



# Online Auction Frequently Asked Questions

**1. Where are all the items?**

Scroll down or hit the *home* button.

**2. How can I bid or donate to the general fund?**

To participate, all donors must create an account. Click the **Start Bidding** button and follow the prompts.

**3. I registered, and entered my credit card info, where is my confirmation email?**

Check your SPAM or JUNK folder.

**4. Why do I need to enter my credit card number?**

The Greater Giving software we are using requires a credit card is entered before you can place any bids. Unfortunately, we are unable to accept payment via check for this event.

**5. How is the raffle going to work?**

If you buy a raffle ticket, you must be available by phone between 6:00 pm – 6:15 pm on Friday, March 27<sup>th</sup> so we may properly notify you and find out which auction item you want. If the raffle winner does not answer by 6:15 pm we will draw another name. The winner of the raffle may choose any item (including the trip to Costa Rica!) There are only 100 tickets available and they are on sale now!

**6. Can you make the pictures any bigger?**

If you have a touch screen, then yes, you can zoom in. Unfortunately, there is no way to zoom using a mouse.

**7. Is there any way to narrow down the number of items I am looking at?**

Yes! On the upper left-hand side of the screen there is a drop-down menu that appears where you can sort by categories such as classroom art, various experiences, and donation opportunities. You also have the option to mark Items as “favorites.”

**8. What does “Multisale” mean?**

*Multisale* is a term used by Greater Giving to distinguish between single items that are auctioned off such as a piece of classroom art, and items that are sold for a fixed price such as spots at a party or the autographed books from our educators.

**9. How does “Max Bid” work?**

If there is an item you cannot live without, but you also need to stay on a budget, you have the option of placing a maximum bid on the item. No one knows what your *max bid* is but you. Others will place a bid, but will automatically get outbid by you until they place a bid that is



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higher than your max. If no one out bids your max bid, the item will go to you for the last highest *Current Bid*. Place those max bids carefully!

## **10. Speaking of party spots, what if when the event date comes around, we are still practicing social distancing?**

We have been tracking public health announcements very carefully. The first in-person event is scheduled for June. If it is not yet safe to gather in groups, we will move the date of the party as soon as possible and the party hosts will promptly communicate that to the bid winners.

## **11. How do I know what I have won?**

After the auction closes, look at *Packages I've Bid On tab* from the pull-down menu on the left side of the auction page. Items will either be labeled as

- *Winner!* – Congrats you are now the proud owner of that item
- *Sold* – You didn't win (Sorry!)
- *Closed* – You picked up at least one of these items.

## **12. When will my credit card be charged?**

After the auction closes, our auction committee volunteers will review all the bids credit card charges will go through 1-3 days after the auction closes.

## **13. How do I pick up my items?**

Winners will receive an email summarizing the items they have won when their credit card is charged. Pickup instructions for physical items, digital gift certificates and additional experience/event details will be emailed to winners 7-10 business days after the auction is over. All physical items need to be picked up in person near Hazel Wolf School.

## **14. You must have so much fun putting this auction together. How can I get involved?**

You are so right! It has been a blast. If you'd like to help plan the 2021 auction, email [auctioncommittee@hazelwolfk8.org](mailto:auctioncommittee@hazelwolfk8.org).