



## Phone Bank Guide

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Thank you for staffing our phone bank! Volunteers play a very important role in everything we do, and KKFI would not exist without people like you. Your contributions of time are especially critical now – as we, and the public media community, are facing serious challenges.

### Greeting

While we encourage you to bring your own style and personality to the phone bank, please keep these in mind:

- Answer by letting the caller know they have reached the donation line at KKFI.
- Try to complete the call as quickly and efficiently as possible; especially during busy times.
- Be sure to thank donors **at least** once.

Examples:

- *Thanks for calling KKFI. This is Taylor. May I take your donation?*
- *Thank you for calling the KKFI pledge line. This is Jordan. Would you like to make a monthly gift?*

### Donation Amount & Gifts

KKFI is offering the following gifts during the summer drive:

- KKFI socks - \$10/month | \$120 one time
- DJ Certificate - \$16.67/month | \$200 one time
- 2 CMF VIP Passes - \$25/month | \$300 one time

Gifts

**SOCKS SOCKS SOCKS**  
**POWERED BY THE COMMUNITY!**  
\$120 ONE TIME  
OR  
\$10/MONTHLY SUSTAINING



**90.1 FM**  
KKFI Kansas City  
[kkfi.org](http://kkfi.org)

**\$200 ONE TIME OR \$16.67/MONTHLY**

**GUEST DJ  
CERTIFICATE  
1 HOUR ON THE  
LOCAL MUSIC  
SHOW OF YOUR  
CHOICE**



**CROSSROADS**  
MUSIC FEST

2 VIP PASSES  
\$300 ONE TIME  
OR  
\$25/MONTHLY

**SEPT  
06  
2025**

**WEST BOTTOMS  
KANSAS CITY MO**  
[GMFYC.COM](http://GMFYC.COM)



## Completing the Form

### Select Amount

Ask the donor if they are making a monthly or one-time donation and click the tab according to their preference. The gift amounts will change to reflect the frequency.

- *Payment Buttons* - Click one of the pre-set amount buttons to select the amount the donor would like to give. Use the **Other** button if none of the fixed amounts match the donation.
- *Customize Dates* - If the donor chooses to donate monthly, ask them when they would like their donations to end and click the *Customize Dates* link located below the **Other** amount button to enter the date. Otherwise, the monthly amount will be charged against their card until the donor instructs us to stop.

**Note:** If a donor requests an end date for their monthly donation and has also requested a gift, please advise them that the earliest expiration will be **06/30/2026**.

- *OK to add processing fee to donation?* - Ask the donor if they would like to cover the processing fee that displays after you select an amount. Be sure to thank them if they agree to cover the fee.

Welcome Phone Bank Volunteers!

Please remember to convey an attitude of gratitude. 😊

**SUMMER PLEDGE DRIVE!**  
**YOUR VOICE MATTERS**  
**JULY 14-24**

**Monthly** | **Select Amount** | **One Time**

Monthly |  One Time

Monthly Gift - Socks	\$10
Monthly Gift - Guest DJ Certificate	\$16.67
Monthly Gift - CMP VIP - 2 Tickets	\$25
\$50	
\$75	
\$100	
Other	

Your gift starts today. Cancel anytime.  
[Customize Dates](#)

OK to add processing fee to donation?

**One Time**

Gift: Socks	\$120
Gift: Guest DJ Certificate	\$200
Gift: CMP VIP - 2 Tickets	\$300
\$50	
\$75	
\$100	
Other	

Multiply your impact. Make it Monthly!

Your gift starts today. Cancel anytime.  
[Customize Dates](#)

End Date: MM/DD/YYYY

## Donor Information

Click the *Corporate Gift* tab if the donation is being made on behalf of a company. This will provide a Company field where you can enter the name of the company.

All fields are required unless they are marked Optional.

