

GIVE Atlanta Challenge

Rules & Regulations

funraise

1. Only processed donations count toward your total. In order to be counted, donations must be processed by November 16th, 2018 at 11:59pm ET.
2. Both online and offline donations will be counted toward the overall giving challenge, friends. There is a minimum offline donation amount of \$5,000 and a maximum amount of \$25,000 from any single individual giving to a organization. Lastly, offline donations will be capped at \$30,000 per participation organization.
3. Organizations can't donate to themselves. The rule is that while a charity can't donate to itself, an individual employee or volunteer of the org can donate to their org in a personal capacity. If you have an employee donating with org funds or as a representative of your org, those donations will not count toward prizes.
4. To qualify for the overall challenge prizes, a nonprofit must receive at least ten donations from unique donors with different billing addresses, email addresses, and names.
5. No donor can account for more than 50% of the total raised. If one donor accounts for more than that, all the donations made by that donor won't count toward winning prizes.
6. Charities may not partner with another charity in order to boost donations and win the challenge, only to split the prize between your org and your partner charity. If another charity wants to have a team page to increase donations to your org, they may be able to do so. Please get permission from *Atlanta* magazine and Funraise before setting up a team page for another charity.
7. The list of donations on any particular Campaign page, if any is displaying or any similar tally of donation(s), are unofficial tallies of the amounts of donations in a Campaign and may not accurately reflect the donations made based on a variety of factors. Results of the Challenge are not official until *Atlanta* magazine and/or Funraise all rules set above have been met.

Customer Support

1. What are customer support hours?
 - a. Support hours are from 8am - 5pm PST.
 - b. Inquiries received outside of work hours will be addressed upon resume of work hours unless considered urgent. Please reference #3 for urgent request.
2. What are the different ways I can contact support?
 - a. You are able to contact Funraise's success team through an in platform live chat tool and email at success@funraise.io.
3. What is considered an urgent request that needs the attention of the customer support?
 - a. An urgent request is considered an issue being experienced that inhibits giving. This includes but is not limited to a dysfunctional donation button, campaign site failure to load, and/or multiple rejections of a donation.
 - b. If you are experiencing an urgent matter, please contact (714) 392-4025
4. What is the live chat support and how do I use it?
 - a. Live chat can be located at the bottom right corner as a blue bubble when you are logged into your organizations fundraiser page.
 - b. Once you click the blue bubble it will expand with multiple options. Simply click "New Conversation" and ask away. Our customer success team will be on hand to answer any requests during the support hours provided!

Offline Donations

1. How do I log an offline donation?
 - a. Checks or cash received can be submitted through this [offline donation form](#).
 - b. This will allow your offline donation to be reflected towards your campaign site total.
2. Are there any limits to the number of offline donations I can submit?
 - a. Yes. There is a minimum amount of \$5,000 and a maximum amount of \$25,000 per individual to each organization.
 - b. There is also a maximum of \$30,000 that can be submitted and reflected on your campaign site.

3. Do offline donations count towards the grand prizes and weekly challenges?
 - a. Offline donations **DO** count towards grand prize totals.
 - b. Offline donations **DO NOT** count towards weekly bonus challenges.

Disbursement of challenge funds

1. When will I receive the money my organization raises through the GIVE Atlanta Challenge?
 - a. Organizations will receive funds along with an itemized breakdown within 30 days after the completion of the challenge.
2. If I am the winner of one of the grand prizes, when will I receive the check?
 - a. Grand prize winners will be contacted by their *Atlanta* magazine account executive upon completion of the challenge period.
3. If I am the winner of a weekly bonus challenge, when will I receive my prize?
 - a. Winners of the weekly bonus challenge will be notified within 48 hrs after the completion of that weeks challenge

Donor Data Collection

1. How will I know who is donating to my organization?
 - a. Each organization will have a recent donor and top donor section on their campaign page.
 - b. Organizations will receive a daily cumulative CSV report of all donors that have donated to your organization.
2. What happens with the donor data?
 - a. Donor data will only be provided to the organization the donor has donated to. Donor data is confidential.
 - b. All campaign data will be provided to *Atlanta* magazine after the challenge has been completed.
3. Will donors receive a donation tax receipt?
 - a. Donors will receive an automated receipt after an online donation is made to confirm completion of their donation.
 - b. Organizations are responsible for following up and providing donation tax receipts as needed.