ReadySetAuction
a division of SofterWare.

Frequently Asked Questions

General

Can we use ReadySetAuction to plan and conduct a traditional (silent and live) auction with bid sheets and an auctioneer?

Yes. From procurement through wrap-up and all tasks in between, ReadySetAuction provides you and your team with a comprehensive solution for planning, managing and conducting your silent and live fundraiser auction.

Not only can you track donations, manage guests, and generate printed bid sheets, display sheets, gift certificates and a catalog; but also with ReadySetAuction you can check in guests, capture credit card information at check-in, record wins, purchases and fund-a-need pledges, generate invoices, check out guests, email receipts, and generate a wide variety of accounting and activity reports that easily export as .CSV files and open in Excel.

Can we use ReadySetAuction to conduct a mobile bidding auction?

Yes. With ReadySetAuction, you and your auction team have the tools you need right at your fingertips to run a successful mobile bidding event, all by yourselves!

There's no need to bring in a small army of consultants. Your venue simply needs a robust Wi-Fi network and/or strong 3G/4G/LTE cellular signals.

Bidders use their own smartphones and tablets to browse your auction catalog, place bids, make purchases, donate money, and check themselves out. So there's no expensive equipment for you to rent or buy.

Auction Prep

Is ReadySetAuction cloud-based?

Yes. Because ReadySetAuction is a 100% cloud-based auction management software solution,

you and your auction committee can fully share in the tasks of organizing and managing your live, silent, mobile and online charity auction. There's never any software to install or maintain, and never any need to sync your data.

Is there a limit to the number of our committee members who can log into our software (a.k.a. Control Center) simultaneously?

Your account Administrator can add up to 50 committee members to your staff roster and invite them to set up accounts for logging into the Control Center.

To protect the privacy of your data, we require that each committee member sets up his/her own account via the link in his/her invitation and subsequently logs in with his/her own email address and password. Your Administrator can then control how much access each user has to the Control Center.

All 50 of these committee members can log in to the Control Center simultaneously.

Can we record donations, bundle them into packages (a.k.a. baskets), and send donor receipts?

Yes, of course.

In fact, with ReadySetAuction you can email receipts to donors as well as print them to send by snail mail.

Can we record guest RSVPs with table assignments and meal choices?

Yes. Using ReadySetAuction's flexible RSVP feature, not only can you track individual admission ticket sales, but you can also track who is coming as someone's guests, at what tables they are seated, and what they have selected to eat.

Can we import donor and guest data from a spreadsheet?

Yes. It's quick and easy to import your donors and guests to ReadySetAuction from .CSV formatted files. You can even import donations and packages too!

Can we assign Win-It-Now prices to our items?

Yes. You have the option to assign a Win-It-Now price to each item.

Can we print bid sheets, a catalog, display sheets and gift certificates for our traditional silent and live auction?

Yes. You can print all the materials you need to conduct a traditional silent auction with bid

sheets. ReadySetAuction fully supports traditional auctions from start to finish.

Can my committee preview our online catalog (the eCatalog) before it goes live to our supporters?

Yes. The ReadySetAuction Control Center includes a “Preview” feature where you and your committee can view and explore your eCatalog as you’re building it.

Event Website

Will ReadySetAuction host a website for our auction?

Yes. When your organization purchases the ReadySetAuction **Select** or **Complete** plan, you can extend the reach of your event with a branded website. ReadySetAuction creates and hosts the website for you. There’s no HTML for you to learn or programming skills needed.

Can we customize the appearance of our event website?

Yes. You can customize your event website’s home page with your own banner, welcome message and the logos of your sponsors. You can even change its background color.

You can update or change these elements as often as you like.

Can we add sponsors’ logos to our event website?

Yes. You can add your sponsors’ logos and advertisements to your event website’s home page and they can link to wherever you’ve directed them to go.

Can we sell admission tickets online prior to our event?

Yes. After setting up his account, a visitor can purchase admission tickets to your event for himself and his guests. The ticket buyer can even enter a name and contact info for each guest he’s buying for.

Since guest information, including meal choices, flows directly into your ReadySetAuction Control Center’s guest management tools, this feature seamlessly automates RSVP tracking.

Can we capture credit card information of guests when they purchase their tickets?

