



## Phone Bank Guide • Winter 2026

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### Overview

KKFI Phone Bank Volunteers assist donors who call our pledge line (888-931-0901) during fund drives that occur three times a year. You must be comfortable using the computer to enter donations and may volunteer in person at our office or remotely.

Suggested greetings:

- Thanks for calling KKFI: Your City, Your Voice. May I take your donation?
- Thank you for calling the KKFI fall fund drive. This is <name>. Would you like to make a sustaining donation?
- Thanks for calling the KKFI fund drive. May I take your pledge?

The main idea is to let the caller know they have reached the KKFI fund drive, and you're ready to take their donation.

## Donation Form

We use the Chrome web browser to enter donations. When you arrive for your shift, Chrome will be running on all phone bank computers, with a tab open to the [donation form](#). Feel free to take a look at the form before your shift as you review this guide.

There is also a bookmark to the form located in the bookmark bar in the upper-left corner of the browser window. You can use the bookmark to open the form in case it's closed accidentally.

2025 Fall Pledge Drive Internal x +

secure.ggiv.com/for/2025fallpledgedriveinternal-usethis/

Donation Form **Bookmark**

### Winter 2026 Phone Bank

Your gift supports our mission. Make a donation today.

Sign In

Choose Your Gift

One Time Monthly

Bluetooth Speaker	\$120
Gift: Guest DJ Certificate	\$200
Radio & Bluetooth Speaker	\$240
\$500	
Other	

Multiply your impact. Make it Monthly!

Add a little extra to help with processing fees

## Taking Donations

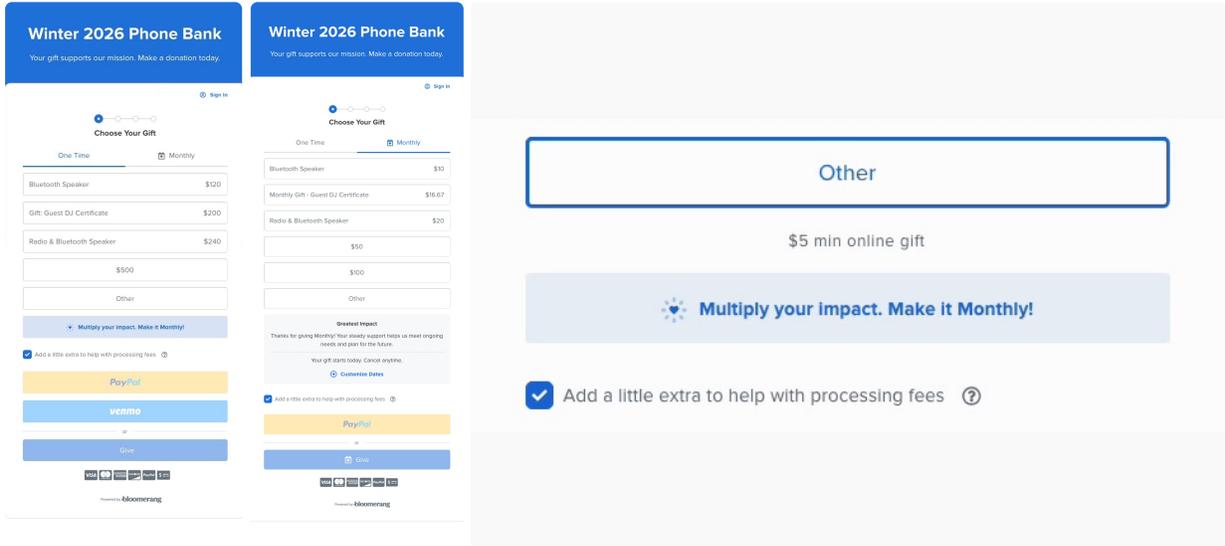
The donation form is set up in sections; with a **Continue** button to move to the next section. The sections are:

- Choose Your Gift
- Your Details
- Additional Details
- Payment Details
- Confirmation

All fields are required unless labeled **Optional**.

