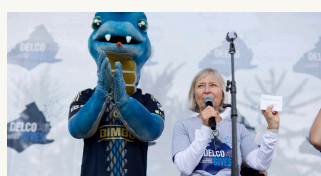


# DELCO GIVES

Hosted by  
The Foundation  
for Delaware County

## 2025 PLAYBOOK

THE FOUNDATION FOR DELAWARE COUNTY





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# HELLO!

Thank you for registering for Delco Gives 2025. We are very excited to bring this initiative back for a second year, and hope to build off our incredible 2024 results: over \$1.7 million raised from over 9,600 donors in support of 281 nonprofits.

The team at the Foundation may be the Delco Gives hosts, but each participating nonprofit will make Delco Gives their own and find creative ways to leverage the tools, prizes, and marketing that we provide.

Throughout this playbook, the Delco Gives training, and the resources on the Delco Gives website, you will see that there are numerous tools available to make the most out of this event. From tips to creating a great profile to information on acquiring and setting up matches to templates for social media and email, the Foundation team is providing you with what you need to succeed. We understand that each organization has a different capacity of both time and resources to invest in Delco Gives, and we want you to know there is no wrong way to participate. Some organizations may find a lot of success and community connection through in-person events, while others may prefer to focus on online fundraising. You are invited to participate in whichever way feels like a good fit for your organization. While it is true that organizations will get more out of Delco Gives the more they put into it, we truly hope this is a beneficial opportunity for everyone who participates.

The purpose of Delco Gives is to bring Delaware County together in a day of giving and remind our neighbors and supporters that no matter how much they can give, they can make a difference in this community.

Delco Gives is more than just a fundraising event; it's a celebration of our county's generosity and community spirit. This initiative recognizes the impact we can make as a community when we come together. Each organization in Delaware County serves an important role, and we are thrilled to coordinate this initiative for each one of you. Thank you again for registering, and we look forward to working with you. Feel free to reach out to our team with any questions.

*Let's do this!*

THE DELCO GIVES TEAM

# FREQUENTLY ASKED QUESTIONS

## WHO IS THE HOST OF DELCO GIVES, AND HOW DID IT COME TO BE?

Delco Gives is hosted by The Foundation for Delaware County (the “Foundation”). In the nine years since our founding, the Foundation has established a reputation as a community leader by energizing participation and partnerships across our communities and providing meaningful resources for nonprofits and donors. As a program provider, funder, and convener, the Foundation is in a unique position to lead collaborative initiatives, like Delco Gives, to bring funders, nonprofits, the business community, and other community members together to build a stronger Delaware County. Our 2023-26 Strategic Plan explicitly identified a Giving Day as a strategy to inspire and facilitate philanthropy, and we are thrilled to have launched this initiative in 2024 with great success.

## WHY IS THE FOUNDATION HOSTING DELCO GIVES FOR LOCAL NONPROFITS?

We are invested in bringing awareness to the nonprofits that make our community a vibrant place for us to live, work, and play. Nonprofits play a huge role in all our lives, and we are deeply dedicated to supporting the good work that they do.

## WHY A GIVING DAY?

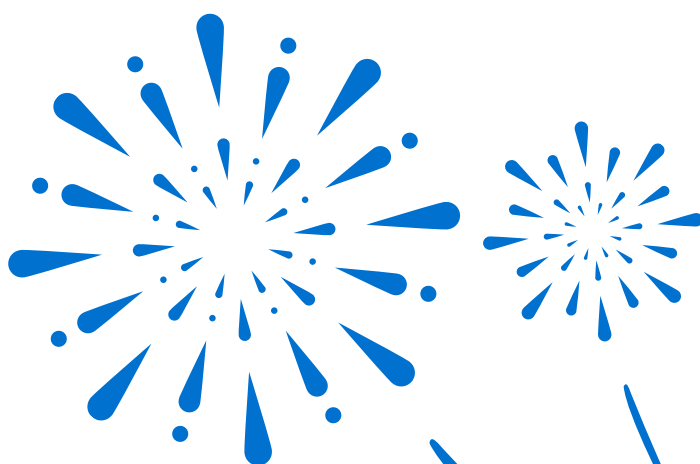
Giving days have proven highly successful throughout the country in raising funds and awareness of the nonprofit community. They have been proven to help build support for the operating needs of nonprofit organizations and help them grow their base of engaged donors – bringing in new donors while also helping to spotlight the charitable needs in the community.

## WHAT IS BONTERRA, FORMERLY KNOWN AS GIVEGAB?

Bonterra/GiveGab is the website manager for Delco Gives. The GiveGab team handles all online-based aspects of the giving day. From verifying that nonprofits are eligible to receive funds to providing online donor support, GiveGab can answer all questions having to do with the Delco Gives website. To reach the GiveGab team, simply go to [delcogives.org](https://delcogives.org) and click the little blue chat bubble in the bottom right corner.

