FAQS

GETTING STARTED

How do I sign up for REACH?
Visit our website, go to the Pricing page to choose a plan and fill out the form provided. You will then receive an email with your login details.

Do you need my credit card to sign up?
No. You can sign up and use REACH for 60 days without entering your credit card details. At the end of your trial, or when you decide to launch your site, you will need to enter your credit card details.

Can you help with setup?
Yes, we offer various start-up plans to help you in your setup process.

What if I decide to change my plan level?
You can change your plan at any time.

TECHNICAL

Can you host our website?
All REACH plans include secure, unlimited hosting for your web portal.

Can you host our emails?
No. REACH does not host your emails.

Can we use our domain name?
Yes. Your REACH portal can use an existing domain name that you own. We also provide a free reachapp.co domain name to all portals on sign up.

Can we customize the look of our site?
Yes. Your REACH portal can use the standard portal design or you can create your own custom theme to use.

Will our portal site be mobile-friendly?
Yes. The base portal design for all REACH sites is responsively designed.

Is REACH PCI-Compliant or certified?
Yes. REACH and its payment vault provider are certified Level 1 PCI DSS compliant. This means all your data and customer information is ultra secure.

SPONSORSHIPS

WHAT SIZE SPONSORSHIP PROGRAM DO WE NEED TO WORK WITH REACH?

Our partners have sponsorship programs ranging from a few sponsorships to thousands. We can help you regardless of your program size.

DOES YOUR PRICE CHANGE BASED ON THE NUMBER OF SPONSORSHIPS IN OUR PROGRAM?

No. Our price stays the same regardless of the number of sponsorships in your program.

DO THE SPONSORSHIPS LISTED HAVE TO BE CHILDREN?

No. REACH is used to sponsor children, teachers, staff, missionaries, widowed or destitute people and more.

CAN SPONSORS PAY AT ANY OTHER FREQUENCY OTHER THAN MONTHLY?

Yes. Sponsors can make a one-time donation or recurring donations monthly, quarterly, bi-annually or annually. Organizations can set this to their preferences.

CAN MULTIPLE SUPPORTERS SPONSOR THE SAME SPONSORSHIP?

Yes. You can set up sponsorship shares and determine the cost of your sponsorship per share. You can also further sub-divide sponsorships into share types.

CAN THE SPONSORSHIP PRICE VARY?

Yes. Organization can set various sponsorship costs per location or project, for example.

WHAT INFORMATION IS COMMONLY INCLUDED ON A SPONSORSHIP'S PROFILE?

- Place
- Project
- Grade
- Age
- Gender
- Days Waiting
- Description
- Favorites (Color, Subject, Activity)

WHAT HAPPENS TO SPONSORSHIPS THAT ARE NO LONGER IN OUR PROGRAM?

You can mark them as left program or graduated.

SPONSORSHIPS, CONTINUED.

Can we post updates on the sponsorships?
Yes, you can post updates and messages that will be sent to the sponsors.

Can we hide sponsorships if we don't want them listed publicly?
Yes, you can mark them as hidden.

Can we adjust the position of how sponsorships are listed?
Yes, you can have your sponsorships listed alphabetically, randomly, by position (you indicate a number) or highlighted by biggest need.

Can we print QR Codes within REACH to include on sponsorship flyers and cards that we hand out?
Yes. You can do that directly in REACH.

We have sponsors who pay by check. Can we include these offline payments?
Yes. You can manually add the offline payment for the sponsor.

Do you include any reporting?
Yes. We have an entire reporting section where you can run and schedule various reports and export your data at any time.

Can sponsors communicate with their sponsorship?
Yes, we offer optional, admin-moderated conversations. Sponsors can exchange messages, include photos or files and send videos.

Can sponsors access their own information?
Yes, we have a Donor Portal where your supporters can log in to access their own information, print their donation receipts and modify or cancel (optional) their sponsorships.

Can we store documents for each sponsorship?
Yes. You can store any number of documents and set them to public, admin-only (ex: Vaccination Record) or sponsor-only (ex: Report Card) if desired.

Can we link sponsorships together?
Yes. You can link siblings, family or group units for individual or group sponsorship.

PRICING

01 Try REACH for free. No setup fee, credit card or contracts required.

02 REACH is charged monthly to your payment card on file. Total cost is determined by your plan level, your payment gateway and the transaction fees based on the amount of your donations.

