

Shave up to 15% off of your event expense budget

More than just fun, events are a lot of hard work and a large and important part of your organization's annual fundraising revenue.

Find out today how Minerva will shave up to 15% off of your event expense budget for the Receiving, Data Entry, Electronic Processing, Banking, Tax Receipting and Data Processing of your participant and sponsor registration forms and event supporter donation forms.



RECEIVING SERVICES

**SAFEGUARDED,
COMPREHENSIVE,
PROMPT**

You work hard to earn the trust of your event participants, sponsors and donors. Let us do the hard work of keeping their personal information and your donation dollars secure.



At IMS Minerva we know how important it is that hard copy registration and pledge forms for your events are received and processed in a timely manner.

To ensure that you meet your objectives and maintain a healthy relationship with your event participants, sponsors and donors we offer security and deliverables that match or exceed your needs and expectations such as:

- Sorting that's carried out to your exact requirements with respect to registration, donations, return items, exceptions etc.
- Detailed logs of all incoming and outgoing mail and courier deliveries and pickups
- Individual client postage floats that are updated daily

All postage and courier deliveries are received in our secure card lock facility. Prior to processing and banking all cash and credit card information is securely locked in a safe, in our locked safe room, inside our card lock PCI compliant area, inside of our card lock facility.

Last but not least, to keep your database clear of unnecessary adjusting entries all funds are reconciled to registration, sponsor, pledge or donation forms prior to data entry.

✓ **Prompt Response**

We are open weekdays from 8:30 am to 5:00 pm to receive your packages by courier and we offer Monday to Friday pickup of all mail from our designated post office box.

✓ **Individual Treatment**

We know that every organization is unique so we work with you to develop special business rules just for you. That way we'll sort your forms, reconcile cash, cheques and credit card payments and manage discrepancies exactly the way you need us to.

✓ **Security you can count on**

When your caging is done at Minerva your donor's sensitive information and your donations are protected by two levels of card access security to our PCI compliant data centre, 24 hour security video and secure transport of all bank deposits by Brinks.

CAN'T HANDLE YOUR ORGANIZATION'S RECEIVING INTERNALLY? LET MINERVA'S TEAM OF EXPERTS DO YOUR RECEIVING AND FREE UP YOUR TIME TO FUNDRAISE.



DATA ENTRY SERVICES

**DETAILED,
PRECISE,
CUSTOMIZED**

Whether you need full time or part time help with your data entry: from event registration and pledge forms to direct mail reply forms, survey responses, contest entries and more, we've got you covered.



We know that each organization has unique data entry needs that depend on many factors such as:

- the level of the donor or member
- the type of donation or membership
- the medium by which donations are received.

We offer complete flexibility, tailored to your organization's exact needs so that you receive your data the way you need it.

We currently offer data capture directly into our proprietary Minerva database as well as Bearing Point and Convio Luminate™ donor management systems. We also perform data entry into a Minerva database and output .csv files for upload to other systems such as Raiser's Edge, Convio and Global Cloud for clients requiring this service.

We always perform data entry into a database so your organization is provided with a full audit trail of all transactions. For efficient tracking and auditing of all transactions, donations are batched for data entry according to client needs.

Don't see your system listed here but still want data capture and precise data transfer? Let us know what you need and we'll find a solution.

✓ **Clean Accurate Data Capture**

Our operators are trained to recognize and react to your different types and levels of data entry requirements. We are sticklers for clean, accurate data capture.

✓ **Data Entry by Your Rules**

Because donations vary, we offer unique business rules for each of our clients. Rules may be defined by appeal, fund, or campaign, as well as other factors that you determine so you get your data exactly the way you need it.

✓ **Real Time Reporting**

When we enter your data directly online into cloud-based donor management systems such as Minerva, Bearing Point, or Convio Luminate™, you have to up-to-the-minute reporting right at your fingertips.

NEED SOME HELP WITH YOUR ORGANIZATION'S DATA ENTRY REQUIREMENTS? LET MINERVA'S TEAM OF EXPERTS TAKE OVER, OR HELP YOU WITH YOUR DATA ENTRY AND FREE UP YOUR TIME TO FUNDRAISE.



ELECTRONIC PROCESSING SERVICES

**SECURE, PCI
COMPLIANT,
SEAMLESS**

Your donors trust that their credit card number will be secure and that donation processing will be timely and accurate. Let us make that reality.



We offer our clients complete flexibility in our PCI compliant electronic processing services. To do this we work through your merchant account with your merchant services supplier for credit and debit card processing, rather than forcing you to work with a supplier we have chosen. Don't have a merchant account? We're happy to help you set one up.

Working through your merchant account with your merchant services supplier we ensure that credit card and debit card processing is seamless and painless. Funds are delivered directly to your bank account under the terms of your merchant services agreement, and you don't need to lift a finger.

We offer several different options for the automatic reprocessing of failed credit and debit card transactions. There will likely always be some failed transactions, so we provide an on-line failed transaction report that makes reconciliation with your bank and accounting software easy.

We are able to identify and separate Visa and Mastercard credit card charges from Visa and Mastercard debit card transactions. We can also flag donor records for payments received from pre-paid Visa and Mastercard.

✓ **Expired Credit Card Tracking**

We keep track of expiring credit cards and let you know, when possible, before they expire. We can also collect update information and update donor records for you if you require that service.

✓ **CAD, USD, AUD**

Credit and debit card processing is available in Canadian & US funds. We also handle the processing of Australian funds through our Australian office.

