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How to Register an Account and add a Payment Method

1. Go to CTBIDS.com
2. Please select the Sign In / Register option on the top right side of your screen.
3. Find the Sign Up option
4. Enter information into all fields shown.
5. Once all fields have entries and they meet the sites requirements, you will be entering your phone number and verifying your number.
6. After entering your phone number please click 'Verify'
 - a. You will see a popup box asking how you would like to receive your OTP (One Time Passcode)
 - i. A One Time Passcode is a number code that will either sent to you by phone call or text message. You select how you would like to receive this number code.
7. Once you receive your code, enter that code into the entry field supplied and click 'Verify'
 - a. If you do not receive the code, you can select the Resend button to issue out a new code
8. Once successfully verified you will now click the Sign Up button on the Registration Page where all of your information is shown including the 'verified' wording above your phone number.
9. You will now see a screen welcoming you and informing you that you need to go to the email account for the email you just used to register with where you will the CTBids email to click and open. (please check your junk/spam folder if it is not in your primary inbox)
10. Please open the email and select the button to create your password for the site. This action will verify your email address and set the password you will use for signing in.
 - a. If you did not receive your verification email (please check you junk/spam folder first), you can use the 'Forgot/Reset Password' option on the Sign In Page which also includes wording about not receiving your verification email. Simply enter the email you used to create your account with and select to receive a new one.
11. Once you are successful at setting a password, you are ready to sign into CTBids!
12. When you sign in, you will receive a popup reminding you that you still need to complete your profile and add a payment method before you will be permitted to place bids on the site.
13. Click the option to go to your profile.
 - a. You must first enter your profile address before you will be able to add a payment method.
14. Select the Payment Method tab on the left side navigation menu.

15. Select to add a Payment Method
 - a. Select either the Credit Card or Debit Card option, or select to add your PayPal account.
 - i. Cards accepted by CTBIDS: Visa, MasterCard, Discover, Amex
 - ii. **Prepaid credit cards will not be accepted as a valid form of payment for vaulting on CTBIDS**
16. Add your Payment Method information to the appropriate fields and check off the box at the button to accept the terms and conditions
 - a. **PO Boxes are not accepted for Billing Addresses.**
 - b. This must be a physical home address. (This is for Security/Fraud purposes).
17. Customers will receive a \$1.01 charge to their card for a verification, they will be reimbursed after their card has been vaulted.

If you are vaulting an AMEX (American Express) card, the authorization verification charge will be \$1.00 and AMEX can take up to seven (7) days to reimburse this amount to the customer (CTBIDS does not receive this payment and does not issue the reimbursement).

12. Once card has been successfully added, you will receive a message
 - a. **Please Note: A customer will NOT be able to place a bid until they have successfully vaulted a card**

Card on file date is Expiring soon or has Expired.

If your card is about to expire, or has already expired, there is not an option to 'Edit' the card on file. You would add the card again, as if it were a new form of payment.

If the card has not expired yet, the system will recognize that you are entering/updating information for an existing card and will update the card expiration date through this process.

If your default payment method expires and you have other payment methods in your account, one of your other stored payment methods will be marked as the 'default' method when your current default payment method expires.

Adding Tax Exemption Certificates

If you are tax exempt you can upload necessary documentation by signing in and then navigating to 'My Account'. Tax Exemption is on a per location basis and is not approved company wide. You must notify each location that you are Tax Exempt PRIOR to invoices being sent out, so they can approve your exemption for their location.

Select the 'Tax Exemptions' tab under 'My Info'. You can then upload your documents by selecting 'Browse' and then 'Add' to upload the file. There is no limit to file size for uploading documents.

Once your document(s) are uploaded, they will appear and show 'Approval Pending'. Upon winning items, the Seller of the location you won the items from will have to approve your documents, please notify the Seller PRIOR to invoices being sent out.

You can view your Exemption List at any time to see the locations and expiration date for your tax exemption status. By clicking the 'eye' icon you can view notes the Seller may have added regarding the exemption.

It is your responsibility to keep track of when your tax exemption file expires. If you bid at a location where you file is expired, you may be charged tax to your invoice.

Notifications

To update or change your notification preferences, please follow these steps:

1. Sign in to your account.
2. Click on 'My Account'.
3. Click on the Notification tab on the left-side panel.
4. A Notification Preferences menu will display. Select the notifications you would like to receive or not receive, then save. Email and SMS (text messages) are available for out bid notifications and item won notifications. Bid confirmations are sent via email only.

