Arizona Gives Day 2021 - What To Expect

The Week Before, Day Of and After

This document was created to assist in answering some of the most common questions you'll have before, during and after Arizona Gives Day. If you print this form and later need access to the web links and contact form, you can find this document housed on the Nonprofit FAQs page (www.azgives.org/faq) under the 'Need Arizona Gives Day Help?' section.

We encourage you to also check out the Arizona Terms of Service & Liability, as well as the Donor FAQ and Nonprofit Registration & FAQ web pages located on AZGives.org under For Nonprofits to assist you in answering additional questions.

Action Items – WEEK BEFORE

ACTION REQUIRED: *Fundraising Goal Field*
- Fundraising Goal Field can be adjusted on your Dashboard before or on Arizona Gives Day.
- You can input this information by logging into your profile and clicking on the 'Update Goal' button on your Dashboard.
- If you add a goal, this measurement will appear on your profile on Arizona Gives Day. If you do not add a goal, it will simply list your total raised.

ACTION REQUIRED: *Matching Grant Amount Edits*
- Matching grant amounts can be adjusted on your Dashboard before or on Arizona Gives Day.
- You can input this information by logging into your profile and clicking on the 'Update Goal' button on your Dashboard.

ACTION REQUIRED: *Last Day For ALL Profile Page Edits*
- Monday, April 5 is the LAST DAY you will be able to make EDITS to your profile page.
- On April 5, the site will be moved to "view only" mode until April 7.
- You will still be able to log in, but you will ONLY be able to access your Dashboard and Donation Information for reporting/donor purposes however.
- Your Dashboard will allow you to alter your Fundraising Goal field and Matching Grant Amount field.

![Arizona Gives Day logo]

ACTION REQUIRED: I or my team member(s) do/don't want to receive Donation Notifications via email, how can I turn this feature on/off?

- Each time a donation is made, each of the active users associated with your profile will receive an email notification.
- To change this setting, you will need to log into their organization's profile, click on Manage Settings, then select whether to Remove or Grant receipt of notifications.
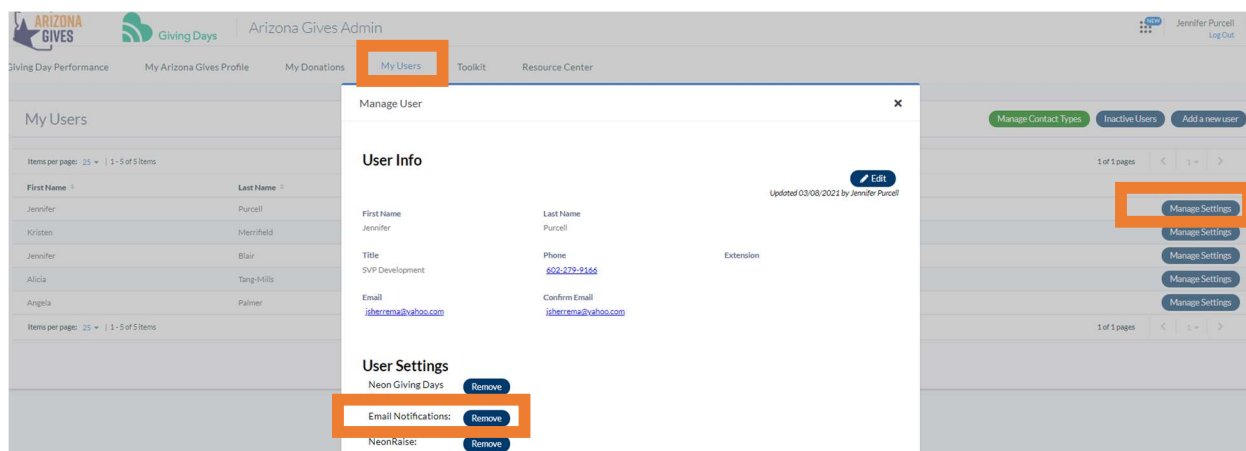
REMINDER: Peer-To-Peer Fundraiser Pages

- Any fundraiser page donations will show as part of your profile's grand total.
- Fundraisers can be found under the Raise portion of your profile.
- Any donations coming through fundraiser pages will be noted as such on your My Donations>Processed Donations page. (Be sure to scroll all the way to the right to view that column or you can export donation information.)
- Organizations do not have to approve fundraiser pages, but can decide to deactivate them.
- A list of fundraisers created to benefit your organization can be viewed within your Neon Raise profile under "Campaigns" within the "AZ Gives Day" campaign folder.
- We recommend creating your own fundraiser template and sending out to your followers. Find more information on the Neon One Nonprofit Support Center under *Managing Peer-To-Peer Fundraising* section.

1 – Where can I find my Processed Donations?

- Log into your profile, click on My Donations.
- From there you will be able to see all Processed Donations your organization has ever received starting with the most recently.
- To filter what is shown and to pull just the information you need for a report, use the 'Gives Day Donation' and 'Transaction Date' search fields to adjust.

2- Does AZGives.org have a technology contingency plan?

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.

DAY OF

3 - Technical Assistance - Nonprofit and Donor

LIVE SUPPORT: Arizona Gives Day support will be available LIVE on April 6, 2021, from 6AM to 12AM (Arizona Time) via the blue SUPPORT button in the bottom right corner of AZGives.org. This support can be accessed by going to the Nonprofit Login page and clicking on the blue HELP button in the bottom right-hand corner.

