Virtual Food Drives are a great and convenient way to make an impact.
Check out our most frequently asked questions below.

- **Can I receive updates on donations throughout my Virtual Food Drive?**
  <u>Online Store</u> – We can offer a donation report halfway through your fundraiser upon request.
  <u>Peer-to-Peer Fundraising Page</u> – Your fundraising page has an up-to-date donation tracker.

- **What if someone wants to use a check to donate to my fundraiser?**
  The check can be addressed to the San Diego Food Bank with the name of your Virtual Food Drive in the check memo. Checks can be dropped off in-person at our Miramar location or mailed to the address below.

  Virtual Food Drive
  San Diego Food Bank
  9850 Distribution Ave
  San Diego, CA 92121

- **Why is the total donated amount you reported to me different from my goal page on my Online Store?**
  Unfortunately, our Online Store platform's communication with our donor tracking system is not foolproof. Sometimes when participants on your virtual food drive link don't complete their transaction on the checkout page, the platform will still count it as a donation on the tracking page. We apologize for the confusion and thank you for your understanding.

- **Can you tell me who donated to my fundraiser and how much they donated?**
  Due to our Donor Privacy Policy, we are unable to share how much each donor gave in support of your Virtual Food Drive. We do provide a final total on how much was raised at the close of your drive.

- **When can I expect a final donation report?**
  The San Diego Food Bank will send an acknowledgement letter with a final donation amount within 30 days after the close of your Virtual Food Drive.

- **I am interested in hosting a physical food drive with my virtual food drive. How do I register for both?**
  If you'd like to host a virtual with a physical food drive, please fill out our Food Drive Registration form here: Host a Food Drive. On this form, you can type in information for both Food Drive options. Once submitted, a member of our Food Procurement Team will be in touch with you.

Have a question that isn't listed here? Reach out to virtual@sandiegofoodbank.org.
Please allow 72 hours to receive a reply.