During "Wreath Season", WAA-HQ receives thousands of checks each day!

All orders mailed to WAA-HQ are processed digitally and audited manually by a team of finance professionals.

Every order goes through a multi-step verification process, which includes data entry, review, corrections, bank deposit, and final posting.

Each payment platform (PayPal, Credit/Debit Card, Checks, and Google Pay) processes transactions at a different pace. Some may post to your account faster than others.

Orders with incorrect or incomplete forms, and/or with illegible information will experience delayed processing times.
Tips for Fast Order Processing!

- Mail checks within 30 days of the check date(s) and in small batches!
- Use BLACK INK on order forms and checks.
- Make copies of Tally Sheets prior to mailing.
- Type the Group ID and Location ID on every order form, in the required sections.
- We do not recommend mailing cash.
- Use paperclips, not staples.
- Online Orders Process in 24-48 hours!
- Use the direct link for a Sponsorship Group when ordering online.

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Grant Requests

When using the WAA Tax ID Number to solicit grants for your group and/or location, you MUST notify Wreaths Across America by completing the Grant or Employee Giving Notification Form prior to applying for the grant, to receive further instructions.

Who should complete the grant request form?

We will do it for you! Applying for and receiving a grant is a complex process, but the WAA grants team will ensure it runs smoothly from start to finish.

How will my Group and Location get credit for a grant?

When you email the WAA grants team to help you solicit a grant, you will provide them with the Group ID and Location ID to be credited.
Facebook Fundraisers

When doing a Facebook Fundraiser to solicit sponsorships for your group and/or location, you MUST notify Wreaths Across America to receive credit for your efforts.

Take an ‘after’ photo of your fundraiser!
Once all donations have been raised and fundraiser is completed, take a screenshot or photo with your phone to capture the fundraiser name and amount raised.

Fill out the Facebook Fundraiser Form!
To make sure that your Group or Location receives credit, fill out the Facebook Fundraiser Form.

Funds Disbursement!
After fundraisers have closed, money will be transferred from your fundraiser to the Network For Good, who transfers the money to Wreaths Across America. Money WILL take some time to get to Wreaths Across America, as disbursements are done monthly.
Employee Matching and 3rd Party Payers

When soliciting sponsorships for your group and/or location through Employee Matching Programs or for 3rd Party Payers, such as Benevity or Fidelity, you MUST notify Wreaths Across America by completing the Grant or Employee Giving Notification Form to provide us with the details of their donation as well as the Group ID and Location ID to be credited.

Required Information:

How is the employee giving determined?

- Volunteer or Event Hours
- Employee Payroll Deduction, Matched by Employer
- Employee Payroll Deduction, NOT Matched by Employer
- Direct Employee Donation to Wreaths Across America, Verified and Matched by Employer
In Honor or In Memory Of

When sponsoring general veteran wreaths "In Honor Of" living veterans or "In Memory Of", you may request that we send an email or honor card telling someone of your sponsorship!

What is an Honor Card?

It is a physical card that Wreaths Across America will send to a friend or loved-one letting them know that you made this gift in their name.

Additional Information:

There is a $2 fee for this mailing. Only available online, in combination with a paid wreath sponsorship.
All WAA Financials can be found by visiting: www.wreathsacrossamerica.org/financials
Are you looking for a Tax Receipt or an In-Kind Donation Form?

Email your Regional Liaison Team and they will get one for you!

When a supporter visits your group or location page and sponsors wreaths online, they will receive a receipt via email. New this year - mailed orders with a sponsor email listed will receive an emailed receipt!

Make note, volunteers may not issue tax receipts for sponsors. We are happy to help with it though!
Direct vs Indirect Sponsors

To stay in compliance with federal regulations, the name that is attached to the order will always match the billing information for the form of payment.

What is a DIRECT sponsor?

It is the payor, the name on the check or the name on the form of payment (credit/debit card, Google Pay, PayPal)

The payor name must match the billing information.

If a payor uses a business credit card, the order will show the individual whose name is on the card.

What is an INDIRECT Sponsor?

It is the person who gave money to someone else, who then gave it to WAA.

If the name and billing information is not on the form of payment, that person is considered an INDIRECT Sponsor, even if their name is listed on the wreath sponsorship order form.
Processing Times

**Online orders process quickly!** You will see the details of these orders on your Wreath Count Report within 24-48 hours.