Yes. At the time they buy their tickets online, guests have the option to save their credit card for event purchases.

Your committee can also capture a guest's credit card information via the Control Center prior to the event and during check-in.

Can we sell tables online prior to our event?

Yes. You can sell tables online, and the person making the purchase can even enter the names of the guests at that time.

If the guests' names weren't provided at the time of the table purchase, then at Check-in your computer operators can assign them to the proper 'party' as part of checking in a walk-in guest.

Can we accept cash contributions online prior to our event?

Yes. Your supporters can make cash contributions online prior to your event by way of your ReadySetAuction-hosted event website.

Do we get an online form for collecting donation information?

Yes. You can direct donors to your ReadySetAuction-hosted event website where they can fill out the online procurement form to submit information about their donations.

When submitted, the information 'lands' in the inbox in your Control Center where you and your committee can review it and add it right to your list of donations.

Can we display our auction items online prior to our event on our event website?

Yes. If your organization has purchased the ReadySetAuction **Select** or **Complete** plan, then your eCatalog becomes viewable at 6:00 AM EST (7:00 AM EDT) 45 days before your event date.

Can we conduct an online auction leading up to our event?

Yes. If your organization has purchased the **Complete** plan, then you can conduct online bidding leading up to your event starting at 6:00 AM EST (7:00 AM EDT) 45 days before your event date. During that period, your auction items (packages) can open and close on their own schedules.

Can we make some items biddable online and then finish the bidding in person at the event?

Yes. We call that type of package 'ePrebiddable.'

As you create each package (item) to auction off, you will decide whether it's for eBidding,

ePrebidding or traditional bidding.

- **eBidding package:** biddable online (through your eCatalog) only. The winner is determined by the highest electronic bid at the time online bidding for that package closes and is recorded automatically.
- **ePrebidding package:** biddable online until the package closes. At that time, your committee will carry the leading bid over as the starting bid of a traditional live/silent auction. Your committee will manually record the final, winning bid.
- **Traditional bidding package:** the bidding takes place via paper bid sheet or live auctioneer. Your committee will manually record the final, winning bid.

Who can view our Event Website?

If you have purchased **ReadySetAuction Select** or **ReadySetAuction Complete** and set the access to your Event Website as 'public,' then any visitor to your Event Website can view it. If you choose to make access to your Event Website 'private,' then only visitors whom you have explicitly invited can set up an account to view your Event Website.

Can we conduct a 'fire sale' auction from our event website following our event?

Yes. If your organization is using the **Complete** plan, then your event website will be available for 45 days post-event during which time you can conduct online bidding and sell fixed-price packages from your event website's eCatalog.

Credit Card Processing

How do we accept credit cards?

At your event you can set up as many computers as you'd like, staffed by your auction staff/volunteers, for conducting check-in, bid recording and checkout. Each computer simply needs access to the Internet. A mix of Macs and PCs is fine. There's no software to install.

In order to capture credit cards at check-in and run transactions during and following your event, your organization will need to set up a ReadySetAuction-compatible merchant account to link to your ReadySetAuction account. Card swipers are optional. If a computer is not equipped with a card swiper, then the computer operator can key in the credit card information at check-in or checkout.

We partner with merchant processing companies to provide a fully secure, PCI-DSS compliant

solution. For more information and to contact our partners about their rates, please visit our Payment Processing page. Our partners can also advise you on how to purchase compatible swipers.

The merchant account your organization sets up belongs to your organization. The money you process by credit card is deposited by your merchant account directly to the bank account you designate. In other words, ReadySetAuction is **not** the middleman for your money.

If your organization has purchased the ReadySetAuction **Select** or **Complete** plan, this same merchant account will allow guests to purchase tickets and sponsorships online and make cash donations online prior to your event, and for winners to self-pay from their own phones/tablets during and following your event.

Can we process credit cards using our existing merchant account?

If you want to use an existing merchant account with ReadySetAuction, you will need to set up a gateway with one of our merchant processing partners. Your new gateway plus your existing merchant account will then provide the same fully **integrated** credit card processing experience as you would get by establishing a new merchant account with one of our partners.

If you set up a gateway to your existing merchant account, or if you set up a new merchant account with one of our partners:

- your organization can sell tickets and sponsorships online and accept monetary donations online
- your patrons can place their credit cards on file at the time of an online purchase
- your committee can capture credit card information prior to the event and at event check-in
- your committee can run credit card transactions as part of the checkout process during and following your event.

