

AUCTION FAQ

What's the auction for? Didn't we just have a pledge drive?

"Come Together" is a fun-d raiser for Unity Church-Unitarian. Funds raised support essential church operations, like staff salaries, health benefits, building maintenance, and supplies. The bulk of Unity's budget is raised through pledges by members during our annual pledge drive, but our auction contributes to our budget. Without it, pledges would have to be higher. Plus, it's fun!

What kind of auction is this?

There are three parts to the Come Together Auction:

1. Bid on **Silent Auction** items.
2. Purchase **Buy a Spot** or **Buy It Now** items.
3. Bid on items at the **Live Auction**, in person, held at Unity on Nov. 3, 2018.

How do I participate in the auction? Two ways:

1. Buy a ticket and come to the auction in person on November 3, 2018 at 5:30 p.m. (Tickets will be available at the door.) In person, you can view many items, bid on Silent Auction items, purchase Buy it Now items, and participate in the Live Auction.
2. Bid on Silent Auction items or purchase Buy a Spot/Buy It Now items from your phone, tablet or computer from home or anywhere, from now until the Silent Auction closes on the evening of November 3. You do not need to purchase a ticket to the auction or be present at Unity on November 3 to bid on Silent Auction items or purchase Buy It Now items.

How do I start? How do I get a bidder number?

1. Go to the auction website: **1969.cbo.io**
2. Set up an account with your email address, phone number, and a password. Be sure to select the option to allow text messages. Then, you will receive an email message and/or text message that includes your bidder number and a link to the online auction site.
3. On the auction website, enter your bidder number and click GO.
4. Confirm your name and follow the prompt to enter your credit card; you will need to enter your password again. (Or, you can enter your credit card number after the auction closes, when you check out to pay for your winning items.)

Tip: Set up your account and get your bidder number before the Come Together Auction on November 3 to save time, and to bid early online.

Once I get a bidder number and login to the auction site, how do I bid?

Browse or search the auction catalog by item number, keyword, or category. There you can bid on Silent Auction items, purchase Buy It Now items, and preview Live Auction items from now until the auctions close on Saturday, November 3.

Silent Auction:

1. To bid on a Silent Auction item, tap or click the "Bid/Info" button. Enter your starting bid amount.
2. Enter a maximum bid for automatic bidding, if you want to take advantage of Auto Bidding. How it works: If you are outbid, the auction website will automatically raise your bid until your maximum bid is reached.

COME TOGETHER



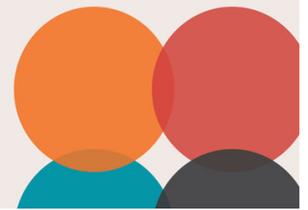
5:30 to 9:00 PM

Saturday, November 3, 2018

Unity Church Parish Hall



Unity Church
Live, Silent and
Online Auction



Buy a Spot/Buy It Now:

1. To purchase a spot at a gathering or to purchase a Buy It Now item, click on the "More/Buy" button and follow the instructions.
2. After the Silent Auction ends on November 3, you will be able to check out and pay for your items.

Live Auction:

Bid in person during the Live Auction only: raise your hand and indicate your bid. You will not be able to bid on Live Auction items using your smartphone. The Live Auction will be held on the evening of November 3, 2018 at Unity Church, following the closing of the Silent Auction.

Note: Your card will not be billed until you check out. You may check out as soon as the auctions close.

How do I know if I have been outbid?

- Check your phone often for text messages — you'll be notified if someone outbids you.
- Tap on MENU>MY ITEMS to view your activity throughout the event or to raise your bid.

How do I know what I've won?

Once the Silent Auction has closed, look under MENU>MY ITEMS to view everything that you purchase and won from this part of the auction. After the Live Auction ends, view MENU>MY ITEMS.

I'm ready to pay. Now what?

To pay for **Silent Auction** or **Buy a Spot/Buy It Now** items only:

After the Silent Auction closes, click the red "Checkout Now!" button that will appear at the top of your bidding screen on your device. Pay for all your items in one transaction. Check out securely with the credit card that you put on file when you set up your account or follow the instructions to enter your card.

To pay for winning items in the **Live Auction** or items won in both the **Live** and **Silent Auction:**

Wait to check out until the Live Auction closes and check out one time for all your items. Click the red "Checkout Now!" button that will appear at the top of your bidding screen on your device. Pay for all your items in one transaction. Check out securely with the credit card that you put on file when you set up your account or follow the instructions to enter your card.

When do I receive the actual items I've won?

Art, Very Good Goods, Buy It Now: After you have paid for them, pick up your items on their display in the Parish Hall (unless otherwise noted or arrangements need to be made).

Tickets, Spots, and Getaways: Pick up at the checkout table.

Ask an auction volunteer for help.

I'm still not clear on how it works, where can I learn more?

Here's a video that will help: **How To Bid: YouTube Video:** <https://youtu.be/nX5YS7zIbX8>

Here are some additional helpful tips.

- **I forgot my bidder number!** Login to the auction website and type your phone number in the bidder number box. Tap GO. You also can tap on the "?" for help.
- **I changed my mind; how do I remove a bid?** Right after you place a bid, you have the option to "undo" on the confirmation banner at the top of the screen. Once this banner goes away, see an event volunteer to remove it.