



## Information for Accounts Department

### Donation Payments

Payments will be sent directly to your bank account at the end of each week (providing they total £100 or more), otherwise they will be sent at the end of each month.

The balance will hit your account as a lump sum and a breakdown of all payments can be found in the **Charity Account** in the **Finance Reports** tab (for more information about the **Charity Account**, please go to the last section).

The payments are made up of donations:

- made on fundraising pages (and you can see all the fundraising page information)
- made on your direct donation service; e.g. [www.justgiving.com/YOURCHARITYCODE/donate](http://www.justgiving.com/YOURCHARITYCODE/donate) (where people can make monthly or single donations - not through a fundraising page)

### Gift Aid

We process and reclaim Gift Aid relating to donations made through us. We keep full audit trails of all donations and can provide HM Revenue and Customs with information as requested. Our Gift Aid procedures have been approved by HMRC following an audit of our system.

We create Gift Aid claims on a **monthly basis**, providing that the Gift Aid value is £100 or more (otherwise we do twice-yearly clear-downs of lower amounts).

You can view all your claims in the **Gift Aid Analysis** section of the **Charity Account**. This section refers to the gift aid which we are in the process of claiming from HMRC.

Once we receive the Gift Aid money from HMRC, we minus our 5% transaction fee, VAT on this transaction fee and then the credit card fees. We then forward the remainder onto you.

The Gift Aid payment will appear in your **Finance Reports** area of the **Charity Account**, and it will say 'Gift Aid' in the 'payment type' column.



## Information for Accounts Department

### Justgiving Fees

Justgiving's transaction fee is: 5% of the gross donation (donation + gift aid).  
VAT is applicable on this 5% transaction fee.

We also charge debit/credit card transaction fees as below:

Card	Fee (per transaction)
Maestro/Solo	22p
Delta	23p
Electron	23p
Visa	1.34%
MasterCard	1.41%

- Where the donor is a non-UK tax payer, the JG transaction fee will be deducted immediately from the donation amount.
- Where the donor is a UK taxpayer, the full donation amount will be paid to you and the transaction fees will be taken off the Gift Aid claimed relating to that particular donation.

### Subscriptions

Subscriptions are charged at a monthly rate and can be paid in the following two ways.

Direct Debit - You will be sent an invoice on the 1<sup>st</sup> of the month. The money will leave your account on or shortly after 25<sup>th</sup> of the same month. The narrative that will appear on you statement will be 'Access Europe' (This is the company who processes our Direct Debits).

Annual Invoice - You can be invoiced for the whole year (to end of December), where a cheque will be payable 30 days after invoice.

*NB. -These two methods of payment help reduce administration time and cost for both charities and Justgiving, as opposed to the monthly exchange of invoice and cheque.*



## Information for Accounts Department

### Your Charity Account

All charities have an online **Charity Account** at [www.justgiving.com/charityaccount](http://www.justgiving.com/charityaccount)

**Useful tip:** add this page to your favourites so that you can access it with ease.

This enables you to, among other things, view your payments in the **Finance Reports** section, check your Gift Aid claims in the **Gift Aid Analysis** section, add events, change your thank-you message and find fundraiser contact information.

To view a list of all your payments;

- Go to the **Charity Account**, then into the **Finance Reports** tab.
- If you just want a **summary** of the payment (which will give you a PDF of the transaction invoice), just click on the PDF icon next to the payment you want.
- If you want to get a **full breakdown** of the payment, just click on the format under the '**View report detail**' column (this is available in either Excel or CSV format).
- The spreadsheet you get will provide you with a list of all the individual donations that make up that one payment.

If you would like somebody in your department or team to have access to the Charity Account, please ask the main contact at your charity to set this up for you by going to their **Account Management** section. Alternatively, email [charities@justgiving.com](mailto:charities@justgiving.com).

There is lots more info on how the site works, plus handy hints and tips on how to make the most of your Justgiving service on our charities blog: <http://justgiving.typepad.com/charities>

Should you have any queries, please contact the charity helpdesk on 0845 021 2133 (local rate) or you can email [charities@justgiving.com](mailto:charities@justgiving.com)