TICKETED SUPPORT: Through April, Arizona Gives Day ticketed support can be accessed by going to the AZGives.org home page (or when logged into your profile) by clicking on the blue SUPPORT button in the bottom right corner of AZGives.org.
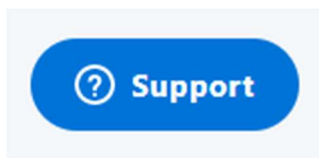
4 – Why can I only see the Dashboard and Donation Information on Arizona Gives Day?

Organizations can only see their 'Dashboard' and 'Donation Information' to keep the platform secure and as robust as possible without interruption, since tens of thousands of people will be visiting the site in a single 24-hour period. The ability to make changes to the platform is kept to a minimum and only our technology administrators are able to make any major alterations.

Below is an **example** of what the Nonprofit Dashboard will look like on Arizona Gives Day (April 6) and screenshots of each section.

PURPLE

Dashboard Toolkit Resource Center Peer-to-Peer Fundraising

Log Out

Welcome to your Arizona Gives Day Dashboard!   APPROVED

RED

Scroll down for your Gives Day Donation List!

New Profile Feature:
If you haven't already, you can add a special alert message to your profile to describe your organization's specific needs as it relates to COVID-19.

Preview an Example

Click Here to Add Your Organization's Own Alert Message!

ORANGE

ANNOUNCEMENTS

Raise

New Features!

Your **donations** and **Peer-to-Peer fundraisers** have been improved and moved to **Neon Raise**!

Use the ⋮⋮⋮ icon to toggle between your **Giving Day Admin** and **Neon Raise**.

Go to Neon Raise

IMPORTANT DATES

Event Milestone   Training

Apr 05 Apr 30 Mar 16 Apr 06 Mar 23 Apr 07
Last Day to Early Giving Workshop: April With
annual Profit and Begins! What To Expect Justice
on Gives Day! Before + During & Initiative
After Arizona
Gives Day
Apr 30
Apr 07
Apr 06
Apr 05
Mar 23
Mar 16

Reset

YELLOW

YOUR EVENT GOAL PROGRESS	YOUR MATCHING GRANTS SECURED	YOUR EARLY GIVING DONATIONS PROGRESS	YOUR PEER-TO-PEER FUNDRAISER DONATIONS PROGRESS
Dollars Raised Goal: $2,500 **Donations Received** Goal: 0	**Dollars Secured** Goal: $0	**Dollars Raised** Goal: $0 **Donations Received** Goal: 0	**Dollars Raised** Goal: $0 **Pages Created** Goal: 0
$0 Raised 0 Received	$NaN Secured	$NaN Raised NaN Received	$0 Raised NaN Pages
Update Goals	Update Goals	Update Goals	Update Goals

GREEN

Below is a list of all transactions that have been processed for your organization for Arizona Gives Day. We always encourage nonprofits to send their own thank you letters for donor cultivation.

You may need to scroll to the right on your screen to see all donation information.

Donations highlighted in orange indicate that a full or partial refund was made.

Please Note: It can take up to 7 business days for checks to clear the bank and 2-3 business days for debit/credit cards to clear the bank. We encourage all organizations to review their donation list after this period as well.

Export

Gives Day: 2021 Arizona Gives Day ▾   Last Name: Show All ▾

Items per page: 25 ▾ | 1 - 0 of 0 items   1 of 0 pages < 1 ▾ >

Date/Time ⇕	Payment Type ⇕	Card Brand ⇕	Donation Amount ⇕	Full Donation Amount ⇕	Anonymous ⇕	First Name ⇕	Last Name ⇕	Name(s) as you would like to be recognized ⇕

Items per page: 25 ▾ | 1 - 0 of 0 items   1 of 0 pages < 1 ▾ >

BLUE

Did you receive offline donations -- such as cash and/or physical checks -- for Arizona Gives Day? If yes, please add the total amounts that you received.

Note: This is for informational purposes only.

