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General Questions

What is Givful?

Givful is a Nashville based technology company that simplifies the way people volunteer and give at work. Our cloud-based platform strengthens Corporate Social Responsibility (CSR) initiatives, improves employee engagement, and reduces costs associated with antiquated workplace processes. It also helps businesses enhance their brand and better connect to their customers by publicly demonstrating their social good.

Why does a company need Givful?

Engaging employees with volunteering and giving opportunities in the community has become important and an expectation.

- 76% of millennials consider a company's social and environmental commitments when deciding where to work (**attracting top talent**)
- 70% of employees say they feel more positive about their company as a result of community service programs (**retaining talent**)
- 92% of consumers view brands positively if they support causes (**customer reputation**)

What is Givful's mission?

Our mission is to engage people in giving and receiving daily. To fulfill our mission, we are passionate about creating truly delightful and rewarding volunteering and giving experiences, for people like yourself.

How can I bring Givful to my company?

If you would like to test drive the Givful's tech platform (at no cost), simply send us an email at info@givful.com.

Tennessee Goes Givful 2020 Campaign

Why is Givful offering its technology to Tennessee-based companies for free?

Our mission is to engage people in giving and receiving daily and what a better way to do so by making it easy for companies to use Givful's tech platform for free in 2020. We want to make companies and their employees the hero's in their communities. We strongly believe companies (and their employees) will love using our tech platform and will continue to use it past this promotional period which ends December 31st.

Does Givful require several company resources to manage the program?

No, Givful's user-friendly platform and intuitive design requires minimal training for Company Administrator users. Givful's technology reduces the time to manage volunteering events and company matching programs when compared to traditional methods.

If my company signs up, can we cancel without paying?

Absolutely! A company can cancel at any time, for any reason.

Can my company offer Givful to our employees that live and work outside the state of Tennessee?

Yes, a Tennessee based company that has employees outside of the state can use the tech for all their employees.

Is this offer really free?

Yes, it's free for companies. A company will not be charged to use Givful during 2020. Companies can cancel at any. Starting in January 2021, companies that wish to continue using Givful will be charged \$0.50 per employee per month with a company minimum of \$100 per month. For example, if your company has 500 employees, your monthly cost would be \$250 starting in January 2021. Or, if your company has 125 employees, your company would be charged the minimum rate of \$100 per month.

Is there a penalty for canceling service?

No, there is not a penalty or fees if a company chooses to cancel service.

Can I cancel at any time?

Yes, you can cancel at any time.

Are there any restrictions of use with this Campaign?

There are no restrictions on the use of our system. Our goal is to make it easy for companies and their employees to be givful. Therefore, we do not have limits on the number of employee users that can have access to the system. Also, there are no limits to the number of Company Administrator users or Volunteer Event Leader users.

Platform Technical Settings for Companies

Can a company have permission-based users?

Yes. Givful allows companies to have permission-based users. The three types of users are Company Administrator, Volunteer Event Leader, and Employee. The Company Admin has full access to manage the program and access reporting. The Volunteer Event Leaders are able to create and manage volunteer events. There are no limits to the number of users assigned to either of these user roles.

Can a company promote a particular nonprofit to their employees?

Yes. We understand companies have relationships with nonprofits and the Company Administrator user is able to feature specific nonprofits to their employee users.

Does Givful have Single Sign On (SSO) capability?

Yes, Givful works with most SSO providers that support the SAML 2.0 identity provider standard.

Can the Company Matching feature be turned off?

Yes, companies may choose if they want to use the matching feature or not. The matching settings can be configured according to your company matching requirements and a company can select which nonprofits are approved and eligible for company matching.

In addition, Givful's tech platform has flexibility that allows companies to offer matching to its employees for a brief period of time. For example, as a response to a natural disaster, a company could offer a month long matching program as a way to engage its employees in supporting those affected. Companies can select which nonprofits are approved and eligible for company matching.

Implementation Process

We signed up, what's next?

You will receive an implementation overview document that highlights the steps to implement Givful and our team will assist you along the way.

What company resources do I need to implement Givful at my company?

