

INSTRUCTIONS FOR TAKING PHONE PLEDGES USING THE KLCC IN-HOUSE RADIOTHON FORM

Make sure you are using the KLCC In-House Radiothon Form:
<https://secure.publicbroadcasting.net/klcc/In-House-Form/form.pledgemain>

Answer the phone with: *Thanks for calling KLCC, may I take your pledge?*

Let's start with your Name & Address...

Fill in all the required fields. You can tab through the fields.

We prefer both a phone number and an email address, but it's ok if they want to give only one. We just need a way to contact them if there is a problem with their credit card or other pledge information. *Explain that an email address will give them an email confirmation of this transaction.*

May we thank you on the air?

Check yes or no. Their full name will be thanked on the air by default. If they have other requests, please write that in the comments box.

How much would you like to pledge?

Choose amount. Note: If they are paying by installments, enter the ENTIRE ANNUAL AMOUNT here. [Example: If paying \$10/mo, enter \$120 in this section.]

Would you like to pay all at once or become a Sustaining Member?

Choose all at once or

Select an installment interval: monthly, quarterly, semi-annually.

If they chose installments ask...

Would you like this to be a Sustaining Membership? We will continue your payments until you tell us to stop.

This box **MUST** be checked if the amount is to be ongoing!!!

Method of Payment

Credit card: Fill in all the credit card information.

EFT: KLCC will mail you the EFT form to set up your Electronic Fund Transfer sustaining membership via your checking account. (Note: They can also download the EFT form at klcc.org/support-klcc)

Bill me: KLCC will send a pledge reminder to return with your check.

Thank You Gift

Use this section *ONLY IF THEY ASK*. No need to offer a thank you gift.

Specialty Premiums are limited items offered during certain times:
Check the \$1 box and WRITE THE ITEM DESCRIPTION IN THE COMMENTS BOX.

Do you have any comments for KLCC?

Enter comments here. You can also use this box for notes to the staff.

Submitting the form:

Keep them on the phone and hit **Preview**.

If something needs to be fixed hit **Edit Your Information** and then Preview again.

When everything is ok hit **Submit Your Pledge**.

Last Step:

After successfully submitting you will see a Confirmation screen.

Click on the link near the top that says **Click here for a blank pledge form**.

You can also hit the **HOME icon**  at the top of your browser to return to a blank form.

Now you are ready for the next caller!!