



Fundraising Guide

Focused on Fundraising

www.mannaexpress.net

847-202-8442

ABOUT US

Established in 1989, **The MANNA GROUP SCRIP COMPANY** provides scrip fundraising to the nonprofit community. We have grown to be the second largest and longest running scrip provider in the United States. As the original and #1 Scrip Company serving the Chicagoland area we have become known for our high standard of service.

The Manna Group Scrip Company is partnered with over 300 national and local gift card/gift certificate programs while offering a fundraising program that allows the nonprofit community to fundraise while they shop. No door-to-door sales, no contracts are required! The Manna Group's success comes from staying "Focused on Fundraising", while offering the highest profitability, same day shipping, minimal fees, free online scrip management program, and personal attention to all of our nonprofit organizations.

Our scrip program is designed to benefit the nonprofit sector including, but not limited to, schools (private and public), churches, service clubs, athletic clubs, missions, foundations and to any/all nonprofit organizations seeking fundraising revenue.

Mission Statement

To benefit the nonprofit sector, including, but not limited to, schools (private and public), churches, service clubs, athletic clubs, missions, foundations and any/all nonprofit organizations by providing a program that yields fundraising revenue.

Contact Us

Office Direct: 847-202-8442

Toll-Free: 1-888-272-1842

FAX: 847-202-8451

Email: mail@mannagroup.net

Local Office:

887 Wilmette Ave.

Suite E-1

Palatine, IL 60074

SCRIP FUNDRAISING

SCRIP is a Latin word that means, “Anything used instead of money”. Your members, supporters, neighbors, family and friends purchase gift cards (scrip) at face value for their everyday purchases, gift-giving and shopping, turning everything from groceries, gas, travel, restaurants and online shopping into profit for your group!

Scrip is now offered as gift cards or gift certificates. In the late 1980’s, the term ‘scrip’ evolved into a method of fundraising frequently used by nonprofit organizations, such as schools, churches, athletic groups, etc. Scrip fundraising operates by offering gift cards and gift certificates at a discount. The nonprofit organization then sells the gift cards to their participating families at full face value and the families are able to redeem the cards at full face value in stores, at restaurants or online. The difference between the face value and the discount of the gift card is retained by the organization as a profit.

Potential Profit

One family’s normal spending of \$300 monthly can generate \$15 in profit; ten families can generate \$150 in profit monthly or \$1800 in one year! When you consider the number of families in your organization, what is your potential profit?

Family Purchases for Normal Everyday	Potential Profit		
	Profit Generated 10 Families	Profit Generated 25 Families	Profit Generated 100 Families
Budgeted Items	Potential Profit Generated		
Amount Purchased (per Family)	Monthly Profit/Yearly Profit (5% Average)		
\$300	\$150 mo / \$1800 yr	\$375 mo / \$4500 yr	\$1,500 mo / \$18,000 yr
\$400	\$200 mo / \$2400 yr	\$500 mo / \$6000 yr	\$2000 mo / \$24,000 yr
\$500	\$250 mo / \$3000 yr	\$625 mo / \$7500 yr	\$2500 mo / \$30,000 yr
\$600	\$300 mo / \$3600 yr	\$750 mo / \$9000 yr	\$3000 mo / \$36,000 yr

HOW TO BEGIN

Manna Express requires no signed contract to enroll on our program. All that is necessary to begin is to visit our website at www.mannaexpress.net and click on Enroll. Once this form is submitted, a representative from our office will contact you and help you get started! You will be provided with all the necessary tools to help run your program; order forms, vendor lists, promotional documents, and our free scrip management program are all available to your organization once you've enrolled.

We recommend a committee is formed in order to best handle all the various responsibilities that are necessary when offering the Manna Express program. The size of your orders and your number of participants would determine the size of your committee group.

There are several ways to offer your program to your participating families:

- *Weekly, bi-weekly, or monthly prepaid orders*
- *Inventory/Cash & Carry*
- *Tuition Reimbursement Incentive*

See www.mannaexpress.net for further details.

Payment Accepted

Payment is accepted by Automatic Direct Payment (ACH Debit) for Manna Express orders. If direct payment is not available, payment by check must be received before an order is released. An ACH debit form must be filled out (enclosed) and returned to us in order to authorize a debit from your account. Credit cards are not an acceptable form of payment at this time.

Once we have received the form, it takes approximately 2-3 days to have your account approved. Your account will not be debited until the day after your order has been shipped.



ORDERING & SHIPPING

Manna Express orders are taken Monday through Thursday. We do not ship orders on Fridays; our office is open until noon on Fridays for phone support. Orders can be placed from 8:30 a.m. to 1:00 p.m. via www.mannaorders.net, phone (1-888-272-1952) or fax (1-847-202-8451).

