

Frequently Asked Questions



General Questions	1
What is Givful?	1
What is Givful's mission?	2
Platform Access	2
Web browser supported	2
Devices to use	2
About Your Donation	2
Are donations processed on Givful tax-deductible?	2
Can I make a recurring contribution?	3
Where do I find my donation receipt?	3
Where can I find the history of all my donations?	3
What are the fees when donating to nonprofits on Givful?	3
Are these fees unique to Givful?	3
How often are donations distributed to nonprofits?	4
Finding Your Nonprofit on Givful	4
When I run a search for my favorite organization multiple nonprofit records appear, how can I find the one that I want?	4
Why is a nonprofit not eligible to receive donations through Givful?	4
Can a U.S.-based nonprofit organization be added to your database?	5
What if I want to donate to a religious organization, but it is not listed on your database?	5
Security, Compliance & Legal	6
Is Givful a secured cloud-based platform?	6
Are all nonprofits eligible to receive donations through Givful?	6

General Questions

What is Givful?

Givful is a technology company that simplifies the way people volunteer and give at work. Our cloud-based platform strengthens Corporate Social Responsibility (CSR) initiatives, improves employee engagement, and reduces costs associated with

antiquated workplace processes. It also helps businesses enhance their brand and better connect to their customers by publicly demonstrating their social good.

What is Givful's mission?

Our mission is to engage people in giving and receiving daily. To fulfill our mission, we are passionate about creating truly delightful and rewarding volunteering and giving experiences, for people like yourself.

Platform Access

Web browser supported

For optimal user experience, we suggest you use Google Chrome as your web browser. Our platform does work with most recent versions of Explorer and Safari. If older versions are used, the user experience will be affected and some functionalities may not work as a result.

Devices to use

Givful is designed to be used on a desktop or laptop computer. We are currently developing our mobile apps that will be available soon.

About Your Donation

Are donations processed on Givful tax-deductible?

Yes, all charitable contributions through Givful are 100% tax-deductible to the fullest extent allowed by law and go to our nonprofit affiliates, which are all organized as 501(c)(3) public nonprofits.

Donations to nonprofits in our database are received and receipted by our processing partner Make My Donation, a 501(c)(3) nonprofit organization. Make My Donation has received its determination letter from the International Revenue Service for tax-exempt status under section 501(c)(3) and is eligible to receive tax-deductible contributions.

Can I make a recurring contribution?

Yes. You can schedule automatic donations when you select the “Donate Now” button for any given nonprofit.

Where do I find my donation receipt?

To access your Givful contribution history, please log into your account and from your Home Page, click “Donation Activity”. There, you will find a link to download last years tax statement.

Where can I find the history of all my donations?

To access your Givful donation history, please log into your account and from your Home Page, click “Donation Activity”. There, you will find a summary of all your donations.

What are the fees when donating to nonprofits on Givful?

Givful charges a processing cost to disburse the funds to all 2m 501(c)(3) nonprofits in the United States. The cost is 5¢ for every \$1 donated. Processing fees are not uncommon. Traditional workplace giving campaigns, like the UntiedWay, typically charge anywhere from 9¢ to 20¢ per \$1 donated. With Givful more of the donation goes to the nonprofit which is why nonprofits love Givful’s technology platform. In addition, employees can choose to cover the processing cost so the full donation amount goes to the nonprofit. If you are using a credit/debit card, the processing cost are an additional 2.2% + \$0.30.

Are these fees unique to Givful?

No. No matter where you donate (or make a payment online) there are accompanying costs. Processing credit cards, using PayPal, and developing and hosting technology to accept and distribute payments all have an associated cost. Givful continually strives to lower payment processing costs so that more money can go directly to the nonprofit.

How often are donations distributed to nonprofits?

Distributions to nonprofits are aggregated on a monthly basis and sent to the nonprofit organization on the 15th of the month following the month in which the donation was received. For instance, if you made a donation on March 19th - the donations will be rolled up to each organization and distributed to the nonprofit on April 15th.

Finding Your Nonprofit on Givful

When I run a search for my favorite organization multiple nonprofit records appear, how can I find the one that I want?

The best way to find an exact match for a nonprofit is to search by Employer Identification Number (EIN). The EIN is unique to each organization. It is also known as the tax id number. You can refer to Guidestar to find the EIN for most nonprofits in the cases where you don't have it readily available.

Why is a nonprofit not eligible to receive donations through Givful?

An organization must be recognized by the IRS as a 501(c)(3) public charity, in order to receive donations from Givful. Tax-exempt 501(c)(3) public charities are listed on a database called the IRS EO Select Check (formerly IRS Publication 78), which is updated monthly.

Givful determines the eligibility of an organization to receive donations based on whether that organization is listed on the IRS EO Select Check database. If your organization does not meet the IRS criteria to be listed on the database, then Givful can not distribute donations to your organization. There are many reasons why your organization may not meet the IRS criteria for appearing on the IRS EO Select Check. Please refer to the Scope of [IRS EO Select Check](#) for more details.

Can a U.S.-based nonprofit organization be added to your database?

Our database is pre-populated with eligible US-based nonprofits. The eligibility criteria include:

- The organization must be a 501(c)(3) public charity that's listed on the IRS publication 78 database
- The organization must also be listed on the IRS Business Master File

If your organization meets the eligibility criteria and is still not listed on our database - please send us an email at support@givful.com with the EIN and the organization name and we'll follow-up.

What if I want to donate to a religious organization, but it is not listed on your database?

Givful automatically lists all organizations that are recognized by the IRS as 501(c)(3) public charities. Religious organizations receive a blanket tax exempt status by the IRS, meaning they are eligible to receive tax deductible donations, but are not required to file taxes in the same way that other 501(c)(3) organizations are required to do.

Since religious organizations are exempt from a formal process of filing taxes on an annual basis, we must rely on external data to authenticate a religious organization and determine if we can distribute donations to them.

Our current authentication process for religious organizations consists of identifying an affiliated organization (that is recognized by the IRS as a 501(c)(3) public charity. This affiliated organization must agree to serve as a conduit to accept and re-distribute donations on behalf of the religious organization. Some affiliated organizations include Archdioceses or Dioceses.

Security, Compliance & Legal

Is Givful a secured cloud-based platform?

We have built the platform with security as a high priority. Givful is hosted on [Amazon Web Services \(AWS\)](#) as it provides the Highest Standards for Privacy and Data Security. Givful has System and Organizational Controls 2 (SOC 2) Type 1 and Type 2 reports available, on request.

For donations processed by credit card, we use a PCI-certified Service Provider to ensure the utmost security for processing credit card transactions. For more information, please refer to this information on [Stripe security](#). If you have any questions, feel free to email us at info@givful.com.

Are all nonprofits eligible to receive donations through Givful?

An organization must be recognized by the IRS as a 501(c)(3) public charity, in order to receive donations from Givful. Tax-exempt 501(c)(3) public charities are listed on a database called the IRS EO Select Check (formerly IRS Publication 78), which is updated on a regular basis.

Givful determines the eligibility of an organization to receive donations based on whether that organization is listed on the IRS EO Select Check database. If a nonprofit organization does not meet the IRS criteria to be listed on the database, then Givful cannot distribute donations to that organization. There are many reasons why a nonprofit organization may not meet the IRS criteria for appearing on the IRS EO Select Check.