

Issuing Duplicate Tax Receipts (Reissuing)

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Donor Management System

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After [issuing a Tax Receipt](#), you can easily reissue it if a donor has requested a duplicate copy or for your own records.

Reissuing a Single Tax Receipt

1. Go to the **Contributions Tab**
2. **Search for the specific Contribution** you wish to reissue the Tax Receipt for and either:
 - [Select the Contribution Amount](#)
 - [Selecting the Actions menu](#)

From the Contribution Details Page

3. Select the specific **Contribution Amount**

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Dashboard Contacts **Contributions** Campaigns Opportunities Reports DMS Mail

Settings | Help
DMSCA DMSCA

Search by contributor name or email

Actions 0 Selected Records Only All 1430 Records

All Contributions Advanced Actions Add Contribution

Received	Name	Amount	Fund	Campaign	Source	Method	Status	Receipt No.	Thanked
<input type="checkbox"/> March 1st, 2023 09:41 AM	Noboru K	\$50.00 (Recurring)	2023	Monthly Giving Webinar	DMS Manual	Cheque	Completed		✓
<input type="checkbox"/> March 1st, 2023 09:19 AM	Alex Fergie	\$100.00	General Fund		DMS Manual	Cheque	Completed	WELL00000913	✓
<input type="checkbox"/> March 1st, 2023 01:52 AM	Noboru K	\$1.00	2023	Monthly Giving Webinar	DMS Payments Credit Card Contribution (Recurring)	Credit Card	Completed		-
<input type="checkbox"/> March 1st, 2023 01:51 AM	Benjamin Franklin	\$1.23	Fitness	Bottle Drive	DMS Payments Credit Card Contribution (Recurring)	Credit Card	Completed		-
<input type="checkbox"/> February 28th, 2023 06:30 PM	Nicole Lam	\$250.00	General Fund		DMS Manual	Cheque	Completed	WELL00000912	✓
<input type="checkbox"/> February 28th, 2023 03:40 PM	Lucas Froese	\$50.00	General Fund		DMS Manual	Cheque	Completed	WELL00000911	✓

Select Contribution Amount

4. On the next page, select **Manage Receipt** at the top right

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Dashboard Contacts **Contributions** Campaigns Opportunities Reports DMS Mail

Settings | Help
DMSCA DMSCA

Contributions from Alex Fergie

Edit Manage Receipt Cancel

Contribution Details

From	Alex Fergie
Fund	General Fund
Total Amount	\$100.00
Net Amount	\$100.00
Fee Amount	\$0.00
Advantage Amount	\$0.00
Description of advantage	-
Received	Mar 1st, 2023 9:19 AM
Received Into	Deposit Bank Account

Manage Receipt

5. You will then see more information about the already received Contribution

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Dashboard Contacts Contributions Campaigns Opportunities Reports DMS Mail

Settings | Help

DMSCA DMSCA

Tax Receipt

Receipt Details

Receipt No.	WELL00000927	Issue Date	Mar 3rd, 2023 1:27 PM
Issued By	celinaproduct@gmail.com (91)	Method	Email
Type	Single	Receipt Status	Issued
Amount	\$100.00	Email Opened	

Thank You Settings

Mark Contribution as thanked

Send a custom Thank You Message

Delivery Method

Method: Email

Back Complete

Void Receipt

Already Receipted Page

6. Select a Delivery Method

- **Print:** to download the duplicate receipt as a PDF for printing, or
- **Email:** to email the Contact with the attached PDF.
 - Learn more about [modifying the default email message](#) that can be sent with your tax receipts.

Delivery Method

Method: Email

Back Print

Void Receipt

Select Print or Email

Note: The default delivery method is **Email**. If the Contact of the donation has the **Do Not Email privacy setting** in their profile, or does not have an email on file, the Tax Receipt will be generated for Printing instead.

7. When ready, select **Complete** to resend or redownload a copy of the Receipt. The Duplicate Tax Receipt will then be **downloaded or sent** to the Contact's email address.

