

## How to make and manage donations

Note: If this is your first time making a donation in SunCares, you will be asked to fill out personal information for tax purposes. You are not eligible to receive tax receipts for volunteer reward donations. There is only one donation form for all types of donations.

If you make a personal donation in SunCares, your donation will be automatically matched. There is no need to submit a donation match request.

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## How to make a donation – web browser

Follow these steps to make a donation:

1. In the SunCares site's main navigation bar, select **Search** and enter the name of the organization you'd like to make a donation to.

Quick Links ▾ Search

2. Once you find the correct organization, select **Donate Now**.

Showing search results for 'two wheel view'

SEARCH RESULTS 1 - 7 OF 10



The screenshot shows a search result for 'TWO WHEEL VIEW - CALGARY LTD.'. On the left is a circular logo with the text 'TWO WHEEL VIEW'. To the right, the organization name is displayed in blue. Below the name, the location 'Calgary, Alberta, Canada' is listed. A short description follows: '... The mission of Two Wheel View is to provide youth Two Wheel View (TWW) is investing in vulnerable youth'. A link for 'View Cause Profile' is provided. At the bottom, there are three buttons: a yellow '+ DONATE NOW' button, a 'TRACK TIME' button with a clock icon, and a 'FAVORITE' button with a red heart icon.

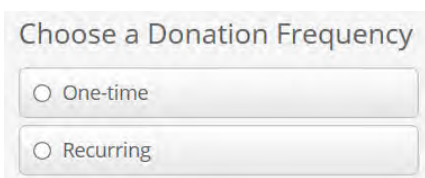
### Complete the form

3. Enter the amount you would like to donate.



The screenshot shows a form titled 'Enter a Donation Amount in CAD'. The input field contains the value '0.00'. To the right of the input field is a button labeled 'Convert Currency'.

4. Choose your donation frequency. If you select recurring, these donations are ongoing and do not have an end date. You can edit or delete recurring donations at any time.



The screenshot shows a form titled 'Choose a Donation Frequency'. There are two radio button options: 'One-time' and 'Recurring'.

5. Select any of the payment methods listed.

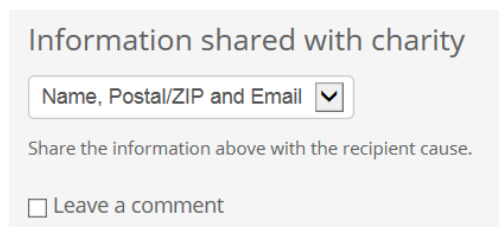


The screenshot shows a form titled "Choose a Payment Method" with four radio button options: "Giving Account Balance", "Payroll Deduction", "PayPal", and "Credit Card".

Note: Suncor Corporate credit cards cannot be used to make donations in SunCares

## Information shared with charity

6. Select what personal information you'd like to share with the cause. If you'd like to direct your donation to a specific team, school, fundraising page or funding priority, select the **Leave a comment** check box, and enter the information.



The screenshot shows a form titled "Information shared with charity" with a dropdown menu for "Name, Postal/ZIP and Email" and a checkbox for "Leave a comment". Below the dropdown is the text "Share the information above with the recipient cause."

7. Click **Submit**.
8. Click **Confirm**.

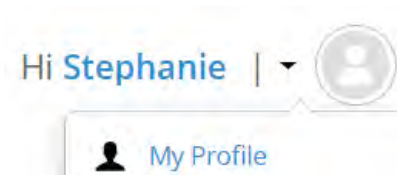
## Edit your recurring donation

Once you make a recurring donation, it is ongoing with no end date. You can edit, pause or delete your recurring donation at any time.

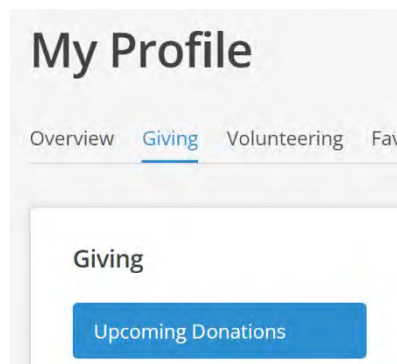
Note: Recurring payroll donations are bi-weekly. Recurring credit card or PayPal donations are monthly.

