Q&A

**Q: Is the system free to the charity?**

A: The system is completely free to the non-profit organizations. The only thing which non-profit organizations need to do is to get the online raffle license from LGCA. We wish our platform can reduce usage restrictions. It is our goal to form a gathering place and carry out centralized publicity, helping non-profit organizations benefit our society efficiently.

**Q: Where is the profit comes?**

A: Our company have 2 profit sources. Firstly, our platform will get commission from our prize provider, like the dealers get commission from the vendor. Secondly is from the advertisement income. Profits of our company will be used to maintain and development of our platform, which can help non-profit organizations more efficiently.

**Q:** **Who is purchasing the prize and who is providing the prize? Is the prize providers responsible for the prize to the raffle winner?**

A: Our platform will decide the first-round prizes by customer votes. After that, we will discuss with prize providers for details. And then, non-profit organizations will purchase the prize from our contract provider, or non-profit organizations can assign our platform to do prize delivery. Non-profit organizations will responsible for the prize, and the prize provider will responsible for quality of the prize.

**Q: Each prize has an assigned value; the purchases are aim at the target amount which is set in the system?**

A: Yes, the target amount will not change after the event start. Similarly, the event time is also being determined before the event start. The only uncertain thing before the event is that we are not sure whether we an get our target pre-authorized amount in time.

**Q: Who determine How long the term release, at the very beginning?**

A: Our platform will discuss with non-profit organizations. Since they have experiences about doing raffle events, and we will also take our efficiency of our advertisement as consideration to finally determine the event length.

**Q: You also indicate a (pure) amount of tickets?**

A: We plan to make ticket prices lower, 25 cent for example, so that customers can have more choice about how much they want.

**Q: Who negotiate the prize?**

A: Our platform will choose and assign the prizes for non-profit organizations, and make sure the prize value is in a reasonable range in the market.

**Q: How do people get points, and where do people use those points?**

A: After every draw, all customers except the prize winner will get certain points which determined by how much they paid. We did not make the point market page in our DEMO, but we will include this feature before our platform face to public.

**Q: Do you have membership?**

A: Customers needs to register and provide the credit card or PayPal information before they participate in our event, but our membership is totally free to all customers.

**Q: Can the points redeem another draw?**

A: At the start stage of our platform, points is not available for another draw.

**Q: Is it the only way purchase the tickets online?**

A: Yes, we only accept online credit card purchase on our platform.

**Q: Have you read the guideline, and do you know you will do technical support for the raffle.**

A: Yes.

**Q: Does the charity has access to the contract from the prize provider?**

A: For every prize, our platform will have a contract with prize providers and non-profit organizations. The detail information of the prize, like the price, will be on that contract.