



Donor FAQs

1. What payment methods are accepted?

Credit and debit cards including Visa, MasterCard, Discover and American Express. eChecks, Apple & Google Pay are also accepted.

2. Can I give an early donation?

Yes, credit/debit card and eCheck donations can be made before Arizona Gives Day or at any time of the year. In order for a donation to count towards an organization's grant total for Arizona Gives Day - it must be made during the 'early giving' period beginning approximately 3 weeks prior. Donors may select the 'Today' button and 'donate as a guest' when the desire is for a donation to be made/processed immediately.

If you prefer to pre-schedule a donation to be made on a specific day, the creation of a donor account is required because your payment information is being processed at a later date. Donations cannot be pre-scheduled for a specific hour or time of day, only for a specific day. Donors may select the 'Today' button and 'donate as a guest' when the desire is for a donation to be made/processed immediately.

3. Will I receive a receipt for my donation?

Yes, you will receive an electronic tax receipt with a list of each organization you gave to via the email address you provide. While Arizona Gives sends you an electronic tax receipt, each nonprofit organization is also responsible for sending donors a donation receipt letter unless you have chosen to remain fully anonymous. Electronic tax receipts have been approved by the Arizona Department of Revenue and can be used for Arizona state tax credit purposes.

4. I'm having trouble making a donation?

If your credit/debit card was declined, FIRST contact your credit/debit card provider or bank to obtain the decline reason. Please be ready to provide the full name on your card, donation amount you are trying to make, and the last four digits of your credit card. If you have contacted your card provider or bank and have still not determined the issue, contact Arizona Gives for additional assistance.

March & April – Please contact our support team by clicking the '? Support' button at the bottom-right hand corner of your screen. With over a thousand participating nonprofits and tens of thousands of doors, the contact form is the best way for us to

manage your questions in an orderly way.

Rest of Year - Support is available via the [Arizona Gives Contact Form](#), emailing azgives@azimpactforgood.org, or by telephone 602-279-2966. Support staff will assist with answering questions as quickly as possible.

5. How will the donations be reported on my credit card statement?

Donations will show on your credit card statement as being made to "Arizona Gives" or "AZ Impact for Good." All donations will be reconciled and transferred to the participating organization at the end of each processing period. Please be sure to use your e-receipt as a record of which organization(s) and donation amount(s) you made for tax purposes. If you have a donor account, you can log in to AZGives.org to locate your detailed donation information there. Arizona Gives is a program of AZ Impact for Good who is a 501c3 charitable organization (EIN 20-2529887).

6. Are there any costs associated with donating?

In 2024, donors will have an option to increase their donation by 6.0 percent to help offset the cost for a nonprofit to participate by covering the donation fee. By opting to cover this cost, donors are lessening the amount paid by the nonprofit.

7. Why do you charge a donation fee?

It costs AZ Impact for Good between \$330-\$375k to operate Arizona Gives each year. The fees charged on donations, which the donor has the option to cover, are 6.0%. The nonprofit will still be responsible for any merchant/processing fees, just as they would for donations received by their organization any other way.

A portion of the 6.0% donation fee charged at checkout goes directly to the technology provider for developing and maintaining a secure and user-friendly donation site. The other portion goes back into the Arizona Gives program account to fund next year's day of giving. Each year, that portion of the fee funds about 35% of the total amount we need to operate Arizona Gives Day. AZ Impact for Good fundraises the remaining amount, including the entire incentive prize pool.

We are extremely grateful to our corporate and foundation partners who have faithfully supported Arizona Gives each year. Without them, we would not be able to keep the fees low and make Arizona Gives as accessible as it is today for nonprofits of all sizes. The beauty of Arizona Gives Day is that it shows what is possible when we all invest our time, talents and treasures to truly lift the tide of all nonprofits that participate. Donors believe in this power of collective giving as well, choosing year-over-year to cover approximately 80% of the fees on donations – which is 15-20% higher than the national average.

Donors can have faith in the fact that giving on AZGives.org means they are donating to verified nonprofits in a secure technology platform. It also means that they are giving their nonprofits the ability to earn incentive prizes on Arizona Gives Day.

8. How do I know if a nonprofit organization on AZGives.org is valid?

Arizona Gives does verify if an organization is a registered 501c3 organization with the IRS. However, it is up to each individual to carry out their own 'due diligence' prior to giving a donation to determine if the organization meets their own guidelines. There are many tools available to help you determine this. These are just a few: GuideStar, Charity Navigator, BBB Wise Giving Alliance, Charity Watch.

In addition, Arizona Gives is operated in full compliance with all applicable laws, rules and regulations, and it will not violate or infringe the rights of others. We reserve the right to delete a nonprofit's profile from the AZGives.org website, without notice and to the extent required by law, if we find any material that is offensive or claims to violate or infringe upon the intellectual property rights of others.

