

Test Case	User Segment	Category Type	Sub-category	Enquiry Details	Expected Response	Knowledge Base Article	Priority	Status	Remarks
IND-001	Individuals	Account & Login	Account Registration	How do I create a Giving.sg account?	You may create an Individual account on giving.sg by signing up using either your email address or Singpass. Please try resetting your password by clicking on "Forgot your password"?	Creating a Giving.sg Account	High	Active	Common onboarding enquiry
IND-002	Individuals	Password & Access	Password Reset	I forgot my password. How do I reset it?	A verification email will be sent to your registered mailbox to authenticate your account before you can update your password.	Resetting Your Password	High	Active	Include spam/junk folder check
IND-003	Individuals	Profile	Manage Profile	How do I update my profile information?	1. Click on your profile picture, then select 'Settings' from the dropdown menu to update your profile 2. Complete all required fields in the relevant sections, then click 'Save' to apply the changes. Note: You will not be able to change your email address as your donation and volunteer history are linked to it.	Managing Your Profile	Medium	Active	User must be logged in
IND-004	Individuals	Transactions	Donation History	Where can I view my donation history or receipts?	Log in to your giving.sg account. Click on your profile picture (top right corner). Select "My Activities" and go to the "Donate" tab to view your donation history. Click "Export History" to download the report. The report will be sent to your registered email address on giving.sg.	Viewing Donation History & Tax Receipts	High	Active	Applies to completed donations
IND-005	Individuals	Platform Usage	Navigation	How do I navigate the Giving.sg platform to find campaigns, charities, or volunteering opportunities?	Go to giving.sg homepage and you may search under "Donate" Could you please try clearing your browser cache and cookies, and then access the giving.sg website again? Alternatively, you may wish to log in using your email instead of SingPass to see if that works.	Navigating the Giving.sg Platform	Medium	Active	General platform navigation guide for new users.
IND-006	Individuals	Technical Issue	Website Error	I am experiencing an error when using giving.sg.	If the issue persists, feel free to let us know and we'll be happy to assist further. You may contact us at hello@giving.sg.	Troubleshooting Technical Issues	High	Active	Escalate unresolved issues
IND-007	Individuals	Policy	Platform Policies	What are giving.sg's policies regarding donations, privacy, or account usage?	You may refer to our giving.sg Terms of Use on our main homepage.	Giving.sg Policies & Terms	Medium	Active	Refer to official policy articles
IND-008	Individuals	Feedback	General Feedback	How can I provide feedback or report an issue?	You may submit an enquiry via our FAQ page or email us at hello@giving.sg.	Providing Feedback to Giving.sg	Low	Active	Route feature requests to Product where applicable
IND-009	Individuals	Donations & Payments	Donations in Kind	How can I donate items (donations in kind) through Giving.sg?	Currently, we only accept monetary donations. Kindly reach out to the Charities directly if you are intending to donate in different ways. Their contact details are listed on their profile page. Unfortunately, you will not be able to use your account to donate and/or claim tax for another person. Currently, the tax deduction is only for the actual donor. All donors are encouraged to sign up a Giver account using their personal details to donate to the charity directly. This enables them to claim tax benefits and track for their own donations. This is part of our platform enhancement to adhere to the best practices for tax deductible donations.	Donations in Kind for Charities	Low	Active	Informational enquiry. Refer users to the charity or organisation for in-kind donation requests if the feature is not supported on Giving.sg.
IND-010	Individuals	Donations & Payments	Donate on Behalf of Someone Else	Can I donate on behalf of someone else?	Alternatively, you may donate as guest donation without logging in. You may input the other party name in the donation box however he/she unable to claim tax deduction for guest donation.	Donating on Behalf of Someone Else	Medium	Active	Tax deduction eligibility is based on the donor information provided during the donation process and applicable IRAS requirements. Refer users to the donation flow for available dedication options.

