

## Account and Payment

- **How do I receive my earnings?**
  - Earnings are sent directly to Eden Christian Academy.
- **How do I track the balance of my gift cards?**
  - Balances for many eGift cards will update in real-time when you view the eGift card in your Wallet. However, for some brands, you must track the balance manually.
  - For brands that don't offer real-time balance tracking, you can manually keep track of your balance by entering the remaining amount after each use:
    - Locate the eGift card in your Wallet and select it to view details > Select Track Balance > Enter the remaining balance for the eGift card and select Update Balance to save.
- **How do I pay for gift card orders?**
  - You will have the option to pay using:
    - Debit card (Mastercard, Visa, or Discover)
    - Credit card (Mastercard, Visa, or Discover)
    - Personal checking/savings account.
    - These options will be available to you in the Cart during checkout if you are able to pay online.
- **Is there a convenience fee for buying gift cards?**
  - **Personal bank account (ACH):**
    - There is a \$0.29 flat fee per gift card order – whether you buy one card or several.
  - **Debit card:** 1% fee per gift card order (based on total value of order)
  - **Credit card:** 3% fee per gift card order (based on total value of order)
- **Are there refunds and cancellations for gift card orders?**
  - All gift card orders (physical, reloadable, and eGift) are considered final and are not refundable.

## eGift Cards

- **How do I view and use my eGift cards?**
  - eGift cards can be viewed and redeemed from your RaiseRight account's "Wallet." To view an eGift card, locate the card in your Wallet and select it to view card details.
  - **Scan eGift Cards from your phone at checkout:**
    - To use your mobile device to scan eGift cards from your Wallet at a retailer's register, locate the eGift card in your Wallet and tap the Use Card barcode.



- **Manually apply the card number or PIN:**
  - Some establishments will need to enter the eGift card number and/or PIN manually. Or, for online purchases, you can select the Copy icon next to the Card Number and/or PIN in your Wallet, then paste each number in their respective fields during checkout on the retailer's app or website.
- Some brands may also require a physical printed copy of the eGift card for redemption. View the eGift card's Redemption Instructions for more information.
- **Can I reload my eGift cards?**
  - No, eGift cards are not reloadable.
- **How do I send an eGift card as a gift to someone?**
  - RaiseRight offers functionality on their website to schedule and/or send an eGift card as a gift to someone else via email. You will find this option on the brand page for each eGift card.

## Physical Gift Cards

- **Can I add money to my physical gift cards?**
  - Many brands offer physical gift cards that can be reloaded on RaiseRight.com and in the mobile app.
  - When you first receive your reloadable gift card, register it to your Wallet by navigating to **Wallet > Add Card** and follow the prompts to save the card to your account.
  - To add more money to your reloadable card at any time, locate the card in your Wallet and select **Add Money**, so you can continue earning on and using the same card.
  - Note that you can only add money to reloadable physical gift cards purchased from RaiseRight.

## Can't find the answer you're looking for?

Explore [RaiseRight's FAQ page](#) or reach out directly to [RaiseRight Customer Service](#).

You're also welcome to contact Eden to help walk you through anything:

Jonathan Winkler, ECA Advancement & Donor Relations Coordinator [jwinkler@edenca.org](mailto:jwinkler@edenca.org) or call 412-364-8055 x132.