Wellness Avenue | Dashboard | Contacts | Contributions | Campaigns | Opportunities | Reports | DMS Mail | Settings | Help | DMSCA DMSCA

Tax Receipt

Receipt Details

Receipt No.	WELL00000927	Issue Date	Mar 3rd, 2023 1:27 PM
Issued By	celinaproduct@gmail.com (91)	Method	Email
Type	Single	Receipt Status	Issued
Amount	\$100.00	Email Opened	

Thank You Settings

Mark Contribution as thanked

Send a custom Thank You Message

Delivery Method

Method: Email

Buttons: Back, Complete, Void Receipt

Issue a Copy of an Issued Tax Receipt

From the Contributions Actions Menu

3. Select one Contribution and select the **Actions** menu at the upper left side of the Contributions list

4. Select **Issue Separate Tax Receipts**

Wellness Avenue | Dashboard | Contacts | Contributions | Campaigns | Opportunities | Reports | DMS Mail | Settings | Help | DMSCA DMSCA

Search by contributor name or email

Actions | 1 Selected Records Only | All 1475 Records

- Export Contributions
- Issue Aggregated Tax Receipts
- Issue Separate Tax Receipts**
- Send Thank You

	Name	Amount	Fund	Campaign	Source	Method	Status	Receipt No.	Thanked
	Kat James	\$40.00	General Fund	Fundraising for peace	DMS Manual	Cash	Completed	WELL00000932	✓
	Rahmani Tamara	\$500.00	General Fund	Bottle Drive	DMS Manual	Cheque	Completed	WELL00000931	✓
<input type="checkbox"/>	March 6th, 2023 12:23 PM Lucas Froese	\$100.00	General Fund	Great Canadian Giving Challenge Donation Form	DMS Manual	Cheque	Completed	WELL00000929	✓
<input checked="" type="checkbox"/>	March 6th, 2023 11:53 AM Alex Fergie	\$100.00	General Fund		DMS Manual	Cheque	Completed		-
<input type="checkbox"/>	March 6th, 2023 11:50 AM Jacob O'Connor	\$75.00	Mental Health Initiative		DMS Manual	Cheque	Completed	WELL00000930	✓
<input type="checkbox"/>	March 6th, 2023 11:34 AM Lucas Froese	\$1,000.00	General Fund	Golf Tournament	DMS Manual	Cheque	Completed	WELL00000928	✓

Issue Tax Receipts (Separate Receipt for Each Contribution)

5. You will then be directed to the **Separate Receipt** landing page for this Contribution. You will have the chance to review and select the following:

- **Receipts Details**
 - How many Contributions were **selected**
 - **Eligibility** of selected Contributions to receive a tax receipt
 - How many selected Contributions have been **received** vs **not yet received**
- **Thank You Settings**
- **Details of each Contribution included in the selection**
- **Delivery Method** (Email or Print)

6. Review the necessary information and select **Also re-issue duplicates**. When ready, select **Issue Tax Receipts**

The screenshot shows the 'Receipts Details' section with the following data:

Receipts Details	
Tax Year	2023
Contributions	1
Eligible Contacts	1
Eligible Contributions	1
Total Eligible Amount	\$100.00
Ineligible Contributions	0

The 'Thank You Settings' section includes:

- Mark Contribution as thanked
- Send a custom Thank You Message

The 'Table of Users' section contains one entry:

Received	Name	Amount	Fund	Campaign	Source	Method	Status	Eligibility
March 6th, 2023 11:53 AM	Alex Fergie	\$ 100.00	General Fund		DMS Manual	Cheque	Completed	Eligible

The 'Delivery Method' section has:

- Also re-issue duplicates
- Method: Email
- Buttons: Back, Preview, Issue Tax Receipts

At the bottom of the interface, it says 'Separate Receipt Export Page'.

7. The Duplicate Tax Receipt will then be **downloaded or emailed** to the Contact's registered email address, depending on your selected Delivery Preference.

Reissuing Multiple Tax Receipts

1. Go to the **Contributions Tab**
2. Search for a specific Contribution or select either:
 - (1) **The specific Contributions** you wish to reissue Tax Receipts for,
 - (2) **Every listed Contribution on the page**, or
 - (3) **All Contributions** in your search criteria

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Dashboard Contacts **Contributions** Campaigns Opportunities Reports DMS Mail

Settings | Help
DMSCA DMSCA

Search by contributor name or email

Actions 3 Selected Records Only **All 1430 Records** All Contributions Advanced Actions Add Contribution

