



# Frequently Asked Questions

## **Food From The Bar Campaign Manager:**

Debbi Bellush, dbellush@sfmfoodbank.org, 415-282-1900 ext 380

## **I've registered my team for the FFTB campaign, now what?**

You're ready to get started! Form a committee with a group of co-workers and begin brainstorming fundraising activities for your campaign. We'll provide your team's fundraising page/URL the week before the campaign launches on May 1st. You can then share it and supporters can easily donate on your team page, and, everyone can keep track of your team's monetary donations. (Tip: You'll also be able to guide people to your page by providing the link to the FFTB webpage, [www.foodfromthebar.org](http://www.foodfromthebar.org), where they can click on your firm/company name to donate.)

## **My team is having a FFTB-related office event. Would a San Francisco-Marine Food Bank representative come speak?**

Absolutely! We'd be happy to visit your office to talk about the FFTB campaign and the impact it has in our communities. Just let Debbi know the time, date and location, and we'll do our best to attend.

## **My team wants to volunteer; how do we sign up?**

Your first step is to check out the volunteer shift calendar on our website:

[www.sfmfoodbank.org/volunteer](http://www.sfmfoodbank.org/volunteer)

You will need to create an account to make a reservation (we suggest using your email address as your username). Select the shift you'd like to reserve. If your desired shift is full or does not have sufficient space available for your group, [please click here](#) to see more choices, as we have blocked some slots specifically for FFTB that you won't see on our website. Simply follow the instructions on the document to reserve these special slots.

Our volunteer opportunities are extremely popular and fill up quickly, so the sooner you make a reservation, the better!

**My team signed up for a volunteer shift, but we need to modify/cancel the reservation.**

You can modify or cancel your reservation yourself by going to “My Account” and edit your reservation. If you need assistance, please contact our Volunteer Services Coordinator, Christian at [ccanovas@sfmfoodbank.org](mailto:ccanovas@sfmfoodbank.org)

**My team volunteered. How long does it take for our hours to show up on our team page?**

Volunteer hours are calculated and uploaded to team pages weekly, usually on Fridays.

**Can we donate cash and checks?**

Sure! We gladly accept cash and check donations. Please ensure checks are made out to San Francisco-Marin Food Bank and *not* Food From The Bar. Cash donations should be brought in-person or sent via messenger to the Food Bank (900 Pennsylvania Avenue, San Francisco, CA 92107; Attention: FFTB). Please **be sure to include your firm/company name with cash and check donations**. Please be aware it will take a few days for these donations to be added to your team’s total.

**Do we receive receipts for our donations?**

You sure do! All online donors receive an automated email receipt. **Please be sure to check your spam/junk folder if you don’t find it in your Inbox**. We also suggest checking in with your IT department to make sure donation receipts are not getting blocked. If you donated \$1k or more, you will receive an acknowledgement letter in the mail.

**My teammates have donated online, but the donation total on our team’s fundraising page hasn’t updated. What gives?**

Please make sure your teammates donate using your **specific team page link**; if they make a donation on our website using any other page or button, it will not be credited to your team. **Due to the large volume of donations the Food Bank receives, we cannot credit your team for donations that were not made on your team’s fundraising page.**

**Can I receive a list of our campaign’s donors?**

All donors are automatically acknowledged on your team page. However, donors are given the option to remain anonymous, and in that case we cannot disclose the name of those donors.

**May I bring guests to the FFTB Reception on June 26<sup>th</sup>?**

Yes! Do invite your teammates and colleagues. Please provide the first and last names of all who will be attending after you receive the invitation. You can email that information to [dbellush@sfmfoodbank.org](mailto:dbellush@sfmfoodbank.org).