



GETTING STARTED WITH

givebacks



Welcome to Givebacks



As a leader of your organization, you have a challenging job. You're figuring out how to better engage supporters, recruit more volunteers, and raise more money while juggling a hundred other things. We understand that running an organization is hard work. That's why we created Givebacks.

The Givebacks platform is designed to make your life as an organizational leader easier, helping you manage everything in one place. Build an online presence, run fundraisers, create professional newsletters, manage members and supporters, file necessary compliance paperwork, and more.



You may have questions as you start using Givebacks, so rest assured you'll have all of the training and support materials you need for a seamless transition. This guide will provide an overview of how each leader in your organization can use the Givebacks platform to accomplish their goals.

If you still have questions, visit our [Help Center](#) and video library, and watch our on-demand workshops. When you're ready to start setting things up, book a call with one of our experts. We're here to help you succeed.

Regards,
Givebacks Team





One platform, all your nonprofit needs

"People are loving Givebacks. One member remarked how smart it was to have the pre-set suggested donation amounts pop up. Our treasurer is loving that we can manually add checks and cash. Our auction chair is excited to use Givebacks for our event in the spring. All this to say we are all so thrilled with this tool. Thank you!"



Get big wins for small teams

Say goodbye to headaches from chasing paper trails and spending time on manual processes. Our platform is designed to boost your efficiency so your small, scrappy team produces even bigger results with less effort.



Unlock new fundraising streams

Maximize donations with a combination of fundraising methods. Traditional fundraising tools offer flexible pricing and the lowest fees, and our one-of-a-kind passive fundraising program helps you get more donations, automatically.



Finish your to-do's in record time

With all the tools you need in one place, you'll manage fundraising, member and supporter details, communications, and more faster than ever before.



