

## ABOUT

# About DonorSelect

DonorSelect is a targeted giving platform for verified nonprofits. It lets charities publish specific needs — real items, real recipients, real stories — and gives donors the ability to fund exactly what they choose, with proof that their gift was delivered.

It is not a general donation page. It is not a crowdfunding platform. It is infrastructure designed around a single commitment: a donor's designated gift reaches its intended purpose, or it is returned.

## The problem DonorSelect was built to solve

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General fund giving has a trust problem. Donors — especially major donors — give less when they can't see where their money goes. "It goes to operations" is not a story anyone remembers or repeats. Over time, the gap between a donor's intent and a charity's reporting erodes the relationship that makes sustained giving possible.

At the same time, nonprofit development teams are spending time they don't have personalizing impact reports, chasing fulfillment updates, and writing the same thank-you email seven different ways. The operational burden of proving impact falls entirely on staff who are already stretched.

DonorSelect closes that gap — for the donor and for the charity — by making the designation, the fulfillment, and the confirmation a structured, automated loop rather than a manual one.

## How it works

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### Charities publish a needs list

Staff create specific items — a winter coat, a school backpack, a month of shelter services — with a recipient story, a price, and a category tag. The list is live in minutes. No procurement work, no technical setup.

### Donors fund specific items

Donors browse the list, choose the item that resonates, and complete their gift through a secure checkout. The item is instantly designated. The donor receives a receipt from FoodFund Foundation — the registered 501(c)(3) clearinghouse that holds all designated funds — immediately after payment.

### The item is fulfilled

Depending on the fulfillment path the charity has chosen, the platform either dispatches the order to a vetted vendor or notifies charity staff that a funded item is ready for direct fulfillment. The donor's funds remain held by FoodFund Foundation until fulfillment is confirmed.

## The loop closes

When fulfillment is logged and confirmed, FoodFund Foundation disburses the designated funds to the appropriate beneficiary — the charity, the vendor, or a directly designated organization. The donor receives a fulfillment notification with the charity's notes and an optional photo. The gift is complete, documented, and traceable.

## Who DonorSelect is built for

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DonorSelect is designed for lean nonprofit teams with recurring, concrete, itemizable needs — organizations where specific deliverables can be described, priced, funded, and confirmed as delivered. The strongest fit includes:

- Food pantries and food banks
- Homeless and transitional housing shelters
- School supply and student support programs
- Family services and child welfare organizations
- Workforce re-entry and skills training programs
- Community health and social services organizations

The platform is not designed for capital campaigns, endowment fundraising, or advocacy programs without specific deliverable needs.

## The core promise

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Every donation made through DonorSelect is a designated gift — held by FoodFund Foundation, tied to a specific purpose, and released only on confirmed fulfillment. If an item cannot be fulfilled, the donor is notified and offered a refund, a redirect, or an alternate designation. Nothing moves without the donor's confirmed preference.

This is not a policy statement. It is the structural design of the platform. The clearinghouse model exists precisely because a promise without enforcement is not a guarantee — it is a hope.

*DonorSelect is operated in partnership with FoodFund Foundation, a registered 501(c)(3) nonprofit that serves as the financial clearinghouse and institutional guarantor for all donations made through the platform. Every gift made through DonorSelect is a designated donation to FoodFund Foundation on behalf of a verified beneficiary.*

## FoodFund Foundation

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FoodFund Foundation is the registered 501(c)(3) that operates as the financial and compliance backbone of DonorSelect. Understanding the relationship between these two entities is central to understanding why DonorSelect works the way it does — and why donors can trust it. See the FoodFund Foundation page for full details on its role, structure, and history.



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## Where DonorSelect came from

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DonorSelect did not start as a technology product. It started as a pattern — one that donors and charities reported to FoodFund Foundation repeatedly over years of working in the targeted giving space.

The pattern was the same every time: a donor would designate a gift for a specific purpose — a coat drive, a school supply fund, a specific family's need. The charity would accept the gift with good intentions. And then the reality of running a nonprofit would intervene. A more urgent need would arise. A key staff member would change. Donor trust in what the charity could actually deliver eroded — not because charities were dishonest, but because designated giving without infrastructure creates a gap between intent and execution that goodwill alone can't close.

