

UNICEF Canada Entering Survival Gift Donations using the new Convio Portal

Purpose of this document:

This document outlines the new UNICEF Canada Survival Gift donation processing pages setup for AnswerPlus.

Background:

UNICEF Canada has implemented a new online donation processing tool: Convio. New pages have been setup for processing Survival Gifts by the DEA Team.

1. Open Convio

Go to: <http://107.20.155.169/en/article/answer-plus-unicef-donation-pages>

This will bring you to the launch page for DEA donation templates.

NOTE: YOU MUST CLOSE THE BROWSER BEFORE ENTERING A NEW GIFT IN ORDER TO ENSURE THAT THE INFORMATION FROM THE PREVIOUS ENTRY HAS BEEN REMOVED.

2. Ask the donor if they will require an e-receipt or a paper receipt. Select the corresponding Survival Gift donation template. Based on Language and receipt type required.

For e-receipt: select "Phone in Order Gift Catalogue - Receipt"

For paper receipt: select "Phone in Order Gift Catalogue – No Receipt"

NOTE: Online e-receipts are more cost-effective for UNICEF Canada. However, we can still send out paper receipts. Due to the additional cost of printing and mailing e-receipts, we do not issue paper receipts for donations less than \$25.00 unless requested.

DISCOVER
more about what we do

TAKE ACTION
by helping us spread our message

DONATE
to help children

SHOP
for a gift that gives back

Home

Stay Informed

First Name

Last Name

Email Address

SIGN UP

Answer Plus UNICEF Donation Pages

IF ONLINE RECEIPT IS REQUIRED

[With online receipt - ENGLISH](#)

[With online receipt - FRENCH](#)

IF NO ONLINE RECEIPT IS REQUIRED

[Without online receipt - ENGLISH](#)

[Without online receipt - FRENCH](#)



UNICEF is providing life-saving aid to children and families affected by drought, rising food prices and ongoing conflict across the Horn of Africa.

Gift Entry Instructions

[Download or Read GiftEntry Instructions here](#)



This will take you to the "Survival Gift Order" form.


survival gifts
Search 

[HOME](#)
PRINT CATALOGUE

UNICEF.ca | FRANÇAIS Your cart is currently empty.

ORDER TOLL-FREE
1-888-777-0380

Survival Gift

- All Gifts
- Matched Gift
- Group Gift
- Gifts By Category
- Favourites under \$50
- Gifts by Occasion
- Online Exclusives

Newsletter:

First Name

Last Name

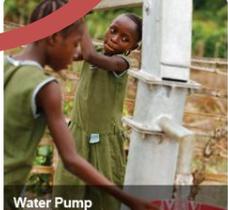
Email Address

SIGN UP >

MATCHED GIFT

GROUP GIFT





Water Pump



Winter Survival



Urgent Aid


HEALTH


EDUCATION


WATER


FOOD


PLAY


EMERGENCY


GREATEST
NEED

Click on the All Gifts or any of the specific groupings to start to enter the Survival Gift being ordered.

3. Selection of the Survival Gift

Choose the first Survival Gift that the donor has requested by selecting the “Select” button beside each Survival Gift.



[More information...](#)

UNF1E - Plumpy'Nut® - 10 - dea

\$10.00

Boost a child's chance of survival with this therapeutic, peanut-based food. Three packets a day will help a malnourished child gain up to two pounds in a single week. Contains: 21 Packets.

SELECT >



[More information...](#)

UNH1E - Bed Net - 10 - dea

\$10.00

In Africa, one in six child deaths is due to malaria. An insecticide-treated net is a simple, very effective way to save precious lives. 1 Pack.

SELECT >

4. Select the Card Option

Under the section Please Choose a Card Option select the appropriate option (i.e.) I would like to receive a print card, I do not require any card, or e-card. If an e-card is requested, complete all the information as requested.



Pencils for a School

Rarely does something so simple hold the potential to make such an impact. Put pencil in a child's hand - equip a whole school with pencils - and open the door to learning. Contains: 1,000 Pencils.

