

## How to Make a Donation to a fundraising project on The Good Exchange


1. **Start your Donation** - Navigate to the [Project Page](#) for the organisation you wish to support and click/tap on the **Donate Now** button.

If the [Match Funding](#) symbol is displayed on the Project Page, it indicates that Match Funding is available for the project. Match Funding means donations will be doubled by a funder (until the total match funding amount has been reached).



If applicable, details of Match Funding amounts and availability are shown on the Project Page directly underneath the 'Donate Now' button.

[Go back](#)



**Appointment of a Foodbank/Project Manager (2020-2021)**



Ref: 17442

by [West Berks Foodbank](#)

Location: Thatcham West (Ward), Burghfield (Ward), Lambourn Valley (Ward), Hungerford (Ward), Thatcham North (Ward), West Berkshire (Local Authority), Thatcham South and Crookham (Ward), Thatcham Central (Ward), Newbury (Town)

The West Berks Foodbank has necessarily grown considerably over the 6 years it has been in operation.  
We now have 5 Foodbank Centres and typically 110 volunteers.  
Currently the operations are overseen by 5 Trustees whose workload is greater than they can sustain in the future.

[Read more...](#)

**Project Information**  
[Additional Information](#)

Raised **£32,355** of **£74,660**  
Closed 14th October 2020  
There is £42,305 left to raise

43%

**Donate Now**

**Match Funding**

Funder	Offered	Remaining	Match Donations	Match Grants
Greenham Trust Ltd	£5,000	£3,480	✓	
<b>Total</b>	<b>£5,000</b>	<b>£3,480</b>		

**Amount Received**

Grants	£7,300
Donations	£1,520
Gift Aid	£0
Match Funding	£1,520
External	£22,015

2. **Choose your Donation Amount** - Clicking or tapping on the 'Donate Now' button will open a new donation window.

Donors can either select from the suggested £10, £20, £30, £50 or £100 donation amounts or enter their own amount in the 'Other Amount' box.

Donate

Step 1 of 4

How much would you like to donate?

£10 £20 **£30** £50 £100

£ Other amount

- 3. Contribute to the Platform Service Fee** - Note: The Good Exchange platform is free to use for funders and donors and passes all (100%) of the monies received from grants, donations, Gift Aid and fundraising activities made through the platform to registered Applicant Organisations on a [no money/no fee basis](#). Whilst fundraising organisations that receive money through the platform pay a small fee on funds received, any funder and donor giving a grant or making a donation also has the option to contribute to the fee.

Donors have the option to make a contribution towards the applicant's [platform service fee](#) at this stage.

While all of your donation is passed to West Berks Foodbank, charitable organisations pay a small platform service fee to use The Good Exchange.

Would you like to contribute towards this fee, reducing the amount that West Berks Foodbank pays?

☒ Yes. £1.80 (Based on fee rate)

☐ Other Amount

☐ No thanks

- 4. Log-in to Make a Donation** - If you already have a personal account on The Good Exchange you will need to log-in now. If you can't remember your password please reset it via the ['Forgotten Password' link](#). Once you are logged in click/tap 'Continue' to proceed.

Please select ☒ User Login ☐ Create Account

User Log-in

Email address

Password

[Forgotten Password?](#)

If you do not have an account, please create one by entering your details and accepting T&Cs. The system will tell you if your email address has previously been registered. Click/tap 'Continue' to proceed.

