

deluxe.

Donor Care Services



An extension of your team. A partner you can trust.

Donors want to feel connected to the causes they support. When they have questions or feel compelled to donate, you need to have an experienced and reliable team at-the-ready.

Deluxe operates as an extension of your organization, offering white-labeled donor care and call center services with a wide range of capabilities to meet your unique and specific requirements.

Your constituents have access to a professional and compassionate inbound services team, trained to understand your organization's mission, guided by a script process that upholds a positive and consistent message.

Your appointed support operators ensure each call receives the time and attention it deserves, helping increase conversion rates and maximizing the overall donor experience.

It takes a village.

Deluxe has over 900 operators spanning multiple languages and time zones, including Canada, to support donor calls and emails. With Deluxe, you can scale donor care along with your needs, accommodating seasonal cycles or point-in-time fundraising efforts.

The donor care team assists with updating donor records, answering questions, responding to donor emails, while providing the robust reporting and insights you require.

Deluxe makes it possible for your donors to stay connected to you without the added expense of additional staff and gives back the precious time needed to focus on what's most important. . .your mission.

To learn how your nonprofit can better connect with donors and maximize its outreach, call 800.937.0017 or contact your Deluxe sales representative.

Deluxe Donor Care Services offers:



Live Operators

Inbound service teams are available 7 a.m. to 6 p.m. Central Standard Time, Monday through Friday to answer donor questions, update records and accept gifts. After-hours custom voice mail is standard, although after-hours live support is available.



Custom Messaging

Personalize your message quickly to react to current events, special campaigns, or to include holiday greetings.



Close Collaboration

We work with you on scripting, contacts and scenarios to align with your specific brand standards and expectations.



A Personal Representative

Your organization is assigned a designated point person for your account, although our entire team is trained for each client to ensure continuity and service.



Credit Card Processing

Our donation processing solutions go beyond paper-based processing, providing support for electronic contributions by credit card.



First-call Resolution

It is always our goal to successfully assist your donors at the initial point of contact, with no follow-up required.



A Formal Ticketing System

To track and report on call volume, content and donor satisfaction.