

# NONPROFIT SERVICES

Stericycle Communication Solutions has over 30 years of experience supporting donor transactions and relationships for leading nonprofit organizations. Our call centres help your fundraising and direct response programs achieve their goals. We enhance campaign performance, streamline processes, create efficiencies, and forge valuable connections with your supporters.

Stericycle's agents act as an extension of your brand to provide a seamless donor experience. We understand the importance of achieving a low cost per acquisition, therefore we always aim for conversion during the first call.

## FEATURES

- **24/7 agent availability:** Our agents are ready to handle your calls any time, day or night.
- **Secure credit card processing:** We can process orders directly using your web-based system or through a customized form.
- **Scalable:** We can adjust to fluctuating call volumes, and are ready to handle a high volume of calls in response to specific campaigns.
- **Multilingual capability:** Our agents are based in North America and can answer calls in French and Spanish.
- **Experienced agents:** Our trained agents are specialized in donation response and call conversion, and aim for a conversion during the first call while providing a pleasant gifting experience for your donors.



## USES

-  Lottery management
-  Loyalty and retention programs
-  Direct response programs
-  Sponsor and donor acquisition
-  Gift catalogue and order taking
-  After-house customer service support
-  Disaster appeals and event fundraising

## BENEFITS

- **24/7 Availability:** Partnering with Stericycle allows you to extend your hours to serve your customers any time, day or night.
- **Manage Fluctuating Call Volumes:** It is difficult to anticipate when you will be receiving an influx of calls. Managing a surge of incoming calls can be extremely difficult due to resource and time restraints. Our live agents, allow you to manage fluctuation without hiring additional resources.
- **We've Got You Covered:** We can handle calls on a full-time, after hours, or ad hoc basis. In the event that your business experiences a service outage, we are prepared and ready to handle calls so that your customers will not experience an interruption in service.



To learn more about non-profit services, visit [stericyclecommunications.ca](http://stericyclecommunications.ca) or call Stericycle Communications Solutions at 1.800.218.5855.