

## 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.

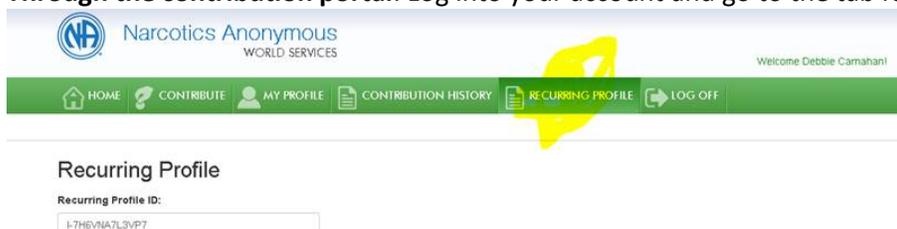
### Q: How do I contribute in honor of someone and send a card?



- 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 reoccurring contribution?

1. **Through the current quick contribute button/Donorbox.** Log in to your Donorbox account. Select Recurring Plans, 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 from here.
2. **Through the former contributions button/PayPal.** Log in to your PayPal account. Select Activity. Choose one of your recurring contribution transactions to NA World Services. Select “manage NA World Services payments,” and cancel it. That will cancel the recurring payment.
3. **Through the contribution portal:** Log into your account and go to the tab for reoccurring profile.



Go to the bottom of that screen, and hit cancel. Then you can set up a new amount on the contribute tab.

### 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)