

Administration Notes:

Existing Donors – If you are already in our database (ie: you have donated previously & received a tax receipt via email) you can use our easy “If you are Returning – Login” feature which lets you enter your email address and then loads your contact information & links your new donation to your existing profile in our database. This makes it even easier for you to donate on a phone or tablet & helps us reduce the time we take to maintain our database. If you are on an “annual” receipt because you are a monthly donor, this feature lets us add your additional donation to your annual receipt.

Gift Donations – If you are making a gift “in-honour” of someone – please fill in their name in the box under Donation Details marked – “If you would like to dedicate this donation in-honour of someone, please write their name here:” and if you would like us to send them a mailed card or an email with a special message, please use the box directly below their name to add the special message and their contact information (mailing address -or- email/special message) so we can make sure your honoree knows you’ve made a donation in-honour! **Please make sure to fill in your own name and contact information in the “Personal Information” section so we’ve got your details on file correctly as well (or “Login” with your email if you are already in our system).**

Hotmail Users – Please check your spam/junk folder for your tax receipt – we have been having issues with Hotmail Users email from us ending up there. When you find it you can mark it as a “Safe Sender” and add us to your address book/contact list to help make sure you get future emails in your inbox.

Donation Errors – Please be aware that when a donation is not processed, the error message appears at the bottom of the page! If you do not see the success page which reads: “Thank you for your donation. Your Credit Card has been charged \$____. We have sent a confirmation email.” after clicking the “Donate Now” button at the bottom of the donation form, your payment has not been processed.

Donation Issues – If you are encountering issues with the donation page, you are also able to donate through the [online store here](#). (Please note donations through the online store will not be automatically receipted, they need to be manually entered and receipted, so please expect your tax receipt 2-4 weeks following your donation.) Or donate over the phone – call Shirley: 250-679-2778.

Membership Renewals – please note because you are receiving benefits with your Membership, it is not eligible for a tax receipt – please use [this link to the shop for Memberships](#).

Lost/Deleted/Incorrect Tax Receipts – please call or email the office ([contact info here](#)) if you need a copy of your tax receipt or if there are any errors on your receipt.