



**FAQ for non-profit organizations**



# Your Benefits at a Glance

Since October 2022, charitable organizations have been able to send digital donation requests directly to the online banking of eBill users (eBill Donations). As a non-profit organization you will find answers to the most important questions about the functionality and connection of eBill Donations here.

**As a non-profit organization (NPO), what criteria do I need to meet to be approved for eBill Donations?**

You need to meet the following two criteria:

1. Your NPO must be legally established (articles of association or foundation deed).
2. Proof of non-commercial purpose must be provided:
  - by a Zewo certificate or
  - proof of cantonal tax exemption for institutions with a non-profit or public purpose.

**How and where can an NPO register for eBill Donations?**

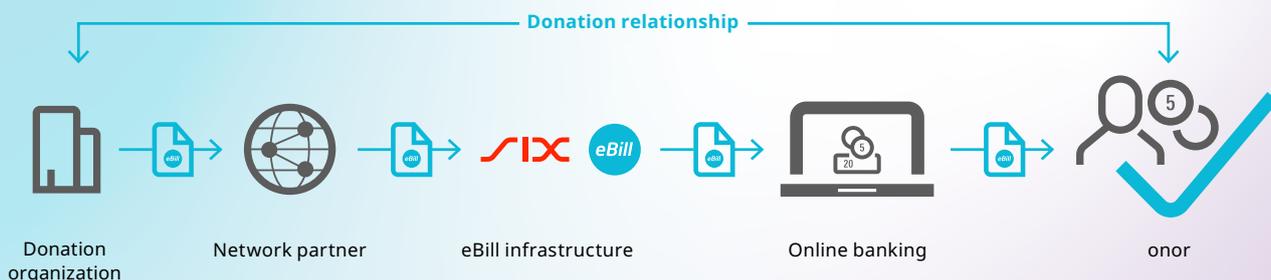
If you are an NPO and would like to send digital donation requests via eBill, you will need the services of an eBill network partner. This partner provides the technical connection to the eBill infrastructure of SIX.

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

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

Connecting an NPO to the infrastructure through a network partner is a prerequisite for using eBill Donations. The network partner will assist you with the onboarding process and ensure that the interface is functioning properly.

**Payment process for an eBill invoice**





### **As an NPO, where can you find the right eBill network partner to connect to the eBill infrastructure?**

You can find the current list of eBill network partners on [ebill.ch](http://ebill.ch). You can request offers and select the right network partner. Look for the donation symbol (hand and heart), which identifies all network partners that offer 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 will assist you with the onboarding process and ensure that your software is properly connected to the eBill infrastructure.

### **How much does it cost to donate through eBill Donations?**

The pricing for the NPO is the responsibility of the eBill network partner. You can request a price list or quote directly from the network partner.

There are no additional transaction fees for your donors. The use of eBill is generally free for end users (private customers).

### **Why is eBill Donations needed and what are the benefits for NPOs?**

With eBill Donations, you can reach relevant and new audiences: people under the age of 30 who want to donate already prefer digital donation channels.

In addition, it is possible to personalize donation requests with a specific purpose and suggested amount. Processing through eBill Donations allows you to track the campaign from sending the donation request to processing the donation.

With eBill Donations, you can also reduce your acquisition costs and help conserve our natural resources and reduce paper waste through all-digital processing.

### **What are the benefits of eBill giving for donors?**

eBill provides an all-digital and convenient way to donate directly through online banking. All donation requests are archived and eBill users can automatically approve recurring donations with permanent authorization.

Donors can be assured that only verified NPOs are using eBill Donations. You help save paper and conserve natural resources.

### **How does eBill Donations benefit your NPO?**

eBill Donations provides a new digital fundraising channel that complements and extends traditional channels and appeals to different audiences:

- Active donors who are already using digital channels to make payments today,
- New, digitally savvy customer groups who are already paying pay eBill invoices today.

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

In order to register on the eBill infrastructure, an NPO must prove that it is legally established (e.g., by statute or deed of foundation) and that it pursues a non-commercial purpose. This can be done through a Zewo certificate or a cantonal tax exemption for institutions with a charitable or public purpose. These requirements are regularly checked by the eBill network partner.

### **What is the difference between a donation via online banking and a donation via eBill Donations?**

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

In both cases, the donation is made through online banking, where eBill is integrated.

### **Is it possible to earmark donations with eBill Donations?**

The NPO can send the donation request with different donation purposes. The donor can choose one purpose per donation. A suggested purpose can be changed at any time. The option "No specific donation purpose" is also always available.

### **Can donors change or enter the amount in eBill Donations?**

Yes, the NPO can send a fixed donation amount as a suggestion or different donation amounts to choose from with the donation request. The donor can choose one of the suggested donation amounts or enter an individual donation amount.

### **Is there a minimum donation amount?**

Yes, the minimum donation amount for eBill is 5 Swiss francs.

### **Does eBill Donations only allow one-time donation requests, or can I make recurring donations?**

eBill Donations can be used for both one-time and recurring donations. For the latter, eBill users can set up a permanent authorization.

### **Does a donation via eBill Donations reach the NPO as quickly as a donation via online banking?**

The NPO can propose an execution date along with the donation request. The execution date is usually the day of the transfer. However, the donor can change the execution date. The donation will then be released on the new date.

### **Does eBill Donations only reach existing donor groups or can new groups 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 so that the NPO can send a donation request via eBill.

or

2. The donor has enabled the "Look-up" function in the eBill portal. This feature allows invoice issuers to be added automatically. If 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 an NPO is added 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 a donation is made, the same information is sent to the NPO as for an online bank transfer.

**Are anonymous donations possible with eBill Donations?**

No. Adding an NPO as an invoice issuer in eBill requires the automatic submission of the eBill user's e-mail address, name, and postal address. Approval of a donation request also triggers a transfer from online banking, which cannot be done anonymously. The same data is transmitted as for a traditional online banking transfer.

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

The basic requirement is an online banking account with a financial institution that participates 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. eBill has established itself as the standard for digital invoicing and enables the seamless digital payment of invoices with 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**