

SILENT AUCTION

Frequently Asked Questions

Bidding "How To" Questions

1. **Can I only bid on-line?** Yes, you must be registered with a bidder number online to participate, there is no paper bidding.
2. **How do I get a bidder number?** On any smart device, go to RAGOM.cbo.io and click on the link to register with your address and credit card.
3. **What if I do not have a smart device?** Go to the Silent Auction information area and someone with an ipad will assist you and can help bid on your behalf.
3. **Is a credit card required to bid?** Yes, you must have a credit card on file to be eligible to bid. See area below for payment options.

Bidding Closing Questions

1. **What time does Silent Auction bidding close?** 1:00 p.m.
2. **Do I have to be present to win?** No, most items are available for pickup in the TC Metro or shipping at your expense if you cannot stay until the conclusion of Goldzilla
3. **How will I know if I won? Are you announcing winners?** We are not announcing winners. Winners will be able to see when they are logged in where they have a Green Winner Starburst over items that they have the final high bid. We will also be sending a text message to winners at the conclusion of the event.
4. **What do I do after I win?** If you are still at Goldzilla, report to the Silent Auction information table for payment and to collect your items from a volunteer.

Payment Questions

1. **I saw online it says credit card processing fees apply, what does that mean?** There is a 3.63% fee per transaction for RAGOM's ability to use an online credit processing system.
2. **Do I have to pay on-line?** For anyone in attendance at the close of the auction, you can check out online at the information tent. Payment at the merch tent by cash or check removes the 3.63% processing fee. If you are not able to be in attendance at the close of the auction, your payment will be processed on the credit card on file with the processing fee.
3. **(In the event that Buy it Now is turned on) If I exercise the "buy it now" option, can I check out at any time?** Yes, if you are the highest bidder through a buy it now bid option, you may check out at the SA information table at any time.