



Giveway FAQ's

Why Giveway?

Established by Baptist Financial Services ('BFS') in 2016, Giveway's purpose is to deliver an electronic payments platform for Christian organisations, to efficiently receive online donations and payments at the lowest possible cost.

Since inception, the Giveway platform has offered fee-free donations and payments for donors registering their payment as a direct debit arrangement with BFS, or live processing of card payments with a subsidised merchant fee. Giveway, once combined with a fee free BFS account, delivers an end-to-end low-cost solution for receiving online donations and payments.

Who can participate in Giveway?

All you need to establish a Giveway campaign as a BFS client is to have an active BFS account to receive payments from Giveway. Christian ministries and organisations are most welcome and can participate in Giveway by opening a BFS account. Please click [here](#) to download from the BFS website our account Application Forms for your organisation. Anyone can donate to a Giveway campaign, including businesses and individuals, provided they have a valid account or card that is a supported payment method for Giveway.

What are the supported payment methods for Giveway?

Giveway offers card payments via an Australian debit or credit Visa or MasterCard as the main payment method for all campaigns. All International and American Express cards are not supported by default. In exceptional cases international cards may be permitted by special application and subject to approval. If approved, additional fees may also apply.

Card payments are the easiest to use option for Giveway donors, as payments are processed online at the time of entry with a receipt provided to manage their existing and new payment arrangements. Importantly debit card transactions achieve the same outcomes as a direct debit payment and hence are a good alternative to direct debits.

Giveway also offers the option for registering for direct debit payments if the client providing the Giveway campaign has also decided to support direct debit payments. In providing this option each client needs to consider if they are willing to support both the manual receipting and reporting that comes with direct debits. As the Giveway platform does not provide a reporting or receipting function for direct debits. Receipts for direct debit payments are provided direct by the client and not Giveway. Please note if registering for a direct debit payment, the donor will additionally need to contact BFS at Giveway@bfs.org.au to make any future changes to their direct debit payment arrangement.

What fees and charges apply for Giveway?

Giveway is heavily subsidised by BFS to keep costs at a minimum. There are no monthly or ongoing fees for hosting standard Giveway campaigns on the [Giveway](#) website. For card payments, a minimum 1.5% merchant fee plus a \$0.40 transaction fee applies to all card payments processed on the Giveway platform. For all Giveway campaigns there is an option

for donors or payees to cover the merchant fee, unless the organisation hosting the Giveway campaign wishes not to support this feature.

BFS reserves the right to increase the minimum Giveway merchant fee if costs increase in the future, or where the Christian organisation wishes to customise a Giveway campaign beyond its original purpose or establish campaigns of a more commercial element where a lesser subsidy is more appropriate. This will be determined upon establishment of each Giveway campaign. For direct debit payments, no costs apply.

Is anonymous giving supported on Giveway?

Yes, but only as a card payment and only towards an iGive campaign that is collecting church tithes and offerings. If any Giveway campaign, including any church tithes and offering campaigns, are not listed as an iGive campaign, then all payments to these non-iGive campaigns are not anonymous. Please note if the Giveway campaign organisation has not selected to offer iGive, then anonymous giving towards that organisation is not at all possible.

Which payment method is better – direct debit or card?

Both payment methods offer their advantages and disadvantages. Card payments offer the greatest functionality and flexibility for both the donor and the Giveway campaign organisation. Card payments offer an ability for anonymous payments towards iGive campaigns, live time online processing, receipting, reporting, donor login to manage ongoing card payment arrangements, and future change requests. Whilst this comes at a higher cost due to its integrated functionality, the donor can also cover this cost in full by manually adding the applicable merchant fee plus \$0.40 transaction fee to their donation. Alternatively, simply tick the “Add [fee] to help cover our processing costs” box to just cover the actual merchant fee applying for that particular Giveway campaign (i.e., excluding the \$0.40 transaction fee).

The advantage of direct debit is that it is completely fee free for both the donor and the Giveway campaign organisation. However, being ‘fee free’ means manual processing and manual reporting requirements apply. This is why the Giveway campaign organisation will decide which Giveway campaigns they wish to support direct debit as a permissible payment method.

What minimum personal information does the donor need to enter into a Giveway payment?

To enter a Giveway payment, the donor must at least enter their First Name, Last Name, Email and Phone Number. This is so our Giveway team can contact the donor for any questions or issues. Any additional information including payment references can be entered into the “Your Message” box which is received by the Giveway campaign organisation holding the Giveway campaign.

