

Nonprofit FAQs – Arizona Gives

1) Is my organization qualified to participate?

Please review the *2018 Terms of Service & Liability* document to see a complete list of eligibility requirements.

2) How can my organization register?

If you did not participate in 2015, 2016 or 2017, go to azgives.civicore.com/inquiry and complete the Inquiry Form. The Arizona Gives team will then review your inquiry. Once approved, organizations will then receive a log-in to begin setting up their profile page.

If you participated in Arizona Gives Day in 2015, 2016 or 2017, please email azgives@arizonanonprofits to determine who your account Users are so you can be added to complete your organization's profile. Once you've completed all 'required' fields, click Submit Updates and the Arizona Gives team will review your page to make sure all information is correct before going "live."

You will be able to continue working on your 'not required' fields within your profile until a few days before Gives Day.

3) Why should my organization participate on Arizona Gives Day?

Arizona Gives Day 2018 allows nonprofits to win \$180,000 in incentive prize money. These prizes are based on the total amount raised or total number of donors within a particular category or through random drawings just for participating. Categories are based on annual revenue size, geographic location or whether the organization is an Alliance member, etc.

For a donation to count towards an Arizona Gives Day incentive prize, it must be made through the AZGives.org website in the allotted time on April 3, 2018. Incentive prize categories and amounts, as well as power hour information, are typically available in late January or early February.

4) Will my organization need to open a merchant account to participate?

No! Nonprofits will no longer need to open a merchant services account to participate.

For those organizations who opened a merchant account to participate in years past, please refer to the Click&Pledge/TransFirst Merchant Account FAQs document at the bottom of the Nonprofit Registration & FAQs web page.



5) If my organization participated previously and has a merchant account, how do I access this account or close it?

Whether you choose to keep your merchant services account open or close your merchant account, it is entirely up to your organization. Go to the Click&Pledge/TransFirst Merchant Account FAQs document at the bottom of the Nonprofit Registration & FAQs web page for support and details about your Arizona Gives Day merchant service account.

6) What payment methods are accepted on the Arizona Gives platform?

Credit and debit cards including Visa, MasterCard, Discover and American Express. Electronic checks (eChecks) using your bank account and routing number are also accepted. eChecks do have a lower merchant services/transaction rate than credit/debit cards.

7) Can pre-scheduled donations be made?

Yes, credit/debit card and electronic check donations for Arizona Gives Day can be pre-scheduled beginning March 1, 2018. To pre-schedule a donation for Arizona Gives Day a donor must create an account to 'store' and manage their payment information now and in the future.

Donors will also have the option to donate 'today' (aka immediately) if they do not wish to create an account or they can wait until Arizona Gives Day.

8) Can donations be made before or after Arizona Gives Day?

Yes, donations can continue to be made on AZGives.org before and after Arizona Gives Day. The Arizona Gives website is open as a year-round fundraising tool for your nonprofit and for donors to utilize. Only donations given on Arizona Gives Day will count towards the nonprofit's total for potential incentive prizes.

9) Can recurring donations be made?

Yes, recurring donations can be made on AZGives.org at any time. Donors can select a frequency of weekly, monthly, quarterly or annually. Donors can also decide when the recurring donation can end by month, total amount or never.

The Arizona Gives website is open as a year-round fundraising tool for your nonprofit and for donors to utilize. Only donations given on Arizona Gives Day will count towards the nonprofit's total for potential incentive prizes.



10) How will donations be received by the nonprofit?

All donations collected on Arizona Gives Day, or on any month following, will be held in the Arizona Gives Day Donation Account with the Alliance of Arizona Nonprofits until end of month reconciliation takes place. Nonprofits will receive their donations via an ACH electronic transfer to the checking account information provided.

Arizona Gives will make one disbursement to the participating nonprofit each processing period, with the exception of April with two, of the total amount of the gifts made through AZGives.org on your behalf, minus the credit card processing as well as any participation costs not covered by the donor.

The processing period is one calendar month, beginning on the first day of each month and ending on the last day of each month. Disbursement will be made via ACH electronic deposit and statements will be made available within the Arizona Gives platform.

