



Frequently Asked Questions

What can salesforce do for my nonprofit organization?

Nonprofits around the world are using salesforce to manage all aspects of their organization's data. From simple contact management to sophisticated social impact monitoring and program operations, nonprofits are applying this powerful technology to some of society's most challenging and urgent issues. Join us for a nonprofit specific demonstration (<http://www.salesforcefoundation.org/node/22>) of the salesforce application held every Tuesday.

What is the Nonprofit Edition License?

The Nonprofit Edition License includes all of the features in the Enterprise Edition PLUS

- APEX Code
- Unlimited Tabs and Apps
- 2,000 Custom Objects
- 1 Config Only Sandbox

We donate 10 licenses. Check out the Edition Comparison (<http://www.salesforce.com/products/comparison.jsp>) for more details on the Enterprise Edition.

How do I apply for a product donation?

To apply for a donation of 10 Enterprise Edition licenses from the Salesforce Foundation, create a trial account.

Is there a special template specific to nonprofits?

Yes, Salesforce CRM plus Nonprofit Starter Pack is a set of packages built on top of standard Salesforce Enterprise Edition licenses. View a recorded demo of the functionality of this new version here (<http://mfile.akamai.com/23543/wmv/citrixvar.download.akamai.com/23543/www/303/359/427223333773303359/1-427223333773303359-11dfe01b0bb.asx>).

This version was created for nonprofits to be able to:

- manage complex individual relationships
- track households with individuals
- manage fundraising and donation tracking

What is the difference between the Old Nonprofit Template and Salesforce CRM plus Nonprofit Starter Pack?

The old nonprofit template was released in 2006 to address common core functionality traditionally found in the nonprofit rather than the commercial sector. The Salesforce.com Foundation worked with partners over the last two years to create a new Nonprofit Edition (Salesforce CRM plus Nonprofit Starter Pack) which is an improved out-of-box solution for our nonprofit community. This new version does a much better job at managing complex individual relationships, tracking households and managing your fundraising and donation tracking.





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I already have activated licenses and am interested in upgrading to the new version I heard about, Salesforce CRM plus Nonprofit Starter pack. Is this possible?

The Nonprofit Edition packages can be installed onto your existing account in the next two months. We are not able to transfer your licenses no matter when you received active licenses. If you are interested in learning more about how to upgrade, please view the recorded webinar (<https://www1.gotomeeting.com/register/462600711>) where we go through a step by step through this process. Salesforce.com does not provide support for this transition. However, we have a partner, Harvest Solutions (<http://www.harvestsolutions.net>), who is knowledgeable about this new edition and can help you upgrade.

I have an existing account with Person Accounts activated. I would like to upgrade. Is this possible?

No. It is not possible to upgrade if Person Accounts is active in your salesforce account. Please contact your regional Account Manager for further details.

My organization is fiscally sponsored. Could we apply for the product donation?

Yes, we welcome organizations who have a fiscal sponsor. Both the fiscally sponsored organization and the fiscal sponsor are eligible for separate product donations.

In addition to following all steps for our product donation program, you will also need to submit a signed letter of fiscal sponsorship from the organization who holds the 501c3 (and on their letterhead). This letter needs to explain the relationship between the entities and indicate that the fiscal sponsor is willing to accept donations on your organization's behalf.

How long do the licenses last?

The licenses are donated on a 12 month term. For as long as your organization continues to be an eligible registered charitable organization, the product donation program remains in existence, and your organization is actively using your salesforce account, we will automatically renew your donation each year. If your organization discontinues its use of your salesforce account, you will be contacted by Salesforce Foundation and notified that your donation will be discontinued.

How long does the application and decision process for a product donation take?

The Salesforce Foundation will complete the evaluation of your organization's eligibility requirements during your 30 day trial period. Once you sign up for your nonprofit trial, you will receive an email from the Salesforce Foundation within 2-5 business days instructing you to fax proof of charitable status to the Salesforce Foundation office in your region.

- Americas: 415-592-3468 (Submit your IRS 501c3 letter)
- Europe, Middle East, Africa: +353-1-436-7656
- Japan: +81-3-5793-8302
- Asia Pacific: +65-6826-4382





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Within 2-5 business days of receiving documentation confirming the charitable status and eligibility of your organization, we will fully activate your trial account to complete the license donation process. Should your organization not qualify for the license donation, you will receive an email from Salesforce Foundation stating that your organization does not qualify for the license donation program.

Is it possible to receive more than 10 licenses as part of the product donation program?

There is a program in place to apply for additional licenses through a donation; this is a more stringent application process, with more significant requirements to qualify for a donation. Learn more (http://www.salesforcefoundation.org/files/Additional_License_Grant_Application-1.doc) about this program. Alternatively your organization may purchase additional licenses by contacting our sales department at (800) NO SOFTWARE or (800) 667 6389.

Does the product donation include a service plan?

Standard support is included in your Enterprise Edition license donation. The online Help and Training site ensures the fastest answers to any salesforce.com dilemmas you encounter. You can access this tip sheet (<http://www.salesforcefoundation.org/files/HowtoContactCustomerSupport.pdf>) on contacting customer service and support in case you have additional, more technical questions.

Who qualifies for the program?

Check out our eligibility requirements (<http://www.salesforcefoundation.org/node/29>) to determine if your organization is qualified for the license donation program.

How much do the licenses cost?

For organizations that qualify, 10 donations of the Enterprise License are provided on a completely donated basis at no cost to your organization.

What are the hidden costs?

The donation program in no way obligates you to purchase licenses or any other services from salesforce.com. It is important for your organization to understand that while the donation of licenses is at no cost to your organization, implementation of the application is the responsibility of your organization. Please contact our Harvest Solutions at (781) 530-3736 to learn how they can help your organization implement salesforce.

What do we do if we need help learning how to use Salesforce?

There are online trainings available for nonprofits. Please check out Tools and Resources (<http://www.salesforcefoundation.org/node/22>) for nonprofits for more information. In addition, you may wish to work with our partner, Harvest Solutions (<http://www.harvestsolutions.net>), for more specific and customized training for your organization.





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Who can help me set-up salesforce?

Yes. Please contact Harvest Solutions for more information. Harvest Solutions can be reached at (781) 530-3736 or info@harvestsolutions.net. Additionally, feel free to visit their website at: <http://www.harvestsolutions.net>.

Would it be possible to do a weekly or nightly backup to our own file server?

Yes, you can schedule a weekly backup of your data through the weekly data export service. This is included in your Enterprise Edition license donation.

Our organization is affiliated with other registered charitable organizations. Is there any way we can get more than 10 licenses donated into one common Salesforce account?

Organizations that meet our eligibility requirements and apply to receive the product donation are eligible for ten licenses to be donated to one account. We cannot combine product donations from multiple organizations onto one common account, if you are interested in having more than ten licenses on one account you can either purchase licenses at our 80% nonprofit discount or apply for our additional license donation program (<http://www.salesforcefoundation.org/AddLicApp>). To purchase additional licenses beyond the ten please contact 1-800-NOSOFTWARE.