Price

\$20.00

* Please choose a card option

- I would like to receive a print card
- I would like to receive a print card
- I would like to send an e-card
- I do not require any card

CANCEL

ADD TO CART

ADD TO CART AND CHECKOUT

Next Select either Add to Cart and Checkout if there are no additional items being ordered. If there are additional Survival Gifts to be purchased, press Add to Cart and follow the same instructions as above. If at any time you wish to see the items that have been purchased, press the View Card in the upper right hand corner.

The screenshot shows the UNICEF Canada website's 'survival gifts' section. At the top, there is a search bar and a 'PRINT CATALOGUE' button. Below the navigation bar, a message states 'The selected item has been added to your cart.' and 'You currently have 1 item totaling \$10.00 in your cart. | View Cart'. On the left, there is a 'Give a Survival Gift' sidebar with options for 'All Gifts', 'Matched Gift', and 'Group Gift'. The main product listing features a photo of a child eating Plumpy'Nut, the product name 'UNF1E - Plumpy'Nut® - 10 - dea', the price '\$10.00', and a description: 'Boost a child's chance of survival with this therapeutic, peanut-based food. Three packets a day will help a malnourished child gain up to two pounds in a single week. Contains: 21 Packets.' A 'SELECT >' button is located to the right of the product description.

5. Checking Out

Once the Add to Cart and Check out button or the view cart button are pressed the shopping cart should appear. Confirm that all items that were being purchased and the appropriate card option have been entered.

unicef canada survival gifts

HOME PRINT CATALOGUE

UNICEF.ca | FRANÇAIS You currently have 1 item totaling \$10.00 in your cart. | [View Cart](#)

SHOPPING CART

ORDER TOLL-FREE 1-888-777-0380

Give a Survival Gift

- All Gifts
- Matched Gift
- Group Gift
- Gifts By Category
- Favourites under \$50
- Gifts by Occasion
- Online Exclusives

Newsletter

First Name

Last Name

Email Address

SIGN UP

Matched Gift

Quantity	Item Name	Total Price
1	UNF1E - Plumpy Nut 10 - dea (\$10.00 each) Please choose a card option I would like to receive a print card Remove Edit this item	\$10.00
Total Price of Items:		\$10.00
Additional Donation:		<input type="text"/>
DEA/Call Center Operator		<input type="text"/>
Appeal Code		<input type="text"/>

UPDATE CART

PROCEED TO CHECKOUT SHOP SOME MORE

If there is an issue with the form, press the Edit this item button to modify the Survival Gift selected. Then Press Update Cart to confirm the change. Please also enter the following fields:

- Additional Donation – Enter the amount of any additional donation that the donor wishes to make.
- DEA/Call Center Operator – Enter your name in the field (first initial, last name) i.e. cmemah
- Appeal Code – Enter the Source appeal code found on the catalogue order form back page (i.e.) 12UNI-DME

6. Billing Information

- Title – Title of the person giving the gift.
- First Name – Donor's first name.

- c) Last Name – Donor’s last name. Please include accents as appropriate.
- d) Suffix – Not used.
- e) E-mail Address: is a required field, and necessary for sending e-receipts. Please overwrite the existing email address with the actual email address for the donor. If the donor does not provide an email address, leave the pre-populated email address in the form.
- f) Billing Address 1 / Billing Address 2/City/Postal Code – Donor’s complete address including apartment/suite number.
- g) Province/State / Country – Choose from the drop down menu.
- h) Credit Card – Select the card type being used.
- i) Card Number – Enter the card number.
- j) Verification Code – Enter the 3 digit code found on the back on the donor’s credit card. This is a mandatory field
- k) Expiration Month – Select the month the card expires.
- l) Expiration Year – Select the year the card expires.
- m) Determine if the donor would like to receive communications from UNICEF Canada. If not, uncheck the “Yes, I would like to receive communications from this organization” box.

