



# JUNIOR FAIR AUCTIONS

MANAGED BY THE WENDT GROUP, INC.

## FREQUENTLY ASKED QUESTIONS

### HOW DO I REGISTER TO BID?

To register, select the Login/Register tab on the left hand side of the screen in the navigation bar OR the Register dropdown button displayed at the top right hand side of every auction page. Register for a new account by entering your contact information, email address, desired password, etc. Once you submit the auction registration form, please follow the steps to validate your phone number, and complete your user profile to 100% complete.

Please keep your user information (email address and password) in a secure place as you can use the same account login for all online auctions hosted by The Wendt Group.

### WHY IS A CREDIT CARD REQUIRED TO BID?

We require each user to post a credit card verification 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. This is the only procedure available to bid online. See our Privacy Policy for more details.

### HOW DO I BID?

Select the auction you would like to view. When the bidding for the auction is open, you will have the opportunity to enter your bid (and your maximum bid) for each item. Simply login to your user account and click on the blue Bid button for each lot to submit the bid(s).

### HOW DO I KNOW IF I AM WINNING IF THERE ARE NO BIDDER NUMBERS SHOWN?

If you are watching the auction via a computer or via your mobile device, when you are winning the screen will show this message: You are winning! in green on the lot(s) you have the high bid on. If you get outbid, the message will change to: You have been outbid.

### HOW DO I KNOW IF I GOT OUTBID?

If you get outbid on any lot within an auction, you will receive a notification based on the preferences you set up in your user profile registration. There are two outbid notification preferences you could possibly receive - a text alert sent directly to your cell phone, or an email sent to your registered email address, or both! Please note, if texts are your only method of notification, you are at the mercy of the cellular network. When cellular connections are spotty, often an email can go through but not a text.

Click on My Account on the left hand side of the screen in the navigation bar OR My Account via the dropdown button displayed at the top of every auction page, then click on the Notifications tab to manage your notification preferences. You may opt in or out of either of these options at any given time by selecting the options you prefer and Save Settings.

If you are watching the auction via a computer or via your mobile device, when you are outbid, the screen will show this message: You have been outbid. If you would like to bid again on that lot, simply click on the blue Bid button and Place Bid.

### HOW CAN I MAKE SURE I AM SEEING THE MOST CURRENT BIDDING INFORMATION ON THE SCREEN?

During the bidding process you will not need to refresh your page to ensure you are viewing the most current bidding activity. The auction platform auto-refreshes the page, and the bidding is in real time.

### HOW DOES THE AUCTION END?

Each auction will end at a specified time as shown on the individual auction site. Please visit the specific junior fair auction site to confirm the closing date and time.

Most auctions will utilize an auto-extend, horse race style closing. With this feature, the bidding will remain open on all items in the auction if there has been at least one bid received on any one item in the auction within the last 3 minutes (or the set extended bidding increment at the time). Once 3 minutes has lapsed without any bidding activity, the bidding on all items will be closed. All lots will close simultaneously.

Please see the examples below – this is a sample and may or may not match the actual ending times.

- » Example 1: Auction closes at 8 PM. There is no bidding from 7:57 PM to 8 PM. All lots are declared closed and the sale ends at 8 PM.
- » Example 2: Auction closes at 8 PM. There is a bid placed at 7:59 PM. Auction is extended by 3 minutes. No more bidding occurs. All lots are declared closed and the sale ends at 8:02 PM.
- » Example 3: Auction closes at 8 PM. There is a bid placed at 7:59 PM. Auction is extended by 3 minutes until 8:02 PM. Another bid is placed at 8:01 PM. No more bids are placed. All lots are declared closed and the sale ends at 8:04 PM.

### IF I WIN IN THE JUNIOR FAIR AUCTION, HOW AND WHEN DO I PAY?

Most all payments from a junior fair premium auction are to be made payable directly to the county fair or livestock committee. In some instances (i.e. a non-4H affiliated event) payments may be collected by The Wendt Group. All invoices will contain the specific address and pay to information, and will be available for each winning bidder immediately after the auction. The Wendt Group will work with each fair/show individually to meet their needs and guidelines.

### WHAT IS A JUNIOR FAIR AUCTION 'ADD ON'?

An 'Add On' is a monetary donation option available for each exhibitor and/or specific lot in the auction. In an Online Only auction, we offer the option for buyers who desire to assist individual exhibitors through financial donations to place an 'Add On' via a clickable link available on each lot in the sale. There is no transfer of ownership implied to any 'Add On' donation. 'Add On's' are to be strictly considered as a gift or donation to the youth exhibitor.

### WHAT IS THE BUY NOW FEATURE?

The buy now feature may be used in conjunction with some items in an auction. A buy now button will appear on the screen next to lots with this feature. The first bidder to click and submit a winning bid at the buy now listing price will be awarded the high bid for their gift or donation to the youth exhibitor.

### HOW DO I ADD ITEMS TO MY WATCHLIST?

A Watchlist is composed of individual lots you would like to 'watch' within current and/or upcoming auctions. Your Watchlist can contain items from one auction or across multiple auctions and species. You can add as many or few items as you would like. Once an auction has ended, the items will be automatically removed from your Watchlist.

To add items to your Watchlist, click on the eye icon at the bottom right corner of each lot (on grid view) or on the left side of the screen near the photo (on catalog view). As items are successfully added to your Watchlist, a green box will appear in the right hand corner of your screen with this notification: Lot x has been added to your watchlist.

If you would like to remove an item from your Watchlist, click on the eye icon again, and it will be removed. As items are successfully removed from your Watchlist, a green box will appear in the right hand corner of your screen with this notification: Lot x has been removed from your watchlist.

To view your entire Watchlist, click on Watchlist on the left hand side of the screen in the navigation/menu bar.

For additional questions, please contact us at:  
614-403-0726 • sales@thewendtgroup.com

[WWW.JUNIORFAIRAUCTIONS.COM](http://WWW.JUNIORFAIRAUCTIONS.COM)