11) When should my organization expect to receive the electronic deposit?

At the end of each processing period, Arizona Gives will review all donations received on behalf of your organization. At this time, all fees will be calculated accordingly and deducted from the total donations.

Approximately 10-15 days after the last day of the month an electronic transfer of calculated donations will be distributed to the bank account and routing number on file. If your organization has recurring donations, this disbursement will happen monthly or based on the frequency of the donation.

In the month of April, we will reconcile donations mid-month in addition to the standard last day of the month.

12) Are there any costs associated with participating? (beginning March 1, 2018)

Arizona Gives does not have an initial registration fee.

Donors will have the opportunity to cover technology/security and program fees of 5.2% (participation cost). Note: In 2017, 85% of donors chose to cover these fees, although we cannot guarantee these same results. If a donor chooses not to cover these fees, however, they will be subtracted from the donation accordingly.

For donations processed via credit/debit card, the fees subtracted will be 2.1% plus 30 cents per donation if donors choose to cover the participation cost or 7.3% plus 30 cents per donation if donors choose not to cover these participation costs.



For donations processed via electronic check, the fees subtracted will be only 40 cents per donation if donors choose to cover the participation cost or 5.2% plus 40 cents per donation if donors choose not to cover these participation costs.

13) How will donations be reported on donor bank card/checking account statements?

Donations will show on statements as being made to “Arizona Gives” or potentially the “Alliance of Arizona Nonprofits.” All donations, minus fees, will be transferred to the participating nonprofit at the end of each processing period (monthly).

14) Will donors receive a receipt?

Yes, an e-receipt will automatically be generated from Arizona Gives and emailed to the email address the donor has provided as soon as they make their donation online. The receipt will contain a list of all organizations the donor donated to and the amounts of each donation per transaction.

15) Does my organization need to also send a receipt?

Yes, each participating organization is responsible for sending donors a receipt and or donation acknowledgement/thank you letter on their own letterhead in a timely manner. This is a best practice for nonprofits and should be done preferably within two weeks.

Nonprofit Users will have access to pull donor reports and set email notifications of donations made to your organization on their profile. Donor reports will specify whether a donor wishes to be partially anonymous (wants nonprofit receipt only) or fully anonymous (no contact information provided).

16) Is the donation platform and are donor donations safe and secure?

Yes, the servers used to process donations and keep donor information is very secure and reliable. All transactions are made through an encrypted connection. Credit/Debit card and e-check transactions are secure, backed by a PCI Level 1 secure service provider certification. (the same level banks use)

17) What does Arizona Gives do with the donor information?

Arizona Gives will 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, giving opportunities and general education about philanthropy.

18) Can donors make an anonymous donation?

Yes, when donors are ready to check out, they may elect:



No – I want the organization to know who the donation came from.

Partially – I wish only to receive a donation acknowledgement letter from the organization, but want no further communication or acknowledgement in annual reports.

Fully – I do not want the organization to know my name or contact me.

19) Can a donor 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.

20) How does a donor fix a mistake he/she made on a donation?

To fix a mistake on a donation, please contact Arizona Gives by emailing azgives@arizonanonprofits.org or calling 602-279-2966.

21) Will the donor know whether their donation is tax deductible?

Arizona Gives has verified whether a nonprofit qualifies for an Arizona state tax credit in order to allow Arizona Gives to mark the donor's receipt accurately. Arizona Gives has verified with the Department of Revenue that a donor's e-receipt is sufficient for Arizona state tax credit claims.

However, Arizona Gives encourages every nonprofit to send donors a receipt on their own letterhead, especially when a potential Arizona state tax credit is involved. Administrative Users for your nonprofit account will have access to pull donation reports with donor contact information. Users can also select to receive donation notifications to assist with sending donation acknowledgement letters after processing has occurred.

You can also find current information on Arizona Tax Credits at www.azdor.gov/taxcredits. As of 2017, qualifying tax credit donations made between January 1 and April 15 can be claimed on your previous year taxes. Additional information on Arizona Tax Credits will be available to participating nonprofits once registration has been approved.

