



# 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 ZGIVE 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 \$350. There is also a payment processing fee of 2.75% + .25 per transaction.

However, 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 for Auction PRO. Fund-A-Need is already included in the Auction PRO+ plan.

**What is the difference between the AUCTION PRO and the AUCTION PRO+ plan?**

The Auction PRO+ plan costs \$599 per year and includes all Auction Pro features plus our digital fundraising suite, no minimums, and unlimited Fund-A-Need.

**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?**

ZGIVE will send you a receipt notification of the 5% Performance Fee that will be removed from your account. This will be automatically deducted 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.zgive.com](http://www.zgive.com) > 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 Tutorials page that provides this information.

**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. Here is a one-sheet with more tips on promoting your event.