

eBill Donations FAQ



From October 2022, donation organizations will be able to send digital donation requests directly to the online banking of eBill users (eBill Donations). Non-profit organizations can find answers to the most important questions regarding connecting to eBill Donations and its functions here.

What criteria must non-profit organizations (NPOs) fulfill in order to be approved for eBill Donations?

The following two criteria must be met:

1. The foundation of an NPO must be legally valid (articles of association or foundation deed).
2. Proof of non-commercial purpose must be available:
 - with a ZEWO certification or
 - with proof of cantonal tax exemption of institutions with a non-profit or public purpose.

How and where can an NPO register for eBill Donations?

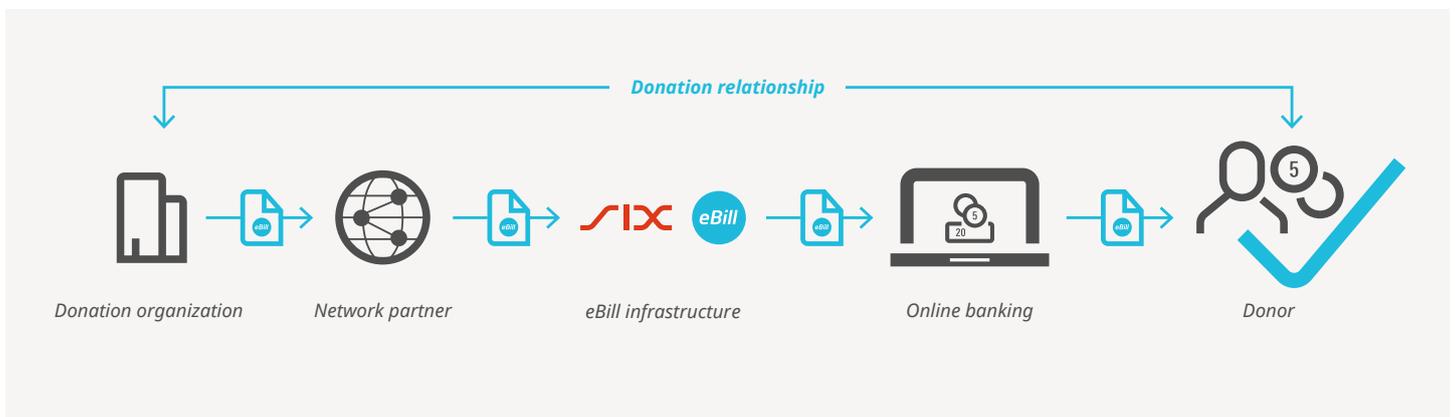
If an NPO wants to send digital donation requests via eBill, it requires the services of an eBill network partner. Technical connection to the eBill infrastructure of SIX takes place via this partner.

What are eBill network partners and what role do they play in connecting to eBill Donations?

An eBill network partner is a licensed company that is authorized to carry out the connection to the eBill infrastructure.

The connection of an NPO to the infrastructure via a network partner is a prerequisite for the use of eBill Donations. The network partner supports the NPO in the onboarding process and ensures that the interface functions properly.

Payment process for an eBill Donation:



Where can NPOs find the right eBill network partner to connect to the eBill infrastructure?

You can find the current list of eBill network partners at ebill.ch. NPOs can obtain offers and select the appropriate network partner. The donation icon marks all network partners offering eBill Donations.



What are the technical requirements for eBill Donations?

The technical connection of an NPO to an eBill network partner is a prerequisite for the use of eBill Donations. The network partner supports the NPO in the onboarding process and ensures that the NPO's software is correctly connected to the eBill infrastructure.

What costs are associated with donations via eBill Donations?

Pricing for the NPO depends on the eBill network partner. A price list or quote can be requested directly from them.

There are no additional transaction fees for donors. Moreover, the use of eBill is free of charge for end customers (private customers).

Why is eBill Donations needed and what advantages does it offer NPOs?

With eBill Donations, NPOs can reach the relevant and new target group: people under 30 years who like to donate already prefer digital donation channels.

In addition, it is possible to customize donation requests with a specific donation purpose and include suggested amounts. Processing through eBill Donations allows for optimal tracking of the campaign from posting to donation processing.

