APPLICATION BASICS

I'm having trouble accessing the application.

If you're having trouble filling out the application, make sure:

- You're a Page Admin and logged into your personal account before accessing the application
- Your Page has a US address listed in the 'About' section and 'Nonprofit Organization' as a Page Category
- You're accessing the application from a computer rather than on a mobile device
- If you use Business Manager, you'll need to visit the application at business.facebook.com/donate/signup

I'm having some trouble with Page Verification/verifying the account using my phone number

You can verify your page with documents instead. You can do this by uploading picture of an official document showing your business or organization's name and address. This will help us confirm you're an authorized representative of your organization.

You can use a:
- Business utility or phone bill
- Business license
- Business tax file
- Certificate of formation
- Articles of incorporation

You'll be able to upload this document by clicking the "Verify this Page with documents instead" link found in the bottom left corner of the verification window. OR you can verify your page with documents instead. To learn how to do so, please refer to the following article in our Help Center:
https://www.facebook.com/help/100168986860974

My 'Account Holder Name' is too long to be entered into the application

The 'Account Holder Name' in the Donate application is limited to 35 characters only due to our payments policies. We recommend entering an acronym if appropriate, your 'DBA' (Doing Business As) name if it is shorter, or simply write out the Account Holder name as it appears on your bank statement and cut off after the 35th character.

Do I *have* to change my Page Category to nonprofit?

In order to apply for the Donate button, your Page has to be categorized as a Non-Profit Organization. To change your Page category, please follow these instructions: https://www.facebook.com/help/222732947737668

How do I apply if my page is one of multiple pages associated with a broader nonprofit organization?

At this time, we can only have one Page with the Donate button per IRS EIN (tax ID number). Therefore, if your Page is part of a broader nonprofit organization, we encourage you to discuss with them which Page should be enabled for the Donate beta pilot.

I'm seeing an error message when filling out the application that says "please enter a valid tax ID number"

Our application process cross-checks the information you enter with the IRS database. Please try adjusting the name to match your 990; often using your 'DBA' (Doing Business As) name, acronym or other name that may be on file with the IRS will resolve the issue. If you are still having trouble, please fill out our payments support form here (https://www.facebook.com/help/contact/533060446819198).

Can I apply if i'm not a 501(c)3 / Can a 501(c)4 apply for Donate?
We are only able to onboard 501(c)3 organizations at this time.

Why do we need a financial admin? Is this different than a Page admin?
Any Page Admin will be able to access Payout and Transaction Reports in your Page's 'Publishing Tools' tab. Since many partners designate someone from their finance or accounting department as their financial admin, this role has a higher level of access, with the ability to update or change your organization's financial information. You can have more than one financial admin if you choose.

What are the Terms of Use for the Donate Button?
See here: https://www.facebook.com/legal/donation_button_terms

Why do we need our CEO's date of birth for the Donate application process

Facebook takes security and privacy very seriously. Your CEO's date of birth won't ever be shared publicly, nor will it ever be accessible to anyone at Facebook outside of our compliance team managing the vetting process. The CEO Date of Birth is part of our regulatory-required vetting process to open a payout account for each charity. Similar to a foundation issuing a grant, what we're doing is scanning to ensure that your CEO is not a compliance risk / on any third-party watch lists. The date of birth ensures that we are scanning for the correct individual. We appreciate your understanding here.