

Girl Scout Sustainers – Frequently Asked Questions



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[What is Girl Scout Sustainers?](#)

Girl Scout Sustainers is Girl Scouts – NC Coastal Pines' giving club for donors who divide their gifts up monthly using their credit card, bank draft, or bill pay from their bank. Monthly giving allows a donor to stretch their gifts make a greater investment in our girls, while being easy on the wallet.

[What are the benefits of becoming a Girl Scout Sustainer?](#)

Sustainers make a big impact every month on girls and our council, and so we thank them with special benefits, including event invitations and promotions.

[Is my donation tax deductible?](#)

Yes, Girl Scouts – North Carolina Coastal Pines is a 501(c)(3) tax-exempt organization. Your contribution is deductible to the fullest extent allowed by law.

[What credit cards do you take?](#)

We accept Discover, MasterCard, and Visa.

[Do I have to have a PayPal account?](#)

Yes, to start a recurring gift with Girl Scouts – NC Coastal Pines you will need to create a PayPal account or log into your existing PayPal account.

[Do I have to link a credit card?](#)

Yes, you will need to link a credit/debit card to your PayPal account to process your donation monthly.

[Is my credit card information secure?](#)

Yes. Like with a one-time gift, we use PayPal to process your credit card securely online. PayPal uses SSL technology to keep your information safe. When you send a payment using

PayPal, we (Girl Scouts – North Carolina Coastal Pines) will not receive sensitive financial information like your credit card or bank account number.

What if I want to give via bank draft, not credit card?

Please contact Fund Development at (919) 600-6315 or development@nccoastalpines.org if you would like to have your recurring gift drafted from your bank account monthly. We will send you a form you can return to set up a payment schedule with our Accounting team. You also can access that form online [here](#).

When do my payments get charged?

Each month, you will be charged on the date in which you signed up for recurring gifts. For example, if you signed up and made your first recurring gift on the May 28th, then your payments will be drafted on the 28th of each month thereafter.

Can I direct my gift to a specific program?

When you sign up to become a sustainer, you can choose the area you wish to support: Financial Assistance for Girl Scouts in need, Campership Fund, Family Partnership Campaign, or you can choose to let the council decide wherever the need is greatest. This option helps direct your support to critical projects and programs which are strategic priorities for our Girl Scout council. 100% of funds donated remain in our council, and over \$0.85 of every dollar you give goes directly to support programming for girls right here in eastern and central North Carolina.

Can my gift be passed onto a specific troop or subordinate unit?

While we appreciate gifts that go directly to support our troops and subordinate units, our monthly giving option does not allow for that level of designation. However, if you include your troop number, that troop and area will receive credit as part of our Family Partnership Campaign. It's a great way to help support these areas in their efforts to give back to Girl Scouts so that more girls can have the opportunities to lead, learn, and explore in their own backyard.

Will I receive notification every month when their payment is processed?

Yes, you will receive a confirmation receipt every month once you have been charged from PayPal. You will also be able to see the charge on your billing statement on your credit/debit card or bank account.

Will I be notified if a payment is declined?

Yes, if for some reason the transaction is declined, both you and Girl Scouts – North Carolina Coastal Pines will receive a message from PayPal with information on an unsuccessful transaction.

What if I want to cancel or change my monthly gift amount or credit card?

Both Girl Scouts – North Carolina Coastal Pines and the customer can control the recurring payments in their respective profile settings if they would like to cancel or change the amount.

To cancel your recurring gift, click on “Settings” then “Payments”. From there, click “Manage pre-approved payments”, which will direct you to your recurring gift information. Click on “Girl Scouts – North Carolina Coastal Pines” under “Merchant”, then click “Cancel” in the top left corner.

To change your recurring gift amount or credit card information, you will need to cancel your current recurring gift and create a new one using [this form](#).

If you are unable to cancel your recurring gift through PayPal please contact development@nccoastalpines.org.

[What happens if my credit card expires or gets lost or stolen?](#)

Here’s how to change your card’s expiration date:

- When logged in to your PayPal account, click **Wallet** at the top of the page
- Click the card you want to update
- Click edit
- Enter the new card information and click save.

Here’s how to link a new card to your account:

- When logged in to your PayPal account, click **Wallet** at the top of the page
- Click + Link a card or bank
- Click Link a debit or credit card
- Fill in your card details and click Link Card

If you make your recurring gifts through bank drafts, please contact Fund Development at (919) 600-6315 or development@nccoastalpines.org to report a change in your information.

[I’m having trouble processing my payment in PayPal, how do I contact customer support?](#)

If you are having issues with PayPal, you can contact customer support by clicking “Call Customer Support” near the top of the page in the “PayPal Help Center”. You will be provided a one-time passcode, which will identify you when you call so PayPal can provide you with better customer service. You can also email customer support by clicking “HELP & CONTACT” at the bottom of your screen, then clicking “MESSAGE CENTER”

Note: You will need to be logged in to your PayPal account to access these features.

You also have the option of calling as a “guest” – (888) 221-1161.

For any other questions or inquiries, please contact Fund Development at (919) 600-6315 or development@nccoastalpines.org.

Girl Scouts - North Carolina Coastal Pines is a 501(c)3 tax-exempt organization. Our federal Tax ID is 56-0791500. Your contribution is tax-deductible to the extent allowed by law. According to the IRS, your contribution that is deductible for federal tax purposes is limited to the excess of the fair market value of the donation over the value of any benefits or items received. If you receive a benefit at a later date as a result of this gift, you will be informed of its fair market value at that time.

