



## **Auction Check-in/Check-out Frequently Asked Questions**

Not sure where to start, how to complete check-in, when to check-out, where to pick up items? You have questions, **and we have answers!**

### **How do I get set up for an easier check-out experience?**

Simply provide your credit card in advance for your crab feed purchases (your card will be swiped but nothing will be charged until you approve your invoice). VISA and MasterCard are accepted. We cannot accept AMEX.

### **When and where can I get this “jump start” for check-out?**

- After the 5 pm Mass on Saturday, January 21 and after the 10:30 am Mass on Sunday, January 22
- After school at the play structure on Tuesday, January 24 from 3:00 – 3:30 pm, and again on Friday, January 27 from 3:00 – 3:30 pm
- During Preview on Saturday, January 28 from 1:00 -2:30 pm

### **If I haven't pre-swiped my card, where and when can I check-in on the night of the event?**

- Check-in begins at 5:30 pm (note: the big rush is usually right after 4:30 pm Mass, so taking advantage of the new pre-swipe option in advance of the event is recommended). Check-in is located in the school hallway, side entrance. Signs will be posted.
- All Corpus Christi School Families are asked to check-in to verify bid number (which is located on the back of your catalog) and receive their seat assignment.
- Guests who wish to bid do need their own bidder number. These are issued at the check-in table.
- If you have not pre-swiped your credit card, you can stop by the school office at the start of the event, and provide your credit card. This service is open for the first hour of the event, and then will close. The check-out office will re-open at 10 pm.

### **When does check-out open and close?**

Check-out opens on Saturday, January 28th at 10 pm. Check-out closes at 11:30 pm.

### **Q. What types of payments are accepted?**

Cash, check, VISA and MasterCard are all accepted. We cannot accept AMEX. When you pay by cash or check, Corpus Christi will receive 100% of your donation. Note that for VISA and MasterCard purchases, we are charged a small percentage of each transaction for the convenience.

### **Where can I start check-out on the night of Crab Feed event?**

- Begin the check-out process at the table outside 2<sup>nd</sup> grade. Please do NOT enter the classroom unless instructed to do so.
- Give your last name to table volunteer, and wait for your invoice to be printed.
- If you are paying by cash or check, you may leave this payment at the table with volunteer.
- If you are paying by credit card, and **you have pre-swiped your card**, sign one copy of invoice to approve charges and proceed to pick-up items from 8<sup>th</sup> grade classroom.
- If you are paying by credit card, and **you have NOT pre-swiped your card**, proceed to school office for payment processing and then go to pick up your items from 8<sup>th</sup> grade classroom.

### **What if I don't check out on Saturday night?**

Payment & pick-up of items will continue Sunday, January 29 from 9 am–1 pm.