alert

To create an Auction Alert

- 1 From the Auctions screen, click the Auction Alerts hyperlink.

The Auction Alert Definitions list appears.

Auction Alert Definitions							
New 1 - 2 of 2							
Alert Name	Effective Start	Effective End	Keyword	Auction Type	Low Price	High Price	Cu
Old Cars	6/28/2001	7/5/2001	Car Ford Dodge	All Auctions and RFQs	100.00	10,000.00	
New Cars	6/28/2001	7/5/2001	Lexus Saab Volvo	All Auctions and RFQs	10,000.00	100,000.00	

2 Click New.

The Auction Alert Definitions screen appears.

Auction Alert Definitions

Enter the criteria for your search, then click Continue.

*Alert Name:

*Effective Start: 8/22/2001

Effective End:

Keyword:

Auction Type: All Auctions and RFQs

Low Price:

High Price:

Currency: USD

3 Complete the following fields in the Auction Alert Definition screen with information about the type of auctions you want to find.

Field	Description
Alert Name	A description of your Auction Alert.
Effective Start	When you want the Auction Alert to begin searching for auction items.
Effective End	When you want the Auction Alert to stop searching for auction items.
Keyword	Auction Alert will search the Auction Name and Description fields of all auctions for this word. You can only use one word as a keyword. The search is not case-sensitive, and the keyword is automatically wild carded. For example, typing “car” as a keyword will return auctions containing “Car,” “car,” “racecar,” and “cards.”
Auction Type	Select if you want to search for only auctions, only RFQs, or both.
Low Price and High Price	Specify a range for the bid of an auction or auctions to be added to the Auction Alert. This amount is based on the current bid price in an auction.
Currency	Click the icon to change the currency from US dollars to a new currency.

4 Click Continue.

The Catalogs screen appears.

5 If you want to limit your Auction Alert to specific catalogs and categories, select a catalog from the Catalogs list.

The Categories screen appears.

NOTE: If you want your Auction Alert to search all catalogs and categories, click Done. The Auction Alert Definition Detail screen appears.

6 Select the categories you want to search and click Select.

The categories are added to the Search Categories list.

NOTE: To return to the Catalogs screen to select a different catalog, click the Select Catalog hyperlink above the Categories list.

7 Click Done.

The Auction Alert Detail screen appears.

Auction Alert Definition
1 of 1

Name: Cars
Effective Start: 7/26/2001
Effective End: 8/1/2001

Search Keyword: Car
Search Auction Type: All Auctions and RFQs
Search Low Price:
Search High Price:
Currency: USD

Category Name | **Catalog**

No Records

Auction Name	Winning Bid	Bids	Start Date	End Date
No Records				

8 Click the Auctions tab to return to the Auctions screen.

Editing an Existing Auction Alert

You can revise an existing Auction Alert if the data has changed, such as extending an expired Effective End date.

To edit an Auction Alert

- 1 From the Auctions screen, click Auction Alerts.

The Auction Alert Definitions list appears.

- 2 From the Auction Alert Definitions list, click the hyperlink for the Auction Alert you want to edit.

The Auction Alert Definition screen appears.

- 3 Click Edit.

The Auction Alert Detail form appears.

Auction Alert Definition

Save Reset Cancel 1 of 1+

*Name: Expensive Cars

*Effective Start: 6/28/2001

Effective End: 7/5/2001

Search Keyword: Mercedes BMW

Search Auction Type: All Auctions and RFQ

Search Low Price: \$5,000.00

Search High Price: 200,000.00

Currency:

1 - 2 of 2

Catalog	Category
KB	Draws
KB	Flexible Goal Setting

No Records

Auction Item	Current High Bid	Start Date	Close Date
--------------	------------------	------------	------------

- 4 Make changes to the Auction Alert as needed and click Save.

The Auction Alert Detail screen appears.

- 5 Click the Auctions tab to return to the Auctions screen.

Deleting an Auction Alert

You can delete an Auction Alert that has expired or is no longer valid. Only Auction Alerts that you have created can be deleted.

To delete an Auction Alert

- 1** From the Auctions screen, click Auction Alerts.

The Auction Alert Definitions list appears.

- 2** Click the Delete icon for the Auction Alert you want to delete.

A confirmation dialog box appears.

- 3** Click OK to delete the Auction Alert.

NOTE: If you no longer want to track an auction that matches your Auction Alert criteria, you can delete it. On the Auction Alert screen, click the Delete icon next to the auction.

Rating Listers and Bidders

Based on your experiences with different users, you can rate other listers and bidders in an auction.

Rating a Lister

You can only rate another lister if you have won an item in an auction set up by that lister.

To rate a lister

- 1 From the Auctions screen, click the Rate Lister hyperlink.

The Rate Seller screen appears.



The screenshot shows a web interface titled "Rate Seller" with a sub-header "1 - 7 of 7". Below the header is a table with the following columns: Auction #, Auction Name, Seller Login, Final Price, Close Date, and Auction. The table contains seven rows of data, each with a blue hyperlink in the Auction Name column.

