United Way Greater Toronto

UnitedWay@work Finance Processing Guide





UnitedWay@work 2023 Finance Guide

Making a Donation	3
Online Donations @work Mobile Gift of Securities Offline Payment Paper Pledge Forms Phone UWGT Website	3 3 3
Payment Options	4
Payroll Cheque Credit card Gift of Securities	4 4
Designations	5
Entering manual form donations in unitedway@work	5
Step 1—Select employee	5
Payroll Deductions & Remittances	7
Why set up payroll deduction?	7
Submitting Funds & Forms to UWGT	7
Electronic Payment Options	8
Provide a payment by credit card E-Transfer Cheques & Cash	9
Submitting Pledge Forms & Offline Payments	9
Preparing a Fund Submission Form (Blue @work version)	10 10 11
Tax Receipting	11
Employee Donations	12

Making a Donation

Congratulations on harnessing the power of UnitedWay@work, our online giving platform! Companies across Canada have delivered successful fundraising campaigns in @work for over 15 years. The online system makes it quick and easy for your employees to participate in your employee giving campaign, making a long and lasting difference in their communities.

When you run an employee giving campaign in @work, your employees have several ways to make their donation:

Online Donations

Online donors access the system through a link sent through email. Donors enter their own donations online and the ECC or Finance Coordinator can run reports to access this information.

@work Mobile

Any employee can access their @work link on any mobile device to make their gift.

Gift of Securities

United Way is pleased to offer the option to donate gifts of stock or shares for our Leadership donors, who give a minimum of \$1,200 per share sold directly to United Way. Donors can enter their gift in @work, and then submit the Notification of Securities Form to our GOS team at securities@uwqt.org, and we'll be in touch from there to complete the transaction.

Offline Payment

Employees who prefer to donate by cheque can enter their gift into @work. Then they'll receive instructions to provide their cheque to the ECC or to direct it to UWGT. Once United Way receives that cheque, we'll confirm the gift in @work.

Paper Pledge Forms

Employees who don't have access to a computer or who are not comfortable making a gift online can donate via a pledge form. They should be directed to forward their completed forms to the ECC or Finance Coordinator. The ECC or Finance Coordinator should then enter the gifts into @work's Campaign Management section, or they can courier the forms to United Way for processing. Instructions for that data entry are provided here, and United Way is happy to answer any questions at assistance@uwgt.org.

Please note that any electronic pledge forms with credit card information should only be submitted to United Way via our secure file transfer portal, called Easy Secure, to protect the safety and security of your company and your donors. Donors completing a pledge form for a Payroll gift or gift of securities can sign electronically and submit to you by email for processing.

If you require paper pledge forms for your employees, please contact your United Way staff partner. You will receive an electronic copy of the pledge form which you can either distribute electronically by email or on your intranet, or you can print forms and distribute to your employees. Paper Pledge forms create manual work and as a result increases our cost of processing. While this option is available, we would like to encourage you to consider online donations.

Phone

United Way Greater Toronto is a quick phone call away. We offer a secure donation line to accept donations in English or French, from Monday to Friday, 8am-6pm EST. Call 1-888-550-2279 or 416-359-2093 and we're happy to help.

UWGT Website

Looking for the ultimate in convenience? Visit www.unitedwaygt.org 24/7 to make a donation. Just remind your employees to select the Workplace Donation option - Yes, I would like my donation included in that campaign total, and enter their workplace name in the Workplace Name field to ensure the funds are attributed to your campaign.

Payment Options

Donors may choose from the following giving/payment options:

Payroll

- A donor enters the total donation amount or amount per pay and selects the payroll payment method.
- If the donor is using a manual form, they must enter the number of pay periods offered by the workplace.
- If the donor is making an online donation, the number of pay periods is automatically displayed based on information supplied in your employee data file.
- Payroll donations will be receipted by the employer on a donor's T4 slip.

Cheque—All cheques must be made payable to United Way or United Way Greater Toronto.

Credit card—Donors provide their credit card type, card number and expiry date.

