

sparkgood™



Spark Good FrontDoor Verification
How-to-Guide for Nonprofits



Walmart values the role nonprofits play in our communities, and in order to protect the identity of your organization and its associated users, Walmart uses a third-party program called [FrontDoor](#) to verify your organization. Verification typically takes less than 48 hours if you have submitted all the required documentation. This verification is also necessary to access our [Walmart Spark Good programs](#), where you can explore resources available based on eligibility.

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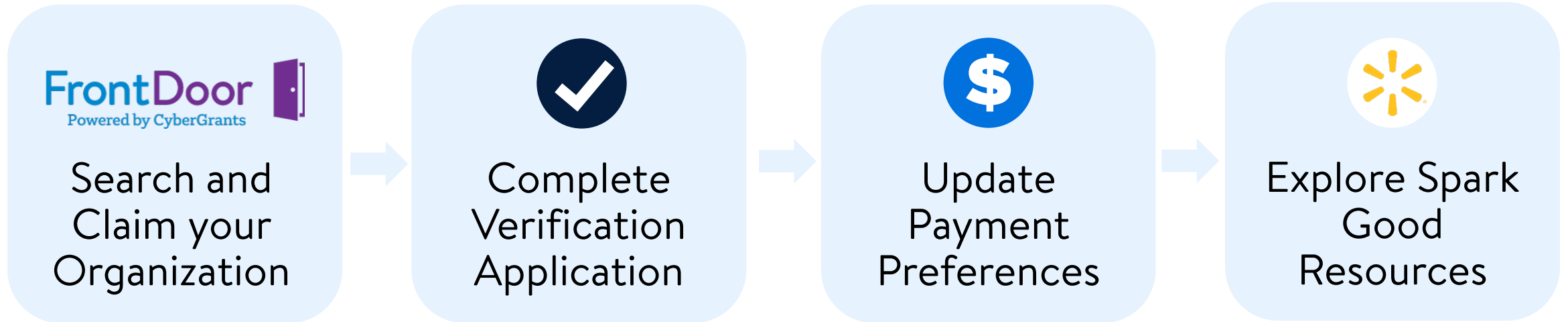
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Explore Nonprofit Resources

Register your organization on FrontDoor to become eligible for Spark Good Programs