To contact our partners to discuss their rates for setting up a gateway vs. a new merchant account, please visit our Payment Processing page.

Please note that you are welcome to use your own merchant account **outside of** (i.e. not integrated with) ReadySetAuction. In this case, your team will be able to indicate ‘credit card’ as the payment method for ticket purchases, cash donations and auction purchases recorded through the Control Center. And ReadySetAuction will generate emailed and printed receipts. However, your event will not be able to take advantage of the features listed in the above

bullets.

Can we capture our guests' credit card information in advance of the event?

Yes. There are multiple opportunities for your auction staff to capture a guest's credit card information: prior to the event, at check-in and during checkout.

In fact, if a guest purchases tickets online, (s)he can opt to store the credit card for use at the event.

With both the **Select** and **Complete** plans, guests can also pay from their own phones, tablets and computers during and following the event.

Is the credit card processing secure?

Yes. Our solution is fully secure and fully PCI-DSS compliant. In fact, at no time does credit card information ever pass through the ReadySetAuction servers. It goes directly and securely to your merchant processor.

Recording Winners of the Traditional Silent/Live Auction

How many volunteers/staff members can simultaneously enter the winning bids?

200. Yes, you read that correctly. Up to 200 staff members can simultaneously log in to your Control Center to check in guests, record winning bids and conduct checkout.

The Administrator of your Control Center controls who has access and the level of access ('view-only' or 'modify') of each staff member.

When can we start entering winning bids?

You can begin entering winning bids and fixed-price purchases at any time, even before your event.

How easy is it to record the winners of our Special Appeal (aka Fund-a-Need, Raise the Paddle, Paddle Call, etc.)?

Very. From multiple computers, you and your team can record up to 10 winners at a time at each fund-a-need level you've established.

Mobile/Online Bidding at the Event (eBidding)

Can we set a buy now price for each item?

Yes. We call it “Win-It-Now.” For each item, you have the option to set a Win-It-Now price.

If a bidding war is underway for an item and its high bid gets within 80% of its Win-It-Now price, its Win-It-Now price will disappear. This is to encourage even higher bids.

Can eBidders place a maximum bid, like with eBay?

Yes. eBidders can place maximum bids on items. The system will then place bids on behalf of the bidder up to her/his maximums as competing bids come in. If (s)he’s outbid, (s)he is immediately notified.

Can eBidders bid anonymously?

Yes. Your account Administrator controls whether to allow bidders to bid anonymously. It is then up to each bidder to set this preference in his/her account settings.

What is the maximum window during which eBidding can occur?

With ReadySetAuction, the eCatalog Access Period lasts a total of 90 days, 45 days pre-event, starting at 6:00 AM EST (7:00 AM EDT), and 45 days post-event, ending at 6:00 AM EST (7:00 AM EDT).

When can eBidders begin viewing our eCatalog?

If you have purchased **ReadySetAuction Select** or **ReadySetAuction Complete**, then the eCatalog Access Period lasts a total of 90 days, 45 days pre-event, starting at 6:00 AM EST (7:00 AM EDT), and 45 days post-event, ending at 6:00 AM EST (7:00 AM EDT). You may purchase Pre-Event eCatalog Access Extensions to extend the eCatalog Access Period leading up to your event and/or Post-Event eCatalog Access Extensions to extend it following your event.

When and how do eBidders register to bid?

Visitors to your Event Website can view your eCatalog and sign themselves up to bid starting 45 days prior to your event date. You can also email invitations from your ReadySetAuction Control Center directly to bidders you’ve added or uploaded to your bidder list.

In order to place bids, a bidder must set up an account by entering his/her name and email

address. The system then automatically sends the bidder a short email message containing instructions to click the button in the email and complete his/her registration. The amount of information that the bidder is required to enter depends on the settings you've established. At minimum, the bidder needs to choose a password and 4-digit PIN.

If a guest at your event doesn't have access to her email, she can set up her account at a Shared Bidding Station.

Do eBidders need to download an app? How do they access our mobile/online auction?

An app is not required for mobile and online bidding. Bidders access your online auction through the browsers on their smartphones, tablets and computers. The bidding interface adapts to whatever sized screen the bidder is using.