## IS DELCO GIVES A COMPETITION?

No - it sure isn't. While Delco Gives may feel like a competition because you can see how much one organization raises compared to another, that is by no means the intention. The Foundation team deeply believes that giving days should be a win-win for every organization involved. We approach this event with an abundance mindset and hope you will, too. There are so many resources, and there is ample generosity in this community. The goal is to connect people who care to your organization, and that in no way takes away from other organizations. The more nonprofits there are participating, the more the word gets out about the initiative and the greater number of donors we can engage and bring to your organizations. We truly hope that each nonprofit will approach this event with the mindset that thriving nonprofits support a thriving community, and the more donors we invite to give and celebrate, the better off the community will be as a whole.





## WILL MY ORGANIZATION RAISE MONEY?

The Foundation cannot guarantee that every organization will raise money. The degree of success will largely depend on the effort put in by individual nonprofits and whether they leverage tools such as matches and social media outreach. Registration fees are not refundable, regardless of an organization's performance.

## HOW CAN I MAKE SURE MY ORGANIZATION SUCCEEDS IN DELCO GIVES?

Over the next few months, the Delco Gives team will be offering a variety of training opportunities to teach you and your team about tools designed to help you succeed on Give Day. Please review the training page on page 5 to learn more about upcoming opportunities. We highly recommend utilizing tools such as matches and social media graphics to make the most of participating in Delco Gives.

## WHAT DO I DO IF I NEED HELP?

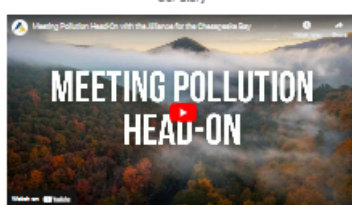
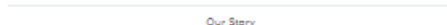
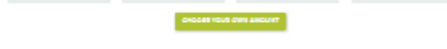
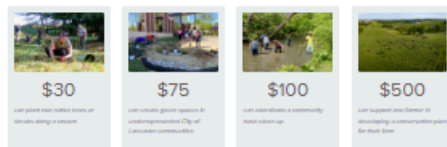
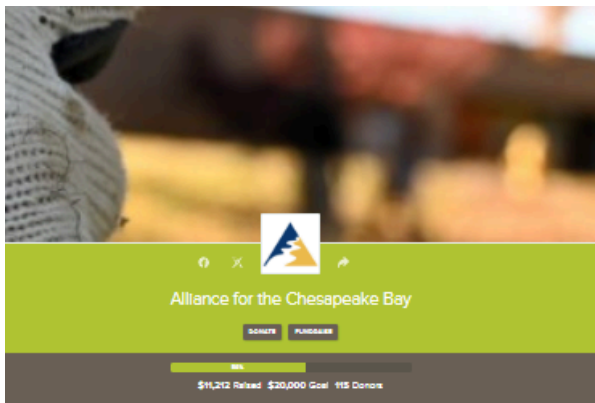
Both the Foundation team and the GiveGab team are here to help if needed. The Foundation team can answer questions about deadlines, local outreach, communications, in-person training opportunities, and in-person events. The GiveGab team can answer questions about approval to receive funds, creating your profile, setting up matches and challenges, and using the website. Please review the Need Help? information on page 13 to learn how to get in contact with these teams.

## What's New in 2025

Our goal is for Delco Gives to be more impactful every year, so we may make changes to ensure nonprofits and donors have the best possible experience. We found that much of our approach in 2024 was very successful, but there are a few changes for 2025:

- The addition of Peer to Peer (P2P) fundraising within the Delco Gives website. Utilizing P2P is completely optional. Please see page 10 for more information.
- Adding a registration tier for extra small nonprofits (annual budget under \$50,000).
- Extending the online donation period on [delcogives.org](https://delcogives.org) from May 1 to May 12 in order to coincide with web traffic resulting from marketing efforts. Prizes will only be awarded during the May 8 - 9 window.
- Bonus Pool and Prize funds will be distributed by direct deposit only. Your organization must register with [bill.com](https://bill.com) to receive the funds via ACH.





The Alliance restores the lands and waters of the Chesapeake Bay watershed. Our collaboration and action-oriented approach delivers on the ground solutions and technical assistance and builds capacity to restore healthy lands and diverse water.

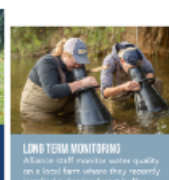
In Lancaster County our passionate team brings innovative solutions to support farmers, businesses, residents, and municipalities in making long-term changes that lead to local watershed, ecosystems, and communities.

**WHO WE ARE**

For over 50 years, the Alliance has believed that the best results come from bringing people together to find common ground and working to deploy "tools on the ground" to bring about water projects in action. Building partnerships is at the heart of the Alliance. We are highly effective in having collaborative efforts that successfully support local governments, watershed and conservation groups, community organizations, residents, farmers, and businesses in their efforts to improve water quality and wildlife habitat in Lancaster County.

**WHAT YOUR SUPPORT MATTERS**

Your efforts go directly toward supporting the Alliance's work to restore green infrastructure, agriculture, and communities to improve the lands and waters of the Chesapeake Bay watershed. As we look to the future, it is clear that ensuring water quality in the Chesapeake Bay watershed is only possible together. Please make a gift today to empower the Alliance to share your vision, engage more communities, and create clean water for all. We are honored to call you a partner in our mission. Many thanks, and cheers to a cleaner Chesapeake for all!



