

A woman with long brown hair, wearing a bright yellow knitted sweater, is sitting at a dark wooden table. She is smiling and looking at a silver laptop. In her left hand, she holds a white ceramic mug. To her right, on the table, is a small glass vase with pink flowers. The background is a softly blurred interior space with a bookshelf and a window.

# ***PayPal*** Giving Fund UK

A guide to enrolling  
with us

# Contents

1. What is PayPal Giving Fund?
2. Our Partners
3. Why should my charity enrol?
4. What will you need to enrol?
5. How to enrol with PayPal Giving Fund
6. Using the PayPal Giving Fund Dashboard
7. FAQ



For more information on  
PayPal Giving Fund, visit: [paypalgivingfund.org.uk](https://www.paypalgivingfund.org.uk)

# What is PayPal Giving Fund?

We're a registered charity (No. 1110538) that helps people support their favourite charities online.

We aim to inspire a new wave of philanthropy, harnessing the power of technology to make giving a part of everyday life. To achieve this, we develop innovative programmes that introduce charitable giving in relevant and engaging ways to new audiences, benefitting the charity sector.

We have a long history of supporting charities through technology. Originally founded as "MissionFish" in 1999, we partnered with eBay in 2003 to create a suite of tools that enabled people to give while buying and selling.

Working with leading internet businesses, we generated more than \$500m globally in donations in 2020 and funded more than 160,000 charities in five countries. Participation in PayPal Giving Fund is open to all charitable organisations that meet our eligibility requirements, and we provide donation and donor reports, issue tax receipts and claim Gift Aid in the U.K.

We receive donations for monthly electronic distribution, and handle legal registration requirements — without charging individual donors or charities for our services\*.

## How does it work?



Charities can enrol with us [here](#).



Supporters donate on PayPal, eBay and other online platforms.



We receive the donations and provide receipts to donors.



We grant the funds we've received to charities without charging for our services\*.

\*In some cases, our partners may choose to charge fees on donations made to PayPal Giving Fund through their platforms, which they will disclose on their websites.





# Our Partners

We partner with leading internet businesses to help make it easy for donors to support the charities they care about on the websites and apps they use every day. In doing so, we help enable charities to forge relationships with new supporters, and benefit from new sources of funding. We receive donations through these platforms and grant the funds to charities recommended by donors.



PayPal makes it easy to find your cause and make donations. You'll be listed in the PayPal app, dedicated fundraising site and benefit from other PayPal fundraising programmes.



eBay buyers and sellers can support your charity by adding a donation during checkout or donating a percentage of their sales.



Customers buying games or eBooks through the Humble Bundle digital platform can choose to support your charity with every order.



GoFundMe is a crowdfunding platform that lets your supporters create their own unique fundraising campaigns to support your charity.



Facebook makes it easy for you and your supporters to create and share fundraisers that benefit your charity.



Deed helps companies harness the passion of their employees and customers to take a stand, sharing values, and making a lasting impact in their community.



Thrift+ receives clothing donations from both individuals and businesses and sells them online. Sales are split between Thrift+, the donor and their chosen charity. Giving charities the opportunity to raise funds from their supporters unwanted clothes.

# Why should you enrol with us?

It's free to enrol with us. Once enrolled your charity will feature on each of our partner platforms.

Enrolling with PayPal Giving Fund also enables your charity to receive monthly payments direct to your PayPal account. Enrolled charities have access to our secure dashboard where you can view donor data (where shared) and a breakdown of payout activity and reporting.

You'll also be able to personalise your profile by adding a logo, more information about your charity and a call to action, which will display on our partners' websites – making it easier for your supporters to find you.



**Receive funds quickly, reliably and securely.**



**Access donor and donation data.**



**Benefit from all of our partnership programmes.**



**Enhanced charity profile on many of our programmes.**



# What you will need to enrol

It takes three steps to enrol with us:

To enrol with PayPal Giving Fund you will need to confirm that your account is a charity account. Being a confirmed charity also allows you to qualify for PayPal's special discounted charity rate (1.4% of the transaction amount + £0.20).

1



Your charity needs to have a PayPal business account. [Sign up](#) for a PayPal Business account.

2



Confirm that your PayPal account belongs to a charity by [logging into](#) your charity's PayPal account and completing PayPal's Charity Confirmation process.

3



Once you receive confirmation of enrollment, [log in](#) to your dashboard and update your charity's profile. Add your logo, charity's description, fundraising call to action and keywords to help donors find your charity.



# Checklist

**We recommend collecting all the following information before beginning the enrolment process.**



**Account Holder Details** - this is the authorised representative who will manage the account on behalf of your charity.

- ☐ Email Address (primary log in)
- ☐ Job Title
- ☐ Date of Birth
- ☐ Home Address

**We recommend adding multiple account holders, this way if one of the account holders leaves you will still have access to the account.**

## Charity Details

- ☐ Registered Charity Name
- ☐ Charity Number or OSCR number if applicable
- ☐ Company Registration Number if applicable (if you do not have this please enter your charity number ending with a 0)
- ☐ Registered Charity Address
- ☐ Website URL
- ☐ Date charity was established
- ☐ Anticipated monthly donations  
\*This can be a rough estimate of donations your charity currently receives each month.
- ☐ Letter of Authorisation  
\*A downloadable template will be available as you go through this process.
- ☐ Company Letterhead