Orders received by 1:00 p.m. CST will be shipped **same day**. Those received after 1:00 p.m. CST will be shipped the next business day.

Manna Express does not have a minimum amount required per order; however, in order to optimize the most profit for your organization, we recommend a minimum order of \$1,000.00.

Organization Deliveries

Shipping Method	Order Amount & Fees	
FedEx Ground	Orders \$1 to \$2,499	\$5.00 Fee
FedEx Ground	Orders over \$2,500	FREE Ground Shipping
FedEx Overnight (by 3PM)	Orders \$1 to \$4,999	\$10.00 Fee
FedEx Overnight (by 3PM)	Orders \$5,000 to \$7,499	\$5.00 Fee
FedEx Overnight (by 3PM)	Orders over \$7,500	FREE Overnight Shipping

Home Deliveries (signed waiver required)*

Shipping Method	Order Amount & Fees	
FedEx Ground	Orders \$1 to \$2,499	\$8.00 Fee
FedEx Ground	Orders over \$2,500	\$3.00 Fee
FedEx Overnight (by 3PM)	Orders \$1 to \$4,999	\$13.00 Fee
FedEx Overnight (by 3PM)	Orders \$5,000 to \$7,499	\$8.00 Fee
FedEx Overnight (by 3PM)	Orders over \$7,500	\$3.00 Fee

**Waiver is required from all organizations that request home deliveries. This waiver releases The Manna Group of any responsibility for lost or stolen orders.*

***If priority shipment is requested an additional fee would apply.*

Once your order has been signed for by your organization, Manna Express is not responsible for lost or stolen certificates.

MannaORDERS

Manna Express' **FREE** online scrip management program is available to all participating nonprofit organizations. MannaOrders allows coordinators and participants to place orders 24 hours a day, 7 days a week. Mannaorders.net provides all necessary reporting to manage your scrip fundraising program.

MannaPAY

This feature allows the participants who use MannaOrders to submit their payment direct from their bank account via ACH (Automatic Clearing House). This not only eliminates a hassle, but also reduces the time spent to send a check to the organization, therefore lessening the workload of the group's coordinator.

MannaESCRIP

MannaEscrip is our newest enhancement to Manna Express' online ordering platform. It provides the capability to purchase electronic gift cards (eGift cards) and receive them via email instantly.

Place your MannaEscrip order 24/7 and receive your eGift card, instantly via email, redeemable in stores and online.

MannaAPP

Start new or add the MannaAPP as a compliment to your existing scrip fundraising program. The coordinator is responsible to sign up, create an account for the organization and invite users within minutes. Receive monthly profits along with a detailed report of participant purchases.

There are over 80 participating retailers, with more to come! The MannaAPP is 100% **FREE** of charge to organizations and participating families.



AT A GLANCE

- 300+ Gift Cards / Certificates
- FedEx Delivery: Ground (\$5.00) or Overnight (\$10.00)
- FREE ground shipping if your order exceeds \$2,500 or FREE overnight shipping if your order exceeds \$7,500.
- ACH Payment
- Orders received by 1 p.m. CST are shipped the **same day**
- Highest available discount offerings
- Special orders accepted
- Flyers and promotional materials provided.
- Known for our excellent customer service.
- **MannaOrders** is a FREE Scrip Management Program. MannaOrders provides online ordering, participant ordering, and all necessary reporting to manage your program, as well as your participants' profitability and reimbursements.
- **MannaPay** allows ACH online payment for Participants at no additional cost.
- **MannaAPP** offers real-time gift card shopping from your mobile device. It's a hands-free fundraising option that can be added to your Scrip Program as a convenience or enhancement.
- **MannaEScrip** allows customers to receive eGiftCards instantly via email.

Our Merchants

We serve and represent our nonprofit groups by purchasing large volumes of scrip from our affiliated merchants at the highest available discount. Merchants who participate in scrip fundraising have contributed millions of dollars to the nonprofit community. For more information regarding our Merchants Listing, please visit our website at www.mannaexpress.net.

Be sure to check back with us often; we are always working to add new and exciting merchant options for our Manna participants!

WHAT'S NEW?

Our scrip program is constantly changing with the addition of new merchants, addition of new denominations, revising discounts, announcing changes in gift card availability, etc. We highly recommend visiting the 'What's New' section of the website often to ensure you are up to date with any news we have to share.

'What's New' information is also sent via email to the coordinator's email address on file with Manna Express.

ENROLL

Manna Express offers fundraising assistance for nonprofit groups throughout the continental U.S.; our years of experience ensures that we have the capability to assist you in helping to find the right program for your organization's needs.

