



## **Facebook Fundraisers for Pancreatic Cancer Action Network - FAQ**

### **What is a Facebook Fundraiser?**

A fundraising application created by Facebook that lives exclusively on Facebook – it allows people to create fundraising pages on Facebook on behalf of an approved charity. Located here: <https://www.facebook.com/pg/JointheFight/fundraisers/>

### **What is the Donate Now button?**

It is a feature from Facebook allowing people to opt into adding “Donate Now” button to their posts. People who click on the “Donate Now” button will be able to give to a non-profit via Facebook’s Fundraising platform.

PanCAN is **not** accepting funds through the Donate Now button due to the inability to shift funds from Facebook over to Purplestride or Wage Hope My Way pages. (See below for more info.)

### **Are there fees to using a Facebook Fundraiser or Donate button?**

No, there are no fees. Facebook gives 100% of donations to the organization.

### **How can I create a fundraiser?**

To create a fundraiser:

1. Click **Start Fundraisers** in the left menu of your News Feed.
2. Search for Pancreatic Cancer Action Network, then choose a cover photo and fill in the fundraiser details.
3. Click **Create**.

You can also create a fundraiser directly from the [Pancreatic Cancer Action Network Facebook Page](#).



**I made a mistake – I wanted to fundraise for my PurpleStride team/Wage Hope My Way fundraiser. Can I move the funds to my PurpleStride page or Wage Hope My Way page?**

Unfortunately, we cannot move funds raised through Facebook to your PurpleStride team or Wage Hope My Way page. We recommend ending your Facebook Fundraiser immediately and fundraising via your PurpleStride or Wage Hope My Way page.

**I promoted my Wage Hope My Way/PurpleStride page on Facebook and a Donate Button appeared – what is that?**

When you use DONATE language on a post, with a link to donate, Facebook will say “Want to raise money for a nonprofit? You can add a donate button to your post to raise money for a nonprofit on Facebook.”

**Do NOT opt** into the Donate button if you want your funds to be attributed to your Wage Hope My Way/PurpleStride page. Funds given through that donate button will not be added to your pages, and will come through via Facebook and be attributed as anonymous donations.

**I don’t see the option to donate to the Pancreatic Cancer Action Network anyway?**

We have currently turned off the “Donate” button, as the funds raised through this button do not go to your Wage Hope My Way or PurpleStride page, but instead, come through as a lump sum via Facebook. As this was causing confusion and issues for Wage Hope My Way fundraisers and PurpleStride fundraisers, we have disabled this option.

However, we still are an option for Facebook Fundraisers, where you can create a Fundraising page on Facebook here: <https://www.facebook.com/Fundraisers>.

**How long will my fundraiser page last?**

That’s completely up to you! You can set the fundraiser to last for a day, but you could also keep it ongoing by clicking the “No End Date” box when creating your fundraiser.

**Am I able to customize my fundraiser page?**

Yes, you can! Think of it like a Facebook event – you can update the cover photo, add info about the fundraiser, set the donation goal and post on the page as you would on a normal Facebook page.

**How can I get more people to donate to my fundraiser?**

Facebook provides tools to share your fundraiser with your friends, right on the Fundraising page! You can invite your friends to the page, post on your fundraiser page to give updates and show appreciation, share on your News Feed and also share via Messenger!

**I didn't hear from you – did PanCAN receive my donation?**

We are provided limited data from the donations received through Facebook, which means we are unable to reach out to all of our incredible donors and fundraisers. As mentioned above, we do receive funds in a bi-weekly check; however, if you are concerned, please reach out to us by emailing [info@pancan.org](mailto:info@pancan.org) and we can do a manual check.

**How does PanCAN receive donations?**

We receive donations bi-weekly from Facebook via a wire transfer (ACH/direct deposit) to the organization's bank account.

**Will I be acknowledged for my donation?**

You will still receive a tax deductible receipt, but we will not be able to credit the donated funds to your name. We receive all donations from Facebook in one lump sum and all donations will be credited as an anonymous donation via Facebook. If you would like acknowledgement for your donation or fundraiser, please head over to our fundraising platform, Wage Hope My Way, [pancan.org/diy](http://pancan.org/diy) to start your own fundraiser with us!

**I deleted my receipt. Can you send me a new one?**

No, we cannot provide a receipt. But you can always get another copy of your receipt in your Payment History on your Facebook page. To view your payment history, click ▼ in the top right of Facebook and select **Payment History**.

**Will those people who donated be acknowledged on my PurpleStride/WHMW page?**

Unfortunately, they will not appear on your PurpleStride/WHMW pages, as they have donated via Facebook and we received limited information on donations that come through Facebook. We apologize for the inconvenience but we encourage you to thank & acknowledge them in different ways!

**I don't see the option to donate to the Pancreatic Cancer Action Network.**

Please search for the "Pancreatic Cancer Action Network" and select the organization as your charity of choice.