

MOBILE BIDDING – BIDDER FAQs

Q: I didn't receive my text message now what?

A: Check in with registration and ensure that they have your phone number correctly in place.

Q: Why does it keep saying that I'm being outbid as soon as I try to put in a new bid for this package?

A: Most likely, someone else has set a max bid on this package. If you bid anything below their maximum bid, the system will automatically out bid you in favor of the max bidder.

Q: Where can I see my winning packages?

A: From the home screen of the bidder interface, click on the "My Bids" button

Q: I accidentally bid \$10,000 on this package when I meant to only bid \$1,000, can you help?

A: Yes! Find a "Bid Buddy," who will direct you to someone who can retract your bid. Once that bid is retracted, you will need to re-enter your \$1000 bid.

Q: Why are we are switching to Mobile Bidding?

A: There are a number of good reasons to use Mobile Bidding:

1. It's easy - if you can use an ATM, you can do it!
2. Bid from wherever you are
3. Get automatic text messages or notices if you are outbid
4. Let the system bid for you to your maximum amount
5. Check the status of all your bids at any time from wherever you are
6. See what packages you have won after each section closes
7. NO MORE BID SHEETS!
8. Earlier start for Checkout

Q: Do I have to register separately for the Mobile Bidding function and for the event?

A: Nope! Registering for the event will also enable you to bid in the silent auction.

Q: I have a friend who wants to come to the event, but is not very good with computers. Is there a way they can get some help?

A: Of course! We will have special volunteers serving as 'Bid Buddies' at the event. They will help anyone who needs assistance with bidding.

Q: What if I am not able to bring a smartphone or tablet to the event? How can I still bid on packages?

A: Depends. If you have an older cell phone you can still register it at check-in so that you receive outbid notifications via text message, but you will still need to find a volunteer or 'bid buddy' with a tablet or smart phone to place your bid for you.

Q: How do I start bidding?

A: It takes about 60 seconds after leaving the registration table for a text message to hit your phone. This text message will contain a link that will take you directly to your personal bidder application!

Q: How can I find the package I want?

A: From the home screen, enter the package name or number or a search phrase, and jump right to that package. Or, you can scroll through a list of packages by category by choosing "Browse by Category." When you see the package you want, click on the "Details/Bid" button to get more info about the package and to place a bid.

Q: How do I enter a bid?

A: Entering a bid is easy. Just go to a package's "Details/Bid" page, enter your bid amount into the box, and press the "Place Bid" button.

Q: What is a "Max bid"?

A: You can bid in two different ways. You can bid the traditional way by bidding the minimum raise, or you can enter the maximum you're willing to pay for that package. When you place a maximum bid, the system enters the current minimum increase and then bids for you against other bidders until your maximum bid is reached.

Q: Why would I enter a Max bid?

A: Maximum bids are ideal if you want to place a bid on a package and not worry about checking back to see if you are still the top bidder. The system will bid for you, using the minimum possible increase each time, until your maximum bid is reached. If someone exceeds your max bid, you will receive an outbid notification and are given the option to .

Q: How do I know if I have been outbid?

A: If you are bidding with a smartphone, you will receive a text message when you have been outbid. If you are using a tablet or computer, you will see an onscreen outbid alert in the upper right-hand corner of your home page. You can also watch the status of your bids on the "My Bids" screen.

Q: If I purchase packages in mobile bidding, when will my credit card get charged?

A: If you put your credit card on file, that card will be charged for your entire outstanding balance once the organization closes out the auction post-event. This includes packages purchased in the silent auction and the live auction (even packages purchased via the "Buy it Now" option will not be charged until after the event). This way, you have the flexibility to decide if you wish to pay for some or all of your purchases with check or cash on the night of the event, or split the charges between different cards.

Q: What are the rules for "Buy Now" packages?

A: If a package has a "Buy it Now" option, you can click on the "Buy it Now" button to purchase the package outright for the Buy Now price. If there is not a "Buy it Now" option, you can enter the maximum amount you are willing to pay for it as your max bid. The system will enter the lowest possible increment for you to be winning the package, then increase your bid automatically as other bidders bid on the package. If someone outbids your max bid, you will need to increase your max bid to win the package. If you wish to "Buy Now," be sure to click on the "Buy Now" button on the Package Detail page. Do not enter the "Buy Now" price in the max bid field.

Q: I have a limited text plan, how can I participate?

A: If you do not want to get text messages related to the auction, simply do not give us your mobile phone number. The Mobile Bidding platform will only send messages to bidders who have a cell phone

number listed. You will not receive text outbid notifications, but you can still check the status of your bids on the “My Bids” screen of the Mobile Bidding app. If you are outbid, you will also see an outbid notice on the home screen of the app. Upon check-in, let the staff know that you want to bid but do not want to receive text messages. They will help you get logged in to your app from there.

Q: Can I use devices other than a smart phone?

A: Yes. You can bring any Wi-Fi enabled tablet or touch screen device to use as your bidding device.

Please note: if your device is not a phone that receives text messages, you will not receive outbid text notifications.

Q: Do I need to download an app to my phone?

A: No. The mobile bidding platform is a mobile-ready website, so it will use your phone's browser. You will receive a text with a link to the site and your bidder number.

Q: I accidentally clicked “Logout”, now what?

A: Log back in by entering your bidder number. If you don't remember your bidder number you can track down a 'bid buddy' or a staff member from the registration table to get that information to you. Also note that your bidder number is in the left hand corner of your screen once logged in. You can alternative enter your phone number with no parenthesis or dashes.

