Communication Settings

Manage and customize campaign receipts, statements, tax letters, and item donation letters. Create a personal registration text, which is sent once a user completes registration, is added as a new user, or is checked-in. Include a note on your statements, such as your 501(c)(3), a "save the date" for a future event, or a thank you to supporters.

Watch a video

Locate settings

1. From the **Admin Navigation,** select **Settings** > **Welcome & Acknowledgements**.

Welcome text

Choose the default content or personalize the welcome text. Include a Bitly link to link the recipient to the campaign. There is a character limit of 102, which includes spaces. The welcome text is sent to users after completing registration, or when:

- A user registers online.
- A user texts to register.
- A user is checked in by an admin at registration.
- A user is added as a new user from the Users page.
- An admin sends the welcome text through Messages.

Note: Campaign admins are prompted to log in through the welcome text sent after texting into the campaign. Users, who text to register, go directly to the campaign location tied to the Bitly link within the welcome text.

Content	● Default
	Welcome to ##EVENT_NAME##! View auction/donate here ##WELCOMELINK## .
	Please note: Content is dynamic based on event settings.
	○ Customize Message

Note: Welcome messages are required to include "TXT STOP to stop, HELP for help. STD MSG&DATA rates apply." Text messages can only contain links directing users to a GiveSmart campaign. External links are not able to be sent from the GiveSmart platform.

Tip: Include a bitly link within the text. The link takes them to the Items, Home, Donate page, etc.. Find out more about the **user experience** when sending a bitly link.

Bitly link and description

##DONATELINK## - Link to Donate

##HOMELINK## - Link to Home

##INSTANTLINK## - Link to Instant Items ("Available for Purchase"- Category)

##LIVELINK## - Link to Live Auction Items ("Live Auction" - Category)

##MYINFOLINK## - Link to My Info

##NOBIDSLINK## - Link to (Items with No Bids - Category)

##PAYLINK## - Link to Pay

##VOTELINK## - Link to Vote Items ("Cast a Vote" - Category)

##CCLINK## - Link to Add a Credit Card page

Statements

Users who complete check out are automatically emailed a statement to the email attached to the account. Generate a pdf of all users by clicking 'Generate Statement'.
Statement_Sample.png 📎

Generate Statements

Generate a pdf containing statements for all users with activity.

Generate Statements ←

Statement note

The statement notes are shown below the details section of all statements. There is a limit of 4,000 characters, which includes spaces and returns. Want to know which documents and emails this note will appear on? Find the full list **here**.

Receipts and tax letters

Generate a pdf containing receipts for all paid users. Download with or without a custom tax letter. Receipt_Sample.png ✎

Tax letters

Customize the content within 'Settings'. Tax letters include the organization name, any donation or purchases, along with transaction dates. The default content pulled is:

##FIRST_NAME##

- Individual donors full name or company name.
    - Company donors with a contact name entered will pull into the first name field.

##EVENT_NAME##

- Name for text message set in Site settings.

##EVENT_DATE##

- Start date and start time set in Site settings.

There is a limit of 3000 characters, which includes spaces and returns.

Tax_Letter_Sample.png ✎

Content ❓

Dear ##FIRST_NAME##,

Thank you for your recent support during the ##EVENT_NAME## on ##EVENT_DATE##. Attached you will find a statement indicating cash contributions and any purchased items. The statement provides an estimate of the value of goods or services provided, if any, that have been rendered to you in return for your contribution. We"d like to remind you that your contribution is deductible only to the extent that it exceeds what we have provided.

Please keep this written acknowledgement of your donation for your tax records.

Yours Truly,

Item donation letters

Generate a pdf collection of items donation letters for all users added in the 'Donated By' section. A user profile is created for the item donor and accessible from the 'Users' page.

Generate Item Donation Letter

Item donation letters include the organization name, start date, and details on items donated. Details include item name, FMV, and purchase price. The default content pulled is:

##FIRST_NAME##

- Individual donors full name or company name
    - Company donors with a contact name entered will pull into the first name field.

##EVENT_NAME##

- Name for text message set in Site settings

##EVENT_DATE##

- Start date and time set in Site settings

##ITEM_NAME##

- Item name entered on the item.

##FMV##

- Fair Market Value entered on the item.

There is a limit of 3000 characters, which includes spaces and returns. Sample Item Donation Letter .png 📎

Item Donation Letter

The item donation letter includes your organization name, event date, and a list indicating all donations per user. Donation details include Name, FMV, and Purchase Price.

Content ❓

Dear ##FIRST_NAME##,

Thank you for your recent support during the ##EVENT_NAME## on ##EVENT_DATE##. We are grateful for your generous donation of ##ITEM_NAME## with a FMV amount of ##FMV##.

Please keep this written acknowledgment of your donation for your tax records.

We appreciate your support.