Frequently Asked Questions

• Can I submit multiple times?
  o Yes, you are welcome to submit youth at different times if you receive new cases before our
deadline. We encourage you to submit what you have as early as possible. Our donors like to
start shopping in October and we want to have plenty of lists to distribute.

• What vehicle do I need to pick up?
  o Depending on the number of children you submit and the items on their wish list will
determine the space you need to transport the items. If you had bikes listed, you will more
than likely receive them and will need to bring a vehicle to accommodate transporting them.

• What are good wishes?
  o We ask that do not exceed around $75 - $100 total for all three wishes. Wishes should be as
specific as possible, donors are more likely to provide better items for the kids the more
specific the wish.

• What are bad wishes?
  o Wishes should not be vague. “age appropriate toy” is not enough info for our our donors and as
we don’t know the children, we are unable to answer questions donors have, like “does she like
dolls?” or “what is his favorite character”. We don’t want a child to receive something they will
not enjoy.
  o If you receive an email stating you have an incomplete list, those youth will be listed in your
“Youth Missing Info” tab, Please refer to “How to Enter Youth” page for more details.
  o Gift cards wishes should only be listed for older children and no grocery, or gas cards are
provided.

• What if I can’t pick up on my assigned day?
  o We serve over 6000 children and are unable to hold your gifts past your pick-up day due to
space. If you are unable to pick up on your day, please make arrangements with a co-worker to
pick up your items.

• What is the last day to submit lists?
  o The early bird deadline is Oct. 14, 2022. Any caseworkers that have turned in their lists will be
entered in a drawing to receive a great prize from PFC.
  o Final Deadline is November 11, 2022

• Can I change my pick-up day?
  o No, all pick up days are final and cannot be changed.

• How do I know my list was accepted?
  o You will receive a confirmation email within 3-4 business days, once we have reviewed your
submissions and no changes are needed.
    ▪ If you lists is sent back for any reason, please make the changes and re-summit ASAP.
      • Lists will be returned for missing info, wishes not completed, or late
        submissions.

• When will I know my pick-up day?
  o Gifts will be distributed the week of December 12th. You will receive an exact pick up day and
time late November.

For any additional questions please contact Marcus Cantu at marcus@partnershipsforchildren.org