## Charity Bank Account Information

- ☐ Account Number
- ☐ Sort Code
- ☐ IBAN Number
- ☐ OR a Debit/Credit Card



# How to enrol with PayPal Giving Fund

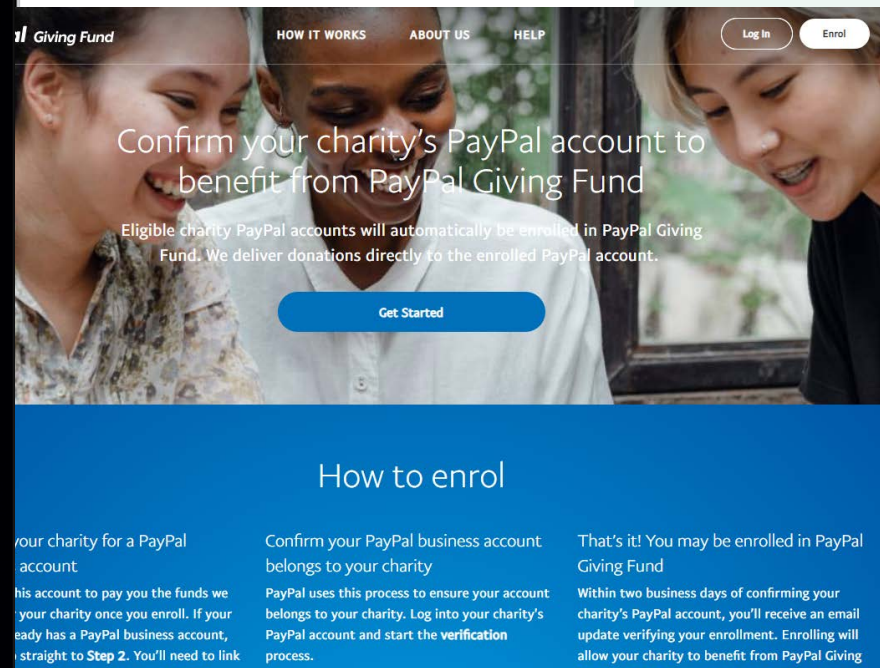
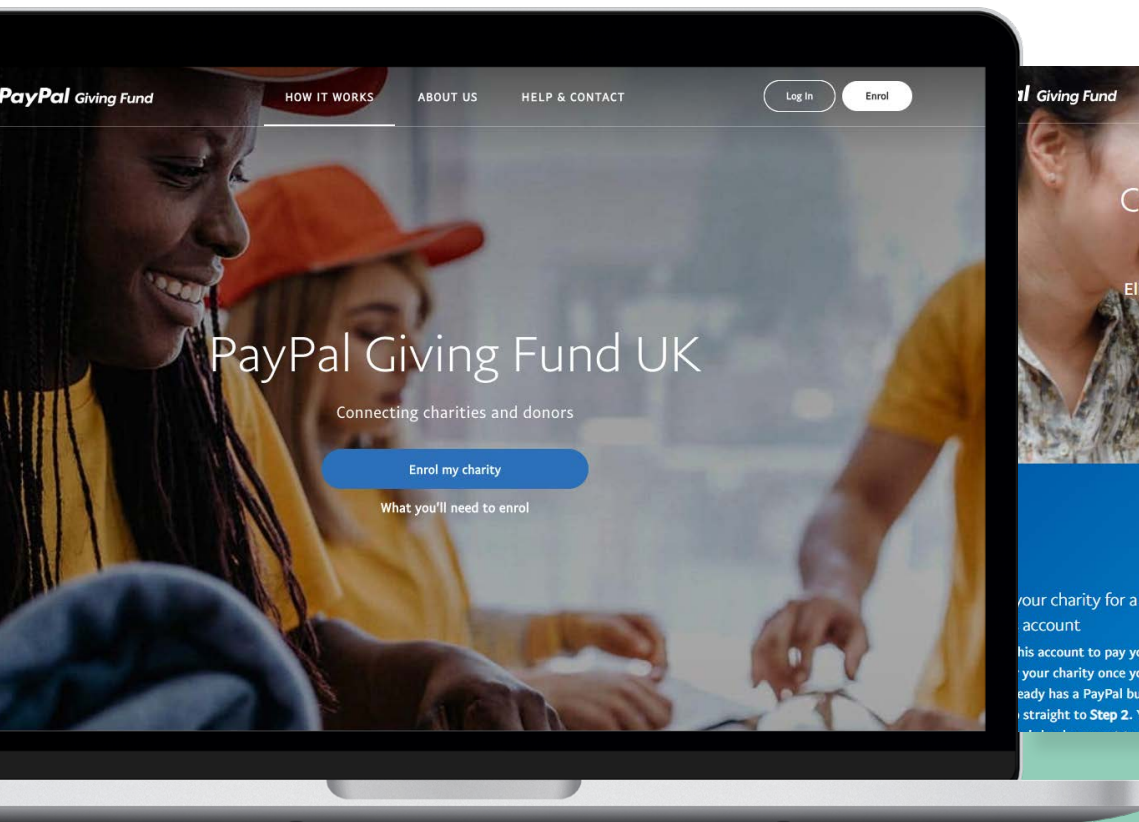
Here is a step by step guide to help make the process easier.

Choose a primary account holder, who is authorised to manage your charity's PayPal account and they should complete the registration and confirmation process.

**Step 1:** [Visit our website](#) and click **Enrol My Charity**. You will then be taken to a page with more details on enrollment.

At the bottom of the page you will be asked to indicate if your charity has a PayPal account.

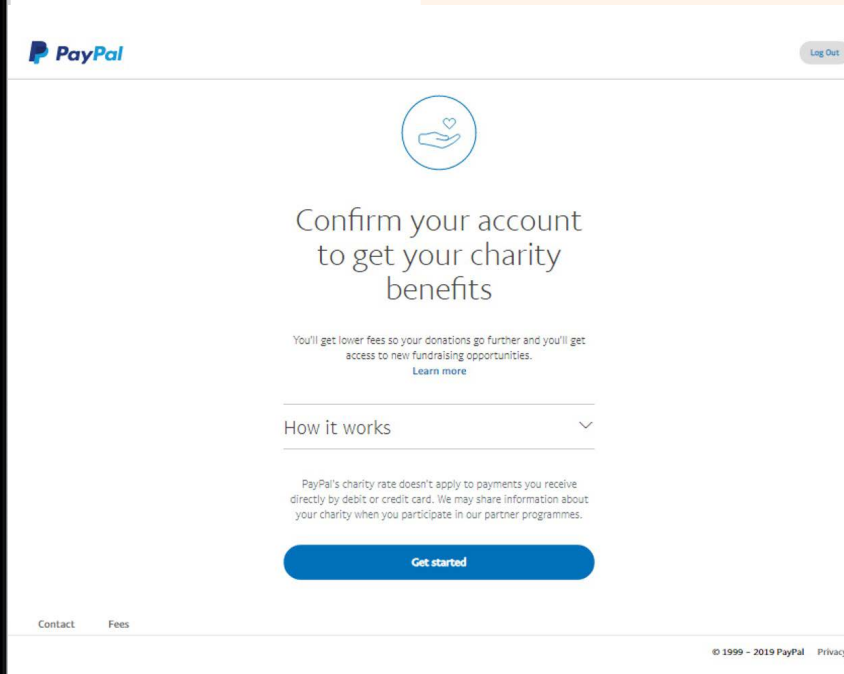
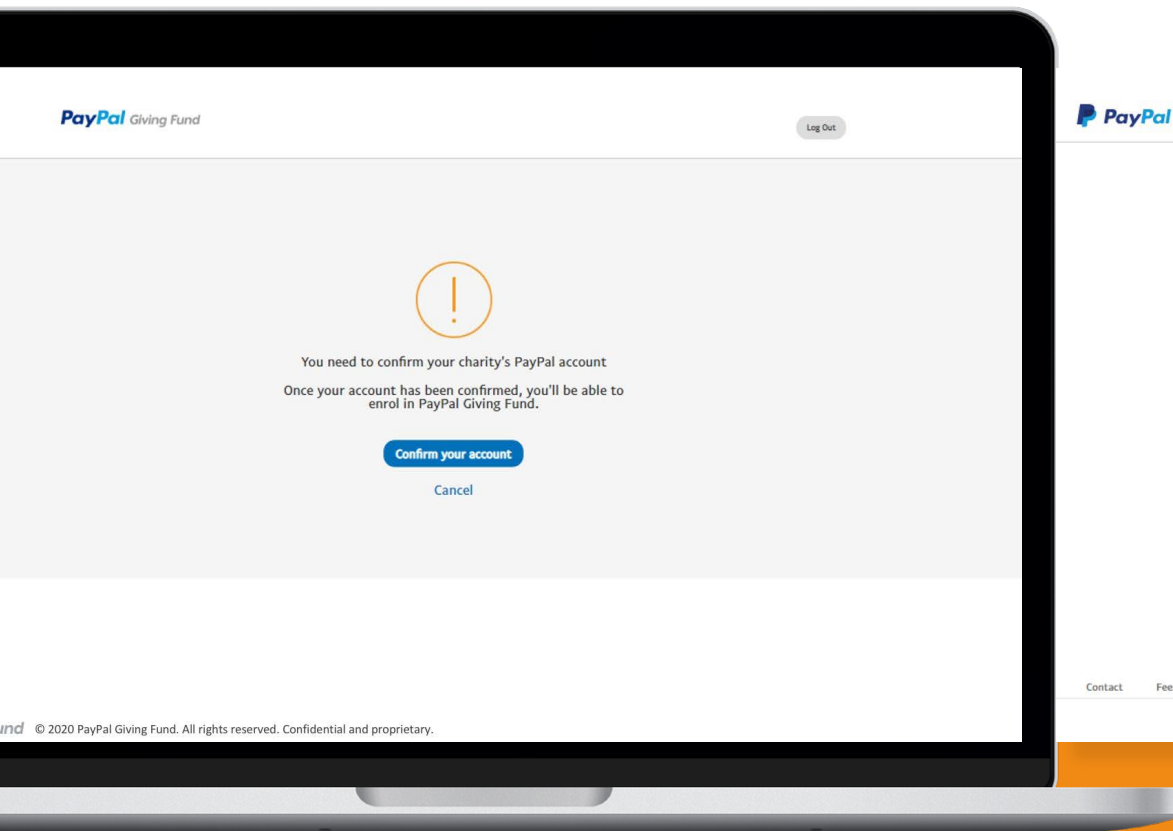
- If your charity has a PayPal account select **Confirm My Account** and head to [Step 2](#).
- If your charity doesn't have a PayPal account select **Sign up for PayPal** and head to [Step 3](#).



