



Why is a credit card required to register?

We require each user to register a credit card to ensure that each of our bidders is a valid, qualified bidder. This verification method has been implemented for the protection and security of each of our bidders. Each bidder knows that all bidders are valid and that they have met the same requirements that you have to be able to bid online. The credit card verification process is completely secure and PCI compliant. Your credit card will not be charged unless you are the winning bidder of an item; funded a wish; or made a donation.

When can I start bidding on auction items?

When you register, you will be able to view all of the items available on the silent auction. You will be able to begin bidding on the items on Saturday, July 25, 2020 at 7:00 am (MT) / 8:00 am (CT). Bidding closes on Sunday, August 2, at 5:00 pm (MT) / 6:00 pm (CT).

Will I receive text notifications if I am outbid on an item?

Due to the format of the event this year being virtual and using a direct URL for registration, you will not receive text notifications when you are outbid. If you prefer to receive text notifications, please register by texting the word **child** to 71760. You will receive a reply with a unique link that will direct you to the same auction and wish sponsor platform as the online registration. Clicking on this link provides the permissions needed to send notifications; however, please note, all bidding will need to be done via this unique link.

What does it mean to “Sponsor a Wish?”

When you Sponsor a Wish, you are providing funds that will be used to purchase the item or items as specified in the listing for the kids and families served by Children’s Home Society. These are not items that you will receive for your own use.

How will winning bidders receive their auction package?

After the auction closes, each winner will receive an email with information on how they can receive their auction package.

The options will be as follows:

- Many of the items can be picked up directly from Children’s Home Society in Sioux Falls (*winners or their representative must show identification and sign for the item*).
- Some items may be picked up directly from the auction donor’s location (*winners or their representative must show identification and sign for the item*).
- If the item is in the form of a gift certificate, Children’s Home Society can mail it to the winner.
- If it is a larger item, Children’s Home Society can arrange to have it delivered only if it is within the immediate Sioux Falls area.
- If it is a larger item to be delivered outside the Sioux Falls area, the winner will be responsible for making arrangements for shipping and the cost to do so.

Who can I contact if I am having difficulty registering or if I have questions about bidding?

Please call (605) 965-3114 for assistance with registration and bidding.