

Arizona Gives Day is moving to a new platform for 2017.

We want to help you make the transition as smooth and seamless as possible. The new Arizona Gives Day platform with CiviCore no longer requires a merchant account. But, if you would like to continue using your 'old' Click & Pledge merchant account for purposes outside of Arizona Gives Day OR close your merchant account, we have provided information below to assist you.

This document will help you understand where you can find last year's donor information, what happens to your merchant account, and some next steps you can take to regarding closing or keeping your merchant account.

What will happen to the old Arizona Gives Day website and my organization's web page?

The URL associated with your current Click & Pledge fundraising page will no longer be tied to www.azgives.org. Arizona Gives will be offering a new and updated platform through CiviCore to simplify the donation process.

However, you will still be able to access your 2016 fundraising page and all of your donor information by logging in to your account at <https://arizona.givebig.org/>. You may also login to the Click & Pledge Connect Platform to use additional products here: <https://login.connect.clickandpledge.com/>

I'd like to CLOSE my Click & Pledge merchant account since I only used it for Arizona Gives Day.

How can I do this?

To close your Click & Pledge account and associated merchant account with TransFirst, please send a ticket request to the Click & Pledge Support team by going to <http://help.clickandpledge.com/>. For paid Premier support options with Click & Pledge, you can also call 866-999-2542.

I'd like to KEEP my Click & Pledge merchant account open.

How can I do this?

You don't have to do anything further to keep your Click & Pledge account open. You may continue to use your account at no additional cost. For additional questions about your account, please send a ticket request to the Click & Pledge Support team by going to <http://help.clickandpledge.com/>.

Will my merchant account rate stay the same?

Because of your organization's previous participation with Arizona Gives Day, your Click & Pledge merchant account will now be 3.75% + \$0.35 per transaction. Click & Pledge will continue to waive your standard software fee of \$25/month as well.

How should I instruct my volunteers or coworkers to use Click & Pledge without Arizona Gives Day?

Regardless of whether you participate in a giving day, Click & Pledge's online fundraising software can still be used for other fundraising campaigns throughout the year if you choose. However, all fundraising and cash incentive prizes related to Arizona Gives Day will now happen on the new platform with CiviCore at www.azgives.org. Beginning April 4, 2017, your new Arizona Gives Day profile can also accept donations throughout the year.