

Nonprofit Frequently Asked Questions Guide – Arizona Gives

NOTE: Our annual Terms of Service and Liability document and Donations web page will answer the majority of your questions. Please be sure to review this document and website in its entirety.

1) I'm new to my organization, how can I establish a User account and gain access to my organization's profile?

In order to gain access, you must have a User account created with your organization's profile. Any existing User on the account, can add/activate a new User. (They can also Inactivate a User too.)

Or if there is no existing User(s) at the organization, you will need to contact support through either the 'Help' button located in the bottom right corner of AZGives.org or contact azgives@arizonanonprofits.org to assist.

Once the User's contact information/profile is created follow these steps to secure access:

- Go to AZGives.org
- Click on Login > Nonprofit
- Click Forgot Password and enter your email.
- An email will be sent to you to establish your password/login, follow the prompts.

2) If I have an existing User account, how do I login if I forgot my password?

If you already have a User account, please follow the steps above to reset your password.

3) Is my organization qualified to participate?

Please review the *2022 Terms of Service & Liability* document to see a complete list of eligibility requirements.

4) How can my organization register/re-enroll?

Please see the document title How To Register (new participants) and How To Re-Enroll (past participants) for step-by-step instructions located on www.azgives.org/faq.

If your organization has not participated since 2017:



- Go to azgives.org
- Select *Login > Nonprofit*
- Click on the orange *New Participant* button
- Complete the initial Inquiry Form

The Arizona Gives team will then review your inquiry. Once approved, organizations will then receive a log-in via email to begin setting up their profile page.

If your organization has participated since 2017 and you don't know your log in or don't have access due to staffing changes:

- Please use the blue *Help* button located in the bottom right-hand corner of the Nonprofit Login page (available January-April)

OR

- Email azgives@arizonanonprofits.org at other times of the year to determine who your account Users/Administrators are and if you need to be added.
- Existing Users/Administrators can also login and add new Users to their account.

Once a member of your team has been able to log in, you can pay your annual registration deposit, and update/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 sufficient.

You will be able to continue working on your 'not required' fields within your profile until a few days before Arizona Gives Day however all profiles should aim to be complete by before the 'early giving' period begins in mid-March.

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

Arizona Gives Day allows nonprofits to win incentive prize money (ranging from \$500 to \$7,500). These prizes are based on a variety of factors: the total amount raised on AZGives.org by organization size, total number of donors within a particular category, or through random drawings just for participating.

Categories are based on annual revenue size, geographic location, whether the organization is an Alliance member and more. For details go to www.azgives.org/prizes.

Incentive prize categories and amounts, as well as power hour information, are typically available in late January or early February.

For a donation to count towards an Arizona Gives Day incentive prize, it must be made through the AZGives.org website and within the allotted timeframe(s) provided in the rules.



6) Where should I direct my donors to give?

All Arizona Gives Day donations must be directed to a nonprofit's profile page – each has a unique URL – for the security of our donors and sustainability of the program per the Terms of Service agreement your organization agreed to.

When participating nonprofits point donors to their own websites for Arizona Gives Day campaigns (email or social), we will contact the organization to request that donation links be changed.

We know some donors will donate in ways that are most familiar to them sometimes too. Arizona Gives provides the opportunity for you to share donations not collected on AZGives.org in order to capture the full impact of the giving day.

We hope you will join us in directing donations to your AZGives.org profile and help ensure the program is sustainable for years to come for everyone who participates. In turn, we remain committed to always looking for ways to decrease fees, improve security and functionality, and drive as many new donors to your nonprofit as possible.

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

No! Nonprofits do not need to open a merchant services account to participate. Arizona Gives accepts gifts into one centralized account and then distributes donations (minus any fees) to the intended organization on a monthly basis.

8) 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. We do not provide PayPal as an option in order to keep processing costs as low as possible.

9) Can early donations be made?

Yes. For credit/debit card and electronic check donations to count towards an organization's Arizona Gives Day total giving amount, donations can be given beginning 3 weeks prior (known as 'early giving'). Donors have a choice of creating a donor account to track donations or checking out as guest.

However, to pre-schedule a donation for a particular day or create a recurring donation, a donor must create an account to 'store' and manage their payment information now and in the future. Pre-scheduled donations cannot be scheduled for a specific time of day.