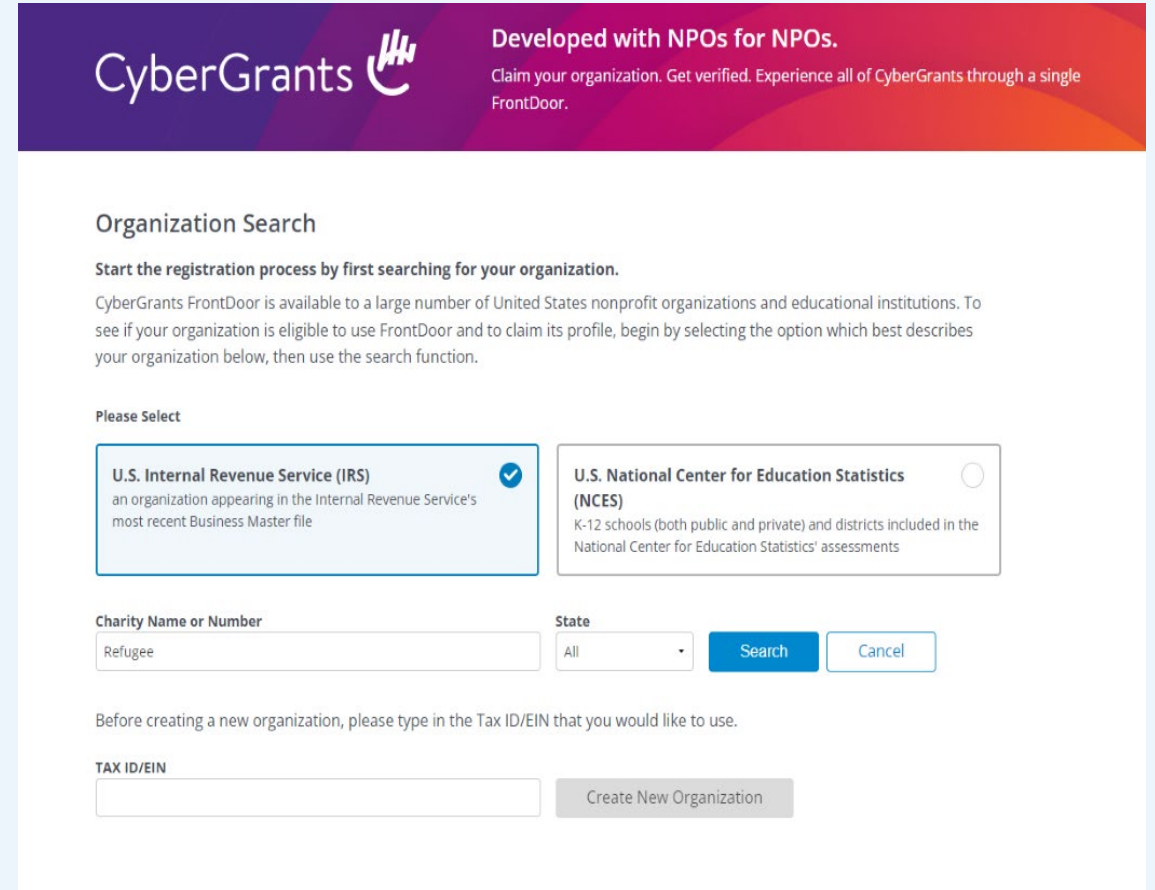
1 Visit FrontDoor Website

Visit the [FrontDoor website](#) and search for your organization.

Search for your organization and fill out the information.

If you've found your organization, skip to [Step 2](#)

If not, continue to [Step 3](#)



The screenshot shows the CyberGrants FrontDoor website interface. At the top, there is a purple and red banner with the CyberGrants logo and the text "Developed with NPOs for NPOs. Claim your organization. Get verified. Experience all of CyberGrants through a single FrontDoor." Below the banner, the "Organization Search" section is displayed. It includes a heading "Organization Search" and a sub-heading "Start the registration process by first searching for your organization." The main content area contains two selection boxes under the heading "Please Select". The first box is for "U.S. Internal Revenue Service (IRS)" and is selected with a blue checkmark. The second box is for "U.S. National Center for Education Statistics (NCES)". Below these boxes, there are input fields for "Charity Name or Number" (containing "Refugee") and "State" (set to "All"). There are "Search" and "Cancel" buttons. At the bottom, there is a "TAX ID/EIN" input field and a "Create New Organization" button.

Charity Name or Number: Refugee State: All Search

Can't find your organization? 246 results found

ADVOCACY FOR REFUGEE AND IMMIGRANT SERVICES FOR EMPOWERMENT Close
10 GORDON RD, SHREWSBURY, MA 01545-3719
Tax ID/Charity ID: 463810427
Type: 170(B)(1)(a)(vi)
This organization is unclaimed
This organization has yet to be claimed by an authorized administrator. If you are a representative of this organization, can prove your affiliation with them, and are the appropriate person to administer its profile, please click the link below to request access.
Claim this organization

AFGAN REFUGEE ISLAMIC COMMUNITY OF THE BAY AREA View
29414 MISSION BLVD, UNION CITY, CA 94587-0000
Tax ID/Charity ID: 943181517
Type: 170(B)(1)(a)(i)

AFRICAN ASIAN REFUGEE SERVICES AGENCY INC View
107 W OAKLAND AVE, AUSTIN, MN 55912-3121
Tax ID/Charity ID: 464754643

TROUT UNLIMITED Close
PO BOX 563, BUTTE, MT 59703-0563
Tax ID/Charity ID: 237355288
Type: 170(b)(1)(A)(vi)
This organization has already been claimed
If you already have an account on this system and are connected to this organization, please sign in now to access its full information.
Sign in to your FrontDoor account a

If you need access to this particular organization and cannot locate its administrator, please click the link below to send a message to them. Your administrator will contact you if they have questions about your request and/or choose to grant you access.
Request access b

2 Found your Organization?

If you found your organization, click **“Claim this organization”**.

