

Contribution FAQ

We are grateful for your interest in [contributing](https://na.org/contribute) at na.org/contribute. If you have any questions that aren't answered here, please contact us at contributionquestions@na.org.

Q: What are the three ways to contribute?

1. Individual members can set up recurring or one-time contributions through the **Make a Member Contribution** button at the top of [the page](#).
2. **Send Some Love** allows you to contribute in honor of someone. After you contribute, you will be taken to a page where you can select an ecard to send to a member or a loved one for an NA anniversary, to acknowledge someone's passing, to celebrate unity or sponsorship, to express gratitude, to thank someone for their service or thank a predecessor, or to send a virtual hug.
3. If your contribution comes from a group or service body, choose the third option: **NA Groups and Service Bodies**. This allows us to list your contribution with an NA region in our year-end contributions report that we include within the [Annual Report](#). If your contribution comes from a virtual group that isn't yet connected to the service structure, you can select Virtual Meeting/No Region. If you're not sure of your region, you can select Unsure/No Region.

Q: Is there a standard amount to give?

NA is completely self-supporting, so we ask that only members contribute. The software we use accepts a minimum contribution of \$10; if you'd like to contribute a smaller amount, please contribute locally. Members who are able often contribute much more, but the amount varies from member to member. Many members have set up a monthly recurring contribution, sometimes giving a dollar for every year they have been clean. Recurring contributions are the most sustainable method of support for NA World Services. We appreciate all of the contributions we receive!

Q: How do I use the first method—the Make a Member Contribution button?



- Click the Make a Member Contribution button at the top of na.org/contribute
- Choose whether to make your contribution one-time or recurring. Note: You cannot schedule an initial contribution for a later date, but if you set up a recurring contribution, you can change the date for future months when you complete your contribution.
- Select an amount and a currency type, and leave a comment for us if you wish.
- When you complete the contribution, if it is your first time contributing, you will be sent an email from Donorbox so that you can set up an account with a password. Once you do that, you can log into Donorbox to pause a recurring contribution, change the date, the amount, or the payment method.

Q: How do I contribute in honor of someone and send a card?



- Click the "Send Some Love" button at na.org/contribute
- Select the amount of your contribution and the type (whether for an NA anniversary, to express gratitude, in memory of someone, to celebrate sponsorship, to send a virtual hug, to thank someone for their service, in unity, or to thank a predecessor).
- If you're sending an anniversary card, or a card to commemorate a special day such as Sponsorship or Service Day, you can opt to send a card every year!

- If you want to be sure that someone is notified of your contribution, check the box to “dedicate my donation” and give their name and email address.
- When you click “next,” you’ll be taken to a screen to select your payment method-- credit card, bank draft, Venmo, or PayPal. The next screen asks for your name and email address.
- When you again click “next,” you will be taken to a page where you can select a card to send to the person you’ve contributed in honor of, or to a loved one in the case of a memorial contribution.

Q: How do I make sure my contribution is recorded as coming from within a particular region in the NAWS annual contribution summary?



- Click the “NA Groups and Service Bodies” button on the page na.org/contribute
- Choose whether to make your contribution one-time or recurring.
- Select an amount and a currency type, and leave a comment for us if you choose.
- Then select Area, Group, Region, or Zone, and use the dropdown menu to indicate your region. If your contribution comes from a virtual group that isn’t yet connected to the service structure, please select Virtual Meeting/No Region. If you’re not sure of your region, please select Unsure/No Region.
- When you complete the contribution, if it is your first time contributing, you will be sent an email from Donorbox so that you can set up an account with a password. Once you do that, you can log in to Donorbox to pause a recurring contribution, change the date, the amount, or the payment method.

Q: How do I change or cancel my recurring contribution?

This is a more complicated question than you might think because there are several different means by which members have set up recurring contributions to World Services. In March 2020, we added a Contribute Now button to our website that utilized PayPal, alongside the already existing Member Portal. In late June 2021, we switched our payment processor for quick contributions to Donorbox. Please select the correct option below. If you have questions, email us at contributionquestions@na.org or call 818-773-9999 x122.

1. **From within Donorbox:** If you’ve signed up utilizing our current Donorbox portal, or via the old “Quick Contributions” button, you may login to your Donorbox account at donorbox.org. Under the Login dropdown at the top right of the page, select “Donor Login.” Once logged in, select “Recurring Plans” from the sidebar, from here you can change the amount of the contribution, the day of the month you contribute, or the payment method. You can also pause or cancel the contribution.
2. **From within PayPal:** If you’ve signed up for recurring contributions using PayPal, whether for “Contributions within Regions,” “Quick Contributions,” or the old “Contribute Now” button, you may login directly to your PayPal account at paypal.com. PayPal does not allow changes to the recurring contribution, but you can cancel your existing contribution and start a new one. Once logged into PayPal, select “Manage Autopay” from the menu at the top left corner of your screen. Select your recurring contribution to NA World Services. On the next screen, select “Manage,” and then select “Cancel” at the bottom of the screen. This will cancel the recurring payment. You may create a new recurring contribution at na.org/contribute.

3. **Through our Member Portal:** If you had signed up for recurring contributions through our former Member Portal, please contact contributionquestions@na.org to change or cancel the contribution.

Q: How can I combine existing recurring contributions?

A: With a Donorbox contribution, this is fairly simple. When you log into Donorbox, you will be able to make changes to your recurring contributions. If you have more than one recurring contribution, you can increase the amount of one of those contributions and cancel the other(s). If you have recurring contributions through our old PayPal payment processor, we suggest canceling them and making a recurring contribution at na.org/contribute.

Q: I am having trouble cancelling my existing recurring contributions. Can you help?

A: Contact us with the name the contribution is under, the amount and the date the contribution is set for and we can cancel your existing contributions: contributionquestions@na.org.