

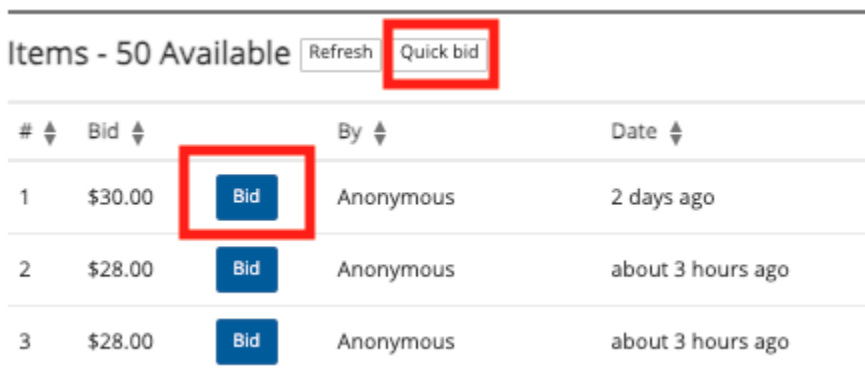
FAQ

Q: I signed up for an account so I could participate in the auction, but I can't log in? It says verification is required?

A: New account signups may require a phone call to verify you're not a spam bot. This process takes some time, it depends on you replying to our email request for a phone number, and our team is only available for these verification calls during business hours.

Q: How do I bid on an item if all items already have a bid?

A: You can outbid someone by simply clicking on "Quick bid" this will place your bid on the lowest bid already entered. You may also choose which item you want to bid on by clicking "Bid" to the right of the current amount.



The screenshot shows an auction interface with the following elements:

- Header: "Items - 50 Available" with "Refresh" and "Quick bid" buttons.
- Table with columns: "#", "Bid", "By", and "Date".
- Row 1: Bid #1, \$30.00, Anonymous, 2 days ago. A blue "Bid" button is highlighted with a red box.
- Row 2: Bid #2, \$28.00, Anonymous, about 3 hours ago. A blue "Bid" button is highlighted with a red box.
- Row 3: Bid #3, \$28.00, Anonymous, about 3 hours ago. A blue "Bid" button is highlighted with a red box.

Q: How do I know what I have bid on?

A: You can view all of your bids under the "Your Bids" tab. This will let you know if you are winning, if you have been outbid or if you have won. You can also click on the item name (ex. \$50 Gift Card) to go directly to the item you are bidding on.

Welcome to the ninth annual Holiday Gift Card Auction!

Thursday, November 21 at noon to November 26 at 7:00 p.m

Please [READ THE TERMS AND CONDITIONS](#), particularly the part about credit card authorizations. In short, each time you place a bid, the system places a hold authorization for that amount on your card. When you are outbid, the hold is released. If you bid \$50 on ten different items, this means \$500 of your available balance will be unavailable until you're outbid. Any winning bids at the end of the auction are captured - meaning your card is charged. **We recommend you use a credit card, not a debit card for this auction. A released hold may take several days to reflect on your statement.**

Do I have a SooToday.com account to bid?

You must register for a SooToday.com user account in order to bid in this auction. If you have registered for a SooToday.com account previously, such as for the classifieds, please log in and use that account. Registration only takes a few moments. [Register or log in here](#). You must be logged in on SooToday in order to place bids. Registering for an account at the start of the auction will minimize delays in getting set up. Look for the verification email in your inbox, it may be in your spam folder.

What happens if I win?

After the auction closes, it may take us a few days to process the results. If you have won an item, you will receive a confirmation email, which will contain pick up instructions. For any auction related questions, please email auctions@sootoday.com



Your Bids: 2024 Holiday Gift Card Auction

Item	#	Amount	Status
\$50 Gift Card	8	\$25.00	You're winning!

Q: My credit card is being rejected!

A: Reach out to your bank. Bidding in an auction can result in a lot of activity on your card, which some banks may flag as suspicious and lock your card until you contact them.

Q: I won an item. How and where do I get it?

A: Pick up instructions will be listed on the auction items as well as in the winning confirmation email.

Q: I only received one confirmation email but I won multiple items

A: As long as you provide one confirmation email, you will have no problem claiming all of your items.

Q: Can someone else pick up the gift cards on my behalf?

A: Yes, you will need to provide the person picking up the gift cards with the winning confirmation email as well as your email address/user name.

Q: I placed a bid in the final seconds of the auction, but a lower bid won. Why?

A: Activity in our auctions is very intense in the last minute or two (several bids per second!), such that overlaps do sometimes occur, where bids are placed at the same instant as another one. As a result, a lower bid can sometimes end up squeaking through and winning. It's just a limitation of systems like this, unfortunately. Things can get quirky when there's so much overlapping activity at the same time. To avoid disappointment, we recommend placing a higher bid earlier on to avoid being outbid in the final seconds of the auction.

Q: I have charges on my card for items I didn't win.

A: At the top of all our auctions and in the rules, it makes clear that every bid in our auction places a pending charge on your credit card. If you are outbid, the pending charge is immediately reversed. At that point, it is out of our hands, and waiting on your bank. Some banks are slower than others and can take up to 10 business days to process the cancellation of a pending charge. Unfortunately there's nothing we can do from our end to expedite it. Within 10 days you can expect that pending charge to just disappear from your statement, as if it never happened. And good news: pending charges don't accrue interest.