



Charity fundraising services

WOODS  VALldata



We're passionate about



Growing together

Response handling, direct debits
& fulfilment

Prize-led fundraising

People & partnerships



We offer UK charities the full spectrum of outsourced fundraising services – with our own people, processes and technical capabilities in house so you know the service you get is the best it can be.

Our partnership approach gives you on-going support, expert guidance and strategic advice to help drive efficiencies and growth in your cross-channel fundraising programmes.



At Woods Valldata we're here for **you**, there for your **supporters**.

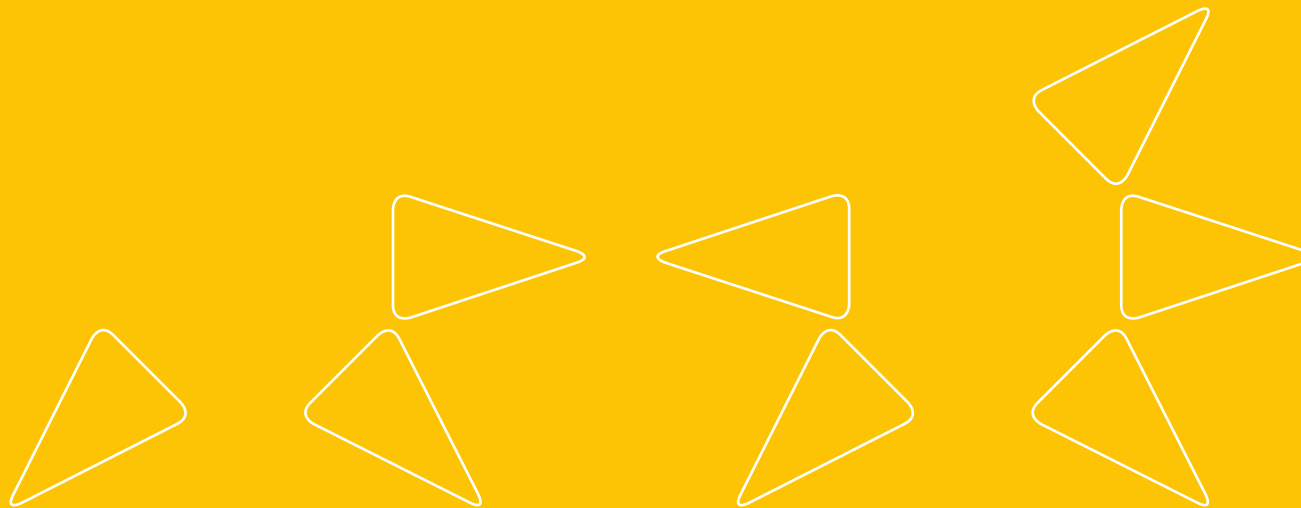
Whether we're:

- ▶ injecting creativity, innovation and developing a programme;
- ▶ printing and mailing highly responsive raffle packs;
- ▶ managing and enhancing your response handling, payment processing and thanking;

- ▶ designing and producing user-friendly prize-led websites;
- ▶ taking the pressure off with accurate and timely direct debit management and processing;
- ▶ or fulfilling the most complex mass participation packs for events, sponsorship and membership;

...the knowledge, insight and experience we're eager to share elevates your ability to do more.

The outcome is supporters who feel more valued, with higher levels of engagement and loyalty leading to increased income, greater ROI and ultimately programme growth.





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Service is central to our charity response handling and fulfilment offer at Woods Valldata. As an extension of your team we work tirelessly to ensure that your supporters feel valued and you achieve maximum impact from your fundraising.

As a Level 1 PCI DSS accredited supplier, you can be assured that the underlying technology, data integrity and security of our charity response handling, payment processing and fulfilment services are rock-solid. That's why Woods Valldata is trusted implicitly by some of the UK's biggest and most progressive charities.



Migrating your response handling and fulfilment to a third party is a big step for any charity to take. When you team up with Woods Valldata you can be sure your supporters are in safe hands.

Fast, accurate and secure delivering the best supporter experience.

Response Handling

- ▶ Stay in the know on your campaign's performance with accurate up-to-date reporting.
- ▶ Processes are set up quickly and efficiently so when you're ready to go, we are too.
- ▶ Your responses are scanned digitally and indexed removing the need for paper-based storage.
- ▶ Data is captured and donations are banked and thanked securely, accurately and efficiently so your campaign data is up to date and your supporters are acknowledged quickly.
- ▶ Supporter Services interact with your supporters in a way which positively reflects your charity.

Direct Debits

- ▶ Your direct debits are managed professionally and accurately. As an approved Bacs bureau we keep up to date with the latest requirements and technologies.
- ▶ Our service is fully compliant to Bacs requirements, the DPA and GDPR and your customer service protocol.
- ▶ We provide a full direct debit service including modulus checking for verification, fulfilment of ANLs and welcome packs, reject processes, tailored and personalised customer service letters, re-attempts of failed payments and banking direct to your account.

