



A Perfect Blend of Services and Software

www.webminerva.com

With MINERVA you design your own Custom Solution

At IMS, we understand that your organization is here to solve problems – not create new ones – and as a data solutions company, IMS has over 30 years of experience in solving customer problems. So now, the choice is yours – outsource all, or some, of the services required to efficiently manage your donor relationship activities and maintain control of your day-to-day operations.



Spend less time managing your data and more time talking to your donors.

- Donation Processing and Data Capture:
 - Daily PO Box clearing; electronic and web intake - white mail management
 - Batch by account and donation type
 - Extensive use of scanning technology to assist data capture
 - Verification of data entry results versus the batch reports

- Online and Offline Banking Resources:
 - Maintain your existing bank accounts - we deposit directly into them for you
 - IMS handles all cheques, money orders, credit cards and cash
 - Electronic file transfers for credit card and pre-authorized donations
 - Online deposit reconciliation reports

- Data Hygiene and Management:
 - Address correction and duplicate identification
 - NCOA (National Change of Address) updates
 - Create and manage 'Do Not Promote' and 'Do Not Trade' files
 - Integrate and Synchronize all your data sources into one centralized database

- Web-based Internet Resources:
 - Data-driven websites (hosting and development)
 - Accept online donations: Visa, MasterCard, Amex and Diner's Club
 - Outbound email communications to donors
 - Online donor and stewardship management tools through Minerva-ASP

- Fulfillment Resources:
 - High-speed cut sheet duplex laser printers
 - Daily, weekly and annual tax receipts and thank you letters
 - Manual and mechanical insertion and mailing
 - Full warehousing, inventory tracking and premium fulfillment

- Security and Peace of Mind:
 - Video Surveillance
 - Annual CICA 5970 Audit
 - PCI Compliance
 - Optional armoured courier pickup and delivery

Now you have a wealth of data at your fingertips and endless opportunities to exploit it.

A single database of all your donation processing, constituent management, campaign planning, and donor stewardship activities can be accessed securely 24/7. This provides additional time to focus on meeting your organization's goals.

- Donor Management:
 - Password protected, real-time interaction with a single database
 - Control the user-privileges for donor services, development office and volunteers
 - Powerful search engines to find donors, maintain history and avoid adding dupes
 - User-defined flags, hot list and notes fields for stewardship management

- Donation Processing:
 - Set-up pledges, accept donations, batch management, deposit reconciliation
 - Secure online credit card processing and pre-authorized payments
 - Split transaction processing and campaign management tools
 - Tax receipt and thank you mail-merge tools

- Campaign Management:
 - Add/Edit Campaigns, Funds and Appeals
 - Export function for direct mail, email or telemarketing lists
 - Online access to real-time campaign results
 - Premium fulfillment and warehousing

- Online Reporting:
 - Access to over 100 dynamic reports each with "point & click" sorting and filtering
 - Reports include drill-through and drill-down capabilities
 - Built from base transactions therefore detail is only a click away
 - QueryBuilder™ Tool for custom reporting and donor selection

- Other Services:
 - Print on demand colour laser
 - Pledge form scanning and data entry
 - Product fulfillment and direct mail services
 - Training and telephone support

MINERVA software upgrades are automatic and FREE.

Do these issues sound familiar?

- We struggle to complete data entry and donation processing in a timely fashion
- I want real time tracking of my direct mail campaign expenses and results
- I have our important donors and new donors in separate databases. I need them all to be merged into one database to make my life easier
- I need to spend less time managing my database and more time talking to donors
- We have our own database but it takes too long to find the information I need
- I can't afford an expensive database, but I want all the functionality
- I need to do data analysis and produce meaningful reports

If so, then MINERVA is right for you.

MINERVA...

- Is simple, reliable, affordable
- Lets you spend more time with your donors and less time managing your data
- Can grow as your donor base grows
- Can consolidate all your Access, Excel and paper files into one database
- Can centralize all your online, offline and mobile donation processing
- Can automate tax receipting and e-receipting
- Gives you real-time access to your donors – anytime from anywhere

IMS can also help you with list management and list exchanges plus printing and mailing, premium storage and fulfillment. As well, we scan pledge envelopes and door-to-door receipts for document archiving and building prospect databases. With more than 25 programmers we can do everything from create custom reports to build fully interactive websites.

About IMS:

Established in 1979, Inquiry Management Systems is a full-service database management company that helps you acquire, maintain, grow and enhance your customer relationships. Our success has been built on service and establishing solid relationships with our partner clients. Today with offices in Toronto, New York and London, IMS serves over 1400 customers in the publishing, not-for-profit, business services and entertainment industries.

Proud of our high-tech reputation, our leading software technology continues to gain industry wide recognition. Industry Canada, recognizing our 'advancing-the-science' contribution, has rewarded our company with substantial research and development grants over a number of years to encourage us to continue our leading edge developments.

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