Note: If your organization has already been claimed, click **“View”** which provides you with two options:

- a. **“Sign into your FrontDoor account”** or
- b. **“Request Access”** to email the owner of the organization.

If there has been personnel turnover in your organization, and you need to update your FrontDoor user information, please contact FrontDoor at frontdoor@cybergrants.com.

3 Can't Find Your Organization?

If you can't find your organization, click **“Can't find your organization?”**

To create a new organization, you will need to type the Tax ID/EIN. To find your Tax ID/EIN, you can visit [Guidestar](#), [IRS Tax Exempt Organization Database Search Tool](#) or [NCES databases](#) and do a search.

Organization Search

Start the registration process by first searching for your organization.

CyberGrants FrontDoor is available to a large number of United States nonprofit organizations and educational institutions. To see if your organization is eligible to use FrontDoor and to claim its profile, begin by selecting the option which best describes your organization below, then use the search function.

Please Select

U.S. Internal Revenue Service (IRS) an organization appearing in the Internal Revenue Service's most recent Business Master file <input checked="" type="checkbox"/>	U.S. National Center for Education Statistics (NCES) K-12 schools (both public and private) and districts included in the National Center for Education Statistics' assessments <input type="checkbox"/>
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Charity Name or Number: State:

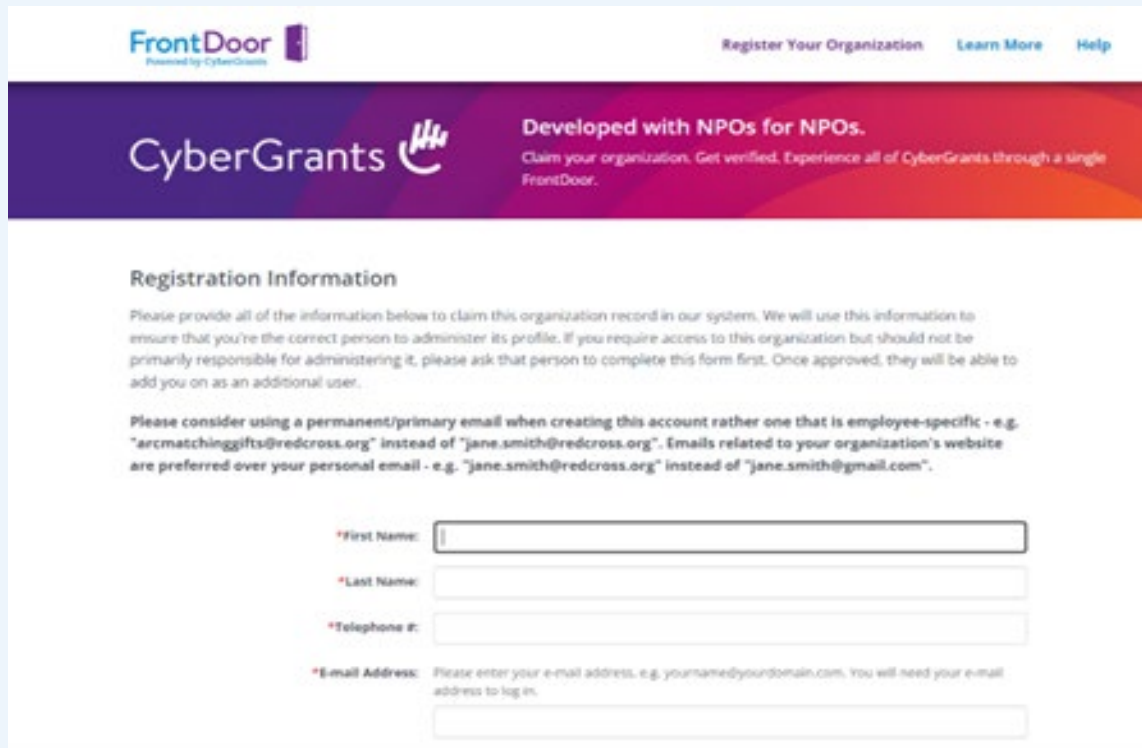
Can't find your organization? 273 results found