10) 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 – this includes personal fundraising pages too. Only donations given during the allotted timeframe(s) provided in the rules will count towards the nonprofit's total for potential incentive prizes.

11) 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. To set up recurring donations a donor must create a Donor Account to 'store' and manage their payment information now and in the future.

The Arizona Gives website is open as a year-round fundraising tool for your nonprofit and for donors to utilize. Only donations given during the Arizona Gives Day giving period (early giving & the day) will count towards the nonprofit's total for potential incentive prizes.

12) How will donations be received by my nonprofit?

See the Terms of Service & Liability document located on www.azgives.org/faq and our Donations page www.azgives.org/donations for full details and dates.

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 donation reconciliation takes place. Nonprofits will receive their donations via an ACH electronic transfer to the bank account information provided.

Arizona Gives will make one disbursement to the participating nonprofit each monthly processing period, with the exception of April with two processing periods, 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.

13) When should my organization expect to receive donations?

See the Terms of Service & Liability document located on www.azgives.org/faq or www.azgives.org/donations for full details.



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 15 days after the last day of the month an electronic transfer (ACH) 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 twice to send donations more quickly following Arizona Gives Day.

14) Are there any registration costs for nonprofits to participate?

Yes, there is an annual refundable registration deposit of \$50-\$75 depending on when you register. Registration deposits (\$50-\$75) are only refundable as long as \$500 or more is raised on the platform during the specified time period. Late registrants will be assessed a \$25 fee that is not eligible to be refunded. *(See the Nonprofit > Eligibility page for details on dates.)*

This also ensures that basic costs of participation and provided resources are covered through the donation fee (raising \$500 on AZGives.org) or through the registration deposit when not raising \$500 on AZGives.org.

Here's what you need to know:

- Your \$50-\$75 deposit will be refunded if you raise \$500 or more through the AZGives.org platform March 15-April 8, 2022. The refund will be sent via a separate ACH in May *(see the Nonprofit > Donations page for details)*.
- Nonprofits that pay the deposit but raise less than \$500 through the AZGives.org platform March 16-April 7, 2021 will not receive a refund of their deposit.
- The deadline to pay the deposit and participate in Arizona Gives Day is February 28, 2022.
- Nonprofits that do not pay the deposit by January 7, 2022 will not be publicly listed on the Arizona Gives (AZGives.org) website until their annual re-enrollment information and deposit is submitted. This means you will not be eligible to receive new donations on AZGives.org until it is made publicly viewable again. However, you will still be able to log in to view your donation history.

Any registration deposits not refunded are used to enhance the Arizona Gives program for participating organizations. We aim to maximize your organization's success by providing tools and resources, including:

- a nonprofit toolkit and marketing materials
- training on best practices and 'how to' videos
- a safe, secure and easy-to-use giving platform



- promotion through advertising and PR to drive donors to AZGives.org
- personalized technical support for nonprofits and donors

15) Are there donation and/or processing fees?

Yes, there are both donation fees and processing fees.

The fees charged on donations (donation fee), which the donor has the option to cover, are 5.4%. The nonprofit will still be responsible for any merchant processing fees, just as you would for donations a nonprofit would receive online any other way. (rates below)

A portion of the 5.4% 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 needed to operate Arizona Gives Day. We fundraise the remaining amount, including the entire incentive prize pool.

Nonprofits are always responsible for the merchant processing fees. Donors cannot elect to cover merchant processing fees. For further information on this and when distributions will occur, please see our [Donations](https://azgives.org/donations) page. (azgives.org/donations)

Payment Type	Donation Fee per Donation <i>(portion donors can choose to cover; used for technology and program costs)</i>	Processing Fee per Donation <i>(portion nonprofit is always responsible for)</i>	TOTAL Fee % if donors cover Donation Fee <i>(80+% of donors choose to cover Donation Fee)</i>	TOTAL Fee % if donors do not cover Donation Fee	Transaction Fee per Donation
e-check/ACH	5.40%	2.50%	2.50%	7.90%	\$0.00
Visa, MC, Discover	5.40%	2.50%	2.50%	7.90%	\$0.00
American Express	5.40%	2.50%	2.50%	7.90%	\$0.00

All Payment Types: For donations processed via credit/debit card OR electronic check/ACH, the fees subtracted will be 2.5% if donors choose to cover the donation fee OR 7.9% if donors choose not to cover these donation fee (5.4% donations fee + 2.5% processing fee).



