







General FAQ's

1) What is DonateMo?

DonateMo is a donation and fund management platform which enables religious organizations and nonprofits to streamline their donations, service times, events, announcements, members and more. With DonateMo, you can collect donations/funds, display service times, share announcements and pictures, add upcoming events, organize your members and have live access to the intuitive dashboard with powerful analytic reporting. To enhance your outreach and member engagement you are able to add a customizable mobile app and multiple giving kiosks.

2) Is DonateMo a cloud or system-based platform?

DonateMo is a 100% cloud based solution.

3) How easy is it to get started?

Signing up with DonateMo is very easy. You can sign up instantly on our website and our Onboarding & Setup team will reach out to complete the process.

4) What happens once we have signed up?

Our Onboarding team will reach out to set up a training on the platform. Training includes setting up platforms for members, online donations and your organization setup. You will be able to add your donation categories, create events, send announcements, add member information, send emails and increase fundraising outreach.

5) What are the different donation platforms on DonateMo?

- a. Online Website
- b. Mobile App
- c. Kiosk
- d. Text 2 GIVE

6) What different methods of payment can DonateMo accept?

- a. VISA
- b. MasterCard
- c. Discover
- d. AMEX
- e. Cash
- f. Debit Card
- g. Check

7) Does DonateMo offer recurring donations?

Yes, your members are able to set up recurring donations: weekly, monthly and annually through our online giving, mobile app and kiosk platforms.

8) How does DonateMo link to our organization's website?

Linking a custom page to a button on your website can be done by anyone. DonateMo will provide your custom donation/fund management and/or event page and all you have to do is link that page to the appropriate button on your website. Our 24x7x365 live team will be more than happy to assist you in setting up with this.

9) Can we run multiple Fund campaigns at the same time?

You will be able to run as many campaigns as you want simultaneously.

10) Can we organize Events using DonateMo?

Yes, you will have the ability to create custom event pages to organize events.

11) Does DonateMo support memberships?

Yes, you can easily create a membership form and track all members through your database dashboard in the Admin section. You will have the ability to customize the Membership form and streamline your member data allowing you to craft personalized communication that will bring you closer to your membership.

12) Does DonateMo automatically send receipts to donors?

Yes, DonateMo has the ability to fully customize email receipts with logos and other details sending them directly to members or print receipts on the kiosk.

13) Does DonateMo integrate with QuickBooks?

Yes, DonateMo can be integrated with your QuickBooks software.

14) How many days does it take for the custom mobile app to be on the Android/Apple Store?

It takes 10-15 business days for the custom mobile app to be available on the Android/Apple Store.

15) What types of reports are available on DonateMo?

- a. Admin users have 24x7 live reports available through the Dashboard. All reports can be viewed by day, week, month and year. Here one can view the following reports:
- b. Donation Reports
- c. Member Reports
- d. Fund Donation Report
- e. Fund Member Report
- f. Recurring Donation Report
- g. Campaign Report
- h. Donation by Payment Type
- i. Donation by Source Type

16) Do you track all the donations from a donor?

DonateMo has a donor management system that tracks donations, both online and offline, from all donors and provides you with a comprehensive report on each donor.

17) Does DonateMo have the ability to upload media files?

Yes, you will be able to upload videos, photos, literature, audio files, share podcasts and music all on your website, mobile app and kiosk.

18) What are the different plans?

- a. There is a **Standard Plan for \$99/per month** (if paid monthly) or **\$89/per month** (if paid annually). Includes full access to Back Office Dashboard and online donation platform
- b. **Custom Branded Mobile App is \$49/per month.**
- c. **Kiosk-Giving is \$25/per month, per kiosk.**

19) What are the Credit Card Rates?

2.25% + 25 cents/transaction for Credit/Debit Gifts

20) How soon do we receive our funds?

Funds will be deposited in the organization's bank account within 1-2 business days from the day the donations are processed.

21) Who do we contact if we need support?

Our Support Team is available 24x7x365 and can be reached at 844-927-2767.

22) How can I be sure that all information stored on DonateMo is secure?

DonateMo is committed to data security. We use a variety of technologies and procedures to help protect data from unauthorized access, use or disclosure. When DonateMo transmits sensitive information (such as a debit/credit card number), DonateMo protects it through the use of encryption, such as the Secure Socket Layer (SSL) protocol. DonateMo is a fully PCI-DSS Compliant Level 1 Service Provider. The PCI DSS is an information security standard created by the PCI Security Standards Council formed by the major credit card brands (Visa, Mastercard, etc.) based on applying additional levels of security to ensure merchants meet their expectations.