

# What you can expect

GreaterGood SA provides a free service to non profit organisations across South Africa. There's no joining or set up fee. And there is no monthly subscription for causes. As a valued member of the [myggsa.co.za](http://myggsa.co.za) giving community you get:

- An **online donation** facility and **donate now** button
- Your own **cause profile** web page
- **Regular exposure** to tens of thousands of givers, newsletter subscribers, website visitors and Twitter and Facebook followers.
- Exposure to [GreaterCapital](#) **corporate clients** looking for social investment opportunities.
- Instant **connection** and **networking** with supporters and other causes.
- **Tools and tips** to help you promote your work and fundraise.

This document outlines what you need to know about how our service to you works.

## 1. Your Cause Space

When you login, you will be taken straight to your Cause Space. This is where you can keep track of giving to your cause and manage all your activity, including:

- Editing your profile (update contact details and description, change logo or photo) and resetting your password
- Creating and managing volunteer or fundraising projects
- Creating requests for goods, money or skills
- Posting news and reports
- Tracking giving to your cause and thanking givers directly
- Downloading donation buttons for your own website and newsletter

You will also be able to see your **activity rating** at the top right of your Cause Space. Causes earn activity icons (shown in red if you have them, in grey if you don't) depending on what they have added to their Cause Space and profile. The rating helps givers choose from the thousands of causes listed on the site. Causes with icons are displayed as FEATURED Causes on the home page, listed first in searches and are more likely to be featured in GreaterGood group news.

> **The myggsa.co.za website is an online community, driven by its members – that's you! You are in control of your profile and activity on the site so it is important that you visit regularly, keep active and update your contact details if they change.**

## 2. Giving to your cause

Members of the public can give to your cause by **credit card, some debit cards, monthly direct debit** and using **reward points** (currently Nedbank Greenbacks, First National Bank eBucks and American Express Rewards). They can also give **goods**, their **time** and **skills**. When they give, registered givers receive an automated thank you email with an 18A tax receipt attached.

We have supplied you with a **GIVE NOW button** for your own website, e-newsletters, email and social media pages. This links directly to the page where people can give to your cause. You can choose different buttons in your Cause Space under Tools.

To track giving to your cause in your Cause Space, click **Giving to my cause**. If the donation was made by a registered giver, you will see their name and a link to their profile under Giver. If the donation was made anonymously or as a quick donation, you may see their name but will not be able to click on their profile – this is because they have chosen not to provide us with their details.

GreaterGood SA is itself a non profit which facilitates connections between givers or social investors and causes. We do what we can, within our means, to promote the many causes registered on the site. But we cannot guarantee that your cause will receive funding through the site and we do not fundraise on behalf of your cause.

- > **We respect our users' privacy and have a no spam policy. We do not share the personal details of our members. This is one of the reasons givers trust our community. We ask that you respect this and do not use the community for unsolicited requests for funding.**

### 3. Thanking and reporting

Fundraising is about building relationships with the people who love and support your work. It is best practice to **thank every giver** for their donation – no matter how big or small – which you can do easily by clicking the giver's name on the Giving to my cause page.

You do not have to post a report back for every donation but we recommend that you publicly acknowledge donations over R1,000 with details on how you intend to use the money. Click **Post a report** in your Cause Space to do this. Some of our corporate clients ask for reports for specific campaigns and donations, in these cases we will specifically ask you for a report back and provide you with adequate time to produce them.

- > **Reports are a great way to engage with donors again, providing a rich feedback loop which shows how their money was put to good use. It often prompts them to give to you again.**

### 4. Payment

We have negotiated the lowest possible payment gateway, debit order and credit card transaction fees so that registered causes get the maximum out. These are the only hard costs that you will pay for on donations.

For our services to causes and for our givers' peace of mind – we ask *our givers* for a voluntary 5% Good Grant. This pays for website administration, cause checks and is re-invested in outreach, technology, tools and training to make the community an even better resource for non profits and socially minded citizens.

This is how it works out:

Giver donates	R 100
Good Grant of 5%	+ R 5
Credit card fee of 2% (+ VAT) -	R 2.28
Transaction fee of R1	- R 1
<b>Cause gets</b>	<b>R96.72</b>

Monthly debit order donations cost R3 to set up and thereafter R2.40 per debit order. We use the 5% Good Grant to pay for the monthly bank fee for managing debit orders so that you do not have to cover this.

The bank fees and transaction costs will be clearly shown when we pay donations over to you. GreaterGood SA currently pays donations over to causes quarterly as follows:

- Donations received in January, February and March are paid on the first working day of **April**
- Donations received in April, May and June are paid on the first working day of **July**
- Donations received in July, August and September are paid on the first working day of **October**
- Donations received in October, November and December are paid on the first working day of **January**

Sadly, there are occasionally fraudulent transactions on the site. If we suspect a transaction is fraudulent or if the transaction is flagged as 'hot' by our payment gateway provider, we do not pay the donation over until we have resolved the issue with the giver and/or their bank.

- > **We never pay donations into personal bank accounts which is why we need proof of a bank account in the name of your organisation when you join the community.**

## 5. Promotions and campaigns

To drive givers to our online community and to promote the great work organisations like yours are doing in communities, GreaterGood SA runs online campaigns and social media promotions at key points during the year. We also feature the most active causes on our home page as FEATURED causes.

We encourage you to participate in these campaigns – they may seem to produce little reward in terms of funds initially but they can be the first step in building lasting relationships with corporate and individual funders. They are also an opportunity to gain publicity for your cause.

- > **Keep an eye on what is coming up in our group newsletter or on the Take Action page. We'll contact you if there are any specific campaigns that you can participate in.**

## 6. Communications and support

We rely on donor funding to keep our service to Causes going and while we strive to be able to help you in whatever way we can, we may not be able to respond to every request for support immediately. We do promise to get back to you as soon as we can and have a dedicated team who can talk you through any issues you might have with your Cause Space and the online community.

Any technology like our online community will have glitches from time-to-time and because the site is so big and our team is small, we have no way to keep track of it all, all the time. Please email [info@ggsa.co.za](mailto:info@ggsa.co.za) if you notice things that are not working so we can fix them.

We run knowledge sessions by Skype conference call quarterly and send out regular emails on how to make the most of the community to raise money, goods and time. Once a year, we conduct a Cause value survey where you can give your views of the service we provide anonymously. We use this survey to improve our service and to develop new ways to help you raise resources.

## 7. Security and privacy

Security and privacy are always concerns on the internet. We use the latest security technology to protect our users and will never ask you to email us your password or any personal information other than what is required for your registration as a Cause. We also moderate our online community to make sure there is no content which is offensive, racist, sexist, homophobic or otherwise discriminatory or defamatory (statements about a person or organisation which are harmful and untrue). We also do not allow users to advertise or solicit for work using the online community because it is meant to be a community for giving. If you notice content on the site which contains any of the above, please let us know on [info@ggsa.co.za](mailto:info@ggsa.co.za) so that we can remove it.

You can protect yourself online by using the following safety tips

- Never share your password or write it down where someone else could find and use it.
- If you think your online identity has been compromised, change your password immediately and [contact us](#) so we can take the necessary steps.
- Choose a secure password – at least 6 characters long and a combination of letters, numbers and symbols. Once you have registered, your personal details can only be amended by using your chosen password. For your security, the GreaterGood group does not have access to your password and cannot retrieve it if you forget it. If you forget your password, we will reset it for you.