

DDC OS Charity Support Services

DDC OS has over 5 years experience of delivering secure, reliable Response Handling and Donation Processing services to charities.

Overview of DDC OS Charity Support Services:

- Response Handling
 - Warm and Cold Campaigns
 - Sortation by campaign
 - Donation Form Scanning
 - Capture of Donor data including Gift Aid
 - Processing of payments
 - Cash
 - Cheque/Postal Order
 - Debit/Credit Card
 - Direct Debit/Standing Order
 - CAF Voucher
 - Whitemail and Exception Handling
- Fulfilment of Thank You letters and Welcome Packs
- Gone Away Processing
- Contact Centre services for:
 - Donation Handling
 - Query Resolution
 - General Enquiries
- Secure Facilities
 - Dedicated processing area with limited access entry system
 - CCTV cameras throughout
 - Secure banking of cash/cheques via Securicor

Overview of DDC OS:

- Founded 1969
- Joined DDC Group 2006
- Services offered:
 - 100 seat Contact Centre:
 - Inbound: customer service enquiries, orders/donations/payments
 - Outbound: data cleansing, lead generation, appointment making
- Response Handling
- Document Scanning & Storage
- Data Capture: in-house and offshore
- Payment Processing
- Fulfilment