When do the auction items open and close?

As you create a new package, you will determine its open and close times. Each package can open and close on its own schedule within your eCatalog Access Period.

Can eBidding start before our event date?

Yes. With the **ReadySetAuction Complete** plan, eBidding may begin as early as 6:00 AM EST (7:00 AM EDT) 45 days prior to your event date.

Can eBidding continue after our event date?

Yes! Your eCatalog is open for 45 days after your event date and eBidding can continue during this period.

How is an eBidder notified when outbid?

The ReadySetAuction bidding interface keeps your bidders actively engaged by notifying them in a variety of ways:

- An eye-catching **Outbid Badge** at the top of every screen of the mobile bidding site automatically updates to let a bidder know when he's been newly outbid on an item. The Outbid Badge doubles as a button: tapping it takes the bidder straight to a list of all items on which he has bid, but is no longer in the lead.
- A bold, colorful icon alongside each item in the bidder's eCatalog tells him how he's doing at a glance. A yellow warning sign means he's been outbid on that item. A green running man means he's in the lead on that item. And a purple smiley face means he's won that

item.

- The bidder receives an email notification each time he's been outbid. This feature can be disabled by the bidder in his preferences.
- Patrons can also be notified via text message notification with the Complete package. This feature can be disabled by the bidder in their preferences.

Can eBidders purchase fixed price items and make cash donations via the eCatalog?

Yes. eBidders may purchase items and make cash donations electronically via the eCatalog. They can also do so face-to-face at the event and your committee members can record these purchases through the Control Center.

Can a couple share a smartphone?

Sure. But each will have more opportunities to bid if they each bid from their own device.

Can a couple share an eBidder account?

No two devices may access the eCatalog from the same bidding account at the same time.

In our experience, when a couple shares an eBidder account they tend to place fewer bids than when each spouse/partner has their own eBidder account. In other words, your auction will be more successful when each individual bids from his/her own phone with his/her own eBidder account.

Which smartphones, tablets and computers can eBidders use?

The ReadySetAuction mobile bidding platform is built to support a wide variety of modern mobile devices and mobile browser software, in addition to traditional desktop/laptop web browsers. A list of devices and browsers supported by the ReadySetAuction mobile bidding interface can be found here.

Is there a limit to the number of eBidders?

No! You may have an unlimited number of eBidders participate in your event.

Must eBidders check in at the event?

Although Check-In is optional, we recommend that you check in all guests as they arrive at your event.

Check-In serves a few purposes:

- At Check-In, you can capture the credit card information of each guest. So at the end of the event, if a guest doesn't self-checkout, you can run her credit card transaction and email her a receipt without her being present.
- At Check-In, if a guest pre-registered to eBid, ReadySetAuction will email her a Welcome Email. She can click the link in that email, log in, and start bidding.
- At Check-In, if a guest hasn't pre-registered to eBid, ReadySetAuction will email her a Registration Invitation. She'll click the link in that email, choose a password and PIN, and then be directed straight to the eCatalog and can begin bidding. If the guest doesn't have access to her email, she can complete her registration at a Shared Bidding Station.

Can people bid from home?

Yes. At your discretion, bidders can bid from anywhere they have access to the Internet.

Do you recommend that we display our items at the event and set up sections?

Yes. Your mobile bidding event is truly a hybrid of a traditional silent auction and an online auction. Many bidders, especially those who like to shop, will enjoy viewing items displayed on tables.

Can we still conduct our live auction and fund-a-need with an auctioneer and paddles, even if we use mobile bidding for our silent auction?

Yes! In fact, that's what we recommend you do. Most of our customers use mobile bidding for their silent auction items and conduct their live auction and fund-a-need as they have in the past, using an auctioneer with bidders raising paddles.

Your auction staff can record the winning bids from the live auction and the fund-a-need pledges directly into the Control Center. Because ReadySetAuction is a single, consolidated platform, each eBidder's wins and purchases from mobile bidding, the live auction and fund-a-need are consolidated on a single invoice.

Showcase (Leaderboard)

Is the Showcase slideshow easy to set up?

