



Community Strategies

Community Strategies uses SelectPay, an online payment processing system that offers:

- **Bill My Phone** payment allows donations to be billed directly to the donor's phone bill, with ease and convenience. Multiple monthly donations are an easy way to continue giving with the **Bill My Phone** payment option. Additional payment options include CashElect (donor makes cash payment), credit card or pledge card.

Optimize the Efficiency of Your Charity or Non-Profit Campaign.

Community Strategies, Inc. (CSI) offers comprehensive, integrated, online payment processing solutions securely and efficiently. CSI can help charities and non-profits reach more donors, enhance donor confidence and decrease their administrative burden, providing everything they need at their fingertips.

CSI helps them do this with its 3 key advantages:

- **Innovative online payment processing options**
- **An intuitive admin portal**
- **Call Center resources.**

The CSI admin portal offers a secure platform that is easy to use, flexible and efficient:

- The ability to **upload your current donor base instantly**, providing Call Centers and management with real-time information.
- **Download final donor transaction reports** in Telefund's custom reporting toolbox.
- Build custom scripts that are built into the user interface.

CSI offers additional Call Center resources to assist with campaign deployment:

- BOSS has Customer Service and Call Centers around the country. These Call Centers are available to take inbound calls, take payments, and manage charity and non-profit campaigns.
- Increase donations by **Reaching out to the un-tapped inbound and outbound donor market** with automated messages, reminders, and more.

Community Strategies, Inc. makes the complex task of payment processing easy, simple, fast and secure. Optimize the efficiency of your Call Center with CSI.



Four easy ways to process payments

Pledge Card



- 1 Customer Service receives donor call or Call Rep makes call to prospect donor.
- 2 Donor makes donation.
- 3 Email confirmation is sent to donor for payment.
- 4 Reminder letter with return envelope is sent to mailing address for donation payment.
- 5 Payment is received direct or transferred to organization account.
- 6 Receipt of donation is sent to donor for records.

Credit Card



- 1 Customer Service receives donor call or Call Rep makes call to prospect donor.
- 2 Donor makes donation.
- 3 SelectPay sends credit request to CC processor. CC processor sends back approval/denial.
- 4 Email with donation amount is sent to donor.
- 5 Payment is received direct or transferred to organization account.
- 6 Receipt of donation is sent to donor for records.

Bill My Phone



- 1 Customer Service receives donor call or Call Rep makes call to prospect donor.
- 2 Donor makes donation.
- 3 SelectPay sends credit request to local phone co. Local phone co. sends back approval/denial.
- 4 Email with donation amount is sent to donor.
- 5 Payment is received direct or transferred to organization account.
- 6 Receipt of donation is sent to donor for records.

CashElect



- 1 Customer Service receives donor call or Call Rep makes call to prospect donor.
- 2 Donor makes donation.
- 3 SelectPay sends request to CashElect.
- 4 Email with donation amount is sent to donor.
- 5 CashElect prints and sends donation slip to donor via mail.
- 6 Donors deposits donation slip with donation payment to bank of choice.
- 7 CashElect notifies SelectPay when payment is received.
- 8 Receipt of donation is sent to donor for records.