



Charities Aid Foundation America International Process & Assumptions

Bonterra Official Document

For Bonterra's Service platform, "CyberGrants," this is a guide to describe the process to disburse funds to international organizations when CyberGrants clients contract with the third-party vendor, Charities Aid Foundation of America (CAFA).

Expedite/Affiliate Programs (Non-CGDS)

- If a donor is giving to an organization within one of these countries and the organization does not have current eligibility dates and a CAF America iPhi ID, the funds are going to CAF America's affiliate to pay the intended organization.
- iPhi ID is populated in the organization's vendor code field and the expiration date of the organization is populated in the next review date referenced within the proposal type's organization status. If an organization becomes ineligible (expired eligibility dates) the status of the organization will no longer be in Approved status.
- Affiliates:
 - CAF UK – United Kingdom
 - CAF Canada – Canada
 - Good2give Community Fund – Australia
 - CAF Southern Africa – South Africa
 - Nacional Monte de Piedad Mexico – Mexico
 - RACI Argentina – Argentina
- CAF America will invoice the client BEFORE confirming with the affiliate if they have the organization's wire information or not
- CAF America pays affiliate for all grant recommendations with confirmed payment information on file with the affiliate
- CAF America updates payment record in CyberGrants by means of the AP feed indicating that CAF America has paid the affiliate
- The date of the payment is reflective of when CAF America paid CAF America's affiliate and not the intended recipient organization
- If the affiliate does not already have the organization's banking details in their respective systems, the affiliate contacts the organization to obtain their wire information
- If organization responds, affiliate pays organization at a later date (this date is not added or updated in CyberGrants)
- If the organization does not respond, affiliate will work with CAF America who will then work with the client to do one of the following, based on timing defined by the client and CAF America:
 - Apply the funds as a credit to a future invoice sent by CAF America

- Redirect the donation to a different organization in the same country (e.g., if money is with CAF UK, the new org also must be in UK)

Non-Affiliate Partner Payments (Non-CGDS)

- If a donor is giving to one of the countries not listed above in the Expedite/Affiliate Programs (non-CGDS) section, CAF America is paying the charity directly via wire transfer
- CAF America updates payment record in CyberGrants by means of the AP feed that CAF has paid the organization
 - The date of the payment is reflective of when CAF America paid the organization

Support

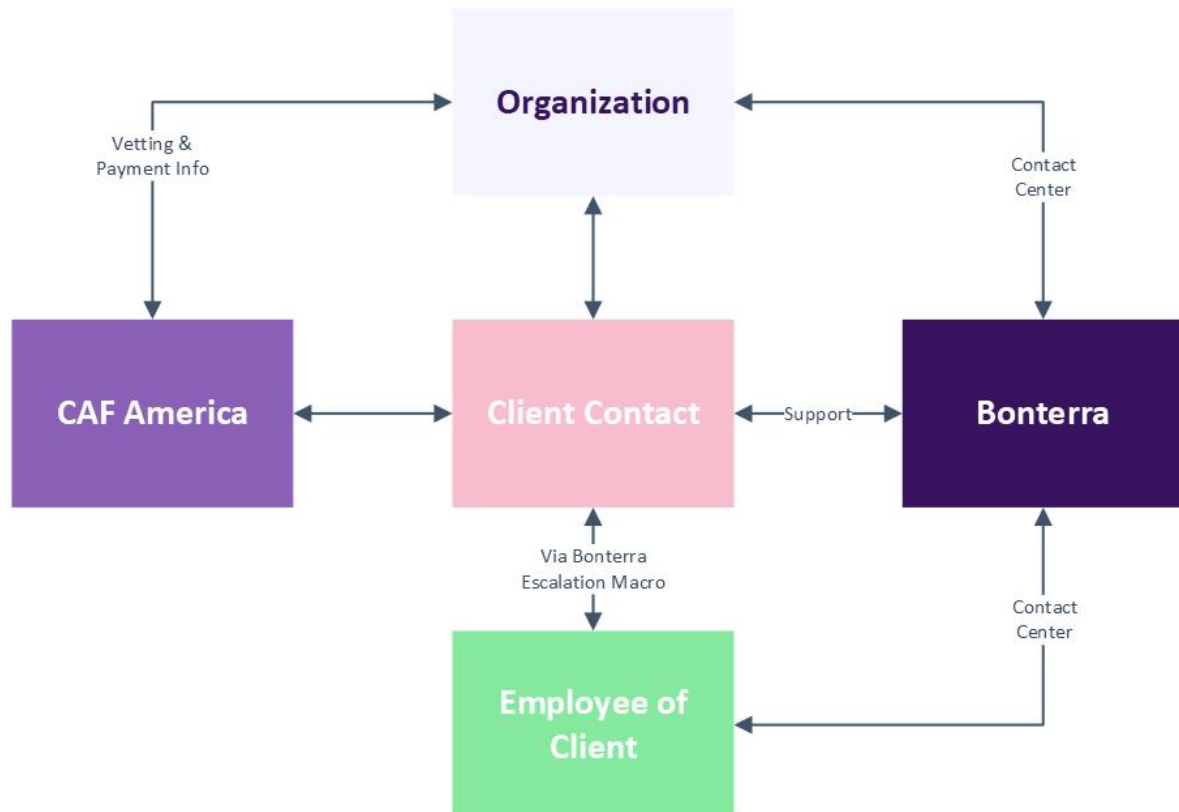
- If a donor reaches out to Bonterra's contact center, they will do their best to answer the inquiry. If additional information is needed, they will be escalated to the client contact
- If an organization reaches out to Bonterra's contact center, they will do their best to answer the inquiry. If additional information is needed, they will be instructed to reach out to CAF America directly
- Only the client contact of organizations should reach out to CAF America directly
- Bonterra's support or contact center should not reach out to CAF America directly
- Employees should not connect with CAF America directly

Other Key Assumptions

- Frequency of payouts/invoicing are agreed upon by CAF America and Client directly
- CAF America invoices client manually (outside of CyberGrants)
- Client will need to fund CAF America directly in USD to a different DAF bank account (this is a separate account than the DAF used to manage CGDS disbursements)
- AP feed is bidirectional Monday-Friday
- AP feed will pick up payments in Scheduled status with a payment type of CAFA where the requested check date is on or before the current date
- It is possible that a client creates payments in Scheduled status daily, but the client is only invoiced on the agreed upon frequency with CAF America
- If a client has an employee giving program, the client is responsible for gift batching themselves in CyberGrants

- If a client is contracted with CAF America to allow for nominations, the client is responsible for sending the nominations to CAF America to review

Support Diagram



| Who has question | Contacts Whom | What Should Happen |
|--------------------|-------------------------|---|
| Client | POD | Client to CAF |
| Client | CAF America | Correct Process |
| Employee of Client | Bonterra Contact Center | Bonterra Contact Center to direct employee to client contact if contact center is unable to provide additional information. |
| | | Employee to reach out to client |
| | | Client to CAF |
| Employee of Client | Client | Client back to employee |
| | | Client to CAF |
| | | Client back to employee |
| Organization | Employee of Client | Employee to reach out to client |
| | | Client to CAF |
| | | Client back to employee |
| Organization | Bonterra Contact Center | Bonterra Contact Center to direct organization to CAF if contact center is unable to provide additional information. |
| | | CAF to Organization |
| | | CAF to Organization |