Received	Name	Amount	Fund	Campaign	Source	Method	Status	Receipt No.	Thanked
<input type="checkbox"/> March 1st, 2023 09:41 AM	Noboru K	\$50.00 (Recurring)	2023	Monthly Giving Webinar	DMS Manual	Cheque	Completed		✓
<input checked="" type="checkbox"/> March 1st, 2023 09:19 AM	Alex Fergie	\$100.00	General Fund		DMS Manual	Cheque	Completed	WELL00000913	✓
<input type="checkbox"/> March 1st, 2023 01:52 AM	Noboru K	\$1.00	2023	Monthly Giving Webinar	DMS Payments Credit Card Contribution (Recurring)	Credit Card	Completed		-
<input type="checkbox"/> March 1st, 2023 01:51 AM	Benjamin Franklin	\$1.23	Fitness	Bottle Drive	DMS Payments Credit Card Contribution (Recurring)	Credit Card	Completed		-
<input checked="" type="checkbox"/> February 28th, 2023 06:30 PM	Nicole Lam	\$250.00	General Fund		DMS Manual	Cheque	Completed	WELL00000912	✓
<input checked="" type="checkbox"/> February 28th, 2023 03:40 PM	Lucas Froese	\$50.00	General Fund		DMS Manual	Cheque	Completed	WELL00000911	✓
<input type="checkbox"/> February 28th, 2023	Nicole Lam	\$150.00	General Fund		DMS Manual	Cheque	Completed		-

3 Ways to Select Contributions

3. Select the **Actions** menu at the upper left side of the Contributions list

4. Select **Issue Separate Tax Receipts**

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Dashboard Contacts **Contributions** Campaigns Opportunities Reports DMS Mail

Settings | Help
DMSCA DMSCA

Search by contributor name or email

Actions 50 Selected Records Only All 1475 Records All Contributions Advanced Actions Add Contribution

- Export Contributions
- Issue Aggregated Tax Receipts
- Issue Separate Tax Receipts**
- Send Thank You 02:16 PM

Received	Name	Amount	Fund	Campaign	Source	Method	Status	Receipt No.	Thanked
<input type="checkbox"/>	Kat James	\$40.00	General Fund	Fundraising for peace	DMS Manual	Cash	Completed	WELL00000932	✓
<input type="checkbox"/>	Rahmani Tamara	\$500.00	General Fund	Bottle Drive	DMS Manual	Cheque	Completed	WELL00000931	✓
<input checked="" type="checkbox"/> March 6th, 2023 12:23 PM	Lucas Froese	\$100.00	General Fund	Great Canadian Giving Challenge Donation Form	DMS Manual	Cheque	Completed	WELL00000929	✓
<input checked="" type="checkbox"/> March 6th, 2023 11:53 AM	Alex Fergie	\$100.00	General Fund		DMS Manual	Cheque	Completed		-
<input checked="" type="checkbox"/> March 6th, 2023 11:50 AM	Jacob O'Connor	\$75.00	Mental Health Initiative		DMS Manual	Cheque	Completed	WELL00000930	✓
<input checked="" type="checkbox"/> March 6th, 2023 11:34 AM	Lucas Froese	\$1,000.00	General Fund	Golf Tournament	DMS Manual	Cheque	Completed	WELL00000928	✓

Issue Tax Receipts (Separate Receipt for Each Contribution)

5. You will then be directed to the **Separate Receipt Export Page**. You will have the chance to review and select the following:

- **Receipts Details**
 - How many Contributions were selected
 - **Eligibility** of selected Contributions to receive a tax receipt

- How many selected Contributions have been **received** vs **not yet received**

- **Thank You Settings**
- **Details of each Contribution included in the selection**
- **Delivery Method** (Email or Print)

The screenshot shows the 'Contributions' page in the Wellness Avenue system. The navigation bar includes Dashboard, Contacts, Contributions (active), Campaigns, Opportunities, Reports, and DMS Mail. There are links for Settings and Help, and a dropdown menu for 'DMSCA DMSCA'.

Receipts Details

Tax Year	2023	Contributions	9
Eligible Contacts	9	Eligible Contributions	9
Total Eligible Amount	\$140.00	Ineligible Contributions	0