Please select ☐ User Login ☒ Create Account

Create Account

Email address

First name

Last name

Password

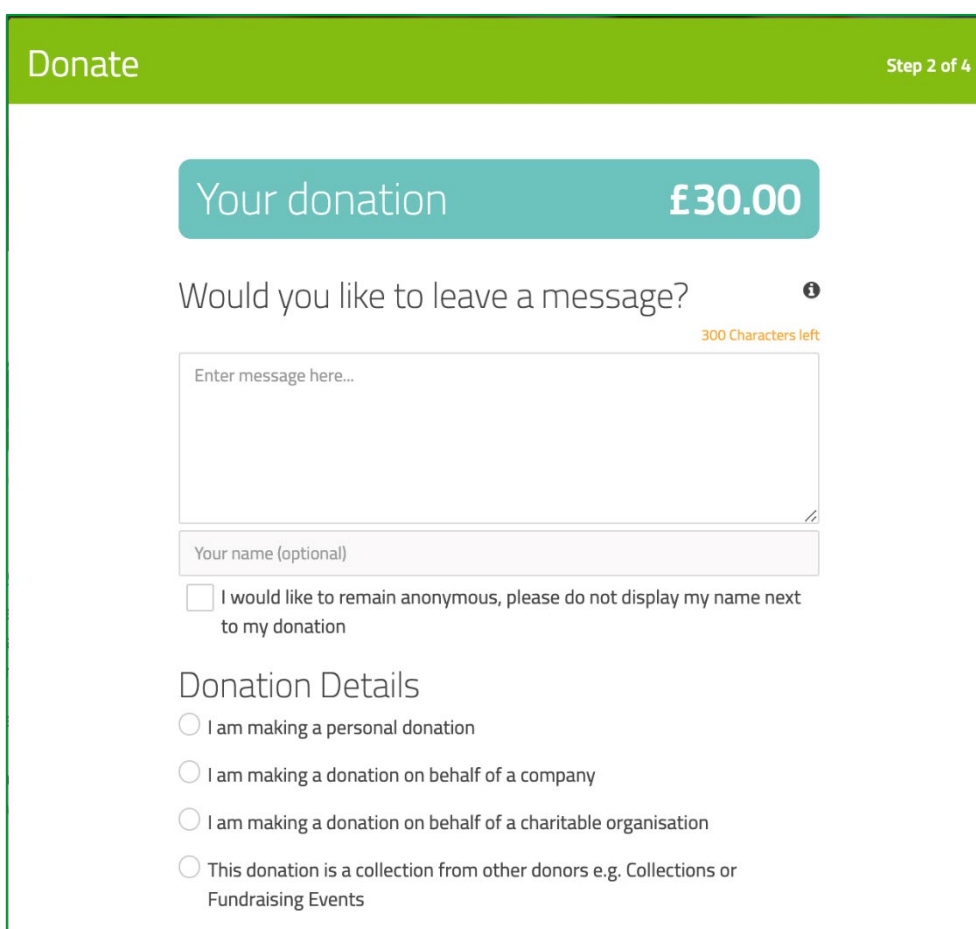
☐ I accept the [Terms & Conditions](#) of The Good Exchange

☐ I would like to receive informational updates from The Good Exchange (e.g. about events, news, content and training)

5. **Leave a Message and Claim Gift Aid** - If you would like to leave a message of support that will be displayed alongside your donation on the Project Page, please type this into the message box. You can leave a message without displaying your name if you wish to remain anonymous (click/tap the box next to 'I would like to remain anonymous').

Donation Details: click/tap to identify whether your donation is:

- A personal donation - If you are a UK tax payer and the organisation you are donating to has authorised The Good Exchange to collect Gift Aid on their behalf, Gift Aid can be added to your donation amount
- A company donation - company donations are not eligible for Gift Aid
- From a charitable organisation
- From a collection or money raised through a fundraising activity.



**Donate** Step 2 of 4

**Your donation** **£30.00**

Would you like to leave a message? 300 Characters left

Enter message here...

Your name (optional)

☐ I would like to remain anonymous, please do not display my name next to my donation

**Donation Details**

☐ I am making a personal donation

☐ I am making a donation on behalf of a company

☐ I am making a donation on behalf of a charitable organisation

☐ This donation is a collection from other donors e.g. Collections or Fundraising Events

- a. If the organisation you are donating to has authorised The Good Exchange to collect Gift Aid on its behalf, you should complete the Gift Aid Gift section. If you received any benefits from the organisation in return for your donation or are not eligible for Gift Aid yourself, you should check the 'I do not wish to add Gift Aid' button

### Donation Details

☒ I am making a personal donation

#### Gift Aid

If you are eligible, The Good Exchange can claim Gift Aid from HMRC and add it to your donation. Gift Aid makes every £1 you give worth 25p more at no extra cost to you. Just tick the box below if you would like us to claim the Gift Aid on your behalf.