03 You can change your pricing plan and payment gateway at any time.

04 Unlimited donations, donor records, sponsorships and admins for all plans.

05 You can request that your donors add a pre-determined percentage to their donation to help cover your organization's transaction fees. We call this donation tipping.

06 Text to Give, Online Store and 24/7 Customer Support included with all plans.

MORE FAQS

DONATIONS

Does REACH offer its own payment gateway?
Yes, REACH*pay*. With REACH*pay*, there is only one transaction fee processed to your nonprofit. It includes a card updater, enhanced fraud detection and accepts all major credit cards, ACH/EFT, Google Pay and Apple Pay.

Is there a limit to the number of donations we can accept?
There is no limit to your online, offline or checking/savings account donations.

What credit cards are accepted? Can we accept EFT/ACH payments?
These both depend on your payment gateway.

Can we customize our donation form?
Yes, parts of your donation form are customizable. For example, you can add header and footer text, a suggested additional donation amount, choose certain contact fields to require and customize your thank you message for your confirmation page, email receipt and text message option.

Can we embed a donation form on certain web pages?
Yes, you can.

Can we set different donation categories?
Yes, you can set any number of donation categories and include a default.

Can we split donations among purposes or categories?
Yes, an admin can do this in the Admin Console.

Are notifications sent if a credit card payment fails?
Yes, notifications are sent and can be customized to your preferences. Admins are automatically notified of past due payments and they are also flagged in the system for review.

Can we enter in our check donations?
Yes, you can record any donations made via check within REACH.

Can we provide donation levels?
Yes, you can provide various benchmarks to let your supporters know what their donation amount could provide.

Can we run reports on our donations?
Yes. We offer several reporting and exporting options on your donations. Reports can be scheduled or run anytime.

Can we record and track pledges?
Yes, this can be done within REACH.

Do you support other base currencies other than USD?
Yes. REACH supports recording donations in multiple base currencies.

Can we add General Ledger (GL) codes to our donations?
Yes, you can add default GL codes for donation purposes and customizable ones as desired.

Can we record in-kind donations, soft credits and matching gifts?
Yes, these can be recorded and associated with a supporter within REACH.

Can we export our donations into QuickBooks?
Yes, you can run a Donation Details Report to obtain a run a transaction level QBO file which can then be imported into QuickBooks.

DONORS

Is there a limit to the number of donors we can include within REACH?
No, there is no limit to the number of donors you can include.

Can we group and segment donors?
Yes, you can group donors (ex: donors from a certain church) and segment based on various data points (ex: how much they have donated).

Do you offer a way for donors to access their own information?
Yes, we include a Donor Portal where donors can log in to access their own information, update their contact and payment info, modify or cancel their recurring donations or sponsorships (optional), purchase gifts for their sponsorship (optional) and print their donation receipts and contribution statements at any time.

Are donors notified if any changes or updates are made?
This can all be customized based on your preferences.

FUNDRAISING CAMPAIGNS

Create unlimited fundraising campaigns within REACH. Campaigns can include a donor and donation amount list or can be set to anonymous, be associated to certain projects or places, can accept and track pledges and can include a text to give keyword. Donation data is stored and can be used for ongoing communication and updates.

ONLINE STORE

Sell unlimited products with unlimited variants per product with our built-in online store. Add photos and videos of your items, separate them into taxable and tax-deductible pricing, set your inventory amount, apply discount codes and include your shipping rates. Products sold, whether as physical items or as donations, will tie directly into your Supporters records so you can keep track of which supporter has purchased which items.

TRIPS

REACH integrates directly with Managed Missions allowing you to seamlessly pull your donor and trip data from Managed Missions into REACH keeping your data perfectly in sync.

EVENTS

REACH includes a built-in event management system to help you plan and manage your volunteer event, formal gala, 5k race or any other event you need. Events also tie directly into your Supporter's records by creating a Donation listing from a ticket purchase.

TEXT TO GIVE & TEXT MESSAGING

REACH offers text to give as a fundraising option for your organization, as well as general text messaging to communicate with supporters. Once you have set up your text messaging, you can invite supporters to donate via Text to Give or send general Text Messages to your supporters.

Support

- Contact Support via Email or Phone
- Use of our Online Ticketing System
- Ability to Send a Secure Message to Support with Sensitive Data
- 24/7 Access to our Knowledge Base
- Feedback Forum to Offer Suggestions

- Retainer Service
- Personal Demos & Free Demos for New Admins
- Regular Updates (Typically Monthly)
- Change Log to Review Updates
- Developer Resources Provided