Gift of Securities—Donors making an online donation will be prompted to complete an online Notification of Securities Transfer Form (NSTF) with instructions to send it to **securities@uwgt.org** so a United Way representative can facilitate the donation process.

NOTE—If a donor making an online donation wishes to use more than one payment type, they need to complete separate online transactions for each type.

Designations

While most donors give a gift directly to United Way, where their gift will have the greatest impact in the community, some donors may want to support another registered Canadian charity. Donors who wish to designate a portion of their gift may do so. Except for designations to other United Ways or United Way Greater Toronto impact areas, a \$16 processing fee and a \$25 minimum amount applies to each designation.

Entering manual form donations in unitedway@work

Some donors may not have online access or simply may not wish to make their donation online. To ensure that your UnitedWay@work system reflects all the giving from your employees, offline gifts from paper pledge forms will need to be manually added to @work. Log in to UnitedWay@work through your **Workplace Administrator link** and follow these steps:

Step 1—Select employee

From the Campaign Management tab choose Employee Search.

Enter the employee ID number, first name or last name of the donor whose manual donation form you want to enter and select **Search**. This will take you to a list of your organization's employees.

Click the employee's name and verify their information in **Employee Dashboard** to confirm you have accessed the correct record.

TIP—Check the employee's donation to confirm that this is a new donation and not the payment for a donation the donor has already entered online by clicking **Employee**Transactions. If there is any doubt, contact the employee to double check their intention. If they already gave online, detach the payment from the manual donation form and shred the form to avoid duplication.

Step 2—Enter all manual donation form information

Select Employee Transactions followed by Make New Donation to access the input screens.

Select the payment option, enter total donation amount, number of installments (where applicable), and start date (where applicable). For Cheque, Credit Card, Google Pay or GOS options, you are required to key in the donor's home address information so United Way can provide a tax receipt to the donor. If this information is not provided, please contact the donor to obtain it.

Enter Designations

Check the pledge form to see if the donor has made designation(s) and record designation requests. For other United Ways or registered Canadian charities, click on the **Designate to Other Canadian Charities** option to be linked to a search screen. Type in the name, or registered charitable number indicated on the back of the employee's pledge form.

From the **Name** displayed list, select the charity that matches the donor's designation option and enter the amount. Save the entry using the plus sign (+)option. The donor is required to select one of two options (i.e. **Yes** or **No**) with respect to sharing their information with non-United Way organization(s). Select **Yes** to indicate if the donor wishes to share their information with their recipient charity.

Note: if the charity being searched for is not displayed, the charity may not exist. For help, contact UWGT at assistance@uwgt.org

Completing Leadership and survey questions

If this is a Leadership donation (\$1200+), record the employee's choice of whether or not they wish to be recognized publicly for their donation. If they wish to be recognized, record their name as indicated on the manual donation form in the **My name will appear in print as** box.

Record all requests for information in the communications area of the manual donation form in the optional information section. Fill in the donor's retirement information if indicated on the form. Check that the contact information is included (e.g., personal email).

Verify that all information has been correctly entered and submit the pledge or donation.

For all manual donation forms with cheques attached, click the **Payment Received** check box at the bottom of the screen. The **Workplace Received Checklist** will be automatically updated when this data is submitted.

Step 3—Submit donation

Click **Submit** to complete the transaction.

As with donor-entered donations, only one payment type per transaction is permitted. You will have to enter and submit each different payment as a separate transaction.

Repeat the process for every manual donation form you receive. Entering all manual donations using data entry simplifies payment submission and provides more accurate and up-to-date campaign reporting. Any donations submitted through data-entry will be added to your reports, campaign dashboard results and thermometers.

Remember to save the pledge forms after they are data-entered and do not detach cheques from them as they will be required for submission to UWGT to process and issue a tax receipt. Please refer to <u>Submitting Funds to UWGT</u> below for further details.

Payroll Deductions & Remittances

Why set up payroll deduction?

Donors find payroll deduction the most convenient way to contribute to United Way. Payroll deduction also eliminates the need for costly direct billing by United Way and ensures that pledges are collected regularly and forwarded to recipient agencies to support our local communities on a timely basis.

