Digital Auction FAQ's

How many items can I have at my auction?
On the ZGIVE auction platform, you can have unlimited items at your event.

How many participants can I invite to my auction?
You may have unlimited participants.

The Auction PRO plan is subscription-free, however, are there any additional fees?
ZGIVE charges a 5% performance fee that is based on how much you raise at your event with a minimum charge of $450. There is also a payment processing fee of 2.9% + .30 per transaction.

Our auction platform asks your donor to pay processing fees (85% of donors typically opt-in) so this performance fee can be mostly covered. Additionally, if you would like to add fund-a-need to your auction, the cost is $199 per event.

What is the difference between Auction PRO, Auction PRO+, and Auction ELITE plan?
The Auction PRO plan is subscription-free and has a 5% after-auction performance fee. The Auction PRO+ plan costs $1199 per year and the Auction ELITE plan is $1599 per year and both do not have a performance fee. For more information, please reference our plans on zgive.com/plans-pricing.

Does the system notify our participants about my event, and if so when and how?
The system default will notify participants via email 30 minutes and again 10 minutes prior to the auction start.

Can more than one person have access to my portal? Can they get their own username/password?
Yes, multiple people can access and be on the portal simultaneously. However, it is one username and one password.

Can I customize the auction link?
No, not at this time. However, our platform is designed to be customized to your brand to give the look and feel of your organization.

When will the money from the auction be in my account?
If your event ends by 7 pm EST, the money will be in your account the next business day. If later, it will post on the following business day.

When does ZGIVE take out the 5% Performance Fee for Auction PRO?
We will send you a receipt notification of the 5% performance fee that was incurred by your auction. This will be billed within 48 hours after the close of your event.

How does the donor cancel their recurring donation? How does the donor update their credit card?
The donor has their own portal where they can cancel or modify recurring donations and update their credit card information. The donor will go to www.faith.bid > click "User Portal" > select "Donor" and then input their email address. They will then be sent a link that will take them into their donor portal to make any necessary changes.

There is a video entitled **Donor Donation Management** on the video tutorial page (on the Z-RESOURCES site) that provides this information. The password to access the site is zgiveclient (all one word, lowercase).

Where should I promote or market my event?
You should promote your event on all of your giving channels (website, landing page, social media, email, etc) in order to maximize exposure. Visit the Z-RESOURCES site for best practices on marketing your event. The password to access the site is zgiveclient (all one word, lowercase).

What are the dimensions for the auction banner image?
The dimension for the cover image is 768X112. You can find the dimensions by hovering over the "circled i" button when creating your auction. Visit the Z-RESOURCES site and click Images in the navigation to explore our offering of pre-sized banner/cover images. The password to access the site is zgiveclient (all one word, lowercase).

Why does the banner image I uploaded look different on my computer versus my phone?
Images may appear different on different devices, depending on the type of image used. Stock images work best with the ZGIVE platform.

What format, size, and shape do the auction item images need to be in order to load properly on the portal?
JPEG images work best, however, if you are unable to get a JPEG, you may use a screenshot of the item. There is no specific size needed because the portal will automatically auto-size the image when you load it onto the platform. In terms of shape, you will need to provide a square image.

Can I have multiple images for auction items?
Yes, you may have up to 15 images but we suggest keeping it 3-4 images.

Can I take pictures of auction items with my phone?
Yes, the new phones have great cameras. Make sure to have a blank or white background so that your items are viewable and pop.

How many auction items can I have at my auction?
You may have unlimited items at your event.

How many participants can I invite to my auction?
You may have unlimited participants.

Is there a way to copy an item from a previous auction?
No, not at this time.

What should the Buy-It-Now amount be?
The Buy-It-Now cannot be the same amount as the starting bid. The Buy-It-Now option should be double the estimated value of the item.

Do you have best practices for how many items I should have in my auction?
Yes, visit auction how-to's on the Z-RESOURCES site to find this information. The password to access the site is zgiveclient (all one word, lowercase).

Will the retail value show up on my auction item?
No, the item's retail value does not appear in your auction. However, we recommend adding the retail value to the item description in order to appropriately position the value of the item (relative to the starting bid).

Can I do a test auction?
Yes, however, make sure not to bid on any items or you will incur 5% performance fee - this applies to Auction PRO customers only.

Can I have categories for items? Are the categories preset?
Yes, you are able to customize categories for the silent auction portion of your event only. They are not pre-set, so you can create custom categories.

Can I have an Auctioneer with my live Auction?
Yes. We have an auctioneer mode that you can turn on in your dashboard which gives the auctioneer complete control over the auction. They will be able to discuss the item, see who is bidding, and move on to the next item when they are ready. This can be done for virtual or in-person auctions. If you do not have an auctioneer, the system includes a timer that you can program for your live auction items.

