Avatar
Charitable Services

Our Mission is to Fund Yours™

Frequently Asked Questions

1. **Do our employees need to be licensed and registered in every state?**

   In states where it is required only the charity needs to register to solicit funds. Individual employees do not need to register separately.

2. **We have never been involved in a tele- fundraising campaign. How can we be successful if we have no experience?**

   We have over 5 years of experience. We will train you're your employees so that your campaign can be successful. This is a comprehensive turnkey solution.

3. **Who provides the data?**

   We provide the data, based on your demographics, at no cost to your organization. Our database is comprised of every US citizen, with substantial demographics information so you or your authorized vendor can best filter the calling lists to fit your cause.

4. **Do the donations go directly into our bank account?**

   Donations are proccessed through your merchant and PayPal account. The funds collected go directly into your bank account.

5. **How can we monitor our campaign?**

   Using our sophisticated real-time web-based management portal, you can track your telefundraiser's activities including dialing, number of calls, donations secured and verified, and many other useful statistics. The system allows you to record every call and retain the donor conversation for an extended period of time.

6. **When we acquire new donors, is their information shared with other organizations?**

   No, your donor list is yours and yours alone.

7. **How does your system handle requests for DNC?**

   Do not calls are instantaneously added to your DNC list and will never be recalled again.

8. **Do we have to mail out pledge kits?**

   No, there is no reason to mail anything. Donations are processed instantly through your merchant or PayPal account or with electronic checks. If a donor would like to receive information first, you can send them an email with the requested information and a link to make a pledge. When a donor's pledge is processed, they will receive an acknowledgement of their pledge.

9. **How do we follow up on unpaid pledges?**

   The system allows you to set up a call back schedule to follow up on unpaid pledges.

10. **How can we cultivate our donors?**

    Through the use of the Avatar Data and Scheduling Engine, you can easily set a cultivation schedule, to keep your donors actively giving.

11. **Can we use the system to call our existing donor list?**

    Yes, you can add your existing donor list to the database and call existing donors.

12. **Can we import donor information from the system into our in-house database? Which formats can those files be transmitted?**

    Any format you want, including a direct data exchange.

13. **Will we have the ability to test different scripts?**

    Yes, you do have the ability to perform testing for you and to provide testing and obtain a full report of the results.

14. **If we sign today, what are the next steps and how soon will our employees be trained and ready to start a campaign?**

    The first step is to complete our boarding process. We will then schedule an orientation meeting to go over your specific program. It is approximately four weeks from our first meeting to your first live campaign.

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