Money coming in

January 2025 – review January 2026

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A group can receive money for various reasons and in different ways. For example, your group may receive money from fundraising activities that you run or from trading activities.

Whatever you receive money for, make sure you know whether it’s restricted funding (has to be used for a specific purpose or project only), and what you need to do if it is.

# Donations

Donations are one of the most common ways for MS Society groups to raise funds. There are different types of donations you might receive:

* Regular donations
* Celebration donations
* In memory donations
* Legacies
* Business donations

## Regular donations

You can ask long-term supporters or donors you know well to donate regularly by Direct Debit. They can either set up a Direct Debit online or call or emails our [Supporter Care Team](mailto:supportercare@mssociety.org.uk) on 0300 500 8084 for support. Make sure they include your MS Society group name when setting up their Direct Debit.

You may also receive donations for any services and activities that your group runs.

## Celebration donations

Making donations to charity is becoming a popular alternative to giving presents for birthdays, anniversaries and weddings. Celebration donations can be made by setting up a page on Enthuse or by calling or emailing our [Supporter Care Team](mailto:supportercare@mssociety.org.uk) on 0300 500 8084.

To help encourage donations instead of gifts, you could give MS Society pin badges as wedding favours, suggest party games and raffle ideas, or give Gift Aid donation envelopes to be sent with the invitations.

[Find out more about celebration donations on our website](https://www.mssociety.org.uk/get-involved/give-in-other-ways?_gl=1%2Amjco2e%2A_gcl_au%2ANzU0ODk5NTgyLjE3MjE4MTM2NzA.%2A_ga%2AOTI5MTQxOTI0LjE3MTM4NzM5MzU.%2A_ga_FBJB0LGHFB%2AMTcyNTUyNjI3My4yNzcuMS4xNzI1NTMwMjg1LjYwLjAuMA..).

## In memory donations

Some people choose to collect money at a loved one’s funeral. Whilst this is a sensitive topic, you can try the following to make sure you don’t miss out on donations people might be very pleased to give:

* Ask your local funeral director to stock leaflets about your MS Society group in case anyone asks them about supporting local MS charities
* Thank people for donations of this kind in your newsletter to raise awareness of this option - but don’t forget to ask their permission first

Download a personal information consent form here.

## Legacies

A legacy is when a person leaves money or property to us in their will.

If you receive a legacy payment (money left in a will), you must forward it to our Legacy Team for legal and auditing reasons. It’s important that we ensure solicitors and executors correctly handle a legacy that has been left to us. Our [Legacy Team](mailto:legacies@mssociety.org.uk) is here to make sure that happens.

Your Finance Volunteer is responsible for notifying our Legacy Team about any legacy left to your group, and ensuring all paperwork is sent to them.

Our Finance Support Team will support your group to follow our legacy release process. If a legacy is over £20,000, the funds must be centrally administered.

Donations left for specific projects or groups will need a spending plan as this is also an audit requirement. Our Finance Support Team will support you to develop a spending plan to enable the funds to be released.

## Business donations

When it comes to asking businesses for a donation, it’s best to focus on local businesses as they’re the most likely to support the MS Society in your area.

## Collections

Where possible, make online payment platforms available to avoid lots of cash payments online. Where this isn’t possible though, and you’re collecting cash:

* Always use secure collecting buckets and boxes
* Keep collecting buckets and boxes clean
* Make hand sanitiser (minimum 70% alcohol) available
* Keep the number of people involved in the handling and counting of cash to a minimum
* Wear gloves when handling or counting cash – thin, disposable gloves are often easier to handle coins.
* Bank cash as soon as possible – with a minimum of two people to transfer cash

**If you are ever challenged when carrying cash, hand it over immediately. Your safety is the upmost importance.**

# Banking and recording income

It’s important to bank cash and cheques as soon as possible to ensure that all monies are secure. It’ll also increase the chances of cheques clearing successfully. If your group has a high level of activity, you should bank as frequently as possible. It’s good practice to bank at least weekly if you have money coming in weekly.

As well as using your local Barclays branch to bank income, many post offices will allow you to deposit money into your group account.

You should also record all your transactions on Branch Accounting Online.

## Paying-in slips

You’ll be provided with a paying-in book, which is a collection of numerically sequenced paying-in slips. When you make a deposit, the paying-in slip number should be reflected on your bank statement. Using this book will let you make notes on the stubs, and easily identify deposits on your bank statement.

You should keep all paying-in books, stubs and receipts for six years plus the current year.

## Cheques

It’s important to verify that cheques have been filled in correctly when you receive them. You must never attempt to amend this information yourself, because changes to a cheque can only be made by the donor.

When receiving cheques, you may wish to write a short note on the back to identify who gave it to you, and why. This won’t affect your ability to bank the cheques, and will be helpful when you’re putting the information into Branch Online Accounting before banking the cheque.

## Cash

Bank all cash you receive as soon as possible. **Never use any cash received to make payments with, as if it was petty cash**. Always record income as a gross figure — not with expenditure already deducted. Banks can provide cash bags to make the paying-in process simpler.

## Card payments

Your group may wish to accept credit or debit cards payments using a suitable device. We’ll shortly be recommending a product for you to use.

## Electronic transfers

Donors may wish to donate to your group using an electronic bank transfer. You’ll need to provide your sort code, account number and (in some instances), the name of the bank you hold your account with. As this is sensitive information, it’s advisable only to provide this to individuals or organisations you’re familiar with. When a donor makes an electronic payment they may be asked if the payee bank is a business account — you may need to check this with your bank. Cash pool accounts are business accounts.

The donor will be prompted to provide a reference for the payment, which should appear on your bank statement. To help you identify what the funds are and where/who they came from, we recommend that the donor includes their surname and a reference number.

# Acknowledging income

If you receive money as payment for something, you should always provide a receipt. If a donor requests a receipt for their donation, we’re legally required to provide one. Receipt books are available at most stationery shops. Please do use one, as it contains all the necessary legal information.

You should keep any documentation which accompanies a donation, to help you identify it later. Documents worth keeping include:

* signed cash tally sheets
* letters stating the donation be used for a specific purpose
* remittance advice
* receipts

It’s courteous to thank the donor of any funds or gifted item — no matter the size. Write to them on headed paper, rather than sending an email.

**We’re the MS Society.**Our community is here for   
you through the highs, lows   
and everything in between.   
We understand what life’s   
like with MS.

Together, we are strong   
enough to stop MS.  
[mssociety.org.uk](http://mssociety.org.uk/)

We welcome any feedback that you have on this document and its contents. We’re continuously working to improve the support we provide to volunteers and the processes that are required.

**Contact us**

Volunteer Support Team 0300 500 8084, option #3

[volunteersupport@mssociety.org.uk](mailto:volunteersupport@mssociety.org.uk)