It is very simple to set up a payroll deduction plan

The Payroll Deduction Report from UnitedWay@work can be used to directly enter the pledges of all employees who authorize payroll deduction into your payroll system.

Speak with your United Way Partner or contact us at <u>assistance@uwgt.org</u> for instructions to download your Payroll Deduction Report.

Each month, your company will deduct the specified amount for each employee and forward those funds via electronic funds transfer (EFT) or cheque to UWGT. It also helps when UWGT is notified when employees have left your organization and are no longer contributing.

If you are unable to forward payroll deductions on a monthly basis, please contact United Way at accountsreceivable@uwgt.org and we can work with you to establish a payment plan that is suitable for your organization.

Submitting Funds & Forms to UWGT

Once you've wrapped up your employee giving campaign, it is important to deliver any funds you've collected by cheque, cash or other means to UWGT for processing. UWGT also needs all copies of paper pledge forms to ensure all donors receive their tax receipts and so that we can thank and steward donors. The sooner these funds are delivered to us, the faster we can help you assess the total fundraising amount so that you can celebrate with your organization!

Keep all completed donation forms and payments in a secure place to protect the privacy of donors until they are to be submitted to United Way. Please ensure that cheque payments remain affixed to individual donation forms.

Funds from credit card transactions processed through UnitedWay@work will automatically be deposited to United Way's bank account. No action is required on your part.

For donations made through a paper pledge form and/or by cheque, we ask you to deposit those funds to your company's bank account and then send funds to us via an electronic payment method (see below). Alternatively, cheques can be sent to UWGT for processing and deposit.

All donation forms (paper pledge forms, GOS forms, etc.), whether online or offline payment, must be sent to UWGT for processing. The deadline for us to receive forms and payments to ensure a 2023 tax receipt, is December 31, 2023. For United Way to protect its CRA Charitable Business status, there can be no exceptions.

Electronic Payment Options

Provide a payment by credit card

If you would like to make a payment via your organization's or your personal credit card, please contact our Donation Line at 416-359-2093 and a member of our Customer Care team will be happy to process your donation. To ensure your information stays safe and secure, please do not send your credit card details by email.

Electronic Funds Transfer (EFT)/Wire Transfer

You can wire funds to us electronically using the details below:



TD CANADA TRUST BANK DETAILS FOR

Account Holder Name (Beneficiary Name) Legal name Account Holder Address (Beneficiary Address)

Operating as

TD Canada Trust Bank Institution Number

Bank of Canada 5-digit Transit number (not mandatory)

Bank Account Number

MANDATORY: Swift Code/BIC (bank identifier code)

Bank Name (Beneficiary Bank)
Bank Address (Beneficiary Bank Address)

Country/Currency

Bank Telephone Number

BN/Registered Charitable Number

GST Number

Contact regarding payments:

Direct line Email United Way of Greater Toronto 26 Wellington Street East, 12th Floor

Toronto, ON M5E 1S2 United Way Greater Toronto

004

10252

0960805

TDOMCATTTOR Canada

TD Canada Trust

55 King Street West & Bay Street

Toronto, ON M5A 1A1

Canada

416-982-5305

11927 8216 RR 0001 119278216RT0001

Yvonne Ruan 416-777-1444 Ext 151 YRuan@uwgt.org



When sending an EFT or wire transfer, please send us an email notification to accountsreceivable@uwgt.org with details of the payment. Notifying us by email allows us to ensure we process your gift quickly, so your organization has the funds attributed to your campaign.

If you are remitting a Corporate or Special Event payment, please include those details in your email, along with any specific office location information. For donations, please indicate your name, company (if applicable) and donation amount.

E-Transfer

If you would like to use the e-transfer option, please contact us at: accountsreceivable@uwgt.org for further details.

Cheques & Cash

If these electronic options for submitting funds are not feasible, please send your cheque(s) to UWGT for processing (see details below).

Do not send campaign funds and pledge forms through the mail. It is not secure! Should you require assistance, contact your UWGT staff partner to discuss a pickup of your forms and funds.