Follow these steps to edit or delete your recurring donation:

1. From your SunCares dashboard, click **your name > My Profile** in the top right corner.



2. Click **Giving > Upcoming Donations**.

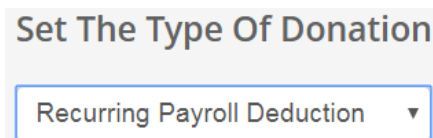


3. Once you find the recurring donation you'd like to edit or delete, click **Edit Donation**.

EDIT DONATION

## Make your donation edits

4. Set the type of donation.



5. Enter a donation amount.

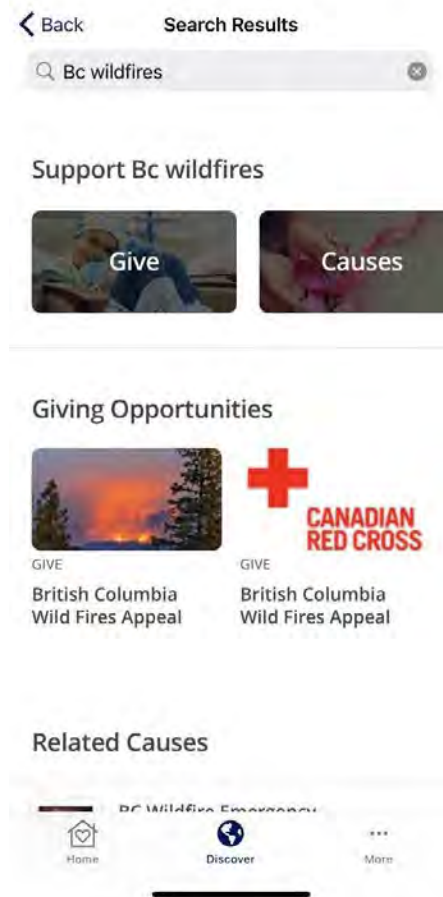


The screenshot shows a web form titled "Enter a Donation Amount in CAD". The input field contains the value "0.00". To the right of the input field is a button labeled "Convert Currency".

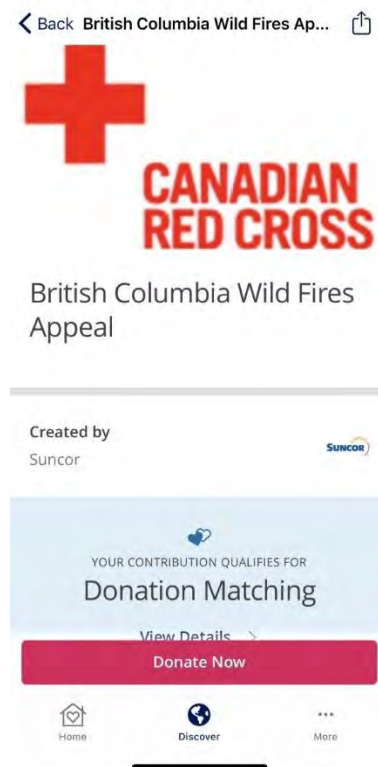
6. Update your comments to the community organization. This field is optional and can be skipped.
7. Click one of the following:
  - **Save Change** - If you've made updates to your recurring donation.
  - **Pause Payment** - If you wish to pause your recurring donation for a period of time.
  - **Delete Payment** - If you want to end your recurring donation.

## How to make a donation – mobile app

1. Navigate to the 'Discover' tab on the app and search for the cause you would like to make a donation to.



2. Select the cause and click the 'donate now' button.



## Complete the donation form

1. Enter a donation amount (in CAD)

2. Choose the **frequency of your donation** (one-time or recurring)
3. Select your **payment method** and any comments you would like to share with the charity.

The screenshot shows a mobile application interface for selecting donation options. It is divided into several sections:

- Choose a Donation Frequency \***: Two radio button options: "One-time" (selected) and "Recurring".
- Information shared with charity**: A checkbox labeled "Leave a comment" which is currently unchecked.
- Choose a Payment Method \***: A list of five payment methods with radio buttons: "Donate with Apple Pay" (highlighted in a black button), "Giving Account Balance", "Payroll Deduction", "Credit or Debit Card" (selected), and "PayPal".
- Frequency Notes**: A text box stating, "You have selected a one-time Credit Card donation. This deduction will occur once for the amount entered above."
- Next: Confirm Donation**: A yellow button at the bottom of the form.

Note: Select Giving Account Balance if you want to make a donation using funds from your Giving Account (ie. your Volunteer Rewards). You are not eligible to receive a donation match with Giving Account Balance payment method.

Note: If you have personal Google or Apple pay enabled, you can use this as a payment method.

Note: Suncor Corporate credit cards cannot be used to make donations in SunCares.

4. Click **Next: Confirm Donation**
5. Enter your billing address and card information, then click "Submit your donation".



Done

CA\$2.00

Donation Frequency  
One-time

Payment Method  
Credit or Debit Card

Payment/Frequency Notes  
This one-time Credit Card deduction will be processed immediately after your payment is verified.

