



# Food Bank

## MISSION SNAPSHOT

This Paya client is a food bank, dedicated to providing access to nutritious food and other resources for its growing community and for neighbors who need assistance. They strive to alleviate hunger for children, seniors, and all members of society with dignity and compassion.

CASE STUDY

## THE TRANSITION FROM PAYPAL

As a PayPal customer, the food bank was looking for a better way to engage donors, and it needed a system designed to address the unique needs of a charitable organization that relies on donor support.

Their transition to Paya was very easy. Paya supplied all the required technology, training, coaching, and resources needed to quickly begin taking donations. The Paya solution provided efficient and effective reporting, automated tax receipts, the ability to allocate donations, and provided access to donated funds more quickly and with ease. An engaging donation page also promotes recurring donations.

## ONBOARDING AND LONG-TERM SUPPORT

Onboarding was quick and easy. Paya provided the code to easily add the donation form to their website, along with personnel training. Paya's customer support team provides live support and promptly replies to questions. Web-based guides and resources are also available.

## FUNDRAISING SUCCESS WITH PAYA

Paya's Electronic Giving Solution (EGS) is one of the most cost effective and user-friendly systems available in the non-profit space. Significant impact typically includes:

- Increased recurring donors
- Increased donor retention
- Increased donations
- Increased donor engagement

### The Results

Increase in fundraising

Increase in donors

100% donor satisfaction



Paya (NASDAQ: PAYA) is a leading provider of integrated payment and frictionless commerce solutions that help customers accept and make payments, expedite receipt of money, and increase operating efficiencies. The company processes over \$40 billion of annual payment volume across credit/debit card, ACH, and check, making it a top provider of payment processing in the US. Paya serves more than 100,000 customers through over 2,000 key distribution partners focused on targeted, high growth verticals such as healthcare, education, non-profit, government, utilities, and other B2B goods and services. The business has built its foundation on offering robust integrations into front-end CRM and back-end accounting systems to enhance customer experience and workflow. Paya is headquartered in Atlanta, GA, with offices in Reston, VA, Fort Walton Beach, FL, Dayton, OH, Miamisburg, OH, Mt. Vernon, OH, Dallas, TX and Tempe, AZ.