I want to delete my account

Customer Account Deletion Request

- Customers can request to have their account deleted.
 - **There is an option to select this request under My Account on the website platform and on the CTBIDS App.**
 - Once this option is selected you will no longer have the ability to place bids.
 - Your deletion request will go into a queue for deletion.
 - **If you decide you made this request in error, report this error as quickly as you can so that the request can be canceled. You can make this delete cancelation request to: CTBIDsHelp@caringtransitions.com**
- Your account will not be able to be deleted if you have the following open ended items (you will receive an email to let you know that your request cannot be honored and why) and you will still be able to log into your account to resolve any outstanding items:
 - Active Bids
 - Unpaid Invoices
 - Invoice Generation Pending
- Once a fully registered account is deleted you will not be able to open a new account using the same information from your deleted account.
- If your account was fully sitewide suspended at the time it was deleted, it will not be eligible to reactivate. You will see a message displayed if this is the case
- If you did not receive your Reactivation Verification email or if you allowed the link to create a password expire -please use the Forgot/Reset Password option on the Sign In page to issue you a new email. (Please be sure to check your spam/junk folder first)
- If your deleted account was linked to a social media account, you will need to have assistance with reactivating your account. Please call 1-844-424-3435 to have a Help Desk Agent assist you. This cannot be done over email messaging and must be done over the phone. (you will see a popup message alerting you if this is the case)

No longer have access to my email in my CTBids account

If you no longer have access to your email account that is registered with your CTBids account and you do not remember the password to login and change your email address.

- You can use the Sign Up page for creating a new account.
- Enter information into all of the registration fields.
- Enter in the new email address you want to update your account to.
- Enter the phone number that is associated with your current CTBids account.
 - Click to verify
 - You will be prompted with a popup asking if you would like to verify your account and update account information.
 - Click Yes
 - You will need to verify your phone number with an OTP (a one time passcode) that you select to receive by text or phone call.
 - When you receive the number code, enter that into the provided field and select 'Verify'.
 - When your phone number is verified you may need to select the sign up button.
 - An email will be sent to your new email address to verify the email and set a new password. Please be sure to check your junk/spam folder if you do not see this in your primary inbox.
 - Once you have successfully created your new password, you can sign into your account using your new email address and password.
- If you never received the email from CTBids or the password link button has expired, you can use the Forgot Password option on the Sign In page where you will enter the email address to issue out a new email.

How do I Reactivate a Deleted account?

If you wish to reactivate your deleted account, you can do so a few different ways:

- **If you have a new email address but still have the same phone number**

- Go to the Registration page
- Enter in all required fields
- Enter in the NEW email address you would like on your account
- Enter in the same phone number that was in your deleted account
 - When you go to verify the phone number, you will see a popup asking if you would like to reactivate your account and update your information.
 - Select Yes
 - You will be required to verify your phone number using an OTP (one time passcode) that can be texted to you or you can select to receive that by phone call.
 - Once you receive the OTP code, enter it into the field and select 'verify'
 - You may be required to select the 'sign up' button.
- An email will be sent to the new email address for you to verify and create a new password that you will use to sign into the site.

- **If you have the same email address and just want to reactivate**

- You can skip right to the email address without entering your first/last name or nickname.
- Enter in the email address that was associated with the deleted account
 - You will see the popup asking if you want to reactivate your account, select yes
- An email will be sent to the email address entered for you to verify and create a new password that you will use to sign into the site.
 - If you need to update your phone number, you can do so once you log into CTBids within your My Account, Personal info.
- If your account was fully sitewide suspended at the time it was deleted, it will not be eligible to reactivate. You will see a message displayed if this is the case.
- If you did not receive your Reactivation Verification email or if you allowed the link to create a password expire -please use the Forgot/Reset Password option on the Sign In page to issue you a new email. (Please be sure to check your spam/junk folder first).
- If your deleted account was linked to a social media account, you will need to have assistance with reactivating your account. Please call 1-844-424-3435 to have a Help Desk Agent assist you. This cannot be done over email messaging and must be done over the phone. (you will see a popup message alerting you if this is the case).

Signing Up and Managing Your CTBids Premier Membership

How do I sign up for Premier?

As a customer, there are multiple ways you can sign up for a Premier Membership.

1. As a signed in CTBids customer, select the Premier Membership header, then scroll to the bottom of the page when you will find the Join CTBids Premier button. You will then be redirected to the Subscription Summary page and check out.
2. As a signed in CTBids customer, select the person icon or your profile picture next to your name in the upper right corner of the page.

