ACS CAN Volunteer Guide to Using Society Donations Batching Tool for DonorDrive Income

Frequently Asked Questions

- **How often should I submit batches?**
  - Due to the cost of shipping the batches, please be thoughtful about the frequency – and consolidate submitting donations as much as possible. While ACS CAN values timely processing, a batch should not be sent with less than $50, unless it has been more than a month since the payment has been collected.

- **How do I know what Society Key to use?**
  - The Society Key should have been provided by your staff partner as part of the initial fundraising communication, but if you didn't receive it (or cannot locate it), please consult your staff partner for the proper Society Key.

- **Who is my lead advocacy coordinator?**

  - ACS CAN lead advocacy coordinators are determined by geography. The state in which you live will determine which coordinator is assigned to you. Below is a list of the advocacy coordinators and the states each supports. When emailing your lead advocacy coordinator make sure you let them know what state you live in.

    - **Heather Beckham – heather.beckham@cancer.org**
      Alaska, Arizona, California, Colorado, Guam, Hawaii, Idaho, Montana, North Dakota, New Mexico, Nevada, Oregon, South Dakota, Utah, Washington & Wyoming

    - **Cindy Doornink – cindy.doornink@cancer.org**
      Connecticut, Illinois, Indiana, Iowa, Kansas, Maine, Massachusetts, Michigan, Minnesota, Missouri, Nebraska, New Hampshire, New Jersey, New York, Ohio, Pennsylvania, Rhode Island, Vermont & Wisconsin

- **Beverly Tirado – beverly.tirado@cancer.org**
  Alabama, Arkansas, Delaware, District of Columbia, Florida, Georgia, Kentucky, Louisiana, Maryland, Mississippi, North Carolina Oklahoma, Puerto Rico, South Carolina, Tennessee, Texas, Vermont, Virginia and West Virginia

If you are unable to reach your lead advocacy coordinator (or staff partner), please contact Molly Waite at molly.waite@cancer.org

- **How can I get ACS CAN membership forms?**
  - ACS CAN membership forms can be downloaded and printed from the ACS CAN website. Go to fightcancer.org/membershipform. If you are unable to print, simply create your own, by clearly writing "For ACS CAN Membership," along with the full name, contact information (including email, if known) and gift amount for the donor/member. If membership is not requested, instead of a full name and contact information, simply write "Unallocated" and the gift amount.

- **What does "unallocated" mean?**
  - Unallocated is the term ACS CAN uses when donations are made, but the donor does not want to become a member of ACS CAN. Writing "unallocated" on a membership form allows ACS CAN to know that it was an intentional submission, and not an error in processing.

- **What if I don't have access to Chrome?**
  - Chrome should be able to be downloaded to your device, but if you are unable to do so, you should still be able to use SDB. Please note, however, that you may experience difficulty printing the barcode. If that is the case, just write the barcode combination that displays on a piece of paper and place it on top of the check(s) and membership form(s).

- **What if I don't have access to a printer?**
  - You can still use this process.
    - To access the barcode, go through the full SDB process like normal and hit Print Barcode. When the barcode pops up, write the barcode combination that displays on a piece of paper, along with the word "Barcode" (so it's clear that's what it is) and put it with the checks and membership forms.

- To get a shipping label, alert your advocacy coordinator that you do not have a printer, and the shipping label will be mailed to you.

- **Do I have to use a UPS envelope to ship the batch?**
  - No. You can use any envelope that can fit the shipping label. If, however, you would prefer to use a UPS envelope and don't have one, those should available (for free) at the UPS locations that show on ups.com/locations.

- **Can I request UPS pick-up service?**
  - Because there is a fee associated with the UPS pick-up call, ACS CAN prefers that you take the package to a UPS drop-box or UPS store-front location. You can determine locations by going online to ups.com/locations. If "drop-off" is not an option for you, please alert your advocacy coordinator before making the request for UPS to pick-up.

- **Is there a way to print a list of the batches that I've entered?**
  - Yes, from the **My Batches** screen:
    - Click **Export to Excel**
    - When prompted, click **Open** to see the report in Excel. **This will only show you as many entries as you have selected to display on the **My Batches** screen.
    - Save or print as needed.