

# The NGO Experience Playbook

A Step-by-Step Guide to Improve Donor Outreach and Collection

## Who Is This For?

This guide is for all NGOs - big or small, urban or rural, new or experienced - who collect donations for any cause and want to improve how donors feel during the outreach and giving process.

## 1. Build Your Outreach Foundation

- Clearly define your cause and its real-world impact
- Maintain an updated database of past and potential donors
- Ensure your donation process is 100% legal, transparent, and 80G certified
- Set up a simple, mobile-first donation page with FAQs and a thank-you message

## 2. Use the Right Tools (Digital-first)

Payment & Recurring Donation Setup:

- Razorpay Payment Pages
- Instamojo Smart Links
- Impact Guru
- GiveIndia
- Paytm for Business

Donor Engagement & Automation:

- Mailchimp
- WhatsApp Business API
- Sender.net

Tax Certificate Automation:

- ClearTax NGO Solutions
- RazorpayX Payout Links
- Canva + Google Docs

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### Database & Tracking:

- Google Sheets
- Zoho CRM for NGOs
- Airtable

### 3. Master Donor Communication

- Keep your tone respectful, conversational, and human
- Listen before you narrate - people want to be heard
- Avoid guilt-driven sob stories; focus on possibility and purpose
- Always give the donor time to respond - don't monologue
- Follow up with gratitude, not desperation

### Basic Communication Framework

Step 1: Greet and Introduce (keep it short)

Step 2: Ask for permission - 'Is now a good time?'

Step 3: State your cause with clarity, not emotional overload

Step 4: Allow a pause and ask, 'Would you like to support us?'

Step 5: Confirm donation mode and share follow-up details

Step 6: Thank personally and send tax exemption receipt

### 4. Offer a Smooth, Feel-Good Donation Experience

- Allow AutoPay or recurring donations
- Send monthly or quarterly impact updates
- Thank your donors with personal messages
- Offer downloadable 80G certificates within 3-5 days
- Keep your WhatsApp/email updates short, visual, and positive

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## 5. Ensure Donation Tax Exemption Process Is Seamless

- Register under 80G of the Income Tax Act
- Mention 80G benefits on all donation pages
- Send receipts with PAN and NGO registration details
- Partner with CA or legal advisor if you're unsure
- Maintain a digital record of all receipts issued

## 6. Build Trust and Visibility (Branding 101)

- Use real images from the field, not stock photos
- Share impact stories on social media regularly
- Keep your website updated and easy to navigate
- Don't overpromise - showcase your honest progress
- Allow donors to contact you easily

## 7. Final Thoughts & Next Step

Improving donor experience is not about fancy tools.

It's about treating your donor like a partner, not an ATM.

If you want help setting up:

- Donor communication systems
- AutoPay & collection tools
- 80G workflows
- Professional branding and outreach

-> Reach out to me directly for structured consulting and a done-with-you model to revamp your NGO's donor experience.

Together, we can make giving feel good again.