

CoffeeHelpingMissions.com
Quick Guide

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Quick Info

Customer Service Line: 484-221-9089

Customer Service Email: Contact@CoffeeHelpingMissions.com

1. Introduction

To begin, it is best to take 15 minutes to browse and familiarize yourself with the site. Quite a bit of useful information about the operations can be found within the 3 links located at the bottom of the homepage (About Us Video, Fundraisers, and Featured Video).

The About Us section of the site can prove to be quite useful as well. Here you will find a short bio on coffeehelpingmissions.com as well as the about us video. As we receive photo and video feedback from missionary's who have benefitted from the project, you will find the Photo Gallery and Video sections begin populating with content. These sections are designed to help show customers how their donations are directly impacting missions.

A fairly unique section of the About Us menu is titled "Toolbox." This portion of the site is designed to help participating missionaries market themselves. Currently, they can request business cards free of charge (Fundraisers can also take advantage) and we provide direct downloads to the videos to make it more available to all churches, not only the ones with internet access.

Finally, possibly the most important part of the About Us menu is the "Contact Us" portion. Here customers can either email their question or concern to us or they can contact us at the listed phone number of (484) 221-9089. Please don't hesitate to use this number yourself or to pass it along to customers who may need a little more help than you are able to offer.

2. K Cup / 2.0 System Modification

Keurig is a company that makes quick brew coffee machines that have grown quite popular over the past decade. The system uses a “pod” or cup that contains coffee grounds sufficient to brew a single cup or a up to a full carafe. These pods were originally known as “K Cups” until Keurig released a new shape and called them the “Vue Cup.” The introduction of the Vue Cup required owners of the old K Cup system to purchase a new system if they wanted to update. The Vue Cup proved to not be very successful and Keurig was widely speculated to have made the change with their interests in mind opposed to making the customer’s experience better. This seems to have prompted Keurig to go back to the K Cup design with the new 2.0 Systems they released late in the summer of 2014.

On the surface the switch back seems to be a positive move in the right direction, however it turns out these new machines have a DRM (Digital Rights Management) reader built into them which reads a special ink on the lid of each K Cup. This became a problem with customers who had old K Cups left to use as well as for companies that produce K Cups outside of the Keurig license. Aside from upsetting coffee roasters, Keurig once again angered their customers with this system. Again, it was widely viewed as a greedy attempt to restrict customer choices and reign in all coffee manufacturers under the Keurig umbrella which would allow them to profit from the licenses they sell to produce the “official” K Cup. Keurig has recently admitted the DRM included with the new machines was a big mistake and are expected to make changes with the next iteration.

Until Keurig is able to fix the issue directly, MANY customers have taken to modifying their machines so they can use it with any K Cup on the market whether it is licensed with Keurig or not. The video below demonstrates a quick, easy and (almost) permanent way to perform the modification. Feel free to direct any curious customers to this video.

<https://youtu.be/9e0yCq1AEeY>

More information on the subject:

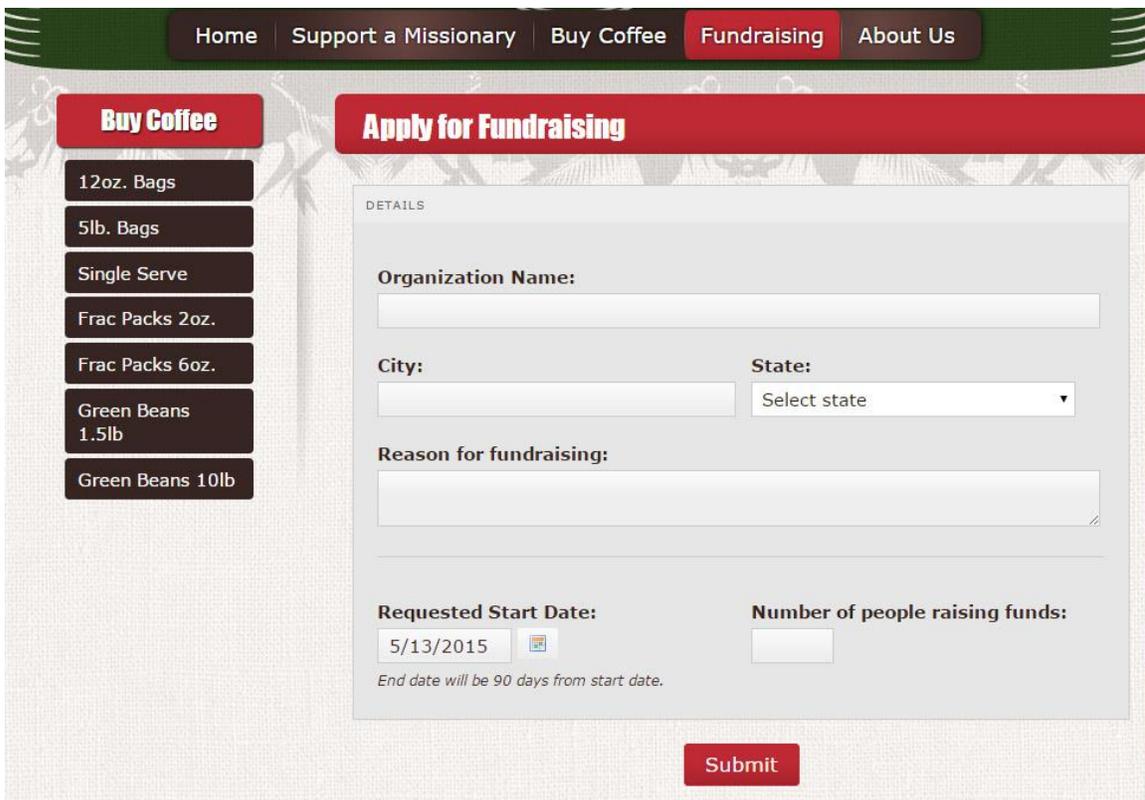
<http://www.theverge.com/2015/2/5/7986327/keurigs-attempt-to-drm-its-coffee-cups-totally-backfired>

<http://www.theverge.com/2014/12/11/7375799/keurig-coffee-hack-is-simple-easy-permanent>

3. How to Apply for a Fundraiser



1. Starting from the homepage of the site click “Apply for Fundraising” located within the “Fundraising” menu option.



2. You will be taken to the application form to be filled out and submitted. This will email us with the application to be approved and all further communication will take place through email. Fundraiser applicants can expect a response within 3 business days.

4. How to Designate a Missionary for Donations

Missionaries can be chosen one of two ways. If a customer is logged into their account already, they can choose the missionary to support at any time by clicking on the “Support a Missionary” link in the horizontal menu bar. Otherwise, if a missionary has not already been chosen, the site will automatically give the customer the option to either choose a missionary, enter an account number, or elect to donate the full 100% to BMW. (Note, once a missionary has been chosen under a signed in account, they will remain as the default donee for that account unless another option is chosen. Below are detailed instructions to manually select a missionary.



1. After signing into your account navigate to the home page. Here you can click the “Support a Missionary” link located along the horizontal menu bar.