### Checkboxes

- *Make this gift anonymous* - check the donor does not want to be recognized publicly
- *Dedication, in memoriam, etc.* - check if the donor wants to dedicate this donation to someone or as a memorial. A field will display for you to enter the name of the person to be recognized.
- *News and updates from KKFI* - the donor would like to receive occasional email from KKFI

The image shows a screenshot of a web form titled "Donor Information". At the top, there are two tabs: "Personal Gift" (selected) and "Corporate Gift". A red arrow points to the "Corporate Gift" tab with the text "Click here if this donation is on behalf of a company". The form contains several input fields: "Title" (Optional), "First Name", "Last Name", "Address", "Apartment, Suite, Etc." (Optional), "City", "State" (dropdown), "Zip Code", "Country" (dropdown, set to "United States"), "Email", and "Phone" (Optional). Below these fields, there are three checkboxes: "Make this gift anonymous" (with a help icon), "Dedication, in memoriam, etc.", and "News and updates from KKFI". A red box highlights these three checkboxes. A second red arrow points from the "Dedication, in memoriam, etc." checkbox to a separate box that contains a checked checkbox "Dedicate this gift" and a sub-section "In memoriam" with a text input field "Who do you want to recognize?".

## Additional Details

- *Public Comment* - It's not necessary to ask the donor if they have an on-air message, but please use this field if they have one. There is a 500 character limit.
- *Select Show* - Ask the donor which show they would like to support with this donation and select it from the list.
- *Thank You Gift Options* - Click the appropriate box to indicate the donor's gift selection.

**Additional Details**  
Just a few more questions!

Public Comment Optional

0/500

Select Show Optional ▼

Show currently airing or another one specified by the donor. Only one show may be selected.

Thank You Gift Options

No Thank You Gift

Socks SM/MD • at least \$120 or \$10 Monthly

Socks LG/XL • at least \$120 or \$10 Monthly

Guest DJ Certificate • at least \$200 or \$16.67 Monthly

Two CMF VIP Tickets • at least \$300 or \$25 Monthly

Note: A donation that entitles a donor to a gift at a higher level does not also entitle them to lower level gifts. If a donor would like to receive more than one gift, the donation amount must be **at least** the sum of the gifts they would like. Example: A one-time gift of \$420 or monthly gift of \$35 would entitle a donor to the CMF passes **and** the socks.

## Payment Details

- Donor's name as it appears on the card. This may be different from the name they provided in the Donor Information section.
- Card number. It may make it easier to ask the donor to give them to you 4 at a time.
- Expiration in MM/YYYY format. It is not necessary to type the slash separating the month and year.
- If the donor requests a reminder or invoice, click the link labeled *Request an invoice to pay later*, and we will send them an invoice via email. The donor must provide an email address to use this option.

The image shows two side-by-side screenshots of a 'Payment Details' form, connected by a large red arrow pointing from left to right. Both screens have a title 'Payment Details' with a lock icon and the text 'All transactions are secure and encrypted.' Below the title, there are two tabs: 'Credit Card' (selected) and 'Bank'. The left screen shows a form with fields for 'Name on Card', 'Card Number' (with VISA, MC, AMEX, DISCOVER logos), 'Exp. Date', and 'CVV'. A red box highlights a link labeled 'Request an invoice to pay later' below the CVV field. Below the form is a 'Billing Address' section with a checked checkbox 'Same as Mailing Address' and a large teal 'Give' button. The bottom of the left screen features the 'Powered by Qgiv by bloomington' logo and a 'Secure' badge. The right screen shows a grey box with the title 'Request An Invoice' and the text 'Once you submit your gift, an invoice will be sent to the following email to be paid later:'. A red box highlights a 'Pay Now' button below this text. Below this is the 'Billing Address' section with the same checked checkbox and the 'Give' button. The bottom of the right screen also features the 'Powered by Qgiv by bloomington' logo and a 'Secure' badge.

## Completed Transactions

- With the donor still on the line, click the *Give* button after you have completed the form.
- If the transaction is successful, you will see a message similar to the one on the left below after the donation processes successfully.
- Thank the donor and click the *New Form* link to get ready for your next call.

## Failed Transactions

- You will see a message similar to the image on the right if the transaction fails.
- Ask the caller to repeat their credit card number, expiration and security code; as well as their billing address and ZIP.
- If the information was entered correctly the first time, chances are it will generate the error if you resubmit, but try again. If it fails a second time, apologize to the caller and advise them that they can try another card or we can provide an invoice for their donation.
- Do not submit the same card information more than twice, as it could result in triggering a fraud alert from the card issuer.