What is the difference between live and silent auction?
A silent auction is where participants can bid on multiple items at a time. For a silent auction you will need to set start and end times for the event. A live auction features one item at a time. Participants can view what is coming up next, but they can only bid on the item that is up for bid.

Does the system notify our participants about my event, and if so when and how?
The system default will notify participants via email 30 minutes and again 10 minutes prior to the auction start.

What is the processing fee?
Our payment processing company is Clover Connect. Their processing fee is 2.9% plus .30 cents per transaction. However, when a donor inputs their credit card information, we have a compelling message that asks if the donor will opt in to pay this fee so that 100% of the donation can go to the nonprofit.

If the participant doesn't cover the processing fee, who does?
The nonprofit covers the processing fee if the donor does not opt in to pay. However, 85% of donors will opt-in to pay the processing fee.

When my donor registers for the auction, will it does it ask for their credit card again if they choose to donate?
We will ask for a credit card again when making a direct donation. Donors like this option as sometimes they want to use a different card for bidding than for making a direct donation.

REMINDER: Prior to marketing your auction, please do the following to ensure a smooth registration process for your participants. Also, verify that on each platform (desktop and mobile) your cover image populates correctly.

1. Test your text-to-register capability by texting your keyword to your 800 number
2. Test your QR code registration by scanning your auction's QR code on your mobile phone
3. Test your online campaign link by copying and pasting the link into your desktop browser

Where should I promote or market my event?
You should promote your event on all of your giving channels (website, landing page, social media, email, etc) in order to maximize exposure. Reference the Z-RESOURCES site for best practices on marketing your auction. The password to access the site is zgiveclient (all one word, lowercase).

Will I get a report showing the items that were won?
You can download your campaign stats at the conclusion of your auction.

How do I refund a donation or a purchase mistake?
You can refund or charge a different credit card via your Clover Connect merchant portal. Call Clover Connect Support at 877-828-0720. (PLEASE NOTE: Clover Connect refers to you as a "merchant") Please have your MID ready.

Do you have tech support available during our auction? Whom do I contact?
Yes. If something goes wrong with the technology during your event, contact our tech support by texting: (877) 389-4483.. Please include your first and last name, organization name, and 1-2 sentences on the issue you are experiencing. Visit the Client Support page on the Z-RESOURCES site for more information.

Will ZGIVE send out reminders that my auction has started?
Yes, the system will send out an email 30 minutes and 10 minutes prior to your auction start time.

How do I use SMS during my event?
Once a donor is registered for your auction, you now have the ability to send them 1000 free SMS messages through your auction portal. We suggest sending messages before your auction starts, during your auction, and after your auction concludes to keep engaged with your donors.

When I send an SMS is it to individuals or a group?
When you send an SMS through the auction portal it will be sent out to everyone who has registered for your auction. You are not able to send out text messages individually.

Can I automate SMS messages or pre-schedule?
No, not at this time. However, a best practice is to keep a word or notes doc open with your SMS messages written out so that you can cut and paste.

How do I see what is happening within my auction in live time?
To view what is currently happening within your auction click the "Dashboard" button in your auction portal.

How do I pull campaign stats?
You can download your campaign stats at the conclusion of your auction by clicking the "Campaign Stats" button in your auction portal.

Can I change the keyword for donors to text my 800 number to register for the auction?
Once you start marketing your auction event, you cannot change the keyword. If you do, it will change the link which will affect the QR code and any marketing materials that have been sent out.

Can donors opt-out of receiving SMS messages? Can I see who has opted out?
Yes, donors can opt out of receiving SMS messages. You are not able to view or download a report of who has opted out as it has to do with the donor's phone provider.

Can donors preview auction items or register without putting in a credit card?
Yes, the donor is able to go straight into the auction platform using the QR code, text-to-register or link. The system will invite them to put in their credit card information so they are ready to bid. They may however choose to skip this step. When the donor wants to place a bid or donate, they will be required to put in their credit card information.

Can we change the bid price during the auction?
Yes, go into your auction portal and edit the item bid price.

Can we change the start time/end time of the auction?
Yes, however, you cannot change the start/end time once the auction starts or ends. For example, if your auction is set to start at 10:00 am, you cannot extend the start time after the auction has started.

Can I add additional items throughout my auction?
Yes, you may continue to add new items throughout the event.

Where can I see who has registered for my auction?
You can view the participants who have registered for your auction under the "Edit Contacts" section in your auction dashboard.

When my donor registers for the auction, will it does it ask for their credit card again if they choose to donate?
We will ask for a credit card again when making a direct donation. Donors like this option as sometimes they want to use a different card for bidding than for making a direct donation.

Can donors register for my event even after it's started?
Yes, donors can pre-register for your event as well as register while your event is running.

Can I do a test auction?
Yes, however, make sure not to bid on any items or you will incur a 5% performance fee - for Auction PRO customers only.

Can participants search for an item?
Yes, at the top of the list of items there is a search bar where donors can search for specific items or keywords.