



Cumberland Community
Foundation, Inc.

MyCCF Guide

Frequently Asked Questions

If you have questions or need assistance with your login name, password, or access to your fund, please contact Donor Services Manager, Maddie Kellogg, at Maddie@CumberlandCF.org or 910-483-4449 ext. 107.

Office hours are Monday–Thursday from 9:00 a.m. to 5:00 p.m. and Friday from 9:00 a.m. to 1:00 p.m.

Frequently Asked Questions

GENERAL

Why should I set up a MyCCF account?

The MyCCF site is the fastest and most efficient way to manage your fund(s) at Cumberland Community Foundation. The site is secure and enables you to see contributions, request a grant, or print a statement at any time.

What if I have several funds at Cumberland Community Foundation?

If you have multiple funds at CCF, you will see them listed on the main page once you have signed into the MyCCF site. Simply click on the name of the fund you would like to view.

What if I do not want to access my account online?

Use of the MyCCF site is optional. You may continue to use our established system of paper or emailed grant requests and to receive your annual fund statement in the mail.

Who do I contact if I'm having issues with the MyCCF site?

Please contact our Donor Services Manager, Maddie Kellogg, at Maddie@cumberlandcf.org or 910-483-4449 ext. 107.

LOGIN/PASSWORDS

How do I change my password?

If you need to change your password, simply click on "Forgot password?" on the login screen. If this does not work, please contact the Foundation. While our staff can assist you in resetting your password, please understand we do not have access to user passwords and cannot look them up for you. However, we would be happy to reset it for you by re-sending the initial login email!

How do I change my login name?

You will need to contact the Foundation in order to request a change to your login name.

GRANT REQUESTS (For Donor Advised Funds)

How long does it take for my recommendation to be processed?

Grants requests are processed on a weekly basis. Each week all grant requests received by noon on Thursday will be processed and sent out on Friday. Any grant requests received after noon on Thursday will be processed and mailed with the next week's batch on Friday.

What organizations are eligible for grants?

There are three types of eligible organizations:

- Organizations that are tax-exempt under Section 501(c)(3) and 509(a)(1), (a)(2), or (a)(3) of the Internal Revenue Code
 - Qualified units of government such as a public university or school, a parks and recreation department, etc.
 - Churches, synagogues, temples, and other faith based organizations determined by the IRS to be charitable
- See our "Donor Advised Fund Policy" and "Due Diligence Policy for Grantmaking" on the [Stewardship & Policies](#) section of our website for more information.

What is the minimum amount for a grant recommendation?

A \$50 minimum is required for each grant recommendation.

I want to be careful not to spend more than I have available. Will the system stop me from doing that?

The system will not alert you if you request grants totaling more than you have available, but you can always view the amount you have available to grant from your MyCCF Home page. On the Home page, the “Current Balance” of your fund and the “Available Cash” (the amount available to grant) will always be displayed at the top in bold. As soon as you submit a grant request, the “Available Cash” amount on the Home page will reduce by the amount of the grant request. Grants will not be paid until sufficient funds are available.

I’m on the Grants Request page and I see where I choose the grantee. Where do I enter the amount of the grant and the purpose?

Once you have selected the grantee, you will be taken to a new page where you can enter additional information, including the amount and the purpose.

I just entered a grant to be issued, but it doesn’t look like it happened. Do I need to do something else?

Submitting a grant request through the online system does not complete the transaction. It sends a message to Foundation staff that you would like for the grant to be issued and starts the internal process of grant creation. Grants requests are processed on a weekly basis. Each week all grant requests received by noon on Thursday will be processed and sent out on Friday. If you would like to confirm that your recommendation has been received, check the list on the right-hand side on the Grants Request page. Your requested grants will be listed there in either **Request, Pending, Approved, Paid, or Completed** status.

Oops! I submitted a grant request, but I think I made a mistake. Can I change it?

If the grant is still in “Request” status (check the list on the right-hand side of the Grants Request page), you can click **Cancel** to remove the grant request. Then you are able to start over with a new request. If it is in **Pending** status or beyond, you will need to contact the Foundation to cancel the grant. Once a grant is marked **Paid** or **Complete** it can not be canceled.

How do I know if a grant I recommended has been paid?

Your most recent grants paid will be listed on your MyCCF homepage. Alternatively, you may click on the Grant Request tab and on the right side of the page you will see your recent grant requests with their current status.

Are there other ways to recommend a grant?

Yes, recommendations may be submitted through email, mail, or fax.

Email Donor Services Manager, Maddie Kellogg, at Maddie@CumberlandCF.Org a scanned attachment of your Donor Advised Grant Recommendation form. Alternatively, if you do not have any forms on hand you can include the fund name, grant amount, grant purpose, and any additional instruction in the email body to Maddie, and she will confirm your recommendation.

Mail your Donor Advised Grant Recommendation form to: CCF, PO Box 2345, Fayetteville, NC 28302.

Fax your Donor Advised Grant Recommendation form to: 910-483-2905.

DONATIONS/CONTRIBUTIONS

What if I want to donate to my fund? Can I do that online?

You can contribute to your own fund via credit card online. Click on the **Donate** tab and this will take you to our online Giving Page. Scroll down on this page until you see the name of your fund. (Don't worry, your donor advised fund is not listed on our public giving page unless you have asked us to make it public. Your fund is only visible to you since you logged in through your personal MyCCF site.) After clicking on the fund of your choice follow the on-screen instructions to make your donation. To return to the main MyCCF portal click on the blue Home tab.

Can I make wire transfers, stock donations, or donations by check through the MyCCF site?

No, the portal cannot be used for wire transfers, stock, or check donations. Those donations will still be processed through the Foundation's office. For stock or wire transfer instructions please contact the Foundation at 910-483-4449.

On the Contributions page there is a column titled Description, but it is blank. Am I missing something?

Some contributions to funds have notes specific to the transaction, and some do not. Do not be concerned if that space is blank.

GRANT HISTORY

When reviewing my Grants tab, I notice there are some grantees listed in the Grantee Summary and Grant History that have “zzz” at the start of their name...what does this mean?

These are old internal profiles that were used for accounting purposes in our former database to receive transfers from donor advised funds. This is the way transfers to these funds prior to January 1, 2019 are shown.

When reviewing my Grantee Summary, it seems like grants I have made from my advised fund to other funds at the Foundation are missing. Is something wrong?

While these grants will not show up in the Grantee Summary under the fund name, they will show up under “Cumberland Community Foundation” as the recipient. This encompasses all grants paid to ANY fund here at the Foundation. From the Grantee Summary area, if you click on “Cumberland Community Foundation,” this will bring up all grants paid to funds at the Foundation since January 1, 2019. On this page you will be able to see exactly which funds at the Foundation you have granted to since January 1, 2019.

FUND STATEMENTS

I would like to view my statement online, but the only option to click is “Print.” Is that what I click?

Yes, and we understand why that may be confusing. Unfortunately, that is not a change we can make on our end. After clicking **Print** the system will generate a PDF in a new window that you may then view, download/save, or print.

How often are Fund Statements posted?

A December 31 statement is posted in January for all funds. Statements for agency endowments are posted for that organization's fiscal year end. Other statements are available upon request.