# PayPal Account User

## Step 2:

Once logged in you will see the following prompt asking you to confirm your charity account if you have not done so. Select **Confirm Your Account** and go to Step 7 on [page 15](#) to follow the steps for confirming your account.



# Non-PayPal Account Holder

## Step 3:

If you do not have a PayPal business account you will need to register for one, this is free and easy to do.

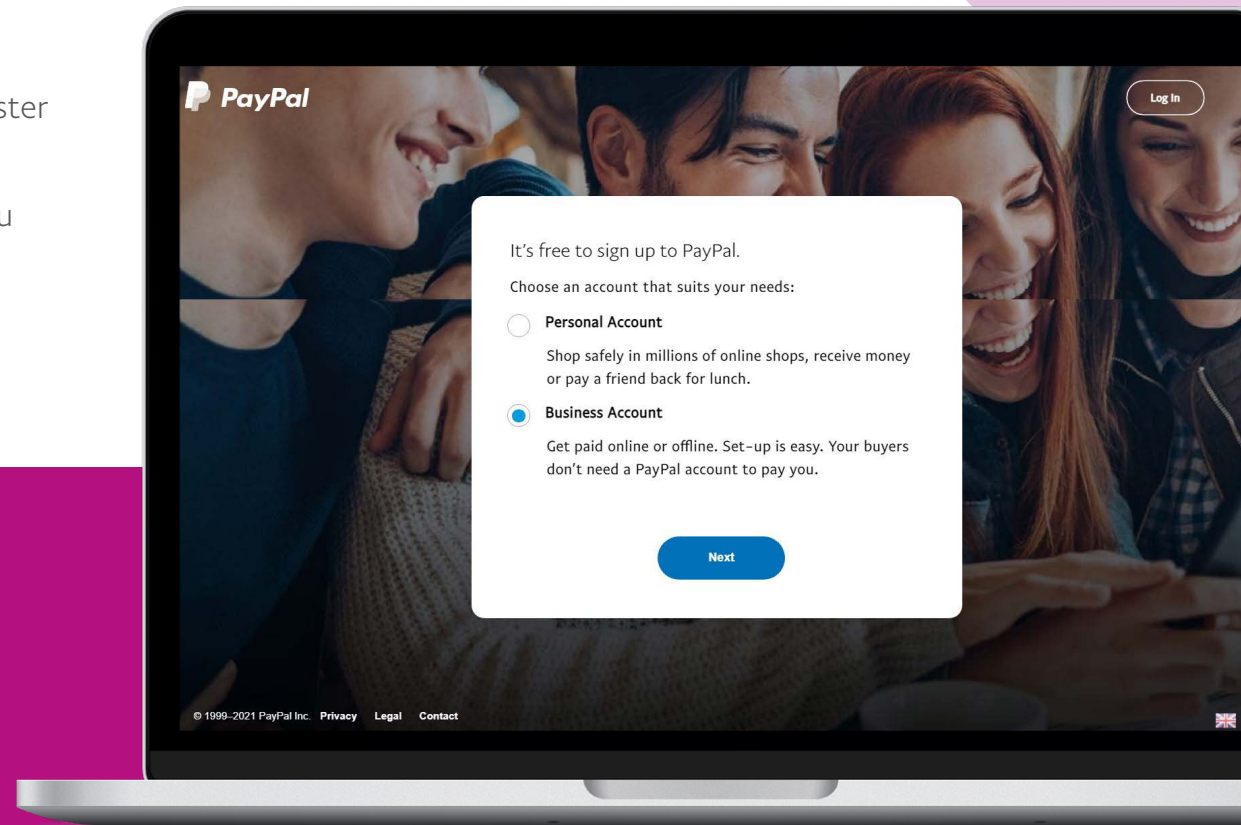
On the PayPal Giving Fund [homepage](#) click **Enrol my Charity**, you will then be taken to a page providing more information on the enrollment process.

At the bottom of the page, in the prompt select the **Sign up for PayPal** option.

You will need a primary account holder, who is authorised to manage the charity's PayPal account and complete the registration and charity confirmation processes.



We recommend using a non-personal email address when signing up, using an 'info@' address enables your charity to always have access to your account rather than a sole individual.

