

FAQs

Fundraising Minimums functionality for use by charities

2025-2026

GivenGain's fundraising minimums functionality explained

The fundraising minimums functionality allows a charity **that has this option enabled** to set a minimum required amount for a specific campaign, for example, when fundraising for a sports event charity entry instead of buying it. In order to join a campaign with a fundraising minimum, a fundraiser must provide their credit card details on a secure page and agree to raise at least the minimum amount by the milestone (deadline) as set by the charity.

On a milestone date, the fundraiser's credit card will be charged any shortfall between the minimum milestone amount and what they have raised in donations. For example, if the fundraising minimum amount was \$3,500 and they have raised \$3,000, they would be charged \$500 on the milestone date.

Why is the fundraising minimums functionality offered?

Fundraising minimums have been used by large sport events with great success over the years, specifically with charity entries.

Fundraising minimums provide both the charity and the fundraiser with peace of mind that the charity entry has been allocated and confirmed. It also greatly reduces the administrative load for the charity, as they no longer need to check if an entry fee has been paid, which enables the charity to confirm the fundraiser's place at the event and send any event goodie bags as needed.

Confirming the place early also allows the fundraiser more time to raise funds for the cost of their charity entry, instead of having to pay in advance and attempt to raise the money later.

How does a charity set up fundraising minimums for an existing campaign page?

1. Once [logged in](#) to your charity dashboard, click on the **Campaigns** tab. Next, click on the name of the campaign you'd like to set a fundraising minimum for and open the **Campaign Fundraising Minimums** tab. When you tick the **Fundraising minimums (optional)** box, the setup options will appear. ([Contact GivenGain](#) to have this functionality activated for your charity account, if not visible.)
2. Enter the **maximum number** of fundraisers you'll allow to commit to raising a minimum fundraising target. Once this limit has been reached, fundraisers will no longer be able to create projects with a minimum fundraising target.
3. Decide who can join your campaign subject to a minimum fundraising amount. You can do this by using the **Invite only** option, which will limit participation to approved fundraisers with whom you share your signup link.
4. Alternatively, if you don't want to limit the number of fundraisers who can commit to a minimum amount raised, select **Let anyone apply** to leave your campaign open and allow any GivenGain user to sign up to your campaign and commit to a fundraising minimum.
5. You can approve individual fundraisers manually or tick the **Auto-approve** box to automatically accept fundraisers up to the limit you have set (see 2. above). If you choose to manually approve each individual, you'll receive an email to notify you when a fundraiser is waiting to be accepted or rejected.
6. Add the **minimum total amount** a fundraiser must raise by the final milestone date and time. If they do not raise that amount, the shortfall referred to above will be charged to their card on your set date and time.

7. You can also add **earlier milestone amounts and dates** for your campaign. The amounts must be less than the final minimum amount and the milestone dates must be before the final milestone date.
8. Set your preferred **milestones time zone** to clarify to the fundraiser exactly when a milestone charge will occur.
9. You can **add a link** to another website or web page that contains any additional requirements or terms and conditions.
10. Agree to GivenGain's terms and conditions of use for fundraising minimums and click **Save changes** to finalise your fundraising minimums setup.

Can we adjust a fundraiser's fundraising minimum amount once they have agreed to it?

Yes, you can **lower** the fundraiser's minimum amount at any time. For example, if a fundraiser has agreed to raise \$3,000, you may wish to decrease this to \$2,500. You may later increase the minimum amount again, but never to an amount higher than the one you originally set.

The fundraiser will be notified by email of any changes made to their minimum fundraising amount.

Can we adjust the deadline date on which the fundraiser will be charged if they have not reached the agreed fundraising minimum?

Yes, you can **extend** the deadline date as far as you wish. For example, if it is set for 01 September, you can change it to 25 September. However, you cannot shorten the deadline, ie. change it to any date earlier than the original deadline.

The fundraiser will be notified by email of any changes made to their fundraising milestone dates.

Can we have different minimum amounts for different fundraisers?