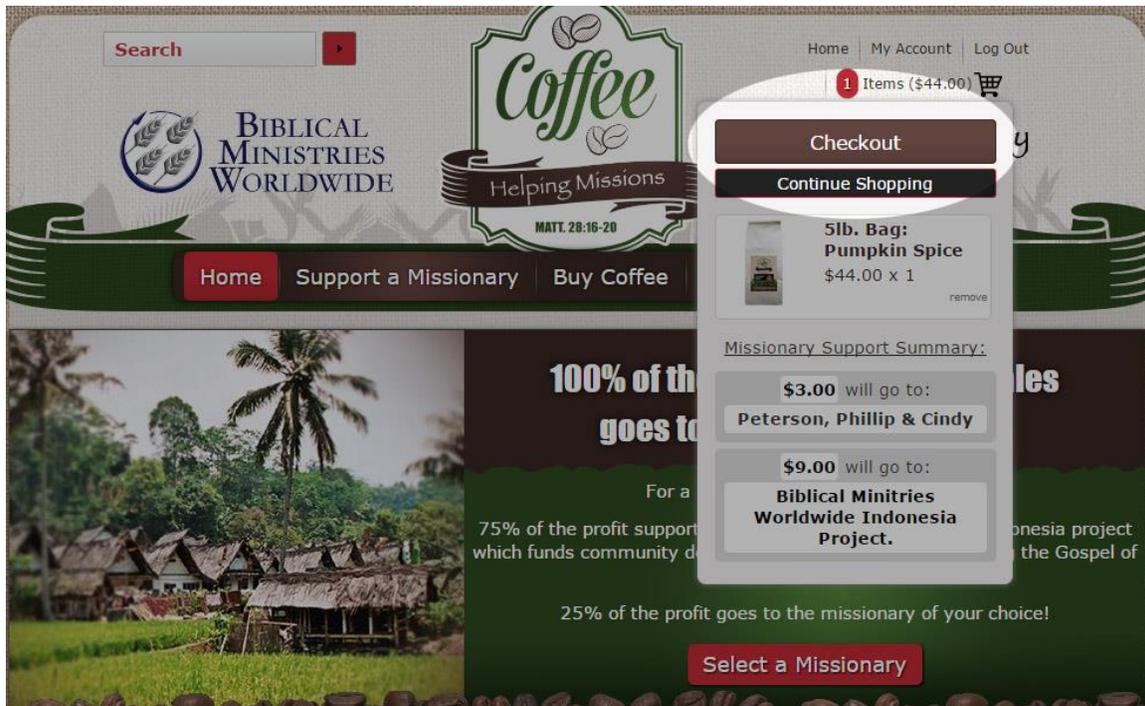
2. You are taken to a page and offered the three options above.
 - Select a Missionary – This link will take the customer to the full list of missionaries registered with BMW. Here they can browse the entire alphabetical list or search for a specific name.
 - Enter an Account Number – If the missionary requires some form of anonymity, the customer can enter the missionary’s account number by using this link.
 - Biblical Ministries Worldwide – This choice will donate 100% of the profit to BMW.

5. How to Donate to a Fundraiser

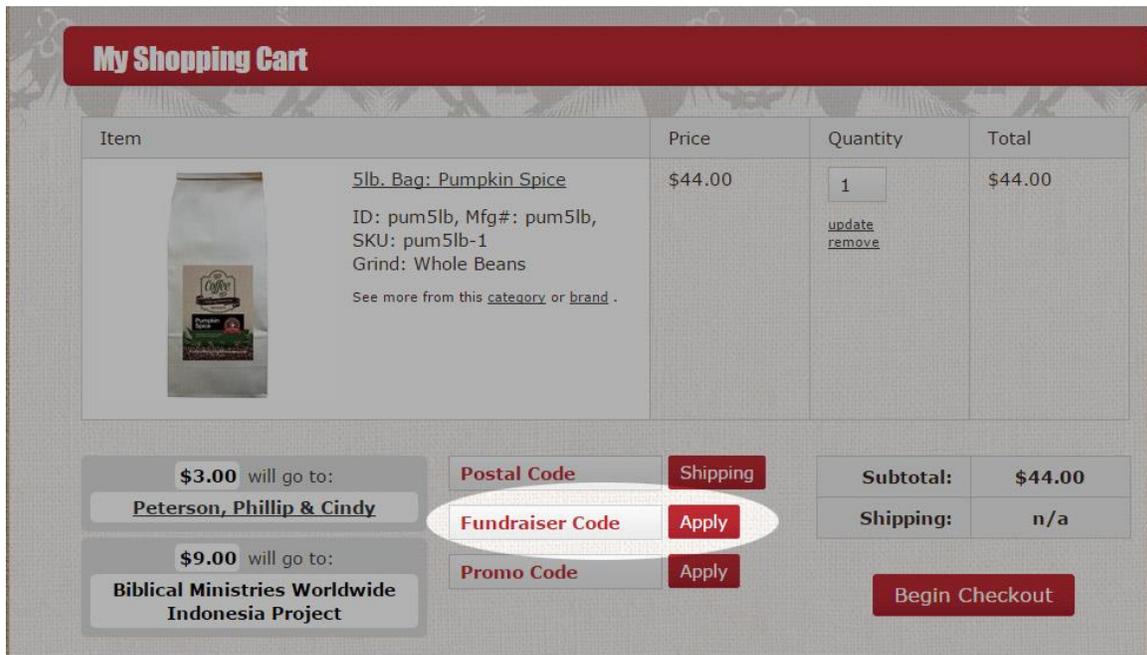
All approved fundraisers are assigned a fundraiser code. For example if the fundraiser is for the John Doe Association they may be assigned a fundraiser code of “Doe”. From there each participating member of the fundraiser is assigned a personal sub code which may look something like “Doe_12” or “Doe_136”. The full sub code for the fundraiser applicant must be entered in the “Fundraiser Code” field of the checkout process.