Yes. Setup is super easy! Select a theme and transition style for your Showcase (we offer many choices) and the number of seconds to display each slide. The slideshow themes and animated slide-to-slide transitions you have to choose from are tasteful and sophisticated, adding that little

something to your event without overwhelming the crowd's senses. Then to feature an item, simply check a box when adding or creating its auction package, and to feature a sponsor, check a box when updating the donor record.

Can we play the Showcase slideshow in several locations at the event?

Yes. For each location, you simply need a computer connected to the internet with either a large monitor, a television or a way to project it to a screen.

Can we project the Showcase slideshow to a screen?

Yes. You simply need a computer connected to the internet with a way to project it to a screen.

Can we determine which items appear in the Showcase slideshow?

Yes. To feature a package in your Showcase, simply check the "Show in Showcase" check box when adding or updating its record.

Can our sponsors' logos appear in the Showcase slideshow?

Yes. To feature a sponsor with his logo in Showcase, check the "This donor is a sponsor" check box in the sponsor's donor record and add an image for that sponsor. The image can be the sponsor's logo or even an advertisement.

If you don't provide an image, the slide will read: *Special Thanks to Our Sponsor, [Sponsor's Name]*.

Can we take over the slideshow manually for the live auction?

Yes, you can take over the slideshow manually during the live auction and display only each item as it's being auctioned off by the auctioneer.

Can we show contributors to the fund-a-need/special appeal in the Showcase slideshow?

Yes. A slide is automatically generated that shows who has contributed to each fund-a-need level.

Venue, Internet, and Equipment Considerations

How many computers should we set up at our event?

Computers will serve two functions at your event:

- **Essentials, Select, and Complete plans:** Your staff will use computers to check in guests, capture credit card information at Check-in, record winning bids of traditional silent auction items (auctioned off via bid sheets), record purchases of fixed price items and fund-a-need donations, generate invoices (optional, of course), and check out guests. **We recommend that you set up one staffed computer for every 50 guests.** Each computer needs access to the Internet. These computers can be a mix of Macs and PCs. There's no software to install. (If you are conducting mobile bidding during your event with the **Complete** plan, then from these computers your staff can also monitor eBidding activity, make adjustments on the fly, retract bids and purchases if necessary, and more.)
- **Complete plan only:** Guests without their own mobile bidding devices can place bids on Bidding Stations. **We recommend that you set up one Bidding Station for every 5 to 10 eBidders who do not have their own bidding devices.** So, for example, if you have 250 guests who will attend your event, 25 of whom do not have their own smartphone or tablet, then you should set up 3 to 5 Bidding Stations at your event. A Bidding Station is simply a computer, laptop, or even an iPad that your Control Center Administrator has set to Bidding Station Mode.

What are the Internet requirements at the venue for mobile bidding?

- eBidders (guests bidding from their smartphones and tablets) can access the online catalog by connecting to the Internet via their cellular data plans. We do not recommend, however, that you rely exclusively on cell service to provide access to the Internet.
- If eBidding (mobile bidding) will be taking place during a concentrated time period at your event (i.e. 2-5 hours), we recommend that your venue's WiFi network supports about half your bidders simultaneously. If it doesn't, you should plan to supplement the venue's WiFi with additional wireless access points to provide additional connections.
- For auctions with up to 500 eBidders, your venue's wired internet connection should support 50 Mbps download (recommended minimum) and 10 Mbps upload (recommended minimum).
- Discuss with the venue if other parties/people will be using their network during your event. 50 Mbps download and 10 Mbps upload is sufficient to support your eBidding activity. But your connection can become congested and slow down if there are people using your network connection for high traffic activities like playing YouTube videos, uploading/downloading photos or videos, etc.

For eBidding, how many Wi-Fi access points should our Wi-Fi network provide?

We recommend that your Wi-Fi network offer enough access points to accommodate simultaneously at least half the number of registered eBidders.

How do we accommodate eBidders who don't bring their own devices?

There are two ways that guests without their own smartphones and tablets can still join the fun:

- Place laptops, computers and/or tablets around your venue to act as Bidding Stations. Any registered eBidder can log in, browse the eCatalog and bid from a Bidding Station.
- Via the Control Center, staff members can also place proxy bids on behalf of any registered eBidder.

Does ReadySetAuction provide staff or equipment at our event?

