

# Toyota Good for League Raffle FAQ's

## Registration

Why do I need to provide my clubs bank details when registering?

We require your club bank details, and a visual confirmation of these details, as part of our due diligence to ensure that all participants are genuine league clubs. Additionally, the bank details provided will be the account we return club funds to after the draw of the raffle.

I'm having trouble logging in, are you able to provide me with my login information?

Being the first year of this raffle, all clubs will need to register to create a login and password. If you have already completed this step and simply trying to login again and are having issues, please send an enquiry to [raffle@good2give.ngo](mailto:raffle@good2give.ngo), or call us on 02 9929 9633.

Why can I not order more than 25 books?

Clubs are able to order a maximum of 25 books per week. After seven days have passed from the previous order date you will be able to order more books. This is so that more clubs have a fair chance of participating in the raffle.

I requested more raffle books than I received. Why?

Requests can be made but not guaranteed. We will try our best to meet your request however it depends on availability. If you would like to order more, you can place a request 7 days after your previous order date. This additional request will be met if there are any left-over/unclaimed ticket books. Again, please be understanding that your request may not be met in full and is subject to availability

What does my raffle pack contain?

The parcel we send each club contains your raffle books, a number of A3 posters a sample reconciliation spreadsheet and an information sheet.

## Your obligations and responsibilities

What are my obligations as the responsible person for the raffle in my club?

As the person responsible for overseeing and running the raffle in your club, you have a few obligations:

- Do not separate the books into smaller books (ie books to remain at 10 tickets). Prior experience has shown that significantly more raffle tickets go missing when clubs do this and it greatly complicates the reconciliation process.
- You are to ensure all tickets are completed in full – a name, address and contact number must be supplied for the ticket to be valid.
- Ensure that all sold tickets have the middle section (labeled 'Do not remove') still attached, and that the buyer has removed and kept their portion of the ticket (the right side of the ticket).
- We strongly recommend you use the supplied reconciliation spreadsheet to track who the raffle books have gone to and how many tickets were sold from each book. This will make the collection of books at closing time much easier to track.

## Closing procedures

### Where do I send my tickets back to?

All tickets must be returned to Good2Give at the following address by the closing date of your raffle (listed on materials and the Toyota website)

Good2Give  
Suite 5, Level 5  
100 Walker Street  
North Sydney  
NSW, 2060

### Is there a certain way I should package my tickets?

Yes. Please sort your books in numerical order (both sold and unsold together, lowest number on top) and rubber band or tie them together. You may need to do several bundles of books in this way. **Please do not ever, under any circumstances, send us cash or cheques with your tickets.**

### Should I post them using a particular service?

While you are free to post them using whichever service you wish, we would recommend picking up a prepaid post bag from Australia Post. They're durable and reasonably priced, you'll just need to weigh your books first to figure out which bag is suitable for you. A general rule of thumb is:

- 500g bag: 1 – 10 books
- 3kg bag: 11 – 50 books
- 5kg bag: 51 or more books

### How do I deposit my clubs funds with Good2Give?

You must deposit your funds by using the link provided by Good2Give. If you need this link sent again please email [raffle@good2give.ngo](mailto:raffle@good2give.ngo). When lodging your payment please enter your club's name into the first name/last name fields, as otherwise we will have no way of knowing which payment belongs to you.

### If we keep all the money raised, why do we have to deposit it with you?

We require all funds to be deposited in our raffle account prior to the draw for auditing purposes. After the raffle we are required by state laws to report all income, and must have official records of all funds raised and their return to clubs. It is purely a state regulatory audit requirement. Once the reconciliation is complete, funds will be returned to clubs via the club bank account they nominated at the time of registration.

### Who benefits from the interest our money earns while it is being held in the bank?

The funds received from the clubs are held in a Good2Give trust account, which earns a nominal rate of interest. This account also incurs bank fees and charges (BPay, credit card charges, bouncebacks from refunds etc.), which are higher than the interest earned. The shortfall is covered by Good2Give.

### Our club can't make payments online, what other options are available?

The online system we use accommodates credit card, BPay, bank transfer and cheque payments. If you do not wish to pay with a credit card please select the pay later option and keep an eye out for the invoice that will be sent to your nominated email address. This invoice will contain all the information you need to make your payment.

My invoice hasn't arrived. Are you able to send a new one?

Absolutely. Either call us on 02 9929 9633 or email us at [raffle@good2give.ngo](mailto:raffle@good2give.ngo) and make an enquiry.

When will our club receive their funds back?

All funds will be returned in full to clubs **within four weeks of the date** of the draw and clubs will be notified via email. If your club has not received its' funds after receiving this notification, please contact Good2Give to resolve the issue.

## Key dates

The raffle closes, no further ticket sales can be made & books must be returned ASAP:

Wednesday, 11<sup>th</sup> July 2018

All raffle books must be sent to Good2Give and all funds banked by:

Wednesday, 18<sup>th</sup> July 2018