

FAQs for the LUCY ROBBINS WELLES LIBRARY

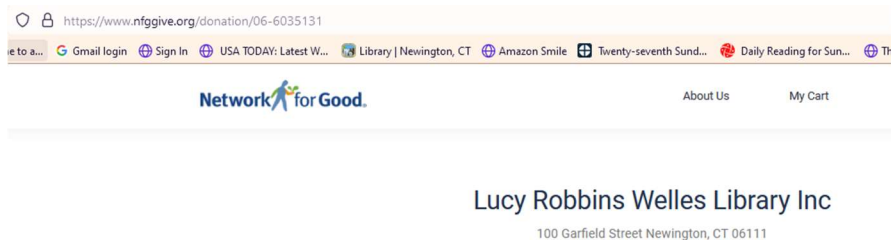
LIBRARY CHAMPIONS GIVING PROGRAM

HOW TO SET UP A MONTHLY DONATION

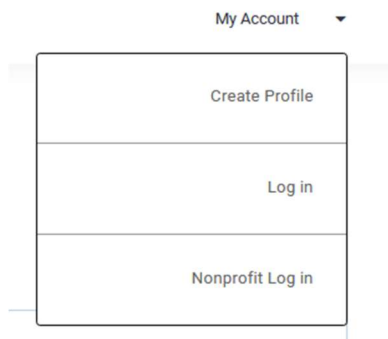
1. Click the button



2. You will be taken to the Library's personalized online donation website hosted by Network for Good. If you do not see Lucy Robbins Welles Library Inc, something went wrong and try again.



3. We encourage you to create an account to manage any changes in the future and view your donation history. Click the drop down arrow next the MY ACCOUNT and select CREATE PROFILE.



4. Fill in the form with your personal details (name, address, etc)

5. When asked to select your donation option:

Enter Amount

\$20	\$50	\$100	\$150	Other
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Credit or Debit Card

Card number		MM/YY	CVC
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Frequency

☒ One Time ☐ Monthly ☐ Quarterly ☐ Annually

Select the amount that is right for you and click the MONTHLY OPTION and the remaining required fields. You may also designate a memorial or honorary donation in this section.

6. Decide if you will cover the processing fee for the Library. If you click no, the processing fee will be deducted from the amount you donate.

Would you like to cover the processing fee for this organization?

☒ Yes, Add 5% to My Donation

☐ No thanks

CAN YOU CHANGE OR CANCEL YOUR MONTHLY RECURRING DONATION?

Yes. Network for Good has taken this into consideration and has the information posted on their website. Click this link to read all your change options:

<https://networkforgood.zendesk.com/hc/en-us/articles/1500009127322-How-to-Update-or-Cancel-a-Recurring-Donation>

WILL MY ONLINE DONATION BE SAFE AND SECURE?

Yes. Network for Good uses Secure Sockets Layer (SSL) technology to encrypt all data submitted.

OTHER QUESTIONS

[Why is Network for Good on my credit card statement?](#)

[Why Didn't my Donation Process Correctly?](#)

[How to Update or Cancel a Recurring Donation](#)

[Recent Donation Transaction Fee Error](#)

[How do I redeem my GoodCard Code?](#)

[How can I use Network For Good to make donations?](#)

[Submitting Matching Gifts](#)

[What is Network for Good?](#)

[Why did I get this email?](#)

[Why aren't all my donations listed in the email?](#)

[How do I get a tax receipt for past donations?](#)

[Are there costs to making a donation through Network for Good?](#)

[How Does Network for Good protect my privacy?](#)

[How can I pay for my donation?](#)

[How are donations processed by Network for Good?](#)

[Is my donation tax-deductible?](#)

[I made one donation, but multiple charges appear on my card?](#)

The answers to the above questions can be found on the donation website:

<https://networkforgood.zendesk.com/hc/en-us/sections/115002106627-FAQ>