The donor, months later, would ask what happened to their gift. The answer was rarely satisfying. Sometimes it was honest; often it was vague. The relationship eroded. The donor didn't give again.

FoodFund Foundation heard this story enough times — from donors who had stopped giving, and from charity staff who wanted to do better but lacked the tools — that it became clear the problem wasn't people. It was the absence of a system designed around the donor's designated intent.

DonorSelect is that system.

## What FoodFund Foundation does in the DonorSelect model

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FoodFund Foundation serves as the financial clearinghouse for all donations made through DonorSelect. This is not incidental — it is the structural guarantee that makes the platform's promises real.

### Donation receipt

Every gift made through DonorSelect is a donation to FoodFund Foundation with a stated designation. FoodFund Foundation issues the tax receipt. The donor's charitable contribution is legally a gift to the Foundation.

### Fund holding

FoodFund Foundation holds all designated funds in trust until fulfillment is confirmed. No charity, no vendor, and no DonorSelect platform account has access to those funds until the designated commitment has been honored.

## Disbursement

Upon confirmed fulfillment, FoodFund Foundation disburses to the appropriate beneficiary — either the charity (for direct-purchase or manual fulfillment paths), the vendor (for vendor-fulfilled orders), or directly to a named beneficiary organization when a donor has made a direct designated gift. The disbursement is tied to a specific fulfillment record or designation, not a general transfer.

Direct designated gifts — where a donor designates a specific dollar amount to a named organization (for example, \$500 to a named shelter) without tying the gift to a specific needs-list item — are disbursed by FoodFund Foundation upon the Foundation's confirmation that the gift has been applied to the stated purpose. This path is available for gifts to verified partner organizations.

## Enforcement

Because FoodFund Foundation holds the funds, it has real enforcement authority. If a charity fails to fulfill within the required window, the Foundation does not disburse. If a specific designated donation cannot be fulfilled for any reason — whether due to fulfillment failure, charity suspension, or a changed circumstance — the donor is contacted and presented with three options: a full refund to the original payment method, redirection of the gift to the charity's general designated fund, or redirection to an alternate designation of the donor's choosing. The donor decides. No funds move without a confirmed donor preference or an explicit refund trigger.

*FoodFund Foundation is a registered 501(c)(3) nonprofit organization. All donations made through DonorSelect are tax-deductible to the extent permitted by law. No goods or services are provided to donors in exchange for their contributions.*

*EIN: [TO BE INSERTED UPON REGISTRATION]*

## The organizational relationship

DonorSelect is the platform. FoodFund Foundation is the institution. They share a mission — making designated charitable giving work the way donors have always assumed it did — but they are distinct entities with distinct roles.

FoodFund Foundation sets the compliance standards. DonorSelect provides the technology that enforces them at scale.

This structure is intentional. It means DonorSelect can grow, add features, and serve more charities without compromising the institutional credibility that comes from having a real foundation — with real accountability — at the center of every transaction.

## TRUST & TRANSPARENCY

# How Funds Flow

Every donation made through DonorSelect follows a structured path designed around one principle: a donor's designated gift reaches its intended beneficiary, or it is returned. No exceptions. No discretion.

## The clearinghouse structure

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DonorSelect does not hold donor funds. Charities do not receive designated funds until fulfillment is confirmed. All donations flow through FoodFund Foundation — a registered 501(c)(3) — which acts as the financial clearinghouse and institutional guarantor for every gift made through the platform.

This structure exists because the alternative — releasing funds to charities at the moment of donation — cannot provide a real fulfillment guarantee. Once a charity has the money, the platform loses the ability to enforce the designation.

## Step by step

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### 1. Donor completes payment

The donor selects a specific item on a verified charity's needs list and completes payment through Stripe. The full gift amount is captured. The platform fee is disclosed at checkout as a separate line item.

### 2. FoodFund Foundation receives and holds

The donation is received by FoodFund Foundation and held in a designated fund. The donor receives a receipt from FoodFund Foundation immediately, referencing the beneficiary charity, the specific item, and the gift amount. The funds are earmarked — they cannot be redirected to any other purpose without the donor's consent.

### 3. The item enters the fulfillment process

Depending on the fulfillment path selected by the charity when the item was created, the platform routes the order automatically — either dispatching to a vetted vendor, or notifying charity staff that a funded item is ready for direct fulfillment.

