

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.
- 4. Is a credit card required to bid?** Yes, you must have a credit card on file to be eligible to bid. It will only be charged for items you win. Credit card information is not saved past Goldzilla. 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. If you are unable to attend, you may pick up your item Saturday, September 17th between 11 a.m. and 1 p.m. at the RAGOM Office, 5800 Baker Rd, Suite 120, Minnetonka, MN 55345.
- 3. How will I know if I won? Are you announcing winners?** No, we are not announcing winners. While logged in, winning items will be indicated with a Green Winner Starburst over the item(s) showing you 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?** On your smartphone, you can initiate the checkout process yourself or go the Silent Auction information table and a volunteer will help finalize your transaction.

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 or if you wish to pay by cash or check, go to the information table to get a slip to take to the merchandise tent to pay. Paying by cash or check removes the 3.63% processing fee. If you are unable 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. 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 (and do not have any other pending bid items), you may check out at the Silent Auction information table at any time.