The number of folks needed for the implementation is dependent on which features you want to turn on. If you want to use payroll as a method for employee's to make donations, then we will need to provide information to your payroll manager. If you would like to have Single Sign On (SSO) turned on, then we will need to engage someone in IT to gather the necessary information. Overall, it's an easy process and our platform can be implemented within a day or two.

Currently, we do not have a formal volunteering program, how do we start with a tool like Givful?

Easy peasy. Most companies we work with didn't have a formal volunteering program before using Givful. We will provide you a brief survey you can send out to your employees to collect their preferences to how they want to engage in such a program

and what type of nonprofits they are interested in. From the results, Givful will provide you an Executive Summary report that gives you a playbook to how to start a program tailored to your employee's preferences.

Is it required to turn on payroll for our employees to donate to nonprofits?

No, a company is not required to implement payroll donations. Companies can choose if they want their employees to make credit card and/or payroll donations.

What are the steps to connect Givful with our payroll company?

It's a simple and easy process to turn on payroll for charitable deductions. Depending on your payroll company, we either use an API or a flat file to provide deduction data for payroll processing. There are 3 steps to complete with turning on payroll:

1. Payroll Questionnaire: You will complete a questionnaire which provides us with basic information (e.g. your payroll schedule, deduction code, number of paygroups, etc.).
2. Givful Setup: Our team will turn on payroll according to the information you provided in the questionnaire.
3. Test Payroll: You will test a donation deduction during the next payroll period.

What are the payroll data fields Givful needs to process payroll donations?

The data fields we need to access are pretty standard. We will need the following: Employee name, Employee ID, Email, Company Code, and Deduction Code. We do not want social security numbers, date of birth or home address information.

Fees & Costs starting in 2021

What are the costs to the company to continue using Givful in 2021?

Once the promotional period is over on December 31st, companies that wish to continue using Givful will start being invoiced on a monthly basis in January 2021. Givful's pricing is simple and straightforward. The company will be charged \$0.50 per employee per month with a company minimum of \$100 per month. For example, if your

company has 500 employees, your monthly cost would be \$250 starting in January 2021. Or, if your company has 125 employees, your company would be charged the minimum rate of \$100 per month.

If our company signs up now, what do we need to keep using Givful in 2021?

Nothing, but just keep using Givful.

Is our company locked into a contract?

No. If your company would like to stop using Givful, you can do so with a 30 day notice.

Security, Compliance & Legal

Is Givful a secured cloud-based platform?

We have built the platform with security as a high priority. Givful is hosted on [Amazon Web Services \(AWS\)](#) as it provides the Highest Standards for Privacy and Data Security. Givful has System and Organizational Controls 2 (SOC 2) Type 1 and Type 2 reports available, on request.

For donations processed by credit card, we use a PCI-certified Service Provider to ensure the utmost security for processing credit card transactions. For more information, please refer to this information on [Stripe security](#). If you have any questions, feel free to email us at info@givful.com.

Are donations processed on Givful tax-deductible?

Yes, all charitable contributions through Givful are 100% tax-deductible to the fullest extent allowed by law and go to our nonprofit affiliates, which are all organized as 501(c)(3) public nonprofits.

Donations to nonprofits in our database are received and receipted by our processing partner Make My Donation, a 501(c)(3) nonprofit organization. Make My Donation has

received its determination letter from the International Revenue Service for tax-exempt status under section 501(c)(3) and is eligible to receive tax-deductible contributions.

Are all nonprofits eligible to receive donations through Givful?

An organization must be recognized by the IRS as a 501(c)(3) public charity, in order to receive donations from Givful. Tax-exempt 501(c)(3) public charities are listed on a database called the IRS EO Select Check (formerly IRS Publication 78), which is updated on a regular basis.

Givful determines the eligibility of an organization to receive donations based on whether that organization is listed on the IRS EO Select Check database. If a nonprofit organization does not meet the IRS criteria to be listed on the database, then Givful cannot distribute donations to that organization. There are many reasons why a nonprofit organization may not meet the IRS criteria for appearing on the IRS EO Select Check.