## Choose Your Gift

Ask the donor if the donation will be monthly or one time, and click the appropriate tab. Each tab has buttons representing the giving levels that will qualify for gifts, with the corresponding donation amounts depending on their choice – monthly or one time. Most of our donors choose One Time; which is the default selection.



One Time

Monthly

If the caller wants to donate a different amount, click the **Other** button and type the amount next to the dollar sign that appears on the button.

Ask the donor if they will be using a credit or debit card and if they are, ask if they would like to cover the card processing fee. The fee amount will appear next to the checkbox.

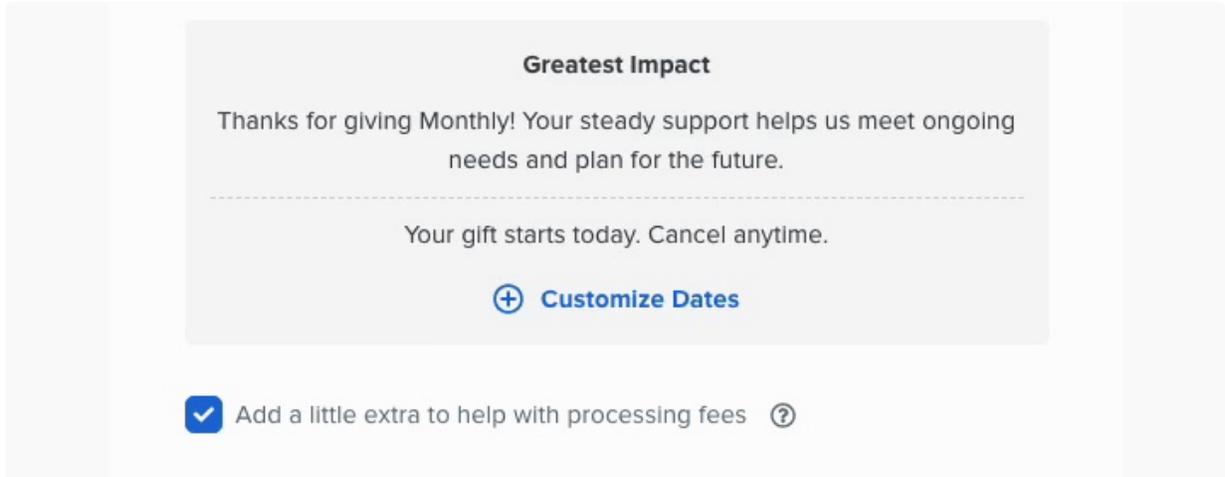
**If they do not agree, uncheck the checkbox labeled *Add a little extra help with processing fees.*** The checkbox is checked by default, so be sure to ask and uncheck the box if the donor does not agree.

Don't forget to thank the donor if they agree to cover the fee.

## Monthly Donors

Monthly donations can be made by credit card or bank draft only; and will be billed until canceled by the donor. If the donor would like to start or end their donations on a certain date, click Customize Dates and enter the desired start date and end dates.

