ALL ABOUT DONATIONS
# Table of Contents

All about Donations .......................................................................................................................... 3

Is my online donation secure? ........................................................................................................... 4
Where can I find my donation receipt? ................................................................................................ 5
Can I donate to an ioby campaign by check or cash? ..................................................................... 6
When I donate to a project, where does my money go? .................................................................. 8
What happens if I donate to a project that never becomes fully funded? ....................................... 9
Can I receive updates on the progress of projects I support? ......................................................... 10
Am I donating to individuals, a nonprofit, or a for-profit organization? .................................... 11
How can I support ioby's nonprofit services? ................................................................................. 12
All about Donations
Is my online donation secure?

Yes. Security is our priority.

Ioby's site has a valid security certificate, an EV-SSL (the most stringent kind) issued by COMODO, and our credit cards are processed through Authorize.net Payment Gateway, which maintains strict oversight over PCI compliance. None of your credit card information is stored or processed by ioby; instead everything is transmitted via secure servers directly to/from banks via the Payment Card Network Interchange.
Where can I find my donation receipt?

If you made an online donation but can't find your donation receipt, check your inbox. Online donations will receive an automatic donation receipt via email to the address entered during the check out process. Donation receipts are sent from donations@ioby.org or info@ioby.org. The subject of the email is "Thank you for your donation to ioby.org!".

Have you looked into your junk mailbox? You may try searching your junk or spam folder for emails from donations@ioby.org or info@ioby.org

If you still cannot find your receipt, please let us know, and we'll request a duplicate receipt for your records.

How to request a new receipt

Please provide the following information in an email to donations@ioby.org so that we may assist you:

1. Donor first and last name
2. Donor email address
3. Date of donation (or estimated date)
4. And if your donation was for an ioby project, please include the name of the project

Thank you!
Can I donate to an ioby campaign by check or cash?

We are so excited that you plan to support an ioby project with a donation!

If you'd rather not give online or don't have quick access to the internet, you may give by check by following the 3 steps outlined below. Please also review the important things to know about check donations and processing time at the very bottom of this page.

ioby does not process cash donations to campaigns.

Follow these 3 simple steps to give by check

1. **Write a check to ioby.** Along with the preferred donation amount, please be sure to make the check payable to ioby, and list the campaign name on the memo section so that we know where to apply the funds. For example, if you are giving to a campaign titled "Main Street Garden Spring Planting", you may write "Main St Garden" on the memo line.

2. **Tell us where to email your tax receipt.** Please include a note with your check telling us where you'd like us to email your tax receipt. The note should include your name, email address, and phone number.

3. **Mail the check to ioby at this address:**
   
ioby
   PO Box 4668 #74253
   New York, NY, 10163-4668

Important things to know about your check donation for an ioby project

- **Checks take time to process.** Please note that with mailing and processing time, check donations for projects may take up to 2 weeks to be reflected on a project's fundraising page. Sometimes this process is faster but don't be alarmed or surprised if the donation takes a little extra time to show up on the project page.

- **If a check is mailed to any other ioby address, instead of the P.O. Box mailing address above, the processing time will increase.** Do not mail project donations to an ioby office address. We have strict financial processes in place to ensure the financial information of donors is kept secure. Due to these important financial processes, mailing a check to another address will delay, rather than speed up, the check's processing time.

- **Be aware of express delivery options to a P.O. Box.** If you or your donors intend to express mail a check to the P.O. Box above, please check with the mailing service to verify if
they are able to **express deliver to a P.O. Box** as there may be restrictions based on the service provider (i.e. USPS vs. Fedex).

- **Your privacy is important.** When you give by check, ioby will add your donation to the project that you specify and publicly indicate your donation as Anonymous. The project leader will see your donor name as Anonymous. If you would like to share your name, your business name, or your family name with the project leader to be personally acknowledged, please include a note with something to the effect of: "Please publicly acknowledge my donation from [Your Preferred Donor Name]". This acknowledgment does not impact your tax receipt.

Still have questions? Call us at 917-464-4515 x 8 or email us at donations@ioby.org.
When I donate to a project, where does my money go?

Your entire donation to a project (100%) is funding the materials and services needed to carry out that project.

When visiting a project page, click on "budget" to see exactly what your donation is funding. It's important to note that this amount also includes the processing fees and shipping costs that ioby incurs to complete your donation. This can be anywhere from 3% to 8% added on top of the project budget. Click here to learn more about ioby's fees.
What happens if I donate to a project that never becomes fully funded?

When a project is not fully funded within seven months, or if a project cannot go forward for any other reason, ioby makes every effort to help the group modify their project so that it can be completed. If this is not possible, ioby makes every effort to reapply your donation to a project similar in type, scope, and location.
Can I receive updates on the progress of projects I support?

Absolutely! One of our favorite parts of iozy is the ability for donors and volunteers to follow the impact of their support. Once fully funded and underway, project groups often post updates about the project progress, posting notes, telling stories, and adding photos and videos to their project blog so you can follow the impact of your actions. Checking the campaign page for updates is a great first step, and if the project is in your neighborhood, you can even walk down the street and see it for yourself!
Am I donating to individuals, a nonprofit, or a for-profit organization?

Your donation goes to ioby, which is a non-profit entity. Then, when the project is fully funded, we disburse the funds to the project leader to complete the project as they have described on their project profile page. ioby only disburses funds, materials and services to 501(c)3 activities.
How can I support ioby's nonprofit services?

As a tiny non-profit in a crowded crowdfunding space, we rely heavily on generous donations from our supporters. The best way to give to ioby is to become an ioby sustainer or “Backyard Builder.” Your monthly donation will go a long way to support our operations costs so that we can continue to offer our high-touch services to ioby leaders across the country.

It's also easy to support ioby while you're donating to projects you're excited about. We suggest that you add a 20% tip (similar to a restaurant gratuity) to every project donation you make. Help us keep the lights on and donate here.