### 4. Fulfillment is confirmed

The charity or vendor logs fulfillment — with notes and an optional photo. The confirmation is recorded in the platform and timestamped. The donor is notified immediately.

### 5. FoodFund Foundation disburses

Upon confirmed fulfillment, FoodFund Foundation releases the designated funds to the appropriate beneficiary. The disbursement is tied to a specific fulfillment record — it is traceable, documented, and auditable.

## Disbursement by fulfillment path

| Fulfillment path                    | Who receives disbursement      | Trigger  |
|-------------------------------------|--------------------------------|--|
| Vendor-fulfilled (Path 1)           | Vetted vendor                  | Vendor confirms delivery + photo                   |
| Charity direct purchase (Path 2)    | Charity                        | Staff logs fulfillment + confirmation              |
| Registry link (Path 2)              | Charity                        | Staff confirms receipt of item                     |
| DIY ship / drop-off (Paths 3–4)     | Charity                        | Staff photo confirmation uploaded                  |
| Direct designated gift (Foundation) | Named beneficiary organization | Foundation confirms gift applied to stated purpose |

## Sample donor receipt

|                  |  |
|------------------|--|
| Donor            | Jane Smith   |
| Organization     | FoodFund Foundation — EIN 00-0000000                   |
| Gift amount      | \$49.00  |
| Platform fee     | \$1.96 (4%)  |
| Disbursement     | \$47.04 to beneficiary on fulfillment                  |
| Designated for   | Jefferson Community Food Pantry                        |
| Beneficiary item | Winter Essentials — Flannel jacket (Mateo)             |
| Tax deductible   | Yes — full gift amount, no goods or services exchanged |
| Status           | Held pending fulfillment confirmation                  |

## What cannot happen

- A charity cannot access designated funds before fulfillment is confirmed
- A vendor cannot be paid before delivery is confirmed
- Funds cannot be redirected to a charity's general operating fund without explicit donor consent
- An inactive or de-verified charity cannot receive disbursement for any pending items
- DonorSelect does not profit from holding funds — the Foundation holds them at cost

*If you have questions about the status of a specific gift, contact DonorSelect donor support at [support email]. Your gift reference number appears on your receipt and can be used to look up fulfillment status at any time.*

## FOR CHARITIES

# Charity Eligibility

DonorSelect is available to verified nonprofit organizations in the United States. Verification is not a formality — it is the first commitment the platform makes to donors on behalf of the charities it hosts.

## Minimum requirements

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To register and publish a needs list, an organization must meet all of the following:

- Active 501(c)(3) tax-exempt status under the Internal Revenue Code
- Registered EIN that matches the organization's legal name in the IRS Tax Exempt Organization Search
- No revoked, suspended, or auto-revoked tax-exempt status within the past five years
- No open IRS enforcement actions, state attorney general investigations, or Charity Navigator flags for financial irregularity at time of application
- A designated staff contact with authority to create items, log fulfillment, and respond to donor inquiries
- Agreement to DonorSelect Terms of Service and Charity Participation Agreement, including the fulfillment commitment and recipient dignity standards

## Types of organizations that are a strong fit

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DonorSelect is particularly well-suited to organizations with recurring, concrete, itemizable needs — where specific items can be described, priced, and confirmed as delivered. Examples include:

- Food pantries and food banks
- Homeless and transitional housing shelters
- School supply and student support programs
- Family services and child welfare organizations
- Workforce re-entry and skills training programs
- Community health and social services organizations

Organizations primarily engaged in capital campaigns, endowment fundraising, or advocacy programs without specific deliverable needs are not the intended use case for DonorSelect.

## What is not eligible

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- Political organizations, PACs, or 527 entities
- Religious organizations fundraising exclusively for religious purposes without a social services component
- For-profit entities, regardless of social mission

- Organizations operating informally under another nonprofit's tax-exempt status — sometimes called fiscal sponsorship — where the applying organization is not itself a registered 501(c)(3). DonorSelect requires the actual registered charity to be the applicant and account holder. If your project is sponsored by another organization, that organization must apply directly and take full responsibility for the account.
- Organizations with a history of donor fund misappropriation, regulatory action, or charity fraud

## The application process

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### Step 1 — Registration

Submit your organization's EIN, legal name, and primary contact. DonorSelect verifies active 501(c)(3) status against the IRS Tax Exempt Organization Search within one business day.