# SETTING UP YOUR PROFILE

Complete by April 28 at the latest

Your profile is your opportunity to share your mission with caring community members. This is an opportunity to take advantage of the high volume of traffic on [delcogives.org](http://delcogives.org) and many new potential donors.

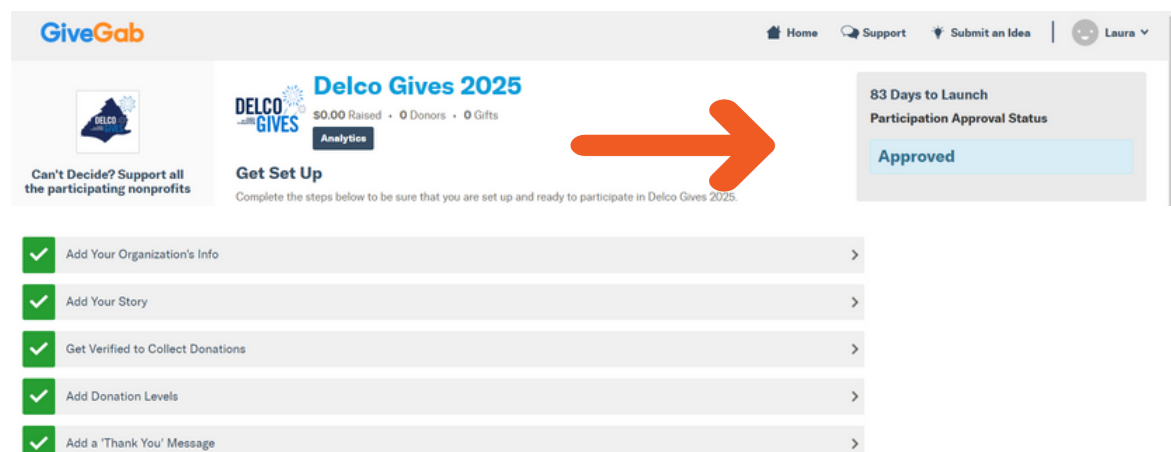
Tips and tricks for making a strong profile

- Add information to your profile
- Include mission, photos, videos, etc.
- Consider adding donation levels
- Include a link to your website in case donors want to learn more
- If based outside Delaware County, include info on local services in your profile!
- Add thank you messages so it sends auto responses to donors on Delco Gives
- Try to complete it by mid-April so it is ready for donors who look early, but complete it no later than April 28

Want some more help setting up your profile?  
Drop in for office hours with Laura 11:00 AM - 12:00 PM,  
Wednesdays through April 30.  
Click [here](#) or visit the Training Page on [delcogives.org](http://delcogives.org)  
and scroll down for the ZOOM link.

## APPROVAL

You are approved when your dashboard says "Approved" in the upper right corner and there is a green check box next to "Get Verified to Collect Donations"





# TRAINING OPPORTUNITIES

The Foundation team has planned and coordinated multiple training opportunities for participating nonprofits. **The Final Training on April 10, 2025 is MANDATORY** in order to participate in Delco Gives. All other trainings are optional but strongly recommended.

## **Getting Ready for Delco Gives (Virtual) - January 23, 2025 (9:30 A.M.) (Recording available)**

Learn everything you need to know about Delco Gives, including how to register your organization for the big event and the features available to make your organization as successful as possible. We'll conclude by answering any of your Delco Gives questions and highlighting the resources available to make getting ready for Delco Gives a breeze!

## **Ignite Your Board (In-person) - February 28, 2025 (10:00 A.M.)**

Getting your board and supporters engaged in Delco Gives can be a pivotal step in your overall success. In this training, you'll learn how to help your advocates enjoy thanking, engaging, cultivating, researching, and asking your constituents for support by playing to their strengths. Learn how to set yourself, and your team, up for success in Delco Gives and beyond.

**Location:** Delaware County Bar Association in Media, PA

## **Inspiring Giving Through Delco Gives and Beyond (Virtual) - March 18, 2025 (10:00 A.M.)**

Join us for a transformative event that will help you amplify your online voice and make a lasting impact. We'll walk you through fresh, actionable strategies to inspire donors to give through Delco Gives and transition them into committed, recurring supporters afterward. **Location:** Virtual via zoom.

## **Final Steps to Success for Delco Gives (Virtual) - April 10, 2025 (9:30 A.M.)**

With only a few weeks until Delco Gives, there's still plenty of time to make sure your Delco Gives campaign is ready to go. In this webinar, we'll go over last-minute tips and best practices to engage with your supporters and be successful on Delco Gives. The Delco Gives team will also be available to answer any and all of your last-minute questions!

**Register for all training sessions and learn more at [delcogives.org/info/trainings](https://delcogives.org/info/trainings)**

Click "Register Here" under the training you are interested in.

Who can join:

Trainings are open to any staff member, board member, or volunteer supporting your organization's Delco Gives plans.

What if you miss a training:

If you cannot attend a training and would like to view it later, it will still be listed on the training page, and you can click "View Recording" and "View Slides" to watch the recording at any time.

