

FAQ & How To Guide

Resource for common questions/answers and how to perform basic actions with your online wreath fundraiser

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Useful Links

<https://northwoodswreaths.com/3harborswreath/>

<https://go.wreathsaleapp.com/Campaigns>

Instructions/Info

Pickup Location

State Fair Park or Camp Ohdakota

How do I order wreaths for my group?

After your sale is complete you must combine your online Rally Up orders with your door-to-door sales and then enter these totals on the <https://northwoodswreaths.com/3harborswreath/> site. Make sure you have registered on this site first. When returning to place your order, sign onto the site and then click on Place a group order. To complete your order, you must choose a pickup date/time. You will receive an email confirmation with an invoice for items. You can Edit your order by clicking the Edit button that is visible after you sign on.

What do I owe? Or what does Northwoods Wreaths owe me?

Once your final order is placed, we will update Northwoods invoice to reflect credit from the online fundraiser and \$ owed from paper orders. This will give you about 1-2 weeks notice before pickup about the amount we owe you (if there are leftover funds) OR the amount that is due to Three Harbors Council.

When submitting your final orders, you will want to enter both your online orders and physical paper orders into the <https://northwoodswreaths.com/3harborswreath/> site.

To get a report of your online orders from your online fundraiser:

1. You will want to navigate to <https://go.wreathsaleapp.com/campaigns> and click on your fundraiser(s). A panel will appear with several action items on it.
2. Click "View Donations" (or "View Payments"). A table will appear with all customer info + purchases.
3. Click "Export" (the green Export in the bottom left corner). This will give you a downloaded report/spreadsheet of all the info. It will include tallies of each item purchased (so you can create totals).

Using this online report and any physical paper orders you have received, please navigate to northwoodswreaths.com and submit the whole order to us when ready.

FAQ

Common questions received

1. Why are there no payments or donations in my View Payments area?

There may be nothing in your view payments area because no payments or donations have yet been made. If one has just been made, it may take a bit to load/update this table.

2. How/Where can customers credit a participant for a purchase?

In the second step of checkout, customers can credit a participant for a purchase. There will be a dropdown where they can select a participant to credit. This is only true if you have provided a participant list to us to upload.

3. How can I retroactively credit a participant for a purchase?

If you would like to retroactively credit a participant for a purchase, see the “How To” on editing payments.

4. Can I edit the item/items ordered by a customer?

No, this cannot be done. You can cancel the order if you would like and they can redo their order. See the “How To” on cancelling orders.

5. How does the tip work? Who does this go to?

The tip is a voluntary payment. It goes toward RallyUp as platform support to help cover their general costs. If customers choose not to make a tip, it does not affect your troop/fundraiser at all.

6. What is the “Seller Center”?

The Seller Center is a subsection of the fundraising site for your participants. It is where you can add information for your participants. It may also include a leaderboard of participant fundraising. It can be public (can navigate from the Main fundraiser page via the “Seller Center button”) or more private (can only navigate to via link).

7. What Information do I need for my participants list?

The required info for your participants is First Name and Last Name. Optional is their (or their parent’s) email and their individual fundraising goal.

8. What is the benefit to including emails (which are optional) in my participant list?

Having emails enables you to send out emails to your participants directly from the site. It also enables participants to register with the fundraiser, send out their personal fundraising link, and track/view purchases credited to them.

9. Will customers still be able to credit a participant if I do not upload the participant list with emails?

Yes, see Question 2. If you choose to not add email and/or fundraising goals for each participant, customers can still credit them in checkout with their purchase.

10. Do I have to have a participant list for my fundraiser?

No, you do not.

11. Is there a way to hide the Seller Center from the main fundraising page?

Yes, if you contact us we can hide the Seller Center from the fundraising page. We can make it so it is only accessible via a link OR that there is no seller center at all.

12. Where does the revenue from sales go?

The sales go into the Northwoods Wreaths merchant account and are credited to your final invoice that you create on <https://northwoodswreaths.com/3harborswreath/>. Your group administrator must tally and combine all online orders with your paper brochure orders and enter these totals on the Northwoods site in Late October.

Common How-Tos

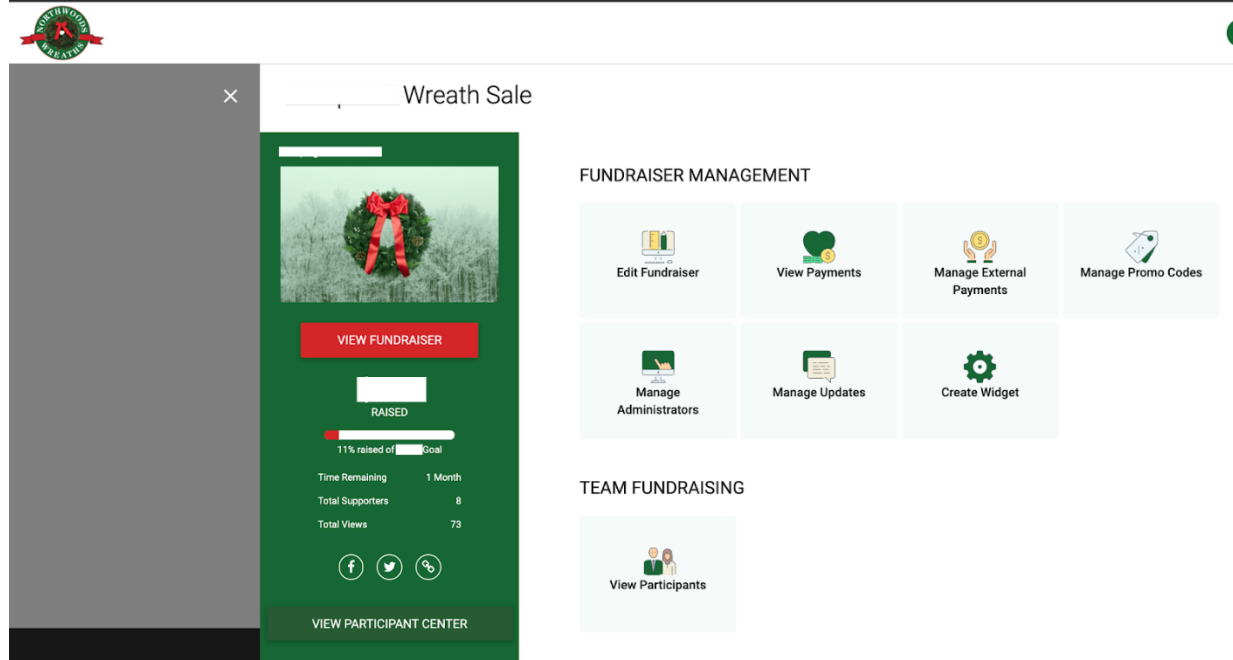
Guide on how to edit your fundraiser, view your participants, get reports, and more.

