



Dear GCWCC local managers, you'll find below a few FAQ in the past few weeks. Please take the time to read and contact us if unclear.

#### 1. EPLEDGE:

- a. **What is ePledge?** It is NOT a PDF fillable document. ePledge is an online donation tool. It has been used in the National Capital Region / Ottawa Gatineau (NCR) and at some levels throughout the country. It is the most cost-efficient way to get public servants to donate either by payroll deduction or credit cards.
- b. **How important is it? Do we have to use it?** It is definitely important, and you must use it first and foremost. Think about your paper form as back ups only.
- c. **What does it look like?** The Covid situation became the catalyst for this implementation. The team working on the project is fully committed and dedicated. We are planning to showcase it before the launch (end of August, early September). While we recognize the timing is tight, it is a huge undertaking taken by the team. (Thank you United Way East Ontario for your incredible work on ePledge expansion !)
- d. **How about the PDF (fillable) paper forms?** If ePledge cannot be used, please use the electronic fillable pledge form. If the donor cannot use it, then you can offer a paper form as last resort. Note that this doesn't apply for DND. See the next section on this department. We understand it is a big change. We understand it is stressful as we have to turn the whole campaign habits within a few weeks. We ask that you refrain from printing unless absolutely necessary. **We are working on finding safe and approved transfers of online fillable pledge forms.**

#### 2. DEPARTMENT OF NATIONAL DEFENSE: GOING GREEN

- a. **What does it mean for my region?** If you work with DND, please know that the base commander issued a directive. **NO PAPER FORMS should be use.** If ePledge isn't an option, an electronic PDF pledge form should be requested to their central campaign office.
- b. **If you are being requested for a paper or an electronic pledge forms, please direct them to DND.** DND has a generic campaign mailbox that the central team all have access to. Fillable forms will be sent by the central team. Please direct requests to [ndwcc-cmtdn@forces.ca](mailto:ndwcc-cmtdn@forces.ca).

### 3- EPLEDGE TRAINING / SHOWCASE

- a. Thanks to the team at UWEO, working full time on the roll out of a National ePledge solution, we will be able to present it to you by the end of August or early September. It will be ready for the Sept. 10<sup>th</sup> launch.
- b. The new ePledge will be more user friendly, think shopping cart style.
- c. You will be invited to take part in an online showcase.

### 4- PDF FILLABLE FORMS

- a. **How do I get my editable form?** If you must edit the PDF fillable forms, please access the Community of Practice to download the latest font files as the one sent by email didn't work properly. Contact Thaïs Queiroz (queirozt@gcwcc-ccmtgc.com) if you have any additional questions.
- b. **Where will we be submitting fillable PDFs to? Do these go straight to national, like ePledges do?** We will share the process with you later this month.

### 5. TALENT SHOW/CAMPAIGN LAUNCH ON SEPTEMBER 10TH

- a. **What is the launch?** You can find more information [here](#).  

The launch event will be Thursday, September 10th at 1:00 to 1:45 p.m (ET). If you need more information, you can also contact [gcwcc.ccmtgc@canada.ca](mailto:gcwcc.ccmtgc@canada.ca). An official invite will be sent out. We will share it with our local managers. The announcement was made on Social Media, but no further information at this point.
- **Do you know what platform will be used to stream the event?** Various platforms will be used. We will share that with you as soon as possible.
- **Will there be donations during the event?** A donation page will be created on Artez (Frontstream) for the event, by the National Office.

### 6. GCWCC-CCMTGC.ORG

- a. **What is that site's audience?** Gcwcc-ccmtgc.org has been created and updated by UWEO as their tool to share information and content with their volunteers in the National Capital Region (Ottawa/ Gatineau). It is now evolving in a platform for all volunteers and will be split between NCR and National content.
- b. **Can you tell me more?** The team graciously agreed to create a national section on the website, where information for volunteers across the country can be hosted. At this point in time, we will mostly invite departments to reach out to their local managers (you!) and will share a contact list to help them find you.
- c. **Can I send content, specific to my region?** at this point, it is not the intent, but we are thinking about ways to ease the exchange with campaign volunteers.

NOTE: If you have not received the customizable pledge forms we sent by email, along with the instructions and fonts, please send us an email at [team-equipe@gcwcc-ccmtgc.com](mailto:team-equipe@gcwcc-ccmtgc.com).

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