



FAQ:

Do the products get shipped directly to the customer? Yes. When a supporter purchases a product, they will enter their home shipping address. We will ship the products directly to the supporter's home.

Are there shipping costs? Yes. Just like purchasing any products from the Internet, the cost will depend on what the product is, where the supporter lives, and how much the product weighs. The Supporter will be asked to type in their state that we are shipping to and it will calculate the shipping costs for them prior to them checking out. The cost of shipping the products is not deducted from the fundraiser.

How long does it take to get the product once the order has been placed?

Supporters will receive their products in 3-4 weeks. Because this a fundraiser and we want to be sure your money is secured, we ask supporters to wait 3-4 weeks for their products, but usually they arrive much sooner.

What are the margins for product sales? Our margins will vary for each product. So, depending upon the product that your supporters buy, your margins will range between 15% and 40%. The majority of our product sales have a 40% margin. In addition to this, because your supporters can purchase multiple items at one time, our average ticket prices are higher than a \$1 candy bar for example, so your margin means much more actual dollars for your fundraiser.

What are the margins on Donations? When a supporter donates money to your fundraising, you will receive 92% of the funds after bank and processing fees.

Why do I have to pay tax? We have different shipping points through out the U.S. to ship the products faster. According to law, if we have a shipping point in a state and a supporter purchases a product that is shipped within that state, we are required to charge sales tax.

I think the shipping calculation might be too high? Because we have various shipping points stationed across the U.S., if a supporter purchases two or more products and in the rare case they are warehoused in different shipping points, we will have to charge shipping expense from each shipping point. To help reduce this we have added our "Help More, Spend Less" section because these are products at the same shipping point and we know they will not be charged additional shipping costs.

After the initial start, how do I add additional Team Members? Once you have set up your account, you can always add additional Team Members by clicking the "Manage My Team" tab in the top navigation menu and then use the Campaign Manager to add additional contacts and then send them an email to invite them to join the team.

After the initial start, how do I invite additional Supporters? Once you have set up your account, you can always invite additional Supporters by clicking the "Manage Supporters" tab in the top navigation menu and then use the Campaign Manager to add additional contacts and then send them an personal fundraising email to invite them to support your fundraiser.

What do I do if the Team Member or Supporter that I sent an email to deletes it or can't find it? To re-send an email invitation, you may click the "Manage My Team" tab for Team Member emails or click the "Manage Supporters" tab for Supporter emails and find the email address of the person that deleted the email. If the email address is correct and you want to resend the last email that you created for them, simply press the "Resend Email" button under their email address and confirm. If you need to send a new email to them, you can press the "New Email" button and create a new email to send to them.

What if the Email address that I entered was incorrect? If, after verifying that the email address was incorrect you should click the "Manage My Team" tab for Team Member emails, select the text to "Add Team Members" and re-enter the proper email address and follow the steps to send a new email. Next, go back to your fundraising page, select the "Manage My Team" tab, select the "Edit" button for the wrong email address, and set the drop down menu to "Not Interested." The same steps are followed except the person would navigate in the "Manage Supporters" section of the site.

What is going to appear on the Confirmation Page? We make sure the following information appears on the Supporters confirmation page for donation purposes: Name of Fundraiser, Amount Donated/purchased, and the purpose of the fundraiser.

How do I add my logo or picture? If you are inviting Team Members to help you with your Fundraiser, you can select the "Manage My Team" tab on the top navigation menu. Next, you will use the Campaign Manager and press the button to "Create New Message." Inside the "Create Message" page, you will select the button to "Browse" on the page so you can locate the image on your computer. Once you find the image, you may "double-click" the image on your computer or select the image and press the "Open" button. The image will be loaded but not saved. So, you must press the "Save" button in the lower right corner. You can press this button after you have typed in your message.

If you are inviting someone to support your fundraiser by purchasing or donating something from the online store, you will select the "Manage Supporters" tab from the top navigation menu and follow the same steps as mentioned above.