



#iGIVECATHOLIC
ON GIVING TUESDAY

Common Questions on and after GivingTuesday

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General Partner 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 blue chat bubble or email questions@igivecatholic.org
 - Be sure to leave your email address and/or leave the browser window open to see their response.
 - GiveGab Live Support will be available from 8am-8pm EST. All inquiries made outside of these hours will be answered the next day..
 - Any questions unable to be answered by the Customer Success team will then be escalated to Kalia, and then Katie or Lisa (*as needed.*)
 - [Giving Day Host/Partner Support Center](#) in GiveGab
- **What is #iGiveCatholic?** #iGiveCatholic is a bishop-led initiative in collaboration with the United States Conference of Catholic Bishops and dozens of individual dioceses to bring the Catholic community together to inspire and support generosity. #iGiveCatholic is an independent 501c3 organization (EIN: 61-1846962) that coordinates and hosts iGiveCatholic on GivingTuesday as well as the [#iGiveCatholic Together platform](#) which hosts Catholic giving days outside of GivingTuesday as well as year-round online giving for apostolates of the USCCB. For more information, see www.igivecatholic.org/info/about.
- **What is #iGiveCatholic on GivingTuesday?** First held in 2015 for the Archdiocese of New Orleans, [#iGiveCatholic on GivingTuesday](#) is now the U.S. Catholic Church's annual, nation-wide giving day that provides our Catholic parishes, schools, and ministries the opportunity to raise much needed funds, meaningfully engage with their current donors, and connect with new donors. It is also an opportunity for Catholics to



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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 the giving day is to inspire the Catholic community around the country to come together as faithful stewards and to "Give Thanks, Give Back and Give Catholic" on [GivingTuesday](#), a day dedicated to radical generosity since 2012 and now celebrated globally. The #iGiveCatholic and GivingTuesday organizations have no affiliation other than information-sharing to better inspire and celebrate generosity.

- **When is it?** #iGiveCatholic on GivingTuesday takes place annually from 12:00 am- 11:59 pm on GivingTuesday – the Tuesday after Thanksgiving – which is December 3rd, 2024.
 - The Advanced Giving phase opens on Nov. 18th at 12:00 am and rolls immediately into the giving day.
 - Electronic donations (online gifts through the profile pages) will be accepted from the start of Advanced Giving through 11:59 pm on December 3rd.
 - Offline gifts (cash and checks given directly to the recipient organization) can be added to organization totals through their dashboard **from the start of Advanced Giving through 11:59 pm on Tuesday, December 10th**.
- **How can a donor give?**
 - See this [Support Page](#).
 - Credit card or Mobile pay gifts of at least \$10 can be made online at www.iGiveCatholic.org after searching for and choosing a beneficiary organization. Donors can search for organizations by diocese, city & state, or Catholic cause (i.e. Campus Ministry, Poverty & Hunger, Women's Needs, etc.)
 - Online donations of \$100+ can also be made by using ACH/checking account at the time of the donation.
 - **All online donations must be made between November 18th @ 12:00 am – December 3rd, at 11:59 pm.**
 - The transaction fees for online donations via credit card are 5.8% plus \$.30; and 3.3%, plus \$3.00 for ACH gifts. You can read more about these online fundraising expenses [HERE](#).
 - Cash or check donations of any amount can be submitted directly to a participating organization or to a hosting diocese or foundation on behalf of a recipient organization (such as Donor Advised Fund donors). These offline donations do not incur fees, but must be entered by organization administrators into their giving day dashboards by **11:59 pm on Tuesday, December 10th** to be counted in final totals.



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- **Stats / Leaderboards**

- Each diocese/group will have a leaderboard on their own home page (i.e. diocese.igivecatholic.org) that reports on the live results of participating organizations within their diocese/group.
- At www.igivecatholic.org, there are leaderboards that report on top participating organizations from all dioceses/groups as well as partner leaderboards that compare diocese/group collective results.
- When do these appear? They will appear at the start of Giving Tuesday USA, 12:00 am Eastern on December 3rd, will continue to adjust as offline gifts are added for the following week, then be finalized on December 11 and remain visible until the next giving day's site is launched.
- Do leaderboards include offline donations? **They include all offline donations recipient organizations have entered into their dashboard.**
- Can you explain the stats that are appearing at the top of my diocesan landing page?
 - **Donors:** Number of unique donors that have given toward any organization participating under your group/diocese
 - **Dollars:** Total dollars donated (online gifts and offline gifts entered) to organizations participating under your group/diocese.
 - **Organizations:** The number of organizations in your group/diocese who have received at least one donation between Nov. 18th - Dec. 10th (including all offline gifts entered). *This may be less than the total number of organizations registered!*

- **How/when do we receive donation funds?**

- If you have chosen "rolling payment" option in site configuration, donation deposits will be transferred via ACH deposit approximately five (5) business days after each donation was made. These deposits will likely occur in multiple bulk transfers, one per day, depending on the time of day donations were made, and could take up to seven (7) days to appear as available funds, depending on your banking institution.
- If you have chosen "lump sum payment" option in site configuration, all donations to organizations connected to your bank account will be deposited on DECEMBER 18TH. Organizations NOT fiscally sponsored by you will receive their donations on the normal rolling basis 4-5 business days after the donation is made, since only partner hosts have the lump sum payment option.