Auction #	Auction Name	Seller Login	Final Price	Close Date	Auction
1-RHM5	Modified 7.1	NCQA22	50	6/8/2001 10:52:57 AM	Modified
1-RIA5	Modified 7.2	NCQA22	60	6/8/2001 11:22:31 AM	Modified
1-RI01	Modified 7.3	NCQA22	90	6/8/2001 11:46:10 AM	English
1-RMOG	Modified 7.6	NCQA22	60	6/8/2001 1:55:19 PM	Modified
1-RVBH	modified test	NCQA22	90	6/8/2001 11:04:38 AM	Modified
1-RRJ1	DateAhead30	NCQA02	2	7/8/2001 4:44:46 PM	English
1-SQ6L	esales_vick2	NCENGR02	500	6/22/2001 6:53:15 PM	Vickrey

- 2 Click the hyperlink for the auction set up by the person you want to rate.

The Rating screen appears.

3 Click New.

The Rating form appears.

Rate Seller

Auction Item Id: 1-RHW5
Auction Name: Modified 7.1
Final Price: 50
Seller Login: NCGA22
Auction Close Date: 6/8/2001 10:52:57 AM

Rating

Comments:

*Score:
Excellent

Save Reset Cancel

- 4** In the Comments field, enter your comments about your interaction with the lister.
- 5** From the Score drop-down list, select Excellent, Good, or Poor.

NOTE: Each rating is associated with a numeric value: Excellent is 3.0, Good is 2.0, and Poor is 1.0. These values are used in the overall averages that are computed for each user.

6 Click Save.

Your rating is added to the Ratings screen.

7 Click the Auctions tab to return to the Auctions screen.

Rating a Bidder

You can rate a bidder to whom you have sold an auction item as an auction lister.

To rate a bidder

- 1 From the Auctions screen, click the Rate Bidder hyperlink.

The Rate Bidder screen appears.

- 2 Click the hyperlink for the auction of the person you want to rate.

The Rating screen appears.

- 3 Click New.

The Rating form appears.

The screenshot shows two parts of the application interface. The top part is the 'Rate Bidder' screen, which displays the following information: Auction #: 1-121WP, Auction End Date: 8/24/2001 6:21:12 AM, Auction Name: Multi-Quantity English, Auction Type Code: English, and Final Price: \$100.00. The bottom part is the 'Rating' screen, which shows a 'New' button, a 'No Records' message, and a table with columns for Score, Comments, Rating Date, and Bidder.

- 4 In the Comments field, enter your comments about your interaction with the bidder.

- 5 Click the icon in the Bidder field.

The Pick Bidder dialog box appears.

NOTE: Only the winning bidders for the auction you choose will be displayed.

- 6 Click the Select icon next to the bidder you want to rate.

The bidder's ID appears in the Bidder field.

NOTE: You can search for a bidder by selecting a search criteria from the Find drop-down list and typing a keyword in the starting with dialog box. Click Go to perform the search.

- 7 From the Score drop-down list, select Excellent, Good, or Poor.

NOTE: Each rating is associated with a numeric value: Excellent is 3.0, Good is 2.0, and Poor is 1.0. These values are used in the overall averages that are computed for each user.

- 8 Click Save.

Your rating is added to the Ratings screen.

- 9 Click the Auctions tab to return to the Auctions screen.

View Ratings

Your ratings by other eAuction users display on the View Ratings screen. Ratings are averaged in increments of seven days, thirty days, and ninety days. Each rating is associated with a numeric value: Excellent is 3.0, Good is 2.0, and Poor is 1.0. These values are used in the overall averages that are computed for each user.

NOTE: In the Auction Item Detail screen for each open auction, there is a hyperlink that will display the View Ratings screen for the lister of that auction.

To view ratings

- 1 From the Auctions screen, click the View Ratings hyperlink.

The View Ratings screen appears.

View Ratings
1 of 1+

User Handle:
SADMIN

Seven Days Average Rating:

Thirty Days Average Rating:

Ninety Days Average Rating:

Ratings for Another User:

[Show Rating](#)

Rating
No Records

Auction #	Rated By	Rating Date	Rating(1..3)	Comments
-----------	----------	-------------	--------------	----------

- 2 To view ratings for another user, type that person's User ID in the Ratings for Another User field and click Show Rating.

NOTE: You can also view ratings for another user by clicking the View Ratings hyperlink from the Members Area of the Auctions screen.

Managing Third-Party Auctions **14**

This chapter discusses the management of third-party auctions.

Creating a New Auction

As an auction lister, you can post items for sale and accept bids on those items. This kind of auction is also called a third-party auction. As a lister, you can create and edit your own items in the catalog, but you cannot edit or create auctions from the items of others. If you are not registered as an auction lister, see [“Registering with an Auction Site” on page 150](#).

You can also create Requests for Quotes (RFQs) for items or services that you would like to purchase as a buyer. An RFQ is a type of Reverse auction in which the lowest bid wins the item. The process for creating an RFQ is the same as for an auction.