**| The end date must be at least one year from the start date.**

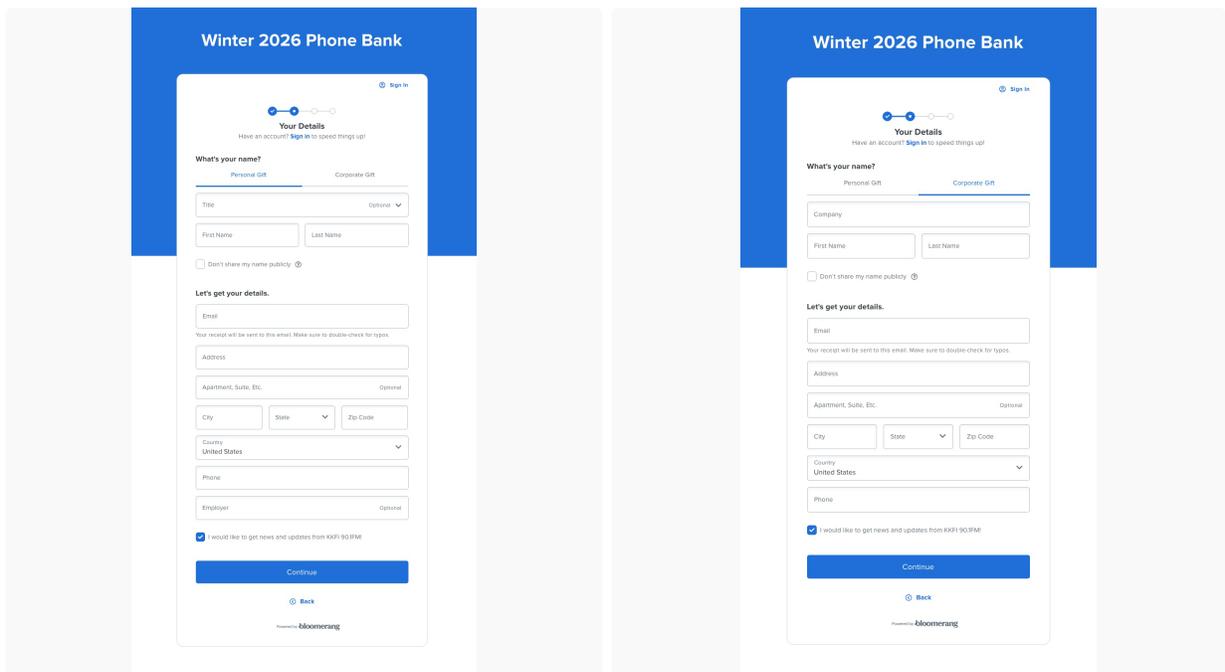


## Your Details

If the donation is being made on behalf of a company, click the Corporate Gift tab and enter their contact information. Otherwise enter it in the Personal Gift tab.

If the donor does not want to share their email address, enter `info@kkfi.org` in the email field.

Ask if they would like to be added to our mailing Check/uncheck the *I would like to get news and updates from 90.1 FM!* checkbox accordingly.



## Additional Details

Enter any comments the donor would like read on the air in the Donation Comment field.

**Please do not ask donors if they have a comment. Donors who have a message will probably mention it during the call, so it's not necessary to ask them. On the other hand, those who did not have a comment in mind may spend additional time trying to think of one when asked. This can prevent other calls from getting through during busy times.**

The image shows two screenshots of a mobile application interface for a 'Winter 2026 Phone Bank'. Both screens are titled 'Additional Details' and feature a progress indicator at the top with three steps, the second of which is active. The left screenshot shows the initial form with a 'Donation Comment' field (marked 'Optional'), a text prompt 'Please let us know anything you like. Gift Note? Comment for Station or Host/DJ? Programs you love? It's up to you!', and a dropdown menu for selecting a show. The right screenshot shows the form after a selection, with the dropdown menu displaying 'Thank You Gift Bluetooth - \$120'. Both screens include 'Continue' and 'Back' buttons and are powered by Bloomerang.

Select the show the donor is supporting with their donation. In most cases, this will be the show on the air when the donation is made, but you can select a different one specified by the donor. This is a required field.

If the donor has made a donation that qualifies for a gift, a dropdown will display below the show selection dropdown menu. You must make a selection in this dropdown menu – either to accept or decline the gift.

## Payment Details

There are three payment options:

- Credit or debit card
- eCheck (Bank)
- Invoice

PayPal and Venmo are options for donors who donate online instead of calling the phone bank.

Credit/Debit

eCheck

All fields are required for payments made by card or eCheck.

The CVV is the security code, usually 3 digits, and is located on the back of the card.

In most cases, the billing address will be the same as the one provided in the Your Details section. Uncheck the *Same as Mailing Address* checkbox and enter the address if it's different.

We have the eCheck option for those who request it, but please do not offer it as a payment option. In addition to the account owner's name, it requires a bank routing number and checking account number.

Click *Request an invoice to pay later* if the donor would like to be sent an invoice. The invoice will be delivered by email. We are not able to provide payment by invoice if the donor does not provide an email address.