### Step 2 — Account review

A DonorSelect team member reviews the application, confirms the designated staff contact, and reviews the organization's basic profile. New organizations undergo manual review before their first needs list goes live. Typical review time is 2–3 business days.

### Step 3 — Verified badge and first list

Upon approval, the organization receives its Verified 501(c)(3) badge and may publish its first needs list. The badge appears on every public-facing list page and every donor receipt.

### Step 4 — Annual re-verification

Active 501(c)(3) status is re-confirmed annually. Organizations are notified 30 days before their re-verification window. Failure to maintain active status results in the immediate suspension of new donations and notification to donors with unfulfilled items.

*Verification does not constitute an endorsement of an organization's programs, leadership, or financial management. DonorSelect verifies legal status and fulfillment compliance — donors should conduct their own due diligence on organizations they choose to support.*

## Verification Standards

The verified badge on a DonorSelect charity profile is not a rubber stamp. This page describes exactly what it means, how it is maintained, and what happens when it is suspended or revoked.

### What verified means

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A charity carrying the DonorSelect Verified 501(c)(3) badge has passed all of the following at time of verification:

- Active 501(c)(3) status confirmed in the IRS Tax Exempt Organization Search
- EIN verified as matching the registered organization's legal name exactly
- No revoked, suspended, or auto-revoked status in the past five years
- No open material regulatory actions or flagged financial irregularities identified at review
- Manual platform review completed and approved
- Participation Agreement signed by an authorized representative

Verified status does not mean DonorSelect has audited the organization's financials, reviewed its programs, or endorsed its mission. It means the organization is legally registered, in good standing, and has agreed to operate under DonorSelect's fulfillment and recipient dignity standards.

### How verification is maintained

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#### Annual re-verification

Every verified charity undergoes annual re-verification. DonorSelect re-confirms active 501(c)(3) status against the IRS database. If status cannot be confirmed, the charity is placed in a pending review state: new donations are paused, but existing funded items may continue to be fulfilled.

#### Fulfillment compliance

Charities are monitored for fulfillment compliance on an ongoing basis. Consistent failure to fulfill items within the required window — or failure to respond to escalations — triggers a compliance review. The outcome of a compliance review may be additional training, a supervised period, or verification suspension.

#### Complaint review

Any credible complaint received by DonorSelect about a verified charity — from a donor, a vendor, a recipient, or a third party — triggers an immediate review. Verification may be suspended while a review is underway. Donors with funded items at a suspended charity are notified within 24 hours.

## Suspension and revocation

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### Suspension

Verification is suspended immediately when:

- IRS records show revoked or auto-revoked status
- A credible complaint triggers a material review
- A charity fails to fulfill three or more funded items within the required window within a 90-day period
- A charity fails to respond to a platform compliance communication within 10 business days

During suspension, new donations are paused. Donors with unfulfilled items are notified and offered refunds. A suspension may be lifted upon successful review.

### Revocation

Verification is permanently revoked when:

- 501(c)(3) status is confirmed revoked by the IRS and not reinstated
- A charity is found to have misrepresented recipients, items, or fulfillment
- A charity is the subject of a confirmed fraud or misappropriation finding

Revocation is permanent. A revoked organization may not re-apply under the same EIN. All donor funds held for a revoked organization are automatically returned.

*If you have concerns about a charity listed on DonorSelect, you can file a report at [reporting URL]. All reports are reviewed within 5 business days. Your identity will be kept confidential.*

## Fulfillment Rules

Every item funded on DonorSelect carries a fulfillment commitment. This page describes what that commitment requires, what happens when it is met, and what happens when it is not.

### The fulfillment commitment

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When a charity publishes an item on a needs list, it is making a binding commitment to donors: if this item is funded, it will be delivered to the stated recipient or purpose, and fulfillment will be confirmed on the platform within the required window.

This commitment is the core promise of DonorSelect. The clearinghouse structure exists specifically to enforce it — funds are not released to the charity or vendor until the commitment is honored.