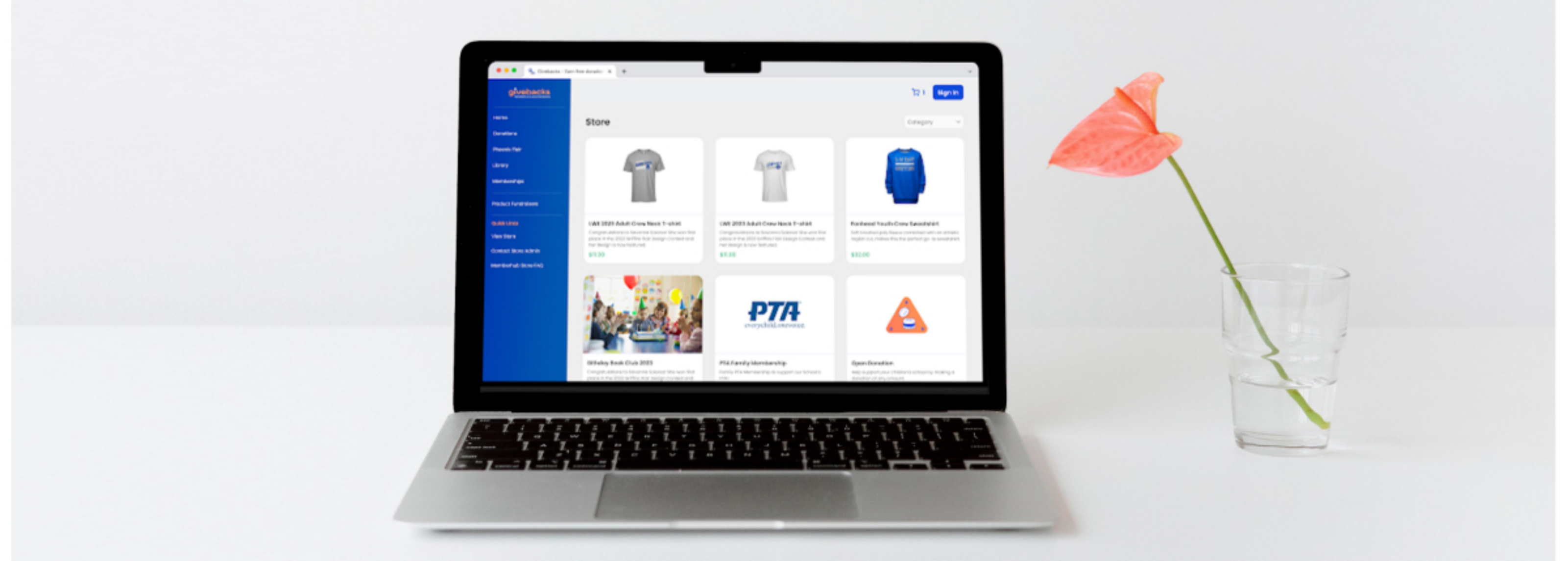
Receive expert support

Our US-based support team of platform experts is always ready to help and our robust resource center makes it easy to get the answers you need on demand.



Storefront

Easily sell anything online, reduce costs with low processing fees with Stripe's sophisticated payment engine, and save time and effort by automating manual tasks.



"The online store has been a game changer. We moved to a giving campaign to fund the majority of our organization this year and the online store allowed parents the ease of visiting the familiar store site to make their donation from \$1 to \$1,000."



Mobile POS

- Collect payments anywhere using your mobile swiper
- Offer suggested and open-field donation amounts
- Easily promote items on social media
- Automatically add supporters to your contact list when they make a purchase or donation



Store Management

- Make reconciliation easy and streamlined
- Run order reports
- Eliminate cash and checks with online payments



Order Fulfillment

- Manage orders from one dashboard
- Filter by category or product
- Keep track of distribution
- Easily print receipts
- Set inventory controls on your store items

Fundraising

Access a full suite of included fundraisers and keep almost 100% of the funds you raise with no set-up fees and flexible platform pricing options.

"It was so awesome to run our event through Givebacks. We got great feedback on how much better of a user experience there was over last year when we did the fundraising through a company that only does FunRun fundraisers."



A-thons

- Run in-person or virtual a-thons
- Customize your page
- Offer an easy donation experience
- Manage goals from a single dashboard
- Automatically process donations



Crowdfunding

- Set up a tailored donation experience
- Add prizes that incentivize participants
- Turn one-time donations into ongoing passive giving



Auctions

- Run any size auction
- Easy online bidding
- Flexible prize options
- Automatic payments



Raffles

- Customize your raffle
- Sell online and printed tickets
- Automatic payments
- Use your own prizes or pick from our partner's catalog



Events

- Choose registration options and ticketing features
- Easily manage your check-ins and donations
- Send customized thank you emails



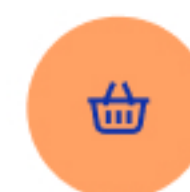
Sweepstakes

- No limits on entries, donations, or prizes
- Create branded sweepstakes pages
- Offer whatever prizes you want
- Automatically stay compliant



One-time & Recurring donations

- Capture cashless donations
- Offer options for supporters to donate regularly at their preferred frequency



The Shop to Give Program

- Create a new passive giving donation stream
- Empower socially-minded shoppers to automatically donate to your cause at no extra cost to them



Supporter Management

Manage your organization's memberships with ease, securely store pertinent details, save time with automated database updates.

"Having an up-to-date contact database has eliminated many errors and given us authentic data. All of the communication features have been one of the best parts of Givebacks. We have been able to send out fliers, forms, reminders, and messages, and have kept our calendar up to date."



Membership Management

- Set up and manage your organization's memberships
- Designate member types
- Add renewal dates and status
- Manage outstanding dues owed



Supporter Profiles

- Securely store pertinent member details
- Create custom fields
- Edit, manage, and delete information as needed



Supporter Database

- Automatic updates when you add, edit, or delete a profile
- Easy searching, filtering, and downloading

Supporter Communications

Stay top-of-mind and keep supporters engaged and informed with professional communications that are easy to create.

"We needed a more effective way to communicate with parents. We were using so many different tools, all cobbled together. It was incredibly confusing for our parents and difficult for our organization to know who was getting what information. Now, everyone gets our emails and we have a 60% open rate."



