



# Frequently Asked Questions

## COMMON QUESTIONS ABOUT SETTING UP A FUNDRAISING PAGE

### Should I register my fundraiser as an individual or as a team?

The INDIVIDUAL and TRIBUTE options are the best fit if you would like to have a single page where all donations toward your fundraiser are collected.

If you would like to have a team where many individual participants can register to fundraise individually toward the same team goal, select the ATHLETICS, SCHOOLS/GROUPS, or WORKPLACE option. These options give you both a collective team fundraising page and individual pages for each registered participant. All pages can be personalized separately with descriptions, photos, and unique urls.

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### What if I didn't receive any information after I registered my fundraiser?

Sometimes our emails can get caught in your spam filter. If you did not receive an email from us within 3 hours of submitting your registration, please check your spam filter (or if you have a gmail address the Promotions tab of your inbox). If you find an email from us there, please whitelist our email address ([fundraise@komen.org](mailto:fundraise@komen.org)) so that you will receive other informational emails straight to your inbox.

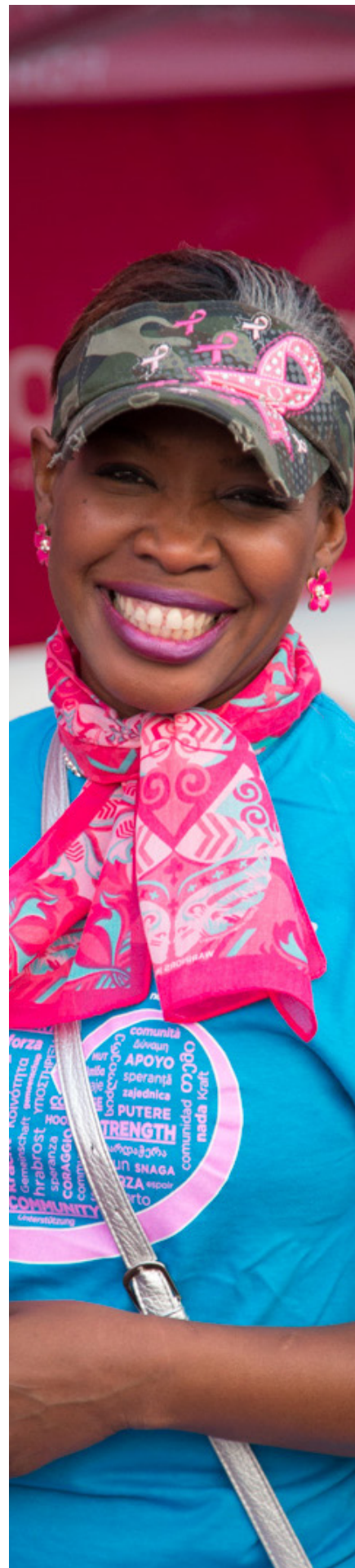
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### What should I do if my fundraising page isn't connecting to Facebook?

Watch this short video which walks you through how to connect your fundraising page to Facebook, step by step: <https://player.vimeo.com/video/382485809>

If it still isn't working, email [fundraise@komen.org](mailto:fundraise@komen.org) for assistance. If possible, please include the following in your email:

- A screenshot of what happens when you try to connect your fundraising page to Facebook.
- Your name and the email you used to register (and constituent ID if you know it).



### **I think I chose the wrong type of fundraiser. Can you help me change it?**

Perhaps you accidentally chose “Athletic” when you meant to choose “Workplace”, or you chose “Individual” when you meant to choose “Tribute”. That’s ok! We can help.

Email [fundraise@komen.org](mailto:fundraise@komen.org) for assistance. If possible, please include the following in your email:

- Your name and the email you used to register (and constituent ID if you know it).
- A quick 2-3 sentence summary of what fundraiser type you chose accidentally and what fundraiser type you would like to change to.

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### **What should I do if received an error message when I tried to register my fundraiser?**

Unfortunately, error messages can happen. Error messages may happen when you have already created a fundraiser in the same fiscal year (example: April 2020 - April 2021).

If you receive an error message that prevents you from continuing to register your event, email [fundraise@komen.org](mailto:fundraise@komen.org) for assistance. If possible, please include the following in your email:

- A screenshot of the error message you received.
- Your name and the email you used to register (and constituent ID if you know it).
- A quick 2-3 sentence summary of what you were trying to do when you received the error message.

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### **How do I create a team?**

Here are the steps to create a team:

- When registering at [komen.org/fundraise](https://komen.org/fundraise), click Start a Team.
- Select the Team Captain. The Team Captain must register first and create the team before members join. Team Captains can click the ‘Start a Team’ button on the right to register and form their team today!
- Pick a team name. Choose a name that best fits your group. (Consider including your business/school name in the title to better highlight your organization to your community!) You can also choose to associate your team with an organization or company at the time of registration.
- Email everyone you know and invite them to register for the fundraiser as part of your team!
- Personalize your web page with stories and a photo.

If you would like to have multiple teams that are connected, see our document “How to Create Multiple Teams”.

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### **I created a fundraiser in the past. Do I need to register again?**

Yes, please register for a new fundraiser every year. We update our materials and resources annually and want to make sure you have the latest and greatest resources. Please register at [komen.org/fundraise](https://komen.org/fundraise).