We do not provide equipment or personnel for your event. ReadySetAuction is a 'do-it-yourself' solution, designed so that your own volunteers can run your event. With ReadySetAuction, there's no need to spend the extra money to hire consultants to do it for you.

Self-Checkout, In-Person Checkout, and Payment Processing

Are a bidder's wins and purchases from mobile bidding, the live auction and fund-a-need consolidated on one invoice?

Yes.

Can bidders check themselves out?

Yes! Whether they've been bidding at your traditional event and/or placing mobile bids, bidders can check themselves out from their own phones, tablets and computers as long as your Control Center Administrator has enabled self-checkout and has set up a compatible merchant account. (**Select** and **Complete** plans only)

When can bidders begin to check themselves out?

The Administrator of your Control Center has a global setting for allowing (or disallowing) self-checkout.

If self-checkout is enabled, then as soon as an eBidder has an item on his invoice (having won or purchased an item), a "$" button will appear at the top of his eCatalog. Tapping the button

takes the bidder to his invoice. He can pay for that item right away or wait until later when he may have won/purchased additional items.

What forms of payment can eBidders use at self-checkout?

eBidders can pay by PayPal or credit card if you've set up a PayPal Business Account or compatible merchant account.

When do eBidders enter their payment information?

When a guest purchases his ticket(s) online, he has the option to keep his credit card on file for future auction purchases.

A winner can also enter his payment information at the time he pays his invoice. He need enter it only once and then can use that same payment method again later if he has another invoice to pay.

Which bidders can the committee check out?

Your auction staff can check out any bidder via the Control Center, whether (s)he won and/or purchased items in your traditional auction or mobile auction, and accept payments by credit card, cash or check.

Does ReadySetAuction generate bidder receipts?

Yes. ReadySetAuction automatically emails receipts to your guests when they self-pay and when they are checked out by the auction staff. Your committee can also re-email bidder receipts as well as print them.

Does ReadySetAuction support the calculation of sales tax?

Yes. If your state requires your organization to collect sales tax on the sale of certain types of auction items, you can set up tax rates and assign those rates to items when entering them. ReadySetAuction will calculate the sales tax on the winning bid amount and add it to the amount due to the bidder.

During the event, how does my committee know which bidders have paid and who still owes money?

There are several locations where your staff members can look to see who has paid and who still owes money:

- the bidder's Invoice in your Control Center

- the eCatalog Home Page on the bidder's mobile device
- the eCatalog Invoice on the bidder's mobile device
- the Balance Due column of the Manage Bidders list in your Control Center
- the Payments Due and Payments Received reports in your Control Center

Wrap Up

Can we send thank you notes to the attendees?

Yes, you can send thank you notes by email in bulk or one by one, directly from your Control Center.

For how long after our event date can we check out bidders and can bidders check themselves out?

Your auction staff can check out bidders and bidders can check themselves out for the 4 weeks following your event date, or if you've purchased an eCatalog Access Period post-event extension (or extensions), then for the 4 weeks following the end of the extension.

For how long after our event date can we modify data in our Control Center?

During the four weeks following your event date (or the four weeks following the close of your eCatalog Access Period if you have purchased a post-event extension), your committee retains access to your Control Center and your bidders retain access to their accounts for checking out and viewing receipts.

Does ReadySetAuction store our data? If so, for how long?

Yes. We endeavor to store your data for three years after your event. During this time your Administrator can log in and view your data, print materials and export reports.

Can we export our auction information?

Yes. ReadySetAuction generates a wide variety of reports, each of which can be exported as a .CSV file and opened in Excel.

Purchasing ReadySetAuction

How far ahead of my event can we purchase ReadySetAuction?

You can purchase ReadySetAuction up to a year prior to your event date.

How do we purchase?

To purchase, contact our sales team at 888-824-0490. At the time of purchase, you must agree to our Terms of Service. There is no paper contract to sign.

You may pay the ReadySetAuction Event Fee up to twelve (12) months prior to your event date. We take payment only by credit card. The credit card can belong to your organization or an individual on your committee.

You'll be up and running immediately upon purchase.

During the period leading up to your event date, you will have access to the ReadySetAuction Control Center to prepare for your auction. You will retain access to the Control Center for wrapping up your auction for four weeks following the end of your event. Your organization's mobile bidding site will be available for 90 days starting at 6:00 AM EST (7:00 AM EDT) 45 days prior to your event date and ending at 6:00 AM EST (7:00 AM EDT) 45 days after your event date.