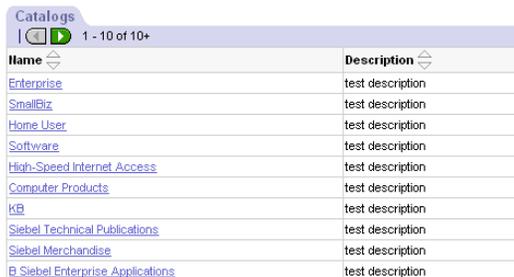
Selecting the Catalog and Category

You need to determine the catalog and category for your new auction.

To select the catalog and category for a new auction

- 1 From the Auctions screen, click Create Auction/RFQ.

The Catalogs screen appears.



The screenshot shows the 'Catalogs' screen with a table listing various catalogs. The table has two columns: 'Name' and 'Description'. The 'Name' column contains links to different catalog categories, and the 'Description' column contains the text 'test description' for each.

Name	Description
Enterprise	test description
SmallBiz	test description
Home User	test description
Software	test description
High-Speed Internet Access	test description
Computer Products	test description
KB	test description
Siebel Technical Publications	test description
Siebel Merchandise	test description
B Siebel Enterprise Applications	test description



The screenshot shows the 'Selected Categories' screen. It features a 'Continue' button and a message 'No Records'. Below this is a table with three columns: 'Category Id', 'Category Name', and 'Catalog Name'. The table is currently empty.

Category Id	Category Name	Catalog Name
-------------	---------------	--------------

NOTE: Click the tab jump (forward and backward arrows) buttons to move back and forth between the catalog listings.

- To select a catalog, click the hyperlink for that catalog.

The Categories screen for that catalog appears.

Select Catalog:KB > Select Categories:

KB
test description

Selected Categories
No Records

Category Id	Category Name	Category Name

Categories
1 - 11 of 11

Select	Category Name	Display Name	Description
Select <input type="checkbox"/>	Draws	Draws	
Select <input type="checkbox"/>	Flexible Goal Setting	Flexible Goal Setting	
Select <input type="checkbox"/>	Group & Individual Plans	Group & Individual Plans	
Select <input type="checkbox"/>	Hard Disk Problems		
Select <input type="checkbox"/>	License Key Requests		
Select <input type="checkbox"/>	Monitor Problems		
Select <input type="checkbox"/>	Other Siebel Products	Other Siebel Products	
Select <input type="checkbox"/>	Personalized Quotas	Personalized Quotas	
Select <input type="checkbox"/>	Siebel Sales	Siebel Sales	
Select <input type="checkbox"/>	Siebel Technical Support		
Select <input type="checkbox"/>	Technical Support	Technical Support	

NOTE: To return to the Catalogs screen to select a different catalog, click the Select Catalog:*Catalog Name* hyperlink above the Categories list.

- To select a category, select the category from the Categories list and click Select.

The category is added to the Selected Auction Categories list on the right.

- To remove a category from the Selected Categories list, click Delete on the line for that category and click Yes in the confirmation dialog box.

The category is removed from the Selected Categories list.

NOTE: If a subcategory is present, you can select it by clicking the + to expand the category and display the subcategories. Check the subcategory you want and click Select. The subcategory is added to the Selected Categories list.

- To begin the Create Auction wizard, click Continue on the Selected Categories list.

The Create Auction wizard screen appears.

Adding Auction Information

On the first Auction wizard screen, you add specific information about your auction.

NOTE: The following screens are set up in Wizard format. You can cancel the auction creation process at any time by clicking Cancel, or continue by clicking Next. You can also complete the process by clicking Finish.

To add auction information

- 1 Complete the following fields on the Create Auction wizard screen.

Field	Description
Auction Name	A name for the auction item.
Description	A brief description of the auction item.
Location	Where the auction item is located.
Features	Any special features about the item.
Warranty	Warranty information, if applicable.
Condition	The condition of the auction item, such as new or used.

NOTE: All fields marked with an asterisk (*) are required.

- 2 To upload an image of the auction item, click the select button in the Image field.
The Add Attachment dialog box appears.
- 3 Click Browse to locate the image file.
The Choose File dialog box appears.

NOTE: You can use any HTML-supported graphic, such as a GIF, BMP, or JPG file, for the Image field. This graphic will be a thumbnail image only.

- 4 Click Next.

Selecting Auction Type

On the next Wizard screen, you determine if your auction is a Featured auction, and you determine the auction type.

- 1 Complete the following fields on the Create Auction wizard screen.

Field	Description
Featured Auction	Check to make your auction display in the Featured Auction screen of the Auctions main screen. There may be a fee for listing an auction as a featured item.
Auction Type	Select an Auction Type: Dutch, English, Modified English, Reverse, Vickrey, Reverse Vickrey.

- 2 Click Next.

Adding Auction Parameters

On the next Wizard screen, you define the parameters of your auction, including the price and quantity of the item.