Enter Offline Donation Total for AZ Gives Day

Support

RED

Add a **special alert message** to your profile to describe your organization's specific needs as it relates to COVID-19 or simply use this space to make an announcement (upcoming event, items needed, who provided your matching grant, etc). It will appear in highlighted orange at the top of your profile page.
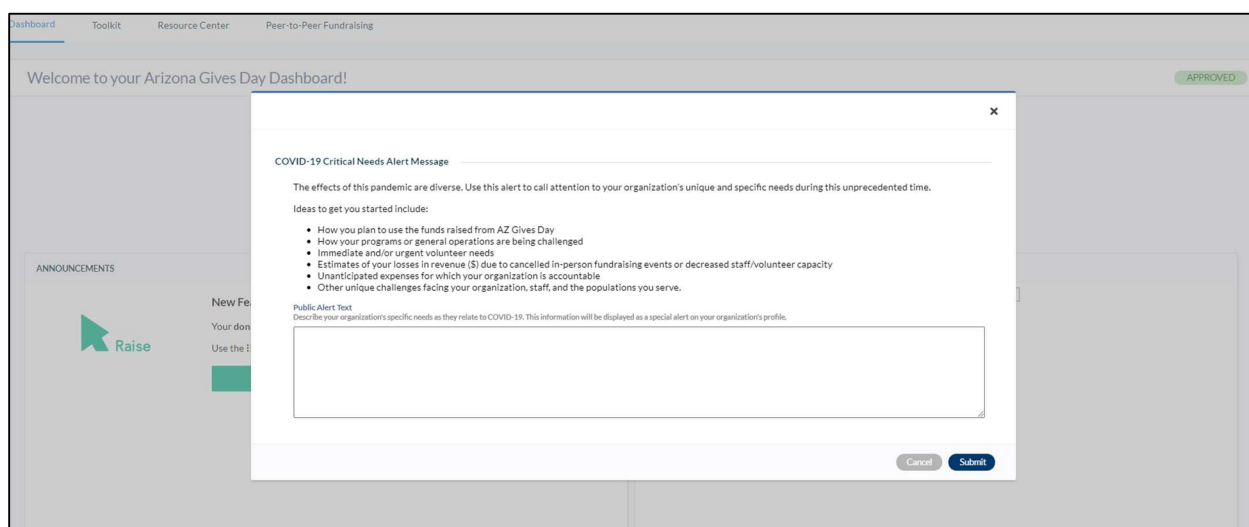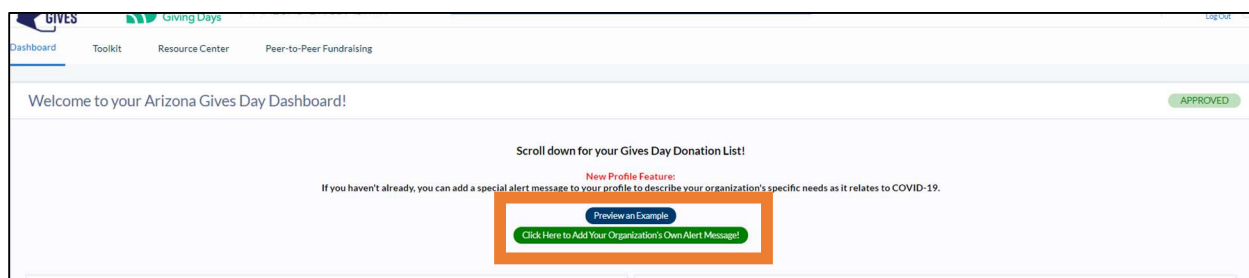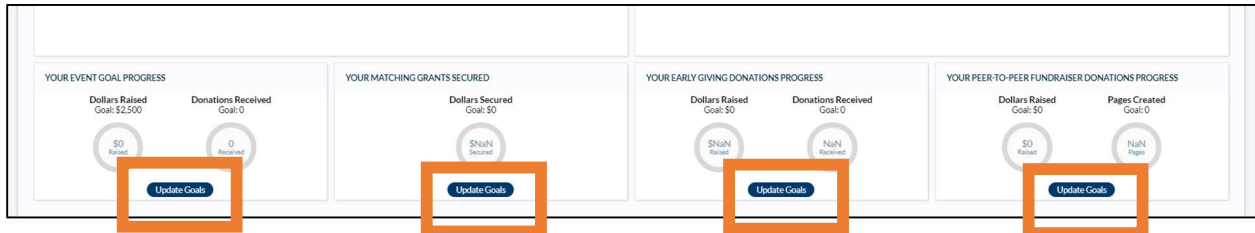

ORANGE

You can access the **Raise** portion of the website on Arizona Gives Day. A list of fundraisers created to benefit your organization can be viewed within your Neon Raise profile under "Campaigns" within the "AZ Gives Day" campaign folder.

Updated 03/22/21
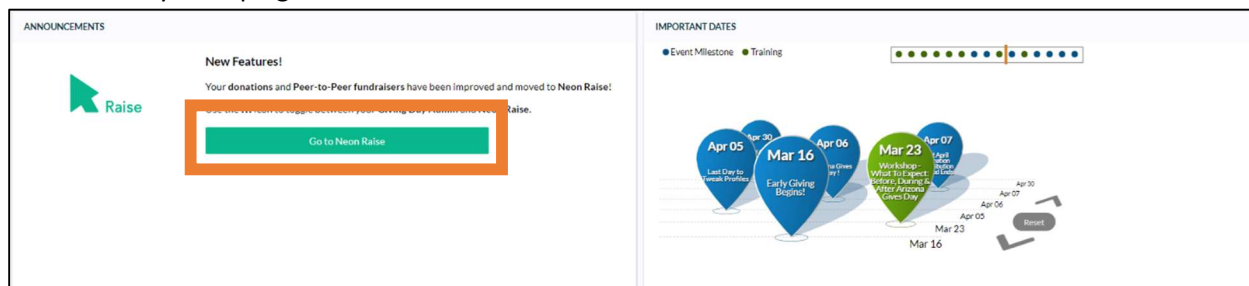
YELLOW

You can alter all of your **dashboard goals** on Arizona Gives Day (or before). Changes made to your event goal and matching grant will show publicly.
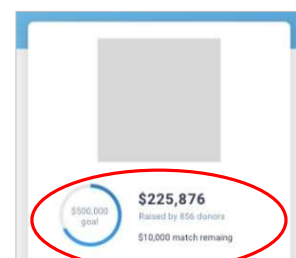

No Goal Added, No Matching $$ No Goal Added, Matching $$ Remaining   Goal Added, Matching $$ Remaining

GREEN

You can view all of your Arizona Gives Day-related donations and export too!

