

THE SALVATION ARMY METRO PHOENIX
CHRISTMAS ANGEL REGISTRATION PROGRAM

FREQUENTLY ASKED QUESTIONS

- How do I register my children?
 - <https://saangeltree.org/>
- Can I register children that are not my biological children?
 - Yes, if you can provide proper documentation, you can complete the application.
- What ages the children can be registered?
 - Up to age 12
 - For expectant mothers' pregnancy due date must be before 12/31/23.
- I lost my letter for picking up. What should I do?
 - There will be an email sent out 2 days before the scheduled day for pick up and a text message the day before; these will include the pickup information and verification.
- I didn't get a confirmation. What do I do?
 - If you cannot find an email, please check your junk folder. The email comes from noreply@tsamm.org
 - If you still cannot locate an email, please email Naiby.Valencia@usw.salvationarmy.org
- When is the registration deadline?
 - Registration opens to the general public on October 1, 2023.
 - Registration closes December 1, 2023, or when we have reached 8,888 families; whichever comes first.
- What if I am not able to pick up the toys on the day I'm scheduled?
 - If you have missed your day but it is before December 22, 2023, please come to our walk-up window and we will do our best to assist you.
- When is the last day to pick up the gifts?
 - December 22nd. We will close at 12 PM.
- Can someone else pick up the gifts?
 - Yes, they will need to bring a copy of the confirmation letter and a copy of your ID.
- What if I don't have my physical ID?
 - You will need a picture with your photo ID to pick up your toys.
- Can I pick up my gifts early?
 - No, they will not be ready. Please make every effort to make it to your pickup time. If you miss your appointment time, you have until 4pm to pick up on the same day.
- What are the income qualifications?
 - 100% of the poverty level. If they receive SNAP (food stamps) or AHCCCS children will meet qualifications.