NOTE: If you are creating a Dutch auction, see [“Adding Auction Parameters \(Dutch Auction\)” on page 201](#). If you are creating a Vickrey auction, see [“Adding Auction Parameters \(Vickrey Auction\)” on page 202](#).

To add auction parameters

- 1 Complete the following fields on the Create Auction wizard screen.

Field	Description
Currency	Click the icon to select the currency used for the auction.
Start Price	The initial bid amount.
Reserve Price	The minimum winning bid you will accept for the item. Auctions that do not receive any bids at or above this price will produce no winner for the item.
Bid Increment	The minimum increase required for each new winning bid. Subsequent bids must beat the previous high bid by at least this amount. For a Reverse auction, this field is actually a bid <i>decrement</i> , though it is still labeled Bid Increment.
Total Quantity	The quantity of the product that is for sale.
Sealed-bid	Click the box to hide bids from competing bidders.
Min. Bid Quantity Accepted	The smallest quantity you will accept for a single bid if you are selling more than one auction item.

NOTE: Because the reserve price is not disclosed to the end user, a successful bid shows up with a status of Winning and a positive Quantity Won. However, unless the reserve price is met, there is no order created.

- 2 Click Next.

Adding Auction Parameters (Dutch Auction)

Price and time intervals are unique for Dutch auctions. The following fields appear if you selected Dutch as your auction type on the Auction Information screen.

To define auction parameters for a Dutch auction

- 1 Complete the following fields on the Create Auction wizard screen.

Field	Description
Currency	Click the select button to select the currency used for the auction.
Start Price	The Initial bid amount.
Minimum Price	The lowest bid price you will accept for the item. The bid price will not go lower than this amount.
Bid Decrement	The amount the price will decrease over time. To increase the price, you must use a negative number.
Time Between Reduction (min.)	The time the price will increase or decrease, in minutes. This is the time interval that must pass before the price is automatically changed.
Total Quantity	The quantity of the product that is for sale.
Min. Bid Quantity Accepted	The smallest quantity you will accept for a single bid if you are selling more than one auction item.

- 2 Click Next.

Adding Auction Parameters (Vickrey Auction)

Price and time intervals are unique for Vickrey auctions. The following fields appear if you selected Vickrey as your auction type on the Auction Information screen. The quantity in a Vickrey or Reverse Vickrey auction is limited to one item.

To define auction parameters for a Vickrey auction

- 1 Complete the following fields on the Create Auction wizard screen.

Field	Description
Currency	Click the select button to select the currency used for the auction.
Start Price	The Initial bid amount.
Reserve Price	The minimum winning bid you will accept for the item. Auctions that do not receive any bids at or above this price will produce no winner for the item.
Bid Increment	The minimum increase required for each new winning bid. Subsequent bids must beat the previous high bid by at least this amount.

NOTE: Because the reserve price is not disclosed to the end user, a successful bid shows up with a status of Winning and a positive Quantity Won. However, unless the reserve price is met, there is no order created.

- 2 Click Next.

Setting Auction Duration

On the next Wizard screen, you define when your auction begins and ends. All dates display in *Month/Day/Year*, and all times display in *Hours:Minutes:Seconds AM/PM*, such as *6/29/2001* and *10:40:00 AM*.

To set auction duration

- 1 Complete the following fields on the Create Auction wizard screen.

Field	Description
View Date	The date and time in hours and minutes when the item will appear in the auction catalog. Bidding may not open, but the item can be viewed. The default is the current date and time.
Open Date	The date and time in hours and minutes when the item will accept bids. The default is the current date and time.
Close Date	The date and time in hours and minutes indicating when the auction will close. The close time cannot be the same time as the start time. The default is a week from the current date and time.
Auto Close	Check this box if you want the auction to close automatically at the time shown in the Close field. If you do not check Auto Close, the auction will stop accepting bids at the Close time, but you will have to close the auction manually for the close-auction processes to run.
Dynamic Close Check Interval (mins)	This time increment defines the time period before the auction closes when Siebel eAuction will check for bidding activity. If there is bidding activity, dynamic close will be activated, extending the auction past the original Close time.
Dynamic Close Extension Period	The number of minutes to extend the auction. The Auction Close Date will be extended by this amount each time a bid is placed inside the Dynamic Close Interval, not to exceed the Dynamic Close Stop Date.
Dynamic Close Stop Date	Date and time when the auction will close without any further Dynamic Close extensions. You can change the default maximum time frame for a Dynamic Close extension from its default of 60 minutes.

NOTE: When the dynamic close feature is not used, the dynamic close fields are still displayed. The lister can enter values in these fields, but they are not used. Dutch auctions do not use the dynamic close feature.

- 2 Click Next.

Setting Shipping Information and Purchase Terms

On the next Wizard screen, you define shipping information and establish the purchase terms.

To set shipping information

- 1 Complete the following fields on the Create Auction wizard screen.

Field	Description
Shipping Terms	How the item will be shipped, such as FedEx or UPS.
Shipping and Handling Amount	How much you want to charge a winning bidder for shipping and handling.
Shipping International	Click to check if you are shipping the auction item internationally.
Purchase Terms	Relevant purchasing information, such as what credit cards are accepted.

