What is CHARITYPLUS ?

CHARITYPLUS is a fundraising solution for events of all kinds. Currently featuring two fundraising solutions (txtAuctions and txtRaffles) we focus on text-based systems that transform your silent auctions and raffles into seamless and easy-to-use experiences for both you and your donors

What is mobile bidding?

Using our text-based mobile bidding system, your donors can bid from their phones – no app required!

Switching from a traditional silent auction or raffle to our mobile platform means that your donors can bid from anywhere, even if they cannot attend your fundraising event. You can even begin accepting bids well before (or after) your event. With a 99% read rate, you don't need to worry about your donors missing their chance to participate.

How do CHARITYPLUS solutions help my event?

CHARITYPLUS solutions are designed to enhance your event experience, for both you and your attendees. Using simple, Text-based systems for either your silent auction or raffle system, donors are seamlessly informed of your fundraising system, instructed on how to use the system, and can then begin submitting bids or buying raffle tickets.

By getting rid of the physical silent auction / raffle systems, CHARITYPLUS removes the headaches of manually filling out bid sheets or tickets and waiting near the bidding tables to submit your bids or tickets. From the host's viewpoint, CHARITYPLUS allows you to easily track items, bids, total funds raised, and prize winners without the hassle of doing so with physical tickets and bid sheets.

The ease-of-use and efficiency of our solutions allows donors and hosts alike to focus on the event itself, creating an enhanced event experience, and resulting in increased funds raised for your event.

What is the ideal size event for your technology?

Our goal is to enhance your event and increase proceeds, regardless of the size of the event. With our flexible pricing and easy-to-use technology, CHARITYPLUS solutions can be used for events with any number of attendees or prizes.

What is the difference between the solutions you offer?

CHARITYPLUS currently offers two solutions: **Auctions** and **Raffles**.

Auctions is a complete mobile bidding system for silent auctions:

- Participants submit bids from anywhere using their mobile phone
- Participants receive notifications if they have been outbid on a particular item
- Our **Fundraiser Page** allow donors to view prizes, current highest bids, and encourages engagement to drive further donations

Raffles is a complete mobile raffle system:

- Participants can purchase and submit tickets from anywhere
- Participants receive instant notifications to confirm their bids
- Our Fundraiser Page allow donors to view prizes, current highest bids, and encourages engagement to drive further donations

How long does it take to implement your solutions into my event?

CHARITYPLUS Auctions or Raffles can be set up in a matter of minutes using our Host Dashboard. Our easy to use system allows hosts to set up all aspects of the fundraiser including prize entry, volunteer assignment (for txtRaffles), credit card payment enablement, and much more.

Can CharityPlus solutions be overloaded? I am hosting a large event and anticipate a high volume of bids.

CHARITYPLUS solutions can handle very large amounts of traffic simultaneously. Our team also conducts extensive testing to ensure that our systems will not be over capacity during our events.

Can I put my CHARITYPLUS fundraising page on my own website?

Yes! Using our embed feature, you can embed your CHARITYPLUS page directly into your own website.

To do so, simply use the embed code below, replacing the bold text with your own event CHARITYPLUS event URL:

<iframe src="**https://www.CharityPlus.com/events/fallformal**" height="800px;" width="500px"></iframe>

Can I use my own credit card processor?

CHARITYPLUS integrates with Stripe for credit card processing. Using Stripe, you can fully integrate credit card processing into your CHARITYPLUS fundraiser, meaning your guests can pay for bids, raffle tickets, pledges, and donations directly from their own device.

Even with Stripe enabled, you are still able to accept cash and check payments from your guests - they are not forced to use a credit card!

What if I have my own credit card processor?

While CHARITYPLUS only integrates with Stripe, you can still accept payments using your own credit card processor. These payments would be outside of our system, meaning your guests will not receive a link on their device to make payments.

Do my donors and attendees need to download an app?

No – our system relies on the text-messaging so your donors do not need to download an app. As long as they have a cell phone capable of sending and receiving text messages, they can participate in your fundraising solution!