Fulfilment

- ▶ Your mass participation, events, sponsorship, membership or other packs are sent your to supporters quickly and cost-effectively.
- ▶ Our operations are scalable meaning your supporters are never waiting long.
- ▶ Your response pieces can be designed with sophisticated levels of personalisation to surprise and delight supporters.

Find out more about migrating your response handling and fulfilment



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A solid red triangle pointing right, positioned to the left of the 'Prize-led fundraising' text.

Prize-led fundraising

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A decorative pattern of white-outlined triangles pointing right, arranged in three columns. The top row has three triangles, the middle row has two, and the bottom row has one.

Weekly Lottery and Charity Raffles are a great way to engage with your existing supporters in a different way and acquire a more varied demographic to support your charity!

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Whether you already have an established programme in place, or are looking to explore prize-led as a new income stream, Woods Valldata has the experience and expertise you need to achieve your ambitions.

Adding prize-led to your fundraising mix improves supporter diversification, expands your messaging capability and increases income so you can deliver more services

Winning ways from Woods Valldata.

Charity Raffle

With Woods Valldata you get continuous raffle growth with a genuine partnership approach. We offer the right combination of people, experience, expertise and guidance, so you get more from every stage of your raffle journey with us – from start to finish.

Let's grow your raffle together:

- ▶ **Strategic programme planning** with a dedicated Account Director and access to our data strategy and insight team.
- ▶ **Creative studio** including pack refreshers or complete creative review. We know what works and creates door-mat stand-out.
- ▶ **Print and production** getting your quality raffle mailing out to your supporters when you want it.
- ▶ **User-friendly online player sites** to access a wider variety of players across multiple channels.
- ▶ **Response handling** to make sure your supporters continue to get the best possible experience from your charity.
- ▶ **Regular reporting and campaign analysis** so you're in the know and in control.
- ▶ **Draw management** with a tried and tested compliant procedure to ensure your raffle draw is fair to all entrants.

Find out more about how to get the most out of your raffle



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Weekly Lottery

One size never fits all. That's why our suite of weekly lottery products is perfectly matched to the diverse needs and ambitions of today's charities and causes.

Compliant yet innovative, we share our insights to keep your programme fresh and responsive and with an in-house data strategy and insight team available, we ensure you get the maximum return on your investment as you realise your prize-led ambitions.

Find out more
about why weekly
lottery could be
right for you



Whatever your lottery ambition, we have the right lottery for you!

Woods Valldata is an established External Lottery Manager with over 45 years' experience in the sector and, with everything you need for growth under one roof taking the hassle out of running weekly lottery or raffle programmes.



SHARING THE LOTTERY LOVE

Reap the rewards at minimal cost with Affinity. No worries. No hassle. An online weekly pooled lottery that starts making you money from the very first draw plus a prize fund with a massive £25,000 top prize **at no cost or risk to you.**



SIMPLE. EASY. YOURS.

Say hello to your ready-to-go weekly lottery – owned by you, managed by us. Engage new supporter segments with customisable sign-up pages, and a prize fund designed by you with a **£20,000 top prize!** Attractive and quick to roll out, you'll be benefitting within weeks.



together we'll raise the game

Designed to meet your ambition so you can **think big and achieve more.** Advantage is online ready, customisable and adaptable. Our experts support you every step of the way to exponentially grow your lottery so it reaches its full potential.





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Whatever you're looking to achieve with your fundraising, with Woods Valldata you're in safe hands.

Your friendly account management team work closely with you, alongside our internal strategic and operational teams, to grow and continually improve your programmes. This partnership approach helps you achieve your fundraising ambitions, delivering more for your charity.

We do great things together, read our case studies to see how



We do great things, together.

The right mix of automated processes and human intervention across our print, production, prize-led, response handling, payment processing and fulfilment services increases accuracy, saving time and money. Getting it right not only keeps data safe, it makes life easier and provides the best experience for your supporters.

We process more than £100million income per annum for our charity partners and manage 800,000 supporter direct debits. Automation helps us sort 9,000 forms

per hour and scan 90,000 items a day. It means we can automatically capture and validate data and manage complex triggered communication schemes, printing and sending 4 million supporter letters every year. Plus, we help over 50,000 charity supporters through our dedicated Supporter Services team.

Woods Valldata have been an External Lottery Manager (ELM) since 2005. Our significant experience means we have a full suite of tried and tested ELM policies and

procedures and work proactively with our charity partners to make sure you're up to speed and compliant with the Gambling Commission's Licence Conditions and Code of Practice (LCCP) and Remote Technical Standards (RTS) documents.

We have achieved the highest levels of compliance and quality assurance and are proud to showcase our certifications and compliance standards.



**GAMBLING
COMMISSION**

**PCI DSS
Level 1** ✓
SERVICE PROVIDER



See our high
levels of
compliance &
quality assurance





WOODS  **VALLDATA**

Contact us now...



to talk through how we
can help you achieve your
fundraising ambitions.

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