Ministry Brands® + The Giving Block (A SHIFT4 COMPANY)

Go to dashboard overview

Frequently Asked Questions

How does this work?

When donors access your donation form (either embedded on your website or included in the Ministry Brands –hosted donation page), they can choose to make a donation via "Crypto or Stock". When they click the "Crypto or Stock" donation button, The Giving Block's crypto and stock donation form will open in a new window.

For stock gifts, donors initiate the donation by inputting the required information on the giving form. This information is converted into a stock donation form which is sent directly to their broker to execute the transaction. Donors will receive an email confirming that we have received their pledge and are initiating the transaction with their broker.

Stock donations are distributed to the Wells Fargo account at the Renaissance Charitable Donor Advised Fund. Typically stock donation orders are processed within 5 to 10 business days. Donors receive a final receipt once the shares have been liquidated.

Crypto gifts are similar, but at the end of the information entry process they will be provided with a unique string code or QR code which they will use with their preferred Crypto wallet.

Cryptocurrency donations are transferred to Renaissance Charitable's wallet. Once confirmed on Blockchain, these crypto donations are immediately liquidated for cash and nonprofits receive the gifted amount net of processing fees.

Donors receive email receipts from Renaissance Charitable Foundation, Inc. when their gift is fully processed.

How will I receive their crypto or stock donations made with this integration?

Donations will be issued via check by Renaissance Charitable, a sponsoring charity for donor advised fund programs.

How often will I receive payments from Renaissance Charitable (REN)?

Customers will receive their crypto & stock donations monthly by check via Renaissance Charitable. You will receive one check for crypto donations and one check for any stock donations. Note – there must be a minimum of $50 in donations to distribute each month. If you receive under $50 in donations in a month, those funds will be later distributed once the minimum donation amount is reached. Checks are typically issued by the 15th of the month.

When I receive payment from REN, will the check show which transactions included?

On the check, there will be a purpose line statement that includes the date range of donations included. For example "10/01/23 - 10/31/23 Crypto donations via Ministry Brands" or "10/01/23 - 10/31/23 Stock donations via Ministry Brands". Along with the check, you will also receive a grant letter from Renaissance Charitable, with the same purpose line included.

Will donors receive a receipt for crypto and stock donations?

When a donor makes a crypto donation, they will receive an automatic receipt from The Giving Block. When a donor makes a stock donation, a receipt will be sent once the shares have been received and liquidated at Renaissance Charitable. Since Renaissance Charitable is the sponsoring charity for both crypto and stock donations made through Ministry Brands, their information will be listed on the receipt your donor receives.

What is the crypto and stock processing fee?

The processing fee for crypto and stock is 4%.

How will I know if I received a crypto or stock donation?

a) The main email you provided when enabling these donation methods will be set-up to receive email notifications from The Giving Block when your organization receives a crypto or stock donation. You can also view these transactions in The Giving Block's dashboard.

For crypto, you will receive one email notification when your organization receives a crypto donation.

For stock, you will receive two email notifications. The first email is to notify your organization that a stock pledge has been made. This means the pledge is still pending and is still subject to validation (which typically takes 5-10 business days to complete). The second email you receive is when the stock has been received and liquidated by Renaissance Charitable.

For all these emails, this is to notify your organization that you've received a crypto or stock gift. This does **not** indicate that your check has been mailed by Renaissance Charitable. You will receive your payouts for crypto and stock monthly from Renaissance Charitable via check.

b) If you would like another person at your organization to receive email notifications, please email support@givinghelpdesk.com.

How do I view my stock or crypto donations?

When you enable crypto and stock donations, you will receive an email to access The Giving Block's dashboard, where you can access all donor and donation information for crypto and stock. You're also able to export weekly, monthly, and all-time donation reports in an excel format.

To access the dashboard, log into http://dashboard.tgbwidget.com/.

For more instructions on how to navigate the dashboard, click here.

Should I import my stock or crypto contributions into my church management software?

At this time, we recommend that you do NOT add your stock or crypto donations into your church management software. When The Giving Block is fully integrated into Ministry Brands systems in 2024, all previous stock or crypto donations will be imported at that time.