BLUE

While we require that your requests for Arizona Gives donations be directed to your AZGives.org profile (unique URL), we know that some will send you a check or donate on your website. Please submit your offline donations (check, cash, website, etc.) using this form so we can capture the TRUE impact Arizona Gives has on the nonprofit community. You can easily update your numbers at any time too.

Updated 03/22/21

PURPLE

In addition to the Raise platform, you will also have access to the following tabs from your Dashboard – Toolkit, Resource Center and Peer-to-Peer Fundraising instructions for nonprofits.

5 - How does my matching grant get counted towards my Arizona Gives Day grand total?

If you have entered a matching grant in your profile, it will appear on your profile page in the Matching Grant field, but *that amount will NOT automatically be included as part of your total amount raised shown on your profile page and on the leaderboards*.

In order for the matching gift to count towards your Arizona Gives Day grand total, and therefore a potential incentive prize, the amount must be processed as either a credit card or eCheck transaction through AZGives.org between March 16 and April 6. We recommend doing this April 6 at the end of the day, once you've reached your goal.

This is because putting it through the system is the only way we have to verify that these are legitimate funds. Matching gifts not processed on AZGives.org, up to the amount to which they were matched, however, should be reported in the offline donations form raised by all nonprofits in the Arizona Gives Day giving period.

If you should decide to process your matching gift through AZGives.org as either a credit card or eCheck transaction, please keep in mind that the participation cost and processing fee described later in this document will apply.

Finally, you must obtain your donor's permission to process their matching gift through the AZGives.org platform. This helps ensure that their check is able to be processed that way, to the Alliance of Arizona Nonprofits, and that they recognize the charge on their credit card or bank statement. Please note, that some business (or personal) checks will not process if the name to which the check was written does not match the name to which it processes to.

6 - Should we or a donor wait to the end of the day to enter any matching grants or donations?

If you choose to enter your matching grant at the end of the day, or a donor wants to wait until the end of the day to donate, please be advised to leave enough time for the donation to process before midnight. Processing can sometimes take several minutes and waiting until the last minute can jeopardize the ability for this donation to count towards a 24-hour incentive prize. To see full details and rules for incentive prizes, please visit www.azgives.org/prizes.

7 - How does my organization process checks I've received for Arizona Gives Day 2021 on AZGives.org?

Checks can be processed through the AZGives.org platform by selecting the eCheck option and using the Guest checkout function (do not create a donor account in this instance, as you are not the donor).

However, the nonprofit **MUST**:
- Obtain the donor's permission (individual, foundation or business) prior to processing.
- Confirm with the donor (individual, foundation or business) that the check (donations and/or matching gifts) is able to be processed electronically to the "Alliance of Arizona Nonprofits"; otherwise the check must be deposited into the nonprofit's bank account through normal channels.
    - o If the check must be deposited to the nonprofit's bank account, but the nonprofit wishes for that amount to count towards their online Arizona Gives Day total, and therefore a potential incentive prize, the nonprofit must submit an eCheck from their own bank account through the AZGives.org platform, but include the donors information, including email, at checkout.
- Inform the donor how their donation will show on their bank statement as 'AZGives' or 'Arizona Gives'
- Enter the donor's email address in order for the donor to receive the e-receipt when processed

All donations, including eChecks, must be processed on AZGives.org to count towards any Arizona Gives Day incentive prizes for the participating nonprofit.

Keep in mind, any physical checks you process through AZGives.org should not then be deposited in your bank account to avoid double charging the donor. Also, please be aware that donors may be donating via physical check because they do not wish to have their bank account information processed/transmitted via the internet. You **MUST** confirm that your donor is comfortable with you processing their check this way before doing so.

8 - Do donors receive a receipt for their donation?

Yes, donors will receive an e-receipt via the email address they have provided regardless of the level of anonymity they choose. The donor's electronic receipt will show the name of EACH organization the donor gave to along with the amount given to each organization in a single transaction. The FULL amount they donated, including any donation fees, is the amount that can be used for tax credit/deduction purposes.

We ***strongly encourage*** each organization to also send their own donor acknowledgement letter within 48 hours to cultivate donor relationships since receipts on AZGives.org cannot be customized.

This acknowledgement should be for people who gave to your page directly, as well as any donations coming from personal fundraising pages, which also appear in your Donation Information list as Processed Donations.

Gifts made to your organization, and any fundraising pages tied to your organization, through AZGives.org will show as being processed to the "AZGives" or "Arizona Gives" on your donor's bank statement. (The Arizona Gives donation account is managed by the Alliance of Arizona Nonprofits.)

Nonprofit Donation Notification Example:

Arizona Gives Donation Received
1 message

Arizona Gives <auto@azgives.org>   Thu, Mar 11, 2021 at 5:08 PM
Reply-To: Arizona Gives <auto@azgives.org>
To: annette+aztest@civicore.com

Congratulations! Neon One- System Testing Only has received a donation.

Your donor has received an electronic/emailed tax receipt from Arizona Gives confirming their gift to your organization. However, we strongly encourage you to send your own thank you and donation acknowledgement letter!