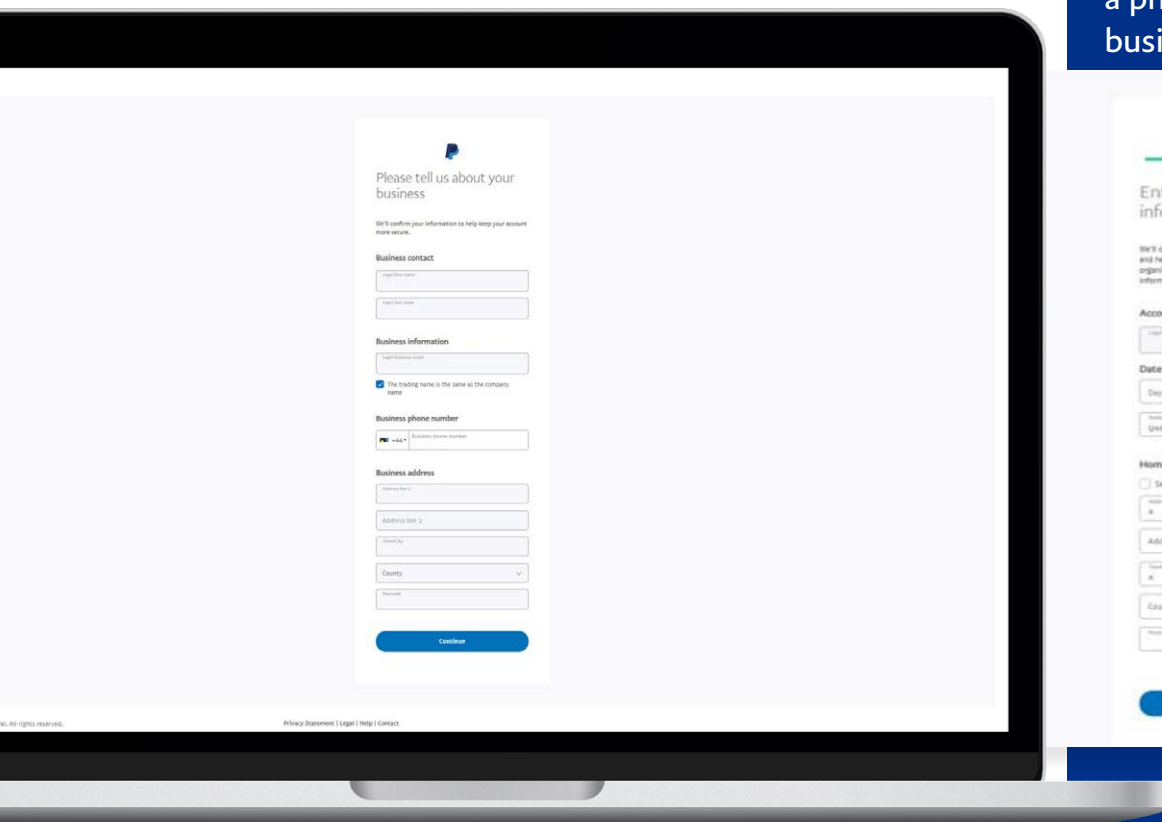


# Tell us about your business

## Step 4:

Select **Non-Profit** as organisation type - tick the checkbox below if you are a registered charity.

Note that you'll be asked to confirm your identity through a text message or a phone call through your business number.



The screenshot shows a laptop displaying a web form titled "Please tell us about your business". The form includes sections for Business contact, Business information, Business phone number, and Business address. A checkbox is present for "The trading name is the same as the company name". A blue "Continue" button is at the bottom.

Please tell us about your business

We'll confirm your information to help keep your account more secure.

**Business contact**

Legal first name  
Legal last name

**Business information**

Legal business name

☒ The trading name is the same as the company name

**Business phone number**

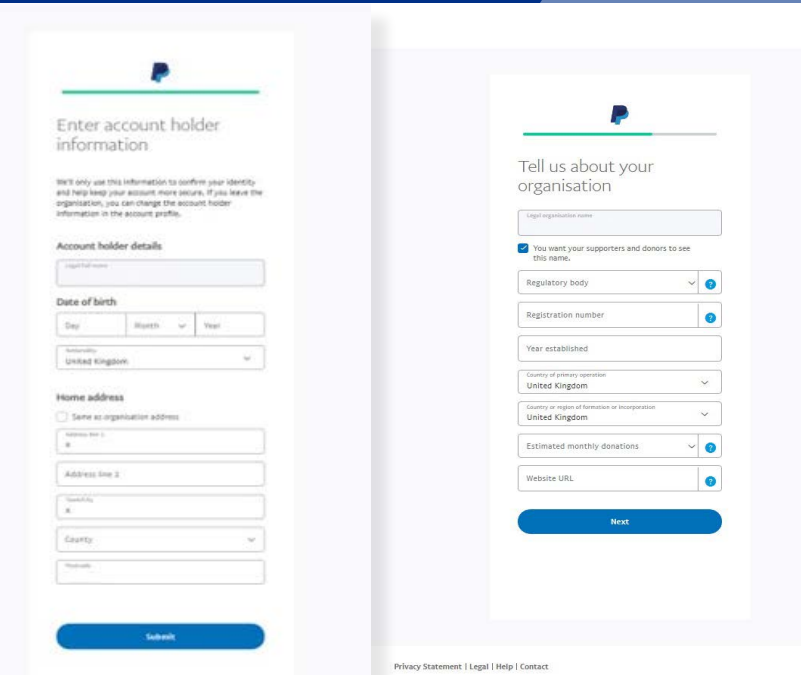
Business phone number

**Business address**

Address line 1  
Address line 2  
Town/City  
County  
Postcode

Continue

© All rights reserved. Privacy Statement | Legal | Help | Contact



The two screenshots show the "Enter account holder information" and "Tell us about your organisation" forms. The first form includes sections for Account holder details, Date of birth, and Home address. The second form includes a section for Tell us about your organisation with various dropdown menus and a "Next" button.

**Enter account holder information**

We'll only use this information to confirm your identity and help keep your account more secure. If you leave the organisation, you can change the account holder information in the account profile.

**Account holder details**

Legal full name

**Date of birth**

Day Month Year

Nationality  
United Kingdom

**Home address**

☐ Same as organisation address

Address line 1  
Address line 2  
Address line 3  
Postcode  
County

Submit

**Tell us about your organisation**

Legal organisation name

☒ You want your supporters and donors to see this name.

Regulatory body  
Registration number  
Year established  
Country of primary operation  
United Kingdom  
Country or region of formation or incorporation  
United Kingdom  
Estimated monthly donations  
Website URL

Next

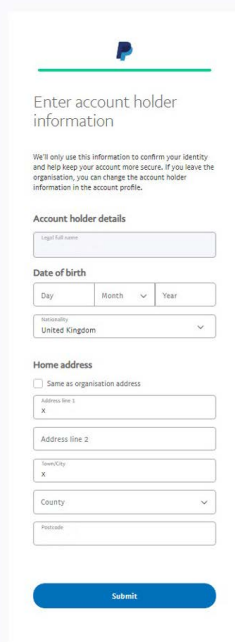
Privacy Statement | Legal | Help | Contact



# Tell us about your organisation

## Step 5:

Enter your authorised user's details, this should be the person who manages the PayPal account for your charity. You will also need to provide your charity's address.



PayPal logo

### Enter account holder information

We'll only use this information to confirm your identity and help keep your account more secure. If you leave the organisation, you can change the account holder information in the account profile.

**Account holder details**

Enter full name

**Date of birth**

Day Month Year

Country: United Kingdom

**Home address**

☐ Same as organisation address

Address line 1

Address line 2

Town/City

County

Postcode

Submit

### Organisation income and tax details

To comply with tax laws, we're required to ask our customers specific questions about their organisations. [Learn more](#)

In 2019, did your organisation earn 50% or more of its gross income from dividends, interest, rents, royalties or similar sources?

☐ Yes ☐ No

Continue

### Who makes high-level strategic decisions that affect PayPal Giving Fund UK?

Select or add at least one executive.

Select or add all the people who fill this role.

