<table>
<thead>
<tr>
<th></th>
<th>Community Enterprise</th>
<th>DonorPerfect Online</th>
<th>Exceed!</th>
<th>Little Green Light</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>PROGRAM AND ELIGIBILITY INFORMATION</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Donation program on TechSoup</td>
<td>CitySoft</td>
<td>DonorPerfect</td>
<td>Arreva</td>
<td>Little Green Light</td>
</tr>
<tr>
<td>Offer available to all TechSoup 501(c)(3) org types and libraries?</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Offer available to organizations with maximum annual budget of</td>
<td>$500,000 or less</td>
<td>$150,000 or less for donated offer under $2 million for access to discounted rates</td>
<td>$50,000 or less for donated Exceed! Basic offer</td>
<td>$100,000 or less (larger organizations can obtain a $125 discount; see the Little Green Light program page)</td>
</tr>
<tr>
<td>Offer available to current or former customers?</td>
<td>Yes</td>
<td>No</td>
<td>No (users with a previous version who wish to upgrade can contact Arreva directly)</td>
<td>No</td>
</tr>
<tr>
<td><strong>OFFER DETAILS</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Product name</td>
<td>Community Enterprise Full License</td>
<td>DonorPerfect Online for Growing Organizations, 1-Year Subscription</td>
<td>Exceed! Basic</td>
<td>Little Green Light Donor Management CRM, Initial Subscription</td>
</tr>
<tr>
<td></td>
<td>On-premises or hosted online by CitySoft for additional fee (recommended by CitySoft)</td>
<td>DonorPerfect Online 1-Year Subscription – Access to Discounted Rates</td>
<td>Exceed! Premier</td>
<td></td>
</tr>
<tr>
<td>Online (cloud-based) or on-premises software</td>
<td>Online</td>
<td>Online</td>
<td>On-premises</td>
<td>Online</td>
</tr>
<tr>
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</tr>
<tr>
<td><strong>OFFER DETAILS (continued)</strong></td>
<td></td>
<td></td>
<td></td>
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</tr>
<tr>
<td><strong>Service contract</strong></td>
<td>None for software; hosting services are month-to-month.</td>
<td>One year</td>
<td>None for software</td>
<td>None</td>
</tr>
<tr>
<td><strong>Number of records</strong></td>
<td>Unlimited</td>
<td>Up to 500 for donated offer</td>
<td>Unlimited (Exceed! Basic)</td>
<td>Up to 2,500 (Exceed! Premier)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Up to 75,000 for access to discounted rates</td>
<td></td>
<td>2,500 (can obtain more at extra cost)</td>
</tr>
<tr>
<td><strong>User licenses</strong></td>
<td>Unlimited</td>
<td>Unlimited</td>
<td>One (can obtain more for additional fee)</td>
<td>Unlimited</td>
</tr>
<tr>
<td><strong>Support and training included?</strong></td>
<td>Online client support portal and forums, but no live support; phone support available for a fee from CitySoft or consultants</td>
<td>Online knowledge base and on-demand training videos included, but no live support except for chat; additional online training courses and phone support contracts available for a fee</td>
<td>No, but online training courses and phone support contracts available for a fee</td>
<td>Knowledge base articles; training videos; regularly scheduled introductory webinars; small-group Q&amp;A sessions; email support</td>
</tr>
<tr>
<td><strong>COSTS</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Initial cost (admin fee) for first year of service</strong></td>
<td>$119</td>
<td>Donated: $60</td>
<td>$55 (donated Exceed! Basic)</td>
<td>$40</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Discounted rates: $35 admin fee plus $908 – $8,150 (15% discount)</td>
<td>$350 (discounted Exceed! Basic)</td>
<td>$995 (discounted Exceed! Premier)</td>
</tr>
<tr>
<td><strong>Fees after first year</strong></td>
<td>None for software itself if hosted on-site (server required)</td>
<td>Donated: $60 per year for first three years (renew through TechSoup); discount on Lite package after three years</td>
<td>None for software itself</td>
<td>Retail pricing of $421 annually for up to 2,500 records; more for other tiers; paid directly to Little Green Light</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Discounted rates: 15% discount each year</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Other services available for a fee</strong></td>
<td>CitySoft hosting services: $75 per month with a one-time $100 setup fee (recommended by Citysoft)</td>
<td>Payment processing tools</td>
<td>Tech support contracts for Exceed! Basic $249 – $449 annually; additional user licenses $100 per license, one-time fee</td>
<td>More records: price difference between the new tier and the lowest; data migration management: fee is for specified periods of time with a data migration specialist</td>
</tr>
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<tr>
<td><strong>TRACKING DONORS, GIFTS, AND PLEDGES</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>System tracks donations and donors</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>System tracks pledges</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>System tracks recurring gifts and pledges</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Pledge reminders</td>
