

## FAQ

Many of your Titlewish questions are answered here. If you need additional information, Titlewave® Support Specialists are available Monday-Friday, 7am-5:30pm CT, by calling 888.511.5114 x45051.

### **Q: What is Titlewish?**

A: Titlewish is a FREE online donation program for PreK-12 schools where 100% of all proceeds go directly to your school to purchase new materials from Titlewave. It's easy to set up and ideal for use by librarians, teachers, school administrators, and PTA/PTO members.

### **Q: How long is a Titlewish event?**

A: A typical Titlewish event lasts approximately two to four weeks, but it can run any length of time. We recommend that you allow two weeks to promote and publicize your Titlewish event.

### **Q: How can we promote our Titlewish event?**

A: Our customizable toolkit includes everything you need to host and promote your event, including timeline, banners for your school website and social media, emails, reproducible flyers, and a news release. Just download and let the donations roll in!

### **Q: Can we conduct more than one event per year?**

A: Yes. If you would like to conduct more than one Titlewish event a year, contact a Titlewave Support Specialist (available Monday-Friday, 7am-5:30pm CT) at 888.511.5114 x45051 to get set up.

### **Q: How do people donate?**

A: We will provide you with a secure custom domain name and a link that you can use in email communications to send donors directly to your school's Titlewish page. You can encourage anyone to donate – family, friends, businesses, and community organizations. Donors may also visit [titlewish.com](http://titlewish.com), search for a school by name, and follow the quick and easy prompts to donate that way.

### **Q: Is there a minimum donation?**

A: Yes, the minimum donation is \$10.00.

**Q: How do we redeem our donated funds?**

A: Once your Titlewish event concludes, we will send you detailed results and specific instructions about how to redeem your funds.

**Q: How can we use our funds?**

A: All funds raised can be used to purchase books, eBooks, audiobooks, Makerspace materials, and more from Titlewave.

**Q: What credit cards do you accept?**

A: We accept American Express, Visa, and MasterCard.

**Q: Do the funds we raise expire?**

A: Funds donated to your Titlewish event do not expire. However, we strongly encourage you to use your funds soon after your event ends so your students and staff can begin reaping the benefits of your earnings as quickly as possible.

**Q: How do donors obtain a receipt for their donation?**

A: A printable receipt is available online immediately after someone donates, and a copy of the receipt is also sent to the email address provided.

**Q: Are donations tax deductible?**

A: Contributions may be tax deductible. Please consult your tax adviser.

**Q: How do we view the progress of our Titlewish event?**

A: Visit your school's custom Titlewish page to view the latest event updates.

**Q: Can we request that our materials arrive processed?**

A: Yes. We can process your materials if requested.

**Q: Do we pay shipping on our order?**

A: No. There is never a charge for shipping or handling in the US and Canada.