XXXXXXXXXXXXXXXXXXXX

Account holder

Information submitted

Edit information

Add an Executive

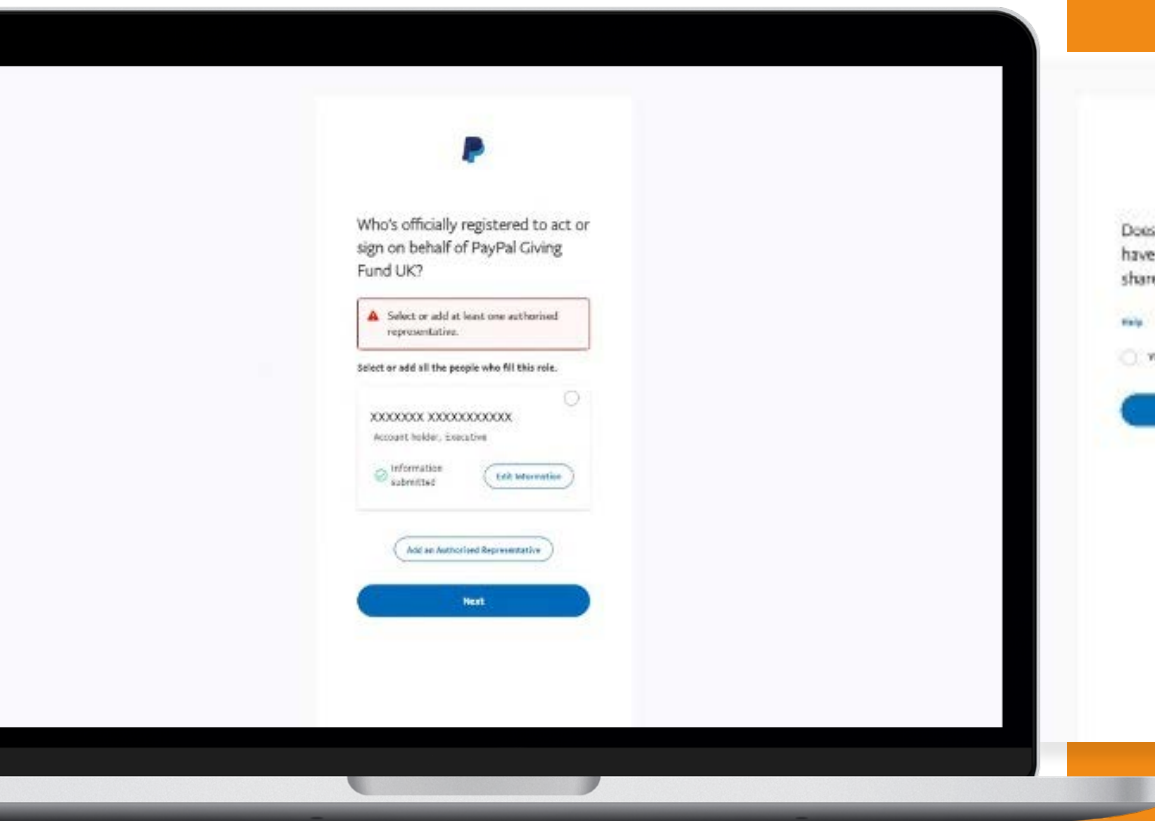
Next

Select the account holder if this is applicable, if not you can add another authorised representative.

## Step 6:

Select or add at least one authorised representative.

Charities should select **NO** when asked if anyone has 25% or more shares, capital or voting rights.

A screenshot of the PayPal Giving Fund UK setup interface, showing a step titled 'Does PayPal Giving Fund Ireland have anyone with 25% or more shares, capital, or voting rights?'. Below the title, there is a 'Help' link and two radio buttons: 'YES' (selected) and 'NO'. A blue 'Next' button is at the bottom.  
  
A screenshot of the PayPal Giving Fund UK setup interface, showing a step titled 'Certify and submit information for PayPal Giving Fund UK'. The text states: 'PayPal is required to ask you to confirm your US tax status even if your organisation is located outside the US and has no direct connection with the US.' Below this, there is a section 'I, Nicholas Abbott, certify that the following information is true and acknowledge that providing false information may lead to penalties under applicable laws.' followed by a bulleted list: 'PayPal Giving Fund UK is not a US organization', 'PayPal Giving Fund UK is not subject to US income tax', 'The name and address provided for the account are the company name and address for the organization', and 'All information provided for this account are true, current and complete to the best of my knowledge.' Below the list, there is a section 'If the organization becomes U.S.-based or is subject to US income tax, the account owner will notify PayPal within 45 days of such change and re-verify the tax status.' and a statement 'I am authorized to verify this information on behalf of PayPal Giving Fund UK.' followed by two input fields for 'Account holder last name' and 'Account holder first name'. At the bottom, there is a date '12/01/2020' and a blue 'Certify and Submit' button.

PayPal requires that you confirm that this charity account is not being set up for a US charity and is only being used for a UK organisation. If your charity has a US arm, it can sign up with PayPal Giving Fund US separately.

# We need further information from you

## Step 7:

To gain charitable status with PayPal you will need to provide further information such as proof of identity, letter of authorisation and bank details.

The letter of authorisation is required to be signed by a duly authorised person e.g. Company Registered Owner, Managing Director. This authorises PayPal to open the account and this can be downloaded later on in the process.

Please check that you have entered all of the required information.

The image displays three sequential screenshots of the PayPal Business account setup interface, illustrating the steps required to confirm identity and add business information.

**Screenshot 1 (Left):** The 'Finish later' screen titled 'To use all of PayPal's features, confirm your identity'. It lists five steps: 1. Business info, 2. Account holder info, 3. Executive info, 4. Authorized representative info, and 5. Shareholder info. Below the list, it states 'Providing this info helps us keep the PayPal community safe and comply with government regulations.' and includes three icons representing different levels of verification: 'You'll need to confirm or provide your identity', 'Usually, we can confirm everything instantly', and 'Sometimes, you'll be asked to provide additional info'. A blue 'Get started' button is at the bottom.

**Screenshot 2 (Middle):** The 'Let's confirm your business name and add some additional info' screen. It includes a 'Finish later' link and a list of steps. The first step, 'Business info', is highlighted. The form contains fields for 'Legal business name', 'Company Registration Number (optional)', 'Trading name', 'Business website (optional)', and 'What type of products or services do you sell?'. A blue 'Next' button is at the bottom.

**Screenshot 3 (Right):** The 'Who's the account holder for this PayPal account?' screen. It includes a 'Finish later' link and a list of steps. The second step, 'Account holder info', is highlighted. The form contains fields for 'Legal full name', 'Date of birth', 'Country', and 'Select, edit, or add a current residential address'. A blue 'Next' button is at the bottom.

