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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Spark Good: *How to Become FrontDoor Verified*
Register your organization on FrontDoor to become eligible for Spark Good Programs

1. Search and Claim your Organization
2. Complete Verification Application
3. Update Payment Preferences
4. Explore Spark Good Resources
Visit FrontDoor Website

Visit the [FrontDoor website](http://www.frontdoor.com) 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**
Spark Good: How to Become FrontDoor Verified

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.
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.
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.
- 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?

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
Set up Payment Preferences in FrontDoor

a. Go to [FrontDoor website](#).

b. Click “Organizations”. Select the organization to open the organization profile.

c. Click “Payment Preferences.” Complete the form.

d. **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:

a. Bank Name, Bank account type, Bank Routing Number and Bank Account Information

b. Check Mailing Information – Payee Name, Payee Address
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?

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