

Credit Card Policy and Procedures: Receiving Gifts

Board Approved June 12, 2023

All staff members will be trained in the acceptance of Community Foundation gifts using Network for Good.

Credit Card Processing

A bank's terminal credit card machine will not be used at The Foundation. If an individual (donor) wishes to utilize a credit card for their donation, this will be completed through CFDRR's website using the Network for Good portal.

Should a donor be unable to process their own donation using the Network for Good portal, office staff may process this transaction for them utilizing the Network for Good portal. This shall be completed either through a face-to-face transaction with the donor in the office, or over the telephone with the donor.

Processing and security measures regarding face-to-face or telephonic donations

1. No credit card information (credit card number/expiration date/CVV code/name on card) will be stored in The Foundation office. Network For Good will have the only records of transactions, except for the printed Network for Good receipt, which we will file with that day's deposit.
2. When a staff member receives donor information, it is recorded on a CFDRR Credit Card Processing Form and processed immediately. If the transaction is completed without the donor present, the lower section of the CFDRR Credit Card Processing Form must be completed.
3. Once the payment transaction is complete, the staff member must print the receipt from the Network for Good portal.
4. If needed to process the transaction, the lower section of the CFDRR Credit Card Processing Form must immediately be crosscut shredded to ensure that no credit card information is stored in the office.
5. Donor should be informed that they will receive an email confirmation of their donation from Network for Good.
6. If donor is present, they should receive a copy of the receipt and be told that a Gift Acknowledgement Letter will be mailed to them. If donor is not present, they should be told that a receipt and Gift Acknowledgement Letter will be mailed to them.
7. Any staff member who accepts a credit card gift must give the top section of the CFDRR Credit Card Processing Form along with the donation receipt to the Donor Services Manager.

CFDRR Credit Card Processing Form

**The information below (top only) must be given to the Donor Services Manager,
along with the Network for Good receipt, once the donation is confirmed.**

Date: _____

Name of donor: _____

Address for credit card: _____

City/State/Zip Code for card: _____

Address of donor if different from credit card: _____

Phone or email address (if follow up is necessary): _____

Will donor cover the 3% transaction fee (circle)? YES NO

In honor or memory (circle) of name: _____

Address to send acknowledgement letter to: _____

**If processing a phone order, the information below must be crosscut shredded
immediately after Network for Good receipt is printed.**

Type of credit card: _____

Credit Card Number: _____

Expiration Date: _____

CVV Security Code: _____