



APPLICATION

I haven't heard back on my application in 2 business days.

Fundraisers requests are looked at multiple times a week. If you've completed the website form in full and haven't heard back, please email snappizzacustomerservice@gmail.com, so we can investigate the issue for you.

Why do I have to wait at least two weeks to hold my fundraiser?

This "wait period" gives you time to advertise your event to as many people as possible. The more people who attend, the bigger your donation check will be. It also allows us to have the proper number of staff scheduled to work on the event day/time to be sure it's the best experience possible for your organization as well as our regular customers.

What's the best way to choose the three proposed dates?

Since we only hold one fundraiser per week, per store, the proposed dates should all fall in separate weeks. Our weeks run Monday through Sunday. For example, if you're looking at the month of November, the dates should be as follows to give you a higher chance of picking a date that is available – November 2nd, November 6th, and November 15th.

PAYMENT AND CHECK INFORMATION

When will I receive my check?

It takes 2 to 3 weeks to tally results. Once the outcome is totaled, an email will be sent to the contact person with the earnings for your organization. If it has been longer than 4 weeks, please don't hesitate to reach out and let us know, so we can investigate it for you.

Can I address the check to someone's attention?

Typically, the "Attn" is listed as the contact person's name that is provided during the application process. If the "Attn" is someone other than the contact person, please feel free to include that information as well.

How long does it take to receive my check after the fundraiser?

Our checks take about 2 to 3 weeks to process and are then sent via U.S. mail.

Can I include a memo line on my check?

Absolutely! Not all organizations need a memo line note, but if you do, please provide that information at the time of application.

How long are your checks valid once received?

Our checks expire 90 days after the issue date.

Where should I mail my check after the fundraiser?

Please mail your check to a valid and reliable address that will be easy for your organization to obtain the check. Places like dorms, college/university main offices, etc. are not always reliable.

Can we pick up the check at the restaurant?

All checks are distributed by our corporate office and will be mailed to the address provided upon application. Picking up a check is not an option we offer.

I want to have the check made out to me directly instead of an organization.

We are unable to write checks to individuals, only to organizations.

Can you handwrite or add specific instructions on my check/envelope?

Our checks run through an automated print process, so we won't be able to handwrite or include any extra information on the envelope. If you are forwarding your check to another organization and need to include specific information, consider adding it in the memo line or having the check mailed to your local address before sending it on to its destination.

FUNDRAISER DETAILS**Can we promote at the restaurant?**

All promotion must be done ahead of time and not in our restaurant or on the premises to our regular customers. Violating this policy will result in your fundraiser being cancelled.

Can we have a table at the restaurant or share information about our cause?

We won't be able to accommodate tables, donation jars, decorations, or distribution of information for your organization. We need to do everything in our power to be the very best hosts to all our guests by ensuring that we are making anyone who is not dining with us in conjunction with your fundraiser feel at home and unsolicited.

What do people have to do to have their purchase count?

To make qualifying purchases, all participants must either show a physically printed flyer, show a digital flyer on any mobile device, use your fundraiser's online ordering code "DOUGH" to place an order for pick up through the SNAP website only.

Can my online order be counted towards the fundraiser?

Yes! Online orders for pick up only can be counted towards your fundraiser. Supporters must place their orders for pickup through the snapcustompizza.com and during checkout use your fundraiser's code, "DOUGH" in the promo field.

How much of the fundraiser proceeds will SNAP donate?

If the organization meets the \$150 minimum for event sales, we will give back 33% of the proceeds brought in for the event. So, if your organization raises \$200, a donation check for \$66 will be cut/mailed.

Does SNAP have a minimum sales requirement to receive a check?

Yes, to receive a check we require your organization to bring a minimum of \$150 in total event sales.

Do we need staff or team members from our organization there to facilitate or work the fundraiser?

We appreciate the offer; however, we don't need staff or team members to be there during the fundraiser to facilitate or work the fundraiser.

I need to reschedule!

Rescheduling is not a problem! Just reach out to the Customer Service email address and someone will help you with that.

Who can answer questions about the in-store process?

The General Manager at each location will be able to answer any questions you may have about how the fundraising process works on the day/time of the event. Please feel free to reach out to the store who is hosting your event with any in-store process questions.

Who can answer questions about availability?

The Customer Service Representative can answer any questions you may have about availability. The store does not have access to this information, so they will not be able to help you with open dates or moving/changing your planned event.

GENERAL

When can we do it again?

We limit each organization to one fundraiser every six months. If you are interested in fundraising with us again in the future, feel free to reach out again in six months to apply.

We want to host a fundraiser at multiple locations. Can we do that?

We must limit the number of participating restaurants to one. To maximize your results, please choose the restaurant that is most centrally located for your supporters.

Can we place our organization's logo on the fundraiser flyers?

Please do not make any edits to the fundraiser flyers provided to you. We are unable to add logos, pictures, etc. to our flyers.

Do participants receive a bounce back coupon for fundraiser purchases?

Anyone who makes a purchase for your fundraiser will receive a coupon to come back at another time. If the order is placed in store, the participant will be handed the coupon upon paying. If the order is placed online, the participant will need to see the cashier when they pick up their order and show the emailed receipt for the order that shows the discount "DOUGH".