Donation details:

Amount: $5.00
Anonymous (see definitions below): No
Donor: annette Test
Recognize Donor As (if specified):
Fundraising Campaign:

As a reminder, you may export reports of your organization's donations by logging into your nonprofit account on AZGives.org.

PLEASE NOTE:

Resending Donor E-Receipts: Organizations have the ability to resend an electronic receipt for donations. Find the donor's donation and click on the 'three dots' in the same row as the donation (along the right side of the page) and 'Send Receipt.' The donor can also do this from the AZGives.org home page by entering their email address.

Clearing Period: It can take up to 7-10 business days for checks to clear the bank and 2-3 business days for debit/credit cards to clear the bank. We encourage all organizations to review their donation list again after this clearing period. For more information about donation distribution periods visit AZGives.org/Donations.

Partial/Full Refunds: When a change to the original donation amount occurs the donor transaction will be highlighted in orange.

- IF additional information about the full/partial refunds or disputes is available/known, a 'Refund Info' button will provide more detail. (scroll to far left of Processed Donations)
- An email notification with this information will also automatically be sent to nonprofit users, but ONLY those who have elected to 'receive donation notifications.' You can verify which users is receiving these notifications by viewing My Users within your profile. (Each user must log in and select or unselect this option.)

- Arizona Gives Team

Reminder About Anonymous Definitions:

- No - I want the organization to know who the donation came from.
- Yes-Partially - I wish only to receive a donation acknowledgement letter from the organization, but want no further communication or acknowledgement in annual reports.
- Yes-Fully - I do not want the organization to know my name or contact me.

This email was sent from a notification-only address that cannot accept incoming email. Please do not reply to this message.

Donor e-Receipt Example:

Arizona Gives Thanks You For Your Donation!
1 message

Arizona Gives <auto@azgives.org>
Reply-To: Arizona Gives <auto@azgives.org>
To: annette@neonone.com

Thu, Mar 11, 2021 at 5:08 PM

03/11/2021 04:08:22 PM

annette Test:

Thank you for giving through the Arizona Gives website and investing in Arizona!

As the hosts of Arizona Gives, the Alliance of Arizona Nonprofits and Arizona Grantmakers Forum are pleased to bring you a website that is available for year-round giving with the purpose of making donating easy, safe and secure while building the spirit of philanthropy throughout Arizona's communities.

Please save or print this receipt for your tax records.* *(exceptions apply to Giving eCards.)*

Please remember when you receive your credit/debit card or bank statement, the total amount of your donation(s) will appear as a charge from 'AZ Gives,' 'Arizona Gives,' or 'Alliance of Arizona Nonprofits.' Gifts made through Arizona Gives are not refundable.

Make adjustments to recurring gifts.

If you have a recurring gift, you can log into your *Donor* account at AZGives.org at any time with your email (same email as above) and password to make adjustments to your giving preferences.

Don't forget to take advantage of Employer Matching!

If your employer will be matching your contribution, please ask your employer to send the matching funds directly to the appropriate nonprofit(s) and NOT to the Alliance of Arizona Nonprofits.

Donation Information

Details of your donation(s) are listed in the Donation Record below. Donations are received by the Alliance of Arizona Nonprofits and then directed to the nonprofit to which you donated. We will send your donation and provide related information (such as special instructions for designation, in memory of, level of anonymity, etc.) to the following organization(s) for the following amount(s):

Confirmation Code: 85654

- $5.00 to Neon One- System Testing Only, EIN #: 00-0000001
  City, State: Denver, CO
  Date of Donation: Mar 11, 2021
  State Tax Credit Info: No Arizona Tax Credit; Public School Tax Credit

Your donation as it relates to the above-named organization(s) is tax deductible as a charitable contribution to the full extent permitted by law with one exception pertaining to Giving eCards.*

*ONLY the purchase of a Giving eCard is tax-deductible as a charitable donation to the extent permitted by law. If you are redeeming a Giving eCard to make this donation, you are not eligible for a tax deduction for this gift.

For all donations NOT using an Arizona Gives Giving eCard - Please keep this letter as your receipt for tax purposes and confirmation that the Alliance of Arizona Nonprofits, nor the nonprofit you donated to, did not provide any goods, services or other privileges to you for your contribution. If you itemize deductions on your tax return, retain this acknowledgement in your files to substantiate your charitable gifts to the IRS.

Beginning with the 2016 tax year, donations to Qualifying Charitable (Working Poor) Organizations (QCO) and Qualifying Foster Care Charitable Organizations (QCFO) are claimed as separate state tax credits with separate limitations for each. Also beginning in 2016, credit eligible contributions made to either type of organization that are made on or before the 15th day of the fourth month (April 15) following the close of the taxable year, may be applied to either the current or the preceding taxable year and are considered to have been made on the last day of that taxable year. This extension does not apply to Public School Tax Credits or Private School Tuition Tax Credits. For more information on those organization who qualify for an Arizona Tax Credit, go to www.azdor.gov/tax-credits.

Follow Us On Social

Follow us on social media so you can see the impact Arizona nonprofits are having on our communities. Make sure to let others know just how easy it is to donate on AZGives.org too.