☒ Please treat my payment as a Gift Aid donation. I am a UK taxpayer and understand that if I pay less Income Tax or Capital Gains Tax than the amount of Gift Aid claimed on all my donations in that tax year, it is my responsibility to pay any difference. In order to claim Gift Aid, we will need to pass your name and address to HMRC. You will be asked to enter these details at the next step of the process.

☒ I confirm this is my own money on which I have paid tax in the UK. This is a donation for which I am receiving nothing in return. My donation is not part of a sweepstake, raffle or lottery.

☐ I do not wish to add Gift Aid to my donation.

For further information about Gift Aid guidance from HMRC please [click here](#).

- b. If your donation is being made **on behalf of a company** please enter the name of the company concerned. If you are receiving any benefits (e.g. name on a plaque, advert in newsletter/programme, tickets to an event etc.) in return for your support, please also add details of these benefits

☒ I am making a donation on behalf of a company

Please enter the company name

☒ Is the company receiving any benefits in return for this donation?


Please provide details...

- c. If the money is from a **Charitable organisation**, please supply the organisation name

☒ I am making a donation on behalf of a charitable organisation

Please enter the charitable organisation name

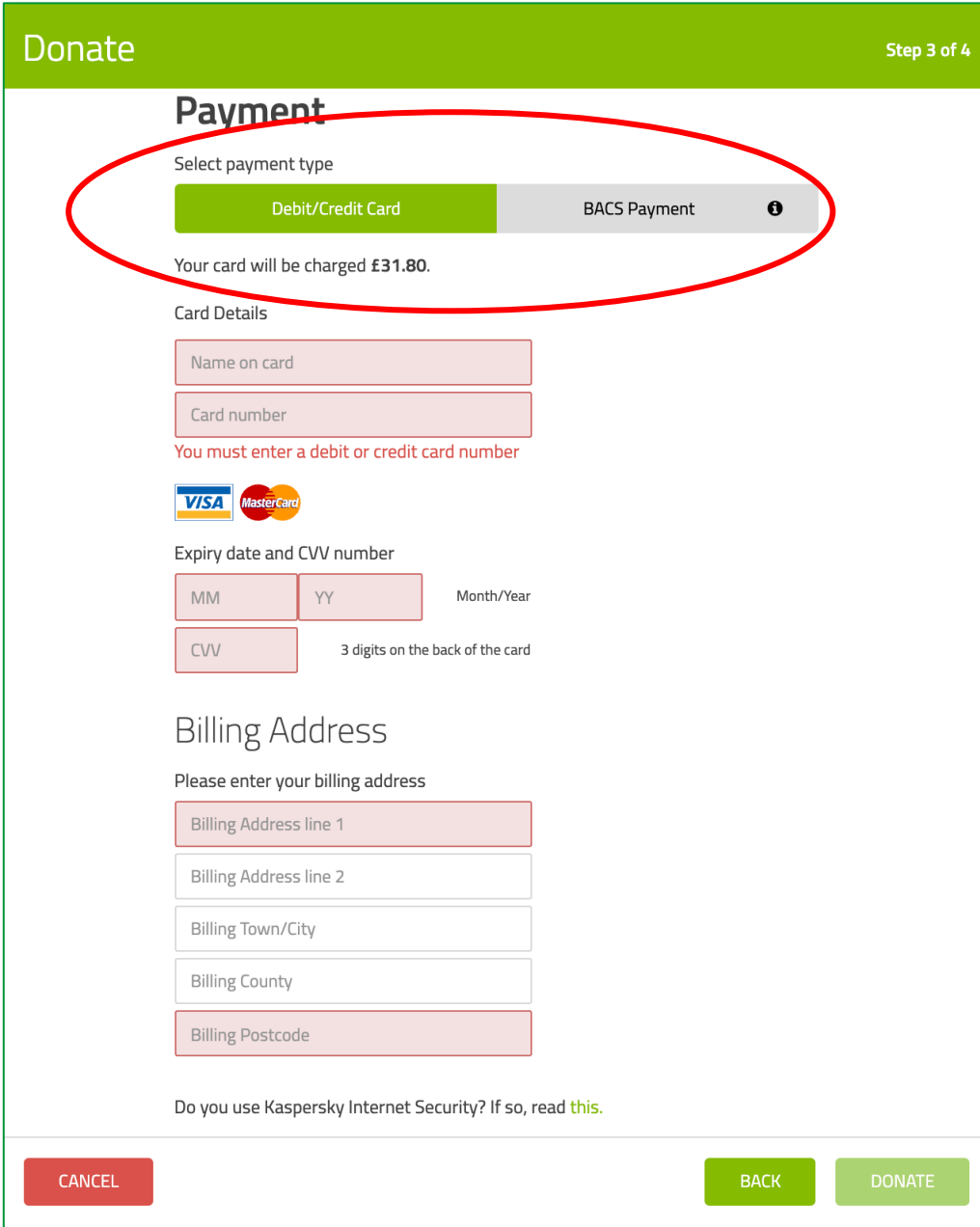
- d. If the money has been **raised from a collection** via multiple donors please use the message box to enter details of how these funds have been raised via fundraising activities e.g. cake sales, sponsored events, fundraising dinners. Please note that monies raised via collections or fundraising events are not eligible for Gift Aid

