

Frequently Asked Questions

Continuous Giving

Do I need to re-enter my donation amount if I was previously a continuous donor?

- Yes, because it is a new platform and the existing donation amount does not carry-over/pre-populate in the Salesforce Philanthropy Cloud (SPC) platform. You will be asked to re-enter your donation for every campaign in SPC.

Why do I need to re-enter my donation amount if I was previously a continuous donor?

- Since this is a new platform, the existing amount from your continuous donation does not carry-over/pre-populate in the SPC platform. As well, since each new year is a new campaign you will be asked to re-enter your donation. Thank you for your willingness to re-commit; we're grateful!

Will I need to re-enter my donation amount every year?

- Yes, each campaign in SPC is a brand-new chance to support a charity thus requiring your information again. You will not however need to re-enter financial information.

How do I know if I was previously considered a continuous donor?

- Your email from United Way that you received right before your campaign launched would indicate that you are a continuous donor.

Credit Card

Can I select a start date for my credit card payment in Salesforce Philanthropy Cloud (SPC)?

- Unfortunately not the credit card payments start immediately based on how the system has been set up by Salesforce.

Is there a potential overlap with my credit card instalment payments which I set up last year?

- If you selected to have monthly credit card instalment payments for the period of Jan – Dec and then also select to fulfill your new SPC donation via monthly credit card instalment payments, you may encounter an overlap in payments. United Way understands that you may not want to have an overlap in payments and as such, is happy to accommodate a request to stop payments related to last year's pledge. We are aiming to contact everyone who may risk overlap before your campaign begins. If we haven't been able to reach you, please contact Donor Services at (604) 294-8929 to have the payment overlap stopped.

How can I stop my credit card instalment payments which I set up last year?

- We are aiming to contact everyone who may risk overlap before your campaign begins. If we haven't been able to reach you, please contact Donor Services, (604) 294-8929 to the payment overlap stopped.

When will I receive my tax receipt for my donation?

- The tax receipt for payments made the previous year will be issued to you in February. The tax receipt for monthly credit card instalment payments made via the SPC platform will be issued to you monthly via email. One-time cash and credit card donation tax receipts are available immediately in PDF. Please note that in a bid to keep costs low, we have partnered with United Way Calgary to help cost share. United Way Calgary processes all payments received on the SPC platform and issues all tax receipts. This means, your tax receipts will have United Way Calgary's information on them. Please note that your donation will stay local; it will not be distributed in Calgary.

Why does my credit card statement identify United Way of Calgary as the payment processor for my donation through SPC?

- In order to keep costs low with this giving platform, we have partnered with United Way Calgary to help cost share. This means they process all donations received on the SPC platform. For that reason, you will see United Way Calgary on your credit card statement and your tax receipt will be issued by United Way Calgary. Please note that your donation will stay local; it will not be distributed in Calgary.

User Tips & Support

- SPC works best in the internet browser Chrome.
- You can link volunteer hours to any Canadian Registered Charity
- For user issues please contact Zin at ZinK@uwlm.ca
- For technical issues please contact Philanthropy Cloud Support at cloudsupport@uww.unitedway.org