



LEUKEMIA &
LYMPHOMA
SOCIETY®

MAN & WOMAN
OF THE YEAR®

DEPOSITING CHECKS ON MOBILE DEVICE

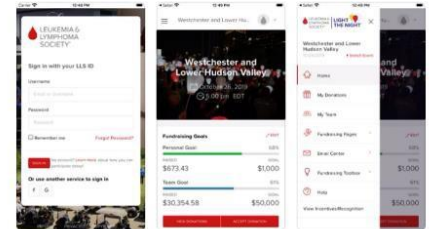
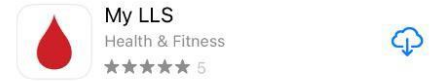
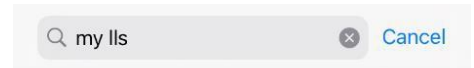
STEP 1:

Go to the app store on your phone and download the MY LLS app

STEP 2:

Open your new app and login using the username and login for your fundraising page. Next, go to the home page and select "Accept Donation"

Note: Your mobile device needs a camera in order to accept credit card and check donations.



DEVELOPER

The Leukemia & Lymphoma Society

LEUKEMIA &
LYMPHOMA
SOCIETY®

Sign in with your LLS ID

Username

Email or Username

Password

Password

☐ Remember me [Forgot Password?](#)

VIEW DONATIONS ACCEPT DONATION

Information

The Leukemia & Lymphoma Society's (LLS) Man & Woman of the Year campaign brings together influential and compassionate leaders in the community to raise critical funds for blood cancer research, advocacy and patient care. Each year candidates form teams made up of friends, family and colleagues to compete in their local community for the title of Man or Woman of the Year.

STEP 3:

Select either: Process Check Donation

DONATE

Process Check Donation

Process Credit Card Donation

Donations are secured with DigiCert SSL.

[About Security](#)



STEP 4:

Take photos of the front and back of check. Enter amount.

STEP 5:

Work with Donor to input their email address and phone number. Click “Process Donation” to submit the donation after all the information has been entered.

Important Notes:

How long does it take for a new donation to show up on the Donation List?

If it is an online donation or a donation processed via this app, it takes up to 30 minutes. If it's an offline donation, it can take from 2 to 3 weeks to be received and processed before the funds are actually posted so that it displays on your donations list and is reflected in your fundraising total.

Why am I not seeing all of my donations?

It's possible that some offline donations have not yet been received or processed. Check with your local chapter staff person for specific questions on this.

Why was my check donation voided?

Check donations can be voided for numerous reasons: the image of the check was not clear, part of the image of the check was cut off or that particular check was already deposited via a mobile device. To find out exactly why a donation was voided, please reach out to Customer Support at 1-888-557-7177 or supportservices@lls.org.

I accidentally uploaded the same check twice. What should I do?

The mobile app processing has a number of checkpoints that checks pass through. If a check is submitted more than once, it will be flagged by the system, which will automatically delete all but one. The donors will not be charged twice, nor will they know that you deposited the check more than once. The check will be submitted to the bank only once and the duplicate should come off of your fundraising page within a few days.

I accidentally submitted a check for the wrong amount. What should I do?

The mobile app processing has a number of checkpoints that checks pass through. If a check is submitted for the wrong amount, that will be flagged by the system for correction. The check will be submitted to the bank at the correct amount and should adjust on your fundraising page within a few days.

The screenshot shows a mobile app interface for donating. At the top, there are two buttons: "Cancel" and "DONATE". Below these are two camera icons labeled "Front of check" and "Back of check". A text instruction reads: "For the Back of the Check, please write 'For Wells Fargo Deposit Only' as the endorsement before you take a picture." Below this is a field for "Amount *" with a value of "\$0.00". Further down is a "Recipient:" field with a dropdown menu currently set to "Myself" and a right arrow. Below that is a "Donor Contact" section with fields for "Email" and "Phone". At the bottom is a "Donation Display (Optional)" section with a field for "Donor Name".



Why am I receiving an error while trying to upload a check?

There are several reasons this could happen, including:

- The photo of the front and back of the check must be taken in landscape mode, not portrait.
- The photo of the front and back of the check must be taken in good light so the check is legible in the photo.
- The photo must be taken on a blank surface like a table or blank piece of paper. Anything behind the check may interfere with the upload.
- Ensure the photos of both front and back of the check are not blurry.
- The endorsement of the check must be in dark pen and able to be viewed in the photo. If it is too light it will not be legible and will not upload.
- There must be no writing line through the numbers on the bottom of the check.
- The check must be in US dollars.
- There must be no creases, bends or folds in the check.