#iGIVECATHOLIC

Common Questions on Giving Day

General Arch/Diocesan/Foundation Questions

- **Support Pathway:**
  - **Day-Of Questions**: For questions on the giving day, GiveGab Customer Success will be your first line of communication
    - Please use the chat bubble or email questions@igivecatholic.org
  - Any questions unable to be answered by the Customer Success team will then be escalated to Laryssa/Merlin/Molly, and then Julie (*if needed*.)

- **What is #iGiveCatholic?** [#iGiveCatholic](#) is a giving day event that provides our Catholic parishes, schools, and nonprofit ministries the opportunity to connect with their current donors and establish relationships with new donors. It is also an opportunity for Catholics to affirm our faith as disciples of Jesus Christ by sharing from our inherent need to return a portion of our gifts out of love for God and one another. The goal of #iGiveCatholic is to inspire the Catholic community to come together as faithful stewards and to "Give Catholic" on [#GivingTuesday,](#) a global day dedicated to caring and giving back.

- **When is it?** #iGiveCatholic takes place on Dec. 1 from 12:00 am-11:59 pm.
  - Advance Giving opens on Nov. 16 at 12:00 am and rolls immediately into the giving day
  - Cash/check (offline gifts) given directly to the recipient non-profit organization & electronic payments (online gifts) will be accepted throughout and can be entered until 11:59 pm on December 2.

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- **Who can give?** Any individual with a computer or other mobile-enabled device (i.e., a computer, iPad or smartphone), and access to the Internet can donate a minimum of $25 online. Anyone can take or send a gift of check or cash in any amount during this same period to their favorite Catholic non-profit to donate offline.

- **How can a donor give?**
  - [How do I make a donation during #iGiveCatholic?](#) (Support Article)
  - Credit card giving of $25 or more takes place online at www.iGiveCatholic.org. All donations using a credit card must be made between Nov. 16 @ 12:00 am - Dec. 1, at 11:59 pm.
  - Donations of $100+ can also be made by using ACH/checking account at the time of the donation. Again, all donations must be made by 11:59 pm on Dec. 1.
  - Cash or check donations of any amount can be submitted directly to a participating organization, or to a host arch/diocese/foundation for a recipient organization.

- **Stats / Leaderboards**
  - When do these appear? They will appear at 12:00 am local time on December 1.
  - Do leaderboards include offline donations? **If the organization has entered them into their dashboard, yes they do.**
  - Can you explain the stats that are appearing on my landing page?
    - **Donors**: Number of donors that have given toward an organization participating under your arch/diocese/foundation
    - **Dollars**: Total dollars raised (online gifts and offline gifts entered) by organizations participating under your arch/diocese/foundation
    - **Organizations**: Of the total number of your organizations registered, this is the number who have raised money between Nov. 16th - Dec. 1.

- **Offline Donations**
  - Cash/check gifts during #iGiveCatholic can and should be added through organizational dashboards so the gifts are reflected in the totals and leaderboards.
  - If your arch/diocese or foundation has a major donor interested in donating to an organization but giving the funds to you, you can add those gifts through your Master Dashboard and attribute them to the organization of the donor's choice.
  - Offline donors whose donations are entered into the recipient organization's dashboard will receive the automated tax receipt, if the organization also enters the donor's email address.
  - You do not have to include offline gifts in your prizes, but we recommend making that very clear in your prize description/rules, as well as any disclaimers if you reserve the right to verify prize-winning offline donations.

- ○ You have the ability to attribute offline donations to Peer-to-Peer Fundraising campaigns. Simply open up the dashboard for the recipient organization from your Partner Dashboard, and follow [these directions](#).

- **Refund Requests with GiveGab (See more info below regarding Refunds)**
  - In the case there is a technical/platform error where a donor got charged the incorrect amount, we will be sure to work with the donor and associated organization to refund the incorrect amount.
  - All other refund requests need to be handled by the associated organization and participating arch/diocese/foundation and refunded outside of the GiveGab platform.