@ArizonaGivesDay

@azgives

9 - Can the donor's receipt be used for Arizona state tax credit purposes?

Yes, for three Qualified Charitable Organizations (QCO) tax credits, Qualified Foster Care Organizations (QFCO) tax credits and Public School tax credits. By state law, Private School tax credits cannot currently be obtained as a 'pass-through' donation. The e-receipt has been reviewed by the Arizona Department of Revenue to ensure it contains the information necessary for the donor to use for tax purposes. The corresponding QCO/QFCO codes and school district information are also included.

Additional information on Arizona state tax credits and the list of the qualified organizations can be found on the Arizona Department of Revenue Tax Credit website. We strongly encourage each organization to also send a donor acknowledgement letter for their records and to cultivate donor relationships.

EXAMPLES OF HOW DONATION(S) WILL APPEAR ON E-RECEIPT.

Multiple donations in one transaction will appear as separate bullets. When nonprofit has a tax credit associated with a QCO/QFCO Code, the code appears on the tax credit line

Donation Information

Details of your donation(s) are listed in the Donation Record below. Donations are received by the Alliance of Arizona Nonprofits and then directed to the nonprofit to which you donated. We will send your donation and related information (such as special instructions for designation, in memory of, level of anonymity, etc.) to the following organization(s) for the following amount(s):

Confirmation Code: 35165

- $5.00 to CiviCore
  City, State: Denver, CO
  Date of Donation: Feb 26, 2019
  State Tax Credit Info: Foster Care Tax Credit - QCO/QFCO Code: 1234567890
- $10.00 to CiviCore
  City, State: Denver, CO
  Date of Donation: Feb 26, 2019
  State Tax Credit Info: Foster Care Tax Credit - QCO/QFCO Code: 1234567890

When nonprofit does not have a tax credit or their credit isn't associated with a QCO/QFCO Code, that portion does not appear:

Donation Information

Details of your donation(s) are listed in the Donation Record below. Donations are received by the Alliance of Arizona Nonprofits and then directed to the nonprofit to which you donated. We will send your donation and related information (such as special instructions for designation, in memory of, level of anonymity, etc.) to the following organization(s) for the following amount(s):

Confirmation Code: 35157

- $5.00 to CiviCore
  For CiviCore Testing Only (https://www.azgives.org/civicoretesting)
  City, State: Denver, CO
  Date of Donation: Feb 25, 2019
  State Tax Credit Info: No Arizona Tax Credit

Donations to a personal fundraising campaign will include the title and URL for the campaign

Donation Information

Details of your donation(s) are listed in the Donation Record below. Donations are received by the Alliance of Arizona Nonprofits and then directed to the nonprofit to which you donated. We will send your donation and related information (such as special instructions for designation, in memory of, level of anonymity, etc.) to the following organization(s) for the following amount(s):

Confirmation Code: 35175

- $4.00 to CiviCore
  For CiviCore Testing Only (https://www.azgives.org/civicoretesting)
  City, State: Denver, CO
  Date of Donation: Feb 26, 2019
  State Tax Credit Info: Foster Care Tax Credit - QCO/QFCO Code: 1234567890

10 - Are there any donation costs associated with Arizona Gives Day 2021?

There is a 5.2% donation fee charged on donations which helps underwrite a portion of the cost of providing a secure, user-friendly donation site and the marketing and technical assistance needed to promote and facilitate a statewide day of giving of this magnitude.

Donors will have the opportunity to opt-in at checkout to cover the 5.2% fee in order to lessen the amount paid by the nonprofit. In 2020, **78% 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 before the funds are sent to the nonprofit.

Merchant service/Processing fees are separate and are paid by the nonprofit out of the donations received depending on how they were processed. All merchant/processing fees are set and charged by the payment processor.

Payment Type	Donation Fee per Donation (portion donors can choose to cover; used for technology and program costs)	Processing Fee per Donation (portion nonprofit is always responsible for)	TOTAL Fee % if donors cover Donation Fee (80+% of donors choose to cover Donation Fee)	TOTAL Fee % if donors do not cover Donation Fee	Transaction Fee per Donation
e-check/ACH	5.20%	1.00%	1.00%	6.20%	$1.00
Visa, MC, Discover	5.20%	2.20%	2.20%	7.40%	$0.30
American Express	5.20%	3.20%	3.20%	8.40%	$0.30

If there are returned check fees, or fees associated with disputed debit/credit card transactions that result in a refund, the nonprofit will still be responsible for the fees charged on donations, along with any fees charged by the payment processor or the bank for these returned/disputed/refunded donations.

This is why it is important to educate donors on how charges will appear on their statements (as Arizona Gives), especially if you are processing physical checks through AZGives.org.

Nonprofit Finance Contacts will be emailed a donation reconciliation for each period they receive donations, which will include an easy-to-read breakdown of donations and fees. Please review the Arizona Terms of Service & Liability document and our Donations web page for additional information.

This donation reconciliation email will be sent to the Finance Contact listed in your profile so make sure the correct person's email is listed under My Users. This information can also be found within your profile under My Donations > Donation Reconciliation.

Updated 03/22/21

11 - What if I receive questions from a donor that I can't answer?

If a donor contacts you about one of the following, please refer them to the Donor FAQs page on AZGives.org/donors and/or have them send an Arizona Gives Day Contact Form notification to the Alliance.