### Fulfillment windows

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- Standard window: 30 days from the date an item is funded
- Vendor-fulfilled items: 5 business days from order dispatch (vendor SLA)
- At 14 days, charity staff receive an in-platform reminder if fulfillment has not been logged
- At 28 days, a second reminder is sent and the item is flagged for review
- At 30 days, the donor is automatically notified and offered a refund or redirect

### How fulfillment is confirmed

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Fulfillment is logged by charity staff in the DonorSelect dashboard. A valid fulfillment log must include:

- Staff member name and confirmation timestamp
- Brief fulfillment notes (item description, delivery context)
- Optional: a delivery photo (subject to recipient privacy standards)

For vendor-fulfilled items, fulfillment is logged by the vendor through the vendor portal. The charity receives a notification and may add supplementary notes.

Once fulfillment is logged and confirmed, FoodFund Foundation disburses the designated funds and the donor receives their fulfillment notification.

### What counts as fulfilled

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- The specific item (or an approved substitution) was delivered to the stated recipient or purpose

- Delivery was confirmed by a charity staff member with direct knowledge of the delivery
- For vendor fulfillments, delivery was confirmed by the vendor and not disputed by the charity within 5 business days

What does not count as fulfilled:

- The item was purchased but delivery has not been confirmed
- A functionally similar item was substituted without donor approval
- The funds were used for a related but different purpose

## Escalation and reassignment (vendor-fulfilled items)

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For items fulfilled through the vendor network, the platform enforces a 5-business-day SLA. If a vendor does not confirm fulfillment within this window:

- Day 3: Vendor receives an automated reminder
- Day 5: Escalation triggers — the order is flagged for platform review
- If a vendor misses two SLA windows within 30 days, automatic suspension is initiated pending review
- The platform may reassign a missed vendor order to the next-qualified vendor in the network
- If no qualified vendor is available, the charity is notified to fulfill directly, and the fulfillment window is extended by 10 business days

In all escalation scenarios, the donor is informed of any material delay. Donors are never left without status.

*The fulfillment log is a permanent record. Once submitted and confirmed, it cannot be edited or deleted. If a fulfillment record contains an error, charity staff must contact DonorSelect support to file a correction — corrections are reviewed and, if approved, noted in the record as an amendment.*

## STANDARDS

# Recipient Privacy Policy

The people whose needs appear on DonorSelect needs lists are not marketing subjects. They are individuals — often in vulnerable circumstances — who have entrusted a charity with their story. This policy describes how DonorSelect treats that trust.

*DonorSelect's guiding standard for all recipient content: dignified visibility, not poverty voyeurism.*

*Donors should feel connected to the impact of their gift. Recipients should never feel turned into inventory.*

## What charities may include in a needs item

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- First name of the recipient (or an anonymized identifier such as "a resident" or "a student")
- General age range (toddler, school-age child, adult, senior) — not exact age or birthdate
- A brief, staff-written description of the need and its context
- General location context (e.g., "a family in our shelter program") — not an address, neighborhood, or school name
- For adult recipients with documented written consent: an optional photo that shows the person with dignity and appropriate context

## What charities may not include

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- Full names, surnames, or names combined with other identifying details
- Photos of minors — under any circumstances, with or without consent
- School names, specific addresses, or any information that could be used to locate a recipient
- Medical diagnoses, case histories, or detailed personal circumstances beyond what is necessary to describe the need
- Content that frames a recipient as a symbol of poverty, failure, or helplessness rather than a person with a specific need

## Consent standards

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### Charity responsibility

Charities are responsible for obtaining appropriate consent from recipients (or their legal guardians) before creating an item that references a specific person. By publishing an item, the charity certifies that:

- The recipient or their guardian has been informed that their first name and general circumstances will be shared on a public fundraising platform
- The recipient or their guardian has consented to this use
- Consent documentation is retained by the charity and available for review upon request

### **Anonymous items**

Charities may publish items without referencing a specific recipient — for example, "a resident of our transitional housing program" or "a student enrolled in our after-school program." Anonymous items are fully compliant and encouraged when individual consent is impractical.

## **Platform review and removal**

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DonorSelect reviews all newly published items before they go live during a charity's initial onboarding period. After that, items are published immediately but subject to review.

DonorSelect may remove any item that:

- Includes information that could identify or locate a recipient
- Includes a photo of a minor
- Uses language that is demeaning, exploitative, or inconsistent with dignified representation
- Is reported by a recipient, donor, or third party as a privacy violation

Charities whose items are removed receive a notification with the reason and guidance for resubmission. Repeated violations may result in a compliance review.

