

Nonprofit FAQs – Arizona Gives

1) Is my organization qualified to participate?

Please review the [Terms of Service & Liability](#) document to see a complete list of eligibility requirements.

2) How can my organization register?

If you did not participate last year, go to the AZGives.org homepage, click on Register Your Nonprofit 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 last year, each administrator listed in your profile received an email on January 4 directing them to log-in and complete their new profile page. Once your profile page is complete, click Submit and the Arizona Gives team will review your page to make sure all information is complete before going "live." If you or your administrators did not receive this email, please contact us at azgives@arizonanonprofits.org.

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

Arizona Gives Day allows nonprofits to win additional money from the \$175,000+ prize pool. These prizes are based on total amount raised 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 award incentive prize, it must be made through the AZGives.org website in the allotted time on April 4, 2017. Incentive prize categories and amounts, as well as power hour information, s and power hours will be available later in January.

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

No, nNonprofits 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.

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 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) are also accepted.

7) Can pre-scheduled donations be made?

Yes, credit/debit card donations can be pre-scheduled beginning February 20, 2017. However, eChecks cannot be pre-scheduled. All pre-scheduled donations will be processed on April 4, 2017.

this year.

8) Can donations be made after Arizona Gives Day?

Yes, donations can continue to be made through the Arizona Gives website after Arizona Gives Day 2017 and throughout the entire year going forward. The new Arizona Gives Platform will be open as a year-round fundraising site for your nonprofit should you choose to use it. However, only those donations given on Arizona Gives Day count towards the nonprofit's total for incentive prizes.

9) 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. Nonprofits will receive their donations via an ACH electronic transfer to their checking account.

Arizona Gives will make one disbursement to the participating nonprofit to an organization each processing period (monthly) of the total amount of the gifts made through AZGives.org on your behalf, minus the credit card processing, technology/security and program fees. 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.

10) 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, credit card, technology/security and program fees will be calculated and deducted from the total donations. Approximately 10-15 days after the last day of the month (up to 21 days following Arizona Gives Day) 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.

11) Are there any costs associated with participating? (updated 3/28/17)

Arizona Gives does not have a registration fee.

For donations processed by credit card, Arizona Gives has a combined 6.9% fee per donation. 4.8% of that fee is for technology/security and program costs, and the remaining 2.1% is for credit card processing. For donations processed by electronic check, the combined fee is 4.8% as there is no fee included for processing a credit card. There is also a separate 30 cent per donation fee paid by the nonprofit.

However, donors may elect to "OPT IN" to help cover fees during checkout in order to lessen the fees paid by the nonprofit. By selecting YES to cover the fees, a donor's donation will be increased by 6.9% to help cover the fees (2.1% credit card processing fee and 4.8% for technology/security and program costs). This helps more money go directly to the nonprofit. If donors elect to pay by e-check, their donation would still be increased by 6.9%, but the 2.1% that would normally go to the credit card processing company will actually go to the nonprofit instead. Because of technology limitations for 2017 Gives Day, we are unable to offer two options for covering fees, but we are hopeful this option will be available for 2018.

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

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

13) 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.

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

Yes, each participating organization is responsible for sending donors a receipt/donation acknowledgement letter on their own letterhead in a timely manner. Arizona Gives system administrators Administrators for your account will have access to pull donor reports and set notifications of donations. Donor reports will specify whether a donor wishes to be partially anonymous (wants nonprofit receipt only) or fully anonymous (no contact information provided).

Can donations be made after Arizona Gives Day?

Yes, donors can continue making gifts after Arizona Gives and throughout the year, but only those given on Arizona Gives Day count towards the nonprofit's total for incentivized prizes.

15) Is Are the donation platform and 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.

16) 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 and general education about philanthropy.

17) Can donors make an anonymous donation?

Yes, when donors are ready to checkout, 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.

18) 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.

19) 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.

20) 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 and encourages every nonprofit to send donors a receipt on their own letterhead, especially when a potential Arizona state tax credit is involved. Arizona Gives system administrators 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 information 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.

ARIZONA
GIVES ★ DAY
APRIL 4, 2017

AZGives.org