

SETTINGS

Event Goal Amount

The Event Goal amount is the dollar amount of proceeds that you are hoping to raise during your fundraiser. Here, you can specify your event's fundraising goal *and* enter a starting value to represent proceeds you have already raised.

Progress towards your fundraising goal will be shown on the digital thermometers on the Fundraiser Page.

Event Date & Time

The Event Date & Time is the time at which your fundraiser will end. For Silent Auctions, this is when the current highest bidder will be notified that they have won their item.

For Raffles, this is when our system will randomly select winners for each prize based on the number of digital raffle tickets that have been submitted for each.

To adjust your event's date and time, simply navigate to the "Settings" section of your custom Host Dashboard.

Auction Bid Increment

Adding/using silent auction item bid increments

The minimum bid increment determines the minimum amounts that your donors can submit bids in for your silent auction.

For example, if your minimum bid increment is set for \$10, each bid submitted by a donor must be \$10 higher than the previous bid.

You can specify a default value for all items on the Silent Auction Settings page and override it for any item by expanding the item on the Add Items page. If you leave the bid increment blank or enter a zero the default value from the Silent Auction Settings page will be used.

Event Fundraising Goal

The event fundraising goal is the dollar amount that you hope to raise and donate as a result of your fundraiser.

Enter this amount in the Settings section of your Host Dashboard.

Once entered, your audience will be able to see progress made towards your goal by viewing the "Goal" view in your Fundraiser Page

Goal Starting Amount

This section is an optional section for the host to fill out. The purpose of the Goal Start Amount is to specify your proceeds raised before your silent auction or raffle started.

For example, if your fundraiser was a month away, but you have already received \$1,000 in donations prior to the event, you can set the Goal Start Amount to \$1,000.

Any donations collected during your CHARITYPLUS fundraiser would then be added to the start amount of \$1,000 so that you can have an accurate total of your funds raised.

MANAGEMENT

What is a 'Volunteer'?

Volunteer's are people that can assist attendees during your event by submitting bids on their behalf or by selling raffle tickets to them. There is no limit to the number of event volunteers you may add.

To add a volunteer, navigate to the "Management" section of the Host Dashboard, and click the "Volunteers" button.

Once added, your volunteers will receive an email notification with login credentials for your fundraiser.

Adding Volunteers and Admins

Adding event volunteers and admins through User Management

To add volunteers for your event, simply navigate to the "User Management" section and add a new user. New users can either be given Admin or Volunteer privileges. Once added, the new user will be sent an email with instructions on how to access your account.

Volunteers are able to submit silent auction bids, submit and sell raffle tickets, collect donations, sell event tickets, and check attendees in for your event.

Admins have all the same permissions of a volunteer but also have access to the host pages so they can help you add items and setup your event.

Add a link to an item description

You can add a link to a website, youtube video, facebook page, etc. in the item description field.

To add a link to an item description simply enter **http://** before www.yourlink.com

Your item link will automatically be shortened to a bit.ly link to enhance mobile viewing.

ex.) To add a link to www.CharityPlus.net we would paste <http://www.CharityPlus.net> in the item description.

Uploading items from a .CSV

Items can be mass uploaded from a .CSV file. To upload items from a .CSV file, first organize the items in the following format. It is essential that the column headings are identical to the column headings below. An example is attached below.

Please note:

- Item codes must contain ONLY letters
- Please do not include decimals in your bid increment, starting bid, or buy it now price amounts

Silent Auction

	A	B	C	D	E	F	G
1	Item Name	Item Code	Item Category	Bid Increment	Starting Bid	Buy It Now Price	Item Description
2	Red Sox Tickets	SOX	Program	\$ 5	\$ 50		4 front row tickets
3	Vacation Package	VAX	Package	\$ 5	\$ 20	\$ 30	A trip for 2 to the
4							

Raffle

	A	B	C	D
1	Item Name	Item Code	Item Category	Item Description
2	Red Sox Tickets	SOX	Program	4 front row tickets
3	Vacation Package	VAX	Package	A trip for 2 to the
4				

Fund a Need

	A	B	C	D	E
1	Item Name	Item Code	Item Category	Minimum Pledge	Item Description
2	Red Sox Tickets	SOX	Program	\$ 300	4 front row tickets
3	Vacation Package	VAX	Package	\$ 150	A trip for 2 to the
4					

The upload button is located at the bottom of the Item Management page. After uploading your items you can add photos on the Item Management page.

MISCELLANEOUS

When Should I Activate My Account?