Other training opportunities:

In addition to the live training opportunities offered this year, there are also a number of pre-recorded webinars on all giving day-related topics. These pre-recorded videos can be found at the bottom of the Delco Gives training page.

# SOCIAL MEDIA GRAPHICS & DOWNLOADS

To support nonprofits in promoting your participation in Delco Gives, our team has put together a variety of social media graphics and downloads for you to use. These can be found on the downloads page at [DelcoGives.org/info/downloads](https://DelcoGives.org/info/downloads). Using social media graphics and downloads is **OPTIONAL**.

What kind of graphics are available?

- Logos
- Social Media: Multiple social media graphics are available, including profile and event cover photos, donor graphics, and more!
- Printables: Graphics are available for printing posters, flyers, and cards
- Zoom Backgrounds
- Canva templates: Download a file with the links to the templates to edit and add your own content.

How do I download the graphics?

1. Visit [DelcoGives.org/info/downloads](https://DelcoGives.org/info/downloads).
2. You can either download all at the top of the page or download them individually by clicking the download link below each graphic.

How can the graphics be used?

Feel free to use the graphics in whatever way you like. We ask that you not edit any of the official Delco Gives logos provided (i.e. Changing colors or adding or removing elements). For customizable graphics, please add your photos.





# IMPORTANT DATES

January 6, 2025: Nonprofit registration opens at [delcogives.org](https://delcogives.org)

April 18, 2025: Nonprofit registration closes

April 28, 2025: Deadline to complete your [delcogives.org](https://delcogives.org) profile

May 1, 2025: [delcogives.org](https://delcogives.org) is live for online donations

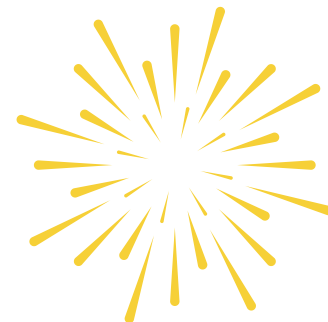
May 8, 2025: Delco Gives starts at 7:00 p.m.

May 9, 2025: Delco Gives ends at 7:00 p.m.

May 12, 2025: [delcogives.org](https://delcogives.org) closes for online donations



# EVENTS



## Launch at Dining Out Under the Stars in Media

- Where: State St. in Media
- When: Wednesday, May 7 at 6:00 p.m.
- Who: All nonprofit staff, board members, volunteers, donors, business partners, and supporters are invited to join us.

## Breakfast Tailgates

- Where: Lancaster Farmers Market in Wayne, Team Toyota in Glen Mills, Delaware County Veterans Memorial in Newtown Square. More locations may be announced.
- When: Thursday, May 8 from 7:30 a.m. to 9:30 a.m.
- What: We're hitting the streets (safely) to get the word out about Delco Gives. We'll be waving signs and passing out coffee coupons to let people know about the big day.
- Who: All nonprofit staff, Board, and other stakeholders are invited to join us. Please email Laura if you'd like to attend so that we can plan accordingly.

## Closing Celebration

- Where: Rose Tree Park
- When: Friday, May 9, from 5:00-7:00 p.m., with the final countdown shortly after 7:00 p.m.
- What: Join us for live music and fun as we celebrate the nonprofits and donors and announce our final numbers.
- Who: All nonprofit staff, board members, volunteers, donors, business partners, supporters, and community members. This will be a tabling opportunity for nonprofits and registration is required.

## Events Hosted by Your Organization

If your organization would like to, you may plan an event in support of Delco Gives. Any money raised from an event from April 1 - May 9 designated for Delco Gives will count towards your Delco Gives totals. Events do not have to be large-scale but can be an opportunity to invite supporters, volunteers, board members, the community at large, other nonprofits, neighbors, etc., to celebrate Delco Gives with you.

## Event ideas

- An open house at your space
- Partnering with a local business, restaurant, or brewery to spread the word about your work and possibly receive part of the proceeds from the day
- A collaborative event with another nonprofit or a group of nonprofits, for example, a collaborative block party
- Live music, performances, fun run, bar crawl, art exhibitions, sports tournaments, exercise classes, or a book reading

## How will events be promoted:

- Events run by nonprofits will be added through the Delco Gives site. Events submitted will be listed on the events page on DelcoGives.org. This is often how we find out about your cool events happening and may send news media there.
- Promote them through the Foundation's media, as well as your newsletters, social media channels, emails, etc.

**Attending and/or hosting events is OPTIONAL.**

# WAYS DONORS CAN GIVE

	HOW	WHEN	FEES*	RECEIPT	HELP
ONLINE	Credit card or mobile at <a href="https://delcogives.org">delcogives.org</a>	May 1, 2025 through May 12, 2025	+2.5% + \$.30 Credit Card Fee + 3.5% GiveGab Platform Fee	Email from Delco Gives	Blue Chat Bubble
	ACH at <a href="https://delcogives.org">delcogives.org</a>		+\$3 Stripe Fee + 3.5% GiveGab Platform Fee		
CHECK	Check to participating nonprofit org.	Received April 1 through 7pm May 9	none	Email/ mail	Your Nonprofit Org.
DAF, IRA, OR STOCK	DAF	Received April 1 through 7pm May 9	None	N/A	Isindoni@delcofoundation.org
	IRA and Stock			mail	

\*Additional information regarding fees

Platform: GiveGab retains a 3.5% campaign management fee from all online donations.