Are stock or crypto contributions refundable?

Stock and crypto donations are not typically refunded. We strongly suggest that customers explicitly treat all cryptocurrency / stock donations as final and do not offer refunds. Should a refund absolutely be necessary, it would have to be issued as cash from your organization directly to the donor.

When I receive my check from Renaissance Charitable, what other documentation will I get?

Below is a sample letter you will receive with your check for any crypto / stock donations:
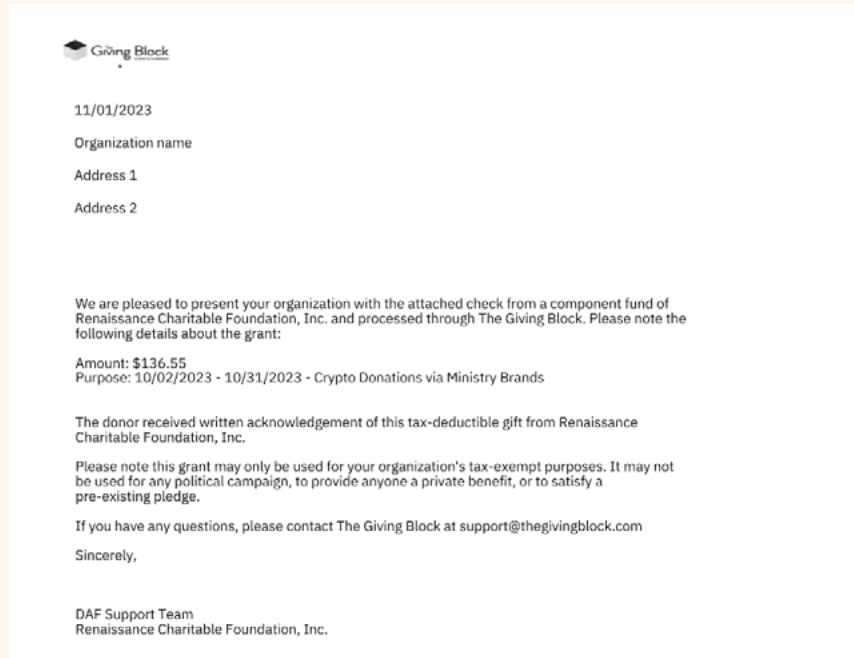
Below is a sample check you will receive with any crypto / stock donations:
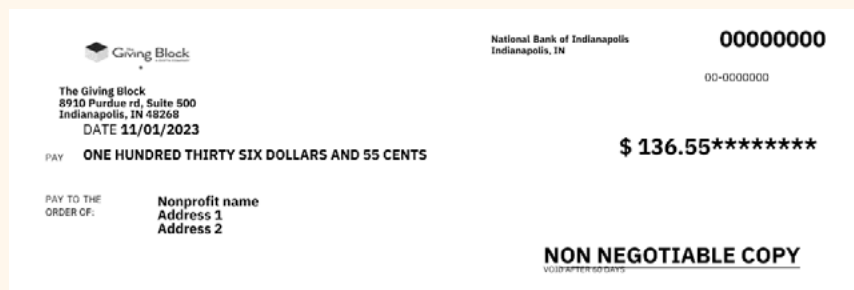
TGB Dashboard

The Giving Block Dashboard
How to Navigate

Your Dashboard is where you can access all your crypto and stock donor and donation information. You're also able to pull weekly, monthly, and all-time donation reports. In this article, we will provide you with step-by-step guidance on how to navigate the Dashboard menu; enabling you to find what you need quickly and easily.

The *Overview* Section

This is the section you will be automatically taken to when you login to The Giving Block's dashboard. Please read the brief descriptions below for more information on what is shared in each tile.

- At the top of this section, you will see the option to **Filter By Date.** It automatically defaults to ***month to date,*** but if you click the dropdown, you can customize what date range you'd like to see (including all time).

- The **Total Donations** amount is the total your organization has received from direct donations based on the time frame you selected.

- **Direct Donations** displays the type of donations received by donation type (crypto and stock).