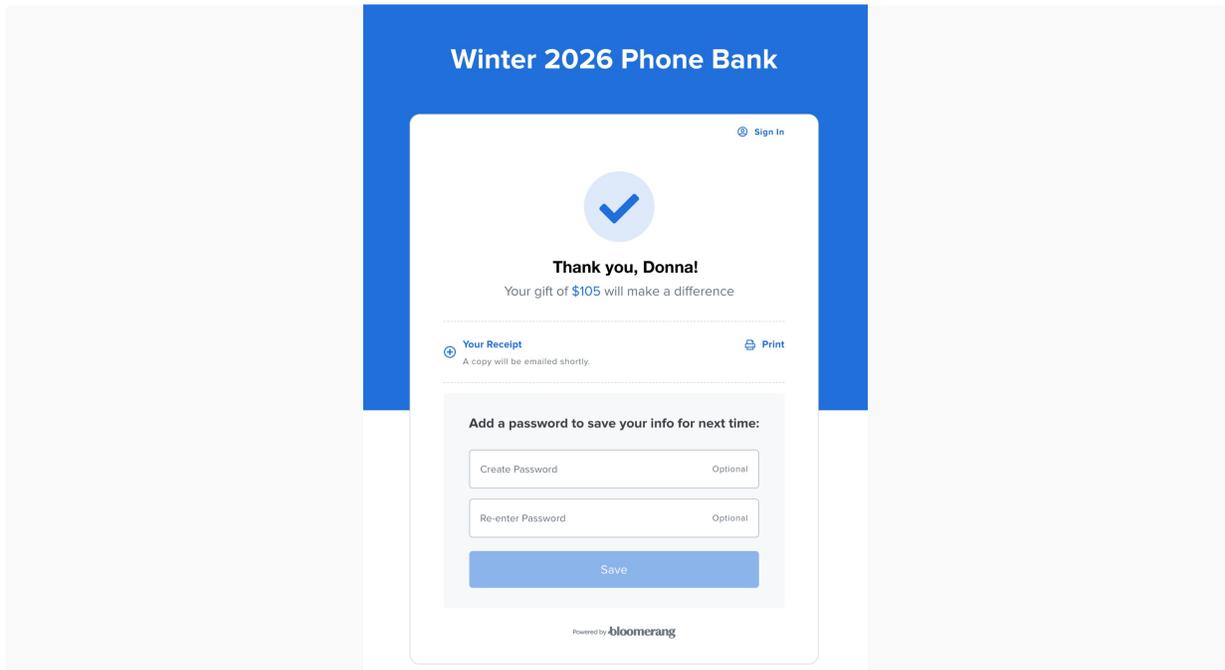
Click the eCaptcha checkbox and then the Donate button to submit the payment.

**Tip: Almost all card numbers have 16 digits arranged in groups of four. Ask for card numbers four at a time to ease data entry. American Express cards have 15 digits in a 4-6-5 format.**

## Confirmation

This message will display when the transaction is successfully completed. After thanking the donor, you can get a new form by one of these methods:

- Click the reload icon next the address bar
- Press the right mouse button anywhere on the page and selecting **Reload**
- Click the Donation Form bookmark in the bookmark bar located below the address bar



The screenshot shows a confirmation page for a "Winter 2026 Phone Bank" donation. The page has a blue header with the title "Winter 2026 Phone Bank". Below the header is a white box containing a blue checkmark icon and the text "Thank you, Donna!" followed by "Your gift of \$105 will make a difference". There is a "Sign In" link in the top right corner. Below this is a section titled "Your Receipt" with a "Print" icon and the text "A copy will be emailed shortly.". At the bottom of the white box is a section titled "Add a password to save your info for next time:" with two input fields: "Create Password" (Optional) and "Re-enter Password" (Optional), and a "Save" button. The page is powered by Bloomerang.

If you receive an error message, confirm the card or bank details with the caller by having them repeat it to you and try again. Please do not read the numbers to the donor. If the transaction fails a second time, ask the donor if they would like to try another card or use the pay by invoice option.

If the donor insists their card is "good", explain to them that the error could be caused by other factors out of our control; such as network issues or issues with their bank's systems.