

Donation Processing

Because of our background in processing on behalf of financial institutions as well as commercial retail and wholesale lockbox payments, we understand the payment-clearing industry. This helps us provide a better service to nonprofit clients who need a processing solution that is secure and accurate while providing exceptional customer service. IN addition to processing a variety of check, cash, ACH and credit card payments, we have developed the security, technology, discipline and efficiencies to automate the unique aspects of donation processing. We have developed our own proprietary keying technology to deal with the complexities of donor requests and have built many exception-handling procedures into our standard service to accommodate the unique nature of donations.

Flexible and detailed processing

Staying flexible is an important factor in achieving your goals. So to best support you, we've built our processing environment to be flexible too. Our ability to accommodate different size mailers allows you the freedom to take a creative and personalized approach to your donor communications and marketing efforts, maximizing their impact.

And we know data is important too. That's why we're optimized to capture virtually any information. By offering a semi-automated processing environment, we capture as much data as possible through OCR scanline or 2D barcode

automated technology and then rely on the added benefit of a manual review to handle special notes, names, flags or comments so you won't miss a single detail. You'll have usable data at your fingertips so you can adjust your messaging in real time to react to donor trends!

And if you need more info beyond our standard reporting, just ask. We'll create custom reports based on your unique needs.

Detailed and accurate data entry

When you work with us, you can rest assured that Deluxe's keying staff is experienced with nonprofit data entry as well as with many of the top donation-management software systems. We will key directly into our in-house caging database and post the daily transmission files to a SFTP site in order for you to update your database. Plus, our onsite technical staff has the knowledge and resources to customize file formatting to match your system needs. So you'll always have a continuous data loop of donor feedback, enabling you to honor them and their contribution and build and nurture your relationship with them.

Prompt turnaround

Unlike most of our competitors, we open, process and key work within 24 to 48 hours of receipt. You'll promptly receive a deposit and a corresponding transmission file so you can update your database on the same day, making financial reconciliation easy and allowing thank you letters



and fulfillment packages to go out faster, leading to greater donor satisfaction. In fact, studies show that the sooner a donor is recognized after making a contribution, the more likely they are to make a subsequent donation. You'll be able to benefit from this quick turnaround all year long – even during peak season – as we ensure staff coverage even when volume is highest.

Security and confidentiality

We are committed to protecting your organization's information. As a financial services company, Deluxe Treasury Management has an extensive security program in place to ensure we safeguard your data with the utmost security and confidentiality. We are held to the same federal standards as banks concerning the protection of consumer data, so you can rest assured that sensitive donor information and financial data is in qualified and secure hands.

Exceptional customer service

We understand that your success depends on accurate donation processing, detailed reporting and timely communications to your donors. When you partner with us, we'll help you reach new levels of customer service, donation processing speed and fundraising so you can focus on what matters most: your mission.

Unique deposit product

Deluxe provides electronic check clearing to our caging and lockbox clients. Instead of transporting physical paper checks to a local banking branch, we convert checks to an electronic file for deposit. Deposits are made through an ACH credit to your account, allowing for easy reconciliation and, in many cases, a reduction in bank fees.



Receive funds faster, eliminate paper deposits and realize reduced bank fees with CheckAccelerator.