You will be redirected to your Personal Info tab and can select the Become a Premier Member tab in the navigation bar. From there you will see the Join CTBids Premier button again as well as a list of the Member Benefits.

Clicking on this button will again redirect you to the Subscription Summary page where you can purchase your membership.

I no longer want to be a Premier member, what steps do I need to take?

There is no way to automatically “cancel” your Premier membership. However, you can opt out of auto renewal in order to avoid the annual charge when your membership expires. Even after you opt-out of auto renewal, you will still have access to your Premier benefits until your subscription expires. Please note that you will not receive a refund of any sort if you decide to opt-out before your membership expires. To opt-out of your auto renewal, please follow the steps below:

1. Make sure you are signed into your CTBids account
2. Navigate to the Premier Account tab on the Navigation bar
3. Select the Here button next to “Opt out/Cancel my annual Premier...”
4. You will be redirect to a screen confirming your decision to opt-out

Please note: the date that appears on this screen is dependent on the date that you originally signed up for premier.

I want to use a different payment method for Premier than I do for bidding.

If you do not want to buy a membership with the same payment method/card that you use for bidding, please adjust your payment settings accordingly before buying a Premier membership.

1. Navigate to the Payment Methods screen
2. Make sure the radio button is selected for the appropriate payment method

3. To add a payment method, select the Add Payment Method button

I am a Premier member and I was suspended.

If you are a Premier member and you are suspended from one or a few locations, you will still have access to your Premier benefits but will not be able to place bids at those locations. If you are suspended sitewide, you will not be able to access your Premier member benefits until you are unsuspended.

Where can I view my Premier invoice?

1. To find your Premier invoice, select the Premier Account tab in the Navigation bar.
2. Select the Here link on “View my Invoice”

Will bidding change for me once I become a Premier Member?

As part of the Premier Member service, you will receive 12 DG (Delivery Guarantee) credits that will automatically be applied to the first 12 DG eligible items you win after signing up for a Premier membership. One credit will be applied per item. This means that you will receive the Delivery Guarantee service at no additional charge to you. The cost of these services are included in your Premier Membership fee (regular shipping and handling fees will still be charged per usual) and you will not be able to opt out of these services. Once you use up your 12 credits, you will have to manually opt-in and pay for the DG service. There are no other changes in the bidding processes for customers.

How do DG (Delivery Guarantee) credits work?

Every PM (Premier Member) will receive 12 DG credits when they sign up for a premier membership. One credit is used per (DG eligible) item/lot won. This means that the Delivery Guarantee service will be provided with each item/lot at no additional charge. Credits are also used consecutively, meaning the first 12 eligible items won will have a credit applied to each item. PMs do not get to opt-in or out of using credits. Once all 12 credits are used, PMs can manually opt-in or opt-out of the Delivery Guarantee product. When a bid is placed, a DG credit will be moved from Available status to Used status. If a PM does not win the item, or an invoice is voided, that credit will move from Used status back to Available status.

Where can I check how many DG credits I have left?

There are two ways to check your DG credit balance

Delivery Guarantee Tab

1. Make sure you are signed into your CTBids account
2. Click on your person icon located to the right of your name at the top of the screen

3. Select My Premier Benefits in the left navigation bar
4. Select the Delivery Guarantee tab
5. You will see the balance under the Delivery Guarantee Benefit header

Premier Account

1. Make sure you are signed into your CTBids account
2. Click on your person icon located to the right of your name at the top of the screen
3. Select My Premier Benefits in the left navigation bar
4. Select the Premier Account tab
5. You will see the balance under the Delivery Guarantee header

Why can I not bid on items in the Auction Sneak Peek?

Items shown in the Auction Sneak Peek are a preview of upcoming sales- a feature non-Premier customers do not have access to. When you click on the Auction Sneak Peek tab and see the list of dates to the right of the auctions, you will notice some auctions have a gavel next to the date. This gavel means that the sale has gone live. Any date with no gavel next to it means the sale is not yet live. Please do not reach out to locations regarding items that are not live yet. These sales and items may still be in editing.

Suspended Account

Every auction is run by an independently owned and operated Franchise Owner. A Franchise owner has the ability to request that your account profile be suspended.

If your account has been suspended you will no longer be able to place bids on CTBIDS and you will not be able to create a duplicate account to replace your suspended account. If a duplicate account is found, that account will also be suspended.