We are extremely grateful to our corporate and foundation partners who have faithfully supported Arizona Gives. 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.

Arizona Gives Day is that it shows what is possible when we collectively 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 donation fees – 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 on a secure technology platform. It also means that they are giving their nonprofits the ability to earn incentive prizes on Arizona Gives Day.

16) 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).

17) 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, the amounts of each donation per transaction and any necessary QCO/QFCO code information needed for state tax purposes.

Participating organizations DO NOT have the ability to adjust the electronic receipt sent from the AZGives.org platform.

If requested, you can resend a donor’s electronic receipt by finding the transaction under your Processed Donations and clicking on the ‘three dots’ and then Send Receipt. Or your donor can go to the bottom of the AZGives.org home page and they can input their email and year of donation to obtain a copy of their receipt.

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

Yes. Each participating organization is responsible for sending donors a receipt and or donation acknowledgement and/or thank you letter on their own letterhead in a timely manner. This is a best practice for nonprofits and should be done preferably within 1-2 weeks after a donation has been given. A phone call thanking the donor should be made immediately.



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 a nonprofit receipt only) or fully anonymous (no contact information provided).

19) Is the donation platform and are donor donations 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.

20) 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.

21) 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. (If a donor selects Fully, organizations will not be able to see any contact information.)

22) Can our organization make changes to the checkout page?

No, the checkout page must be the same for all organizations since donors can give to multiple organizations at one time.

However, organizations do have the ability to include specific donations designations for donors to select from (via your My Profile tab > Programs/Designations) and organizations can select 'yes or no' to include a question about volunteer interest (via your My Profile tab > Overview).



23) 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. They can also provide specific information as to who the gift is in honor or memory of.

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

March & April – Donors can fix a mistake by clicking on the blue '? Support' button in the bottom-right corner of the AZGives.org screen.

For all other times of the year – Donors can email azgives@arizonanonprofits.org or call 602-279-2966.

25) How will the donor know whether their donation qualifies for a state tax credit?

Arizona Gives has verified whether a nonprofit qualifies for an Arizona state tax credit (via the Department of Revenue) 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.

26) Will the donor know if their donation is tax deductible (federal or state)?

Updated 4.6.20 FEDERAL TAX RETURNS: Please consult with a tax advisor to determine if their charitable donation or portion of their charitable donation is tax deductible. Upon the passing of the CARES Act, there have been several changes to charitable giving.

INDIVIDUALS:

- All individuals can now deduct \$300 (\$600 for those filing jointly) of cash "**qualified contributions**" above the line on their tax return starting with 2020 tax return and



again in 2021. "Qualified contributions" include public charities, exempt hospitals, churches, private operating foundations and flow-through private foundation.

- Does not include private non-operating foundations, supporting organizations or donor advised funds.
- Non-cash contributions and contributions to these excluded entities remain eligible for deduction as in past.
- No cap on 2020 or 2021 deduction of "qualified contribution" of cash and food inventory; may be used to zero out tax liability and even carry forward unused portion for up to 5 years (normally cap is 60% of adjusted gross income/AGI. This means donors can deduct \$300 on page one and the remainder on Schedule A without limit, potentially zeroing out tax liability.)

CORPORATIONS & BUSINESSES

- The CARES Act increases the cap on charitable contributions from 10% to 25% of taxable income.
- Employer contributions to employer-sponsored disaster relief funds hosted by community foundations and other public charities can constitute 'qualified contributions' eligible for this increased limit.

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

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.

27) Do fundraising pages count towards my giving total?

Yes, dollars raised between March 15 – April 6, 2022 (noon), including dollars raised on fundraiser pages, will count towards your total giving on Arizona Gives Day and count towards incentive prizes.

Organizations do not have to 'approve' fundraiser pages, but can review and do have the opportunity to decline or deactivate a page they do not want fundraising on their behalf. Fundraiser pages can be found on the Raise part of your administrative backend under Campaigns.

For additional questions not answered above, please contact us at azgives@arizonanonprofits.org.