Donation Comments  
No comments entered.

Make changes to this donation

Please Confirm Your Donation: I consent to conduct this transaction by electronic means and understand that selecting the "Submit Donation" button below constitutes my voluntary request and authorization to complete the requested transaction.

Submit Donation

## Edit your recurring donation

Once you make a recurring donation, it is ongoing with no end date. You can edit, pause or delete your recurring donation at any time.

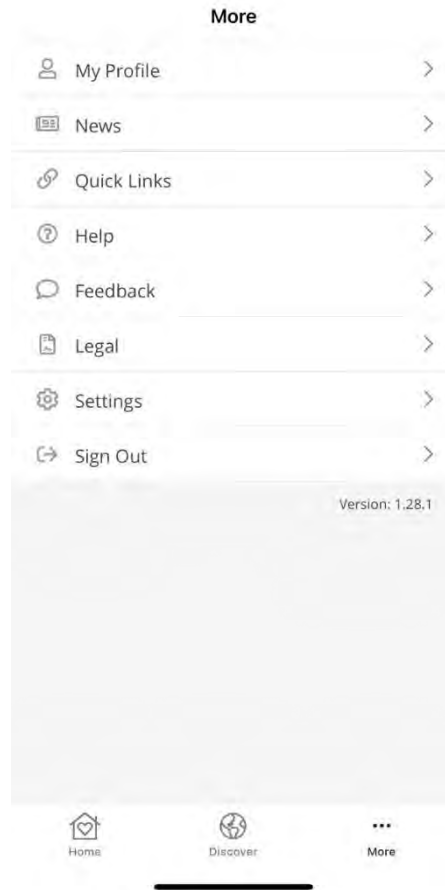
**Note:** Recurring payroll donations are bi-weekly. Recurring credit card or PayPal donations are monthly.

Follow these steps to edit or delete your recurring donation:

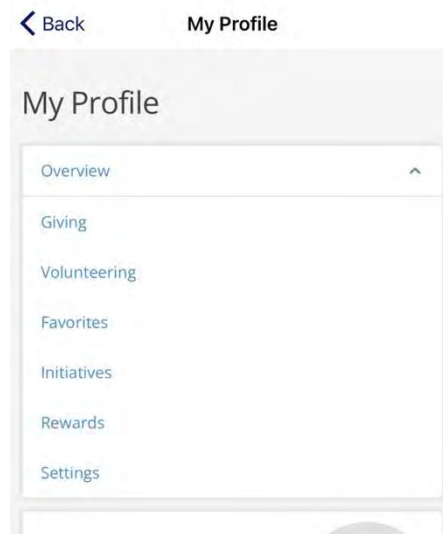
8. From the app homepage, navigate to the 'more' tab on the bottom navigation



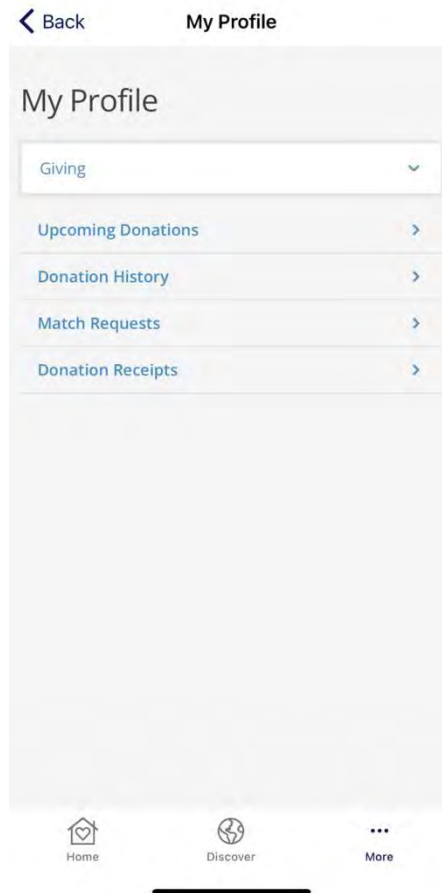
9. Click **My Profile**



10. Once you open **My Profile**, navigate to the drop-down menu and select **Giving**.



11. Under **Giving** select **Upcoming Donations**.



## Make your donation edits

12. Locate your recurring donation. Make any updates to the amount/ frequency of the donation required.
13. Update your comments to the community organization. This field is optional and can be skipped.
14. Select one of the following:
  - **Save Change** - If you've made updates to your recurring donation.
  - **Pause Payment** - If you wish to pause your recurring donation for a period of time.
  - **Delete Payment** - If you want to end your recurring donation.