

This guide explains how you can use the SBF Fundraising mobile app to easily and securely accept credit card and check donations from your mobile device. Donations can be made toward an individual participant, team, event or fundraiser and are displayed in near real-time on the SBF website.

- 1** Download the **SBF Fundraising App** in the [Apple App Store](#) or [Google Play Store](#).



- 2** Open the app and sign in using your St. Baldrick's username and password or with Facebook.

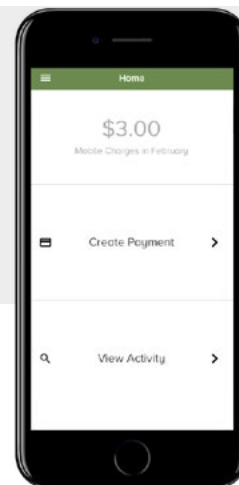
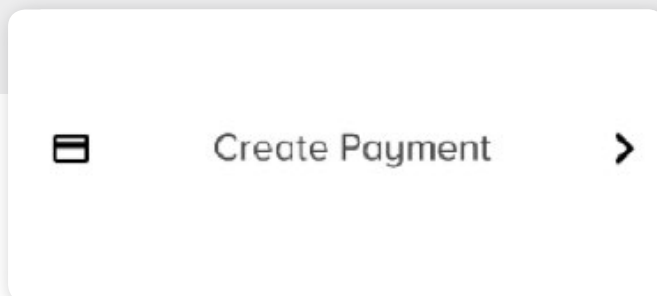
- 3** Ensure the check conversion notice is posted in a prominent and conspicuous location at each point-of-purchase location (see FAQs at the end of this document).

- 4** If you have a card reader, plug it into the mobile device's headphone jack.

If you don't have a 3.5mm headphone jack, you can use an adapter to plug in the card reader.

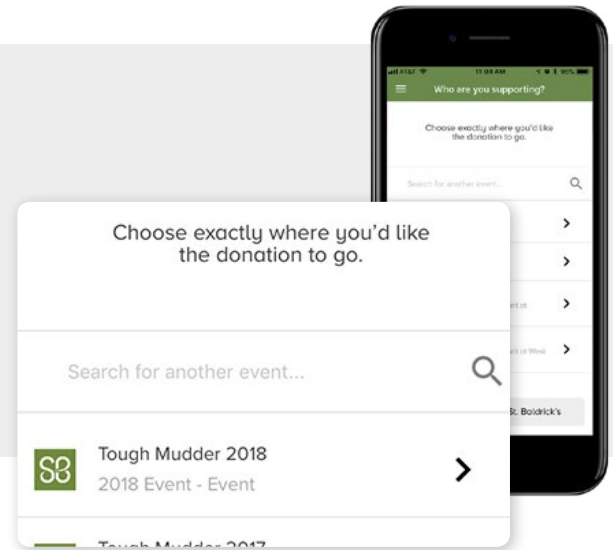
- Card readers are not available for all users, but you can still use the App and accept donations without one.

- 5** Tap **Create Payment**.



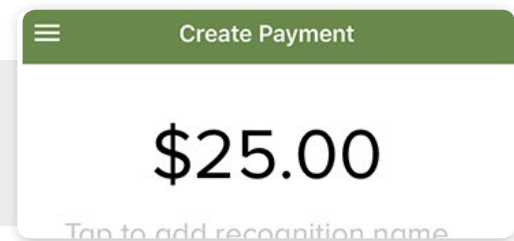
6 Select who should get credit for the donation using the search option.

This list will be specific to the event you are registered at currently, as well as previous event years. Search and find your fellow event participants, teams, fundraisers, or just the event itself.

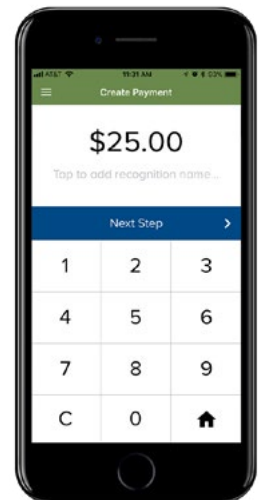


7 Enter the amount of the donation and the recognition name.

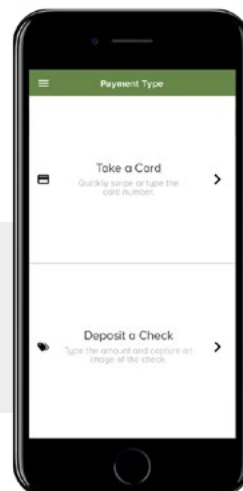
This name will appear on the SBF fundraising page.



- Typically, the name is entered as it appears on the card or check. If there is not a name on the card or check, or if the donor wishes to not be recognized, leave blank and it will show as "Anonymous."

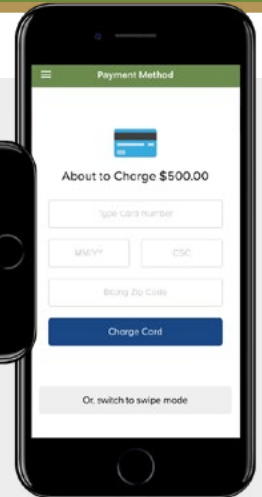


8 Select payment type (credit card or check).



9 Accept payment.

If accepting a credit card, use the card reader if you have one or manually enter the credit card number.