How do I enter information about my event into CHARITYPLUS ?

Our easy to use Host Dashboard provides a simple way for hosts to enter all information before the event. Using a custom Dashboard specific to each event, hosts can enter the following information:

Auctions:

- Event end date and time (time at which winners will be drawn)
- Event Logo
- Enable credit card payments
- Auction Items
- Unique Auction Item Codes
- Minimum bid amounts

Raffles

- Event end date and time (time at which winners will be drawn)
- Event Logo
- Enable credit card payments
- Prize Names
- Unique Prize Codes
- Ticket Prices
- Volunteer ticket sales staff

What is the Host Dashboard?

Our Host Dashboard is the command center for your event. The Dashboard has two major features: event setup and event tracking.

Setup – Our easy to use Host Dashboard allows you to quickly enter all of your event information including date and time, prizes, volunteers to sell your tickets (for txtRaffles), and much more. The Dashboard also allows hosts to enable credit card payments for their event.

Tracking – Both during and after your event, the Dashboard will track the performance of your fundraiser   by monitoring   proceeds raised (in total and for each prize). For txtRaffles, the Dashboard will also monitor the number of tickets sold by each of your volunteers.

Can I monitor my fundraisers performance before, during, and after my event?

Yes, hosts can monitor a variety of metrics (total proceeds, bids per price, time until end of fundraiser, etc.) in real-time during their event with two of our tools:

Host Dashboard – This tool is personalized for the event host to monitor the performance of their event, showing total proceeds and the performance of each prize in their fundraiser.

Fundraiser Page - The fundraiser page displays can be shown throughout your venue by connecting to monitors and projection screens and is great of engaging your donors by showing total proceeds and bids in real-time.

What if my participants do not have smart phones?

With CHARITYPLUS solutions, this is not a problem. Our systems are text-based so a participant could use our system with any text-message capable phone. In fact, with our 'Volunteer' tool, your participants can have an event volunteer submit a bid for them.

Is there a way for me to view the data from event once it is over?

Yes, with both txtAuctions and txtRaffles, hosts can easily export information from their fundraiser. This easy export includes information such as:

- Total Funds Raised
- Total bids (or raffle tickets) submitted
- Prize winner names and contact information

What if I do not know all of the prizes that will be offered until the day of my event?

With our easy-to-use Host Dashboard, this is not a problem. Hosts can enter prize information right up to the event start (and during the event itself!).

Can I change the order of my items?

Yes! You can change the order of your Silent Auction, Raffle, or Fund a Need items by simply navigating to the Add Items section of the desired module, then dragging and dropping the items into the order you'd like.

   Below, we'll show you an example for a silent auction:

   1. **Navigate to Silent Auction --> Add Items**
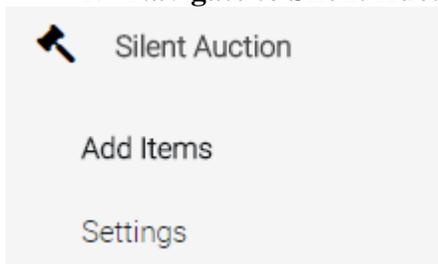
2. **Drag and drop items in the order you'd like**

Do attendees need to register in your system to participate in the auction or raffle?

It's up to you! No, registration is not necessary for a text-message silent auction or raffle but if you want your attendees to bid online we suggestion collecting some information. Our system gives you the flexibility to do that.

What if someone doesn't have a cell phone or their battery dies?

If a user does not have a cell phone, we offer a very useful volunteer functionality. With this functionality, fundraiser hosts can enter volunteers who will receive an email with a custom login.

Logging into the volunteer portal, your fundraiser volunteers / staff can enter bids on behalf of those who do not have a phone.

What should I expect when my fundraising event ends?

The end of your fundraising event, whether it's an auction or raffle, can always be excited and stressful. Luckily, CHARITYPLUS helps keep everything as streamlined and simple as possible!

Below, please find a description of what you can expect when your fundraising event ends.