- You can email or call our helpdesk to enquire as to why your account has been suspended at:
 - CTBIDSHelp@caringtransitions.com
 - 1-844-4BidHelp (1-844-424-3435)
- Our helpdesk will provide you with the reason and can also give you the contact information for the Owner who suspended you; if you would like to try and resolve the issue so that you can have your account unsuspended.
 - The helpdesk does not have the authority to unsuspend you without direction to do so from the Owner who suspended your account.
- Suspension requests can be made for just one location or for all locations (sitewide).
 - If you are suspended from just one location, you will not be able to place bids at that location, but will be able to place bids at other locations where you have not been suspended from.
- If you are suspended you will not be able to utilize the 'Ask Seller a Question' feature on any items.

Vaulting PayPal Account

1. Navigate to the Payment Methods tab in your buyer account
2. Select the Add Payment Method button
3. Select the PayPal button
4. Continue to PayPal prompts to save account to CTBIDS

If PayPal service is disrupted by maintenance or an outage, you will not be able to store a payment method at this time. You will receive a message that states: "CBCD008: PayPal Payment Gateway currently unavailable: This payment could not be processed at this time. Please try again later." You will need to attempt to store a payment method at a later time

Apple ID Issues

If a user has registered using their Apple ID and are having issues logging back in or deleted their previous account, they will need to 'Stop Using Apple ID' from their account, and re-register or sign in.

To Remove Apple ID from your Apple Device:

1. Go to Settings on your phone, and select where it has your name and Apple ID
2. Go to your Password & Security setting
3. Select Apps Using Apple ID
4. Select the app CTBIDS
5. Select Stop Using Apple ID

Password Requirements

As you type a new password, the password integrity rules will appear to show you if you are meeting the requirements. Symbols that are accepted are !@#\$%^&*

One Time Password

New bidders will be required to have a valid phone number to place bids on items. Anytime a phone number is being updated, a one time password (OTP) will be required to verify that number. To add or update a phone number, do the following:

1. Sign in to your account.
2. Click 'My Account'.
3. Click 'Personal Info' on the left-side menu.
4. You will see your account information. Next to the mobile number field, select 'Click Here to Change Phone Number'.
5. A pop-up window will appear to enter the number with the option to receive a phone call or a text message.
6. The phone number must be unique to your account; you cannot have multiple accounts with the same phone number.
7. After receiving a phone call or text message with the OTP, you will be prompted to enter it.
8. Once the OTP has been verified, select 'Verify & Change' and the phone number will be saved to your account.

Change My Password

Sign in to your account and select 'My Account' from the homepage. From the left-side panel, select 'Change Password'. New password must adhere to password integrity rules. Click 'Save'.

Bidding

To place a bid on an item you must first register for an account and you must be signed in to place a bid. You will see a bid box appear on each auction item listing. Enter your bid amount (our site does use Proxy Bidding). You do not need to place a dollar sign and an implied decimal will be added if you place a whole number bid. You can backspace and add cents to your bid if you would like.

You may confirm or cancel your bid at this point but if you want to place this bid select the “Yes, Confirm my bid” button. **Our site uses proxy bidding** so that you can enter your highest maximum bid and we will place bids for you automatically based on the bid increment amount shown. Only you will know your Maximum bid and it will require another bidder to bid against you to increase the price. There is no need to enter commas if your bid amount exceeds \$999. Just enter the numerals. The earliest bidder wins when two bidders place the exact same maximum bid. It is always a good idea to add a few extra pennies to your bid to avoid a tie.

Example:

An item is currently at \$1 with no other bids and you place your maximum bid of \$22. The bid increment is \$1 and there is no reserve. You will become the winning bidder at \$1. Later, another bidder places a maximum bid of \$10 and you will immediately become the winning bidder at \$11. The other bidder increases his bid to \$15. You become the winning bidder again at \$16. The new bidder now places a maximum bid of \$22 which matches your original bid of \$22. You will remain the winning bidder at \$22 since you placed your \$22 bid first. When there is a tie, the earlier bid wins. Now the new bidder places a new bid at \$25. He now becomes the winning bidder at \$23.

Caring Transitions/CTBids.com will bid incrementally* for you up to your maximum bid. Your maximum bid is kept a secret from other users. ***The exception to this rule is when your maximum bid is placed on an item with a reserve and your bid is less than the reserve. In that case, your maximum bid amount will be shown.**

Extra time will be added when bids are placed near the time that the sale begins to close to allow all bidders the same chance to win the item.