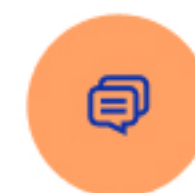
Website

- Choose from a suite of templates
- Customizable pages
- Integration with your Givebacks account for easy featuring of officers, upcoming events, fundraisers, and items for sale



Sign-ups

- Customize pages with different themes
- Sort and favorite signups
- Schedule shifts
- Send custom notifications
- Easy volunteers and participants sign up
- Mobile-friendly pages with no password required



Newsletters & Messaging

- Simple drag-and-drop editor
- Free image library
- Prewritten email templates
- Email targeting and reporting



Communication Templates

- Build customized websites
- Create professional emails and other communications



Calendars & Events

- Create events
- Send calendar invites to specific lists
- Easy RSVP functionality
- Automatically display events on your website
- Export information for onsite use at events

Reporting and Compliance

Eliminate paper trails with secure, single-platform record-keeping and eliminate time spent chasing updates with a compliance-friendly, customizable approvals engine.

"Givebacks has helped our organization execute our mission this year on every level! We have successfully leveraged Givebacks to help us accomplish our goals."



Fundraising Approvals

- Manage fundraising requests transparently and automatically
- Customize our compliance-friendly approvals engine for your unique needs



Custom Form Submissions

- Submit and manage required documentation
- Gain full transparency across the organization



Officer Management and Messaging

- Quickly edit and manage officer contact information
- Share critical information and updates



Multi-Chapter Reporting

- Monitor performance and progress
- View data at a high level or in-depth detail



Frequently Asked Questions

How much does Givebacks cost my organization?

Givebacks charges an industry-standard nominal platform fee of 1.3% plus \$0.20 on credit card transactions.

Stripe, Givebacks' payment processing partner, charges Givebacks 2.9% + \$0.30 per credit card payment (3.5% + \$0.50 for American Express). The total charge is 3.95% + \$0.59 per transaction (4.8% + \$0.70 for American Express).

In addition, you can choose who absorbs the fees in your Storefront—your organization or the buyer. Most of the organizations using Givebacks pass the fee on to the buyer. You can learn more about how to price items to account for fees [here](#). For [fundraisers](#), you have the option to choose between free or percent-pricing options.

For PTAs

There are no subscription costs if your state PTA has partnered with Givebacks. And, the ACH fee for dues remittance is just \$2, no matter the size of the transaction. It's a great way to save money on fees for any larger transactions. Currently ACH is only for remitting state dues.

Is Givebacks' payment processing secure?

Yes! Givebacks uses Stripe as the payment processor. Their bank-level security ensures financial information is protected and secure.

Is Givebacks FERPA compliant?

Givebacks users are empowered to manage their personal information, notification settings, and visibility. Because users control their profile visibility, the platform maintains compliance with FERPA standards.

Does Givebacks solicit my members?

Givebacks doesn't solicit members of your organization. We only contact site admins about features, products, and other applicable information.

Are there privacy settings?

You bet. Only people who are approved can get into the site. Site admins have complete control and can grant others admin access. Members can manage all of their personal information and notification settings.

Does Givebacks share my user data?

No. Givebacks never sells contact lists or shares personally identifiable information with any outside party. Also, Givebacks doesn't solicit members of your organization or communicate with them directly. Instead, we only contact site admins about features, products, and services, and provide them with tools and support to better engage supporters, grow their membership, and raise funds. For more information, read our Terms of Use, Privacy Policy, and Do Not Sell policy [here](#).

How do I get Givebacks platform support?

We strive to make it as easy as possible for you to use the Givebacks platform and to get your questions answered quickly and clearly. Our [Help Center](#) is filled with instructions and step-by-step guides, video tutorials, and on-demand workshops. You can also connect with our support team there or book a meeting with one of our fundraising experts to learn more about our fundraising products.

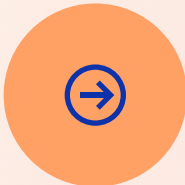
Were here to help



Help Center

Get answers to common questions from detailed articles, video guides, and on-demand training workshops.

[Help Center](#)



Submit a Request

Need help from our support team? Submit a request to get your specific question answered.

[Submit a Request](#)



Schedule a Fundraising meeting

Have questions about setting up your fundraiser with Givebacks? Schedule a meeting with one of our fundraising experts.

[Schedule Now](#)