 This donation is a collection from other donors e.g. Collections or Fundraising Events

Please use the message box above to tell us how these funds were raised.

**6. Make the Payment** - Select your preferred payment method by selecting the appropriate tab at the top of the screen: - Debit/Credit Card or BACS Payment

### 6.1 Payment by Credit or Debit Card Payment



**Donate** Step 3 of 4

## Payment

Select payment type

**Debit/Credit Card** BACS Payment ⓘ



Your card will be charged **£31.80**.

Card Details

Name on card

Card number

You must enter a debit or credit card number

Expiry date and CVV number

MM YY Month/Year

CVV 3 digits on the back of the card

## Billing Address

Please enter your billing address

Billing Address line 1

Billing Address line 2

Billing Town/City

Billing County

Billing Postcode

Do you use Kaspersky Internet Security? If so, read [this](#).

**CANCEL** **BACK** **DONATE**

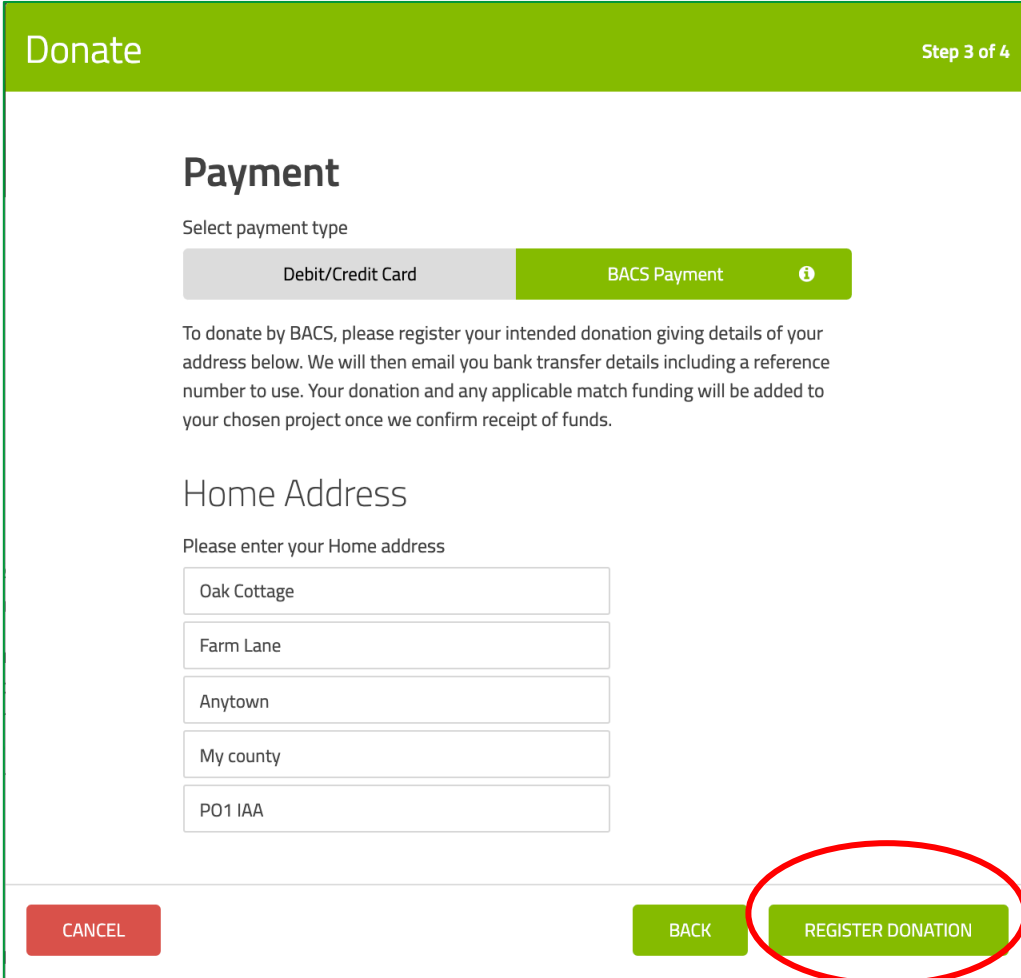
Please fill in the required details. Please note that The Good Exchange platform is unable to accept American Express or CAF cards.

Transactions are processed directly on the secure Barclaycard Payment portal. You may be prompted to enter further information as required by 2-factor identification. The Good Exchange does not store any credit or debit card information. Find out more: [How do I know my money is safe?](#)