- Receipt is needed.
    - **Organizations can re-send receipts** by finding the donation under 'Donation Information' and scrolling to the far right to click on the 'Send Receipt' button. This will automatically be sent to the email address they provided.
    - Donors who have a Donor Log In can log in to the website and print a receipt.
- A credit/refund is needed
    - Donor can submit an Arizona Gives Day Contact Form for assistance.
- An incorrect dollar amount was entered as a donation
    - Donor or organization can submit an Arizona Gives Day Contact Form for assistance.
- They need to alter or cancel a scheduled or recurring donation
    - Donors who have a Donor Log In can log in to website to change their donation.
    - Donor can submit an Arizona Gives Day Contact Form for assistance.

12- What if my donor's credit/debit card transaction declines, and they've contacted our organization?

Our recommendation is to encourage the donor to contact their bank for the decline reason first. After that, the best thing to do is get Technical Assistance from the Alliance. Please refer them to the Donor FAQs page for a list of the information they will need to provide and share where they can find the blue Support button on AZGives.org for technical assistance.

13- Where can I find incentive prize pool information and leaderboard status?

Beginning March 30, you can find the leaderboard active under Donate. The list of prize pool categories and rules can be found under For Nonprofits > Prizes.

Updated 03/22/21

EXAMPLE: This is what the Nonprofit Leaderboard will look like on Arizona Gives Day *(filtering and sorting available)*

EXAMPLE: This is what the list of Nonprofit Leaderboard Prizes will look like on Arizona Gives Day (April 6) and for several months afterwards.

Updated 03/22/21

AFTER

14 - How do I run a report to view donation and donor information?

Organizations can run donation reports by logging into their profile. Once logged in, click on My Donations. What you initially see will be all donations received since you've had your profile.

- To print only this year's donation use the green 'Donation Export -Date Range' button.
- You can also filter by using the 'Gives Day Donation' and Transaction Date' fields.
- Once you have what you need, you can click on the dark blue 'Export' button on the right side of the screen and your excel report will download.

You can also view donations and view donation/donor KPIs (key performance indicators) via the Raise portion of your profile.

Please keep in mind that the total amounts you view in this report do not reflect any of the fees yet to be taken out. This will happen in the reconciliation process described in this document.
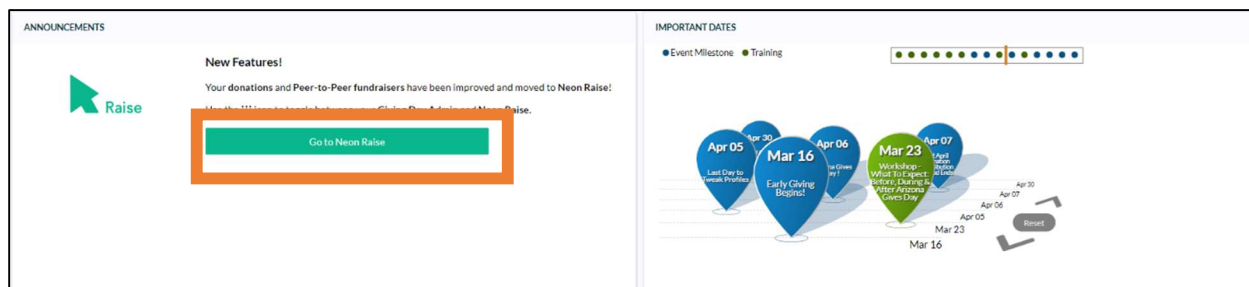
Remember, the anonymity levels that donors can choose from have different meanings. If a donor selects the following it means:

- **No** – The donor wants the organization to know who the donation came from.
- **Partially** – The donor wishes only to receive a donation acknowledgement letter from the organization, but wants no further communication or acknowledgement in annual reports.
- **Fully** – The donor does not want the organization to know their name or contact them. They will still receive an email receipt from the Alliance.

Therefore, the chosen level of anonymity will affect what donor information you see in these reports.

15 – How do I report any offline donations received?

While all participating organizations agree to the Terms of Service & Liability that they will direct all donation requests to their AZGives.org profile, we understand that some donors prefer to give cash or checks. Organizations can complete this information by logging into their profile where you will be prompted to enter your offline donations.

The form will contain the same fields we've asked in previous years about both dollar amount and number of donors for cash, physical checks, online donation outside of AZGives.org, matching gifts and other donations. Entering this information is critically important for us to measure the true fundraising success of Arizona Gives Day.

Offline Donations Form:

Updated 03/22/21

Other Donations

Other offline donations not listed above - Dollar Amount

$ [   ]

Other offline donations not listed above - # of Donors

[   ]

Please provide any details about these Other Donations

[   ]

Matching Gifts/Challenge Grants

Did your organization receive Matching Gifts/Challenge Grants?

◉ Yes   ○ No   ○ Unknown or I don't know

What's the total of your Matching Gifts/Challenge Funds?

$ [   ]

Did you process your Matching Gifts/Challenge Grants through AZGives.org?

○ Yes   ○ No   ○ Unknown or I don't know

Please provide a few details about your Matching Gifts/Challenge Funds -- for example, what type of donation was it, and who provided it?