As above, you can **lower** an individual fundraiser's minimum fundraising target (and raise it again to the maximum they agreed to before), but any changes made to the fundraising minimum at the campaign level will not affect any fundraiser who has already agreed to a fundraising minimum.

To make changes to fundraising minimums that have already been agreed to, open the **Campaign Fundraising Minimums** tab and scroll to the bottom of the page. Here you will see a list of your fundraisers who have already created their fundraising projects and agreed to minimum fundraising limits. Click on **Manage** next to the name of the fundraiser whose minimum amount you want to edit. You'll then be given the option to lower their fundraising minimum amount.

Will fundraisers get a notification before their credit card is charged?

Yes, both the GivenGain charity administrator and the fundraiser will be notified by email 7 days and 1 day before a payment milestone occurs, in case of any shortfall.

Are the fundraiser's credit card details secure?

Yes, it is 100% as secure as when a donor sets up an online donation on the GivenGain donation platform. [Read more here.](#)

Do off-platform donations count towards a fundraiser's fundraising minimum?

Yes, off-platform donations (from non-GivenGain sources) are counted towards fundraising minimums. Note that only the benefiting charity can add donations received from other sources to a fundraiser's fundraising total – including in-person donations or direct bank transfers. [Find out more here.](#)

Can a fundraiser lower their fundraising target amount?

Individual fundraisers cannot lower the fundraising target on their project page, as this reflects the fundraising minimum amount to which they agreed upon project creation. Fundraisers wishing to lower their minimum amount should contact the charity / campaign organiser.

Does a charity have to use GivenGain's fundraising minimum functionality?

No, this functionality is completely optional and available to you as a tool to help you enforce your fundraising minimums.

How do we enable fundraising minimums for fundraisers who have already created a project?

To enable fundraising minimums for fundraisers with existing projects not yet linked to any fundraising minimums, open the **Campaign Fundraising Minimums** tab and scroll to the bottom of the page. Click on **+ Add an existing fundraiser** to view a list of fundraisers and their projects, then copy the unique link next to a fundraiser and email it to them. The fundraiser must then agree to your fundraising minimum targets via that link.

How do we fix a fundraiser with fundraising minimums whose milestone shortfall charge failed?

When a fundraiser with a shortfall on the milestone date is charged but it fails due to insufficient funds on the card, for example, the fundraiser's status will change from **Approved** to **Failed** in the list of fundraiser projects, and the fundraiser will be notified via email, to enable them to resolve it with their bank. You may also wish to reach out to the fundraiser.

Once resolved, click on **Manage** next to their name, select **Approve** from the **Status** dropdown menu and **Save**. It will then automatically attempt a new charge to that card to cover the shortfall.

How do we enable an existing fundraiser with fundraising minimums to change their linked card to a new one?

Contact [GivenGain Support](#) to have the fundraiser's project removed from the fundraising minimums agreement.

Note: Any existing shortfall for a past milestone will NOT automatically be charged from a new card, and any past milestones will not form part of the new agreement. You should therefore first communicate a new milestone date and amount to the fundraiser to replace the failed shortfall charge, if needed. Remember to also inform GivenGain Support of the new milestone amount and date to be created for this fundraiser.

Once GivenGain Support has removed the project from the fundraising minimums agreement, click on **+ Add an existing fundraiser** at the bottom of the **Campaign Fundraising Minimums** tab, then copy the unique link next to that fundraiser and email it to them. The fundraiser can then agree to the new/remaining fundraising minimum targets via that link and add their new card.

Is there a cost to the charity for using fundraising minimums?

No, this optional functionality is 100% free to use, including setup assistance by GivenGain where needed.

Does a fundraising minimum milestone shortfall payment also clear after 14 days, as normal online donations do?

No. Please note that a fundraising minimum milestone payment from the fundraiser to cover a shortfall will only clear on the 1st Monday after a 28-day period. [More about transfers here.](#)

Got any additional queries?

Please contact GivenGain Support at
support@givengain.com.