

## **Delivering Good Service Fees Frequently Asked Questions**

### **When will the new fees start being charged?**

As of August 31, 2020, Delivering Good will initiate a new set of service fees to help support our charitable mission.

### **What are service fees?**

- First, we ask all donors to cover the cost of shipping their donations.
- If paying for freight costs is not feasible for your organization, there is a modest service fee, based on the services you need.
- The biggest change for you will be new flat fee of \$500-\$1,000 per shipment, regardless of the size of the shipment, for any shipment where you are unable to pay for freight costs.

### **Are your services changing?**

- We continue to offer a range of services to help children and adults in need. Please see this page [\[link to services sheet\]](#) for more information on the range of services we provide.
- At this time, we are discontinuing messenger service for our donors. If you would like to make a product donation utilizing a messenger delivery service, we will ask you to pay for the cost of shipment directly.

### **Why would I work with Delivering Good, rather than donating directly to a community partner?**

- With each donation to Delivering Good, you are not only receiving logistics and freight scheduling support, but also a suite of integrated services. Delivering Good finds, enrolls, and monitors our community partners to ensure they continuously meet your and Delivering Good's standards for receiving donations. We also help you to market your donation activities, so consumers are aware of your charitable activities.
- For large donations, merchandise may need to be divided between multiple partners who may not have the capacity to accept the full donation. Delivering Good manages all the logistics of dividing, tracking, and monitoring the successful fulfillment of your donation to as many community partners as necessary.
- Delivering Good can work with you to design customized giving programs, tailored to reach a specific age or needs population.

**Why are there different fees for a product donation and for donor-recommended donation management? What is the difference between these services?**

- For all product donations, Delivering Good tracks the product needs within our network of community partners. Our experienced staff will direct donations to where they are needed most.
- Should a donor ask to direct donations to a specific community partner or geography, we will work with you to develop a charitable giving program around your philanthropic goal. We will charge additional fees based on the number of community partners involved and the distance the donation has to travel; these fees are set to cover added costs associated with a customized giving program.

**What will be the same?**

As always, you can expect a high level of service, responsiveness, and commitment from our team. We look forward to continuing to support you with an efficient, cost-effective way to use excess product to give back to help those in need.

**What new information do we need from our product donors?**

- Our online donation form has been updated to ask for a finance contact, whom we can invoice for your fees.
- If you need authorization from someone else in your organization to pay service fees, please let us know who to contact so we can help you get approval for these charges.
- As always, we are available to help you complete donations by email or over the phone as well.