If your computer uses Kaspersky Internet Security you may need to configure the 'Safe Pay' settings to enable the transaction to be processed.

## 6.2 Payment by BACs

If you would prefer to make your donation via Bank Transfer (recommended for donations over £1000) please complete enter your address and click/tap the 'Register Donation' button.



**Donate** Step 3 of 4

### Payment

Select payment type

Debit/Credit Card BACS Payment ⓘ

To donate by BACS, please register your intended donation giving details of your address below. We will then email you bank transfer details including a reference number to use. Your donation and any applicable match funding will be added to your chosen project once we confirm receipt of funds.

### Home Address

Please enter your Home address

Oak Cottage

Farm Lane

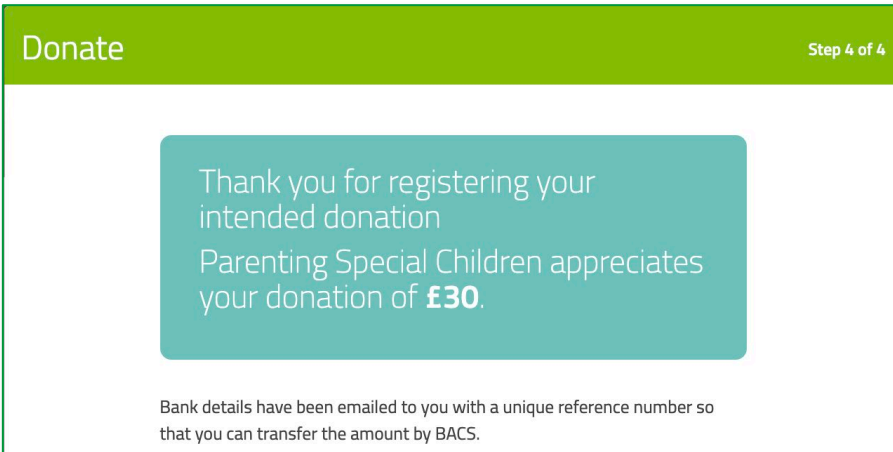
Anytown

My county

PO1 IAA

CANCEL BACK REGISTER DONATION

This will generate a unique reference number and you will be emailed instructions on how to complete the bank transfer. Note that the donation and any associated match funding will only be added to the project once The Good Exchange has confirmed receipt of funds.




