

## Contribution FAQ

### Q: What is the difference between the three ways to contribute?

1. The **Quick Contributions** button at the top of the page is the simplest way to contribute, but your contribution will not be listed as coming from within a specific region in our year-end contributions report.
2. If you want your contribution to be listed within an NA region in our annual summary, choose the second option: **Contributions Within NA Regions**.
3. **Send Some Love** allows you to make a contribution in honor of someone. After you contribute, you will be taken to a page where you can select an ecard to send to a member or a loved one for an NA anniversary, to acknowledge someone's passing, or to send a virtual hug .

### Q: Is there a standard amount to give?

Only members can contribute to NA because we are self-supporting. Members who are able sometimes contribute quite a lot, but the amount contributed varies from member to member. Many members choose to set up a monthly recurring contribution, sometimes giving a dollar for every year they have been clean. Recurring contributions are the most sustainable method of support for NA World Services. We appreciate all of the contributions we receive!

### Q: How do I use the first method—the Quick Contributions button?



- Click the Quick Contributions button at the top of this page [na.org/contribute](https://na.org/contribute)
- That will take you to a Donorbox log in page, where you can choose to make your contribution one-time or recurring. Note: You cannot schedule an initial contribution for a later date, but if you set up a recurring contribution, you can change the date for future months when you complete your contribution.
- Select an amount and use the drop-down menu to let us know if the contribution is coming from a member, a group, a specific service body, or an NA event. (Please use the comment box to give the name of the group, service body, or event.)
- When you hit next, you'll be taken to a screen to give your name and email address, and then the next screen allows you to opt to use a credit card, a bank draft, or PayPal for your contribution.
- When you complete the contribution, you will be sent an email from Donorbox so that you can set up an account with a password. Once you do that, you can log in to Donorbox to pause a recurring contribution, change the date, the amount, or the payment method.

### Q: How do I make sure my contribution is recorded as coming from within a particular region in the NAWS annual contribution summary?



- Click the second button on this page [na.org/contribute](https://na.org/contribute)
- Log in to an existing account, or create a new account. (If you've been to a World Convention, you may have an account and not even know it.) If you aren't sure, you can request a password or user name reminder from the link on the portal page.
- From here, you can create a recurring or one-time contribution using any credit card, bank account, or PayPal.

### Q: How do I contribute in honor of someone and send a card?



- Click the third button on this page [na.org/contribute](http://na.org/contribute)
- Select the amount of your contribution and the type (whether for an NA anniversary, in memory of someone, or to send a virtual hug).
- If want to be sure that someone is notified of your contribution, check the box to “dedicate my donation” and give their name and email address.
- Click next to provide your name and email address. On the following screen you can select a method of payment.
- When you click next, you will be taken to a page where you can select a card to send to the person you’ve contributed in honor of or to a loved one in the case of a contribution in memory of someone.

### Q: How do I change or cancel my recurring contribution?

This is a more complicated question than you might think because there are several different means by which members have set up recurring contributions to World Services. In March 2020, we added a Contribute Now button to our website that utilized PayPal, alongside the already existing Member Portal. In late June 2021, we switched our payment processor for quick contributions to Donorbox. Please select the correct option below. If you have questions, email us at [contributionquestions@na.org](mailto:contributionquestions@na.org) or call 818-773-9999 x122.

1. **From within Donorbox:** If you’ve signed up for “*Quick Contributions*” utilizing our Donorbox portal, you may login to your Donorbox account at [www.donorbox.org](http://www.donorbox.org). Under the Login dropdown at the top right of the page, select “*Donor Login.*” Once logged in, select “*Recurring Plans*” from the right-hand menu, from here you can change the amount of the contribution, the day of the month you contribute, or the payment method. You can also pause or cancel the contribution.
2. **From within PayPal:** If you’ve signed up for recurring contributions using PayPal, regardless of whether for “*Contributions within Regions,*” “*Quick Contributions,*” or the old “*Contribute Now*” button, you may login directly to your PayPal account at [www.paypal.com](http://www.paypal.com) to cancel your contribution. Once logged into PayPal. Select “*Activity*” from the top menu bar. Select one of your recurring contribution transactions to NA World Services. On the details page, select “*manage NA World Services payments,*” and then select “*Cancel*” in the Status area. This will cancel the recurring payment and you may create a new recurring profile at [www.na.org/give](http://www.na.org/give).
3. **Through our Member Portal:** If you’ve signed up for recurring contributions through our Member Portal (now labeled on [www.na.org/contribute](http://www.na.org/contribute) as “*Contributions within NA Regions*”), start at [www.na.org/contportal](http://www.na.org/contportal) and select “*Click Here*” under “*Contribute to NA World Services.*” Once logged in, select “*Recurring Profile*” from the top green menu bar. At the bottom of the resulting page, you may click “*Deactivate Profile.*” You may then select “*Contribute*” from the top menu bar and setup a new recurring payment profile.

### Q: How can I combine more than one existing recurring contribution?

A: With a Donorbox contribution this is fairly simple. When you log into Donorbox you will be able to make changes to your recurring contributions. If you have more than one recurring contribution, you can increase the amount of one of those contributions and cancel the other(s) if you wish. If you have recurring contributions through our old PayPal payment processor, we suggest canceling them and making a recurring contribution through the Quick Contribute button on [www.na.org/contribute](http://www.na.org/contribute)

**Q: I am having trouble cancelling my existing recurring contributions. Can you help?**

A: Contact us with the name the contribution is under, the amount and the date the contribution is set for and we can cancel your existing contributions: [contributionquestions@na.org](mailto:contributionquestions@na.org)