Silent Auction Ending

Your silent auction will end at the date and time that you specified in your silent auction settings. At this point, all bidding will be close.

Next, your winners will be notified. For those who bid only via text message, they will receive a text message notifying of the items they won. Those who bid online will receive an email in addition to the text message they receive.

If credit card processing is enabled, the message to your winning bidders will contain a link which they can use to enter payment information and checkout from their phones. When payment is complete, they will receive a text confirming their payment and will be emailed a receipt. In the host dashboard, you items that have been paid for will be marked with a green check in the Silent Auction Performance section.

If credit card processing is not enabled, your winning bidders will receive a message informing them of the items they won, and directing them to find a volunteer to make payment. Once manual payment is made, you can use the "Mark as Paid" feature in the Silent Auction Performance section to track payment by cash or check.

Raffle Ending

Your raffle will end at the date and time that you specified in your raffle settings. At this point, no more tickets will be sold or dispersed. If raffle ticket buyers forgot to submit their tickets, our system will distribute them evenly across all of your available prizes, giving that buyer a chance to still win!

Next, our system will draw winners and notify each of them. Winners can then find a volunteer to claim their prize(s).

Do you rent iPads for our event volunteers

We do not provide rental iPads for your event volunteer but there are several websites available which will ship iPads right to you.

There are also options to rent battery chargers.

Fundraiser Page Views

There are several different views which you put on a projector or TV screen at your fundraiser venue. The most common views are the scrolling view and the thermometer view. These pages will give a live view of the proceeds you have raised in total, and by prize.

How Can My Guests Submit Silent Auction Bids?

Note: A shareable version of this document can be downloaded <u>here</u>.

Users can bid on the silent auction items for your fundraiser in three ways:

Via Text

1. Users simply text the event phone number with the item's three letter code and their desired bid amount. Example: ABC$300
2. For their first bid, users will receive a text message response asking them to confirm their bid by responding with their first and last name
3. Users will receive instant outbid notifications, and will be notified if they have won an item at the end of the auction

Online

1. On the even'ts online silent auction page, users can click the Bid button for their desired item
2. For their first bid, users will be asked to create a username by entering their name, phone number, and email address
3. After creating their username, users can submit their desired bid amount
4. Users will then receive text confirmation of their bid
5. Users will receive instant outbid notifications, and will be notified if they have won an item at the end of the auction

Find a Volunteer

1. Guests can also find a volunteer who who can submit bids on their behalf

How do participants submit payment for items they won?

Using our integrated payment system, event winners will receive a text with a custom link. This link will bring participants to a secure URL where they can submit payment using their credit card. The Host Dashboard will then show which items have been paid for.

For cash payments, donors can pay event volunteers directly.

# How are winners selected and notified with Auctions?

Our system will notify the winners of each item at a specified time (chosen by the host). The event host specified a closing time for the event in the dashboard. This time can be extended throughout your event.

At the specified time that fundraising has ended, members with the current highest bid for each item will be notified of their prize via text.

How can I delete bids from my silent auction?

Deleting the highest bid from your silent auction can be done through your dashboard account. After logging in, follow the steps below to delete bids:

1. **Navigate to Dashboard --> Silent Auction Performance**
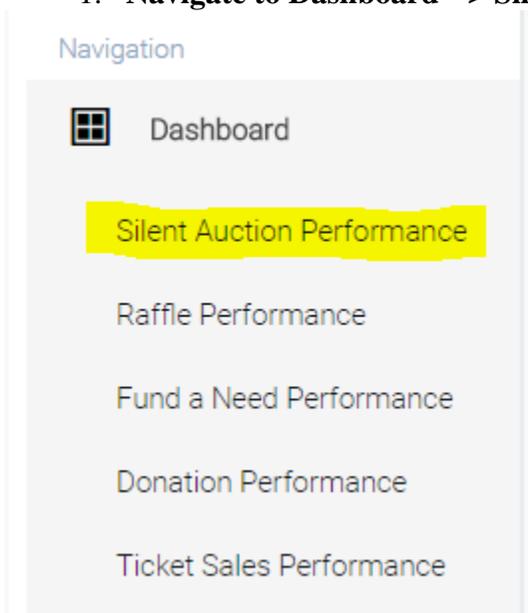
2. **Expand the item of you'd like to delete a bid for:**

3. **Click the Delete button:**

How Do My Guests Purchase and Submit Raffle Tickets?

