

# ELECTRONIC PLEDGING



## Frequently Asked Questions

### **Is ePledge secure?**

SHA-2 encryption technology is used to safely and securely transmit your data. With the Premier ePledge Plan, United Way of the Plains uses your employee list to create a unique user ID and temporary password for each employee. Employees receive an email with a one-time use link that allows them to set their password before being directed to your company's ePledge site.

### **Will our information be shared?**

No. Per our privacy policy ([unitedwayplains.org/privacy-policy](http://unitedwayplains.org/privacy-policy)), we do not sell or share your company or donor information.

### **How will United Way of the Plains use employee email addresses once the campaign is over?**

Unless a company requests otherwise, United Way will send a monthly email newsletter to employees who make a donation to United Way. The email newsletter informs donors how their donations are working year-round. The email newsletter will not be sent to employees who do not make a donation to United Way.

### **What if we have employees who don't have email addresses or easy access to the website?**

We suggest you offer both ePledge and traditional paper pledge cards to employees. United Way will enter paper pledge cards into your ePledge campaign. Ask your United Way Associate Director of Philanthropy for a report envelope. Enclose your pledge cards and complete the front of the envelope. Contact your United Way Associate Director of Philanthropy at (316) 267-1321 to pick it up.

### **Is there a minimum number of employees required to use ePledge?**

No. We can accommodate your company no matter how big or small.

### **Does ePledge require individuals to make a minimum gift?**

A minimum gift amount can be determined by the company based on pledge type. ePledge has a default payroll amount of \$1.00 per pay period. Pledge type by credit card has a default of \$25.00.

### **Can we use ePledge if we have multiple locations or a national campaign?**

Yes. We'll need more time for the setup, but talk to your United Way Associate Director of Philanthropy.

### **If our company has multiple locations outside of the United Way of the Plains solicitation area, which United Way will donors' gifts be directed to?**

The United Way of the Plains solicitation area primarily includes Sedgwick, Butler, Cowley, Sumner, Harper, Barber, Pratt and Kingman counties. Our standard procedure is to direct gifts to the United Way associated with the donor's work ZIP code. If you would like to direct donor's gifts to their home ZIP code, please talk with your United Way Associate Director of Philanthropy.

## **Are there fees for using ePledge?**

No. The service is provided to you free of charge by United Way. United Way has invested in this campaign technology to upgrade the donor experience, to meet the expectations of donors, and adapt to the fast-paced work environment.

## **What if we hire a new employee after we send our employee data file to you (premier plan only)?**

In most cases, a new employee can be added after the site is active. Send the same information for the new employee that was provided on the original employee list to the United Way ePledge administrator at [epledge@unitedwayplains.org](mailto:epledge@unitedwayplains.org). After the account is set up, we will send the new employee an email with a link to access your company's ePledge site.

## **What if someone loses or deletes their link?**

- With the Basic ePledge Plan, you can resend your company's ePledge link.
- With the Premier ePledge Plan, someone who loses or deletes their link or has difficulty signing on should contact the United Way ePledge administrator, at (316) 267-1321 or [epledge@unitedwayplains.org](mailto:epledge@unitedwayplains.org), for immediate assistance.

## **What if an employee wants to change their pledge?**

Ask them to contact the United Way ePledge administrator, at (316) 267-1321 or [epledge@unitedwayplains.org](mailto:epledge@unitedwayplains.org).

## **Can I enter funds generated through special events or corporate gifts in ePledge?**

No. ePledge is a portal for employee donations only. Instead, put these gifts, including any paper pledge cards, in a traditional report envelope. Call your United Way Associate Director of Philanthropy at (316) 267-1321 to get a report envelope. Complete the front of the envelope and contact your Associate Director of Philanthropy when it's ready to be picked up.

## **Does the employee's link expire after the campaign ends?**

The campaign is finalized and turned off at your request. At that time, each employee's personalized link is expired.

## **When do I get my payroll file?**

When the company campaign is complete, contact the United Way ePledge administrator, at (316) 267-1321 or [epledge@unitedwayplains.org](mailto:epledge@unitedwayplains.org), to turn off your ePledge campaign.

- With the Basic ePledge Plan, the United Way ePledge Administrator will run a transaction report and send it to you.
- For the Premier ePledge Plan, you will be able to run the report at that time.

## **Can the ePledge link be added to our company intranet?**

Yes. With the Premier ePledge Plan, users will be prompted to set up an ePledge account. For more details, contact the United Way ePledge administrator, at (316) 267-1321 or [epledge@unitedwayplains.org](mailto:epledge@unitedwayplains.org).

## **This is our first year to use ePledge. What are the best ways to promote this change to our employees?**

It is important that you inform your employees that you are using ePledge. Take time at your employee campaign meetings to highlight the ePledge giving portal and explain what they can expect and how to use it. Your United Way contact can help you with this messaging.

## **Have a question that you don't see here?**

Contact your United Way Associate Director of Philanthropy at (316) 267-1321.