Interested in extending mobile bidding? Your Administrator may purchase Pre-Event and Post-Event eBidding Extensions from within the Control Center.

How much does ReadySetAuction cost?

View ReadySetAuction plans and pricing.

Is technical support included?

Yes! Telephone and email support for all registered committee members is included in your Event Fee.

SUPPORT POLICY: Unlimited Support Included in All Plans

Our support team is available Monday through Friday, 9:00AM to 8:00PM Eastern Time, excluding holidays. They strive to answer support questions promptly, thoroughly and courteously, usually within an hour or two. We promise 24-hour turn-around on business days. Typical response time is less than 60 minutes.

How are upgrades handled?

We continually enhance ReadySetAuction with new features. Any enhancements made to your current plan are provided to you automatically and free of charge. There is nothing for you to install! If you would like to upgrade to a higher service plan than you initially purchased, you may do so at any time from the Control Center by paying an upgrade fee.

What is ReadySetAuction's refund policy?

We do not believe in locking customers in to long-term agreements. Rather, we prefer to win customer loyalty by providing superior products and an excellent customer support experience.

With that said, we incur costs immediately when you purchase a ReadySetAuction product. This prohibits us from providing refunds.

We encourage you to take advantage of our free 15-day limited trial to evaluate ReadySetAuction prior to purchasing.

Winspire Risk-Free Auction Packages

How much does a Winspire package cost my organization?

The Nonprofit Cost is listed with each package in the Winspire Catalog.

How much money will our organization make?

The amount your organization makes from a Winspire package depends on the winning bid. You will pay our partnering vendor the Nonprofit Cost as listed in the Winspire Catalog. The difference between the winning bid amount and the Nonprofit Cost of the package equals the amount you make.

Who are your auction item partnering vendors?

ReadySetAuction partners with Winspire, Inc. to provide travel, destination and experience packages to our customers for their fundraising auction events.

Winspire Inc. is a registered commercial fundraiser with The Attorney General and a registered seller of travel. Winspire Inc. is also a member of IATA, the International Air Transport Association, and CLIA, the Cruise Line International Association.

Winspire Inc. provides highly desired, hard to find, exclusive travel packages for use in charity

auctions and fundraisers. Charities purchase only what is sold, making it risk free. Family vacations, international trips, cruises, adventure travel, golf trips and hundreds more, Winspire Inc. offers it all.

Winspire Inc.
9641 Irvine Center Drive
Irvine, CA 92618
(949) 544-8545

How do I set the minimum bid for a Winspire package?

The ReadySetAuction Winspire Catalog lists both your price (a.k.a. Nonprofit Cost) as well as the Suggested Retail Value for each package. We suggest you set the starting bid at least 10% above your price.

How many Winspire packages can we sell?

There is no limit to the number of Winspire packages you sell during your auction. In fact, you can sell the same package multiple times if you choose.

Where do I find the language for my printed and online catalogs?

We've made this easy for you! In the Winspire Catalog, you'll find a brief description of each package and its amenities. To view this description, click the package's "View Options" or "View Details" link. Then copy and paste the description into the Package Description field in your ReadySetAuction Control Center.

Are there restrictions and blackout dates?

Any restrictions and/or blackout dates are included with the package description in the Winspire Catalog.

Be sure to include any restrictions in your printed and/or online catalogs.

Is it necessary to reserve a Winspire package?

Yes. You must reserve a Winspire package prior to making it available during your auction.

To reserve a package, fill out this Learn More form and a representative from our partner, Winspire, will reach out to you shortly.

How do I reserve a Winspire package?

To reserve a package, fill out this Learn More form. A representative from our partner, Winspire, will reach out to you shortly.

How far in advance can I reserve a Winspire package?

As soon as you know that you would like to feature a Winspire package during your auction, fill out the Learn More form. We strongly encourage you to submit your reservation at least 5 business days prior to your gala auction or 5 business days prior to posting the Winspire package in your online auction.

When do I order my Winspire packages?

As soon as you have collected payment from the winning bidder, submit your order directly to Winspire.

Still Have Questions?

Our team is happy to help.

- **Sales:** 888-824-0490 (sales inquiries only)

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