**Donate** Step 4 of 4

Thank you for registering your intended donation  
Parenting Special Children appreciates your donation of **£30**.


Bank details have been emailed to you with a unique reference number so that you can transfer the amount by BACS.

7. **Share Your Donor Details** - At the end of the donation process you will be given the option to opt in to **share your details** with the organisation you have supported. They will have permission to email a thank you message and ask you to opt-in to future communications from them.


☐ I am happy for The Good Exchange to share my name and email address with Parenting Special Children so that they can personally thank me.



Share on Twitter



Share on Facebook

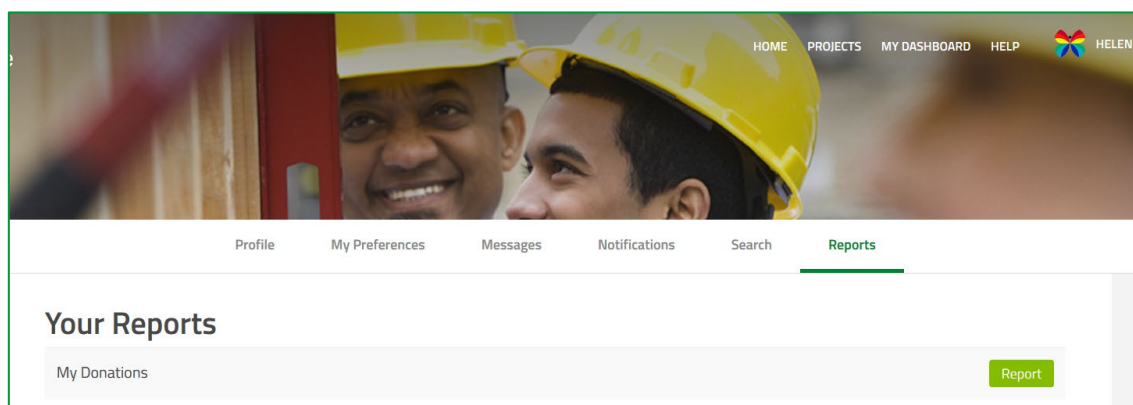


Share on LinkedIn

FINISH

**Share your news** - Please ensure to share your donation on social media – Twitter, Facebook, LinkedIn and WhatsApp (if you have made your donation on a mobile). This can really help drive further donations to your favourite cause. Clicking on the 'Finish' button will take you to the project page where you can view your donation under **Latest Updates**. You will also receive an automated email confirming your donation and details of any match funding and Gift Aid.

8. **View Donations you have made via The Good Exchange** - To view all donations you have made, please [login](#) to your account on The Good Exchange and visit [My Account > Reports > My Donations](#).





## 9. \*Troubleshooting\*

- a. If you are unable to proceed through the donation process due to red 'no entry' symbols or the [Add Card Details](#) button is greyed out, this is because you have missed one of the mandatory tick boxes. Please review all the details you have added to ensure everything has been correctly ticked and completed
- b. If the system will not accept your password, then the incorrect password is being entered. Please visit [Log-in > Forgotten Password](#) and follow the instructions to re-set your password. Then make your donation
- c. If the screen 'spins' at the end of the donations process, your donation has not been completed and The Good Exchange has not received the funds. This can occur for one of two reasons:
  - i. You are using an American Express or CAF card for payment – we are unable to accept these payment methods, please try using another credit or debit card
  - ii. You have Kaspersky Security Software on your computer – you will need to uncheck the 'SafePay' box on your software to enable the donation to go through.

For more information about The Good Exchange please visit our [website](#).

Our [Help & Support Page](#) is full of useful information including FAQs, hints and tips, video training and user guides.