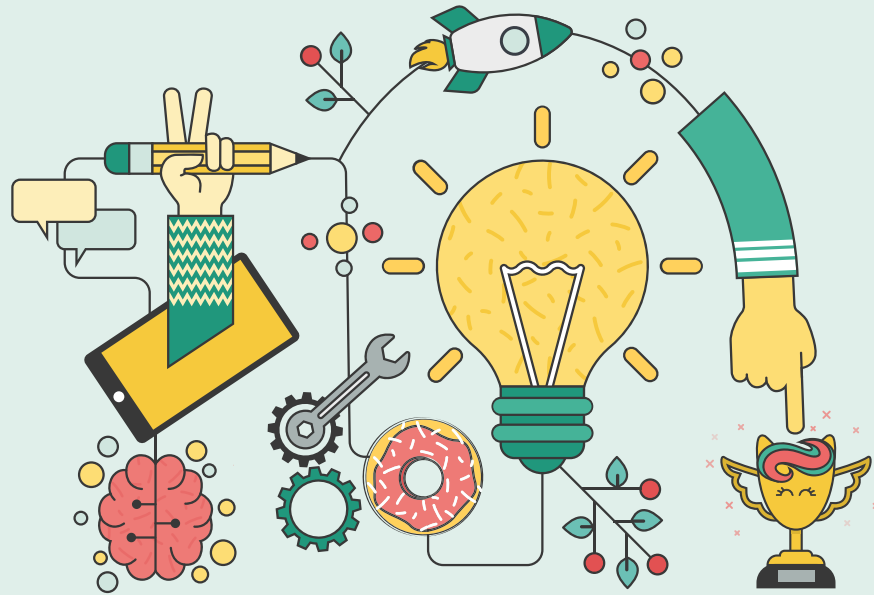


INSPIRED BY



The Project ^{gear} **FACTORY**

STEP 6. WRAP UP THE FUNDRAISER

Post-fundraising follow-up

What to do when your fundraiser is over

You'll be able to access a list of your supporters throughout the fundraiser.



To view the list, go to **"My profile"** and select your project in **"My projects"**, then click **"..."** for more options.

This is where you can export an Excel file detailing each contribution by clicking **«Download contributions report»**.

Steps to take for effective post-fundraising management:

1. Get in touch with your supporters

The first thing to do when a project is finished is to thank your supporters for their contributions.

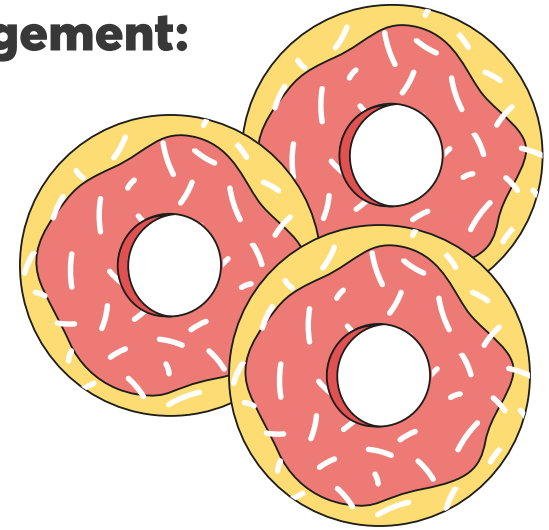
2. Prepare to deliver your products

Start preparing your products as you go along so that they are ready to be delivered quickly. You can even start getting ready before the end of your campaign! Once the campaign is over, make sure all your supporters receive their perk or reward within the promised timeframe.



3. Communicate with your supporters

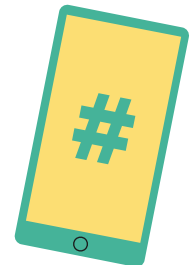
If you're having problems with certain products, communicating with your supporters is key. They understand that a project in its start-up phase can run into unexpected delays and are usually quite understanding, as long as you keep them informed. Create an email list for them and plan some post-fundraising communications. This way, your supporters will feel more confident and won't be constantly contacting you for updates. (See Step 6: Thank you email templates)



4. Deliver your products

Lastly, deliver each of the products you sold to all your supporters, taking care to express your warmest thanks. To follow best practices in crowdfunding, products should be delivered as soon as possible.

Don't forget to invite
your supporters to
follow your project on
your social media
(if applicable)!



Example of table for product delivery

PRODUCT DELIVERY LIST					
Supporter(s)	Product	Delivery Date	Message concerning a delay Date	Follow-up and new delivery date Date	Comments and follow-up
Jean Leclerc	Chocolate	February 5, 2022			
Jeanne Leclerc	Soap	February 5, 2022	February 6, 2022	March 8, 2022	Delay in production

EXAMPLES