After your offline donation amounts are entered, the Dashboard prompt will show the totaled amount and number of donors (excluding matching funds). The prompt and ability to adjust additional offline donations will remain for a few weeks.

Welcome to your Arizona Gives Day Dashboard!

Congrats! You added the offline donation totals you received for Arizona Gives Day. This total is for informational purposes only.

**Offline Donation Total Entered:** $675
Offline Donation Total # of Donors: 5

[Update Offline Donation Total for AZ Gives Day]

16 – How would I know if a donation is partially or fully refunded?

Arizona Gives has a notification system for partially or fully refunded donations. Any donation change will show on your Processed Donation page highlighted in orange. All users will also receive a notification of this change via their email prompting them to log into their profile and review this information.
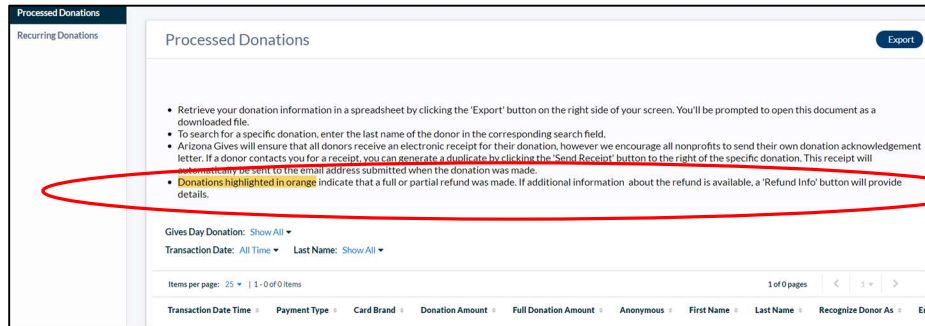
17 - How and when will my organization receive our donations?

In order to get your Arizona Gives dollars out to nonprofits more quickly, there will be TWO different processing periods/disbursements for April. The first processing period will be April 1-7 and the second processing period will be April 8-30. Beginning May again, non-Arizona Gives Day months, there will be one processing period per month, which will be the 1st through the last day of the month.

At the end of each processing period, Arizona Gives will review all donations received on behalf of your organization. At this time, fees will be calculated, and approximately 10-15 days after the processing period (normally the last day of the month except for April this year) an electronic transfer of calculated donations minus fees will be distributed to the bank account and routing number enter within your profile.

Once this process has been completed, the Finance Contact listed in your profile will receive an email notification letting you know that the ACH transfer has been sent to your bank. The email will include a breakdown of how your total deposit was determined. This information can also be found on your profile under My Donations > Donation Distributions. PLEASE make sure your bank account information is correct or your ACH transfer will fail.

Example #1: For donations made on April 6, 2021, the processing period would close on April 7, 2021. Within 15 days following the close of the processing period (which is April 7 in this example), you can expect your funds to be disbursed. Therefore, no later than April 22, 2021 in this scenario.
Example #2: For donations made on October 7, 2021, the processing period would close on October 31, 2021. Within 15 days following the close of the processing period (which is October 31 in this example), you can expect your funds to be disbursed. Therefore, no later than November 15, 2021 in this scenario.

Keep in mind, your bank's processing time will determine when the funds will actually be available in your account.

18 - How and when will my organization receive our registration deposit?

Organizations who raise at least $500 or more between March 16 and April 7 will receive their $50 deposit back by the end of April. The refund will be a separate ACH transaction and will also appear under My Donations > Donation Distributions if the refund was granted. This information will also be noted on the ACH distribution email to the Finance Contact.

19 - Donation Reconciliation

Please view AZGives.org/Donations for examples to assist you with understanding all donation reconciliation scenarios. Please keep in mind donors can only choose to cover the 5.2% tech/program fee, not the merchant services/processing fee.

20 - What are the Leaderboard Prizes and how are they determined?

See question 12. In order for donations to be counted towards the Arizona Gives Day incentive prize program, donations MUST be made through the AZGives.org website and designated to your organization in the 24-hour time allotted on Arizona Gives Day. Visit AZGives.org/Prizes for details on the prizes and rules.

21 - When will Leaderboard Prizes be announced?

Preliminary Winners Announced April 6*
Power Hours Prizes
Early Giving Donation Prizes
Golden Tickets

Preliminary Winners Announced April 7*
Most Dollars Prizes
Rural Prizes
Alliance Member Prizes

*Prize winners announced on April 6 and 7 are considered **preliminary** and subject to change for two reasons:
- In order to allow enough time for verification that donations have processed fully (2-3 business days for debit/credit cards and up to 7 business days for electronic checks)
- Some prize winners go on to win other prizes at the end of the 24 hours based on final totals. A nonprofit can only win one prize and they will win the one of greatest value.

All FINAL prize winners will be verified and announced no later than Friday, April 16, 2021.

22 - How are 'unique donors' determined?

The system evaluates donor uniqueness based on four pieces of information entered during checkout: billing first name, billing last name, billing email address, and billing zip code. If any of those four data points is different from another donation, it will be counted as unique. However, if (for example) Mary Smith makes four donations with the same first & last name, email address, and zip code, her four donations would only count as 1 unique donor because all of the information is duplicative.

23 - If my organization receives an incentive prize, when will we receive this?

Incentive Prizes will be distributed via ACH to organizations in May.