## **Donor-facing content**

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DonorSelect does not surface recipient information beyond what the charity has included in the item listing. We do not share recipient details in any marketing, promotional, or third-party context. Fulfillment notifications sent to donors contain only the information the charity has included in the fulfillment log — which is subject to the same privacy standards as the original item.

*If you are a recipient whose information has been published without your consent, or if you would like your information removed from a needs list, please contact us at [\[privacy email\]](#). We will respond within 2 business days and remove any non-compliant content immediately upon confirmation.*

## DONOR RIGHTS

# Substitution & Refund Policy

When you fund a specific item on DonorSelect, you are making a designated gift — not a general donation. This policy exists to protect that designation.

## No silent substitutions

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A charity may not substitute a different item for the one a donor funded without first notifying the donor and obtaining approval. Full stop.

If a funded item cannot be fulfilled as described — because the item is out of stock, the recipient's circumstances have changed, or the need has been met another way — the charity must flag the item within the platform. The donor is notified immediately and presented with three options:

- Approve a specific proposed substitution (the charity must describe the substitute item before requesting approval)
- Redirect the gift to another open item on the same charity's active lists
- Receive a full refund to the original payment method

If the donor does not respond within 14 days, the platform will follow up once more. If there is still no response after 21 days, the gift is redirected to the charity's general designated fund with a final notification to the donor. The charity may use these funds for their stated charitable purpose but not for administrative overhead.

## Refund eligibility

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### Full refund available

- Any time before fulfillment is confirmed — at the donor's request
- If a funded item is not fulfilled within 30 days and the donor requests a refund
- If a charity loses its verification status while the donor's item is unfulfilled
- If a proposed substitution is rejected by the donor and no alternative is acceptable
- If the charity permanently closes or loses 501(c)(3) status

### Refunds are not available

- After fulfillment has been confirmed and the fulfillment notification has been sent
- For a donor-initiated cancellation made after a vendor has already taken physical possession of the item for fulfillment

## The 30-day fulfillment window

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If a funded item has not been fulfilled and confirmed within 30 days, the donor is automatically notified. The notification includes:

- The current status of the item
- The option to request a full refund
- The option to extend and wait for fulfillment
- The option to redirect to another open item

DonorSelect monitors this window automatically. Donors do not need to follow up or track the timeline themselves.

## How refunds are processed

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All refunds are processed through FoodFund Foundation back to the original payment method via Stripe. Refunds are initiated within 2 business days of a confirmed refund request. Stripe's standard processing time (3–7 business days) applies after initiation. DonorSelect does not retain the platform fee on refunded transactions — the full gift amount is returned.

## Charity obligations on refunds

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When a refund is issued for an unfulfilled item, the charity is notified. Charities with a pattern of unfulfilled items are subject to compliance review. Systematic non-fulfillment is grounds for verification suspension.

*To request a refund, log into your DonorSelect account and locate the funded item, or contact donor support at [support email] with your gift reference number. Refund requests are processed within 2 business days.*

## TRANSPARENCY

# Fee Disclosure

Every fee associated with a donation made through DonorSelect is disclosed before you give. There are no hidden charges, no processing fees rolled into the gift amount, and no retroactive deductions from disbursements. This page describes every fee in the system and who pays it.

## Donor-facing fees

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### Platform fee

DonorSelect charges a platform fee on each donation. This fee is disclosed as a separate line item at checkout and is deducted from the donation amount before disbursement to the beneficiary.

- Starter tier charities: 4% of the donation amount
- Growth tier charities: 3% of the donation amount
- Enterprise tier charities: negotiated rate

Example: A \$49 donation to a Starter tier charity carries a \$1.96 platform fee. The beneficiary receives \$47.04 upon confirmed fulfillment.

### Payment processing

Stripe processes all payments. Stripe's standard processing fee applies and is disclosed at checkout. DonorSelect does not mark up payment processing fees.

### No additional donor fees

DonorSelect does not charge donors a subscription fee, account fee, or service fee. The platform fee and payment processing fee are the only charges applied to a donor's gift.

## Charity-facing fees

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### Subscription tiers

- Starter: Free — up to 3 active lists, up to 50 items, 2 staff accounts
- Growth: \$49/month — unlimited lists, unlimited items, 10 staff accounts
- Enterprise: Custom pricing — contact DonorSelect for details

### No setup fee, no contract

There is no setup fee, implementation fee, or minimum commitment on any tier. Charities may cancel or downgrade at any time. Downgrading does not affect access to historical records or donor data.

