FAQs

PAY:

1. How come other groups earn more at Arrowhead? Each contract is exactly the same for all the nonprofit groups. There is a sliding scale for the pay, based upon the number of volunteers on that date. Example: Group A brings 70 volunteers on 08/20 and makes $165 pay. Group A brings 35 volunteers on 08/25 and makes $150 pay. It is not based on contract or on the group. Donations at the register (tips) vary from stand to stand.
2. Does H&S pay hourly? No, we pay everyone who works the event the same amount.
3. How can I receive a check for reimbursement? We are happy to meet volunteers for in-person delivery, with advance notice we can bring a check to an event you are working, or we can mail a check. If you are a customer of Community America Credit Union, we can transfer money to your account.
4. Can H&S pay directly to the event or group I'm fundraising for? Yes, we could make out the check directly to your group/activity and no receipt is necessary, but an invoice from the third party is required.
5. How do I request a check? Email the treasurers at HeartandSoulNPOFunds@gmail.com with the amount (or balance), who to make it out to (you or your direct group), and how to receive it (mailed to volunteer's address, meet at an event or in-person, transfer via Community America.)

When are donations distributed?

1. Donations are generally distributed within **30 to 45 days after an event ends**. This timeframe begins after the event has concluded and our organization has received payment from the venue(s).

Why does it take 30 to 45 days?

1. Our organization cannot distribute donations until we receive payment from the venue(s).
2. Under our contracts, vendors are generally required to submit their invoice within five (5) days after an event has concluded. Once payment is received, the Treasury Team begins processing donation distributions.

Can it take longer than 45 days?

1. Yes. While most donations are distributed within 30 to 45 days, some situations may extend the timeline beyond our controls.

Multi-day events

1. Some events last several days. For example, a theatrical production may run for seven or more days. Since the event is not considered complete until the final performance, the vendor cannot submit the invoice until the event has ended. This delays payment to our organization and may extend the donation distribution timeline.

Multiple venues

1. Our volunteers often work at several different venues during the same distribution period. For example, volunteers may work at five different venues on the same day.
2. To ensure all volunteers are paid accurately and fairly, we wait until payments have been received from **all participating venues** before processing that distribution. Some venues pay by ACH while others pay by check, and payment processing times vary. Waiting until all payments have been received allows the Treasury Team to process donations accurately and efficiently.

Can donations be distributed before the venue pays?

1. No. Donations cannot be distributed until our organization has received payment from the venue(s).

How are donations paid?

1. Donations may be distributed in one of two ways, depending on your designated organization and the type of expense.

Direct Payment

1. If the organization accepts direct payments, we can issue payment directly to the organization.

Reimbursement

1. If you pay an approved expense yourself, you may submit the required documentation, including receipts, for reimbursement in accordance with our Donation Distribution Policy.
2. Please refer to the Donation Distribution Policy for complete eligibility and documentation requirements.

What documentation is required for reimbursement?

1. Documentation requirements vary depending on the type of expense. Generally, reimbursement requests require proof of payment and supporting receipts.
2. Please refer to the Donation Distribution Policy for complete requirements before submitting your request.

How will I know when my donation has been processed?

1. Once donations have been processed, your spreadsheet will be updated. If additional information or documentation is needed, the Treasury Team will contact you.

Can my donation be processed early?

1. To ensure fairness for all volunteers, donations are processed in the order payments are received from the venue(s). We are unable to expedite individual donation requests.

How do I contact the Treasury Team?

1. If your question is not answered in this FAQ, please contact the Treasury Team by email at heartandsoulnpofunds@gmail.com
2. Please allow **up to 48 hours** for a response. Emails received on weekends or holidays will be responded to on the next business day.
3. To help us serve everyone efficiently, please do not send multiple emails requesting a status update before the 48 hour response window has passed.

Where can I find additional information?

1. Additional information regarding donation distributions, reimbursement requirements, volunteer policies, and other Treasury procedures is available on our website.
2. If you cannot find the answer to your question, please contact the Treasury Team. We are always happy to help and appreciate your patience as we process donations for all our volunteers.

RECEIPTS:

1. How do I get receipts to H&S? We use the Dropbox app to conveniently receive your receipts. Please email our treasurers for a Dropbox link. The shared folder will only be available to the treasurer and you.
2. How can H&S reimburse for medical or daycare expenses when other NPO's can't? H&S filed and was approved for this sort of fundraising by the IRS, Secretary of State Articles of Incorporation, our bylaws, and blessed by consulting several certified public accountants. We wrote in our policies and waivers that expenses for which volunteers seek reimbursement are not also tax deductible. Please be aware that any receipts submitted for reimbursement are then NOT ELIGIBLE to be listed as a deduction on your taxes. For example, if you are reimbursing yourself for paying college tuition this cannot be deducted on your taxes. This is true for ANY expenses you fundraise for with H&S or any other fundraising group and always has been. It is the volunteer's responsibility to not "double dip" by claiming these deductions on your taxes as well as receive reimbursement.

WORKING EVENTS/VENUES:

1. Is H&S only working at Arrowhead and T-Mobile Center? No, we also will be staffing events at Kansas Speedway, KC Zoo & Aquarium, Kauffman Stadium, Starlight Theatre, Legends Field, Sporting Park, CPKC Stadium, Morton Amphitheater and KU Football/Basketball
2. Can volunteers work for other nonprofit organizations? Yes, people are free to volunteer for any nonprofit that works best for them and switch around as necessary. It is the volunteer's responsibility to make sure that they are not double booked with another NPO or cancelling with one NPO to work with another to avoid incurring fines. While we find it acceptable, concession companies may require volunteers to complete training under both groups.
3. How can I see what events I've signed up for on the Sign Up Genius app? When you log into Signup Genius, click into My Invitations and the Location you are interested in, such as H&S T-Mobile Center. Across the top, on the right, check the box Show My Spots. You can click Done, print the listing, or add to your Outlook Calendar by choosing those options.
4. How do I check in for an event? Sign in information is provided via the confirmation email.
5. I'm confused what orientation or training that I need to work? It is confusing! See it all laid out on the Helpful Links tab on our website.

See our link for Signup Genius for Aramark training on the H&S website under Helpful Links, search for an event by email which is Kcfundraising@aramark.com.

See our link for Levy ServSafe Alcohol Training, Orientation Video and Levy Policy PDF Form on the H&S website under Helpful Links.

CONFLICT RESOLUTION:

1. Who can I go to when I have an issue I can't get resolved? I don't know who to direct a question to? Who can I go to when I need to confidentially express concerns? Please email our Volunteer Liaison at communications@heartandsoulnpo.com. Their role is to be a confidential first stop for questions and concerns. If they can't help, they will bubble the issue up to the board for resolution.

If you would like other topics addressed in FAQs, please let us know at communications@heartandsoulnpo.com