- 2 Click Next.

Verifying Fees and Auction Information

The final Wizard screens display a summary of the information you entered about your auction. The first screen displays your fee information for posting an auction at the auction site, and the second screen displays the setup details about your auction.

To verify auction information

- 1** If any of the auction information on the Confirmation screens is incorrect, click Previous to go back and fix the error, or Cancel to cancel the entire procedure.
- 2** If the auction information is correct, click Next or Finish.

The auction is created, and the Auctions screen appears, with your new auction displayed in the My Auctions list.

NOTE: For auctions not created from products, the quotes that display in Siebel Sales cannot be drilled down upon. The current drilldown behavior is linked to the product detail, which is not applicable for non-product auctions.

Administering Your Auctions

As a lister, you manage the auctions in which you are designated as the seller, and the Reverse auctions in which you are the buyer.

If no bids have been made on an open auction, you can make changes to the auction. If bids have been made on an open auction, however, you can only make changes to the Auction Name, Description, and Closing Date fields.

Viewing and Editing Auctions

From the Edit Auction and Bid Detail screen, you can view a list of current and future auctions for which you are the lister. From this screen, you can edit auction data and bids.

To edit an auction item

- 1 From the Auctions screen, click Update Auctions.

The Open Auctions screen appears.



Auction #	Auction Name	Auction Type	Start	End
1-SXIH	Jasper Item	Dutch	6/29/2001 11:03:08 AM	7/6/2001 11:03:08 AM
1-SXJ2	Standard Auction Jasper	English	6/29/2001 11:20:01 AM	7/6/2001 11:20:01 AM

- 2 To edit closed or future auctions, click the corresponding tabs.

- Click the Update icon for the auction you want to edit.

The Auction Item Detail screen appears.

sales.eng1

<p>Start: 6/22/2001 4:17:10 PM</p> <p>End: 6/29/2001 4:17:10 PM</p> <p>Opening Price: \$1.00</p> <p>Reserve Price Met: Yes</p> <p>Bid Increment: \$1.00</p>	<p>Item Features:</p> <p>Warranty Period:</p> <p>Item Condition:</p> <p>Item Location: Durham</p> <p>Qty: 1</p> <p>Item Description: sales.eng1</p> <p>Minimum Bid Qty: 1</p> <p>Auction Type: English</p> <p>Auction Status Code: Open</p> <p>Payment Method Accepted: fgs</p>
--	---

Bid History | 1 - 3 of 3

User Name	Bid	Qty Won	Date/Time	Status	Auto Bid	Delete
NCBLITZ14	16	1	6/28/2001 10:43:37 AM	Winning	✓	<input type="button" value="Delete"/>
NCENGR01	15	0	6/27/2001 10:38:38 AM	Losing	✓	<input type="button" value="Delete"/>
NCENGR02	1	0	6/23/2001 12:35:16 PM	Losing		<input type="button" value="Delete"/>

NOTE: You can also close, or end, this auction by clicking Close. No additional bids will be accepted for this auction.

- Click Edit.

The Catalogs screen appears.

- Edit your auction information as needed.

NOTE: For more information on changing or adding information to an auction, see [“Creating a New Auction” on page 196](#).

Manually Closing an Auction

By default, all items automatically end at a specified time. As an auction lister, you can manually close one of your auctions at any time. When you close an auction, the auction ends and no more bids are accepted.

An auction will appear on the Closed Auctions tab if you have manually closed it. It will also appear on the Closed tab if its End Date has passed. As a lister, you cannot edit an auction that has been closed unless you repost the closed auction.

To manually close an auction

- 1** From the Auctions screen, click Update Auctions.

The Open Auctions screen appears.

- 2** Click the Closed Auctions tab or the Open Auctions tab.

NOTE: An auction may appear on the Closed Auctions tab if its End Date has passed, but it will need to be manually closed if AutoClose is turned off.

- 3** Click the Update icon for the auction you want to close.

The Auction Item Detail screen appears.

- 4** Click Close.

The Close Auction Confirmation screen appears.

- 5** Click Yes to close the auction.

Reposting Unsold Auction Items

As an auction lister, you can repost a closed auction that has unsold quantity remaining. This would include a closed auction that received no bids, received bids but did not meet its reserve price, or sold only part of its total quantity.

NOTE: To repost an auction item you must manually close the auction item first.

To repost unsold items

- 1** From the Auctions screen, click Update Auctions.
The Open Auctions screen appears.
- 2** Click the Closed Auctions tab.
- 3** Click the Update icon for the auction you want to edit.
The Auction Item Detail screen appears.
- 4** Click Close.
The Close Auction Confirmation screen appears.
- 5** Click Continue.
The Auction Item Detail screen appears.
- 6** Click Repost.
The Catalogs screen appears.
- 7** Edit your auction information as needed.

NOTE: For more information on changing or adding information to an auction, see [“Creating a New Auction” on page 196](#).

