

Top 10 Things Ministry Partner Care Wants You to Know

1. What is Ministry Partner Care?

- The Ministry Partner Care team provides quality care and support for ministry partners and staff related to donations and general Navigators information.
- Ministry Partner Care is available by phone or email and in person at HQ by appointment.

2. How does The Navigators receive donations?

- Donations may be given by check, e-check, or credit/debit card.
- Ministry partners may also give from their Individual Retirement Account (IRA) or Donor Advised Fund (DAF).
- We discourage cash donations, but do accept them.

3. What information is required on the commitment card given to ministry partners?

- The staff or project name and Nav ID # must be on the card.
- The ministry partner's First and Last Name, Mailing Address, City, State, Zip Code, phone #, and email address (if available)

4. How long does it take to process a donation and see it in a staff account?

- For donations by mail, it can take up to 2 weeks to show in the staff account.
- For donations made by phone or online, it should show in the staff account within 2-3 business days.

5. How can ministry partners give to a Navigator staff account?

- Phone Ministry Partner Care at 866-568-7827 to give by e-check or credit/debit card.
- Give online at donations.navigators.org
 - The ministry partner should receive a confirmation by email within 5 minutes of making the donation.
 - If the ministry partner is not sure if the donation went through, he/she should call Ministry Partner Care before trying to give again to avoid duplicate donations.
- Mail donations to The Navigators, PO Box 50740, Colorado Springs, CO 80949.
- The ministry partner may initiate a single gift or authorize The Navigators to set up a monthly recurring donation charged to a credit/debit card or drawn from the ministry partner's bank account.

6. What if a ministry partner gives cash or a check payable to the staff person?

- Cash: If a ministry partner gives cash as a donation to a staff person, the staff person needs to purchase a money order or cashier's check, showing the ministry partner as the purchaser of that document. Mail the money order or cashier's check with a completed commitment card to The Navigators, PO Box 50740, Colorado Springs, CO 80949. The donor will receive a receipt for the donation. The staff person should not send his/her own personal check and ask for the ministry partner to be receipted.

- Check payable to staff: Do not endorse the check. Mail the check and a completed commitment card to The Navigators, PO Box 50740, Colorado Springs, CO 80949. The donor will receive a receipt for the donation.

7. Do ministry partners receive a receipt for their donation?

- Yes, the ministry partner will automatically receive a receipt after each donation.
 - Paper receipts are mailed 7-10 days after the donation is processed.
 - Email receipts are sent 3-5 days after the donation is processed.
- The paper receipt includes a tear-off giving form and reply envelope to use for their next mailed donation.
- Ministry partners should check the “My Next Gift” portion of their receipt. This shows the designation(s) of the most receipt gift. If the designation(s) shown are incorrect, the ministry partner needs to contact Ministry Partner Care by phone or email to request adjustment to the correct designation.

8. What if a ministry partner's donation is declined?

- If a donation is declined, Ministry Partner Care sends an email or letter to notify the ministry partner of the decline and explain how to re-give the donation.

9. How can donors change their monthly recurring giving?

- Any changes to a ministry partner's giving must be initiated by the ministry partner. If the ministry partner created an online account, they can manage their giving online; otherwise, they need to contact Ministry Partner Care to make changes.
- Ministry Partner Care must receive any changes to a monthly recurring donation at least 2 business days prior to the scheduled gift to make any changes to the upcoming donation.

10. Whom do I call with questions?

- Regarding donations made to your staff account, please contact Ministry Partner Care.
 - Please provide the ministry partner's name (correct spelling of first and last name), their zip code, and if possible, their Salesforce ID number.
- For non-donation questions about Navigator reports, P-cards, benefits, etc., please contact Staff Services. Phone: 844-894-6287 or 719-594-2323. Email: staff.services@navigator.org.

Ministry Partner Care

Monday - Friday from 7:30 a.m. to 4:00 p.m. Mountain Time.

In-person hours: by appointment

Phone: 866-568-7827 toll-free or 719-594-2328.

Email: ministrypartnercare@navigator.org