What is the minimum payment amount for Giveway?

The minimum payment amount that can be processed on Giveway is \$5.

Can the default amounts be changed for each Giveway campaign?

Yes, the donation form for card payments is fully configurable and can be tailored with different default amounts that are relevant to each Giveway campaign. This is part of the setup of each Giveway campaign and can also be changed at any time. For direct debit, you just enter the amount in the “How much would you like to give” box.

What payment frequencies are supported for Giveway?

One-Off, Weekly, Fortnightly, Monthly, Quarterly and Annually are the payment frequencies that are available with Giveway.

When are payments received from Giveway to the Giveway campaign organisation's nominated BFS account?

All Giveway payments are received and settled daily on each business day into the Giveway campaign's nominated BFS account. For card payments there is a three (3) business day settlement process (if the donor was debited on a Monday, the donation amount will not appear in your BFS account until Thursday). On weekends and public holidays, payments are settled on the next available business day.

How secure is Giveway?

The Giveway platform has been provided under a white-label agreement between Raisely, who provides the online hosting of payments providers Giveway and Stripe. Both Raisely and Stripe are highly experienced in the online payments market, with significantly advanced systems to ensure the security of Giveway payments. BFS have also activated the highest level of security for Stripe by enabling Radar for Fraud Teams to allow fine-tuning and advanced fraud management for Giveway. Please feel free to review both the Raisely and Stripe websites at the below links for up-to-date information regarding their privacy policies and the overall security of their online payment solutions.

<https://www.raisely.com/privacy>

<https://stripe.com/en-au/privacy>

Is there a free and easy way to access a Giveway campaign?

Yes! Giveway campaigns can be easily accessed in a couple of ways. Firstly, it is easy to create a QR code for the web address of your Giveway campaign. The QR code can be printed onto paper or projected onto a screen when promoting your Giveway campaign. Instructions on how to create a QR code are available at the following link.

[Google Chrome - Share pages with a QR code](#)

Secondly, it is possible to provide links to Giveway campaigns on an organisation's website giving or payments page for a more integrated experience. This can also be the page shared as a QR code which accesses the Giveway organisation's website, with a direct link through to the desired Giveway campaign. The IT administrator hosting the Giveway organisation's website should simply provide the link to any Giveway campaign pages, based on using its publicly listed URL address.

Based on the increase in adoption of the QR code technology and to keep costs down for all Giveway users, it was decided not to support text giving at this stage.

Is it possible to design your own Giveway campaign instead of using the standard Giveway campaign template?

Yes, it is possible, but please note BFS cannot assist in designing your own campaign template. There are third party providers who can provide this assistance, but this attracts additional costs that will need to be borne in full by the Giveway campaign organisation.

How long does it take to establish a new Giveway campaign?

This question depends on many factors, including if the organisation is already a BFS business client with an active BFS account, and the number of campaigns required. As an estimate, if you allow approximately 4-6 weeks, this should be sufficient to establish a new Giveway campaign.

How long does it take for receipts to be issued to the donor by Giveway?

Receipts for card payments are issued immediately online to the donor's email address and historical payments are also visible inside their online login. If the Giveway campaign is tax deductible, the receipt will include the relevant information to lodge a claim as a tax deduction at the end of the current financial year. If a card payment receipt is not received immediately, the donor should check their email junk folder or spam settings as it has likely been treated as a spam email. Allowing Giveway as a sender should ensure future receipts arrive in the donors email inbox.

Receipts for all direct debits must be supplied by the Giveway campaign organisation who should be contacted to advise of the timeframe for receiving receipts.

How long does it take for payments to be reported inside Giveway?

Card payments are reported immediately upon processing and available via the organisation's Giveway administrator login. As payment reports are available via a login, they are no longer emailed to the organisation and must be downloaded.

How can a donor change or cancel their payments to Giveway?

For card payments, the donor can change or cancel their payment at any time via their donor login. For direct debit payments, as per the Giveway Service Agreement a donor must contact BFS via email at Giveway@bfs.org.au, or telephone or mail the BFS Client Service Team to change or cancel their payment to Giveway.

What do I do if a supported payment method is not processing on Giveway?

If a supported card is failing to process on the Giveway platform or if a direct debit is not processing, please contact the Giveway team at Giveway@bfs.org.au so we can investigate further.