# Add your documentation

## Step 8:

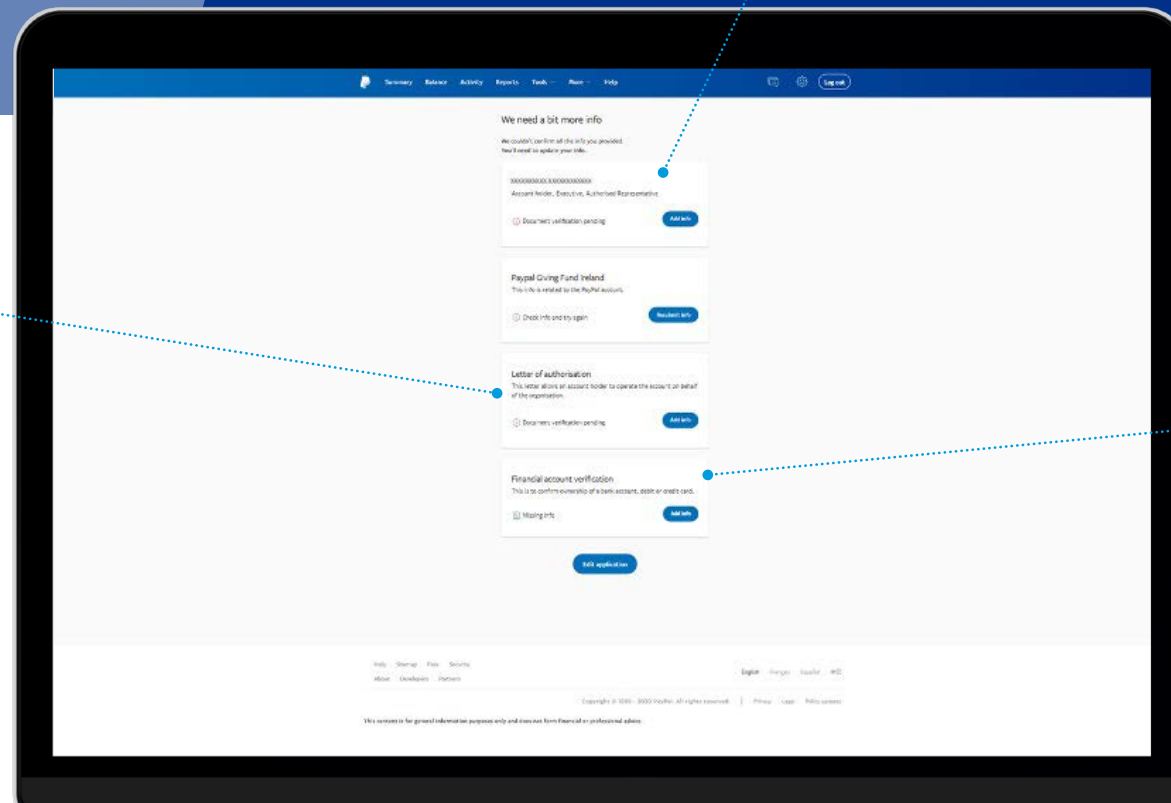
Finally, PayPal will require you to upload the documentation we included in your checklist on [page 7](#).

## Proof of Identity of the Account Holder, Proof of charity registration

If you are not a registered charity, then PayPal requires a copy of your constitution and a letter from HM Revenue & Customs (HMRC) to show that you are exempt from any taxes.

## A signed letter of authorisation

The letter of authorisation is required to be signed by a duly authorised person e.g. the company registered owner, Managing Director, CEO, CFO, Secretary, Town Councillor to be accepted by PayPal.

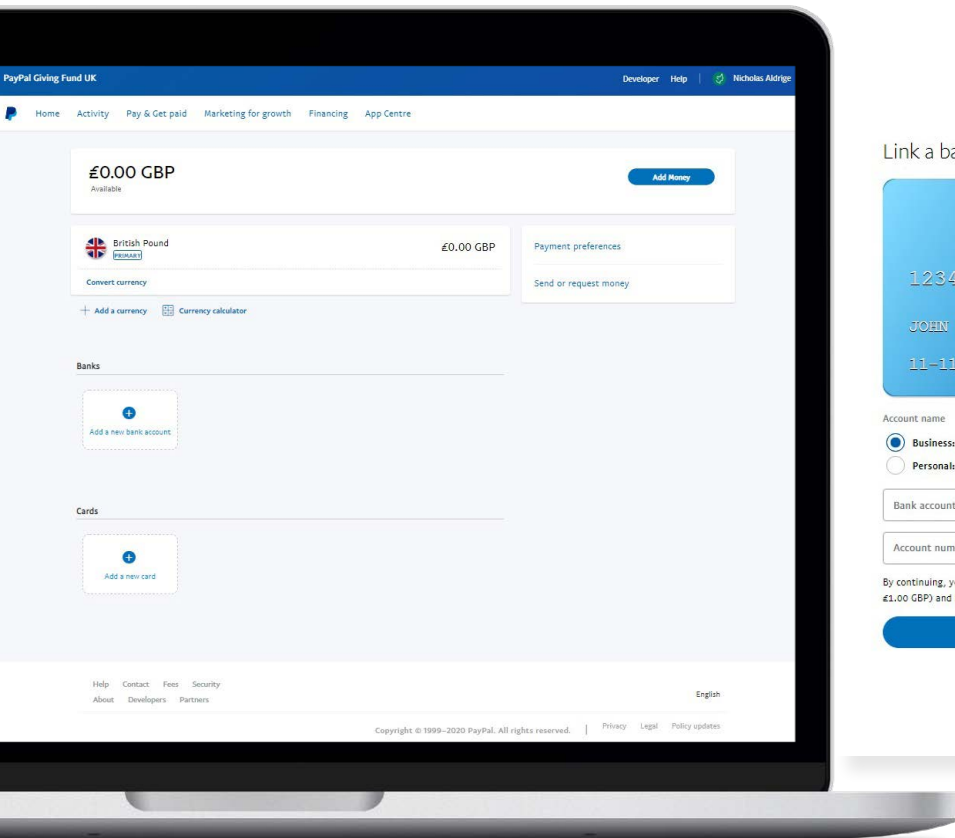


## Link your charity's bank account

You can upload all of the above documentation by logging into your PayPal account and by visiting [this page](#).



# Link your bank account and cards



### Link a bank account

Debit Card

1234 1234 1234 1234

JOHN DOE

11-11-11 12345678

Account name

☒ Business: PayPal Giving Fund UK  
☐ Personal: Nicholas Aldrige

Bank account sort code

Account number

By continuing, you agree to let us send 2 small deposit amounts (less than £1.00 GBP) and retrieve them in 1 withdrawal.

Agree and Add

### Confirm your bank

We have sent a confirmation code to your bank account. Look for the code in your bank account activity and enter it below to confirm your account.

The 4-digit code will appear next to the £0.01 GBP deposit we sent.

Bank statement

Confirmation code (4 digits)

Confirm

By linking your bank account, your charity will be able to receive grants from PayPal Giving Fund direct to your PayPal account each month.

# Congratulations

You've now completed the charity confirmation process and your request will be reviewed by PayPal which takes 5-7 working days. Once your status has been confirmed and your charity is eligible, you'll receive an email verifying your enrollment with PayPal Giving Fund.

## Welcome to PayPal Giving Fund UK

Dear CUSTOMER NAME,

We're excited to welcome CHARITY NAME into PayPal Giving Fund UK. Under the PayPal User Agreement, we enrol eligible charities without you having to take any further action. If you don't want to benefit from PayPal Giving Fund programs, or do not wish to receive optional email communications from us, you can opt-out at any time by [contacting us](#).

