

# **SBRN Empowerment Auction 2022**

## **FREQUENTLY ASKED QUESTIONS**

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

### **How long is bidding open?**

*Answer:* The Auction will close on Tuesday, November 29, 2022 at 7:00 pm ET.

### **How do I find items?**

*Answer:* In the green box at the top left of the auction home page, it will say "View Items." You can click and choose "All Items" or choose a category of items.

### **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, the Time Remaining for bids and Buy Now information (if relevant).

### **Why are some items listed twice?**

*Answer:* For some items, we have extra tickets/gift certificates, so we have two opportunities to bid on the tickets.

### **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. You can Register or Log In in the upper right corner of the Auction home page.

### **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.) 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.

### **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 “My Account” in the top right corner, and choose “Account Details.” You can then make your changes.

### **What is Buy Now and how do I use it?**

*Answer:* **Buy Now** is a set bid value, displayed on the item, that makes the bidder the immediate and guaranteed winner. If you choose it, bidding on that item stops and you have won that item. So if there is an item that you really want, you can choose Buy Now and guarantee your win! Buy Now buttons are found on some but not all item detail pages. To Buy Now, simply click the Buy Now button when placing a bid. You will be asked to confirm your bid. The item will be marked as sold. You will still need to go through the checkout process to pay for your purchase.

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

*Answer:* Yes, you can see your bids by clicking on either the shopping cart or My Account at the top right of the page, and then choosing My Bids. 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 mail a check to the SBRN office at 84 Park Avenue, Suite G-106, Flemington, NJ 08822. Once paid, the item will be shipped to you.

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

*Answer:* If you are the high bidder on an item, that item will be placed automatically in your online shopping cart. The shopping cart icon is located in the top right corner of the Auction Home Page. At this point, the number of items that you won will be displayed in the cart icon. Click on the icon and then click on the “checkout” icon to see an invoice. Verify the information and click on the “Checkout” button at the bottom of the page. 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).