How to Get to the Campaign

Once you have registered+made your account, you can easily navigate to your campaign. Here you will be able to find the **main action items** for your campaign, such as editing your campaign and viewing participants and donations.

1. Go to <https://go.wreathsaleapp.com/campaigns>
2. Click your campaign
 1. When you hover over the campaign, you should see “Manage Fundraiser”. Click this
3. A panel will appear. We call this the “**Management Panel**”.
 1. On the left side of the management panel, in the green column, is basic info about your fundraiser. Here you can view your fundraiser, basic info, or view your participant center
 2. On the right side of the management panel, in the white column, is the main action items of your campaign. Here you can edit fundraiser, view payments, and view participants

Example of the Management Panel:



How to Get to the Seller Center

You would like to view the Seller Center, a page that may include a leaderboard and other information for your participants.

There are two ways to get to the Seller Center.

First Way:

Navigate to the Management Panel where there is a button leading to the Seller Center

1. Go to <https://go.wreathsaleapp.com/campaigns>
2. Click your campaign
 1. When you hover over the campaign, you should see "Manage Fundraiser". Click this
3. A panel will appear. We call this the "**Management Panel**".
 1. On the left side of the management panel, in the green column, there is a picture of your fundraiser with basic info. At the bottom of this green column, click the button "View Participant Center"
4. You are now in the Seller Center

Second Way:

Open your fundraiser and click the "Seller Center" button on the main page

1. Go to your fundraiser link (it should look something like go.wreathsaleapp.com/myOrgName)
2. In the center of the screen, there are two buttons: Seller Center or Buy Items (wording may slightly differ). Click Seller Center
3. You are now in the Seller Center

How to Get Payment or Donation Reports

You would like to view or export a report of your fundraiser's purchased items + associated customer info.

Navigate to the Management Panel where there is an action item button leading to the report.

1. Go to <https://go.wreathsaleapp.com/campaigns>
2. Click your campaign
 1. When you hover over the campaign, you should see "Manage Fundraiser". Click this
3. A panel will appear. We call this the "Management Panel".
 1. On the right side of the management panel, in the white column, there is an action item button called "View Payments" (or for some, "View Donations"). Click this
4. **You are now in the View Payments section.** Here you should see a table with all purchases/donations made to your fundraiser
 1. For each transaction, there is the: date, customer name, amount, item(s), participant credited, payment status, and payment type.
 2. If you do not have any payments or donations yet, there will be no information in the table
 3. This table will continually update as new payments come in
5. **If you would like to export this report of your fundraiser's purchases/donations,** click the green "Export" button in the bottom left corner of the table.
 1. Here you can choose in which format you would like to receive your report
 2. You may download this report as many times as you wish

How to View Participants

Includes: viewing participants, uploading new participant(s), deleting participant(s), sending out a email, sending out a registration email

1. Go to <https://go.wreathsaleapp.com/campaigns>
2. Click your campaign
 1. When you hover over the campaign, you should see "Manage Fundraiser". Click this
3. A panel will appear. We call this the "Management Panel".
 1. On the right side of the panel, in the white column, will be an action item button "View Participants". Click this
4. You are now in the View Participants section. Here you should see a table with all your participants
 1. If you would like to view a participant in particular & their transactions, click the participants name
 2. If you would like to upload a new participant, delete a participant, send out a email, send out a registration email, click the red "Actions" button in the top right corner
 1. Note, for any email actions, participants must have been uploaded with an email address

How to Edit Orders

Includes: Edit Payment, View Transaction Details, View Receipt, Resend Payment Receipt, Cancel Payment

Navigate to the Management Panel and then View Payments

1. Go to <https://go.wreathsaleapp.com/campaigns>
2. Click your campaign
 1. When you hover over the campaign, you should see "Manage Fundraiser". Click this
3. A panel will appear. We call this the "Management Panel".
 1. On the right side of the management panel, in the white column, there is an action item button called "View Payments" (or for some, "View Donations"). Click this
4. **You are now in the View Payments section.** Here you should see a table with all purchases/donations made to your fundraiser
5. To edit a payment, hover over the payment's row and click the three vertical dots (...) on the far right of the payment's row.
 1. A small menu will appear with several options (Edit Payment, View Transaction Details, View Receipt, Resend Payment Receipt, Cancel Payment)