Now that you've completed enrolment, we recommend that you:

[Explore your dashboard and update your profile](#)

[Explore the PayPal Giving Fund dashboard](#) to see a full breakdown of all the donations included in grants you'll receive from us, along with donors' information (when shared). You can even preview donations that'll be included in future grants by clicking "Pending Donations." Click on Profile to upload your logo and mission statement and review your cause areas. This will help donors locate your charity and understand what you do.

[Notify your accounting department](#)

It's helpful to tell your accounting department that they'll be receiving grants from PayPal Giving Fund through your charity's PayPal account. Grants are sent as a single payment at the end of each month and include donations received from the 16th of the previous month through the 15th of the month the grant is sent.

[Encourage your supporters](#)

Let donors know they can now support your charity on our partners' platforms, including PayPal, Facebook and GoFundMe. PayPal Giving Fund UK doesn't charge charities or donors any fees for our services. Some of our partners may charge fees on donations made through their platforms, which they will disclose at the point of donation.

Thank you so much for taking the time to learn about PayPal Giving Fund. We hope to become a valuable fundraising partner for your charity. If you ever have any questions, or need to contact us, please click Help & Contact on our [website](#).

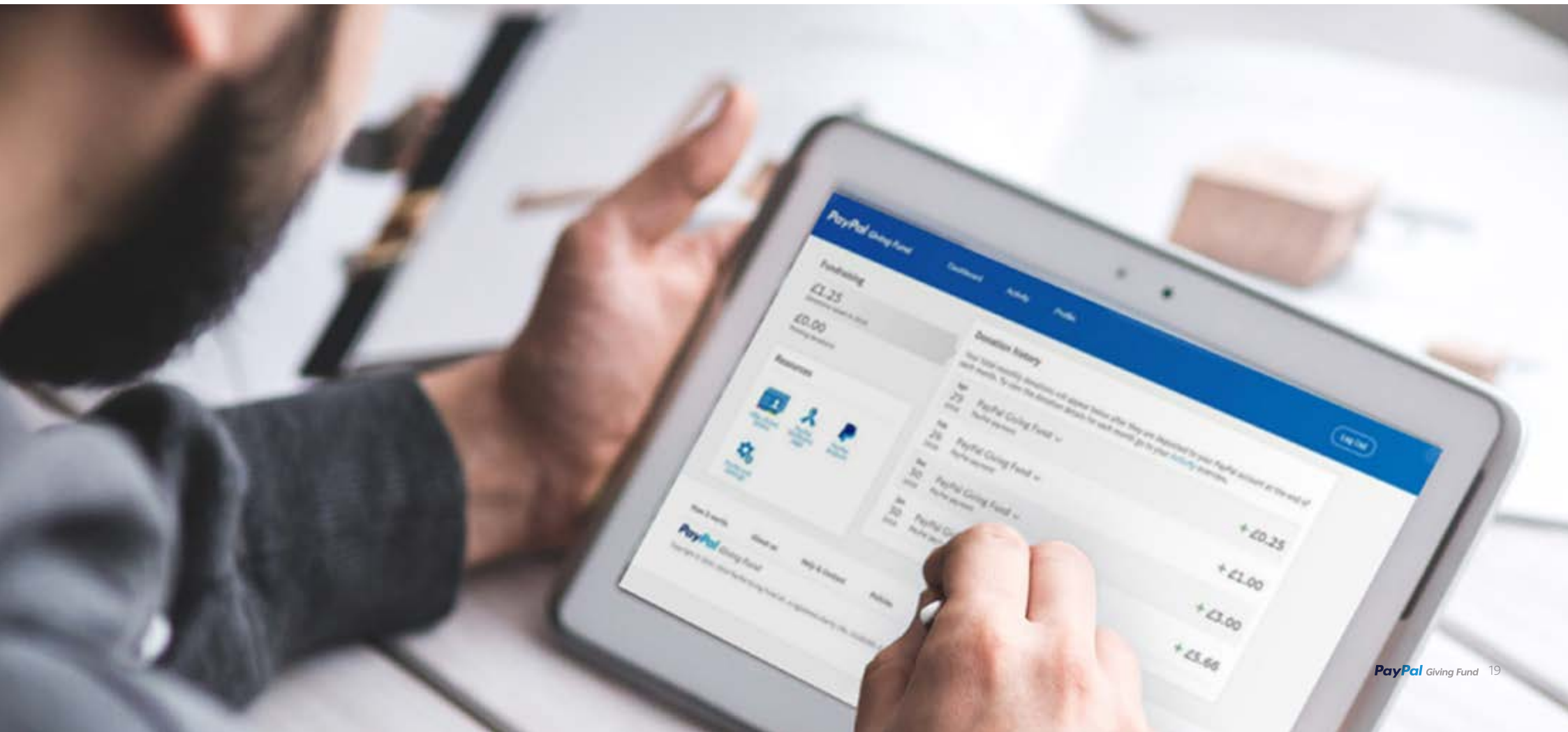
Sincerely,

Vanessa Babouram

Vice President, PayPal Giving Fund UK and Ireland

# The PayPal Giving Fund Dashboard

Our dashboard tool enables charities to manage their fundraising with its easy to use design. [Visit our website](#) and log in to your charity's PayPal account to access the dashboard.



# Using the Dashboard

## Dashboard Tab

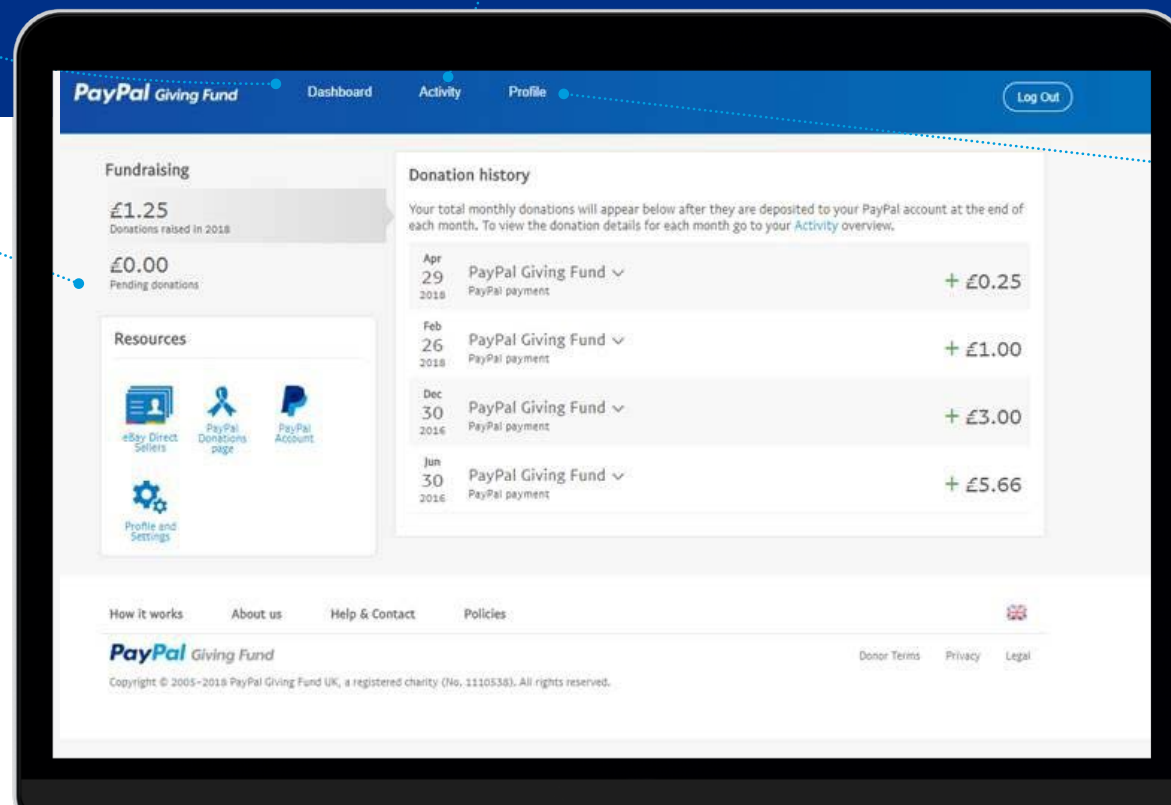
Your Dashboard tab allows you to view the donations that made up the funds granted to you by PayPal Giving Fund each month. These payments are broken down by each monthly payout. You can click each month to view which programmes your charity has benefited from and how much was raised. This tab also includes a feature that shows total donations raised for the current year and a personalised Fundraiser Hub link.