Credit Card: Processing fees are an additional 2.5% + \$0.30 for MasterCard, Visa, Discover, and American Express.

ACH Transfer: Donors can also make a gift using their ACH checking account. Donations of \$100 or more are eligible for ACH transfer and will incur a \$3 flat fee in addition to the 3.5% platform fee.

GiveGab data shows that the majority of donors cover the fees associated with their online donations. For Delco Gives 2024, online donors covered 84% of fees.



## DO YOU HAVE A GENEROUS DONOR OR BOARD MEMBER? CONSIDER ASKING THEM TO SPONSOR A MATCH OR A CHALLENGE

What are matches and challenges?

A match and a challenge are both funds donated with the intention of multiplying donations and making gifts go further.

**Matches:** A match doubles your donation dollar for dollar. For example, John Smith provided a match of \$1,000. Donor #1 gives \$100. John's matching fund adds another \$100. Donor #2 gives \$250. John's matching fund adds another \$250. This continues until the \$1,000 has been spent.

**Challenge:** A challenge is a reward that gets funded in full when a goal is met. For example, Jane Smith will give your nonprofit \$500 when your organization hits \$1,000 in gifts. When that goal is met, the \$500 automatically gets added to your total.

Why utilize matches and challenges?

Matches and challenges are an incredible tools to encourage donors to give. Donors want their donations to go as far as possible, and many see matches and challenges as a way to make the biggest impact. For Delco Gives 2024, organizations that had a match or challenge raised an average of \$17,081, compared to an average raised of \$3,896 without a match or challenge.

Who should you ask to provide a match or challenge?

You can ask anyone to provide a match or challenge. Some organizations have just one, and some have many. You can ask your board to pool their funds together for a match. You can ask a business. You can ask a donor who gives to your organization annually, and you know they believe in your work. If you are uncomfortable asking for a second gift from someone who typically gives during a different time of the year, you can even ask them if they consider giving in May instead of in December. While this moves their gift to May, it will encourage others to give during Delco Gives and grow the impact of the matching donor.

Match and challenge funds should be received by the organization BEFORE the giving day begins.

[Click here to learn more about how to enter matches and challenges in GiveGab](#)

**Utilizing matches and/or challenges is OPTIONAL.**

## Peer to Peer (P2P) Fundraising

A P2P Fundraiser is a supporter who rallies around your cause to fundraise on your behalf. These supporters create their own fundraising page as a spin off of your main Delco Gives profile. Your Fundraisers will share that page with their network to expand the reach of your cause and bring in new donors. These individuals are passionate about the work you do, and use their voice to make a difference!

Check out more information about P2P Fundraising [here](#).

**Utilizing P2P Fundraisers is OPTIONAL.**



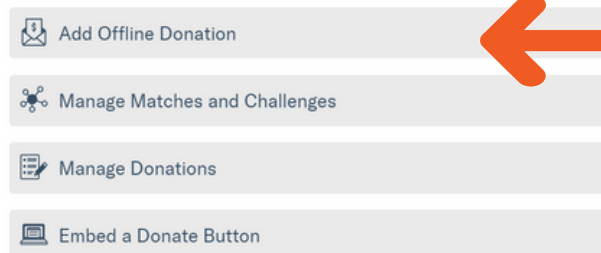
# PAYMENTS & RECEIPTS

As seen in the Ways Donors Can Give chart on the previous page, there are many ways for donors to give to your organization.

## Offline gifts made to your organization:

Gifts made directly to your organization can be deposited when you receive them. You are responsible for receipting these donors, including match and challenge donors. Matches and challenges can be added to your Delco Gives total using the “Manage Matches and Challenges” button on your dashboard. Checks and other gifts given directly to your organization can be added using the “Add Offline Donation” button.

### Donation Tools

A screenshot of a donation form titled 'For Delco Gives Day'. The form includes fields for 'Donor's First Name', 'Donor's Last Name', 'Amount' (with a dollar sign prefix), and 'Custom Display Name (optional)'. There is a checkbox for 'Add donor address' and a dropdown menu for 'Attribute to Fundraiser' (currently set to 'None'). A note states: 'Please note: There is no need to select both a fundraiser and a team. Donations attributed to a fundraiser will also count towards the fundraiser's team, if they belong to one.' Below this is a 'Donor's Message' text area. Further down is a 'Fallback Message' field. Under 'Privacy Options', there are two checkboxes: 'Do not display the donor's name publicly' and 'Do not display the donation amount publicly'. The 'Receipt Email' section has a checkbox 'Email a receipt to' followed by an email address field containing 'email@example.com'. At the bottom right are 'Cancel' and 'Create Donation' buttons.