✓ **Custom Processing Schedules**

We offer processing schedules that are customized to suit your needs.

LET MINERVA'S TEAM OF EXPERTS DO YOUR ELECTRONIC PROCESSING AND FREE UP YOUR TIME TO FUNDRAISE.



BANKING SERVICES

**SECURE, PCI
COMPLIANT,
SEAMLESS**

With Minerva banking services, you'll know that your money is secure, your deposits balanced and your bank account is easily reconciled with your donations.



We offer complete flexibility in banking. We can deposit your funds in a branch of your bank near our office or scan your cheques for electronic deposit in the US. We also offer batch processing of automatic debit payments for recurring donations as often as you require them.

No matter how we get your money to the bank, you can rest assured that your cash, cheques, and money orders will be safely and quickly deposited into your designated bank account.

As part of our receiving process, all cash, cheques, and money orders are reconciled to donation and event pledge forms. Any exceptions are reported to you prior to banking being carried out.

All cheques, cash, money orders, and bank deposit slips are scanned before leaving the premises as a back-up in the event that we need them for reconciliation purposes.

✓ **Reliable Physical Security**

Cash and cheques are stored in a safe, in a locked safe room, in our card lock secure data centre, in our card lock secure facility, and then sent to the bank via a secure Brinks pickup.

✓ **Secure Electronic Payments**

All electronic recurring debit payments are processed through our secure, PCI compliant server.

✓ **Real Time Deposit Reporting**

Detailed reports are available on-line to make real time reconciliation of your bank account to your donation report a snap.

DOES BANKING TAKE UP A LOT OF YOUR TIME? DO YOU HAVE CONCERNS ABOUT SECURITY? LET MINERVA'S TEAM OF EXPERTS DO YOUR BANKING AND FREE UP YOUR TIME TO FUNDRAISE.



TAX RECEIPTING SERVICES

CRA COMPLIANT, DIGITAL, HARD COPY

The form setup, laser printing, folding, inserting, mailing and compliance with CRA guidelines involved in tax receipting takes time. Let us take that off of your plate.



We know how important it is to offer tax receipting immediately after a one-time donation is processed. We offer receipts by individual or one receipt for many registrants in the case of corporate sponsorship.

We set up your tax receipt forms – either on printed stock you supply, or on plain white stock that we supply – and run them on our high-speed laser printer. We always ensure that your receipt meets all CRA criteria.

We know how important acknowledgment of your donor's gift is. If your tax receipt contains a thank you letter, we make sure we mail the receipt and acknowledgement letter within three business days after the donation is processed so your donor knows you received their donation and that you appreciate them.

✓ Language and Country Options

We are able to offer tax receipting that meets Canadian, US and Australian format and content requirements.

✓ Email or Snail Mail

Both printed and email receipting is available. For donors with email addresses, you can save on paper, envelope, and postage costs to make your donation dollars go even further.

✓ Print on Demand

Do you have several different versions of your tax receipt, some too small to warrant printing stock? With our high speed, high quality, colour printer we can offer full color or black ink only printed receipts on printed stock or on plain white paper.

IS TAX RECEIPTING TAKING UP TOO MUCH OF YOUR ORGANIZATION'S TIME? LET MINERVA'S TEAM OF EXPERTS DO YOUR TAX RECEIPTING AND FREE UP YOUR TIME TO FUNDRAISE.



DATA PROCESSING SERVICES

CLEAN UP, STANDARDIZATION, AUGMENTATION

Your donor database is constantly changing and that can make it a challenge to maintain. Let us do the work to keep your database clean, duplicate free and up-to-date.



As hard as you work at keeping things current, your database is in a constant state of flux. People and companies move and merge, change is constant. For that reason, databases require regular attention to remain up-to-date and duplicate free.

Let us do your data processing and we'll make sure that your files are clean, accurate, up-to-date, and duplicate free.

We'll clean and format your data using techniques and processes such as:

- standardizing individual and organization record formats
- merge/purge between house and purchased lists for duplicate elimination
- internal duplicate control and consolidation
- address standardization, correction and validation
- using the NCOA database to update the movers in your database

Whatever it takes to clean your list, we've got it covered. When you use the information in your database to make contact, you'll know you're actually reaching your constituents and members where they live and work.

✓ Transparency

We supply full reporting for each step we complete when processing your files.

✓ Updates Uploaded

We can save you money on data entry by updating the records in your donor database through file uploads. Uploading files from NCOA, address correction, or other processing, as well as back feed files from your mailings, means easy updates to your donor records.

✓ De-Dupe and Consolidate

The Minerva system offers a built-in constituent de-dupe and consolidate process so you can maintain your house files duplicate free – or let us do it for you.

IS CRUNCHING DATA NOT REALLY YOUR THING?
LET MINERVA'S TEAM OF EXPERTS DO YOUR DATA
PROCESSING AND FREE UP YOUR TIME TO
FUNDRAISE.



minerva

fundraising solutions

Minerva Fundraising Services provides a wide range of not-for-profit organizations with complete solutions for event management. Our solutions are completely web based, so our clients can access their most vital asset – their donor data – anywhere and anytime.

Let us help you manage your event receiving, caging, data processing, data entry, tax receipting, and more from our PCI compliant data centre in Toronto.

For complete customized solutions for all of your fundraising needs come to Minerva where we've been turning fundraising into funds raised since 2002.

Patrick Durbano

Director, Business Development

patrick@ims.ca

1.800.263.0669 x 178

www.webminerva.com

www.webminerva.com