- **Total by Currency** – This section displays totals by each type of cryptocurrency based on the time frame selected.
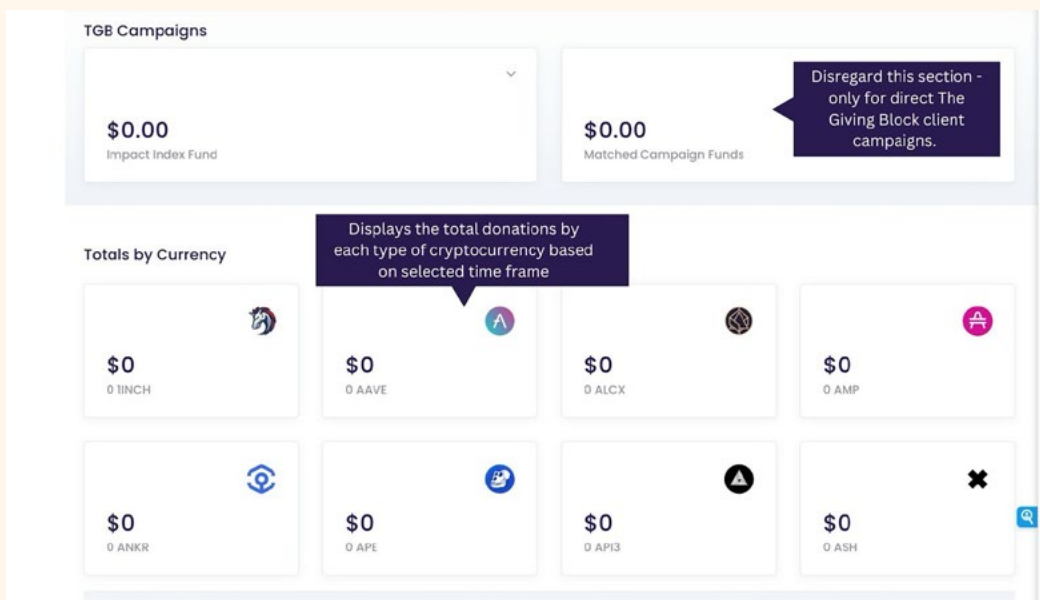
The *Donations* Section

When you click on the menu on the left-hand side of your screen, you'll see the "Donations" section. This section has two main functions:

1. **Transactions**

Each crypto and stock transaction made directly through your donation form can be viewed in this section of the dashboard. Transaction details include transaction id, donor name, type of currency, etc. You can filter by date or donation method, as search by donor name. When you click into each transaction, you'll see more details including donor details, the gross / net amount, and any donation notes.

2. **Transactions CSV Report**

Within the "Donations" section, you'll also see the option for Transactions CSV report. This will allow you access and download a comprehensive transaction data including donor name, donor email, donor address, and more. To pull a transaction report, follow these steps:

- Visit The Giving Block dashboard
- Find the navigation menu on the left, click **Donations**
- Next click **Transaction CSV Report**
- Choose the desired timeframe for the report you wish to view
- Click on the **Download Report** button

For easier analysis, consider filtering your CSV report based on the "Payment Type" column. This will allow you to specifically view the payment types such as stock or crypto that you are interested in examining.

Common Dashboard FAQs

1. *How to Get Access to the Dashboard:*

   Unable to access the Dashboard? Simply email support@givinghelpdesk.com, including the first name, last name, title, and email address of the users requiring login credentials and you should expect to hear back in 24 – 48 hours.

2. *I Cannot Access Website After Bookmarking:*

   Please clear your cache. Re-entering the website https://dashboard.tgbwidget.com will also get you there.

3. *Will I Receive Email Notifications?*

   Anyone set up as a user on the dashboard will receive an email and payout notification when a donation comes in.

4. *How Do I Pull a Donation Report?*

   You can pull a donation report for any time period by following the steps under Donations -> Transactions CSV Report above. The CSV includes transaction dates, amount donated, payment type, donor information (if applicable), donation notes, the website origin of the donation, and much more!