Submitting Pledge Forms & Offline Payments

It is important that all paper pledge forms are forwarded to United Way Greater Toronto to be processed and captured in your campaign totals. All paper pledge forms should be accompanied by a Fund Submission Form and should be couriered to UWGT.

- The person completing the Fund Submission Form must sign it, and ideally make a copy/ take a photo for their records. It is a best practice to complete the form with another person present so that you can validate the total funds.
- Do not send campaign funds and pledge forms through the mail. It is not secure! Please send your campaign package by courier.

Preparing a Fund Submission Form (Blue @work version)

Before you begin:

- Make sure that each pledge form has been signed and that the donation information on the pledge form matches the cheque submitted with it.
- Ensure that all cheques are made payable to United Way or United Way Greater Toronto.
- Ensure that all cheques are signed and that the written and numeric dollar amounts match.
- Only original pledge forms should be submitted (no copies please).

Step 1—Sort pledge forms by office location

Separate the pledge forms by office location. You will need to prepare a separate Fund Submission Form for each location. This ensures that each location is attributed with the relevant funds raised.

Step 2—For each location, sort pledge forms by payment type

Separate the pledge forms for each location into bundles according to payment type:

- Payroll Deductions—Verify that all payroll donors have completed and signed Section 2 and 4 of the pledge form detach Section 4 of the pledge form at the perforated line and forward Section 4 to your payroll department. They will need this form in order to confirm the setup of employee deductions in the payroll system.
- Credit Card Payments—For donors who have submitted a paper donation form, they
 must include the credit card number and expiry date and sign the manual donation form.
 One-time credit card donations will be processed online as soon as you enter the donation
 details into UnitedWay@work and click the submit button. Those gifts not entered in
 @work will be processed once received by UWGT.
- Cheque— Staple cheques to pledge forms to prevent loss. Cheques from donors who
 made a cheque gift in UnitedWay@work should also be included in this bundle (there
 won't be any form attached to their cheque, as that data is in @work). Once UWGT
 deposits the cheque, UWGT will mark the gift as paid in @work.
- Cash—If a donor has submitted a cash payment, please do not forward the cash. We
 would greatly appreciate it if your company could convert it to an electronic payment or
 cheque. Affix the company cheque or electronic transfer confirmation to the bundle of
 pledge forms with cash payments. Add any cash pledge forms covered by this new
 cheque to the cheque bundle (i.e., no cash amount will be recorded on the submission
 form).
- If you have cash and require assistance, please contact your UWGT staff partner to discuss a pickup of your forms and funds.

Step 3—Complete a Fund Submission Form for each location

Bundle the pledge forms for each payment type together and tally up the total donation amount for each type. On the submission form, indicate the totals for each payment type onto the appropriate line. Complete the remaining details on the Fund Submission Form. Initial, sign and date the completed form.

Step 4— Submit completed Fund Submission Forms and pledge forms to United Way

Make a photocopy/take a photo of the completed Fund Submission Form and keep it for your records. Send the completed forms in an envelope by courier to United Way Greater Toronto at:

United Way Greater Toronto Attn: Processing Department 26 Wellington Street E., 12 Floor Toronto ON M5E 1S2

Tax Receipting

Always check to ensure a donation is receiptable under Canada Revenue Agency tax receipting guidelines before promising a tax receipt to a donor. This applies to any donation—lottery tickets, goods for an auction, casual day donations, etc. One of the most unpleasant tasks a volunteer can face is telling a donor they will not be receiving a tax receipt.

There are detailed tax receipting guidelines below. We strongly encourage you to read this section. If you have any doubt about a receipt request, please consult United Way at assistance@uwgt.org.

Our mission

United Way Greater Toronto works to meet urgent human needs and improve social conditions by mobilizing the community's volunteer and financial resources in a common cause of caring.

Our commitment to you

Each year, United Way's efforts to build a better community are supported by thousands of people across the region. We deeply value the trust you place in us. We work to ensure your gift to United Way is making a difference in our community. Your investment supports local programs and initiatives that help people and families—both today and in the future.



WORKING WITH COMMUNITIES IN PEEL, TORONTO & YORK REGION

unitedwaygt.org









