

## **GIVING DAY FAQs**

***This information is specifically for participant organizations' administrators and staff who may be interacting with donors during the April 2-16 event.***

***\*If your question is not answered below, use the blue Help button in the lower right corner to find more than 375 easy-to-follow info articles.***

For general information about GCG, visit the [FAQ page](#) on the GCG homepage.

For information about prizes, visit the [Prizes page](#). For information about size categories, [click here](#).

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### **Q. I'm getting calls from donors who are having problems with the website. What do I do?**

We understand donors may be frustrated and you may be frustrated. The MOST EFFICIENT way to solve your problem is contact Bonterra/Givegab using the blue chat button.

During Early Giving and the Giving Day itself (April 16), GiveGab/Bonterra prioritizes issues related to our event.

With our subscription purchase comes access to a highly trained tech team that has been involved with thousands of donors using the platform for these specific events. They have lots more experience than we do in handling all kinds of concerns AND talking with frustrated people.

If you call TCFHR, we will most likely first ask if you have contacted Givegab/Bonterra.

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### **Q. I have a question about the platform and I can't find an answer on the website.**

Use the blue chat button to ask the specific question or to talk to a Givegab/Bonterra tech team person who can help you find the resource quickly.

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**Q. A donor is receiving an error message when trying to make the gift. What do I tell them?**

Because Givegab's top priority is the security of users and their information, certain browsers which are not updated frequently are not compatible with the stringent security measures built into the platform. If a donor accessed the site via an Android or using Internet Explorer, NetScape, Microsoft Edge or an outdated version of Safari/Firefox (on a phone or computer), this may result in degraded site performance and issues making the gift. Please try making the gift using another browser.

You may also ask the donor to use the blue help button in the lower right corner to access the Givegab support team.

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**Q. I thought we had to sign up to compete in Power Hours or Golden Tickets?**

GCG does not require any sign-up to compete in power hours or Golden Tickets. Your organization is free to pick whichever hour you want to compete in and then publicize it to your donors. You can even change your mind about which hour you want to compete in, and/or add hours during the day if your organization doesn't win.

When we collected contact information from you in GCG Communications #3 and #4, TCFHR did offer the option of sharing your org's plans to compete. We will share this information with our donors if we receive a phone call about your organization. **In the interest of fairness and logistics during the day, we are NOT publicizing this information in any other way.**

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**Q. How do I view donations once Early Giving begins?**

Go to your dashboard and click on "Giving Days," then scroll to "Manage Donations."

Here's a step-by-step resource: <https://support.givegab.com/en/articles/386574-how-do-i-view-my-giving-day-donations>

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**Q. Donors don't know how to make a donation. What do I do?**

You may need to talk them through the process, which begins with clicking on the Donate button on the home page or using the search bar to find your organization. Remember that

your landing page has a URL that you can send to donors so that they can quickly and easily find your giving day landing page.

1. From your organization's landing page, they will select an amount to give, or choose the amount they want to give. Click the NEXT button.
2. Enter credit card information. Click NEXT.
3. The next step is to confirm the donation, which has a few options about covering fees, changing the name attributed to the donation, making the donation anonymous, or adding a message. Click CONFIRM.
4. The donation has been submitted and they should receive an emailed receipt.

Here is a step-by-step document about the process outlined above that includes screen shots about how to make a donation:

<https://support.givegab.com/en/articles/271749-how-do-i-make-a-donation-to-a-campaign>

If you don't have time to talk them through the process, then ask them to use the blue chat button for more information. Most likely, the GiveGab tech team will send them a link to this document.

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### **Q. What is the minimum donation?**

The minimum donation is \$10.

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### **Q. When can donors give with a credit card?**

The online giving platform is available April 2-15 for early giving and on April 16 for the one-day competition.

Donors are also welcome to give cash and checks directly to nonprofits from April 2-16. Note that nonprofits can still take credit card donations through other vendors during this time (as they might do at any other point in the year), but only those credit card donations made through the GiveGab platform count towards Leaderboard totals and contest participation.

The minimum donation is \$10.

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### **Q. Why can't I see my tax receipt?**

Check your email. The tax receipt will be emailed to you using the email address you entered to make the donation.

### **Q. What about a tax receipt?**

Donors automatically receive an emailed receipt from GiveGab after making their donation. The receipt includes everything needed for tax purposes.

### **Q. How do I resend a receipt?**

From your Admin dashboard, select Reports and then Donations.

You will see all donations displayed.

Look for the ACTION icons to the left of each donation. There are four buttons.

The resend receipt button is a dollar sign.

Here is a step-by-step article: <https://support.givegab.com/en/articles/4944954-how-do-i-resend-a-donor-their-receipt>

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### **Q. My/ a donor's gift has not been processed.**

Ask the donor to check the information they've entered that is associated with the card.

