

Fulfillment & Other Post Auction Tasks

The auction has closed, but it doesn't mean it's over just yet! Now that the auction is behind you, there are some more tasks to complete.

Shipping and taxes

Shipping and taxes can only be added when you're awarding items under Close Out > Award Items. You can calculate shipping on your carrier's website (usps.com, ups.com, etc) to get an approximate fee, or you can opt to charge a flat rate for shipping your items. In general, organizations don't charge to send an item in a regular envelope with a stamp. Check out our [Shipping Tips](#) article for further guidance!

Processing credit cards and failed payments

For most auctions, all of the credit cards are charged without any issues. However, in a few cases, a credit card may be declined, and you're unable to process that winner's card. If this happens in your auction, we recommend that you try processing the card once more, just in case there was an isolated issue the first time around.

If you're using Stripe, Greater Giving, or IATS, the failed purchase will be listed under Process Payments with a status of Failed. To try processing the card again, click on the Retry button next to the winner's name.

If the purchase fails again, then you should contact the winner to let them know. You can give them the option to pay you with a check or cash. If they have another credit card on file, they can associate it with their items. See our article, [How to Handle Failed Credit Cards](#), for more information.

Marketplace items

If you sold any Instant Items or consignment items from our Marketplace, process those the same way you would your own donated items. BiddingforGood doesn't process those, or any, credit card charges.

Instant Items: Our Instant Items Specialist is automatically notified when you award these items. You should receive an email from them within a few business days asking if you've received payment from the winners for the Instant Items. Once you reply back, we will ship them to the winners. If you haven't received that email or need to contact our Instant Items Specialist, please email confirmpayments@biddingforgood.com.

Consignment Items: The consignment vendors are automatically notified when you award their items. You should receive an invoice from them for the cost of the item within a few business days. Once you pay their invoice, they'll send the item to the winner. If you haven't received an invoice from them or need to contact them, you can find their contact information in the Marketplace Items Report.

Communicating with bidders

Throughout the auction and after it's closed, you can find your bidders' contact information in the Registered Users Report. Most bidders understand that their items won't be sent immediately after the auction closes. In certain instances, a bidder might reach out to you to see if they can have the item sent sooner because it is a gift or they would like to use it soon. It's up to you to decide if you can honor their request, but it's important to let them know either way.

As a courtesy to your bidders, it's important to communicate with them if there are any delays related to processing their purchase or shipping their items. If you're using an auction-specific email address for auction-related correspondence, be sure to check that address regularly after the auction has closed (and also periodically after everything has been sent out).

Additional resources

You can find additional resources, such as mailing labels for winning bidders and donors, invoice information, and more under Close Out > Final Steps.

The End of Auction Report provides a great overview of your auction results. It also compares your results to your past auctions and other auctions in your cause group. This report can be found in the Reports tab in Auction Manager.