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- Deposits will now appear on your bank statements as “BonterraTech.com” since Bonterra bought out GiveGab giving day platform. This applies ONLY to deposits.
- For assistance in balancing deposits and donations, refer to the “Financials” and “Payouts” tools found under the “More” tab on your partner dashboard. Further questions should be directed to the BlueChat button or questions@igivecatholic.org.

- **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. ***Organizations can enter offline gifts through 11:59 pm on December 10th.***
- If you have a major donor interested in donating to an organization but giving the funds to/through you (i.e. Donor Advised Fund holders), you can add those gifts through your Master Dashboard and attribute them to the organization of the donor’s choice. A good strategy for these larger gifts, if known ahead of time, is to ask the donor if their gift could perhaps be used as matching funds for the organization, incentivizing others to give as well.
- Offline donations entered into the recipient organization’s dashboard do not incur fees.
- You can choose whether or not to include offline gifts in your prizes (i.e. Prize for largest gift, Prize for most gifts,) ***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](#).
- Here is a list of Support Articles related to Prizes:

[How to set up prizes](#)

[How do I award a prize?](#)

[How do I edit or remove a prize winner once selected?](#)

[How do I award prize dollars to a winning organization?](#)

[How do I delete an offline donation that was awarded?](#)

[How to ‘highlight’ a prize](#)



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- **Refund Requests with GiveGab**

- If 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 should be handled by the beneficiary organization or partner diocese and refunded outside of the GiveGab platform (i.e. via check rather than a direct refund on their charged credit card.)

Common Questions from Participating Organizations

USING GIVE GAB

- **Can I update my goal during the day?**
 - Yes! Here's how: [Support Article](#)
- **If I make changes to my #iGiveCatholic profile/story on GivingTuesday, 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 and tax language will appear on all online donation/tax receipts during #iGiveCatholic on GivingTuesday. Beneficiary organizations are strongly encouraged to send additional thank you messages to all donors within a week of the giving day.
- **How do I add an offline (cash/check) gift?**
 - See this [Support Article](#)
- **Matches during #iGiveCatholic**
 - See these [Support Articles](#) regarding GiveGab's Matching feature, which includes Challenges, as well.
- **Peer-to-Peer (P2P) Fundraising during #iGiveCatholic**
 - See these [Support Articles](#) regarding Peer-to-Peer



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- Is someone having trouble accessing their P2P page?
 - 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. P2P Support articles linked above include instructions for both for online and offline (cash/check) gifts.
- **Using the embeddable donation button for #iGiveCatholic (customizing and adding the button to a website)**
 - See this [Support Article](#)
- **Using the Gift Basket Feature**
 - See this [Support Article](#)

REPORTING

- **How do I download my organization's donation report?**
 - From admin dashboard → Reports → Donations to search by donation types or filter by dates and Giving Day year → scroll to bottom and click [Export CSV]
 - This [Support Article](#) will also show you how
- **How do I read an organization's donation report?**
 - See this [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.



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- For Participants whose diocese is collecting donations on their behalf, the funds will be disbursed after December 11th. Check with your diocesan/group #iGiveCatholic administrator for details.
- Prizes and/or Offline gifts from your diocese or foundation will be distributed by each diocesan #iGiveCatholic administrator after the conclusion of the giving day.
- Deposits will appear on your bank statements as, “BonterraTech.com” instead of the previous, “GiveGab.com”. This applies ONLY to deposits.
- **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 transaction fees per donation?**
 - For each online donation by credit card, a total of 5.8% plus \$.30 will be assessed to cover the costs of online fundraising; 3.3% + \$3 for ACH/Checking Account transactions. Click [HERE](#) to see and/or download a complete breakdown of these expenses and what they pay for (Spanish translation on second page). Donors have the option to cover these expenses, and in 2023, 73.4% of donors did.
 - 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.
- **I need to request a refund. How do I do that?**
 - 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 diocese or organization, the recipient 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 a specific individual who gave at least once to a specific organization. Multiple gifts made by the same donor will only be counted as one “unique donor.”



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- It is possible to have more than one “unique donor” with the same mailing address or from the same household, as long as they have different names and/or email addresses.
- **How do I find the link to my #iGiveCatholic profile? (what link should I share?)**
 - See this [Support article](#)

Common Questions from Donors

DONATIONS

- **Donation Issues:** *Always send to GiveGab customer support via blue chat bubble or email to questions@igivecatholic.org!*
 - **Potential causes:**
 - Internet Explorer (outdated browsers, in particular IE, can contribute to loading difficulties)
 - Zip code/Credit card # (check for erroneous spaces/characters)
 - Invalid email address (check for erroneous spaces/characters)
 - General browser/cache errors on user end
 - Apple/Mobile Wallet settings are incorrect when using Mobile Pay. (What’s saved in your Apple account needs updating in order to successfully use your card.)
- **Is there a minimum online gift?**
 - Yes, \$10 for credit card or mobile pay; \$100 for ACH through a checking account. However, offline gifts of checks or cash can be made in any amount and given directly to the organization you wish to support.
- **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.
- **Is there a maximum number of donations someone can make at once?**
 - Only 10 donations can be processed in one single transaction. This is to ensure optimal site stability with all of the activity happening. The donor can always come back as often as they like throughout the event and continue to make multiple donations.



