

# SBRN Empowerment Auction 2024

## FREQUENTLY ASKED QUESTIONS

Thank you for exploring our online Silent Auction. ALL proceeds from the auction go towards supporting SBRN programs and services.

### How long is bidding open?

*Answer:* The Auction will close on Sunday, December 8, 2024 at 4:00 pm ET.

### How do I find items?

*Answer:* On the left side of the auction home page, it says “Categories.” You can choose “All” or choose a particular category of items that you are interested in.

### How do I see more information about the item?

*Answer:* Click anywhere on the picture to open it up. The displayed page will tell you the item number and name, a description of the item, the Current (or Opening) Bid, the number of bids to date, the Retail Value, the Minimum Bid Increment, and the Time Remaining for bids.

### Do I need to register?

*Answer:* You do NOT need to register to just look at the items. If you want to bid, then you DO need to register. Please note that even if you registered last year, you will need to register again for this year’s auction.

### How do I register?

*Answer:* You can Register or Log In by clicking on “Bidder Login” in the upper right corner of the Auction home page. Then you can create an account. It will ask for your email and then send a message to your email. When you open the email, you can confirm your account and then sign in again. This will take you to a home page where they list all of the Bidding Owl auctions. **Search for Spina Bifida Resource Network to be taken to our auction page.** Then you can make a bid!

You can also go into your account and choose your display name and whether you want to have email or text notifications.

### Do I need to give a credit/debit card?

*Answer:* You do NOT need to give card information to bid. If you WIN a bid, then you will need to give payment information.

### How do I place a bid?

*Answer:* Click on the item that you are interested in bidding on. (If you have not yet registered, it will now prompt you to register.) Click on the green Bid button and enter the \$ amount that you

would like to bid. If it is the opening bid, make sure that the amount that you bid is at least as much as the Opening Bid listed. If there are prior bids, check the Minimum Bid Increment and bid at least that much more than the current bid. Then click the Bid button and follow the instructions.

Example: If no one has bid, and the Opening Bid is listed as \$15, then you must bid at least \$15.

Example: If there are already bids and the Bidding Price is listed as \$20, and the Min. Bid Increment is \$5, then you must bid at least \$25.

**Please do not place a bid unless you intend to pay for it if you win.**

### **Will I receive messages when someone outbids me?**

*Answer:* If you would like to receive text messages or emails whenever you are outbid by another bidder, you can choose either or both options when you register. If you do not want to receive texts or emails, leave it blank.

If you are already registered and want to change your email or text preferences, go into the round “Account” icon in the top right corner, and choose “Profile.” You can then make your changes.

### **Can I see the status of my bids?**

*Answer:* Yes, you can see your bids by clicking on the round “Account” icon at the top right of the page, and then choosing “Bid History”. If you then click on the line, it will take you to the item detail page where you can re-bid if you want.

### **What happens if I win a bid?**

*Answer:* After the auction closes, winning bidders will be notified via email. You can then checkout online or if you prefer, you can notify us at [info@thesbrn.org](mailto:info@thesbrn.org) that you would like to pay by check, and you can mail the check to the SBRN office at 84 Park Avenue, Suite G-106, Flemington, NJ 08822. Once paid, the item will be shipped to you.

**Prompt payment for items is crucial for our fundraiser. If you have not paid for the item within one week of the auction closing, the item will be offered to the next highest bidder. Please notify us as soon as possible if you will be delayed or truly cannot pay. Thank you for your help in this matter!**

### **If I win, how do I check out online?**

*Answer:* If you are the highest bidder on an item, that item will be placed automatically in your online Cart. The “Cart” can be found under the round “Account” icon (on the top right). There will be a number in parentheses next to it if you have won any items. Click on the Cart and then click on the “checkout” icon to see an invoice. Verify the information and click on the “Checkout” button. This will bring you to a PayPal screen. From here, you can either log into PayPal OR enter a credit or debit card to pay as a PayPal “guest.”

### **What if I have more questions?**

If you have questions, call the SBRN office at (908) 782-7475 or email us at [info@thesbrn.org](mailto:info@thesbrn.org).