Visit us online to complete and submit the Enrollment Form. A Manna Express representative will contact you to begin your group's scrip fundraising program.

Manna Express requires no signed contracts, fees or minimum orders to participate in our scrip program.

Any questions before enrolling, please feel to contact us!



The Automatic Debit Payment Option is available as a convenience to all participating Manna Group organizations. Streamline your program by authorizing The Manna Group to receive your payment directly from your financial institution.

If you are already using the Automatic Debit Payment option and no banking changes have occurred, there is no need to update this information.

ACH Authorization

Automatic Debit Payment Option

Customer Name:

Contact Name:

Phone Number:

Bank Name:

Bank Phone:

Account Type: Checking or Savings

Bank Location (City & State):

Account Routing Number:

Account Number:

I hereby authorize The Manna Group to debit/credit entries to our bank account indicated above at the depository named above, to debit/credit same such account. This authorization is to remain in full force and effect until The Manna Group has received written notification from me.

[] _____
Authorized Account Holder (Please Print)

[] _____
Title

[] _____
Signature

[] _____
Date

Mail or Fax to:
The Manna Group
887 Wilmette Ave, Ste E1
Palatine, IL 60074
Fax: 847-202-8451



Gift Card Return Form

Before returning products to The Manna Group, please use this checklist:

- Called issuing company via telephone or Internet to check card value
- Checked www.mannagroup.net for Notice regarding this product
- Product has been in customer inventory for less than six months

School/Account Name _____

Contact Person _____

Daytime Phone Number _____

Date of Return _____

Invoice # of original purchase _____

Cards or certificates being returned _____
(List each Vendor separately, use back of form if needed)

Serial number of cards or certificates _____

Reason for return

- Ordered in error
- Received wrong product
- Gift cards are invalid, zero balance
- Cannot sell
- Other, explain _____

Action requested

- Credit to account
- Replacement of card
- Other, explain _____



The Manna Group – Delivery Policy

Authorization Agreement for Delivery by Federal Express

Federal Express no longer requests a signature as proof of delivery and will simply drop-off all deliveries to private homes. Due to the nature of our product, The Manna Group cannot be responsible for products delivered to private homes. These terms and conditions are the same terms under which The Manna Group has been doing business with you in the past and will continue to govern our relationship with you in the future. The Manna Group values our continuing relationship and appreciates your ongoing support.

To help provide better and improved services to our customers, The Manna Group is implementing a new delivery policy. In the event that no member of the purchasing organization can receive the Federal Express delivery at a business location, this waiver must be signed and provided to The Manna Group. This waiver must be signed by an official of the purchasing organization, as identified in the organization's tax exempt paperwork. This waiver releases The Manna Group from all responsibilities for the value of the product documented as provided to Federal Express for delivery to the purchasing organization at a private home address.

The fee for Home Delivery is an additional \$3.00. Deliveries are made Tuesday thru Saturday.

Signature

Organization Name

Official Title

Date

FAQs

✓ **What is Scrip, and how does it work?**

Your organization collects orders for gift cards, also called “scrip”, from participating families who pay face value for the gift cards. Discounts for various gift cards range from 1.5% to 30%. *Your organization keeps the difference as instant profit!*

✓ **Who can participate?**

Registered Nonprofit organizations (5013c) such as schools (private and public), churches, civic organizations, synagogues, PTO/PTA boards, mission groups, athletic teams and clubs, booster clubs, dance and cheer teams, choral groups, foundations including all nonprofit organizations seeking fundraising opportunities are welcome to participate.

✓ **How do I enroll?**

Select the Enroll page located on our website to enroll today. Once enrolled, a Manna Express representative will contact you to assist you further in the enrollment process as well as answer any questions you may have. Upon enrollment, we will also provide you with marketing materials to begin your fundraising.

✓ **How long after I enroll am I able to place an order?**

Once enrolled and verified as a nonprofit organization, an order may be placed immediately. However, the banking information (ACH) must be approved for the release of your order. The ACH form can be found online, under the Forms tab. If paying by check, your order will not be released until the payment is received. See page 4 in this packet for more information regarding payment options.

✓ **Are there any fees or contracts involved in enrolling?**

No, Manna Express requires no set up fees or contracts to participate in our scrip program.

✓ **How are orders shipped?**

Manna Express offers delivery via FedEx, overnight or ground, to a participating business or organization. We also service specific areas around Chicagoland where delivery is made by our own, fully insured drivers. Please check with the office concerning Manna Express delivery.

Manna Express charges a minimal shipping fee of 5\$ for FedEx ground or \$10 for FedEx overnight delivery. Based on volume, we also offer FREE SHIPPING. See the information regarding Ordering and Shipping on page 5 for more information.

