**Gift Processing Vendor Fees as of July 2020**

Please note, the fees below are charged by our vendors for processing credit cards, these are not gift fees charged by UC ANR or any type of recharge. This is the same type of charge that any business taking credit cards as payment incurs.  Transfers to L-accounts are net of gift processing charges by our vendors.

We utilize two different gift platforms:

1. **Online Express**

Online Express is the regular platform used year-round (<https://donate.ucanr.edu/>). Online Express charges 2.798% plus $0.26 per transaction for their platform and processing fees.  This is competitive with other donation platforms, while providing benefits many other platforms do not.

All gifts transferred are net of the merchant fees charged by our vendor, which is why the number in your L-account is less than the gross gift.  If you are utilizing online giving for a project, you might want to adjust your donation request amount to accommodate the fee.  Online Express does not allow the option for donors to cover fees, but we have been told by our vendor that this is in the works.  When this happens, I will let you know.

1. **Everyday Hero**

Everyday Hero is the platform for our two Giving Days: Giving Tuesday in December and Big Dig Day in June. We only utilize it for these campaigns. It is a more sophisticated platform with features appropriate for Giving Days. As a result of those extra features, Everyday Hero’s platform fee is higher. They charge a platform fee of 5% plus bank processing fees of 2.9% plus $0.30 per transaction—almost 8% total. Everyday Hero allows donors to cover the fees if they wish and over 80% of our donors chose to pay the fees on top of their donation.

**General Info**

If you have a donor making a large gift, particularly for one of the giving day campaigns, they can pay by check and incur no fees of any kind and we will post it on your campaign page so it is reflected in the total.

ALL online gifts are automatically provided an acceptance letter that meets UC and IRS standards. Please DO NOT send the donor any type of thank you that references amount or tax information. A personal note of thanks, email or call is a great way to cultivate a donor. Sending a second formal thank you will just be confusing.