

If you have made a donation to an approved NAP organization and are expecting a tax credit certificate, please first contact the non-profit organization in which you made your donation to ensure the Contribution Notification Form (CNF) has been sent to Department of Social Services (DSS). Processing time for tax credit certificates is 4-6 weeks from the date the CNF is received by DSS and may be longer during income tax season.

If you made a donation to an education organization and are checking the status of the tax certificate, please contact Todd Gathje at (804) 225-3375 for assistance.

Requests for duplicate certificates that have already been issued must be sent by the donor to NAP staff via fax to (804) 726-7946 or by email to nap@dss.virginia.gov. The request should include the donor's name, donor's address, organization's name, date of donation and amount of donation. Processing time for duplicate certificates is 5-7 business days and will be sent by mail.