

Donations and receipts

Browse available campaigns, complete a donation and find receipts associated with your profile.

8 min · Online payments enabled by the community · 2026-09-21

Before you begin

- ✓

Sign in with the profile used for the donation.
- ✓

Check the amount and recipient before confirming.

SECTION 1

Check community and availability

Open **Donations** in your personal area and check the community named in the header. The page brings together **Active campaigns**, your recent donations and the **Receipts** link. Selecting a recent donation opens the details of that operation.

If you see **Online donations not yet active**, the community has not completed online payment activation; this screen replaces the normal catalogue. You can use **Notify me when it's active**, when available, or consult the alternative methods displayed. The button registers your interest; it does not activate payments.

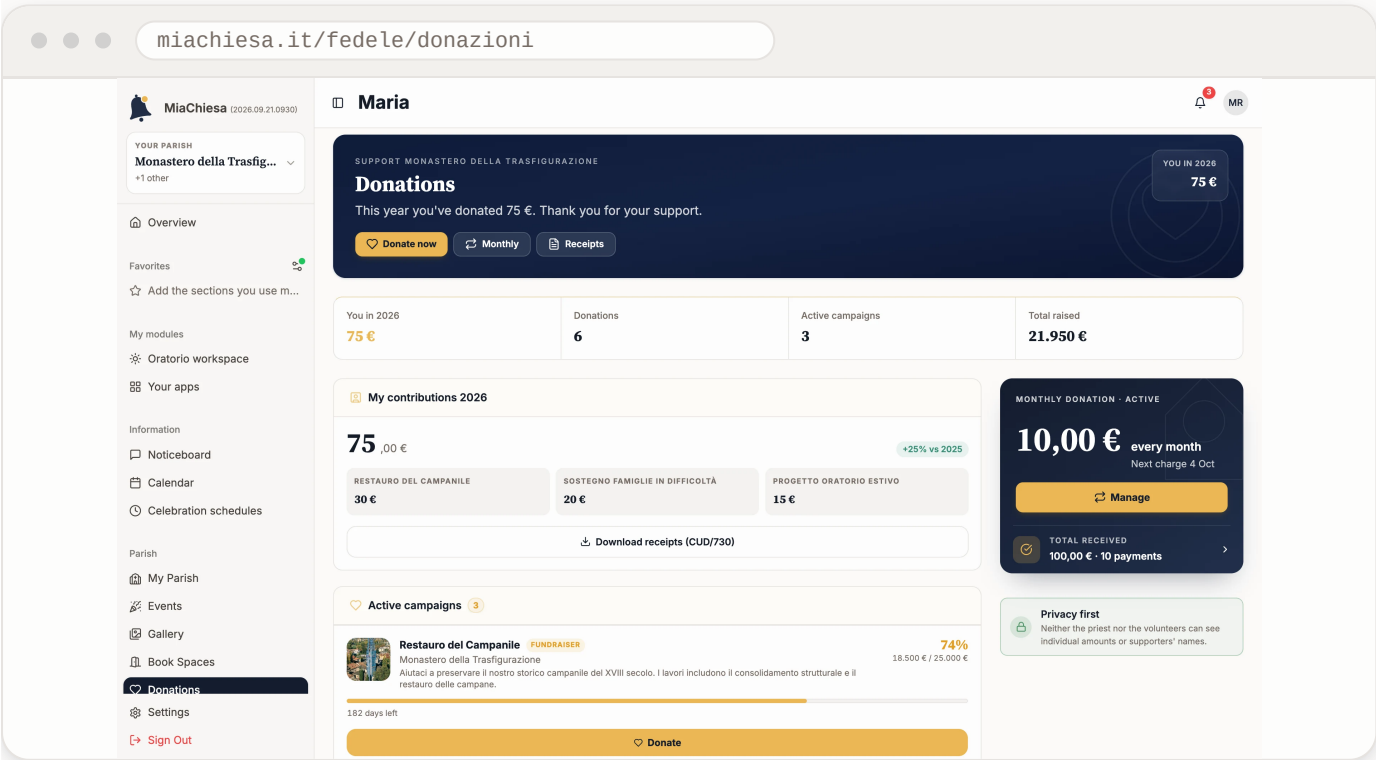


Fig. 1 The catalogue and personal history, with access to Receipts.

SECTION 2

Choose campaign, amount and frequency

Open an **Active campaigns** entry to read about the project before donating. For a general offering, use **Donate now** or **One-off**. In the **Amount** step, select a suggested amount or enter your own; check the selected campaign and any notes.

Monthly frequency is available only when the community has enabled it. Ongoing-support campaigns may preselect this frequency, so check it before continuing. **Cover the payment fees** can increase the requested total; **Continue with ...** shows the amount you are authorizing.

SECTION 3

Check your details and wait for the result

For a non-anonymous one-off donation, **Request Receipt** appears when the community has configured receipts. Choose **Individual** or **Company** under **Donor type** and enter the required details: tax ID for an individual, VAT number for a company. **Donate anonymously** changes the visible options, so check this choice before looking for the receipt request.

Select **Continue with ...** and review the summary in **Payment**. Use **Edit data** to correct the amount or details before confirming the payment method. Wait for the result: a payment shown as processing is not yet a completed donation and its receipt may not be available immediately. Use **Back to donations** to return to your history.

