



easyfundraising Questions & Answers



MEMBERS

Do I have to register to use easyfundraising?

Yes. You register so that [easyfundraising](#) knows which cause you are supporting.

Why do I have to log into easyfundraising every time I shop?

Once you are logged in and find the retailer you want – by clicking the link [easyfundraising](#) can track the purchase?

Can more than one person in my household sign up?

Yes. Anyone who has an email address can sign up. In fact this can be very helpful when getting donations from **FREE FUNDS** retailers **J..**

How many retailers are available through easyfundraising?

Over 2,000 retailers are registered with [easyfundraising](#) offering donations of differing amounts on goods purchased

Note: to avoid disappointment on seeing a smaller donation than you may have expected conditions may be applicable so please always click the £ sign before going to a site.

How do I find the retailer I want?

Easiest way is to click the A- Z of Retailers link

How can I check whether my donation has been credited?

Underneath your login details a cash figure is shown in red – click on that and a list of the donations credited to you will be shown – or click the “[My Account](#)” tab

How can I check the total that has been raised for the cause I am supporting?

If you wish to know how much your cause has raised **as a total** (incl [easysearch](#)) you will have to contact your account administrator at present.

How long does it take for my donation to be confirmed?

Most retailers confirm your donation the same day as your transaction. Others can take a little longer, for example, Amazon normally confirm donations within 4-5 days, some catalogue companies approx 10 days. Please note some retailers take up to 30 days to respond and insurance purchases can take up to 90 days.

My donation still does not appear after 30 days?

If 30 days has passed and your donation has still not appeared in your [easyfundraising](#) account, please provide them with further information by completing an [Untracked Order](#) form available online at [easyfundraising](#) – go to **FAQ** & select it as a subject.

What information will I need to complete an Untracked Order?

You will need to be logged in with the email address that made the purchase.
You will need to supply Date of Order, Retailer Name, Retailers Order Ref, Order Details, Order Value then click **SUBMIT UNTRACKED ORDER**.

If you have any further questions contact

**Dave Lardner at davelardner@live.co.uk
or **01487 813288****

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What happens next?

[easyfundraising](#) will send you an email informing you they are investigating this & will generally credit your causes amount with the donation amount until they complete their investigation.

Note:- please see conditions in email they send

Why does my donation show as 'reversed'?

This information is provided directly from the retailer and indicates that your order has been cancelled or rejected. If this is incorrect please contact [easyfundraising](#) via their "Contact Us" option.

What if I have a dispute about my goods/order & how does it work with returns?

As you have purchased directly from the retailer you will need to contact them directly. However, [easyfundraising](#) would like to know if you have had a completely unsatisfactory service, because if any retailer continually provides a poor service they will review their participation in the programme.

With **returns** you will have to deal directly with the retailer as you purchased from them. Your donation will show as "reversed" in your sales report.

My favourite club/charity/good cause is not listed?

Contact your local account administrator with details of the cause and any contact details.

What can my account administrator do for them?

Your account administrator has a unique **referral** code he can give to them. Your cause can refer any other organisation and both causes will benefit from doing so.

The retailer I want to purchase from is not listed?

Please contact [easyfundraising](#) with the name of the retailer you would like to see listed and they will try and sign them up to the programme!

How does it work if I already have an account with a retailer?

If you already have an account with a retailer, for example, you are already registered with eBay or you have an existing business account with Staples, [easyfundraising](#) suggest that as long as you use the links on their site to access the retailers site your donation will still be paid.

However, they say its impossible for them to check all retailers so they suggest that if possible you make a small purchase with them first, just to make sure it works.

Can I raise funds for my cause without spending any money?

Yes. Some retailers will pay donations on goods trialed or for switching services – click the **FREE FUNDS** tab to find out which retailers offer this service – up to £250 is available in donations using **FREE FUNDS** 

Note: please click the [£](#) sign before going to a site for their conditions.

Can I support two organisations?

Yes. Although you will need separate email addresses because the [easyfundraising](#) system will not allow you to register twice with the same email address.

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