Online Contribution System
Frequently Asked Questions About OCS Version 5

Document Ver. 2.1, September 24, 2021

No.	Subject Area	Question	Answer
1	Activity Center	For a Local Treasurer, what is the difference between the "Available" and "Account" balances in the "Activity Center"?	Currently, there is no difference between the two.
2	Activity Center	As the Treasurer or Assistant Treasurer, how do I view recent contributions made through OCS to the local fund I oversee?	For all options associated with managing a local fund via OCS, including "Activity Center" (formerly known as "Holding Account"), click on the Menu (main) icon at the upper left of the screen, then click on "Local Fund options".
3	Alert Tag	I see an alert next to my continuing contribution. What does that mean?	An alert next to a continuing contribution listing indicates an issue with the payment method used for the contributions, often due to a payment rejected by a bank or a declined credit card charge.
4	Bahá'í Calendar	Can I use the Bahá'í (Badí') calendar instead of Gregorian one?	Yes.
5	Contribution Summary	How can I see the total of all my contributions?	There is a set of reports that are available to users for listing the contributions that have been receipted. You may generate these reports in PDF or Excel formats and for any time period.
6	Contribution Summary	Where can I see all my contributions regardless of their type or method of	They are all available under the "Summary Center" under the Menu or under "My Quick Links".
7	Discretionary	What does "discretion" mean?	All contributions available online will be used at the discretion of the National Spiritual Assembly, and therefore are considered qualified charitable contributions for U.S. income tax purposes.
8	Earmarked Contributions	In what report can I see all the earmarked contributions I have made?	This information will be included in any report that lists the details of each of your contributions.
9	Earmarked Contributions	Can I earmark my contribution to a local fund?	Yes. Offering earmarking for a local fund is optional and is at the discretion of each Local Spiritual Assembly. To find out if your locality offers earmarking, simply select the local fund of your choice and see if it shows an "earmark" designation.
10	Earmarked Contributions	How do I earmark my contribution for a specific purpose?	In order to provide a specific earmark or contribute to a Bahá'í Fund not found in OCS (Online Contribution System), please mail your contribution to the National Bahá'í Fund, P.O.Box 541, Wilmette, IL 60091-0541, and include a note indicating your wishes.
11	Earmarked Contributions	Can I contact my Local Treasurer to earmark the local contribution I made	That depends on the procedure established by your Local Treasurer.
12	Earmarked Contributions	Can I earmark contributions to funds other than a local fund?	Not at this time. Earmarking within OCS is currently available for local funds only.
13	Earmarked Contributions	Who decides whether a particular local fund accepts earmarked contributions?	Each Local Spiritual Assembly makes that decision for its locality.

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14	Feast Reporting	As a Local Treasurer, how do I generate a Feast report of all contributions received by our local fund, including checks, cash and OCS contributions?	For all options associated with managing a local fund via OCS, including "Feast Utility", click on the Menu (main) icon at the upper left of the screen, then click on "Local Fund options". For detailed instructions for using this feature, please visit the User Guide at https://um.ocsbahai.org/Quick_Guide.pdf.
15	Gift Card	Can I use a gift card to pay for my contribution?	OCS accepts gift cards issued by major credit card companies with numbers that can be entered like credit card information.
16	Holding Account	As a Local Treasurer I do not see the "Holding Account" option anymore.	"Activity Center" is the new menu option to access the functions formerly under the "Holding Account" heading. Local Treasurers can view all the activities related to incoming contributions. To access the "Activity Center", make sure you are using OCS as "Local Treasurer" under the "Primary Donor" label, and in the Menu click on "Local Fund Options".
17	Ḥuqúqu'lláh	Can I pay for my Ḥuqúqu'lláh using OCS?	No. To make online payments for Ḥuqúqu'lláh, please visit http://www.ushuquq.org.
18	Including Other Donors	May I include children and/or junior youth in my family as contributors?	Yes. OCS allows you to add up to 5 individual donors to your contribution. Any Bahá'í can be included as long as you have their full name and Bahá'í ID number as they appear on their United States Bahá'í ID card.
19	In-Honor/In-Memory	Can I add my own passage to an In-Honor or In-Memory certificate?	Yes. You can add a personal note of up to 250 characters, including spaces, to an In-Honor or In-Memory certificate/card.
20	Local Fund	How can I find out if my local fund can receive contributions through OCS?	You may contact your Local Treasurer or simply look for the local fund in the list of funds available online. You can easily search for it by typing the name of your locality.
21	Log in to OCS	Is there an age requirement for having a Bahá'í Online Services Account (BOSA)?	Yes. Individuals age 15 or older qualify to create a BOSA account.
22	Log in to OCS	I cannot log in to OCS.	On the login page, please click on "Forgot Password" or "Create Account" to address any issues you may have with the Bahá'í Online Services Account. The account is created and managed through the Membership system.
23	Log in to OCS	I have lost my password for my Bahá'í Online Services Account. What do I need to do?	On the login page, please click on "Forgot Password" or "Create Account" to address any issues you may have with the Bahá'í Online Services Account. The account is created and managed through the Membership system.
24	Log in to OCS	Can my spouse and I share the same OCS account?	Yes, as long as you both know the credentials (user id and password) to the account you share.
25	Making a Comment	Is there a place in OCS for making a suggestion/comment?	No. Such suggestions or comments can best be emailed to OCSSupport@usbnc.org.