ADVOCACY FOR REFUGEE AND IMMIGRANT SERVICES FOR EMPOWERMENT

10 GORDON RD, SHREWSBURY, MA 01545-3719
Tax ID/Charity ID: 463810427
Type: 170(b)(1)(A)(vi)

This organization is unclaimed

This organization has yet to be claimed by an authorized administrator. If you are a representative of this organization, can prove your affiliation with them, and are the appropriate person to administer its profile, please click the link below to create your access.



The screenshot shows the FrontDoor website interface. At the top, there is a navigation bar with the FrontDoor logo (Powered by CyberGrants) on the left and links for "Register Your Organization", "Learn More", and "Help" on the right. Below this is a purple and red banner for CyberGrants with the text "Developed with NPOs for NPOs. Claim your organization. Get verified. Experience all of CyberGrants through a single FrontDoor." The main content area is titled "Registration Information" and contains the following text: "Please provide all of the information below to claim this organization record in our system. We will use this information to ensure that you're the correct person to administer its profile. If you require access to this organization but should not be primarily responsible for administering it, please ask that person to complete this form first. Once approved, they will be able to add you on as an additional user." Below this is a note: "Please consider using a permanent/primary email when creating this account rather one that is employee-specific - e.g. 'arcmatchingifts@redcross.org' instead of 'jane.smith@redcross.org'. Emails related to your organization's website are preferred over your personal email - e.g. 'jane.smith@redcross.org' instead of 'jane.smith@gmail.com'." The form fields are: *First Name: [input field], *Last Name: [input field], *Telephone #: [input field], and *Email Address: Please enter your e-mail address, e.g. yourname@yourdomain.com. You will need your e-mail address to log in. [input field].

4 Get Verified!

Complete the Registration Form if you are claiming the organization. Click **“Submit”**

With proper documentation, verification may take less than 48 hours. It may take longer if more information is needed. Please check your email for approval.

Continue to the [next slide](#) to know what information you will need.

Verification Information Needed:

- **Organization Name, Address, Tax ID**
- **Organization Website**
- **Your Email Address**
- **Your Title/Role at Organization**
- **Organization Canceled Check Image or Bank Letter** – with the organization's name, tax ID, and account info on it. [Download a sample bank letter](#). PLEASE DO NOT upload copies of your bank statement, IRS 990, or your application to the bank for an account as these will not be accepted.
- **Organization IRS Letter of Determination.** [Download a sample IRS Letter](#).
- **Can't find your letter?** Call the IRS Customer Service line for nonprofit organizations at 1-877-829-5500 and give them your nonprofit's name and Employer Identification Number (EIN). PLEASE DO NOT upload State issued tax documents, a Form 990, or an SS-4. An SS-4 is a form letter sent by the IRS informing you that your organization or business has been assigned an EIN (Employer Identification Number). Unfortunately, it in no way confers tax-exempt status.

You've received a verified email from FrontDoor! What's next?

Email Example from FrontDoor



Your request to administer the following CyberGrants FrontDoor organization has been approved. Please sign into our website at www.cybergrants.com/frontdoor to begin maintaining your organization's profile.

Thank you for signing up to be a part of this program. We are thrilled to be working with you to help make incredible happen!

Once approved, visit FrontDoor to add your **ACH banking information** and **electronic payment preferences**.

The next slide will show you how to setup ACH.