## COMMON QUESTIONS ABOUT DONATIONS

### **How do I update my online fundraising thermometer to reflect current donations?**

Online credit or debit card donations through your fundraising page are automatically reflected on your fundraising thermometer. Checks submitted through the mobile check deposit feature of the SGK Fundraise App are also automatically included in the fundraising thermometer.

However, you must manually enter cash or mailed check donations to be reflected on the thermometer. To record cash/check donations on your fundraising thermometer, go to your Participant Center. Click on the Progress Page and click on "Enter a New Gift." You can enter the dollar amount only or include the donors' names.

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### **Can Susan G. Komen® donate any wristbands or giveaways for my fundraising event?**

Unfortunately, we are not able to donate wristbands or giveaways for fundraising events. People who register a fundraising event on the fundraising project website receive a variety of support materials, including a fundraising webpage.

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### **If a business donates items (like food or auction items) for my fundraising project, can I get a tax receipt for that donation?**

Susan G. Komen can only accept in-kind donations pursuant to a written agreement between you and Komen.

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### **How do I know if Komen has received mailed donations?**

Komen sends gift acknowledgements/tax receipts to the name/address as it appears on the donation check or money order. Donors should receive these acknowledgements through the mail 4 to 6 weeks after the check has been deposited. We highly recommend using the SGK Fundraise App to deposit checks to prevent such long wait times.

### **How should checks be made out?**

Please make checks payable to "Susan G. Komen" and include your Constituent ID on all checks. Your Constituent ID can be found in your online Participant Center. Checks should be accompanied by a completed Donation Reply Form and mailed to:

Susan G. Komen, Dept.#41829  
PO Box 801889  
Dallas, TX 75380

We highly recommend using the SGK Fundraise App to deposit checks to prevent such long wait times. You can download the app by searching "SGK Fundraise" in the app store on your Apple or Android device.

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### **Will I receive a tax receipt for my donation?**

Susan G. Komen issues receipts for any donation of \$10 or more received by check through the mail. Please do not send cash. If your donation is in cash form, you will not get a tax receipt. Receipts should arrive by mail approximately four to six weeks from the date it was deposited. If you make an online donation using a credit or debit card, you'll receive an immediate acknowledgement. To ensure you receive a tax receipt, please donate with a credit or debit card or write a check to "Susan G. Komen". Donation reply forms, including the Susan G. Komen mailing address, are available to download from the fundraising project website. Don't forget to include your Constituent ID! Your Constituent ID can be found in your online Participant Center.

## OTHER COMMON QUESTIONS

### **Is Susan G. Komen a nonprofit organization?**

Susan G. Komen is a public charity exempt from federal income tax under Section 501(c)(3) of the Internal Revenue Code.

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### **Is my donation tax-deductible?**

Contributions to Susan G. Komen may be fully tax-deductible permissible by law. Please consult your tax advisor regarding the deductibility of your gift.

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### **What are the guidelines for fundraisers that include door prizes, raffles drawings and/or sweepstakes?**

Federal and state laws prohibit and/or restrict certain gaming activities such as door prizes, raffles, drawings, etc. These laws vary from state to state and in different jurisdictions. Before conducting such activities as a form of fundraiser, please consult with a local attorney and tax professional to ensure compliance. Please be advised that Susan G. Komen cannot provide legal or tax advice to individual fundraisers for these reasons.

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### **How will the funds raised through my fundraiser be used?**

Susan G. Komen® is extremely proud of the financial stewardship we offer for the donations our supporters give. We are accredited by the Better Business Bureau Wise Giving Alliance. Donations help support breast cancer research initiatives, treatment, education, and community health programs.

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### **How do I change my contact information once I've registered?**

To change your contact information, event date or any other information, please send an e-mail to [fundraise@komen.org](mailto:fundraise@komen.org) and be sure to reference your Constituent ID.

### **Can I use the Susan G. Komen® logo on my event materials?**

DIY Fundraisers are welcome to use our Fundraising logos, which can be found [here](#). That being said, fundraisers should not use the original Susan G. Komen logo or the Running Ribbon on event materials other than those provided to you by Komen. For more information, please email us at [fundraise@komen.org](mailto:fundraise@komen.org).

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### **Can I fundraise for Komen to earn an entry or “bib” for an exclusive Marathon?**

Many charities have access to entries or “bibs” for marathons where supporters can fundraise for the charity in exchange for a bib. Susan G. Komen doesn't currently have a program like that, so we don't have access to exclusive entries or bibs for which people can fundraise. While we don't provide entries or bibs, we always welcome people who want to run and fundraise to support Susan G. Komen. We encourage them to start their online fundraisers at [komen.org/fundraise](https://www.komen.org/fundraise) to easily accept donations from friends and family.

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### **Who do I contact if I have questions?**

If you have technical questions about creating a fundraiser, you can call us at 1-877 GO KOMEN (1-877-465-6636 option #6) or email [fundraise@komen.org](mailto:fundraise@komen.org).

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### **Helpful Resources:**

- Connecting Your Fundraiser to Facebook: <https://player.vimeo.com/video/382485809>
- Adding Donations to Your Fundraiser: <https://player.vimeo.com/video/382485800>
- Finding and Editing Your Fundraiser URL: <https://player.vimeo.com/video/382485844>