Items FAQs

Can I rotate an image?

Yes. Your computer may automatically rotate the photo, however, the platform uploads the photo in its original orientation. If the camera is sideways, the photo will upload sideways. Rotate the photo on your computer first, then upload it to the item.

Note: Visit picture editing for Mac, or picture editing for PC.

Can I delete an item?

Yes. Visit Delete Items to learn more.

My iPhone takes images in HEIC format, how can I use these images?

HEIC formatted images (which can be found on iPhones using iOS11 or later) are not compatible for upload to GiveSmart. These images will need to be converted to JPEG or another acceptable image format option prior to being able to be uploaded.

Note: Phone settings can be adjusted to save images in JPED format, to reduce the amount of time spent converting these images. Click here to learn more.

Can I add, delete, or modify item categories?

Yes. Visit Custom Item Categories to learn more.

Can I bulk edit starting bids or bid increments?

Starting bids and bid increments have to be manually edited within the Item. To edit multiple items, use "Filter By" to locate a group of items. Visit Edit or Delete Items or Items Page Filters to learn more.

Note: Silent items require a starting bid and bid increment. Whole numbers must be entered. Default values can be set for both. Visit Auction Settings to learn more.

Can I show FMV on my items?

Yes. FMV can be shown both on the item and the item sheet. Visit Auction Settings or Item Sheets to learn more.

Why can't priceless be inputted as the FMV?

Only monetary values can be added to the FMV field. The FMV is shown on the winner's receipt of purchase for tax purposes.

Tip: Use the description to include information like *Priceless* or *One of a Kind* to indicate a non-monetary value.

Why do I see a bid placed at an amount that is not in line with the bid increment?

Single bid scenario

Bidders placing a single bid can choose to bid at the minimum bid amount, based on the bid increment set on the item, or higher.

Auto bid scenario

Bidders placing an auto bid can enter in any amount as their maximum bid amount and is not restricted by the bid increment entered on the item. Therefore, the final auto bid placed which reaches their maximum bid amount could be less than the amount set for the bid increment.

Can I choose how bidder or purchaser names appear in the item history?

Yes. Visit User Settings to learn more.

Can I add a video to an item?

Yes. Visit Add Item Images to learn more.

Can I view who placed a bid on an item?

Yes. Org, campaign, and volunteer admins can view who placed a bid.

1. From the Admin Navigation, select Auction > Manage All Items.
2. Locate and select the item.
3. The item detail will populate on the right.
4. Scroll down to Activity.
5. The placed by information is located under the bidder's name.

Why are there bids with the same amount within the item history?

We list competing bids of the same amount to indicate what prompted an auto bid to be placed. Otherwise, it would be unclear as to why an auto bid was increased.

For Example, Item 100 has a current amount of $100 and a bid increment of $50. John placed an auto bid at 7:00 pm with a maximum amount of $200. John is winning at $150. Jill placed a bid for $200 at 7:30 pm. John's bid is increased to $200 by our system. John wins because he committed to the amount earlier than Jill. The list shows both John and Jill at $200 so we can see what prompted John's bid to increase.

Why do my silent items show a Buy Now banner?

When the auction is closed from Close & Wrap Up unsold silent items behave like instant items. Users can purchase unsold silent items at the starting bid. If you prefer not to sell the unsold silent items after the auction is closed, or offer them at a different price, you have two options:

- Hide the remaining items.
- Increase the starting bid immediately after the auction is closed.

Why doesn't the auto bid option appear on an item?

Adding a buy now price to an item removes the auto bid option. By deleting the buy it now price on the item, the auto bid feature will be re-activated.

Acquisition Cost	0
Buy Now Price	500
Surcharge (%)	Use Event Default Surcharge ▼

Can I toggle my items view on a mobile device?

Yes. When on a mobile device, Users and Admin can toggle between a single item view or a multi-item view.
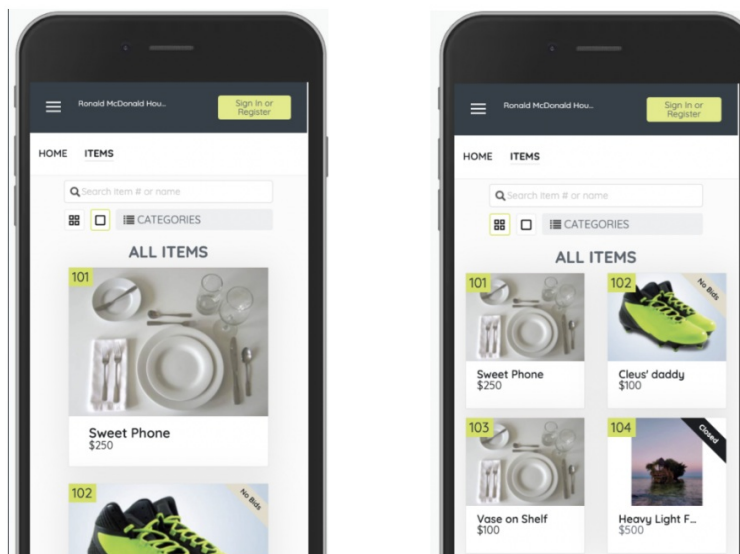
Can I require payment to be collected on items immediately?

For some item types, Admin have the option to apply an Immediate Checkout feature so payment will be collected immediately after the User or Admin selects to purchase this item. This feature can be applied to Instant, Vote and Raffle type items.

What item types have an age restriction option?

Age restrictions can be placed on Instant, Raffle, Silent and Vote item types.