St. Jude Runs Mobile Check Deposit FAQ

How long will it take for the donation to be credited to my page?
Once a successful check has been uploaded, the donation amount will immediately appear on the participant's fundraising page.

I'm having difficulty scanning a check, what should I do?
First, ensure that you are using a uniform, dark background, in a reasonably well-lit area. Trying to scan a check against a light or patterned background, or in low lighting conditions is the most common check scanning problem.

I'm having issues with the software and it is not accepting the check. What are my next steps in processing this donation?
If the check won't successfully scan, please wait and try again in a few days. If it still does not work, please contact your Run Coordinators or Treasurers for alternative deposit procedures.

Is the mobile depositing software safe from security and identity threat?
Yes. The mobile check software does not store any donor data and donor information remains in TeamRaiser (your personal fundraising page platform).

If a check does not clear will it still show on my fundraising page?
If a check does not process it will not show on your fundraising page.

Does the check need to be endorsed?
Signing the back of the check is not required to process the check through mobile check deposit.

Is there a fee or convenience charge to use this feature to me or the donor?
No. There is no charge to the participant or donor for using mobile check deposit.

Are cashier's checks or money orders accepted through mobile check deposit?
Cashier's checks are accepted. Money orders are not. Please contact your Run Coordinators or Treasurers if you receive a money order.

Who should we make the check out to in order for it to process my mobile check?
All checks should be made out to St. Jude Runs or St. Jude Children's Research Hospital (but exception rules will allow for anything containing "Jude").

How often will these checks be processed by the bank?
It processes every day around 3:30pm Central Time.