✓ **Do you provide home delivery?**

Yes, however, we do require a *Home Delivery Waiver* be on file for your organization before we ship any orders to a home location. The waiver is mandatory as FedEx does not require a signature for home deliveries. Submitting this form waives all responsibility from Manna Express in case the order is lost in the shipping process.

There is an additional fee of \$3.00 for all home deliveries.

✓ **Do gift cards have an activation fee applied?**

No, gift cards have no activation fees applied. The Visa Prepaid Rewards card also requires no activation fee.

✓ **Do gift cards need to be activated upon delivery?**

No, all our gift cards and prepaid gift cards are sold active. No activation is required from coordinators and/or participating families.

✓ **What happens if a gift card is unavailable at the time of ordering?**

In the event that we are out of stock of a specific gift card, we will backorder this item and ship when your next order is placed. If another order is not placed with us within 2 weeks, we will mail or ship to the address on file for your organization. Depending on the size of and/or need of the backordered item, special arrangements may be made for shipping. We do not charge shipping on backorders.

✓ **Do you accept return of gift cards?**

Yes, we do require a **Gift Card Return Form** must be completed and returned to our office in the event that a return must be made. For information regarding this form, please see page 10 of this packet. Please be sure to mark your return with your organization's name and give to our driver (if applicable) or return to us by mail.

Mail direct to our office at *887 Wilmette Ave., Suite E-1, Palatine, IL, 60074 ATTN: Returns*. If mailing over \$100, we recommend you send via insured USPS. We cannot be responsible for lost gift cards sent through the mail. All returns will be verified including the history of use. We cannot accept returns on damaged, defaced, or used gift cards.

✓ **Can additions be made to a submitted Manna order?**

Once your order has been submitted, we cannot make additions to the order. We can begin a new order and ship the same day. Every attempt will be made to ensure all your orders are fulfilled and shipped in a timely manner.

✓ **Do you replace lost or stolen gift cards?**

We will do our best to help you when gift cards are lost or stolen. It is dependent on the policy of the individual merchants whether or not a card may be replaced in the event that it is lost or stolen. Lost or stolen cards may not be replaced without the proper serial number.

✓ **How long does it take to receive an order?**

Manna Express offers **SAME DAY** shipping. If your order is received by 1:00PM CST, it will be fulfilled and shipped the same day!

✓ **Do you offer a scrip management program?**

Yes, Mannaorders.net is available to assist in managing your organization's scrip fundraising program. This online tool is offered FREE of charge to all participating Manna Express customers.

✓ **Is there a minimum order required?**

In order to optimize the most profit for your organization, we recommend a minimum order of \$1,000.00.

✓ **Do you accept special orders?**

We cannot carry every denomination offered by a vendor, but we can special order certain denominations that we do not carry. If you would like to place a special order, first check with the office that it is available to us to purchase. Please allow 2 weeks for the delivery to be made. Special orders are not invoiced until the week it is delivered. *We require a \$500.00 minimum order on each special order placed.*

✓ **How often should an order be placed?**

There is no requirement of how often a group should order. Weekly, bi-weekly, monthly, even once a year, it is a matter of choice for each nonprofit organization. The more successful programs run weekly or bi-weekly year round to achieve the optimal profit for their organization.

✓ **What form of payment is accepted?**

Our preferred method of payment is ACH debit. Automated Clearing House (ACH) is a safe, secure global electronic network for financial transactions. An ACH form must be completed and approved before an order can be placed. Approval takes approximately 2 days from the time the form has been submitted to the Manna Group. Upon received approval, the coordinator on file will be contacted.

Checks are also an acceptable form of payment; orders will not be released until the check has been received.

Credit cards are NOT accepted at this time.

✓ **What type of gift cards/gift certificates does Manna offer?**

The 300+ gift cards and certificates that are offered through Manna Express are the same gift cards found and purchased from local and national retailers. We offer local and national groceries, gas stations, retail, restaurants, travel, online retailers, hospitality, and more!

✓ **Do gift cards expire?**

No, however, on occasion there may be a non usage fee applied. This is typically due to a specific amount of time being surpassed without usage. Please see the Vendor Guidelines portion of our website for further details.

Manna Express does offer a Visa Prepaid Rewards card that is only valid for 6 months from the date of purchase. Please see the Vendor Guidelines page for details.

✓ **How do I check the balance of my gift card?**

If you would like to inquire of the balance remaining on your gift card, please see the back of the scrip. The number listed on the back of the card will provide you the option to confirm the remaining balance. Keep in mind, some scrip do require you to have access to the PIN number found on the back of the card in addition to the card number. Once an attempt with the vendor's customer service line has been made, you should feel free to contact The Manna Group with addition questions.