

Download or request a donation receipt

Find the document for one donation, or prepare a request when its PDF is not available yet.

6 min · Receipts linked to your account · 2026-09-21

Before you begin

- ✓

Sign in with the profile linked to the donation and an email address on the account. Staff administrative permissions are not required.
- ✓

Have the date, amount and recipient; also prepare your tax ID when requesting a document.

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STEP 1 OF 5

Find the correct receipt

Under Donations, choose Receipts. Your tax receipts separates All receipts from To request. In the first section, identify the campaign or recipient, date, amount and receipt number when available. Check the row before downloading: donations of the same amount may have different dates.

The list covers operations associated with your account, potentially across communities. Selecting a community does not change an operation's recipient. A pending payment does not appear among the completed donations from which a document can be requested.

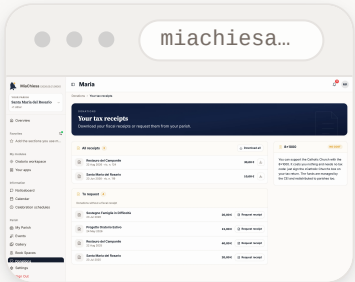


Fig. 1 Rows with an available document have the Download receipt action.

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STEP 2 OF 5

Open the individual document

Use Download receipt on the relevant row. The app prepares a temporary document link and opens it; the browser or device may display it in a new tab. Wait for it to open and check its contents before saving or printing with the viewer controls.

Opening the PDF does not mean it has already been saved on your device. To keep several receipts, repeat the action for each row. Do not rely on Download all for a complete archive: that control currently opens only the first receipt.

Document and payment status

An available receipt is a document linked to an operation. This guide explains how to find and open it; checking its data and intended use remains a separate step.

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STEP 3 OF 5

Open a request when the PDF is missing

Under To request, find the completed donation without a PDF and choose Request receipt. Request Receipt summarises the amount, community and date: check that they identify the intended operation before completing your details.

An available request form does not mean a document has already been issued. If you submitted a request previously and the PDF is still missing, check any communications and seek an update before repeating the request.

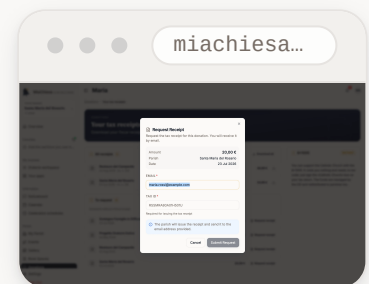


Fig. 2 The form prepares a request for the selected operation; it does not show an issued PDF.

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STEP 4 OF 5

Check the details before submitting

Check Email, which may be filled from your account. Enter Tax ID and read it again; the form requires sixteen characters. Correct length alone does not establish that the code belongs to the recipient. Use the details appropriate for the request.

When ready, select Submit Request and wait for confirmation. This confirms submission, not immediate issuance or instant email delivery. Cancel closes the form without sending it.

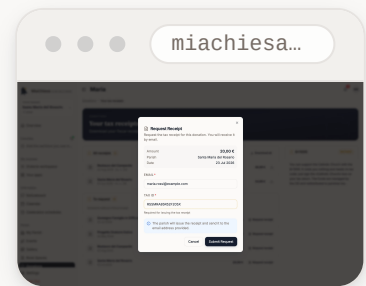


Fig. 3 The details are prepared for review. Submit Request has not been pressed and this screen has not issued a document.

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STEP 5 OF 5

Verify availability and save the file

When the document becomes available, return to All receipts and use Download receipt on the correct row. Check that the opened file matches the donation, then save it to your chosen location using the browser or viewer.

If opening fails, retry from the page instead of reusing an old temporary link. Also check new tabs and browser popup blocking. Do not make another donation to recover a receipt for an earlier one.

What you have achieved

- ✓ You have identified the correct document and can distinguish opening a PDF from saving it locally.
- ✓ When a PDF is missing, you have checked the request details without confusing submission with issuance.

Troubleshooting

Download all gives me only one document



The current control opens the first receipt. Download each document separately from its own row.

A donation is missing from To request



This section includes completed operations without a PDF. Check the account, status and donation references; pending or failed payments are not completed operations.

The request will not submit



Check that Email is filled in and Tax ID has sixteen characters. Recheck the details and wait for an outcome after Submit Request; if an error persists, keep the references and seek help.

The PDF will not open



Look for a new tab or a blocked popup. Retry Download receipt to generate a fresh link; opening the file does not establish that it was saved locally.