## Gifts made offline and directly to the nonprofit:

An offline gift is any donation not made through the delcogives.org portal. Offline gifts can be gifts made through cash, check, or other online sites (your organization's website, Facebook, Venmo, PayPal). An offline gift **MUST BE A DONATION**. No goods or services are received by the donor for the donation. If there is a good/service received, e.g. an event ticket, there must be an amount over and above the value of the ticket to count. Your organization may not save previous donations and enter them as offline gifts. If you are hosting an event, donations can be received before April 1, as long as the event is being held during the April 1 – May 9 window and the donation is clearly intended for Delco Gives.

Your organization will manually input each gift individually into the delcogives.org platform as an offline donation. This function will be available from April 1 – May 13 (gifts must still be received by 7:00 pm on May 9). Offline donations can be receipted via the Delco Gives website IF you include the donor's email address AND check the box that says, “Email a receipt to...”. Otherwise, your organization is responsible for mailing a receipt to offline donors.

All offline gifts uploaded through the delcogives.org dashboard are subject to verification by the Foundation.

## Gifts made online through DelcoGives.org:

Gifts made online will be directly deposited into your organization's bank account within 7 days of receiving them. Please double-check that your banking information is entered correctly, as this is how you will receive the funds. Please note that you will likely receive multiple fund deposits, adding up to your total online gifts.

If a donor would like to give a gift via a stock, IRA, or Donor-Advised Fund transfer, the Foundation must receive it by May 9 to be processed. In order for this to happen, we suggest donors request these fund transfers by April 21. The donor will be responsible for requesting these transfers from their financial institution in time to ensure meeting that deadline.

When donors give online through DelcoGives.org or by stock or IRA, they will be receipted via email. Your organization may choose to send a thank you note or some sort of recognition to donors, but you should not send receipts to donors who give online.



# BONUS POOL & PRIZES

## Bonus Pool Funds:

The Bonus Pool is a pool of funds that has been raised by the Foundation from community partners. It allows donor dollars to go even further and gets even more money for participating nonprofits.

Bonus Pool funds will be shared by all participating nonprofits receiving donations during Delco Gives. The amount received will be proportional to each organization's percentage of the total unique donors during the event. For example, if an organization receives 2% of the total unique donors during Delco Gives, they will receive 2% of the available bonus funds.

## Prizes:

Delco Gives also includes cash prizes provided by local businesses.

Why does Delco Gives have prizes?

- It is one more way to get more funding for nonprofit participants.
- Donating cash prizes is a great way for businesses to get involved.
- Possibly the most important reason of the three: prizes encourage donors to give! Many donors get very excited about the gamification of Delco Gives and will give in an effort to help the nonprofit that they love to win a prize.

Do the prizes make Delco Gives a competition?

While nonprofits are technically competing for prizes, the intention is not to set nonprofits against one another. The true goal of the prizes is for nonprofits to use them as a tool to encourage giving. We hope that your organization will leverage its existence to excite donors into giving. While multiple nonprofits may be competing for a single prize, we hope that each nonprofit (regardless of whether or not they win it) benefits from the existence of the prize. It allows nonprofits to say, "Give for the next hour and help us win the \_\_\_\_\_ prize!" The hope is that whether or not a nonprofit wins a prize, they are able to use them in their marketing to encourage and incentivize donors to give and, ultimately, gain more donors and funds.

What types of prizes will be available?

In an effort to make prizes as equitable as possible, there are a wide variety of eligibility parameters for each prize. Some prizes are split by nonprofit size, others by nonprofit cause area. Many other prizes are simply random selections.

Prizes and prize rules will be announced at [DelcoGives.org/prizes](https://DelcoGives.org/prizes).

Prizes and Bonus Pool Dollars

All prizes and bonus pool dollars will be consolidated into one payment and disbursed by the end of June 2025. New in 2025: these funds will be distributed by direct deposit only. Your organization must register with bill.com to receive the funds via ACH.

Promoting and trying to win prizes is **OPTIONAL**.

# COMMUNICATIONS

Please follow along with our Delco Gives communications. The Foundation team will use email and social media posts to remind registered organizations about deadlines and training opportunities, as well as any potential updates or changes that may arise.

## Emails

- Regular emails starting in February going to those marked as admins on your account.
- If you have not been receiving emails, contact Laura at [lsindoni@delcofoundation.org](mailto:lsindoni@delcofoundation.org).
- You can also subscribe to our nonprofit e-news at [delcofoundation.org/newsletter](http://delcofoundation.org/newsletter).

## Social Media

- Instagram: Follow @delcofdn
- Facebook: Follow The Foundation for Delaware County
- LinkedIn: Follow The Foundation for Delaware County @delcofdn
- Use #DelcoGives when posting on social media



## NEED HELP?

There is an abundance of resources to provide guidance through your Delco Gives planning process! If you have questions or need help, please refer to the following:

- This document
- [delcogives.org](http://delcogives.org)
- Blue chat bubble!



This is the easiest and fastest way to get ahold of the GiveGab team. If you have questions about anything related to the website (setting up your profile, getting verified to accept donations, downloading your donation reports, setting up matches, etc.) please reach out to GiveGab first!