ie. “Doe_12” would have to be entered. Simply entering “Doe” will not work.

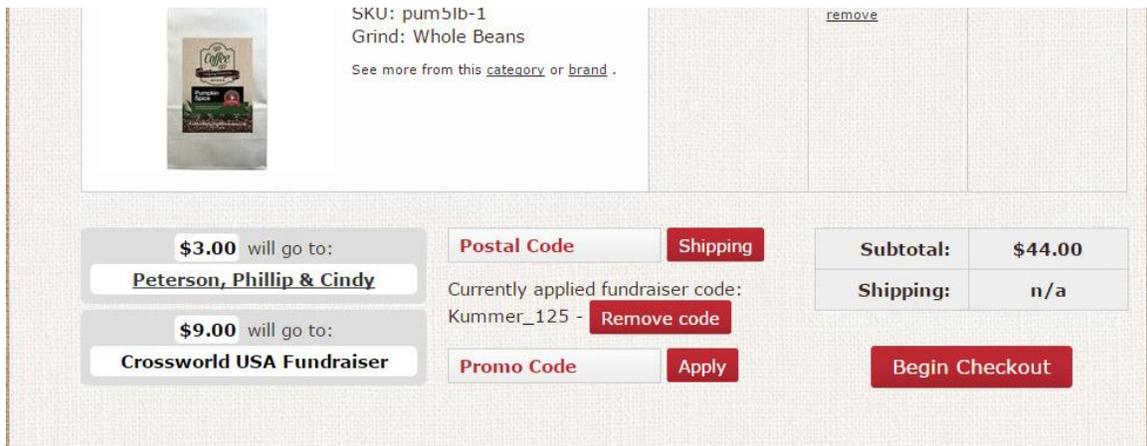
Below are steps on how to apply a fundraiser to an order



1. After an item has been added to the cart, the customer can choose to checkout by clicking the cart link (In the picture this link says “1 Item (\$44.00)”) in the top right of the page which will bring up the cart pop up shown above. After clicking “Checkout” the customer is taken to the first page of the checkout process



2. This is where the Fundraiser code can be entered.



3. After entering the proper code and clicking "Apply" the cart will update accordingly

6. How to Place a Recurring Order

The site allows for customers to place recurring orders meaning the order will be automatically placed every so many days. Many coffee drinkers will want to replenish their stock periodically and this is a way they can do so without having to log into the site every time they wish to do so. The customer can set the time between each order by setting the number of days anywhere from 1 to 90 days.

AUTOMATIC SHIPMENTS

I would like to set up automatic recurring shipments of this order.

PAYMENT

Credit Card Information

*Card Number:

VISA MasterCard DISCOVER

*Expiration Date 05 ▼ 2015 ▼ *CVV Code

Recurring orders can be placed just like a regular order, however just before the customer would enter their credit card information, you will find a section titled “Automatic Shipments” that contains a checkbox labeled “I would like to set up automatic recurring shipments of this order.”

AUTOMATIC SHIPMENTS

I would like to set up automatic recurring shipments of this order.

Settings

Number of days between shipments: 14 ▼

I agree to the [Terms & Conditions](#) of automated shipments.

PAYMENT

Credit Card Information

*Card Number:

After checking the checkbox the section will expand a bit to allow the customer to set the number of days they would like between each order along with another checkbox to agree to the terms and conditions. Once the number of days is set and the terms and conditions have been agreed to, the customer can continue with entering their credit card and submitting their order.

Recurring orders can be managed from the customer’s “My Account” section where they can edit the number of days between orders or they can cancel the recurring orders altogether.