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26	Making Contribution	How can I make a contribution?	There are five easy steps to make a One-Time or Continuing contribution. -Select any funds you wish to contribute to and specify an amount for each -Include one or more individuals as donors (optional) -Select the contribution type (One-time, Continuing, In-Honor/In-Memory) -Select payment method by which you wish to pay for your contribution -Confirm and submit
27	Making Contribution	How many days in advance can I set up a continuing contribution?	You way schedule a one-time contribution up to 45 days from the day it is set up. This also applies to starting a new continuing contribution whose first payment can be scheduled up to 45 days in advance.
28	Managing Contribution	How can I request a change in a contribution that has already been receipted (e.g. changing the amount, the fund and/or the contributor)?	Please contact the Office of the Treasurer at the Bahá'í National Center by calling 847-733-7979 or by emailing OCSSupport@usbnc.org during regular business hours (Monday–Friday 8:30 a.m. to 5:30 p.m. Central Time).
29	Managing Payment Methods	How can I add a bank account (checking or savings) or credit card to my payment profile?	There are two ways to add or remove a payment method. One is by selecting the "Payment Methods" option under the Main Menu. Alternatively, in the "Payment Methods" stage of making or modifying a contribution, you can add a payment method.
30	Managing Payment Methods	How can I remove a bank account or credit card from my profile (i.e., remove it as a payment option)?	Select the "Payment Methods" option under the Main Menu to manage all aspects of the payment methods in your profile.
31	Managing Payment Methods	What methods of payment are accepted in OCS?	OCS accepts all the major credit cards (Visa, Mastercard, Discover and American Express), Electronic Bank Accounts such as checking or savings,
32	Managing Payment Methods	Does OCS accept PayPal?	Yes.
33	Managing Payment Methods	How can I use PayPal in OCS?	OCS now offers PayPal as a method of payment. You must have or create a PayPal account in order to register/use it in OCS. You may add PayPal to your payment profile during creation of a contribution or by going to the "Payment Methods" option under the Main Menu.
34	National Goal Chart	Is the National Bahá'í Fund progress chart as displayed on my dashboard the latest/in real time?	Yes, it is. The chart that is displayed on the Bahai.us/community site (known as Member Services) is also up to date.

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35	Navigation	How can I tell at a glance which role I am currently using in OCS (Primary Donor)?	If you are using OCS as an individual, the banner on top of the screen will be dark grey and your full name appears under the label "Primary Donor". If using OCS in an institutional role, the banner will be dark blue and the role will appear under the label "Primary Donor".
36	Navigation	Is the method of making and managing contributions different for an individual than for a local treasurer?	In this version of OCS, the user interface, interaction and experience are essentially the same when it comes to making and managing contributions.
37	Navigation	How can I, as a Local Spiritual Assembly member, view the contributions our locality has made to the Funds, online and by mail?	Switch your role ("Primary Donor") using the drop-down menu at the top right of the screen to "LSA Fund View".
38	Navigation	How can I switch from my role as Individual (Member) to that of Local Treasurer/Assistant Treasurer?	Use the drop-down menu under the label "Primary Donor" at the top right of the screen (dark grey banner), click on the arrow and select "Treasurer..."
39	New Features in OCS	What are the new features in OCS 5?	Among the new and enhanced features in version 5 are: 1) Completely redesigned interface with a new look and feel for a better experience making and managing online contributions. 2) Dashboard introduced upon login as the point of entry to the most-used functions of OCS. 3) PayPal added as the newest method of payment to make a contribution. 4) Earmarking of contributions to local funds in many cases. 5) Option to set personal goals and monitor progress in real-time. 6) Real-time charting of the status of National Fund goal on the dashboard. 7) Passages from the sacred writings for reflection. 8) Stories about giving for inspiration. 9) Quick links (short cuts) to some commonly used functions for easier navigation. 10) Responsive design that adapts to desktop, tablet, and smartphone devices.
40	Non-Cash Contribution	How can I contribute a non-cash item to a fund?	Please contact the Office of the Treasurer at the Bahá'í National Center by calling 847-733-7979 or by emailing OCSSupport@usbnc.org during regular business hours (Monday–Friday 8:30 a.m. to 5:30 p.m. Central Time).
41	Personal Goal	How many funds can I add to my personal Goal?	You may add as many funds as are available online.
42	Personal Goal	How many personal Goals can I set up?	At any given time, an individual or a Local Treasurer can have only one Goal.

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43	Personal Goal	Can I change my personal Goal at any time?	Yes, you may change any aspect of the Goal you have set up at any time.
44	Purchased	In the "Contribution Summary Center", what does the "Purchased" tab mean?	These are the transactions related to products or services paid for, such as Bahá'í ID replacement or marriage/birth certificates.
45	Selecting Amount	Is there a limit to the amount I can contribute?	No, there is no limit.
46	Selecting Funds	How many funds can I contribute to?	You can contribute to as many funds as are available online
47	Selecting Funds	How can I give to funds other than those listed online?	Please contact the Finance Office at 847-733-3472 or finance@usbnc.org to find out how.
48	Support	How can I contact support for assistance?	For assistance, please contact the OCS support team via chat by clicking on its icon as it appears on the lower-right side of every screen in OCS. While this option is available for a limited time, it is the preferred and recommended way to contact the support team. You may also contact the Office of the Treasurer at the Bahá'í National Center by calling 847-425-7979 or by emailing OCSSupport@usbnc.org during regular business hours (Monday–Friday 8:30 a.m. to 5:30 p.m. Central Time). Additionally, for a comprehensive User Guide and Training Video, please visit: https://um.ocsbahai.org/Quick_Guide.pdf