- [Nonprofit Toolkit](#)
  - This resource library has links and templates for every step of Delco Gives planning.
- [FAQ page](#)
- [Trainings Page](#)
  - Register here for all live trainings and pre-recorded webinars.
- [GiveGab Support Page](#)
  - This support page has articles and videos on all website-related topics. Use the search bar to search for any topic and find an article that gives you step-by-step instructions with visual aids.
- Contact the Delco Gives team.
  - For local questions or questions that cannot be resolved with the above resources, please feel free to [reach out to Laura](mailto:lsindoni@delcofoundation.org) at [lsindoni@delcofoundation.org](mailto:lsindoni@delcofoundation.org)

## Weekly Office Hours

Starting in February through April 30 the Foundation team will be offering weekly Office Hours on Wednesdays from 11:00 AM - 12:00 PM, where you can sign up to visit our office in Media or meet with us over Zoom during that time. We can help you brainstorm fundraising ideas, ways to engage your supporters, and more. [CLICK FOR ZOOM LINK](#) or visit [delcogives.org/trainings](http://delcogives.org/trainings)

# TERMS OF SERVICE

Below please find the Terms of Service between participating organizations and Delco Gives host The Foundation for Delaware County (the "Foundation"). Please carefully read the below in its entirety. As part of the 2025 online registration form on DelcoGives.org your organization will digitally submit your acceptance of the terms of this Agreement. The term of this agreement is from execution until December 31, 2025.

## Delco Gives 2025 Terms of Service Requirements

1. Your organization must certify as one of the following:
  - o A 501(c)3 Public Charity, including Section 509(a)(1), 509(a)(2), 509(a)(3) Type I & Type II
  - o Operating under the fiscal sponsorship of a 501(c)3 Public Charity
  - o A War Veterans' Organization under 501(c)19 & 501(c)23 with a 90% war veteran membership rating
2. Your organization must check all required fields and submit supporting documents in the online registration form in order to participate.
  - a. Proof of EIN & 501(c)3 determination
  - b. A copy of your 501(c)3 determination letter from the IRS, which includes your EIN Number OR
  - c. A copy of your fiscal sponsor's 501(c)3 determination letter from the IRS, which includes the EIN Number and a letter documenting the relationship with a fiscal sponsor, signed by your fiscal sponsor.
  - d. Your most recently filed Form 990.
3. Certify that your organization is in good standing with the Commonwealth of Pennsylvania and the IRS and is not in violation of any applicable state or federal law, ordinance, or regulation.
4. Provide services to residents of Delaware County.
5. Agree that the registration fee is non-refundable.
6. Certify that all information provided on the registration form is accurate. Once registered, information cannot be changed by the organization or the Foundation. Any organization that falsely reports its information will be determined ineligible to participate.
7. Agree to notify the Foundation within 30 days should the nonprofit organization cease or substantially reduce its operations or should the Internal Revenue Service propose to revoke its Section 501(c)(3) status.
8. Agree that each gift processed through delcogives.org is 100% tax-deductible. No goods or services are exchanged for gifts or as payment for 'quid pro quo' items.
9. Agree that gifts received on DelcoGives.org will NOT be used for the following purposes and that the organization, its representatives, or its agents will NOT solicit donations through DelcoGives.org for such purposes:
  - o To support a political campaign.
  - o To purchase event or raffle tickets.
  - o To pay for a membership, dinner, or any other activity that provides benefit to the donor.
10. To pay for personal expenses, including tuition incurred by a director, officer, or employee of your organization or any of their relatives.
11. Set up an organizational Stripe account on delcogives.org in order to receive online donations.
12. I understand that my organization will receive all the monies that have been donated to my organization, less any transaction fees not covered by the individual donor.
13. Prizes and Bonus Pool
  - o Agree that offline gifts will count towards the Bonus Pool but are not eligible for prizes.
  - o Acknowledge that awarded prizes and the Bonus Pool are subject to audit and will be finalized up to six weeks following the giving day.
  - o Acknowledge that a "Unique Donation" is defined as one gift of \$10 or more to one organization from one donor. Any offline gifts uploaded through the organization's administrative dashboard are subject to verification by the Foundation. If an organization cannot provide proof of the offline gift (i.e., a scanned copy of the check, email from donor, etc.), the organization will be required to remove it from their profile. Anyone who attempts to game the system risks being caught in our audit. Prizes may be revoked or withheld if donations or matches can't be validated or if donations do not qualify as "Unique Donations," including falsifying donor email addresses or matches.
  - o Agree that in the event of ties, prizes will be split evenly.
  - o Agree that organizations can win only one competitive "unique donor"/hourly prize (etc.) but are eligible for additional challenge, "random," and match prizes.
14. I understand that GiveGab.com is an online platform that will safely process all contributions made to the event.
15. I understand that all online donations will be disbursed within 10 business days via electronic funds transfer minus transaction fees.
16. I understand that to receive donations, it is my organization's responsibility to provide a checking account that is eligible to receive ACH transfers from GiveGab's GG Pay. In the case that the bank account we supplied is unable to receive the transfer, and GiveGab has not heard from our organization in over 60 days, the donations will be refunded back to the donor.
17. I understand that any recurring donations initiated during Delco Gives will continue to process according to the schedule that the donor chose, outside of Delco Gives, and will be subject to transaction fees set by Delco Gives, less any applicable host/partner fees.