If accepting a check, select check option and follow prompts in app until deposit approval is received.

- For successfully accepted checks, write “already deposited” on the check. Securely store the checks and do not return the check to the donor and do not send it to the St. Baldrick’s Foundation.
 - Destroy checks after two weeks, either by shredding or burning them. Do not simply throw them in the trash. They contain confidential donor information and need to be disposed of properly.
- For unsuccessfully accepted checks, do not mark the check in any manner. Please contact DonationQuestions@StBaldricks.org for next steps.

10 Provide a receipt.

After successful donations, please choose to send an email. The email address provided should be the donor’s contact information, not yours.

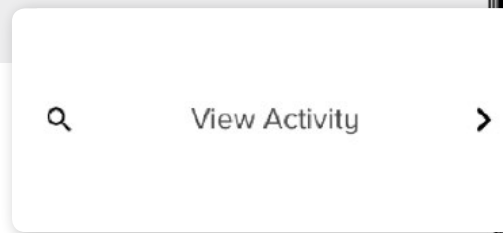
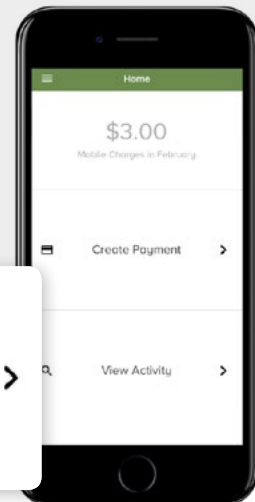
- We strongly encourage using the email receipt option as opposed to skipping the receipt as it enables better tracking for the St. Baldrick’s Foundation and the donor.

After completing the receipt stage, you will return to the main screen of the app.

You can view your transaction activity!

On the main screen of the SBF Fundraising app, you can see the total funds collected in-app that month.

You can also see past transactions made in-app by clicking on the Activity tab.



We’re here to help, and we’re just an email or call away!

Contact us at DonationQuestions@StBaldricks.org or 888.899.BALD (2253).

SBF Fundraising App FAQs

Q: Does the **BACK** of check need to be endorsed when accepted for payment?

A: No, all we need is a picture of the front side of the check.

Q: Does the **BACK** of check need to be scanned/imaged when accepted for payment?

A: No, all we need is a picture of the front side of the check.

Q: How will I know that a check was successfully accepted for ACH deposit via the mobile app?

A: The SBF Fundraising app will provide a “deposit approval” message once the check has successfully been accepted for ACH deposit.

Q: What should I do with a check once it has been successfully deposited via the mobile app?

A: Do not return the check to the donor and do not send it to St. Baldrick's.

- Mark the check with “already deposited” and store securely for at least two weeks to ensure a successful deposit.
- After two weeks, destroy the check either by shredding or burning it.

Q: Will the consumer receive a receipt for this donation?

A: Yes. After a successful donation, please choose to send an email. The email address or phone number provided should be the donor's contact information, not yours.

- We strongly encourage using the email receipt option as opposed to skipping the receipt as it enables better tracking for the St. Baldrick's Foundation and the donor.

Q: Are there any restrictions on what can be processed?

A: Yes. Check acceptance restrictions are as follows:

- May not process a check for an amount \$25,000 or greater via the app.
- May not process a check containing an Auxiliary On-US value via the app.
- This includes *some business checks*.

Q: What happens if a check fails?

A: Review the app responses and follow instructions.

- Attempt to re-scan the check, if possible.
- If unable to re-scan the check or the check transaction fails again, **please contact DonationQuestions@StBaldricks.org for next steps** or mail it directly to St. Baldrick's.

Q: What should I do if the check is entered for the wrong amount?

A: Contact us at DonationQuestions@StBaldricks.org **with as many details as possible about the donation** for assistance in correcting the transaction such as:

- date of donation
- donor name
- recipient name

Q: What are the consumer disclosure requirements?

A: Consumer disclosure requirements are as follows:

- Per our bank's requirements, a posted notice (included below and on the last page of this document) must be displayed in a prominent and conspicuous manner at **every location** where a check will be presented for payment. (e.g., on the table at each acceptance location). A take-away notice, informing donors that their check may be converted to ACH, **must be supplied to each donor** presenting a check for donation. This notice is included on the email receipt.
- The following disclosure language is recommended to be used for both the posted notice AND consumer takeaway: “When you provide a check as payment, you authorize us either to use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction. For inquiries, please email DonationQuestions@StBaldricks.org or (888) 899-2253.”

This disclosure notice is included in the addendum for easy display at events.

Note: The app technology will determine whether either of these scenarios exists, and if so, the user will receive a “FAIL MESSAGE” in the app. The user should refer to FAQ “What happens if a check fails?” for next steps if such error is received.

Please display this text in a prominent and conspicuous manner at every location where a check will be presented for payment.

“When you provide a check as payment, you authorize us either to use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction.

For inquiries, please email DonationQuestions@StBaldricks.org or call (888) 899-2253.”