



# Application Processing:

## Charities Commission reaching people

**“ Datamail is a key support to the Charities Commission team. They have made it easier for us to implement the charities’ registration process – providing a responsive service that enables us to get on with our core business. ”**

**Barry Hayman, Charities Commission Corporate Services Manager**

FACING AN ANTICIPATED DELUGE OF DOCUMENTS AND ENQUIRIES FROM CHARITABLE ORGANISATIONS NATIONWIDE, THE CHARITIES COMMISSION NEEDED TO MANAGE IT’S BUSINESS PROCESSING REQUIREMENTS, AND AWARDED IT’S TENDER TO DATAMAIL.

### The business

The Charities Commission – Komihana Kaupapa Atawhai – is responsible for registering and monitoring charitable organisations in New Zealand. It will also provide support and education on good governance and management to the charitable sector.

### The issue

Under new legislation, charities wanting to ensure they retain their tax-exempt status have until 1 July 2008 to register with the Charities Commission.

The Commission began accepting registrations on 1 February 2007, with an expectation of receiving up to 25,000 in total – as well as a significant number of queries from charities and the general public. With such a huge anticipated workload, the Commission had to ensure:

- it had the capacity and capability to manage the start-to-finish process effectively
- it could offer a responsive, reliable and secure registration process
- all registration information was correct and met Commission and legal requirements
- it provided an enquiry contact point for charities and the public.

### The solution

Recognising that setting up the Charities Register from scratch would require a major investment in capital, equipment and staff resources, the Charities Commission chose to outsource the initial screening for its registration processing and its contact centre requirements to Datamail.

The contact centre, complete with fully trained personnel, began operating on 1 November 2006, and by 1 February 2007 Datamail had capabilities in place to handle the initial screening for the registration process.

This included receiving applications via post, email and the Commission website, notifying the Commission of errors for follow-up, scanning hard copy applications and other documents and uploading registration information to a Charities Commission directory.

[www.datamail.co.nz](http://www.datamail.co.nz) or call 0800 DATAMAIL

# Application Processing

## Case Study



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### Datamail Christchurch

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Ph 64 3 343 7530  
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### The benefits

The Datamail solution has enabled the Charities Commission's needs to:

- deal effectively with large volumes of highly complex registrations
- make information easily available to charities and the public, by phone and online
- provide a responsive service without an expensive investment in infrastructure and personnel
- track and obtain online versions of completed documentation within 48 hours of Datamail receiving it.

### The Datamail service:

- a 'back-office' registration processing system – from application receipt to online publication of a charity's details
- a contact centre to handle enquiries from charities and the public
- 48-hour turnaround from receipt to uploading.

### Now and the future

With the registration process and contact centre operating effectively, Datamail and the Charities Commission are exploring further opportunities.



*Taiawhio Raihania Waititi, Kaituhi (Secretary) of Te Aute Koiri Foundation inc, the first charity under the Charities Act to register on 9 February 2007.*

## THE DATAMAIL DIFFERENCE

At Datamail, we work in partnership with your business to develop a tailored solution that suits your needs. Datamail Application Processing has been the foundation for many successful product launches and campaigns including Fly Buys, AA Rewards and BNZ/Air New Zealand's Global Plus.

We have continued to enhance and upgrade our solution and invest in technology platforms that will drive further process efficiencies and benefits for our customers.

## CONTACTS

For more information about our Application Processing solution contact one of the following Datamail specialists:

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