

PAYPAL FOR NONPROFITS

Frequently Asked Questions

Find answers to specific questions you may have about using PayPal to assist with your nonprofit fundraising – online or in person. To learn more about how PayPal can help your organization with fundraising, visit paypal.com/nonprofit.

PayPal products overview

1. Why should my nonprofit organization use PayPal?

There are many excellent reasons. PayPal can give your regular donors a secure way to donate electronically anywhere PayPal is available. When your nonprofit organization uses PayPal, donors don't have to share their full financial information, and you can spend less time and money processing paper checks. Your nonprofit can also connect with potential donors through promotions to PayPal account holders.

2. How can my nonprofit organization begin accepting PayPal donations?

It's fast and simple. First, sign up for a **PayPal business account**. Select **Nonprofit Organization** as the business type and **Nonprofit** as the category. You'll need to provide your organization's bank account information in order to link to your PayPal account and transfer funds to your bank account.

Once you've created a PayPal account, it's easy to add a [Donate button](#) to your organization's website. You can begin accepting donations right away.

3. How much does PayPal cost?

Two basic rates apply for [PayPal Payments Standard](#) (including the Donate button), [PayPal Express Checkout](#), and [PayPal Payments Pro](#) products:

- The standard rate for a PayPal nonprofit business account is 2.9% + \$0.30 per domestic transaction.*
- Qualified 501(c)(3) organizations can receive a discounted charity rate of 2.2% + \$0.30 per domestic transaction.*
 - » You must be confirmed as a charity by PayPal to receive this rate. Get started at paypal.com/charities.
 - » If your organization does not have 501(c)(3) status, it will pay our standard low transaction rate, shown at paypal.com/fees.

If you have more than \$100,000 in monthly volume, please call 866-365-6319.



FUNDRAISE MORE
EFFICIENTLY AND
SECURELY ANYWHERE,
WITH PAYPAL:

- Receive discounted rates with 501(c)(3) status.
- Accept all major credit cards.
- Get the secure transactions that millions of users around the world rely on.
- Ensure a mobile-optimized experience for your donors.

* Discounted rates do not apply to PayPal Here transactions or to American Express transactions using PayPal Payments Pro or Virtual Terminal.

4. How do I apply for the discounted charity rate?

PayPal offers discounted transaction fees for registered 501(c)(3) organizations on most PayPal products. For your organization to qualify, PayPal must confirm your charity status and you must provide:

- Your charity's EIN number or documentation of its 501(c)(3) status.
- A copy of your bank statement or voided check for each bank account linked to your PayPal account.

Apply for the discounted charity rate at paypal.com/charities. Note that discounted charity pricing will not apply to your account until you have received an email from PayPal confirming your charity status.

5. Which PayPal product is right for my nonprofit organization?

For online donations, most nonprofit organizations start with [PayPal Payments Standard](#) or [PayPal Express Checkout](#). These solutions let donors complete their transactions on the PayPal website. Although the payment process starts and ends on your organization's website, your organization receives no financial information, including credit card numbers, from individual donors. Organizations that want transactions to occur on their websites can choose [PayPal Payments Pro](#). You can compare PayPal payments solutions [here](#).

For events, you can use [PayPal Here](#) to accept credit card payments via a mobile device.

If your organization generates more than \$100,000 in annual donation income and is interested in additional PayPal solutions, call 866-365-6319.

6. Where can I get more information about the Donate button or other HTML payment buttons for my website?

Get information on how to integrate PayPal payment buttons, as well as more advanced solutions, in the PayPal Payments Standard section of the [PayPal developer integration resource center](#).

Using PayPal

1. How will my organization receive donations made with PayPal?

Donation funds appear in your organization's PayPal account. On the Transaction Details page, you can view each donor's contact information, transaction amount, and transaction date.

2. Can my organization accept donations from donors who don't have PayPal accounts?

Yes, donors without PayPal accounts can still pay or donate by debit or credit card on the PayPal site and through PayPal Here on a smartphone.

3. How can my organization access funds in its PayPal account?

Funds appear in your PayPal account usually within minutes after a transaction is completed. Simply transfer the funds to your nonprofit organization's bank account, at no charge.

4. Does my organization have access to any reports on its PayPal transactions?

PayPal offers online reports that allow your organization to analyze its revenue sources, automate time-consuming bookkeeping tasks, and settle and reconcile transactions. A real-time transaction log displays transaction date, payer name, email address, mailing address (if payer opts-in), and transaction amount (gross and net) for each transaction.

5. What is Payment Card Industry (PCI) compliance?

To be PCI compliant, organizations must follow set standards for securing payment information throughout a transaction, as mandated by the PCI Council. The Payment Card Industry Data Security Standard (PCI DSS) is a complex set of requirements designed to ensure that all organizations that process, store, or transmit credit card information maintain a secure environment.

6. Do PCI standards apply to my nonprofit organization?

Yes, your organization is responsible for ensuring that PCI standards are met for all electronic donations, regardless of dollar amount or number of transactions. However, if your organization uses PayPal Payments Standard or PayPal Express Checkout, the PCI burden is lessened to PayPal because all financial transactions take place on PayPal's secure servers. For PayPal transactions, your organization won't have access to or be responsible for sensitive transactional data.

7. Can I fundraise on eBay using PayPal?

Yes. Supporters can use PayPal to make an online gift to your organization using eBay GivingWorks, if you are enrolled in PayPal Giving Fund. Visit ebaygivingworks.com for more information.

8. What is PayPal Giving Fund?

PayPal Giving Fund offers charities of all sizes access to customer giving programs across PayPal, eBay, and more. It's a network that can help boost your fundraising by putting your organization in front of millions of potential donors. Enrollment is free and charities receive 100% of every donation. Learn more at paypalgivingfund.org.

9. Can I collect PayPal payments on social media platforms?

Yes, there are multiple ways:

- You can cut and paste the URL for your Donate button as text on any social media site. You can also set up a PayPal.me account and use its personalized URL in social media. When users click on either URL, they will be directed to a secure PayPal payment page.
- You can use applications built by partners specializing in social media. See a list of preferred fundraising partners at paypal.com/nonprofit.

10. How do I sign up for PayPal Here to collect donations using a smartphone or tablet?

If you already have a PayPal account, simply download the free PayPal Here app to your iPhone or Android device, or visit the PayPal Here page at paypal.com/here. Once you've downloaded the app, log in with your PayPal account information. Then follow the prompts to set up PayPal Here.

If you don't already have a PayPal account, visit paypal.com and use the **Sign Up** button at the top left, or sign up within the mobile app.

For more information, visit paypal.com/here.

11. What are the fees for PayPal Here?

The PayPal Here card reader is shipped to you free of charge, and there is no monthly fee. You pay only a per-transaction fee. Get details at paypal.com/us/webapps/mpp/merchant-fees.

12. What is PayPal.me? Can my charity use it to fundraise?

PayPal.me is a personalized link that allows donors to click, enter an amount, and send a donation. Donations appear in your PayPal account. Get your personalized link at paypal.me, link it to your organization's PayPal account, and send it to anyone to quickly collect donations. To send a donation through your PayPal.me link, donors will need to have a PayPal account or they will need to open one.

13. Can donors make recurring payments?

You can use a Subscribe button, available in the PayPal Payments Standard solution. For more information, go to paypal.com/buttons and select **Subscriptions**.

14. Does PayPal offer tax receipts?

At this time, PayPal is not required to provide tax documents. However, you always get receipts of all PayPal transactions.