Tips on when to activate your CHARITYPLUS demo account!

We are often asked by our clients when the best time to activate their account is. The best answer here, is that it really depends on the goals and type of fundraiser you are running.

In general, we recommend activating your account and opening donations, bids, or ticket purchases 7-10 days prior to your physical fundraising event.

Activating early will allow you to socialize and promote your fundraiser, and begin accepting donations prior to your event. This often will result in higher proceeds as your donors will have more time to support your cause!

What if I have an online-only fundraiser?

If your fundraiser does not include a physical event, you may want to consider activating your account event early enough to have your fundraiser open for an extended period of time. We often see online fundraisers that are a couple of weeks to a month in duration.

CREDIT CARD PROCESSING – USING STRIPE

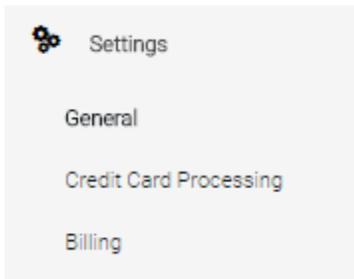
Credit Card Processing with Stripe

Description and instructions on how to use Stripe credit card processing.

One of our strongest recommendations to clients using our fundraising capabilities is to enable credit card processing. Credit card processing allows for your guests to pay for donations, tickets, and bids directly from their mobile device or computer. This leads to increased ease for your guest, higher proceeds, and more efficient checkout.

In order to use credit card processing, you can quickly and easily setup a Stripe account through our dashboard. Funds will then go directly to your Stripe account and will be transferred to a bank account of your choice within 24-48 hours. (Important note: Set up and USE your account 7 – 10 days prior to your event. The FIRST deposit for a new account takes 7-10 days to be transferred to your bank – by doing this the funds collected the night of your event will then only take 24-48 hours to transferred – this is according to STRIPE) To get started, follow the instructions below:

1. In your CHARITYPLUS dashboard, click Settings --> Credit Card Processing in the left-hand menu



2. Click "Connect with Stripe"

If you would like to accept credit cards during checkout at your silent auction please set up a Stripe account.

Connect Stripe [CONNECT WITH STRIPE](#)

Enable credit card processing OFF

Pass credit card transaction fees to buyer OFF

Require Credit Card for bid confirmation OFF

Enabling this will require all bidders to enter their credit card information upon submitting their first bid. Bidders will then be asked to confirm the transaction if they win an item. Note, this feature only applies to silent auctions.

[SAVE SETTINGS](#)

[VIEW ITEM TRANSACTIONS](#)

2. A pop-up window will open where you will be asked to enter additional information to create your account. Please fill this information out accurately.

*Note: If a pop-up window doesn't appear when you click **Connect with Stripe***

unblock pop-ups in your browser.



Already have a Stripe account? [Sign in](#)



AE Staging would like you to start accepting payments with Stripe.

Take a minute to answer a few questions and then you'll be ready to go. AE Staging will have access to your data, and can create payments and customers on your behalf.

Where are you based?

Country: [Don't see your country?](#)

Your product

Tell us about your business:

Account details

Your business type:
EIN (Tax ID):

Note: Prior to entering your information, your account will show as pending in the CHARITYPLUS dashboard

Connect Stripe

STRIPE ACCOUNT PENDING

Enable credit card processing

ON

Pass credit card transaction fees to buyer

OFF

Require Credit Card for bid confirmation

Enabling this will require all bidders to enter their credit card information upon submitting their first bid. Bidders will then be asked to confirm the transaction if they win an item. Note, this feature only applies to silent auctions.

OFF

SAVE SETTINGS

4. Your Stripe account status will now show as "Connected" in your CHARITYPLUS dashboard

If you would like to accept credit cards during checkout at your silent auction please set up a Stripe account. There is a

Connect Stripe

STRIPE ACCOUNT CONNECTED

Enable credit card processing

ON

Pass credit card transaction fees to buyer

ON

Require Credit Card for bid confirmation

Enabling this will require all bidders to enter their credit card information upon submitting their first bid. Bidders will then be asked to confirm the transaction if they win an item. Note, this feature only applies to silent auctions.

OFF

SAVE SETTINGS

Stripe Processing Fees

Stripe charges 2.9% plus 30 cents a transaction. CHARITYPLUS does not charge any credit card fees on top of the stripe fee.

? Do you support non-profits?

Yes! Non-profits around the world use Stripe to accept payments. Just [sign up for an account](#) to get started. If you have 501c(3) status and would like to discuss pricing, please email nonprofit@stripe.com →