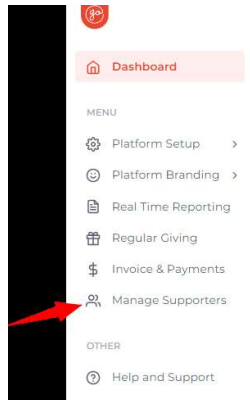
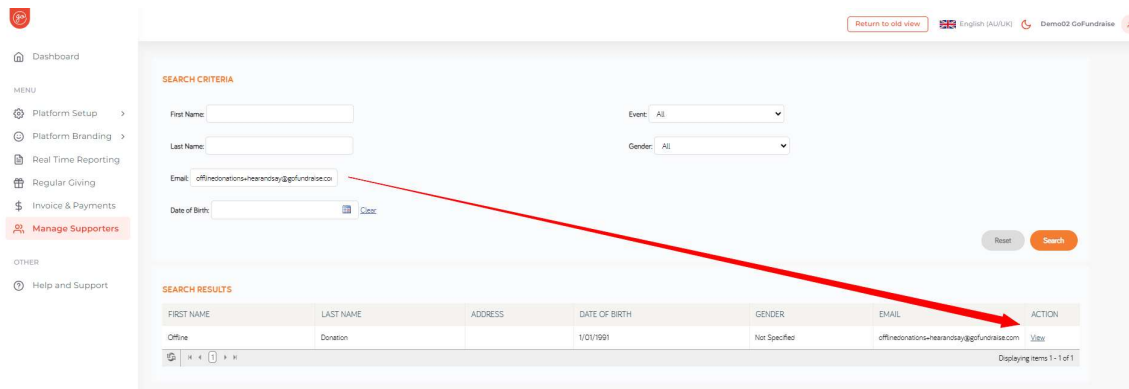


OFFLINE DONATIONS – Manage Users Module (Instructions for Clients)

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 added to, then click view on the correct result, to view this user's details.



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.



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

PAGE DETAILS

Owner: Offline Donation Minimum Raise Target: 0.00
 Event Name: Hear and Say Giving Month Raise Target: 200.00
 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

TRANSACTIONS

[+ Add Transaction](#)

DATE	FIRST NAME	LAST NAME	EMAIL	PAYMENT TYPE	TRANSACTION TYPE	COUNTRY	AMOUNT	ACTION
No records to display.								

- Fill in form by following the screenshot below:

RECIPIENT

Payer: Organisation
 Title: Mr
 First Name: Offline
 Last Name: Donation
 Organisation: GF
 Email: offlinedonations@hearandsay
 Contact Number:
 Street Address: Requested by JB on 13/05/24
 Suburb: Sydney
 Postcode: 2000
 State: New South Wales
 Country: Australia

PAYMENT TYPE

Payment Type: Cash
 Transaction Type: Non Tax Deductible Donatic
 Amount: 2
 Customer Reference: Offline Donation
 Notes: internal notes can go here e.g. details about cash deposit, or when it was received etc
 Public:
 Include in Total:
 Display On Page:
 Message (public):
 Auto Generate Receipt Number:
 Receipt Number: Offline Donation

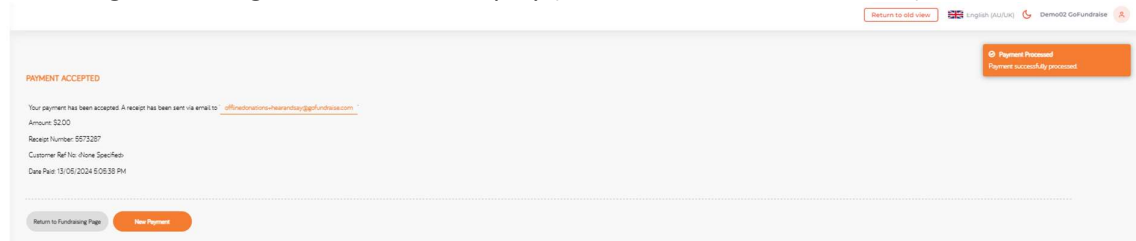
*The Fields highlighted should be consistent for easier reporting

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

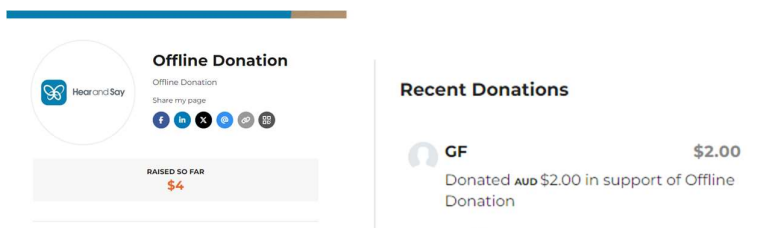
- EMAIL: Use a dummy email for easier reporting e.g. offlinedonations+charityname@gofundraise.com
- STREET ADDRESS: Must be **Requested by YOUR NAME on DATE ADDED DD/MM/YYYY**
- PAYMENT TYPE: **Must always be CASH**
- AMOUNT: Amount to be added
- TRANSACTION TYPE: **Must always be NON-TAX DEDUCTIBLE**
- 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**

7. Double check all details, then click **CREATE PAYMENT**

A message indicating Success should display (see **Additional Notes** section)



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





9. 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

 **GF** **\$2.00**
Donated **AUD \$2.00** in support of Offline
Donation

 **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.

✔ Payment successfully processed.

Access 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](#)