9. Why should I give through the Arizona Gives website versus directly to an organization?

Arizona Gives allows nonprofits to win additional money from the prize pool on Arizona Gives Day (typically \$180k-\$200k). Some of the prizes are based on total amount raised within a particular category. Categories are based on annual revenue size or location. Nonprofits can also win prizes through random drawings just for participating or being a AZ Impact for Good member. For a donation to count towards the total amount raised it must be made through the AZGives.org website in the allotted time frame for early giving (3 weeks prior) and on Arizona Gives Day.

Arizona Gives allows donors to manage and keep track of their annual giving in one place with a Donor Account. Donors have complete control of their donations and can adjust their giving as they see fit. Donors can also create a personal fundraising campaign for the nonprofits and missions they care most about at any time of the year.

10. How do I know if my donation is tax deductible (federal or state)?

ALWAYS seek the advice of a tax advisor before making final contributions/decisions.

FEDERAL TAX RETURNS: Participating nonprofits are all 501c3 organizations so donations are eligible for federal tax deductions. Please consult with a tax advisor to determine if your charitable donation or portion of their charitable donation is qualified based on how you file your returns (standard or itemized).

STATE TAX RETURNS: As of 2019, Arizona residents can now deduct 25% of their total charitable donations for the year on their state tax returns regardless of whether the

standard deduction or itemization occurs on their federal tax returns. Qualifying state tax credit nonprofits are searchable on AZGives.org.

11. How do I know if my donation qualifies/d as an Arizona state tax credit?

STATE TAX RETURNS: Organizations who qualify for an Arizona Tax Credit will be marked as so on the AZGives.org website and on the organization's individual profile page. Electronic/Emailed donation receipts will also contain whether an organization does or does not qualify at the time your donation was made. You can also verify this and find additional Arizona Tax Credit information at azdor.gov/tax-credits. Beginning in 2017, qualifying state tax credit donations can be claimed on your previous year's taxes.

12. I missed Arizona Gives Day - can I still make a donation?

Yes, you can make a gift at any time. AZGives.org accepts donations year-round.

13. Why can't I find a specific nonprofit?

Try a few different words or phrases in the search bar. Avoid using acronyms if you know part of their full name. It is also possible your organization of choice may not have registered or chosen not to participate this year. Annual enrollment is required for organizations to fundraise on AZGives.org or use the Arizona Gives brand in order to ensure 501c3 eligibility.

14. Is my payment information safe and secure?

Yes, Neon Pay (our merchant processor) provides a secure service. All payments are tokenized and no card or bank account information is stored in a Neon One (technology provider) application. Neon Pay's toolset is PC1-DDS Level 1 compliant (same as what banks use) and contains fraud monitoring at the transactional level to maintain the highest standard of security.

15. What is Neon One?

Neon One is Arizona Give's technology partner. Neon One's Giving Day platform, Neon Giving Days (formerly CiviCore) has helped raise millions of dollars for some of the largest giving days in the country. Neon Giving Days has also celebrated successful giving days in more than thirty communities nationwide.

16. What does Arizona Gives do with donor information?

Arizona Gives does not share or sell donor information to any other organization or third party but does reserve the right to communicate with donors for the purpose of user surveys, newsletters, Arizona Gives information and general education about philanthropy. Donors always have the option to unsubscribe from the e-mailing list.

17. Can I make an anonymous donation?

Yes, when donors are ready to check out they may elect to be Partially Anonymous (donor's contact information and donation amount provided to organization for receipt purposes only; donor will be marked as not wanting to receive other communication/recognition) or Fully Anonymous (no donor contact information will be provided to the organization, only a dollar amount).

18. Can I make a gift "In Honor Of" or "In Memory Of" someone?

Yes, donors will have the option to make a gift "In Honor Of" or "In Memory Of" during checkout.

19. Can I designate a gift to a specific program?

Yes, but only if the nonprofit has elected to have specific programs available under the Program Designation drop down field at donor checkout. Otherwise, all donations will be directed to their default No Specific Designation. You can also leave a note in the Comment box at donor checkout if you have a specific request.

20. How do I fix a mistake on a donation?

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21. How do I get a receipt if I can't locate mine?

When you donate online, an e-receipt will automatically be generated from Arizona Gives and emailed to the email address you have provided. If you can't find your e-receipt, please be sure to check your spam filter. You can obtain your receipt in one of three ways:

a) As a donor, you have the option to create an Arizona Gives donor account to track your donations. If you created an Arizona Gives donor account, please log in and view your account to print a receipt.

b) You may contact the organization you donated to and they can email you an electronic copy of your receipt by going to their Processed Donation list within their

profile and locating your donation.

c) If you do not have an Arizona Gives donor account and are unable to locate your receipt, complete an [Arizona Gives Contact Form](#) with your name, contact information, the name of the organization you donated to and the amount you donated. The Arizona Gives team will work to locate an e-receipt to send a duplicate to you as soon as possible.

Participating organizations are responsible for sending donors a donor acknowledgement letter/receipt on their own letterhead. If you do not receive a receipt from the organization in a timely matter, please contact the organization directly to obtain.