Other options: try a different browser (see **Q. A donor is receiving an error message when trying to make the gift. What do I tell them? Page 2**), try a different credit card, reload the webpage, start the donation process over, and/or use the blue chat button on the GCG webpage.

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### **Q. What if a donor's credit card is declined?**

Credit cards can be declined for many reasons.

First, make sure all the information entered is correct, including the cardholder's correct name, address, zip code, expiration date and CSV.

You may also want to reload the page and try again with the same card.

A different browser may also help. ((see **Q. A donor is receiving an error message when trying to make the gift. What do I tell them? Page 2**),

Alternately, ask the donor to try a different card. Or remind them there are other ways to donate besides a credit card.

If the credit card continues to be declined after re-entering, contact the issuing bank.

If the problem continues, please ask the donor to use the blue chat button to contact the platform's help staff. That will be the most efficient way to handle concerns. Do not call TCFHR. We are NOT experts on the platform and most likely will not be able to help you to the capacity of the platform's tech team.

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### **Q. Is there a fee to donate?**

Donations will incur a 3% platform fee plus a 2.5% + \$.30 credit card processing fee or a \$3.00 flat processing fee for e-check donations made through ACH (e-check donations must be over \$100 to use ACH). Donors will always have the option to cover these fees on your behalf.

Any donations processed outside of the event's donation period through GiveGab.com, or subsequent recurring donations are subject to transaction fees outlined on the GiveGab.com pricing page: <http://info.givegab.com/pricing>.

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### **Q. Do donors need an account on GiveGab to donate?**

No, donors do not need to create an account to make a donation. A donor account will, however, collect tax receipts in one location, enable tracking of donations, provide the ability to follow supported charities, and engage in future volunteering and donations. Even if you do not create an account, a tax receipt is emailed to you immediately after your donation is processed.

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### **Q. What is 'Early Giving'?**

The Early Giving phase is April 2-15.

Donors can give via credit card on the GCG website or make a gift by cash or check to a participating nonprofit organization.. The cash or check gifts must be logged by the participating nonprofit, BUT they will not be displayed on the website until 6 a.m. on April

16, 2025. This form [can be used to collect information from donors so that offline gifts can be easily logged through your GCG dashboard.](#)

"Early Gifts" will be counted towards overall fundraising totals and the Leaderboard totals. Early gifts will **NOT** count towards the determination of Power Hour prizes or Golden Tickets on the day of Great Community Give.

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### **Q. What are Offline Gifts?**

We encourage use of the online giving platform because it makes record-keeping and receipting easy. We want everyone to participate, regardless of their giving format preference, and we understand that some donors may prefer to give in check or cash format.

Organizations may accept donations via other methods besides the online giving platform. Check or cash donations, including checks from IRAs or Donor Advised Funds, should be mailed or delivered DIRECTLY to the participating nonprofit no later than 8 p.m. on April 16. Nonprofit administrators must log all cash and check gifts by 8 p.m. on April 16. Review this [step-by-step tutorial](#) to make sure you are collecting the important information necessary to log the gift. This form [can be used to collect information from donors so that offline gifts can be easily logged through your GCG dashboard.](#)

Donations *made with a credit card made directly to the nonprofit* are NOT ELIGIBLE to be counted for in totals for any GCG prize competition and should not be logged.

Offline gifts will count only towards Leaderboard prizes; they do **NOT** count towards the determination of Power Hour prizes or Golden Tickets on the day of Great Community Give.

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### **Q. How are the Most Donors counts determined?**

The Most Donors category is counted as "unique donors" by the Givegab platform. Unique donors are identified by email address only. If one donor gave once to two different organizations, they would count as a unique donor to each organization, but only once in the global totals. Offline gifts entered without an email address will be considered unique. (Please honor the spirit of ethical competition and do not solicit individual donors to give using different email addresses.)

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**Q. Can donors give more than once during the day?**

Yes. There are no restrictions on how many gifts a donor can make.

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**Q. If a donor gives during one hour and again during another hour, will their gift be counted?**

Yes, donations during different hours count towards those hours' challenges.

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**Q. Why are donations unrestricted?**

Donation levels illustrate **examples** of what your gift means to that nonprofit. This means **ALL gifts are unrestricted** unless the nonprofit is fundraising for a specific project, program, or service.

If you want to give in a different amount besides the suggested donation amounts, that is fine; you must give a minimum donation of \$10.

Please reach out to the nonprofit(s) for more information if you have questions about how your donation will be used.

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**Q. How can I set up a recurring gift?**

When entering a donation, you can select the recurring gift option of monthly or quarterly. However, only donations actually received during the "early giving" stage or the Great Community Give day itself will count towards that day's total and eligible for the prize money.

Please note that recurring gifts charged after the Great Community Give event will be subjected to Bonterra fees and not the same fees incurred during the giving day itself. Please use a chat button to contact Bonterra about their standard fees on recurring gifts.

