

minerva
fundraising solutions

Virtual Office for Charities

Grow your Canadian presence
WITHOUT any overhead
or staffing costs!

- Cost-effective virtual office with Toronto address
- Receiving and data entry of mail and donations
- Telephone answering at a local number by REAL fundraising experts
- Donor database management
- Banking, donation processing, tax receipting, and more...

www.webminerva.com

ARE YOU:

A Foreign charity that would like to grow its presence in Canada?

A Canadian charity looking for a staffed office solution because you're too small to make your own staffed office cost effective?

A Canadian charity based in another region of Canada, wanting a physical presence in Toronto but not wanting to take on the burden of a full office set up here?

If you have answered YES to any of these questions a Minerva Virtual Office package for registered charities is exactly what you need. A Minerva Virtual Office package will give your organization a real physical presence in Toronto, Canada without the cost of maintaining a staffed office.

Unlike other virtual office solutions Minerva Virtual Office specializes in taking care of the needs specific to the not-for-profit sector. Since 2002 Minerva Fundraising Solutions has been offering a complete set of donor database management solutions including:

- Daily receiving of direct mail reply forms and donations by post at a post office box in the name of each charity client
- Daily receiving of event forms and donations by courier or by post
- Reconciliation of funds to forms
- Data entry of donations and entry fees for events
- Banking with secure delivery of funds by Brinks to a local branch of each charity client's Canadian bank
- Debit and credit card processing for one time and recurring donations
- Donor database management using our cloud based Minerva database – with optional transfer of data to another database system of your choosing.
- Tax receipting, thank you letters, expired credit card letters and other fulfillment as required.

INTRODUCING...



MINERVA VIRTUAL OFFICE!

VIRTUAL ASSISTANT

A virtual assistant who is also an experienced not-for-profit Account Manager to deal one-on-one with your donors and people making inquiries.

We'll assign your charity with a caring, personal account manager who will get to know your charity's business and business rules inside out. Your account manager will help your donors or those who want to know more about your organization when they call, email or write – just the way an employee in your office would.

PHYSICAL PRESENCE IN TORONTO

A registered physical presence in Toronto for your not-for-profit charitable organization.

Your direct mail responses will go to a supplied post office box but your organization's Toronto, Canada presence will have an actual physical street address where we can, in your name, receive courier packages and other large items such as shipments of printed stock e.g. letterhead, newsletters, envelopes, inserts, premiums and even items you offer for sale. You can also meet with your suppliers, donors and other interested parties in our offices or boardrooms when a representative of your organization is in Toronto.

PERSONAL ATTENTION TO ALL INQUIRIES

Inquiries and donor requests by email or snail mail picked up regularly and answered promptly, or forwarded on to your main office based on agreed upon business rules.

Lighten your email and snail mail workload and give yourself more time to fundraise by letting your account manager act as your personal assistant and pickup general communications and inquires as they come in. Based on established business rules your account manager will deal directly with communications that they are able to take care of. Communications your account manager is not able to take care of will be forwarded to you as email, or in the case of those received by post, as scanned images attached to email.

RECEPTIONIST ANSWERING CALLS

Your charity's very own local or toll free telephone number answered in the name of your charity from 9am to 5 pm EST Monday to Friday.

Your donors and people with inquiries will reach an actual human being during regular office hours (EST) and callers won't know that the call is not being answered in your main office by one of your employees.

CLOUD BASED DATABASE

Real time updates of your charity's data into your own cloud based Minerva donor database system or another cloud based donor database system.

When donations, address changes and other information updates or change requests come into your virtual office they will be promptly entered into your organization's Minerva database. If you are already using another cloud based donor database system we may perform data entry directly into your current system. Either way, you'll always be 100% up-to-date and in the loop.

WAREHOUSE STORAGE SPACE

Storage of your charity's marketing and other materials in our secure warehouse that's attached to our office facility.

We'll receive, enter into inventory, track usage of and ship your materials all from our secure, climate-controlled warehouse facility.

PLUS, ALL OF THESE PERKS:

FREE Boardroom for up to eight hours two calendar days per month when any representative of your organization is in Toronto.

FREE Office or cubicle with desk, telephone and a Wi-Fi internet connection up to three days per month when any representative of your organization is in Toronto.

FREE Parking at the Minerva offices for you and your clients using boardroom or office space.

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Get your foot in Toronto, contact Nan Niemela
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