

Commonly asked questions for everydayhero® customers making the move to Blackbaud Peer-to-Peer Fundraising™, powered by JustGiving®

What are the benefits of moving to Blackbaud Peer-to-Peer Fundraising?

- Blackbaud Peer-to-Peer Fundraising, powered by JustGiving is completely free of any subscription fees
- Enjoy creating unlimited branded peer-to-peer fundraising campaigns and appeals
- Access to premium branding, which enables your brand to stay front and centre across campaign and fundraising pages as well as confirmation email and donation receipts
- Mobile responsive donor and fundraiser experience throughout
- Robust, scalable, highly secure donation checkout, with market-leading payment acceptance rates
- Extensive donor payment options available, with credit card, PayPal, Google Pay and Apple Pay
- Donors have the option to contribute more to cover processing fees
- Flexible report builder, allowing you to configure reports by choosing available fields and filters
- Individual & team fundraising, with social media integrations, live streaming, and Strava fitness tracking integration
- Soon to be released eTapestry and Raiser's Edge NXT integrations

What does "End-of-Support" for everydayhero® mean?

Since the acquisition of JustGiving in 2017, Blackbaud has been working towards creating a single consumer-based, peer-to-peer fundraising platform to serve our international markets. The everydayhero® platform will therefore be retired with Blackbaud Peer-to-Peer Fundraising™, powered by JustGiving® becoming the single solution in Australia and New Zealand from 30th November 2020. You will not be able to process on everydayhero® after November 30th.

Blackbaud works hard to deliver the latest, most innovative functionality to the social good community. Our team regularly evaluates our solutions to ensure our development efforts are aligned with our vision to power an Ecosystem of Good™ that builds a better world. This means we sometimes retire features or products as well as bring new ones to market.

What is the targeted timeline for EOS?

30th November 2020 will be the last day a donation is processed on the everydayhero® platform. Customers will have access to reports, including those for their last disbursement, up until late December.

Will there be any difference in how Blackbaud serves the peer-to-peer fundraising market after everydayhero® EOS?

We will not be conducting a customer migration from everydayhero® to Blackbaud Peer-to-Peer Fundraising™, powered by JustGiving®. However, it is important that we continue to support our customers in Australia with a P2P solution. Therefore, Blackbaud Peer-to-Peer Fundraising™, powered by JustGiving® will be available as an off-the-shelf solution for single charity events and DIY fundraising where there is a need for a simple, easy to create, low-cost solution that does not require participant registration. We invite you to sign up [here](#).



Will you continue to support our use of your solutions to fundraise through to EOS?

Yes, we will continue to support you in using everydayhero® to deliver their peer-to-peer fundraising programs through to EOS.

Will there be a migration program for us if we are moving from everydayhero® to Blackbaud Peer-to-Peer Fundraising™, powered by JustGiving®?

We will not be conducting a migration from everydayhero® to Blackbaud Peer-to-Peer Fundraising™, powered by JustGiving®. We will, however, be providing direction and guidance for you should you wish to use this platform. We would also be happy to discuss your needs and direct you to other market offerings should Blackbaud Peer-to-Peer Fundraising™, powered by JustGiving® not be a fit for your program.

What happens to our subscription payments for everydayhero® if we have paid for a period that runs past EOS?

We will be issuing a pro-rata refund to you for any subscription payments made for periods that run past EOS.

Are you still onboarding new customers to everydayhero®?

As we continue to service multi-charity events through to EOS, we will onboard new customers to everydayhero® only to facilitate participation in events scheduled to be completed prior to EOS. If you wish to onboard for any purposes outside of scheduled multi-charity events, please sign up to Blackbaud Peer-to-Peer Fundraising™, powered by JustGiving® [here](#).

Where can I get more information on Blackbaud Peer-to-Peer Fundraising™, powered by JustGiving®?

Please visit our information page [here](#).

How do I sign up for Blackbaud Peer-to-Peer Fundraising™, powered by JustGiving®?

You can sign up to Blackbaud Peer-to-Peer Fundraising, powered by JustGiving [here](#).

Will you be offering services solutions for Blackbaud Peer-to-Peer Fundraising™, powered by JustGiving®?

We are planning to be offering predefined services solutions for Blackbaud Peer-to-Peer Fundraising™, powered by JustGiving® customers from the time of launch.

What is the latest I can run a fundraising event on everydayhero®?

30th November 2020 will be the last day a donation is processed on the everydayhero® platform. In line with this, any fundraising activity on everydayhero® will finish at this time and all campaigns will be closed.

What are the next steps for switching off my campaigns or services?

Please reach out to your Account Manager or our support team on 1300 798 768 or help@everydayhero.com.au and we'd be happy to help you with this.



We use everydayhero[®] to provide a direct donations solution from our website. Do you have an alternative?

Blackbaud Peer-to-Peer Fundraising[™], powered by JustGiving[®] is a subscription-free solution that can provide an easy-to-use donation facility and we encourage you to sign up [here](#). If you use a Blackbaud CRM solution such as eTapestry, Raiser's Edge, or Raiser's Edge NXT, you can also use these tools for your donation form. Alternatively, if you are a small charity and would like to use eTapestry as a low-cost CRM solution with a donation form, we have a very special offer for everydayhero customers.

What will happen to fundraising pages that are still live at 30th November, 2020?

All open campaigns and all open fundraising pages will be closed on 30th November, 2020.

Will I still be able to get my data out of everydayhero[®]?

Yes, you can continue to access reporting and data as per usual up until EOS. Access to your Heroix[™] account will be available until 18th December, 2020.

Our organisation uses everydayhero[®] APIs to access data – when will this be available to?

Read access to reporting APIs will remain available until 18th December, 2020.

When will the last disbursement occur for funds we've raised on everydayhero[®]?

After final donations are processed on 30th November 2020, the last payments period will end on 8th December, 2020, with disbursements finalised and statements available on 11th December, 2020.

What is the last date that we or donors can request a refund?

Donations processed within the final payments period ending 11th December, 2020 can be refunded from everydayhero[®] to the donor up until 11th December, 2020. After the final disbursement, all funds will have been settled to your organisation and any later refunds will need to be issued from your organisation.

Is there a subscription cost for Blackbaud Peer-to-Peer Fundraising[™], powered by JustGiving[®]?

Blackbaud Peer-to-Peer Fundraising[™], powered by JustGiving[®] will be a subscription-free solution for Australian customers.

What if I don't want to use Blackbaud Peer-to-Peer Fundraising[™], powered by JustGiving[®]?

Should you not wish to use Blackbaud Peer-to-Peer Fundraising[™], powered by JustGiving[®], we would be happy to provide a recommendation for an alternative online fundraising partner.

