



Phone Data Entry Volunteer Brochure

WHAT DO I DO? WHAT DO I SAY?

- This brochure will give you hints & reminders to consult as you proceed through the form.
- Take your time with the caller; don't rush through the call.
- Tab through when filling out the fields on each screen.
- Remember to keep the caller on the line until you have submitted the gift. Then, if there are any problems they can be dealt with immediately.
- A Supervisor will be available at all times to answer any questions you may have and to assist you.

How do I log in?

You will need to "register" only once during Share, the first time you start your shift. Your Supervisor will guide you through this process.

To register:

- Your username will be your first initial followed by your last name, no spaces.
- Type your first name in the first name field
- Type your computer workstation number in the last name field.
- Type your first and last name in the display name.
- Type in your email address. You will get a confirmation of this registration
- Type in a password.
- Click Register.

After that you only need to log in once at the start of each shift

Hints and Reminders for Screen 1: Choose Person

1. Ask the caller for their first name, last name and city.
2. Can't find them in the Lookup? Ask "**Have you given to Moody Radio or Moody Bible Institute before?**"
3. You see the name, how do you know it's them? Ask "**What is your street address?**"
4. Can't find them? Ask "**Have you moved recently?**".
5. The Caller has moved? Ask "**What was your previous address?**"
6. You still can't find them, or you see the address but the name doesn't match? Ask "**Would your account be under a different name?**" (Like Robert instead of Bob)
7. Did you find them? Select the person's name and click *Found* when you find the person.
8. Did they move? Click *edit* and update the address.
9. Still can't find them? If you can't find the person, click on *Not Found* then *New Person* and fill in the form.
10. Remember to fill out all fields. Ask for Telephone number and email address if they are blank.
11. Remember to switch to *Organization Look up* if gift is from a company, church or organization.
12. When done, click *Next* to go to the next section.

Hints and Reminders for Screen 2: Choose Amount

1. Ask how much they would like to give.

2. They gave you just a dollar amount? Ask "**Is that one-time or monthly?**"
3. They want to give one-time? Click "one-time" in the Annual Box.
4. They want to give monthly, but what kind? Ask "**Do you mean you want to give a Monthly Recurring Gift that has no end date?**"

Is it monthly recurring? Click the "Monthly Recurring" button

6. They want to give an annual gift in monthly installments? Ask "**Is the amount you gave me the amount you want to pay per month or the total amount?**"

7. It's the monthly amount? Click on "Monthly for X Installments."
8. It's the total amount? Click on "Divided over X Installments."

9. Then, " Ask "**How many installments will you be paying?**"

10. Put the number of Installments in the Installments box and hit "Calculate"

11. **Always confirm with the caller the Confirmation line in green**

12. Click *Next* to go to the next screen

Hints and Reminders for Screen 3: Payment Information

1. Ask the caller if they would like to give by check or Credit or Debit card.
2. If the donor wants to give a Monthly Recurring Gift from their checking account, choose check.
3. Debit or Credit cards require a \$5.00 minimum payment.
4. Visa or MasterCard only.
5. The Credit Card number box will turn red if you key in the incorrect card number.
6. You must ask them for their 3 digit security code. This number is found on the back of their credit card, to the right of their signature.
7. The card is charged as soon as you hit "Charge my Card" and get the Charge Successful message.
8. If the credit card is declined, change the payment option to check.
9. Click *Next* to go to the Next screen.

Hints and Reminders for Screen 4: Final Items

1. Ask the caller if they would like *Worship Forever*, the Two-CD set from Moody Radio?
2. Click the check box if they do want it. Do not click the check box if they do not want it.
3. Let the caller know the CD set will ship out in 4-6 weeks.
4. Click on the "Special Requests" only if the caller mentions any of them. Do not ask them.

5. Click "do not mention name on air" if caller requests that their name not be mentioned on the air.
6. Enter comments only if the caller initiates.
7. Enter Prayer requests only if the caller initiates.
8. When you are done collecting all information, hit *Finish*.

Hints and Reminders for the Confirmation Screen

1. Wrap up the call by reading the information in red that thanks the caller and lets them know when they will receive their acknowledgement letters or a receipt.
2. Click *Cancel* if you must go back to the form to make any corrections. Remember, you cannot correct a credit card payment since it has already been charged.
3. Hit *Ctrl-P* and then *Print* to print out the page.
4. Hit *Submit*. This sends the transaction to the verifiers. If you do not hit submit, the record is not completed and you will not get a new blank form for the next caller.
5. Once you get the message "Transaction Submitted Successfully" you may now say good bye to the caller, hang up
6. Hit "*Start New Call*" to get a new blank form for the next call.

Frequently Asked Questions

How do I pronounce Share2010?
Share Twenty Ten.

A caller wants to know the address to send the check?