Through eBill Donations, NPOs can also reduce acquisition costs and help conserve our natural resources and stem the tide of paper through purely digital processing.

What are the benefits of eBill Donations for donors?

eBill offers a purely digital and convenient donation option directly via online banking. All donation requests are archived, and with standing approvals, eBill users can automatically approve recurring donations.

Donors can rest assured that only audited NPOs use eBill Donations. You can help save paper and thus conserve natural resources.

What is the added value of eBill Donations for donation organizations?

eBill Donations offers a new digital donation channel that complements and extends traditional channels and addresses multiple target groups:

- active donors who already use digital channels for payments
- new digital-savvy customer groups who already pay eBill invoices.

How is it ensured that only reputable organizations use eBill Donations?

For registration on the eBill infrastructure, an NPO must prove that its establishment is legally valid (e.g. through articles of association or a foundation deed) and that it pursues a non-commercial purpose. This can be a ZEWO certification or a cantonal tax exemption of institutions with a non-profit or public purpose. The eBill network partner periodically checks these requirements.

What is the difference between a donation via online/mobile banking and a donation via eBill Donations?

With eBill Donations, the donation request is also sent directly to online banking and reaches donors in the eBill portal, where they approve payments. There is no need for an additional donation request by mail or e-mail.

In both cases, the donation is transferred via online banking, in which eBill is integrated.

Are earmarked donations possible with eBill Donations?

The NPO can send different donation purposes with the donation request for selection. From these, the donor can select one purpose per donation. A suggested purpose can be amended at any time. Likewise, the “no specific donation purpose” option is always available.

Can donors change the amount in eBill Donations or use it themselves?

Yes. The NPO can send a fixed donation amount with the donation request as a suggestion or various donation amounts for selection. The donor can choose a donation amount from this selection or set an individual donation amount themselves.

Is there a minimum donation amount?

Yes. The minimum amount for a donation in eBill is CHF 5.

Does eBill Donations only allow one-time donation requests or are regular donations also possible?

eBill Donations is suitable for both one-time and recurring donations. For recurring donations, eBill users can set up a standing approval.

Does a donation via eBill Donations reach the aid organization as quickly as a donation via online banking?

The NPO can specify a suggested execution date together with the donation request. The execution date defines the day of the transfer. However, the donor can amend the transfer date or select it themselves. The donation will then be released on the newly selected date.

Do eBill Donations only reach existing donor groups, or can new ones also be reached?

eBill Donations is a digital channel for both existing and new donors. The following requirements enable the sending of donation requests:

1. The donor must add the NPO in question as an invoice issuer in the eBill portal in order for the NPO to send a donation request via eBill.

or

2. The donor has activated the “Look-up” function in the eBill portal. This feature allows invoice issuers to be added automatically. So, provided a customer relationship already exists via Look-up, NPOs can automatically send donation requests via eBill.

What donor data is sent to the NPO with eBill Donations?

When adding an NPO as an invoice issuer in the eBill portal, the eBill user’s e-mail address, name and postal address are transmitted to the invoice issuer/NPO. When transferring a donation, the same data is transmitted to the NPO as for an online or mobile banking transfer.

Are anonymous donations possible with eBill Donations?

No. Adding an NPO as an invoice issuer in eBill requires the automatic transmission of the eBill user’s e-mail address, name and postal address. Approval of a donation request also triggers a transfer from online/mobile banking, which may also not be anonymous. This means that the same data is transmitted as for a conventional online banking transfer.

What are the technical requirements for donors to use eBill Donations?

The basic requirement is an online banking account at a financial institution participating in eBill and the activation of eBill. Anyone who has activated eBill in their online banking can receive donation requests.

Who operates eBill Donations?

eBill Donations is a function of eBill, an initiative of SIX on behalf of the Swiss financial center. Established as the digital invoicing standard, eBill enables the seamless digital payment of invoices and thus creates considerable benefits for private individuals, companies and the Swiss economy.

Switch to eBill Donations now!

If you are an NPO and want to send digital donation requests to your target groups, you need the services of an eBill network partner. This partner supports you in connecting to the eBill infrastructure and provides support for any further steps after the changeover.



Find out
more at
eBill.ch

