



**Nonprofit Staff and Volunteer  
Common Donor Questions Cheat Sheet Sample**

**Organization Name:**

Copy and paste your organization name here

**Organization Mission:**

Copy and paste your organization's mission statement here

**How To Give:**

-Online at: Copy and paste your organization's giving page URL here  
-In Person: Add statement on how cash and check donations are handled  
-Over the phone with credit card: Copy and paste fundraising department's phone number here

Copy and paste any other ways donors can give:  
-Text giving  
-In-kind donations policy  
-Other

**Fundraising Department Contacts:**

Copy and paste your fundraising department's contact names, titles, phone numbers, and email addresses here.

If certain fundraising staff handle specific types of donations, include that information with their contact details!

**Important Donation Policies and Procedures:**

Insert your nonprofit's specific donation handling and customer service policies here as a quick reference for staff members and volunteers who will be approached by prospective donors for help making a donation or to learn more about the organization.