18. I understand that any donations processed outside of Delco Gives donation period through GiveGab.com, that are not recurring donations initiated during Delco Gives, are subject to transaction fees specific to the GiveGab plan purchased by the receiving organization or fees set by the associated year-round Community Giving or Philanthropy Hub site.

19. I understand that in the event of a disputed donation, GiveGab will make every effort to win the dispute by submitting evidence on my organization's behalf. In the case that a dispute is lost, the full amount of the disputed donation and donation processing fees will be pulled from my organization's bank account, and my organization will be charged a \$15 dispute fee.

20. I understand that refunds for donations made on GiveGab must be approved by an administrator from my organization and requested from GiveGab within 4 business days of the original date of the donation. If approved, the full amount of the requested refund and donation processing fees will be pulled from my organization's balance. Any donation refund request made outside of the 4 business day refund window must be handled directly between my organization and the donor outside of the GiveGab platform.

21. I understand that as the administrator of my organization's profile on GiveGab, it is my responsibility to grant (authorize) and revoke (unauthorize) administrative capabilities to other individuals within my organization. I understand that I can choose to allow them full administrative privileges or restrict their ability to view donor data within our organization. I understand that GiveGab will not disclose information about my organization to individual users unless those users are administrative users with appropriate permissions.

22. Marketing/Media/PR

- o Agree to publicize participation in Delco Gives in appropriate outlets, such as the organization's website, newsletters, and email communications, and to use the official 2025 Delco Gives logos and trademarks when doing so. The Foundation grants you a revocable, royalty-free, and non-exclusive license to use its logos and trademarks solely for such purposes.
- o Agree that if the organization engages in social media (such as Facebook, Twitter, Instagram, and/or LinkedIn, etc.), usage will be reasonable and appropriate to support Delco Gives and use the hashtag #DelcoGives and DelcoGives.org.
- o Agree that the Foundation will be the primary contact for all major media outlets, including TV, radio, print, and online, and will coordinate all campaign coverage, promotion, and interviews.
- o Acknowledge that the Foundation has the right to use images uploaded to profiles and photos posted on social media with the hashtag #DelcoGives for Delco Gives marketing purposes. The organization that provided the images will be credited.
- o Acknowledge that the Foundation selects organizations to be featured in media and marketing campaigns based on several things, such as organization size (i.e., annual budget), service location, cause, story, media preference, and availability. Some organizations are also randomly selected.

23. I understand that The Foundation is not responsible for the amount of money contributed to any organization over the course of the event and understand that donors choose where to place their gifts and that the Foundation has no control over that selection.

24. I confirm that if my organization has a website or Facebook page, we will add the Delco Gives link to one or both.

25. I understand that only donations made through the Delco Gives portal will count toward any prizes offered as part of the event. I understand that prize winners chosen on the day are subject to further verification and may be finalized after the event.

26. Maintain an atmosphere free of conduct that is discriminatory, harassing, coercive, or disruptive, including sexual harassment, in all interactions with the Foundation staff and representatives and all others associated with Delco Gives. Prohibited harassment includes unwelcome actions, words, jokes, or comments based on any legally protected characteristic, such as an individual's sex, race, color, national origin, age, religion, mental or physical disability, sexual orientation, gender identity, or expression, pregnancy, military, or veteran status. If a participating organization is found to engage in any of the aforementioned practices, the Foundation reserves the right to revoke the organization's participation in Delco Gives.

27. The Foundation has the right to deny or revoke participation in any organization whose mission or operations the Foundation deems to be inconsistent with the Foundation's values and/or may reflect negatively on Delco Gives and/or the Foundation.

The Foundation will not solicit donors or share or sell donor information to any other organization or entity but does reserve the right to communicate with donors for the purpose of user surveys, newsletters, and general education about philanthropy.

While the Foundation strives to provide Delco Gives participants with the best possible experience, we rely on third parties to administer and facilitate the online giving platform and, therefore, disclaim any implied or expressed warranties related to the functionality of that platform. By entering into the Agreement, you understand and agree that the Foundation is in no way responsible for malfunctions in the Delco Gives/GiveGab/Bonterra platform, including, but not limited to, service interruptions, lost data, donation accounting errors, or software malfunctions, and, therefore, you agree to assume these risks and hold the Foundation harmless for any such incident. The Foundation reserves the right to amend, modify, or waive any of the previous terms and conditions without your consent and to interpret and construe these terms and conditions at its sole discretion. Approval of an organization's participation does not constitute an endorsement of the organization or its mission by the Foundation or any of its partners.

You agree to attempt to resolve any claim relating to this Terms of Service, relating to any services provided by the Foundation, or in any way arising from the relationship with the Foundation, its officers, directors, employees, agents, or service providers through mediation before initiating any formal legal proceeding. This Term of Agreement shall be construed under the laws of the state of Pennsylvania.