Thank You Settings

- Mark Contribution as thanked
- Send a custom Thank You Message

Table of Users

Received	Name	Amount	Fund	Campaign	Source	Method	Status	Eligibility
March 1st, 2023 05:26 PM	Jordan Munoz	\$ 20.00	General Fund	Fundraising for peace		Cheque	Completed	Eligible
March 1st, 2023 05:26 PM	Daniel Poliziani	\$ 20.00	General Fund	Fundraising for peace		Cash	Completed	Eligible
March 1st, 2023 05:26 PM	Tamara Rahmani	\$ 20.00	General Fund	Fundraising for peace		Credit Card	Completed	Eligible
March 1st, 2023 05:26 PM	ya sachdeva	\$ 20.00	General Fund	Fundraising for peace		Cheque	Completed	Eligible
March 1st, 2023 05:26 PM	Pilar Roca	\$ 20.00	General Fund	Fundraising for peace		Cash	Completed	Eligible
March 1st, 2023 05:03 PM	Laura Peppiatt	\$ 10.00	General Fund	Christmas in July Campaign		Cash	Completed	Eligible
March 1st, 2023 05:03 PM	Cristina Nieto	\$ 10.00	General Fund	Christmas in July Campaign		Cheque	Completed	Eligible
March 1st, 2023 05:03 PM	Bridget Jones	\$ 10.00	General Fund	Christmas in July Campaign		Cash	Completed	Eligible
March 1st, 2023 05:03 PM	Hovsta Brown	\$ 10.00	General Fund	Christmas in July Campaign		Cheque	Completed	Eligible

Delivery Method

- Also re-issue duplicates
- Method: Email

Buttons: Back, Preview, Issue Tax Receipts

Separate Receipt Export Page

6. Review the necessary information and select **Also re-issue duplicates**

March 1st, 2023 05:26 PM	Pilar Roca	\$ 20.00	General Fund	Fundraising for peace	Cash	Completed	Eligible
March 1st, 2023 05:03 PM	Laura Peppiatt	\$ 10.00	General Fund	Christmas in July Campaign	Cash	Completed	Eligible
March 1st, 2023 05:03 PM	Cristina Nieto	\$ 10.00	General Fund	Christmas in July Campaign	Cheque	Completed	Eligible
March 1st, 2023 05:03 PM	Bridget Jones	\$ 10.00	General Fund	Christmas in July Campaign	Cash	Completed	Eligible
March 1st, 2023 05:03 PM	Hovsta Brown	\$ 10.00	General Fund	Christmas in July Campaign	Cheque	Completed	Eligible

Delivery Method

Also re-issue duplicates

Method: Email

Back
Preview
Issue Tax Receipts

Also reissue duplicate receipts

7. When ready, select **Issue Tax Receipts**. The Duplicate Tax Receipts will then be **downloaded or emailed** to the Contacts' registered email addresses, depending on your selected Delivery Preference.

Note: The default delivery method is **Email**. If the Contact of the donation has the **Do Not Email privacy setting** in their profile, or does not have an email on file, the Tax Receipt will be generated for Printing instead.

Receipts Details

Tax Year	2023 ▾	Contributions	9
Eligible Contacts	9	Eligible Contributions	9
Total Eligible Amount	\$140.00	Ineligible Contributions	0

Thank You Settings

- Mark Contribution as thanked ⓘ
- Send a custom Thank You Message

Table of Users

Received	Name	Amount	Fund	Campaign	Source	Method	Status	Eligibility
March 1st, 2023 05:26 PM	Jordan Munoz	\$ 20.00	General Fund	Fundraising for peace		Cheque	Completed	Eligible
March 1st, 2023 05:26 PM	Daniel Poliziani	\$ 20.00	General Fund	Fundraising for peace		Cash	Completed	Eligible
March 1st, 2023 05:26 PM	Tamara Rahmani	\$ 20.00	General Fund	Fundraising for peace		Credit Card	Completed	Eligible
March 1st, 2023 05:26 PM	ya sachdeva	\$ 20.00	General Fund	Fundraising for peace		Cheque	Completed	Eligible
March 1st, 2023 05:26 PM	Pilar Roca	\$ 20.00	General Fund	Fundraising for peace		Cash	Completed	Eligible
March 1st, 2023 05:03 PM	Laura Peppiatt	\$ 10.00	General Fund	Christmas in July Campaign		Cash	Completed	Eligible
March 1st, 2023 05:03 PM	Cristina Nieto	\$ 10.00	General Fund	Christmas in July Campaign		Cheque	Completed	Eligible
March 1st, 2023 05:03 PM	Bridget Jones	\$ 10.00	General Fund	Christmas in July Campaign		Cash	Completed	Eligible
March 1st, 2023 05:03 PM	Hovsta Brown	\$ 10.00	General Fund	Christmas in July Campaign		Cheque	Completed	Eligible

Delivery Method

- Also re-issue duplicates

Method Email ▾ ⓘ

Reissue multiple tax receipts