IND-011	Individuals	Donations & Payments	Tax Deduction	Are my donations eligible for tax deduction if I donated in late December?	Kindly check directly with the respective Charities whether the donation will be allowed in your tax assessment for the Year of Assessment (YA) before proceeding to make a donation. In the event of any dispute to the tax deduction window period, all decisions made by the Charities shall be final and conclusive.	Tax Deduction for Year-End Donations	Medium	Active	Refer users to the latest IRAS guidelines and Giving.sg tax deduction information. Eligibility depends on successful payment processing and the recipient's tax-deductible status.
IND-012	Individuals	Donations & Payments	Recurring Donations	How can I cancel my monthly recurring donation?	Monthly recurring donations can be managed under the "My Activities" page located in the pop-up menu, after clicking on your profile icon. Under your ongoing donations, you will be able to view your list of upcoming donations, including your recurring donations. Click on the "Cancel recurrence" option after clicking the three vertical dots button on the right hand side of the donation card item to cancel your recurring donation.	Managing or Cancelling a Monthly Recurring Donation	High	Active	Cancellation only applies to future recurring donations. Processed donations cannot be cancelled or refunded unless otherwise stated under Giving.sg's policies.
IND-013	Individuals	Donations & Payments	Donation Amendment	I made a donation to the wrong campaign. Is there a way for me to transfer the donation to the correct campaign?	All donations on giving.sg are non-transferrable and we are not able to transfer the donations to other campaigns on giving.sg. Remember, your donation is for good and you will have a meaningful impact to any charity you donate to.	Amending or Transferring a Donation	High	Active	Donations are final once successfully processed and cannot be transferred between campaigns. Refer users to Giving.sg's donation policies if further clarification is required.
IND-014	Individuals	Volunteer Management	Volunteering Hours	I have completed the volunteering opportunity. How do I update my volunteering hours on Giving.sg?	There are 3 types of volunteering opportunities on giving.sg. For One-time opportunities: Attendance is either captured via checking in and out with the QR code or manually by the Volunteer Manager of the organisation. For Project-based opportunities: Volunteer hours are automatically awarded at the end of the opportunity or manually awarded by the Volunteer Manager. For Recurring opportunities: The Volunteer Manager will mark the volunteer's attendance on the admin portal after every session. You may enquire directly with the Volunteer Manager or the contact person to learn more about the opportunity and your volunteering hours.	Updating Your Volunteering Hours	Medium	Active	Volunteer hours may require verification by the organising charity or organisation before they are reflected on the platform. Availability of this feature depends on the volunteering opportunity.
IND-015	Individuals	Platform Policies & Compliance	Fundraising Licence	Do I Need a Licence to Fundraise Through Giving.sg?	No separate license is required for fundraising activities conducted solely on giving.sg. If your activities are conducted in a public space, you may still need to comply with regulations concerning public fundraising. Please refer to Types of Fund-Raising Permits and Licences (under the Fund-Raising tab) on charities.gov.sg for more details.	Obtaining License on giving.sg	Low	Active	Online fundraising through Giving.sg does not require a fundraising licence. Separate permits or regulatory requirements may apply for offline public fundraising activities. Refer users to the applicable regulations where necessary.
IND-016	Individuals	Volunteer Management	Volunteer Eligibility	What is the minimum age requirement to volunteer on Giving.sg? Can I bring my child to a volunteering opportunity?	Currently 13 years old is the minimum age required by giving.sg, and certain volunteer opportunities do specify a minimum age, that may be older than 13. If you are a parent who has signed up for a volunteer opportunity and wish to bring your children along, please consult the relevant Volunteer Manager or contact person of the opportunity on whether this arrangement will work. You may explore our giving.sg website to search for opportunities of your interest or contact the organisation who created the volunteer opportunity directly to enquire.	Volunteer Age Requirements and Bringing Children to Volunteering Opportunities	Medium	Active	The minimum age on Giving.sg is 13 years old. Individual volunteering opportunities may have additional age requirements set by the organiser. Parents should obtain approval from the Volunteer Manager before bringing children to a volunteering activity.
IND-017	Individuals	Volunteer Management	Certificate of Completion	Will I receive a certificate of completion for my volunteering activity?	At the moment, giving.sg does not offer certification of completion for the volunteering activities. Individuals will need to approach the charity directly to receive the certification of completion for the volunteering opportunity.	Certificates of Completion for Volunteering Activities	Low	Active	Certificates of completion are issued at the discretion of the organising charity or organisation. Giving.sg does not provide or manage volunteer certificates.

IND-018	Individuals	Volunteer Management	Withdraw from Volunteering Opportunity	How do I withdraw from an opportunity that I already registered for?	Volunteer opportunities can be managed under the "My Activities" page located in the menu that appears after clicking on your profile icon. On this page, select "Volunteer" and navigate to the "Ongoing" tab. After clicking the three vertical dots button on the right hand side of volunteer card, you can click on the withdraw button. Note: You can only withdraw from an volunteering opportunity before the registration end date and the status of the opportunity is either "Registration Pending" or "Registered".	Withdrawing from a Volunteering Opportunity	Medium	Active	Withdrawal is available only before the registration end date and when the volunteering opportunity status is Registration Pending or Registered. Once registration has closed or the status changes, users should contact the organising charity or organisation directly for assistance.
IND-019	Individuals	Campaign Management	Create & Manage Campaigns	My submitted campaign is still showing "Pending"	Your campaign is currently pending because it needs to be reviewed and approved by the charity before it can go live. Once the charity has completed the review and approval process, the campaign will be published. Please reach out to the charity directly to check on the status of your submission.	Managing Campaigns	High	Active	Subject to approval workflow
IND-020	Individuals	Campaign Management	Fundraising Campaigns	Can we re-activate a campaign that has ended/expired?	Unfortunately, ended or expired campaigns cannot be reactivated or amended. You will need to create a new campaign instead. Please note that a new campaign URL will be generated, and it is not possible to retain or reuse the URL of the expired campaign. Additionally, the donation amount for the new campaign will start from \$0. giving.sg is unable to transfer donations raised under the expired campaign to the newly created campaign.	Reactivation of an Ended or Expired Campaign	Medium	Active	Ended or expired campaigns are closed and cannot be reopened. A new campaign must be created to continue fundraising.
IND-021	Individuals	Campaign Management	Campaign Dates	Can I amend the campaign start date after it has been approved by the Charity?	You are able to amend your campaign start date after it has been approved by the Charity, however, it will need to be reviewed and approved by the Charity again.	Amending Campaign Start Dates After Charity Approval	Medium	Active	Any changes to the campaign start date after charity approval will trigger a new approval workflow by the charity before the campaign can proceed.
IND-022	Individuals	Reports & Analytics	Donor Information	Can we see who has donated to our campaign?	You will be able to see the list of donors that have donated to the campaign on the campaign detail page, under the "Donors" tab. Bear in mind that only charities have the ability to view full donor details as Charities are the entities receiving and processing the funds.	Viewing Donor Information Campaign	Medium	Active	Donor details are accessible only to charity accounts. Organisation and Ground Up accounts do not have permission to view donor information.
IND-023	Individuals	Donations & Payments	Refunds	Can I request for a refund?	Kindly note that donations are non-refundable in accordance with our [Terms and Conditions]. For more information, please refer to our Terms and Conditions.	Donations - Refund	Medium	Active	Kindly note that donations are non-refundable in accordance with our [Terms and Conditions].