Common Questions from Participating Organizations

Using GiveGab

- **Can I update my goal during the day?**
  - **Yes**! Here's how: Support Article

- **When I make changes to my #iGiveCatholic profile/story on Dec. 1 will they show up right away?**
  - Your changes should be viewable within a few moments of your clicking "Save" on your dashboard. Depending on the browser you are using, it may take just a bit longer. However, if it has been several minutes and the changes are not visible, feel free to write into the blue chat bubble, and GiveGab support can quickly reveal the changes you made.

- **I added/made changes to my organization's Thank You message; will that appear on our page?**
  - No, the same #iGiveCatholic thank you message will appear on all donation/tax receipts during #iGiveCatholic. Organizations, however, are required to send additional thank you messages within a week of the giving day.

- **How do I add an offline (cash/check) gift?**
  - Support Article

- **Matches during #iGiveCatholic**
  - Support Articles regarding GiveGab's Matching feature

- **Peer-to-Peer (P2P) Fundraising during #iGiveCatholic**
  - Support Articles - all giving day topics Peer-to-Peer
  - Is someone having trouble accessing their P2P page?

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- - - ■ Are they logged in under the correct email address associated with that P2P page?
        - ■ If so, enter your question into the GiveGab chat bubble.
    - ○ Was a gift intended for a Peer-to-Peer fundraiser, but not attributed to their page? You (as a host), and the admin for the organization, can edit the donation to count toward their totals. Support articles are included in the link above, both for online and offline (cash/check) gifts.

- **Using the embeddable donation button for #iGiveCatholic (customizing and adding the button to a website)**
    - ○ Support Article

- **Using the Gift Basket Feature**
    - ○ Support Article

Reporting

- **How do I download my organization's donation report?**
    - ○ From admin dashboard → Reports → Select "More Filters" to search by donation types or filter by dates, Giving Day year → scroll to bottom to Download CSV button
    - ○ Support article will also show you how

- **How do I read my donation report?**
    - ○ Support article
    - ○ Donation report is in UTC - this article will help explain that.

Donations

- **How/when do I receive my donations?**
    - ○ For participants that entered their bank account information, donation deposits will be transferred via ACH deposit approximately five (5) business days after the donation was made. These deposits will likely occur in multiple bulk transfers, one per day, depending on time of day donations were made, and could take up to seven (7) days to appear as available funds, depending on your banking institution.
    - ○ For Participants that have their arch/diocese/foundation's bank account information, donations will be dispersed post #iGiveCatholic.
    - ○ Prizes/Offline gifts: Mailed via check - date determined by each arch/diocese/foundation.

- **Will I be notified when someone makes a donation?**
  - GiveGab's platform sends automated end-of-day summaries, but not a notification of each gift. You can view/download a live donation report at any time. This Support Article will show how to download a live report at any time
- **What are the fees charged per donation?**
  - Per donation fees only – total 6.2% plus $.30, and the breakdown is on the FAQ page. Donors have the option to cover, and we've found that over 66% of donors do.
  - Each gift a donor makes will be processed as a single transaction. If a donor makes multiple gifts during one "check-out" process - they will be charged separately for each donation.
  - Detailed explanation on FAQ page: "How much of my donation will go to my organization?"
  - For ACH payments, check out the FAQs for a detailed break-down.

- **I need to request a refund. How do I do that?** During advanced giving or on the giving day, if a platform error occurred at the time of donation (i.e. platform overcharged donor, or other malfunction), the donor or administrator for the organization can request a refund with GiveGab's Customer Success team. The donor and the organization's administrators are notified once the refund has been initiated.

  Once funds are transferred to a host arch/diocese/foundation or organization after Dec. 1, the diocese/foundation or organization will need to reconcile the funds and follow their normal procedures for refunding money.

Miscellaneous

- **What constitutes a unique donor?**
  - A "Unique Donor" is defined as one gift to one organization from one donor. Multiple gifts made by the same donor to the same organization will only be counted as one "unique donor."