Example: Billing Information

unicef canada survival gifts

HOME PRINT CATALOGUE

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ORDER TOLL-FREE 1-888-777-0380

Give a Survival Gift

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Newsletter

First Name
Last Name
Email Address

SIGN UP

Matched Gift

GROUP GIFT

VeriSign Trusted

Billing Name

Title: Ms
* First Name: Joe
* Last Name: Jones
Suffix:
* Email Address: jjones@bell.net

Billing Address

* Billing Address 1: 123 Anywhere St
Billing Address 2:
* City: Toronto
* Province / State: ON
* Postal / ZIP Code: M1R 2V8
Country: Canada

Credit Card Information

* Credit Card: VISA, DISCOVER, AMERICAN EXPRESS, MASTERCARD

* Card Number: 4525338899999999
* Verification Code: 328
[What is this?](#)
* Expiration month: 10
* Expiration year: 2011

Yes, I would like to receive periodic updates and communications from UNICEF Canada | The Leading Charitable Organization for Children

NEXT STEP PREVIOUS STEP CANCEL

HOW IT WORKS

In 2010 children in more than 80 countries have survived and thrived thanks to UNICEF inspired gifts.

Choose a gift → Select and send a card or personalized e-card to your friend or loved one → We'll send your gift to where kids need it most, guaranteed!

Legal | Privacy

Next press Next Step in order to proceed with processing of the credit card.

- Once the “Survival Gift” form has been accepted, the “Review Gift” page will appear with key information. Review with the donor. If there are any changes to make press the “Previous Step” button to return to the previous form and make the appropriate correction. Otherwise, Press “Process” to send transaction for processing.

Example: *Review Gift page*

unicef canada survival gifts

HOME PRINT CATALOGUE

UNICEF.ca | FRANÇAIS You currently have 1 item totaling \$10.00 in your cart. | [View Cart](#)

Quantity	Item Name	Total Price
1	UNF1E - Plumpy'Nut® - 10 - dea (\$10.00 each)	\$10.00
Please choose a card option		I would like to receive a print card
Total Price of Items:		\$10.00

To proceed with your payment, please verify the following information. To make any corrections, click the Previous Step button.

First Name: Joe
 Last Name: Jones
 Email Address: jjones@bell.net
 Postal Code: M1R 2V8
 Credit Card Number: *****8706
 Payment Amount: \$10.00

[PROCESS](#) [PREVIOUS STEP](#) [CANCEL](#)

Matched Gift

- If the donation processes successfully, a letter will appear with a transaction summary at the bottom. The letter will be similar, but not identical, to what a donor requesting an e-receipt would receive in their email.

Example: Successful transaction letter

unicef canada survival gifts

HOME PRINT CATALOGUE

UNICEF.ca | FRANÇAIS | [View Cart](#)

Thank you for your purchase.

ORDER TOLL-FREE 1-888-777-0380

Give a Survival Gift

- All Gifts
- Matched Gift
- Group Gift
- Gifts By Category
- Favourites under \$50
- Gifts by Occasion
- Online Exclusives

Newsletter

First Name

Last Name

Email Address

SIGN UP »

Matched Gift

Group Gift

VeriSign Trusted

Quantity	Item Name	Total Price
1	UNF1E - Plumpy'Nut® - 10 - dea (\$10.00 each)	\$10.00
	Please choose a card option <input type="checkbox"/> I would like to receive a print card <input type="checkbox"/>	
Total Price of Items:		\$10.00

For future reference, your tracking code is: 3881-1421-25-1804-2080

Your generosity and support of our efforts. When you purchase a Survival Gift you provide clean water, sanitation, immunization, education and protection from harm to children in over 150 countries and territories around the world. On behalf of the world's children, thank you.

[Print this page for your records](#)

A copy of this information will be emailed to jjones@bell.net for your records.

9. Close the page and you're done!

10. Receipt Request for Under \$25

If a donor request a receipt for a donation of less than \$25 and note will need to be made on the donor's gift once it is imported into RE. Make an action reminder in Outlook to go into RE the next day after the imports are complete. Add the DEA – Tax Receipt Requested action to the record.

11. Express Shipping

There is currently no option to be able to enter Express Shipping into the Order form. In the meantime please ask the donor if they would be willing to donate an additional \$10 to cover the cost of the shipping. This amount would be entered in the donation section and the donor would receive a receipt for the entire amount. Enter the order as no card required. Once the donation is entered, please e-mail Survival@unicef.ca with the donor's name and the cards will be expressed shipped from the UNICEF office.