## Activity Tab

Your Activity tab shows donations made to PayPal Giving Fund and granted to your charity in more detail. You can download a CSV file of the latest payout your charity has received where you can view the date of the donation, donor name (if the donor has opted in to share this), email address, amount donated and through which partner programme and campaign details. Data can be filtered 90 days at a time.

## Charities can also view currently pending donations

within the dashboard tab, featured below the total donations raised in the current year. By clicking the pending donations amount, you can view the individual donations to PayPal Giving Fund that will be granted to your charity in the next scheduled payout.



## Profile Tab

This tab allows you to update your charity profile and contact details. You can also opt in to receive marketing from PayPal Giving Fund and our partners on this page.



# FAQ

## PayPal



### How do I resend my documents if they are not accepted by PayPal?

There are two ways you can send us your identity document again:

1. *Log in to your account and follow the PayPal Resolution Center steps.*
2. *Go directly to the document submissions page after logging in.*



### How do I add a bank to my PayPal account?

The name on your bank account needs to match the name on your PayPal account, make sure you enter the correct information.

To add a bank account to your account:

1. *Click the Pay & Get Paid tab at the top of the page.*
2. *Under 'Wallet', click Banks and Cards.*
3. *Under 'Bank Account' click Add a bank account.*
4. *Enter your details and click Add bank account.*

To use your bank account as a funding source, and for security purposes as part of getting verified, you need to add your bank account and confirm that you are the owner of that account.

Not all banks are accepted at PayPal: you may be using a bank that is not compatible with PayPal such as an online only or prepaid bank account. Try adding a different bank account to your account.



### How do I add another user to my PayPal Business account?

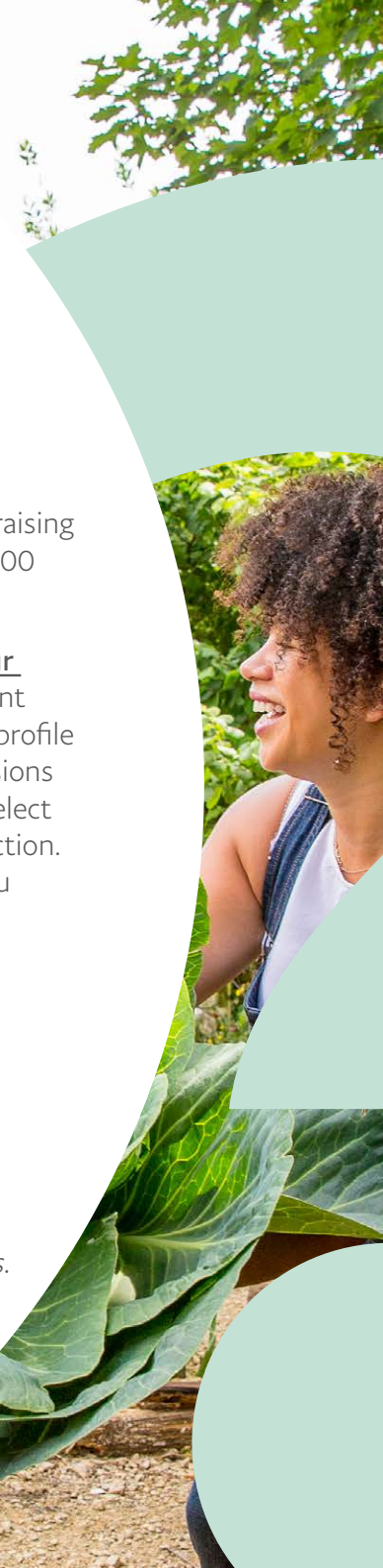
To help with account management and fundraising across your organisation, you can add up to 200 users to your PayPal account.

To add a user to your PayPal account [visit our website](#), log in to your charity's PayPal account and go directly to Manage Users within your profile page. When prompted to choose the permissions for the new user you are adding, be sure to select Access Reports under the Administration section. You can also select any other permissions you want the new user to have.



### How do I update the name of my PayPal account to reflect my charity's name?

1. *Log in to your PayPal account.*
2. *Click the Business Profile icon beside 'Log Out' and select Profile and Settings.*
3. *Click My Business Info.*
4. *Click Change next to Name.*
5. *Select Business Name Change (business name).*





# FAQ



## PayPal Giving Fund Help

### How does PayPal Giving Fund payout funds?

PayPal Giving Fund grants donations to charities at the end of each month, by depositing a single payment into each charity's PayPal account.

Donations received from the 16th of the previous month up to the 15th of the current month are distributed at the end of each month.

We accumulate funds over the month to help reduce charities' donation administrative costs. This also means we can account for any donor-reclaimed refunds and eliminates the need for charities to manage refunds or chargebacks directly with the donors.

### Gift Aid

We claim Gift Aid on the donations and regrant it to charities recommended by the donor. We file for Gift Aid with HM Revenue & Customs (HMRC) after delivering the original donation to the charity. Occasionally, due to HMRC backlogs, there may be a delay in receiving Gift Aid. Typically, we pass on Gift Aid the month after we pass on the original donation. We pass on to the charity all Gift Aid, without deduction.

### How can you thank your donors?

If a donor consents to share their details, these can be found in the downloadable payout report from the dashboard.

You will be able to see their name, email address along with the partner programme and campaign their donation was made through.

For more information please see our [User Agreement](#).

For more assistance please visit our [website](#).



If you have any questions or require assistance please visit our [website](#) or call us on 0800 587 0461 stating 'charity help' or just 'charity' to reach our team.

***PayPal Giving Fund UK***