## OFFLINE DONATIONS – Manage Users Module (Instructions for Clients)

- 1. Log into your GoFundraise Admin Account
- 2. From the main menu on the left side bar, click Manage Supporters



3. Use the **Search Criteria** to search for the **name/email** of the Fundraiser that the offline donation is to be in added to, then click view on the correct result, to view this user's details.

B						Return to old view English (AU/UK)	C Demo02 GoFund
Dashboard							
IENU	SEARCH CRITERIA						
Platform Setup >	First Name:			Event: All	~		
) Platform Branding >	Last Name:			Gender: All	~		
Real Time Reporting							
Regular Giving	Email: offInedonations+hearan	dsay@gofundraise.coi					
	Email: offinedonations+hearant	dsay@gofundralse.col					
Invoice & Payments							
Invoice & Payments Manage Supporters						Reset	Search
Regular Civing    Invoice & Payments    Manage Supporters    Help and Support						Real	Seech
Manage Supporters	Date of Birth:		ADDRESS	DATE OF BIRTH	GENDER	Buil	Search

4. Scroll down the page until you see FUNDRAISING PAGE SECTION which shows the pages owned by this user. Click **Show Details** on the page you would like to add a donation to.

		e expired pages Apply							
CREATED	PAGE TITLE	EVENT	PAGE TYPE	PAGE TOTAL	TEAM SPLIT	TOTAL	MIN TARGET	TARGET REACHED	ACTION

5. Once the Page Details load, scroll to the TRANSACTIONS section and click **Add Transaction**.

PAGE DETAIL	S								
		Owner:	Offline Donation			Minimum Raise Target 0.00			
		Event Name:	Hear and Say Giving Month		1	Raise Target 700.00			
96	Hear and Say	Page Title:	Offline Donation						
_		URL	Offline-81146035						
		Page Type:	Individual						
		Date Created:	13/05/2024						
		Expiration Date:	13/05/2025						
		Total Directly Raised:	\$0.00						
Reset	Save								
		/							
TRANSACTIC	INS								
+ Add Trans	saction								
DATE 🛩	FIRST NAME		LAST NAME	EMAIL	PAYMENT TYPE	TRANSACTION TYPE	COUNTRY	AMOUNT	ACTION
No records to									
5 H 4	F FI							Displaying	g items 0 - 0 of 0

6. Fill in form by following the screenshot below:

CIPIENT	PAYMENT TYPE
Payer*:	Payment Type*:
Organisation 🗸	Cash
litle":	Transaction Type*:
Mr 🗸	Non Tax Deductible Donatic
First Name*:	Amount*:
Offline	2
Last Name*:	Customer Reference:
Donation	Offline Donation
Organisation*:	Notes:
GF	internal notes can go here
îmail":	e.g. details about cash
offlinedonations+hearandsay	deposit, or when it was received etc
Contact Number:	
	Public:
Street Address*:	Include in Total:
Requested by JB on 13/05/2	
Suburb*:	Display On Page:
Sydney	Message (public):
Postcode*:	
2000	1
State*:	Auto Generate Receipt
New South Wales 🗸	Number:
Country*:	Receipt Number*:
	the second se

\*The Fields highlighted should be consistent for easier reporting

- PAYER: Choose Individual or Organisation
- FIRST NAME and LAST NAME: Of Donor (or just add "Offline Donation" as a name)

- EMAIL: Use a dummy email for easier reporting e.g. offlinedonations+charityname@gofundraise.com
- STREET ADDRESS: Must be Requested by YOUR NAME on DATE ADDED DD/MM/YYYY
- PAYMENT TYPE: Must always be CASH
- AMOUNT: Amount to be added
- TRANSACTION TYPE: Must always be NON-TAX DEDUCTIBLE
- NOTES: Internal notes can be added here for reporting purposes
- PUBLIC: Enable for donor name to display. Disable for donor name to display as Anonymous
- INCLUDE IN TOTAL: Enable if you want the Amount to be added to event total raised
- DISPLAY ON PAGE: Enable if you want amount to appear as a Donation in the Donation Feed/Lists
- CUSTOMER REFERENCE NUMBER: Offline Donation
- Uncheck AUTO GENERATE RECEIPT NUMBER
- RECEIPT NUMBER: Offline Donation
- Double check all details, then click CREATE PAYMENT
   A message indicating Success should display (see Additional Notes section)

	Return to old view 🔀 English (AU,UX) 💪 Democi CoPundraise 🧧
	Payment Processed    Payment screenfully processed
NYMENT ACCEPTED	
four payment has been accepted. A receipt has been sent via email to "offinedonations-hearandsay@gofundnise.com"	
kmount \$200	
ecelpr Number: 5573287	
usomer Ref No. Alone Specified>	
aw Ped: 13/05/2024 5:05:38 PM	
Return to Fundations Page New Payment	

8. If the Fundraising Page is public one, visit the page and refresh to view the latest additions



 If you have any queries with the following you can contact support@gofundraise.com, with the details of the offline donation and the page it has been added to.

## Additional Notes

- If there is a Live Matching Rule active, ANY offline donation added will automatically be matched. If you do NOT want your offline donation to be matched, wait till after the matching has ended

## **Recent Donations**

Onate Donate	\$2.00 ad aud \$2.00 in support of Offline on
Ø	Count Charitable Foundation Matched AUD \$2.00
May 13 2024	

If you see an 'Access Denied' message plus along with a Success message, email support@gofundraise.com the email, amount and date of the transaction added. We can look up the payment and check the status of the transaction. Do Not add another one as it will cause duplicates.

Ø	Payment successfully processed.
A	ccess Denied
	We're sorry, but an authorization error has occurred on the server. The Server Administrator has been notified and the error logged.
	Please continue on by either clicking the back button and retrying your request or by returning to the home page.
	If you feel you have received this in error please contact GoFundraise.
	Home