Chapter 8: Customer Service – Manage Companies
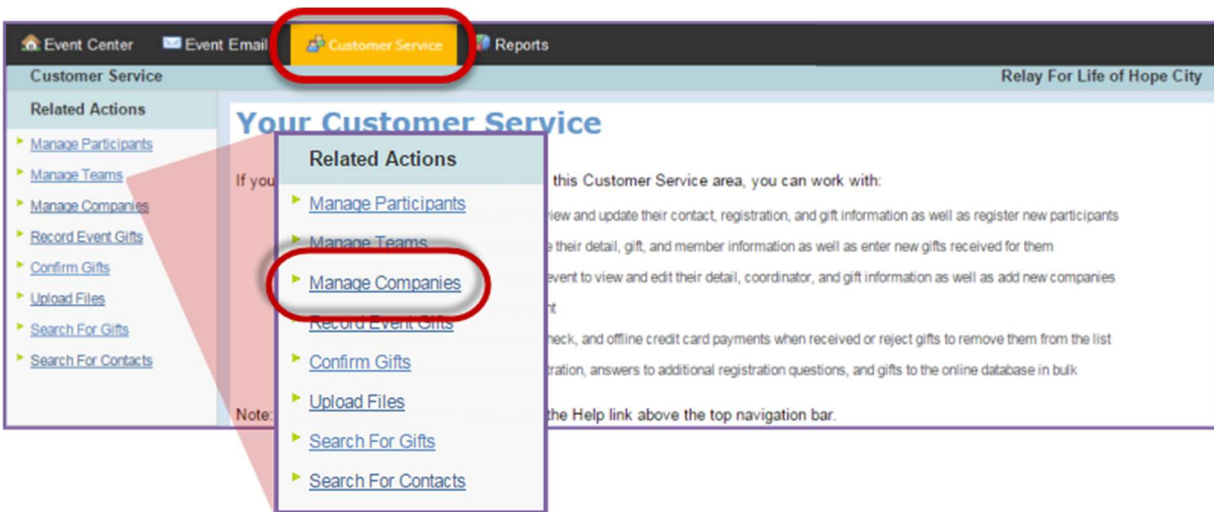
- [Add a Local Company](#)
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Add a Local Company

If you have company teams participating in your event, you can create a company record in the Event Management Center. Once the company has been added to the website, anyone who registers as a team from that company will be able to select the business name from the 'Company' dropdown during the Team registration process.

National company supporters are automatically included in the website so you do not need to add those.

1. From the EMC, click **Customer Service**.

2. Under Related Actions, select **Manage Companies**.

3. A list of all local companies will be displayed. To add a new company, under **Related Actions** click **Add a New Company**.

4. Complete the following:

   a. **Name and Notes:** Complete the required fields (marked with an asterisk below)
      i. *Company Name
      ii. Notes – you may want to use this field to identify this event as a sponsor. Content added here will not appear on the website, however it may be helpful for other event managers to have that information.
      iii. You can skip questions 3-5 (Company Hierarchy Options, Company Priority and Number of Employees)
      iv. *New Company to this TeamRaiser
         - If the company is new, leave the box checked
         - If they are a returning company, you can uncheck the box
      v. Additional Custom Company Detail 1 and 2: Enter any additional information. This information will show up in reporting on the company.
      vi. Internal Staff Contact: Name of the primary contact at the company.
      vii. Volunteer Manager: Name of the volunteer who will work with the company.
      viii. For the Participation Status, check confirmed, you should only complete this process when you have a sponsor commitment form and the donation associated with that commitment in hand.

If you have any questions, please open an [event support case](#)

ix.   Click **Next**

b. **Identify Company Coordinator:**
   i.   Fill in the company coordinator contact information
   ii.   Click **Next**

NOTE: Upon clicking Next, you may see this screen.

If the company coordinator has participated online in an American Cancer Society event before, the system will match the participant details you entered with an existing record.

Verify the participant details against the existing record(s), select the correct record and move on by clicking Next

If this is a brand new constituent who has never registered online for an American Cancer Society event, or if you are not positive that one of the displayed options is a match, you can create a new constituent and move on by clicking Next.

c. **Identify Executive Champion** (Optional):
   i.   Fill in the contact information for a person from the company who can be contacted for information and questions about general company involvement.
   ii.   Click **Next**

d. **Review Summary**:
   i.   Review the details of your company
   ii.   Click **Finish**

5. Once you click 'Finish' the new company will appear in your Local Companies List and will be available for teams to select during the registration process.

Edit the Local Company Details

1. From the EMC, click **Customer Service** in the top.

2. Under Related Actions, select **Manage Companies**.

3. A list of all local companies will be displayed. Locate the one you wish to edit and click **Edit Company**.

Customer Service > RFL CY15 National Community BP   Relay For Life of Hope City

Related Actions

▸ Add a new company

This is a list of the prospect and confirmed companies that can be associated with teams participating in this TeamRaiser or may be sponsors of the event. (Note that companies may be both.) To work with the details and contacts of a company, use Edit Company. To work with the gifts, fundraising thermometer, and public-facing page for a company, use Manage Company. To add sponsor information to a company that can be associated with teams, use the Define Sponsorship Details action displayed after the company is created.

- Local Companies -

Records 1 - 3 of 3   First | Previous | Next | Last

[_____] [Search] [Show All] Page 1 of 1 [____]
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Company Name: ⬍	Action	Company Gifts ⬍
Acme Testing, Inc.	Edit Company Manage Company Define Sponsorship Details Delete Company	$0.00
Aperture Science	Edit Company Manage Company Define Sponsorship Details Delete Company	$0.00
Awesome Computers	Edit Company Manage Company Define Sponsorship Details Delete Company	$2,000.00

Records 1 - 3 of 3   First | Previous | Next | Last

4. Follow the progress bar on the left-hand side of the page to edit company information.

5. If you need to edit the local company page content, please log a detailed ticket at helpme.cancer.org.

If you have any questions, please open an **event support case**