Searching for Items

The CTBids platform provides multiple ways to search for a specific item. If you are using the website, then you will see an Explore button and a Search field, both at the top of the page. The Explore function allows you to apply more filters to your searches, which will render more refined results. The Search field will load all items on the site that match the entered keyword.

If you are shopping from the CTBids mobile app, you can search for items by selecting the magnifying glass icon in the upper right corner of the page.

Auction Item Proxy Bidding and Increments

An automatic method of bidding that increases your bid to the next lowest price when another user bids on the same item. Your bid is increased by increments (shown in the table below) over competing bids until your maximum bid amount is reached or the auction ends.

Bid Amount is Equal or Greater than	The Bid Increment Will Be
\$1	\$1
\$25	\$2
\$100	\$5
\$500	\$10
\$1,000	\$25
\$2,500	\$50
\$5,000	\$100

Item Receipt Method

1. When you submit your initial bid on an item, you will notice a window pop up asking you to select an item receipt method.
 - a. If you select shipping or delivery as your preferred IRM, you will need to confirm your shipping address
 - b. If you want to change your IRM option or cancel your bid, select the “No, cancel my bid” button
2. If you are bidding on multiple items within the same sale, you still have to select the item receipt method you want when you place the **initial bid** on every item.
 - a. If a seller retracts bids on an item and you wish to bid again, you will have to select the IRM for that item again
3. When the sale closes and invoices are generated, your invoice will have the item receipt method already marked on the item level depending on what you chose when you placed your bids.
4. If you have questions about the item receipt method on your invoice or wish to change it, please contact the seller right away. The IRM cannot be changed once the invoice is paid for.

How do I Find an Estate Sale?

There are multiple ways to find estate sales.

Today's Featured Estate Sales

On the homepage of CTBIDS is a section featuring rotating estate sales closing that day. This is titled "Today's Featured Estate Sales". Clicking on one of these sales will redirect you to that estate sale.

Estate Sales Tab

Customers can also browser estate sales by clicking the Estate Sales tab in the top header of the CTBIDS site. This will redirect to all the estates sales closing in chronological order.

Locations tab

Customers can search for estate sales by selecting the Locations tab. They will be redirected to the Locations page which will render Caring Transitions locations in alphabetical order. From there the customer can adjust the search filters further depending on the criteria they are looking for.

Watchlist feature

The watchlist feature is a great way to keep an eye on items of interest. You do not have to be actively bidding on an item to watch it and there is no limit to how many items you can watch. From your watching list you can also see items after they have closed, giving you the ability to see what an item has sold for.

To add an item to your watching list simply click on the eye icon button next to the Bid Now button. On the buyer app, it will be a heart icon. You can see all of the items you are currently watching by going to “Watchlist” on the toolbar. This list will be labeled as Favorites in the bottom right corner of the app. To see items that have closed click on “Include Closed Items”. Items that have been archived will disappear after one year.

You can see if you are winning or not winning any items you are watching and have bid on from the Watching tab as well.

There is now an option to be notified of when items you are watching will be closing. To make sure this feature is selected, go to your Account, click Notifications, select Watchlist Notification and make sure the box is check-marked. You will now be notified two hours before the sale closes.

Extra Time being Added to Item Closing & Soft Close

When an item shows that there is less than a minute to bid, you can still place a bid. Doing so will add extra time when bids are placed near the time that the sale begins to close to allow all bidders the same chance to win the item. It is like a live auction where an auctioneer asks “are there any more bids?”. When there is 3 minutes or less on the clock an bid is placed, time will be added (3 minutes), up until you see ‘soft close in progress’ (see below).

If you intend to watch a live sale item close, please refresh your screen often to be sure you are seeing the most updated information.

Even a slight hiccup in internet/WIFI/Network connection can cause the page become static. The countdown clock is a static feature and will continue to countdown on a static page.

Please refresh your page often and enable your outbid notifications so that you are alerted when you are outbid and can take action if needed.

The ‘Less than a minute to bid’ is a true statement. If you can get your bid placed before this minute is up and before the ‘soft close in progress’ begins, your bid will be accepted and 3 more minutes will be added to the item closing time.

Once the item enters into a ‘Soft Close in progress’, bids will no longer be accepted. If you do try to enter a bid, you will receive a notification that the item is closed.

