

RaiseRight - Frequently Asked Questions

Account and Payment

How to find my enrollment code?

An Enrollment Code is provided to the coordinator of your organization. Members of an organization can contact the coordinator to request an enrollment code.

How to reset my username or password?

Go to the sign-in screen and click on “Forgot Username or Password?”. Then follow the steps to reset.

How to receive my earnings?

Earnings are distributed directly to your organization, depending on which payment method you use.

How to track the balance of my gift cards?

Balances for eGift cards will update when you view the eGift card in your Wallet. For some brands, you may see a note that the balance must be tracked manually.

To check the balance for these eGift cards, and your physical gift cards, you can visit the brand’s website. The website address or phone number to check balance information is typically provided in the eGift card terms and conditions or on the back of the gift card.

How do participants pay for gift card orders?

You will have the option to pay using a credit card or bank account. These options will be available to you in the Cart during checkout if you are able to pay online. We also accept payment (cash or check) at the school.

How to update payment information?

Go to Settings in your Account tab to update your Payment Options information.

Participants pay a small fee for online payments:

Bank account: \$0.29 fee on each transaction (flat fee regardless of your order size)

Credit card: 2.6% fee on each transaction (based on total value of order)

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eGift Cards

What are eGift cards?

Electronic gift cards (eGift cards) can be used for online and in-store purchases. eGift cards are immediately delivered to your Wallet.

How to view and use my eGift cards?

eGift cards can be viewed and redeemed from your Wallet. Most cards can be scanned at a retailer's register from your smartphone in the Wallet, but a few will need the gift card number entered manually. Some brands require a printed copy of the eGift card to redeem. To print an eGift card, open the eGift card in your Wallet and print. You may have to do this from the website if you do not have a printer connected to your mobile app.

Can I delete eGift cards that have a \$0.00 balance?

No, eGift cards cannot be deleted from your Wallet. eGift cards at a zero balance can be Archived. To Archive means eGift cards are removed from your active list of My Cards in the Wallet.

Can I reload my eGift cards?

No, eGift cards are not reloadable

How to recover an eGift card that's been archived?

Go to the Wallet. Tap Archive, then select Filter > Card Type > eGift Card > Brand > Name of Retailer > Show Items. Once selected, tap Unarchive.

How to send an eGift card as a gift to someone?

We offer functionality on our website, RaiseRight.com, 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. This option is not yet available in our mobile app.

How to print my eGift cards from the mobile app?

If your phone is connected to a printer, you can print your eGift card just like any other document. Or you can go to RaiseRight.com to print from your desktop account. Sign in with account information and access your eGift cards to print by going to Dashboard > Wallet > click the name of the retailer to reveal the PDF to print.

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Physical Gift Cards

What are physical gift cards?

Physical gift cards are traditional plastic retailer gift cards.

Can I add money to my physical gift cards?

Yes, many brands offer physical gift cards that can be reloaded electronically online. To add money to a reloadable card, go to the Wallet and choose “Add Card” to add it to your Wallet. Then, when your balance is running low, select the gift card from your Wallet and choose “Add Money” to keep earning with the same gift card. Note: You can only add money to reloadable physical gift cards purchased from RaiseRight

I tried to add money to a reloadable physical gift card and it's not working. Why?

It usually means you need to buy and register a new gift card. Here are some of the reasons why—you'll also get an email with an explanation:

- You've added money to the same gift card too many times. (This is different for each brand; some allow you to add money up to 99 times.)
- The gift card was purchased more than 12 months ago.
- The gift card had a \$0.00 balance for more than 60 days.

You can also double check to see if the gift card you are attempting to reload requires overnight processing. This only applies to a few brands, noted in the General Information available for that brand.

General Information

How long does it take to get my order?

If you place an order for the gift cards we keep in stock, you will usually get the gift cards the same day, as long as a payment was made. If you are placing a special order, it usually takes a week to get the gift cards. Note: Special orders are placed on Mondays by 10am.

What is a Special Order?

A special order is an order placed for gift cards that we do not keep in stock at our school. We place gift card orders on Mondays by 10am (with the exception of holidays). If you send in an order after Monday at 10am, your special order will not be processed until the following Monday.

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How do I place an order if I do not want to use the RaiseRight app?

While we encourage families to place orders through the app, you can still send in a hard copy of your order to the school with your student. We provide an order form envelope that you can fill out and place payment inside. If you need extra order envelopes, please contact the school office.

Can I still pay with Cash or Check if I order through the app?

Yes, you can still pay with cash or check when placing your order through the RaiseRight app. Simply select "Pay Coordinator" at checkout. Send your payment in with your student and we will fill your order and send it home.