Using Bulk Upload

You can upload and create multiple auction items using the bulk upload feature. The bulk upload feature requires that you set up an XML file that contains data for the auction items you want to create.

For more information about bulk upload, including how to set up the XML file and how to convert your graphics to the proper format, see [“Using Bulk Upload to Add Multiple Auction Items”](#) on page 66.

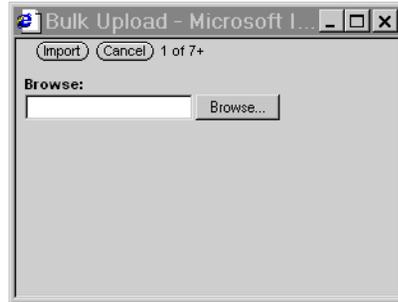
To bulk upload items

- 1** From the Auctions screen, click Bulk Upload.
The Catalogs screen appears.
- 2** Click the hyperlink for the catalog that will contain the uploaded items.
The Category screen appears.
- 3** Select one or more categories and click Select in the Categories list.
- 4** In the Selected Categories list, click Continue.
The Bulk Upload screen appears.



- 5 Click Find File.

The Bulk Upload dialog box appears.



- 6 To find the file you want to upload, click Browse.

The Choose File dialog box appears.

- 7 Navigate to the file you want to upload and double-click the file.

The file name appears in the Bulk Upload dialog box.

- 8 Click Import to complete the upload process.

The auction items are added to the eAuction catalog.

NOTE: If you encounter an error message during the bulk upload process, contact your Siebel eAuction administrator for assistance.

Viewing Invoices

You can view your open and closed invoices that detail your lister fees from your auctions. Lister fees are the fees you pay for posting items in an auction.

There can be one open invoice per catalog.

To view invoices

- 1 From the Auctions screen, click My Invoices.

The My Invoices screen appears.

Invoice #	Invoice Date	Status	Catalog	Invoice Amount	Total Paid	Bill To First Name	Bill To Last Name
1-972003	4/11/2001	Open	Siebel Professional Services	\$0.00	\$0.00	Siebel	Administrator
1-972013	4/11/2001	Open	Siebel Services	\$0.00	\$0.00	Siebel	Administrator
1-1277606	6/7/2001	Open	SmylavarCatalogB	\$0.00	\$0.00	Siebel	Administrator
1-1307207	6/9/2001	Open	SmylavarCatalogA	\$72.00	\$0.00	Siebel	Administrator
1-1312804	6/11/2001	Open	AC P2P Catalog	\$663.25	\$0.00	Siebel	Administrator
1-1325204	6/13/2001	Open	Auction Blitz 1	\$0.00	\$0.00	Siebel	Administrator
1-1329903	6/14/2001	Open	P2PCatalog	\$0.00	\$0.00	Siebel	Administrator
1-1341319	6/24/2001	Open	TGreenCatalog002JohnRoot	\$0.00	\$0.00	Siebel	Administrator
1-1342503	6/25/2001	Open	test 1	\$0.00	\$0.00	Siebel	Administrator
1-1295510	7/8/2001	Open	Brian-NonP2P	\$0.00	\$0.00	Siebel	Administrator

- 2 Click the hyperlink for the invoice you want to view.

The Invoice screen appears.

Invoice #	Billed To:	Work Phone #	Total Amount
1-972013	Siebel Administrator		\$0.00
Invoice Date:	Credit Card #:	Email:	Total Paid:
4/11/2001		sadmin@siebel.com	\$0.00
Catalog:	Home Phone #:	Status:	Closed Date:
Siebel Services		Open	

Line	Created	Comments	Auction #	Auction Name	Am
Total: \$0.00					

NOTE: This screen displays a read-only list of all fees charged to the invoice.

- 3 Click the Auctions tab to return to the Auctions screen.

Generating Lister Reports

You can create reports on the changing information about your auctions. All reports are available to auction listers, but you can only view reports for your own auctions. All reports are downloadable as CSV files and can be exported by XML as well as viewed online.

[Table 67](#) describes the different types of reports you can generate for your auctions:

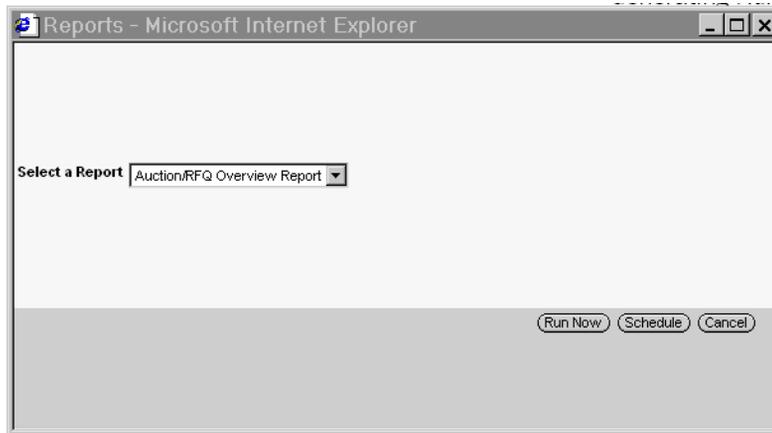
Table 67. Lister Reports

Report Name	Description
Auction/RFQ Overview Report	This report is a summary of those Auction Items the Lister has created.
Customer List Report	This report is a summary of all Customers with associated information who have bid on the Lister's Auction Items.
Winners Report	This report reflects a summary of all Winners with associated information who have won the Lister's Auction Items.
Runners-up Report	This report displays a list of bidders who have come in second place on the Lister's Auction Items.
Bid List By Auction Report	This report displays a summary of information when querying a specific Auction Item Number.
Bid List By Customer Report	This report displays a summary of bids when querying a specific User ID.
Auction Item Detail Report	This report displays a summary of information on a specific Auction Item.

To view a report

- 1 From the Lister area of the Auctions screen, click Reports.

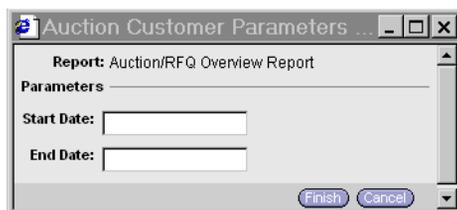
The Reports dialog box appears.



- 2 Select a report from the drop-down list and click Run Now.

The Auction Customer Parameters dialog box appears.

NOTE: You can also run a report later by clicking Schedule and selecting a date and time to run the report. You can also schedule the report to run on a recurring schedule, such as once a week on Fridays.



- 3** In the Start Date and End Date fields, type the start and end dates for the report, using MM/DD/YYYY format.

NOTE: To see the report without a time range, click Finish without entering any dates in the Date fields.

- 4** Click Finish.

The selected report appears.

Siebel eAuction System Preferences

A

Table 68 lists the Siebel eAuction System Preference parameters.

These properties can be modified through the Application Administration > System Preferences screen. You can create and run a query using “eAuc*” to display the list of Siebel eAuction system preferences.

Table 68. System Preferences for Siebel eAuction

Property	Value	Description
eAuc:AllowTimeStampAdvantage	TRUE	Determines if an advantage will be given to a bid based on when the bid was made.
eAuc:AsyncNoticeCalls	FALSE	Determines whether notice workflows are invoked in-process or through the asynchronous request manager. This property is FALSE by default, so that invocations are in-process.
eAuc:AuctionURLRoot	http://www. < yourDomain > .c om	Adds a URL link back to the site from email notices. Update the value to the URL for the eSales site (without the /eSales suffix).
eAuc:AutoApproveBidder	TRUE	A Bidder's request is automatically approved or not automatically approved.
eAuc:AutoApproveLister	TRUE	A Lister's request is automatically approved or not automatically approved.
eAuc:AutobidToReservePrice	FALSE	An AutoBid is not automatically adjusted to meet the Reserve Price (if possible) on bid placement.

Table 68. System Preferences for Siebel eAuction

Property	Value	Description
eAuc:BidIncrMultipleTolerance	0.005	A floating point value between 0 and 0.005 which specifies the allowed deviation from an exact multiple of the BidIncrementMultiple property. This provides accommodation for math rounding errors that could result if the BidIncrementMultiple is set to certain problematic number values (such as 0.17).
eAuc:BidIncrementMultiple	0.01	A floating point number that determines the minimum monetary unit increment for bids.
eAuc:BidTimeTieBreakOption	1	One of the following: (1) Users who have prior winning bids have their follow-up bids time-stamped to the time of the prior winning bid; (2) Users who have placed any prior bid have their follow-up bids time-stamped to the time of the prior bid; or, (3) New and replacement bids and AutoBids are time-stamped when placed.
eAuc:DynamicCloseEnabled	TRUE	Offers can or cannot be extended past their posted closing time using the DynamicCloseInterval of the object
eAuc:DynamicCloseMaxDelay	60	Based on this numeric value, if DynamicClose flag is enabled, it determines the maximum time, in minutes, that an auction can be left open because of dynamic close delays.
eAuc:EnforceExactBidIncrement	TRUE	Can or cannot control the system enforcing that all new bids are a multiple of the Auction Item's Bid Increment property.
eAuc:MaxMoneyValueAccepted	1000000000	The maximum monetary value accepted for an Auction Item, Bid or Fee currency fields.
eAuc:MaxRatingsPerSale	2	The number of times a user is allowed to rate another user per auction item. This property applies to both bidders and listers.