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**Q. How will the donation be reported on my credit card?**

The name of the nonprofit you have donated to will appear on your credit card statement. If you donate to multiple nonprofits at the same time using the checkout cart feature, the credit card statement will list each donation with the nonprofits' name as the subject line.

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**Q. Is my donation tax deductible?**

Donations are tax deductible. After making your donation, you will immediately receive an email from the organization confirming your tax-deductible gift. Save it for use for tax purposes. If you need another copy of your receipt, use the little blue chat bubble on the bottom right hand corner for assistance.

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**Q. Is my donation safe and secure?**

Our technology partner Bonterra has conducted many giving days for community foundations and is the recognized technology leader for fundraising initiatives of this type. Both credit card and ACH (automated clearing house) transactions are secure, backed by a PCI Level 1 secure service provider certification.

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**Q. What is ACH/Plaid?**

In banking, ACH stands for Automated Clearing House, which is a network that coordinates electronic payments and automated money transfers. ACH is a way to move money between banks without using paper checks, wire transfers, credit card networks, or cash. ACH payments must be \$100 or more. Plaid makes accepting ACH easier and more profitable by efficiently connecting and authenticating accounts.

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**Q. What is Mobile Pay?**

GiveGab accepts mobile wallet options such as Apple Pay, Google Pay, and Microsoft Pay.

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**Q. What if a donor wants a refund?**

Organization admins must process refunds using a form provided by Bonterra/Givegab within four business days of the event. Donations from GCG pay out 5-7 days after the event, and no refund is possible after that time. As the organization admin, you may choose to refund the donor after that time. For more information about asking for a refund or processing a refund, please [visit this page](#).

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**Q. A donor is concerned about privacy of information. Who receives their information?**



Personal contact information is the only kind of information available to both the nonprofit recipient of your donation and the Community Foundation of Harrisonburg and Rockingham County, as the event host. Personal banking information is not available.

Please be aware that when donors check the box to make an anonymous donation, donors are only choosing to be anonymous for sharing purposes on the organization's profile page. A donor's personal contact information will still be visible to the nonprofit recipient and the Community Foundation. Nonprofit administrators are asked to respect the desire for anonymity by not adding donors who wish to remain anonymous to email or mailing databases.

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**Q. Can donors be anonymous?**

Givers who wish to remain anonymous can specify that their name not be seen on the Great Community Give website. However, the nonprofit organization will receive anonymous donors' names and addresses. We ask all nonprofit organizations to respect their desire for anonymity (by requesting that anonymous donors not be added to nonprofit email or mailing databases).

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**Q. When do organizations receive the funds that were contributed?**

Nonprofits will receive the donated funds by direct deposit to their bank account within 5-7 business days of the event. GiveGab uses a PCI Level 1 compliant payment service to ensure that all financial data is secure.

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**Q. Are nonprofits vetted before being allowed to participate?**

Participation in the Great Community Give is predicated on two criteria: 1) 501(c)(3) status as validated through legal records and 2) a location in and a service area of Harrisonburg and Rockingham County. Very limited exceptions may apply. Contact TCFHR if you have questions.

TCFHR takes no responsibility for accuracy of information shared on the organization's profile page or linked webpages.

As with any gift, donors should practice due diligence in researching the organization's financial health, leadership, and program effectiveness. Sites such as [Charity Watch](#), [Charity Navigator](#) and [Guidestar](#) are useful resources to review financial

information and other documentation, such as policies that contribute to organizational accountability and transparency.

The Community Foundation encourages prospective donors to contact the nonprofit of interest with specific questions and/or concerns. Before donating, consider asking the charity for a copy of their conflict or interest and whistleblower policies, as well as procedures for receiving and distributing funds. Charity Watch also suggests the following steps: Review the charity's IRS Form 990 to see if its board of directors is adequately large and independent (Parts VI & VII), if any close family relationships exist (Part VI, line 2 & Schedule O), and if there are any related party transactions between the charity and the people operating it (Schedule L). Also check to see if the charity has reported a diversion of assets (Part VI, line 5) or any excess benefit transactions (Part IV, lines 25a & 25b). [Read more about how smaller nonprofits differ in reporting requirements from large nonprofits.](#)

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#### **Q. How are size categories determined?**

We collected revenue from each organization's FY23 Form 990 and then sorted organizations based on that number. The lowest third formed the Small category, the middle third formed the Medium category, and the top third formed the Large category. There are approximately 50 organizations in each category. Surprisingly, there were several thousand dollars difference between the highest and lowest revenues in each category so there were no organizations "on the fence." Review the [List of Organizations and Size Categories.](#)

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#### **Q. What are the prizes?**

Visit the [Prize page](#) for more information.

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***\*If you didn't find the answer above, use the blue Help button in the lower right corner to find more than 375 easy-to-follow info articles.***