FREQUENTLY ASKED QUESTIONS

- What am I supposed to do as a department coordinator?
  - *Be a resource for division solicitors and employees*
  - *Manually enter pledges as needed*
  - *Reset and edit employee accounts as needed*
  - *Provide status reports for your department*
  - *Monitor/resolve incomplete reports*
  - *Submit one-time payments to the campaign treasurer*

- How can I help employees edit their donations if they have already been finalized and submitted?
  - *After logging into the USECF website, an employee's record can be manually reset by the department coordinator.*
    To manually reset a record, select "Manage Department Donators" under the Administration tab of the USECF homepage, and you will then be able to reset the employee's account so the donation can be edited.

FREQUENTLY ASKED QUESTIONS

- Can I get a status report showing what our agency has donated?
  - *Yes, a status report is available to department coordinators. To access the report, select "Campaign Result Reports" from the Administration tab of the USECF homepage. You can then select "Complete Contributor Donations" to see the donations submitted by your agency's employees.*

- What if an employee just wants to fill out a hard-copy form for payroll deduction instead of pledging online?
  - *Employees can choose to submit a hard-copy form instead of submitting their donation online. To do so, employees can access the hard-copy form from the USECF website and then submit the form to the department coordinator. The department coordinator can then enter the employee's pledge manually on the campaign website anytime during the campaign.*

FREQUENTLY ASKED QUESTIONS

- What if an employee changes his/her mind and doesn't want to donate?
  - *Even after being submitted, an employee's donation can be manually deleted/removed by the department coordinator. The employee should contact the department coordinator directly to have the pledge deleted, and the coordinator will then complete the action.*

- What do you do if someone is on the incomplete list?
  - *Department coordinators should contact all employees on the incomplete list to determine their interest in participating in the campaign. Coordinators can then either assist employees in completing their donations or manually delete the donations from the campaign system.*