Table 68. System Preferences for Siebel eAuction

Property	Value	Description
eAuc:MaxThirdPartyListingDays	14	The maximum Auction Start Date to Auction End Date range, in days, for third-party Auction Items.
eAuc:Notice Wf-Auction Alert	DCommerce Auction Alert Notice	Name of workflow process used to notify User that an Auction Alert has triggered.
eAuc:Notice Wf-Autobid	eAuction Autobid Notice	Name of workflow process used to notify that AutoBid is activated for an Auction Item.
eAuc:Notice Wf-Bid	eAuction Bid Notice	Name of workflow process used to notify Bidder that they have placed an acceptable bid.
eAuc:Notice Wf-ListerBidAccept	eAuction Lister Bid Accepted Notice	Name of workflow process used to notify Lister that a Bid has been placed on one of their Items.
eAuc:Notice Wf-ListerClose	eAuction Lister Close Notice	Name of workflow process used to notify Lister that their Auction Item has closed.
eAuc:Notice Wf-ListerInvoiced	eAuction Lister Invoiced Notice	Name of workflow process used to notify Lister that their Auction Item has been invoiced.
eAuc:Notice Wf-Outbid	eAuction Outbid Notice	Name of workflow process used to notify Bidder that they have been outbid.
eAuc:Notice Wf-PartialOutbid	eAuction Partially Outbid Notice	Name of workflow process used to notify Bidder that they have been outbid on some number of items.
eAuc:Notice Wf-UserStatus	eAuction User Status Notice	Name of workflow process used to notify User of their status.
eAuc:Notice Wf-UserWelcome	eAuction User Welcome Notice	Name of workflow process used to notify User that they have been accepted into an auction.
eAuc:Notice Wf-Winner	eAuction Win Notice	Name of workflow process used to notify Bidder that they have won.

Siebel eAuction Server Components

B

This appendix discusses Siebel eAuction Server Components.

Background Server Components

DCommerceAlerts and DCommerceAutoClose are background server components. The global administrator may wish to change the default parameters or specify new parameters.

For example, DCommerceAlerts has a parameter called `wakeUpTimes` that is a comma-separated list of minutes from midnight to wake up and start processing auction alerts each day. The default value for `wakeUpTimes` is 180,720,900, which directs the DCommerceAlerts background server component to wake up at 3 am, 12 pm, and 3 pm to process alerts. These times can be changed by the administrator.

NOTE: `AutomaticCloseInterval` is the interval (in seconds) between executions of the automatic close process. For example, if `AutomaticCloseInterval` is set to 3600, auctions will be closed every hour.

DCommerceAlerts and DCommerceAutoClose

Server tasks for DCommerceAlerts can be run using the command line interface or using the graphical user interface. The following commands can be used to run these tasks from the command line:

```
d:\>${SIEBEL_ROOT}\bin>srvrmgr /e $enterprise /g $Gateway
/u $USERID /p $PASSWD

srvrmgr>start server for comp DCommerceAlerts with
WakeUpTimes=180,200,210
```

When you list tasks, you should see the component running or sleeping until (the next interval).

```
srvrmgr> list tasks for server $SERVER_NAME comp DCommerceAlerts

srvrmgr> exit (d:\>${SIEBEL_ROOT}\bin> appears.)
```

The server tasks for DCommerceAutoClose can be started from the command line or graphical user interface by setting the `AutomaticCloseInterval` in seconds.

Please refer to *Siebel Server Administration Guide* for more information on using the command line interface and the graphical user interface.

Dynamic Commerce Server Components

The following list illustrates the Dynamic Commerce server components, specifically the DCommerceAlerts and DCommerceAutoClose server tasks, as defined in a Siebel file called `srvrdefs.dat`:

```
[DynamicCommerce]
FullName = Dynamic Commerce
Description = Dynamic Commerce master services
SvcName = DynamicCommerce
CompGrp = DCommerce
Param: MaxTasks = 20
FixedParam: ConfigFile = siebel.cfg
FixedParam: DataSource = ServerDataSrc
FixedParam: NamedDataSource = ServerDataSrc, GatewayDataSrc
Param: CFGEnableOLEAutomation = TRUE
Param: UnicodeConvError = TRUE

[DCommerceAutoClose]
FullName = DCommerce Automatic Auction Close
Description= Background process that detects and closes auctions
CompType = DCommerce Automatic Auction Close
CompGrp = DCommerce
Param: MaxTasks = 20
Param: AutomaticCloseInterval = 60
Param: DynamicCloseExtension = 60
EventLevel: SQL = 4
FixedParam: ConfigFile = siebel.cfg
FixedParam: DataSource = ServerDataSrc
FixedParam: NamedDataSource = ServerDataSrc, GatewayDataSrc
Param: CFGEnableOLEAutomation = TRUE
Param: UnicodeConvError = TRUE

[DCommerceAlerts]
FullName = DCommerce Alerts
Description = Background process that manages DCommerce alerts
CompType = DCommerce Alerts
CompGrp = DCommerce
Param: MaxTasks = 20
Param: WakeUpTimes = 180,720,900
EventLevel: SQL = 4
FixedParam: ConfigFile = siebel.cfg
FixedParam: DataSource = ServerDataSrc
FixedParam: NamedDataSource = ServerDataSrc, GatewayDataSrc
Param: CFGEnableOLEAutomation = TRUE
Param: UnicodeConvError = TRUE
```


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