



Full Plate Partners (recurring donations) are changing systems! Here's what to expect.

What is changing?

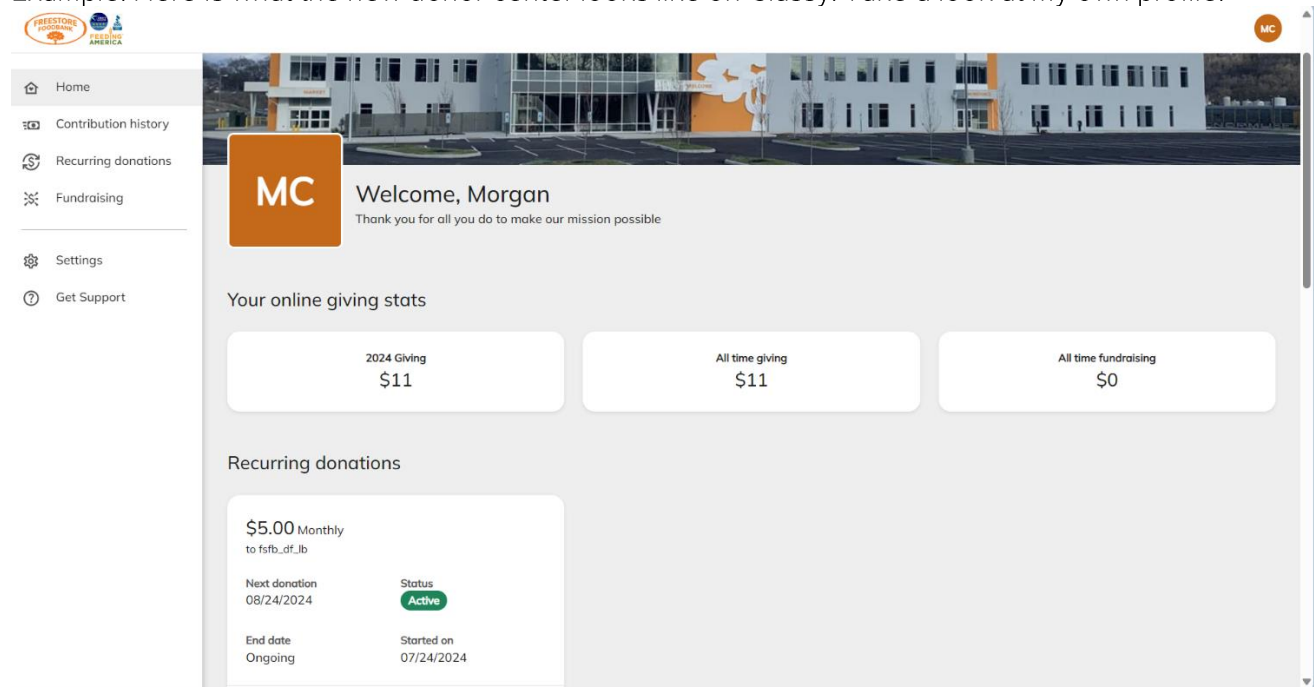
We are currently upgrading our donation platform. Our new platform (*Classy*) will provide a better, user-friendly experience for both you and for our team at Freestore Foodbank. You will see new and different donation forms. This new platform is not only for donations, but for our events, virtual food drives, and more!

Will there be a donor center?

There sure will be! Below, is a photo of what it will look like. You will be able to see your online giving history*, fundraising campaigns you have supported, virtual food drives you have donated to or started, and adjust your monthly gift. While in the new supporter center you will be able to change your payment details, see the status of your monthly gift, resend receipts, and more. (But I am always happy to answer phone calls or emails to help with these things!)

*Your online giving history will be as of your new monthly donation date, for a full look at your online and offline giving, please reach out and we are happy to send your full donation history.

Example: Here is what the new donor center looks like on Classy! Take a look at my own profile.



The below screenshot shows you what happens if you click on your recurring donation either in the middle section, or on the left-hand list.

You will be able to see your payment details, how many times you have donated, if you would like to change your donation amount, cancel, resend receipts and more.

Freestore Foodbank logo and navigation menu (Home, Contribution history, Recurring donations, Fundraising, Settings, Get Support).

Recurring donations / Manage donation

\$5.00 Monthly
to fsfb_df_lb

Contribution details

Status: Active	Donation amount: \$5.00	Frequency: Monthly	Next donation: 08/24/2024
End date: Ongoing	Program designation: Unrestricted		

Payment details

Credit card: [blacked out]

Date	Amount	Campaign	Program designation	Confirmation ID	Status	Actions
07/24/2024	\$5.59	fsfb_df_lb	Unrestricted	[blacked out]	Successful	Resend receipt

Cancel recurring donation
Your donation will be canceled and you'll no longer be charged.

[Cancel donation](#)

Do I have to do anything?

Not right now. At this time there will be minimal interruption to your monthly donation. You could see a slightly different line item on your billing statement, but it will still say Freestore Foodbank. There is also a chance your gift could be processed a few days after it normally does. I will reach out with more information after the migration has been completed.

Why am I seeing information about fees?

In our research into new platforms, we learned about how much we pay in fees (platform fees, credit card fees, processing fees, etc.). Fees are not new to most of us, *have you tried to purchase concert tickets recently?* However, with this new technology we are giving our donors the option to cover these fees to help keep more of their donations focused on the things that matter most. But remember, it is always a choice! If you set up a new monthly donation, you will have the option to cover the fees. As of now, your donation will not change unless you wish it to.

Can I make changes to my gift?

Of course! If you'd like to change your payment type, amount or any details you have two options. 1) you can reach out to us now and we can make those changes for you. 2) you can wait until we have moved over into the new system and make those changes yourself anytime in the portal. After the move, you will receive an email about how to login.

What does being a Full Plate Partner mean?

As part of our monthly giving program, Full Plate Partners help provide reliable and vital support to allow Freestore Foodbank to meet the needs of the region and help feed local families. We can't thank you enough for being part of this impactful tradition of giving. Of course, Full Plate partners can pause or end their donation at any time as needed.

Is my information secure?

Yes! All of your information is processed through a secure database. The migration to a new system will not compromise your information and you'll be able to access and see more through our new supporter center.