<td>No</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td><strong>MAILINGS</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mail merge features</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td><strong>EMAILING</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>System supports sending scheduled emails</td>
<td>Yes</td>
<td>Requires Constant Contact subscription for additional fee</td>
<td>Yes (via free integration with VerticalResponse or Constant Contact; requires VerticalResponse or Constant Contact subscription for additional fees)</td>
<td>Yes (via integration with Constant Contact or MailChimp, which may have an additional fee)</td>
</tr>
<tr>
<td>Batch emailing limits</td>
<td>Unlimited</td>
<td>Requires Constant Contact subscription for additional fee</td>
<td>Send up to 10,000 per month with VerticalResponse integration; Constant Contact requires additional fees</td>
<td>Depends on Constant Contact or MailChimp pricing level</td>
</tr>
<tr>
<td>System generates email reports</td>
<td>Yes</td>
<td>Requires Constant Contact subscription for additional fee</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
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<tr>
<td><strong>QUERIES AND REPORTS</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>User can create custom queries based on fields user selects</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>System has a built-in report writer/custom report generator</td>
<td>Yes</td>
<td>Yes</td>
<td>No (Exceed! Basic)</td>
<td>Yes (Exceed! Premier)</td>
</tr>
<tr>
<td>System links to external report writer (e.g., Crystal Reports or Access)</td>
<td>No</td>
<td>Yes</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>System has “canned reports”</td>
<td>Yes</td>
<td>50+</td>
<td>40+ (Exceed! Basic)</td>
<td>60+ (Exceed! Premier)</td>
</tr>
<tr>
<td>System has tool for data import</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td><strong>DATA IMPORT/EXPORT</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Online integrated data cleaning</td>
<td>No</td>
<td>Yes</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td>Data conversion or migration services available</td>
<td>Conversion provided in most cases</td>
<td>Yes, additional one-time fee</td>
<td>Yes, additional one-time fee</td>
<td>Some free support; extended support in 2-hour blocks for additional fees; recommendations for consultants for entire conversions</td>
</tr>
<tr>
<td>Data can be exported to a spreadsheet or text file</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td><strong>VOLUNTEER MANAGEMENT FUNCTIONS</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>System has tools for managing volunteers</td>
<td>Yes</td>
<td>Yes</td>
<td>No (Exceed! Basic)</td>
<td>Requires purchase of the Volunteer Management module (Exceed! Premier)</td>
</tr>
<tr>
<td>Feature</td>
<td>Community Enterprise</td>
<td>DonorPerfect Online</td>
<td>Exceed!</td>
<td>Little Green Light</td>
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<td>---------------------------------------------</td>
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</tr>
<tr>
<td><strong>EVENTS MANAGEMENT FUNCTIONS</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>System has tools for managing events</td>
<td>Yes</td>
<td>Yes</td>
<td>No (Exceed! Basic)</td>
<td>Yes</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Yes (Exceed! Premier)</td>
<td></td>
</tr>
<tr>
<td><strong>PAYMENT PROCESSING</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Accept payments through a website</td>
<td>Yes</td>
<td>Yes</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td>Integrated payment processing</td>
<td>Yes (gateway/merchant account fees apply)</td>
<td>Yes (gateway/merchant account fees apply)</td>
<td>No (Exceed! Basic)</td>
<td>Yes (gateway/merchant account fees apply)</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Yes (Exceed! Premier) (gateway/merchant account fees apply)</td>
<td></td>
</tr>
<tr>
<td>Recurring gifts or online payments</td>
<td>Yes (gateway/merchant account fees apply)</td>
<td>Yes (gateway/merchant account fees apply)</td>
<td>No (Exceed! Basic)</td>
<td>Yes (gateway/merchant account fees apply)</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Yes (Exceed! Premier) Requires purchase of the Recurring Giving Module</td>
<td></td>
</tr>
<tr>
<td><strong>CONTENT MANAGEMENT</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Support for creating a website or donor portal</td>
<td>Yes</td>
<td>No</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td><strong>MOBILE</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mobile access to constituent records</td>
<td>Not optimized</td>
<td>Yes</td>
<td>No</td>
<td>Not optimized</td>
</tr>
<tr>
<td>Dedicated mobile app for admins</td>
<td>No</td>
<td>Yes</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Mobile giving support (mobile giving site or text message donations)</td>
<td>No</td>
<td>No</td>
<td>No</td>
<td>No</td>
</tr>
</tbody>
</table>