

# Staff Training Guide

## About One Spare

One Spare is a donation management platform that your course uses to save time and control donations while generating valuable leads. Add a custom link to your website, then tell all requestors to submit their information there.



## Add a “Request Donation” Link onto Your Website

OneSpare provides your course with a custom logoed “Request Donation” link that your webmaster can add to your website. When an event planner submits their information on your custom page, we verify each nonprofit’s 501(c)(3) status with the IRS. We also verify that they meet your donation criteria.

## Responding to Donation Requests from Charities

When a charity asks you for a golf certificate to use at their event, tell them to visit your website and submit their event information to request a donation. You can also send them our easy copy/paste email or that includes the same custom link (if you don’t have the link on your website). All of this is available to you within your One Spare dashboard and will save you a lot of time. Note that all approved nonprofit donation requests that come through your website receive 100% free access to your certificate. No fees for them to pay, so add the link and send requests to your website.

## Why Courses and Charities Like It

Golf courses receive a lot of requests from local nonprofits, and handling these requests efficiently is becoming very important as demand for golf increases. Your management team wants to help valid nonprofit organizations, receive excellent promotion/ good will as well as valuable leads for private events. **Charities** quickly submit their info and set up of a TravelPledge account, and once approved, they no longer need to hound you for certificates, logos, etc. Now it’s easier for approved nonprofits to promote your course at their events and raise more money for their cause.

## What is “TravelPledge”?

TravelPledge.com is the site where charities go to set up their accounts and secure fun experiences (including golf rounds) for their auctions and raffles. If you’re asked by an event planner about “TravelPledge”, simply tell them that your course uses TravelPledge to verify nonprofits and make sure they have your best promotional materials that generate the highest winning bids/donations.

## What to do when a Certificate is Presented

When a golfer presents a certificate valid for rounds of golf, honor the certificate based on the details on the certificate and then (at your convenience) log in and mark the certificate as “redeemed”. This prevents anyone else from using that certificate. Each certificate has a unique certificate number that is trackable.

**Log in to mark “redeemed”:** [OneSpareTeeTime.com/Account/Login](https://OneSpareTeeTime.com/Account/Login)

Your course manager has your course login credentials

If you need help, call (877) 265-4273 ext 3