Let them know they will get an acknowledgement letter and envelope in the mail in the next two weeks and they can mail in their check at that time. If they want to mail in their check now the address is:

**Moody Radio
Gift Processing Center
820 N LaSalle Blvd
Chicago, IL 60610-3284**
Make checks to: **Moody Radio-Share2010**

What is an Annual Gift?

- Gifts from donors that will be completed within the next 12 months.
- Can be one time gifts or in installments of 2 to 12 , paid in this Share year only.
- Can be paid by check, credit card or debit card.

Resources Management Department at 1-877-376-2194.

The caller is telling me they already are giving a Monthly Recurring gift and want to change the amount? What do I do?

Volunteers can only enter new monthly recurring gifts. However, if the caller says they are already giving a Monthly Recurring Gift and want to make a change to it, that can be done only by Moody's Donor Resources Management Department. Ask the caller to call Moody's Donor Resources Management (DRM) department at 1-877-876-2194. DRM will process the change and update the Share totals at that time.

Should I do anything special with large gifts?

If the caller makes a commitment of a large gift, we want to have a staff member call them back and thank them. The station staff will let you what a large gift is for your station. Please do the following:

1. Enter the donor's information as usual.
2. Ask for a telephone number where the caller can be reached in the next 30 minutes and type this in the general comments box.
3. Print out the confirmation page and let your supervisor know about it.
4. Submit the record.
5. Your supervisor will give the page to the OPs team. Once a staff member has called the donor, the gift is added to the totals.

What if someone calls and say they want to make a Match?

Matches are initiated by donors and are conditional upon the match amount being met by callers. Here is the criteria for "Matches":

- Matches must be initiated by the donor.
 - Matches must be conditional; that is, their gift is conditional to meeting the match on the air. If the match doesn't produce the amount, they will be asked to contribute the amount that came in response to the Match.
- Here are the steps to follow when the caller tells you they would like to offer a large gift that can be used for Matches.

1. Enter in the caller's name and address info (doing a "Lookup" as usual).
2. When you get to the payment portion of the script, put in "0" in the "Other" box. (Do not put any other amount in, even though they may offer you a dollar amount.)
3. Choose "One-Time" in the Annual Gift box.
6. Choose "Check" as the payment option.

7. In the Comments box, first type in a telephone number where the donor can be reached in the next 30 minutes. Then type in the conditions of their match. (For example, they will give \$1000.00 for every \$1000.00 gift given in one hour, up to \$10,000.00.) Do not suggest dollar amounts or terms, just write down their own ideas. Let them know someone will be contacting them soon to discuss their match.

8. Under Special Requests, click on "Do not mention name on air."
9. Print out the confirmation page. Ask your supervisor to give to the OPs Team to let them know that it is a match.
10. Submit the record.
11. The OPs team will give the confirmation page to the EP who will call the donor and arrange the details of the match.
12. The OPs team will call the donor back after the match is completed to let them know the results of the match. The OPs team will enter the final amount, method of payment. Then, the amount will be added to the totals.

What do I do if the caller says their employer will match their gift?

Only enter the *unmatched* amount - not the double or tripled amount. Callers need to follow up with their company's personnel department about their matching gift program and for the proper forms.

What is the "Thank You" gift this year?

The "Thank You" gift for Share2010 is the 2-CD set from Moody Radio called *Worship Forever*. Disc 1 contains popular worship songs selected by Moody Radio staff; Disc 2 contains messages on prayer from speakers at various Moody Bible Institute Conferences.

Who gets the "Thank You" Gift?

We will offer the Thank You gift to anyone who participates in Share2010 regardless of giving level. We will also send the 2-CD set to someone cannot give a donation at the time, but asks for the thank you gift. To do that fill out the form as usual on screen 1.

- On Screen 2, enter 0 is the amount and click one time.
- On Screen 3, click on check
- On Screen 4, Select the Thank you gift.
- Submit your form as usual.

What is a welcome pack? The caller is asking about a "welcome pack", but I don't have anything like that on my form.

We will automatically send a Welcome Pack to anyone who is giving for the first time to Moody Radio or Moody Bible Institute. It is not something that has to be selected on the form.

The Welcome Pack this year contains:

- A Window Cling
- A Program Schedule
- One issue of Today in the Word
- A Special Gift

What do I do if I get a call that is not related to Share2010?

Tell the caller you are a volunteer and ask that they call back after Share to talk to a staff member. Staff are generally not available during the event to take phone calls. If it needs to be cared for now, print the message on a separate piece of paper. Include their phone number, the date & time of call and give to your Supervisor.

What do I do if I get computer error messages, or have problems with my phone?

Notify your supervisor immediately. If you are on a call when this happens, ask the caller to wait a minute while you get the supervisor. The supervisor will determine if it is an isolated situation, station-wide, or network-wide.

Your supervisor will direct you how to handle this situation. They may supply you with a paper form to complete the call, or direct you to a different computer screen.