Note: For a shareable version of this document, download <u>here</u>.

Users can purchase and submit raffle tickets for your event in three ways:

Via Text

1. Simply text the event phone number with the word "Raffle" or text the three letter code of any of the raffle items.
2. User will receive a text message response which provides the online link for raffle ticket purchase.
3. User will be asked to enter credit card information to purchase tickets. This information will only need to be entered for the first ticket purchase.
4. Once tickets are purchased, user will receive a text message confirming the number of tickets they have purchased.
5. To submit tickets, guest text the three letter item code of their desired item,and the number of tickets they wish to submit. Example: ABC2.

Online

1. Click any of the "Buy Tickets" buttons on the online raffle page.
2. Guests select the desired number of tickets, and enter their credit card information.This information will only need to be entered for the first ticket purchase.
3. Once tickets are purchased, user will receive a text message confirming the number of tickets they have purchased.
4. To submit tickets, guest text the three letter item code of their desired item,and the number of tickets they wish to submit. Example: ABC2.

Find a Volunteer

1. Guests can also find a volunteer who can sell them digital raffle tickets.

How do participants make payments for raffle tickets?

With our integrated payment system, participants will receive a text with a custom link for their phone number. This link will bring participants to a secure URL, where they can select the number of tickets they would like to buy, and can enter their credit card information. Once payment is submitted, the system will automatically issue tickets to the participant.

For cash payments, participants simply find an event volunteer to submit payment. Once payment has been received, the volunteer will issue digital tickets to the participant.

What if participants do not submit all of their raffle tickets before the drawing?

If donors purchase raffle tickets, but do not submit all of their tickets before the drawing, our system will automatically dispense their tickets evenly across the available prizes, giving each purchase a chance to win the prizes!

How are raffle winners notified and selected?

At a time specified by the host in the Host Dashboard the system will randomly select a winner for each item. That winner will be notified via text message and instructed to find an event volunteer to collect their prize.

What is Fund a Need?

Fund a Need is a fundraising technique where each item is often related to a fixed outcome. It may be a form of medical treatment, the purchase of a piece of technology for a school or even an item your participants get to take home.

In a Fund a Need campaign, any number of people can submit a 'bid' for a cause auction item. The price of the item does not increase with each subsequent bid.

How Can Guests Donate to My Fund a Need Campaign?

Note: For a shareable version of this document, download <u>here</u>.

Users can submit donations for your Fund a Need Campaign in three ways:

Text-to-Give

1. Users simply text the event phone number with the Fund a Need item's three letter code and their desired donation amount. Example: ABC$300
2. Users will receive a response confirming their donation, and providing a link for them to use in order to checkout and pay for their donation
3. Once transaction is complete, users will receive a confirmation text and email for their donation

Online

1. On the even'ts online Fund a Need page, users can click the Pledge button for their desired Fund a Need item
2. Users can enter their pledge amount, and will be asked to checkout by submitting their credit card information
3. Once transaction is complete, users will receive a confirmation text and email for their donation

Find a Volunteer

1. Guests can also find a volunteer who who can submit Fund a Need donations on their behalf

What is Stripe Payment Processing?

Stripe is the secure third party vender that CHARITYPLUS uses to allow hosts to accept credit card payments for their fundraiser. By setting up a personal Stripe account, Hosts can enable credit card payments for their silent auction or raffle. This means their donors and attendees can purchase their tickets or pay for their winning bids directly from their phones using credit card payments. Funds are then transferred into your account in a matter of days once the fundraiser has ended. For more information on Stripe, visit <u>www.Stripe.com</u>