## Vendor-facing fees

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Vendors who fulfill orders through the DonorSelect network pay a fulfillment fee on completed orders. This fee is not visible to donors and does not affect the disbursement amount to charities. Vendor fees are set at onboarding and disclosed in the Vendor Participation Agreement.

- Standard vendor fulfillment fee: 8–12% of order value (category-dependent)
- Vendor fees are charged on confirmed, completed fulfillments only
- No fee is charged on unfulfilled or escalated orders

## How the platform fee is used

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The platform fee funds DonorSelect's operations: technology infrastructure, charity verification, donor support, vendor performance monitoring, fulfillment SLA enforcement, and the compliance functions administered by FoodFund Foundation.

DonorSelect's long-term goal is to reduce or eliminate the donor-side platform fee as vendor network revenue scales. This is not a promise — it is a stated directional commitment.

## Refunded transactions

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DonorSelect does not retain the platform fee on refunded transactions. If a donation is refunded for any reason, the full gift amount is returned to the donor. DonorSelect absorbs the platform fee on refunds.

*The exact fee amount applied to your specific donation is shown at checkout before you confirm payment. Your receipt from FoodFund Foundation will itemize the gift amount, the platform fee, and the net disbursement amount.*

## FOR DONORS

# What to Expect as a Donor

This page tells you exactly what happens after you fund an item on DonorSelect — what you receive, when you receive it, and what to do if something doesn't go as expected.

## From funding to fulfillment

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### Immediately after payment

- You receive a donation receipt from FoodFund Foundation by email
- The receipt includes your gift amount, the platform fee, the net disbursement amount, and the specific item and charity your gift is designated for
- The item on the charity's public list updates to reflect that it has been funded
- Your gift is held by FoodFund Foundation — it has not yet been released to the charity or vendor

### Within 1–2 business days

- For vendor-fulfilled items, the platform dispatches the order to a vetted vendor
- For charity-direct items, the charity is notified that the item has been funded and fulfillment can begin

### Within the fulfillment window

- Standard window: 30 days from funding date
- Vendor-fulfilled items: typically 5 business days
- You will receive a fulfillment notification when the item is confirmed delivered
- If there is a delay, you will be notified proactively — not after the fact

## The fulfillment notification

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When fulfillment is confirmed, you receive an email notification that includes:

- The item name and the charity that fulfilled it
- The charity staff member's fulfillment notes
- A delivery photo, if one was provided (subject to recipient privacy standards)
- Confirmation that FoodFund Foundation has released your designated funds to the beneficiary

This notification is the close of the loop. Your designated gift has been used for its stated purpose and you have documented confirmation of it.

## If something doesn't go as expected

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### If the item isn't fulfilled within 30 days

You will receive an automatic notification at day 30 with your options: wait for fulfillment, redirect your gift to another open item, or receive a full refund. You choose.

### If the charity proposes a substitution

You will be notified with a description of the proposed substitution before any change is made. You may approve it, redirect your gift, or request a refund. Nothing changes without your consent.

### If you change your mind

You may request a full refund any time before fulfillment is confirmed. Log into your DonorSelect account or contact donor support. Refunds are processed within 2 business days.

### If a charity loses its verification

If the charity associated with your funded item loses its verified status while your item is unfulfilled, you will be notified within 24 hours and offered a full refund automatically.

## Your donor account

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Your DonorSelect account gives you access to:

- All funded items and their current fulfillment status
- Fulfillment notifications and delivery confirmations
- All receipts from FoodFund Foundation
- Refund request history
- The ability to redirect or request a refund on any unfulfilled item

## Tax receipts

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Your donation receipt from FoodFund Foundation constitutes your tax documentation. FoodFund Foundation is a registered 501(c)(3). Your gift is tax-deductible to the extent permitted by law. No goods or services were provided to you in exchange for your contribution.

If you need a replacement receipt for any transaction, it is available in your account at any time.

*Donor support: [support email]*

*For refund requests, include your gift reference number (found on your receipt).*

*For privacy concerns related to recipient information, contact [privacy email].*

*For questions about FoodFund Foundation's tax status or financial practices, contact [foundation email].*