Online Giving Process: August 2016

For the purposes of this project we are concentrating on financial donors and not food donors.

Most people who chose to make an online donation to Second Harvest, start by either clicking through one of the donate buttons on our homepage (which I've highlighted below), or by clicking on a request for donations via one of our e-communications.

Homepage: http://www.secondharvest.ca/



Clicking on the donate button re-directs you to a landing page here, http://www.secondharvest.ca/donate, where you choose the type of donation you are making. For the most part, individuals are making a one-time gift, making a tribute gift, or signing up to become a monthly donor.





Once a visitor has selected the type of donation they would like to make, they land on the donation page below. Here they enter their personal & credit card payment information (which are processed through a third party payment gateway) and hopefully indicate what prompted them to make their gift to second harvest (direct mailing, e-communication, social media, etc). Donors then are re-directed to a page which asks them to confirm the details of their donation and once their payment is submitted, they automatically receive a tax receipt via email.

https://secure.e2rm.com/registrant/donate.aspx?eventid=150647&langpref=en-CA&Referrer=http%3a%2f%2fwww.secondharvest.ca%2fdonate