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- **What nonprofits can I support?**
 - Over 2,600 nonprofits are participating in #iGiveCatholic this year. You can find your favorite Catholic organization to support at www.iGiveCatholic.org. See instructions [in this support article](#) for help searching for an organization.
- **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 address you used to make your online donation, so be 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 be sent from your organization if you donated offline.
- **How does my donation appear on my credit card statement?**
 - The charge for your #iGiveCatholic gift will show the organization whose bank account is listed as the recipient. In some cases, that may be the host diocese or foundation if they are collecting funds on behalf of the organization you supported.
- **My corporation matches gifts to non-profit organizations. How do I do that during #iGiveCatholic?**
 - Once you make your online donation, #iGiveCatholic's EIN will be on the receipt. You'll likely need to provide your receipt to the department at your firm that handles matching gifts.
 - Please notify info@igivecatholic.org so we can keep an eye out for the gift to ensure it gets to your designated organization. Sometimes corporate matching gifts take several months to process and arrive with little to no support information, so notifying us of your application for a corporate match is important!
- **I can't find my donation receipt (donors)**
 - Check your Spam/Junk folder



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- Organization administrators as well as diocesan/group #iGiveCatholic leaders can resend gift receipts from their dashboard - [Support Article](#)
- 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. Be sure to enter your email address for a prompt reply!
- **Is this donation page secure?**
 - Yes. See this [Support Article](#)
- **Why are there extra costs added to my gift?**
 - There are necessary expenses required to plan and run every fundraising initiative, and there is no exception for online giving events. However, online fundraising expenses are much lower than a traditional dinner or auction! These fees assessed on online donations are often the only expenses your beneficiary organization incurs when they participate in #iGiveCatholic on GivingTuesday. Donors have the option to cover these expenses at checkout, and in 2023, 73.4% of the donors did! You can read more about these expenses by clicking [HERE](#).
- **I need to request a refund. How do I do that?**
 - *If an error was made at the time of donation* (i.e. you accidentally gave twice, input the wrong amount, or have another extenuating circumstance) and you report it *immediately*, you or an 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 participating organization, the recipient 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 type into the blue chat bubble).
 - GiveGab's Customer Service Champions can also make edits. Write into the chat bubble to initiate.



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- **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 also use the “Gift Basket” feature by browsing organizations on the site and adding up to ten organizations 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.
- You can give to up to 10 organizations within a single diocesan or group section in a single transaction.
 - If you’d like to give to more than 10 organizations or to organizations participating in different sections, you will be required to make multiple transactions.
 - Note that you will be charged separately for each transaction and receive a thank you receipt/donation confirmation for each gift.

- **Is there a maximum number of donations I can make at once?**

- Only 10 donations can be processed in one single transaction. This is to ensure optimal site stability with all of the activity happening. You can always come back as often as you like throughout the event and continue to make multiple donations.

Questions After the Giving Day: What to Expect

Depleting Matches

You may need to help organizations ensure **all of their matching funds** are reflected in their totals – *even if not all matching monies were used* – **by 11:59 pm on December 10th.**

- Do they need to speak with the donor of the matching funds first?
- GiveGab has a “deplete” option for matches that allows any remaining unmatched funds to be added to that organization’s totals, and therefore your site’s totals.

[This support article](#) will show them how. Depending on the gift and the donor, the organization may need to clarify the ability to keep the funds with the donor.

Online donations

Although we communicate a simple “before midnight on GivingTuesday, December 3rd” deadline for online donations without reference to time zone, the official deadline is **11:59 pm Alaska time on December 3rd** to account for all U.S. time zones. **Offline donations**



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can continue to be added (and included in updated totals) through 11:59 pm on Tuesday, December 10th.

Need help awarding prizes?

Here's a [support article](#). Additionally, [here](#) are multiple Prize-related articles to help with additional questions you may have.

Updating copy on your Diocesan or Group landing page

You can now edit copy through next June to highlight specific successes, as well as ways for people to get involved. The [landing page builder](#) on your partner dashboard is the best place to do so. Or, reach out to the #iGiveCatholic national office with questions.

Resend a donor receipt from the Partner Dashboard

- See this [Support Article](#)

Resend a donor receipt from the Organization Dashboard

- See this [Support Article](#)

Preparing a Payout Report for Fiscally Sponsored Organizations

- You can find a step-by-step guide to preparing these reports at the bottom of the [Partner Resource Portal](#) under “General How-To’s.”
- You can find screenshots and other instructions about donations and financial reporting in the Office Hours #5 slides on the [Partner Resource Portal](#).

REMEMBER:

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- For assistance in balancing deposits and donations, refer to the “Financials” and “Payouts” tools found under the More tab on your partner dashboard.