- **How do I find the link to my #iGiveCatholic profile/what link should I share?**
  - Support article

Common Questions from Donors

Donations
- **Donation Issues:** *Always send to GiveGab customer support!*
  - **Potential causes:**

- ■ Internet Explorer (outdated browsers, in particular IE, can contribute to loading difficulties)
- ■ Android (send them the organization's GiveGab profile link to make the donation if no other device available)
- ■ Zip code/Credit card # (check for erroneous spaces/characters)
- ■ Invalid email address (check for erroneous spaces/characters)
- ■ General browser/cache errors on user end

- **Is there a minimum online gift? Yes**, $25. However, offline gifts of checks or cash can be made in any amount.

- **Is there a maximum gift?** There is no maximum gift. Your only limit may be based on your credit card spending limit. If one plans to make a larger gift, or many gifts at one time, it is best to notify their credit card provider.

- **What nonprofits can I support?** Over 2,300 nonprofits are participating in #iGiveCatholic. On the giving day, you can see them all by going to www.iGiveCatholic.org and by clicking on the Leaderboard.

- **Do you accept international donations?**
  - ○ **Yes**, all major credit cards are accepted.
  - ○ Visa gift cards / credit card gift cards may be used, but they must be registered/activated.

- **Will I get a donation/tax receipt? (donors)**
  - ○ **Yes**, a gift receipt will be sent to the email you used to make your online donation. Make sure to use a valid email address with your donation.
    - ■ If you make multiple gifts at once, separate receipts will be sent and each transaction will be processed separately.
    - ■ Each receipt contains the pertinent #iGiveCatholic EIN information for your tax reporting purposes, as well as the name of the Gift Designation organization, or the organization you donated to, and the amount donated.
  - ○ A gift/tax receipt will also be sent if you donated offline, and gave the organization your email address. Your gift must be entered into the recipient organization's dashboard along with your email address for the receipt to be issued.

- **I can't find my donation receipt (donors)**
  - ○ Check your Spam folder, check Spam filters
  - ○ Organization administrators can resend gift receipts from their dashboard - Support Article

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- Donors may use the chat bubble in the right-hand corner of www.iGiveCatholic.org anytime, even at year-end or when completing their taxes.

- **Is this donation page secure?**
  - Yes. Support Article

- **How will a donation be reported on the donor's card statement?** The credit card statement will show the organization that the donor gave to in each transaction record, OR the name of the arch/diocese/foundation if the organization you gave to has not entered their banking information and the arch/diocese/foundation is collecting the donations on behalf of the organization to disburse to them after the giving day.

- **Why are there fees?** As is the case anytime you use a credit card for any purchase, the credit card companies charge a fee. Our platform provider has negotiated the best possible rate for these with the credit card companies. The platform fee is assessed to cover the cost of the technical support required during the preparation before and during the giving day, as well as all of the marketing materials and training required for a successful day for your organization and save them time. Donors have the option to cover the fees at checkout and our experience shows that over 66% of the donors do so.

- **I need to request a refund. How do I do that?** During advanced giving or on the giving day, if an error was made at the time of donation (i.e. a donor accidentally gave twice, input the wrong amount, or has another extenuating circumstance), the donor or administrator for the organization can request a refund with GiveGab's Customer Success team. The donor and the organization's administrators will be notified once the refund has been initiated.

  Once funds have been transferred to a host arch/diocese/foundation or organization after December 1, the diocese/foundation or organization will need to reconcile the funds and follow their normal procedures for refunding money.

Functionality/Can I ___?

- **Can I change the name associated with my donation/donation display name? (donor)**
  - You can choose your display name as you make a gift.
  - Once a donation is made, an organization's administrator can edit the display name for the donor - Support Article (or chat in to the chat bubble).
  - GiveGab's Customer Service Champions can also make edits. Write into the chat bubble.

- **Can I give to multiple organizations at once?**
    - When making a donation to #iGiveCatholic, you will have the option to donate to multiple organizations at once, by simply selecting the "**+Add Another Organization**" button. You can add as many organizations as you would like.
        - Note that you will be charged separately for each transaction and receive multiple thank you receipts/donation confirmations.
    - When choosing which organizations to give to, you can also use the "Gift Basket" feature by browsing organizations on the site and adding them to your "Cart" by clicking the gift basket icon. When you're ready to complete your gift, simply select the gift basket icon in the upper right hand corner of the screen to check out and designate how much you want to give to each.