

The goal for the 2020 Fall Auction is to raise \$10,000 for the Community Church's operating budget. **All bidding is online.** Please bid early, often, and generously to help us meet the goal. In the rare event that you do not find an item that you wish to bid this year but you still want to contribute, there is a category, **Donations**, that allows monetary donations to the Auction fundraiser.

Please select the **Contact Us** at the top of the auction screen any time that you have questions or need assistance. This will send an email to a member of the auction team who will get back to you within a day.

### **Important notes about bidding.**

The Auction site is a dynamic system and multiple users may be on the site and be bidding at one time. The **refresh button** is helpful to ensure that the latest information is displayed, e.g. highest bid. This is usually a circular arrow in the upper left of the screen.

Some helpful features are available when you select **Catalog Grid** in the menu at the top of the auction page. These features are selected from the list on the left side of the page:

- **My Favorites** is a list of items of interest to you from the Catalog. This is a quick way to select auction items that you may wish to bid on in the future.
- **My Bids** is a list of items that you have current high bids on.
- **My Statement** shows your bidding number and the items that you have won. Only Fixed Price items will be displayed here during the auction because these are considered to be sales as soon as you place your bid. At the close of the Auction, all the items that you have won will be displayed here. This will also provide a summary with the total amount of your purchases.

### **How do I bid?**

Go to the navigation bar at the top of the screen, select either **Catalog List** or **Catalog Grid** to peruse the auction catalog in your preferred format. The

selections on the left side of the screen in **Grid** view allow you to select a Category if you have a specific interest, e.g. **Jewelry** or **Food Items**.

The current bid information is in the description for the item.

When you see something you want, you should also see a button on the right in **Catalog List** View or below the description box in the **Catalog Grid** View that allows you to **Place Bid**.

When you decide to place a bid, you are given a new screen. If you don't have a bidding number, the system will prompt you to contact us at [c3huu.auction@gmail.com](mailto:c3huu.auction@gmail.com) to have one assigned. Depending on the item, there may be an option for quantity with additional spaces for your bid. If you bid too low, the system will give you the correct next bid. Make sure you select **Save** after entering your bid.

Since more than one bidder can be bidding at the same time, it is important to refresh your screen regularly in case you are outbid so that you can bid again.

For **Zoom Events**, the description states whether the quantity is per computer/household, in which case several people can participate on the same device, or per participant in which case each place must be paid for regardless of whether participants share a device.

### **How will I know if someone outbids me?**

You will receive an email when you are outbid from [c3huu.auction@gmail.com](mailto:c3huu.auction@gmail.com). You may wish to check your spam folder for messages. If you receive one of these messages in spam, you may select the message and then select **Not Spam** for the message to go to your inbox next time.

### **Why won't the website accept my new bid?**

Are you trying to bid on a Fixed Price Item? Some items are fixed price and you cannot change the price or 'bid' amount. All you can do is **specify quantity** – if

there are any left. If you are bidding on a Fixed Price item/event that costs \$20 and you only want one, you should enter “1” not “20.” **If you enter 20, you will buy 20 places/items immediately!** (If this happens, contact [c3huu.auction@gmail.com](mailto:c3huu.auction@gmail.com) to have the extra purchases deleted.)

Are you increasing the price enough? There are rules about the increment. The computer will tell you what the next bid amount must be. The minimum bid increment is \$1 for current bids under \$10; \$2 for current bids over \$10; \$5 for current bids over \$25, \$10 for current bids over \$50, \$20 for current bids over \$100, \$25 for current bids over \$250, and \$50 for current bids of \$500 or more.

### **How will I know if I won?**

The winning bidders should be able to select **My Statement** to view all the items that they have won soon after the auction ends at 8 pm on Saturday, October 24th.

### **How do I collect my auction item?**

Due to COVID-19, donors and buyers of items are responsible for the safe transfer of goods and services. Please contact the donor/seller of your item to make arrangements. Their email is in the listing for each item you won. You may also find their phone number in the church directory available from Rachel Rose, [c3hmembership@gmail.com](mailto:c3hmembership@gmail.com)

### **When will the auction end?**

Bidding will end at 8 pm on Saturday, October 24<sup>th</sup>.