Auction Item Reserve

The Reserve price is the absolute minimum dollar amount the Seller will accept for an item but the reserve amount is not shown to bidders on the listing price. Most sellers will state the reserve amount in the detailed description and may ask for Bidders to place their highest bid as the highest bid will be considered should the reserve not be met. If an auction ends and the reserve has not been met, it is possible that the Seller will reconsider the reserve and contact the high bidder to accept that bid.

Caring Transitions/CTBids.com will bid incrementally* for you up to your maximum bid. Your maximum bid is kept a secret from other users. The exception to this rule is when your maximum bid is placed on an item with a reserve and your bid is less than the reserve. In that case, your maximum bid amount will be shown.

When the Reserve Price has been met and the bidding price is within a 78.25% range of the Buy Now price, the system removes the Buy Now button.

What if I Tie with another Customer?

The earliest bidder wins when two bidders place the exact same maximum bid. It is always a good idea to add a few extra pennies to your bid to avoid a tie.

What is Buyer's Premium?

The buyer's premium is a percentage additional charge on the final sale price of the lot that is paid by the winning bidder. The buyer's premium is set by the seller.

Direct Buy Item

A Direct Buy Item does not allow bidding and is only available for purchase online for a fixed price

Auction items with Buy It Now

When an auction item displays a Buy It Now price, the item is available for instant purchase at that price and you must proceed to checkout and payment immediately. The option to Buy It Now can go away at any time. You may still have to wait until the pick-up date to receive your item on-site or for it to be available for shipping.

Viewing My Invoices

You can access all of your invoices by clicking your name in the upper right corner, navigating to 'My Account' and selecting 'Invoices/Receipts' from the left-side panel. Click on the View button next to any of the invoices to view it.

Paying an Invoice

After you have purchased or won an item, the Operator of the sale will process your payment using the default method of payment that you have stored within your account. There is no added action for you to complete to pay an initial invoice.

- If you selected shipping, the Operator of the sale will issue out a separate invoice for the shipping charges. You will need to accept those additional charges.
- How do you accept the additional charges for shipping? There are two ways...
 - You can locating the additional charges email that was sent to you, and click on the link to select 'Approve'

Changing Default Card

You cannot change your default card to another card that is expiring within less than 30 days.

If your default payment method expires and you have other payment methods in your account, one of your other stored payment methods will be marked as the 'default' method when your current default payment method expires.

I have invoices missing in my account

In order to enhance numerous actions within CTBids, all data prior to 2022 has been moved to a data warehouse. If you need to retrieve any data prior to 2022, please call in to help at 844-4BIDHELP or email CTBidsHelp@CaringTransitions.com and the dev team will retrieve that for you.

How to Print an Invoice

1. Login to [CTBIDS.com](https://www.ctbids.com) and Click My Account
2. Click Invoices/Receipts, Click the View button
3. Click the Print button in the upper right corner

How long to receive a refund

CTBids uses PayPal for payment processing. Refunds issued back to you will depend upon how you paid.

Here is what PayPal lists about refunds and timing.

Where is my refund?

We send all refunds back to your original payment method. The time it takes to receive your money varies by payment method. In some cases, refunds go to your balance account in case we are unable to credit your original payment method or when you choose balance as the destination.

First Step:

- Refund Initiated - PayPal has initiated the refund process.

Second Step:

- Refund Processing - PayPal is processing the refund back to your original card or bank payment method.
- Refund Sent - PayPal has completed the processing and has sent the refund ahead to your card issuer or bank. Note: that the refund has not yet been completed as your card issuer or bank may also take time to process the refund.

Third Step:

- Refund Pending: The refund is now pending with your card issuer or bank for further processing if you have paid originally using a debit or credit card or bank.
- Refund Completed: This is typically the last step of the refund journey. It means that you should have received the funds in your card or bank account. **Note:** If you have not received the refund yet, please reach out to your card issuer or bank to check the progress of the refund using the bank reference ID or by referring to the original transaction.

Refund Processing Timeframes

Credit card (including PayPal Credit)

When you pay with a credit card, a refund usually takes between 1 and 2 billing cycles, depending on the card issuer.

We'll still send a refund to a canceled or prepaid card. Contact your card issuing company to access this money. For checkout transactions, you may use the bank reference ID shown under

[Activity](#) for tracking refunds with your card issuer.

Debit Card

When you pay with your debit card, it will generally take up to 5 business days for your refund to be completed, however, depending on your card company, some refunds may take up to 30 days. For checkout transactions, you may use the bank reference ID shown under [Activity](#) for tracking refunds with your bank.

