

Frequently Asked Questions

Q. Why isn't my progress bar amount the same as my funds available?

Answer:

The purpose of your progress bar is to show progress to your goal. In order for it to be accurate it is critical that you have an accurate goal. The goal should include all anticipated costs including campaign costs such as the cost of printing T-shirts and any other significant costs that are needed to help you build your community. If these costs are not included, then adjustments will need to be made that move your bar to the left during your campaign, which we try to avoid. For this reason it's okay to round your total goal up to the nearest hundred.

The next reason that the progress bar amount and the funds available amount will separate over time is that funds will begin to be used to pay for things like application fees, airline tickets, tuition deposits, and more. The progress bar only shows funds raised, not funds used.

Finally there can be problems in the reporting software. Charges like shipping and transaction fees not paid by the donor are sometimes erroneously reported in the progress bar total and need to be cancelled out manually. A good time to make adjustments like this to your progress bar is in preparation for your final press to the finish line. This is when most people will be monitoring the bar closely.

Q. How do I use my funds to purchase my plane ticket?

Answer:

All fund distributions need to be authorized by you and must be for an item that is listed on your campaign plan. We will reimburse funds directly to you by check with an accurate receipt. If you cannot purchase the ticket without the funds, we will work with you to pay the travel agency directly from your account.

Note: If you would like to have reimbursed funds deposited to a personal bank account, please provide the name on the account, account number, and routing number. Allow 2 business days for processing.

Q. How do I use my funds to pay for tuition?

Answer:

Most affiliate organizations have online payment options that we can use to pay tuition costs to them directly. It is important for you to follow up after a payment is made to assure proper credit. We can also pay the organization by wire, ACH transfer, or check. There are varying transaction fees for each option, so it is best to research which form of payment is best for you.

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Q. What if I have excess funds in my account after all my costs are paid?

Answer:

First of all, Congratulations! Not everyone will have this experience. But sometimes you save hundreds on airfare or money comes in after the campaign has ended. Most likely you will need the funds for something that you didn't anticipate while you are on assignment. Rest assured that your funds are safely accounted for and will be held for you. Our advice is to let the funds stay in your account until you return. If you could not use the funds for the purposes of your trip here are a few options:

- With your donor's approval if appropriate, the funds can be allocated to the scholarship fund to help others who are not as fortunate as you.
- You can have the funds transferred to a new campaign - for instance if you are going back out again on another mission.
- In rare cases when campaigns or mission trips are terminated early refunds can be processed on a case-by-case basis.

Keep in mind that the money you raise is marked for a specific purpose and we have a responsibility to the government organizations that allow us to operate in the non-taxable, non-profit, public-good arena to ensure that all funds are properly utilized.