SECTION 4

Download or request an individual receipt

Open **Receipts**. Under **All receipts**, identify the operation by campaign, date, amount and receipt number when present, then use **Download receipt** on that row. To keep several documents, download their individual rows.

To request contains completed donations without a receipt PDF. Select **Request receipt** on the relevant row, check the amount and date, then enter **Email** and **Tax ID**. The form requires a 16-character tax ID; correct any highlighted fields and select **Submit Request**. The confirmation means the request was submitted, not that the document is already available.

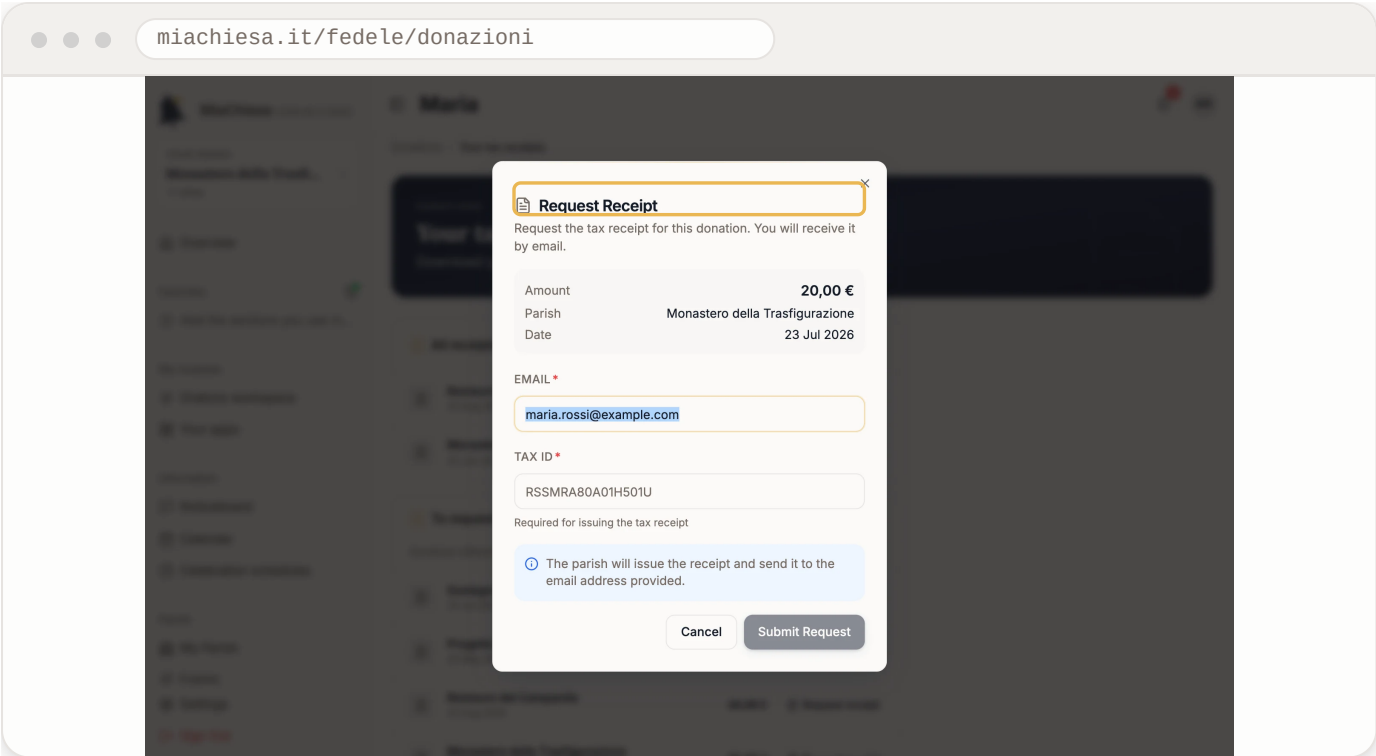


Fig. 2 Request receipt summarizes amount, community and date before the Email and Tax code fields.

SECTION 5

Access and permissions

Who can do what

Area	Behaviour
Personal account	Views history and requests documents for its own operations.
Community	Enables online payments, monthly frequency and receipt requests through the relevant settings.
Staff with management permissions	Administrative receipt issuance is separate from the personal viewing flow described here.

SECTION 6

Choose the right option

One-off

A single donation with an amount and summary to confirm.

- ✓ Check the recipient and total.
- ✓ Receipt options depend on community settings.

Monthly

Ongoing support, available when enabled by the community.

- ✓ Check the preselected frequency.
- ✓ The first-operation summary distinguishes confirmation from a processing payment.

Receipts

Issued documents and requests for recorded operations.

- ✓ Download from an individual row.
- ✓ A submitted request is not an already issued PDF.

SECTION 7

Terms used

Campaign

A fundraiser published by the community.

Receipt

A document associated with a donation when available.

SECTION 8

Frequently asked questions

Why can't I donate online?



Check the selected community. Online donations not yet active appears until the required payment settings are complete.

I paid but cannot see a PDF. Should I donate again?



Check the operation status first. A processing payment may take time; if it is completed, look for its row under To request. Do not make a new donation to obtain a receipt for the previous one.

The receipt request will not submit



Email and tax ID are required, and the tax ID must have 16 characters. Correct the indicated fields and try again. If an error persists, keep the donation reference and contact support.

What you have achieved



A completed donation appears in your history once recorded.



Available receipts are collected in the dedicated section.