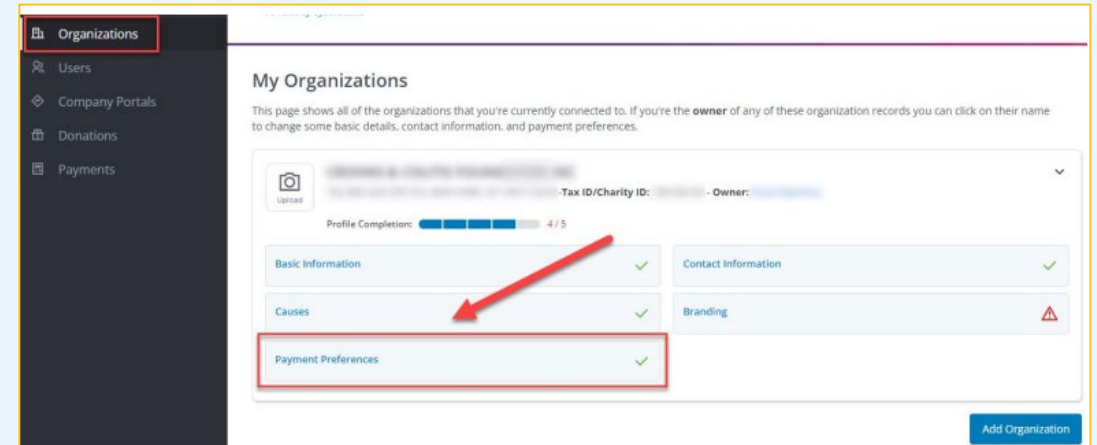
Update Payment Preferences

5 Set up Payment Preferences in FrontDoor

- Go to [FrontDoor website](#).
- Click “Organizations”. Select the organization to open the organization profile.
- Click “Payment Preferences.” Complete the form.
- Important:** To register in Spark Good Round up, you will need to select “Yes” for “Do you authorize us to send payments electronically to your organization?”

Important information needed:

- Bank Name, Bank account type, Bank Routing Number and Bank Account Information
- Check Mailing Information – Payee Name, Payee Address



Payment Preferences

Accuracy and efficiency go hand-in-hand, so help us help you "Make Incredible Happen" by ensuring that we have the latest electronic payment and a paper check mailing address for your organization.

Electronic Payments

Receiving donations electronically is the fastest, safest, and most cost-effective way to get funds deposited directly into your account. We will email you automatically every time we make a deposit.

Do you authorize us to send payments electronically to your organization? *

Bank Country

Bank Name

Name of your banking institution - e.g. JPMorgan-Chase, Bank of America, Wells Fargo, etc.

Manual Verification Required

Payment Preferences

Error! Please correct the following problem(s) before proceeding: Upload a scan of a voided check or a similar bank document/letter with your organization's name, tax ID, address, and account info on it so that we can manually review your information. This info is needed to confirm your banking information and that it belongs to this organization and not an individual.

Accuracy and efficiency go hand-in-hand, so help us help you "Make Incredible Happen" by ensuring that we have the latest electronic payment and a paper check mailing address for your organization.

Electronic Payments

Receiving donations electronically is the fastest, safest, and most cost-effective way to get funds deposited directly into your account. We will email you automatically every time we make a deposit.

Do you authorize us to send payments electronically to your organization? *

Yes

6 Verification of ACH by FrontDoor (2 Ways)

- 1 **Electronic:** If all your information is accurate, **electronic verification is instantaneous** and you will receive the approval on the spot.
- 2 **Manual:** If your ACH setup process requires manual verification, it can take at least **five days for FrontDoor to verify the bank information belongs to your organization, and not to an individual.** You will first see this red pop-up box.
 - a. Please upload a voided check or similar bank document with your organization's name, tax ID, address, and account information.
 - b. **Please check your email for verification approval.**

If you have any issues with ACH, please email frontdoor@cybergrants.com

You've received an email from FrontDoor that your payment preferences are verified! What's next?

Email Example from FrontDoor



Your electronic payment information has been manually approved for use by our customers. A snapshot of this information follows:

Routing Number: XXXXXXXXXX
Account Number: XXXXXXXXXXXXX

We will email you automatically every time we make a deposit at the following address:

Note that you still may receive paper checks from our customers that have yet to activate electronic payments for their programs. Receiving donations electronically is the fastest, safest, and most cost-effective way to get funds deposited directly into your account.

Thank you for signing up for electronic payments. We are thrilled to be working with you to help make incredible happen!

Once approved, visit us at Walmart.com/nonprofits to review resources available to your organization based on eligibility.