If we are unable to apply the refund to your debit card, we will add it to your PayPal balance.

Bank account

When you pay with your bank account, we'll automatically transfer the refund to your bank account. Once issued, refunds usually take up to 5 business days to complete.

Some refunds may take up to thirty days, depending on the status of the payment at the time the refund was issued.

PayPal balance

When you pay with your balance, the refund will go to your PayPal Balance on the same day.

PayPal balance plus credit card

When you pay with your balance and credit card, the refund will go to your PayPal balance and credit card. Once issued, the refund will go to your balance on the same day. The refund to the card can take between 1-2 invoices, depending on the card issuer.

Delivery Guarantee - Seel

Delivery Guarantee (DG) is a service provided by a third party vendor (Seel) that allows CTBids customers to opt-in for package protection on their eligible items should they be delayed, damaged, and or lost.

Listed below are what defines each scenario:

Theft: Packages marked “delivered” yet not receives are considered a “theft”, though this may be due to some mishaps that are not criminal in nature. To qualify as a case of theft, supporting documents, such as a police report, may be required. The compensation for a verified case of theft is the value paid for the purchased item(s).

Damage: Delivery Guarantee covers item damages to the point that the item(s) are unusable, clearly fractured, shattered, bent (if not bendable), crushed, etc., but does not cover cosmetic damage (scratches, dents, etc.), manufacturing damages, packaging errors, or unsealed items. The compensation for damaged items will be up to the value paid for the purchased item(s).

Loss: Domestic packages not delivered before the **30th day** following order fulfillment (i.e., the date when the order is shipped by the merchant) or international packages not delivered before the **60th day** following order fulfillment are considered lost. The compensation for lost packages is the value paid for the purchased item(s).

An item is only eligible for Delivery Guarantee if the applet renders when placing an bid on an item.

The Delivery Guarantee product is available for eligible items that are won at a price between \$15-\$1000

Filing a Claim

DG claims must be made with Seel within the following timelines:

- 7 days after expected delivery date for theft claim
- 7 days for damage claim following item delivery
- 30 days from shipment date for non-delivered lost domestic packages

There are two different pathways for initiating a claim

1. Through Your CTBids Profile

- a. Navigate to the Delivery Guarantee Status tab that is located on the left side of the screen in your account
- b. Click the View button next to the item you wish initiate a claim on
- c. You will be redirected to the Seel Resolution center where you will be prompted to provide them with further information and submit your claim

2. Delivery Guarantee Email

- a. For every item you win on CTBids that has been opted-in for for DG, you will receive an email from Seel with a summary of your purchase as well as a button to “Report an Issue”
 - i. Clicking the Report an Issue will redirect you to the Seel Resolution center where you will be prompted to provide them with further information and submit your claim.

If you have an issue or a question about a service you purchased from Seel or about filing a claim, you can reach them at support@seel.com. Please do not reach out to reach to Caring Transitions franchise owners directly about Make It Returnable or Delivery Guarantee related issues.

Adding multiple payment methods

1. Adding another card to your account requires the same steps as adding a single card
 - a. Click the “person” icon next to customer name at the top right of the Customer site
 - b. Go to Payment Methods under My Info
 - c. Click the ‘Add Card’ button
 - d. Enter the CC info associated with a valid card
 - e. Click “Click here to accept our Terms and Conditions”
 - f. Click the red Save button

Approving a New Invoice or Add On Invoice

1. When an owner/seller adds an additional service to an invoice or creates a new invoice, the customer must approve of this change
2. An email will be sent to the customer's email address with a link to view the invoice and approve of the charges
3. It is the customer's responsibility to go into their email and approve or decline whatever additions have been made to the invoice
4. Once customer approves of services in Invoice View, they will confirm or cancel their charge
5. If the customer confirms the additional changes, their card on file will be charged and the transaction will continue as normal
6. If a seller edits an invoice to REDUCE services or charges, there will not be additional approval needed from the customer

Removing a payment method

You can always remove a card on file with or without active bids in place, as long as there is another valid card on file as the default.

View Transaction History

1. Go to the Invoices/Receipts tab on your customer account
2. Click the View button on the invoice you wish to view the Transaction history
3. Click the Transaction History button at the top of the invoice
4. You will receive a pop up message with the transaction history listed

PayPal Checkout Error Message

If you are receiving this error message when trying to checkout using PayPal, please follow directions indicated below.

Error on PayPal Checkout Page: Things don't appear to be working at the moment. Please try again later.

