



DAIDA STREAMLINES DONATION PROCESSING FOR GLOBAL NONPROFIT

SUMMARY

Daida teamed up with the organization to take the stress out of processing their mail and donations, giving their team faster, safer access to the funds that keep their humanitarian aid mission moving. With regular pickups, secure systems, and clear communication, Daida made the behind-the-scenes work feel a little lighter so they could stay focused on what matters most. Nonprofits and other charitable organizations choose Daida because of the genuine care, heart, and dedication they bring to the work.

CLIENT BACKGROUND

A global nonprofit organization dedicated to advocating for the rights and well-being of every child. Operating in over 190 countries and territories, they deliver humanitarian aid, education, healthcare, and protection services to vulnerable children and families around the world.

THE CHALLENGE



The organization receives vital support through mailed donations—but without an internal system to process incoming checks and correspondence, they faced delays that affected their ability to access funding.



Staff had no efficient way to scan mail, handle payments, or securely manage sensitive donor information. These gaps didn't just slow down operations, they risked interrupting the important work the organization does for children and families around the globe.



A faster, more secure process was required to keep operations moving and the mission funded.

THE SOLUTION

To help simplify the process for handling incoming donations, Daida stepped in with a full-service mail- and check-scanning solution. Twice a week, Daida's team securely picks up mailed checks and correspondence, then digitizes and processes everything using the Mercury ECM platform. Sensitive information, like credit card numbers, is carefully redacted to protect donors and maintain compliance. By taking over the day-to-day handling of donations, Daida gave the organization faster access to funds and the breathing room to focus on what matters most: helping children and families around the world.



IMPLEMENTATION

Daida began the implementation process by meeting with the nonprofit to define their requirements clearly and ensure the solution aligned with their needs. A test batch was created and reviewed together to confirm accuracy and effectiveness before moving into full production. To support ongoing mail and check processing, a recurring, bi-weekly pickup schedule was established. Each delivery was tracked using a system that logged key information such as tracking numbers, check amounts, and delivery dates to maintain full visibility.

On average, Daida spends approximately 45 hours per month preparing, scanning, and performing quality control on crucial incoming documents—managing over 10,000 pieces of mail and 6,500 checks each month. Specific job setups were built to process different types of correspondence efficiently, ensuring accuracy and speed.

RESULTS

Since partnering with Daida, the organization has experienced faster, more efficient donation processing, without compromising security or accuracy. Daida's team consistently demonstrated a commitment to confidentiality, earning the trust of a global nonprofit that handles highly sensitive information. The secure, streamlined system made daily work smoother and gave the team quicker access to donor funds when it mattered most. The organization expressed their appreciation for the transparency, reliability, and care shown throughout the process, and continues to rely on Daida as a trusted partner. Most importantly, the improvements helped the organization stay focused on delivering life-changing support to children and families around the world without being slowed down by operational barriers.

CONTACT US:

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