For **helpful tips and step-by-step instructions for placing an online veteran wreath order**, please reference the [Online Ordering Tutorial](#), which can be found on the [Volunteer Resource Page](#).

**Mailed orders** will be visible on your Wreath Count Report within 3-4 weeks if received at WAA-HQ between the months of February and November. Mailed orders received in December and January take 8-12 weeks to fully process.

*Please note, any additional wreaths matched as part of a promotional campaign or through a 3 for 2 group plan will be applied internally after your order processes.*

Our team of finance professionals works hard to ensure that every order is processed correctly!
Order Tracking and Corrections

After your orders have fully processed, you can view their details on the Wreath Count Report or through the Research Orders Report on your Dashboard.

If you need help locating an order, contact your Regional Liaison Team. They will need the sponsor's name, check # or online order #, dollar amount, and check date or date of the online order.

Wreath sponsorships can only be corrected by the sponsor and within the 60 day order correction window. Volunteers should never contact a sponsor to request a change to their order.

If a sponsor wishes to update their order, they should click the link in their emailed receipt or call WAA Customer Service at 877-385-9504.
Submit all funds (mailed and online) by the Cutoff Date, Tuesday, November 28th at 11:59pm ET, for wreath sponsorships guaranteed for delivery in 2023.

Your Regional Liaison Team will email a Cutoff Form the Friday after Thanksgiving to help you report last-minute funds so that you can continue fundraising through the Cutoff Date for the 2023 wreath year.

The Cutoff Form requires an uploaded copy of the original Tally Sheet for funds reported. Be prepared by keeping copies of all Tally Sheets!

Keep the support coming in all year round!
Carry Overs and Credits

All wreaths received after Cut-Off and not delivered that wreath year are added to the LOCATION as a Carry Over and Credit for the following year!

Locations may view Carryovers and Credits by mid-May each year.

IMPORTANT NOTICE
To ensure that our servers respond quickly for our supporters, this report shows wreath count results through the end of the previous day. If you would like to look up "same-day" orders, you may do so in the "Research Orders" section of your WAA Dashboard.
$5 Back Groups who receive more than $600 in payback checks AND are not tax exempt will receive Form 1099 for their taxes.

When forms are submitted correctly, orders process more quickly!

Payback checks are issued for $5 Back Groups on the 15th of each month, February through November, making this a wonderful fundraising opportunity all year round!

W-9 is required and must include EIN or SSN, an entity type, and a signature.

Payback Checks

Earn $5 back for every paid $17 wreath sponsorship when you register as a $5 Back Group!
Liability Insurance Requests

When requesting proof of Liability Insurance, you will provide us with some basic information about your event so that we can ensure timely delivery of your request.

Does WAA Provide Liability Insurance?

Yes! Your WAA events are covered under our liability policy.

How Do I Obtain a Copy of Liability Insurance?

Email your Regional Liaison Team to be connected with someone in our Finance Team who will assist you with it.

*If the event needs underwriting, it can take up to a week, so plan accordingly!*
**Region 1 Liaison Team**
Terra Delong & Emily Carney
207-578-6277
region1@wreathsacrossamerica.org

**Region 2 Liaison Team**
Miesa Bland
207-578-6283
region2@wreathsacrossamerica.org

**Region 3 Liaison Team**
Stephanie Molina
207-578-6287
region3@wreathsacrossamerica.org

**Region 4 Liaison Team**
Amber Rocha
207-578-6284
region4@wreathsacrossamerica.org

**Region 5 Liaison Team**
Tiffany Lynch & Emily Carney
207-578-6289
region5@wreathsacrossamerica.org

**Region 2 includes Puerto Rico, Virgin Islands, & Cuba**

**Region 4 Includes Guam**
Meet the Locations and Groups Team

**Region 1 Liaison Team**
Terra Delong & Emily Carney
207-578-6277
region1@wreathsacrossamerica.org

**Region 2 Liaison Team**
Miesa Bland & New Liaison Coming Soon!
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Richelle Bergeson
Finance Liaison

Julie Bright
Director of Locations & Groups

Meagan Erickson
Assistant Director of Locations & Groups