1. Log in to your PayPal account.
2. Go to the Website Payment Preferences of your PayPal profile.
3. Scroll/swipe down to the Encrypted Website Payments section.
4. Set Block Non-encrypted Website Payment to Off.

Tracking Information

If you purchased an item and selected Shipping as your Item Receipt Method, you will now be able to view the tracking information from your CTBids account once the owner has entered in the fulfillment information.

Once you have logged in- it will be under the 'Invoices/Receipts' tab on the left nav. You will see 'Shipped Items'

This will display every item and the tracking information associated with it, as well as the Invoice number it is tied to.

Contacting Support

If you have a question **related to a specific sale (shipping, pickup questions, processing payments), item listings or specific item information, or Caring Transitions location:**

[Please Contact the Seller \(Location\)](#)

If you encounter any **technical problems using [CTBIDS.com](https://www.ctbids.com)**, please call:

[844-4BIDHELP \(844-424-3435\)](tel:844-4BIDHELP)

How to clear Cache & browser data in Safari

If you are not able to view, or are having difficulties with the site, please make sure to clear your Cache and website history/data. Follow these steps below:

Desktop Version:

1. Click on the Safari tab at the top left of your screen and choose Preferences from the dropdown menu.
2. Click the Advanced tab of the menu that pops up.
3. Select 'Show Develop menu' in the menu bar and close the Preferences menu.
4. Click the Develop tab from the Safari menu at the top of the page.
5. Click 'Empty Caches' from the dropdown menu.
6. Choose the History tab at the top of the screen.
7. Select 'Clear History' at the bottom of the dropdown menu
8. A box pops up with a choice to clear the last hour, today, today and yesterday, or all history. Choose your time frame and click the 'Clear History' button.

Mobile Version:

1. Open the Settings app.
2. Tap Safari.
3. Tap Clear History and Website Data.
4. On the screen that pops up, choose Clear History and Data.

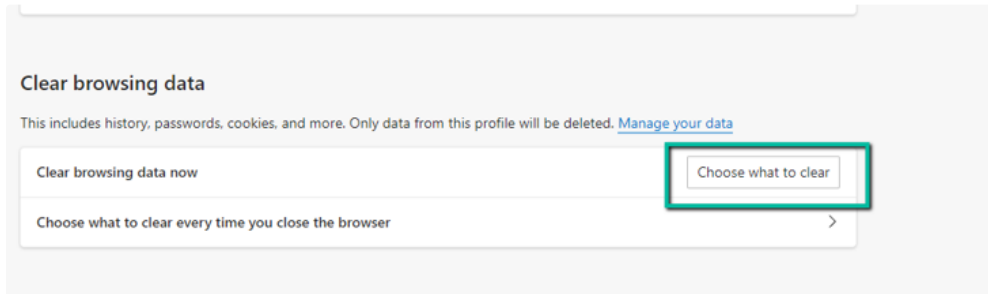
How to Clear Cache for Chrome Browser

If you are not able to view, or are having difficulties with the site, please make sure to clear your Cache and website history/data. Follow these steps below:

1. Click on the Customization/Control setting at the top right corner of the screen
2. Select Settings
3. Select Privacy and Security
4. Select Clear browsing data
5. Change setting to 'All time' for time range
6. Make sure that all options are selected for Browsing History, Cookies and other site data, Cached images and files
7. Select Clear Data
8. **Make sure to close your browser FIRST after clearing your data**

How to Clear Cache in Microsoft Edge Browser

1. Open Microsoft Edge Browser
2. Select Settings and more (the icon that looks like 3 dots)
3. Select Settings from the drop-down menu
4. Navigate to Privacy, search, and services
5. Under the Clear Browsing data header select Choose What to Clear



6. On the Clear Browsing Data pop-up, it is recommended to select **All Time** under the time range
7. Click the **Clear now** button
8. **Make sure to close your browser FIRST after clearing your data**

How to Clear Cache in FireFox Browser

1. Open FireFox Browser
2. Click the “3 Line” icon on the top right of the browser
3. Navigate to Setting
4. Click Privacy and Settings on the left side of the menu
5. Scroll down to the Cookies and Site Data header
6. Select the Clear Data button
7. Check the boxes on the Clear Data pop-up window, then select the Clear button
8. Make sure to close your browser after clearing, then reopen the browser to continue working

Test image



Registration pop mockup image

1. Adding another card to your account requires the same steps as adding a single car
 - test content
 - asdf
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