

Control Automatic Fulfillment Reminders

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When reminded, supporters who have pledged to donate and have yet to complete their donation will fulfill their pledge 70-80% of the time. These automated text reminders are enabled by default on your activity, and we recommend leaving them turned on.

These Fulfillment messages can be turned off on a keyword level basis, though. Click on the keyword you'd like to turn off fulfillment messages for, then click on **Fulfillment** on the left hand side menu. You should then see three checkboxes for the automatic messages that are sent 1, 4, and 8 days after their initial pledge.

Uncheck any messages you do not wish to be sent to unfulfilled pledges and click **Save**.

The actual message had to be approved by the Mobile Marketing Association, so you cannot change the wording of the messages.

The screenshot shows the GiveSmart Fundraise dashboard. At the top left is the GiveSmart Fundraise logo. At the top right is a user profile for Debbie Director, GiveSmart Fundraise (Training). The main menu on the left includes: Main Menu, Keyword, Activity Landing Page, Online Forms, Confirmation Page, Mobile Experience, Fulfillment (highlighted), Fundraising Thermometer, and Enter Offline Donation. Below the menu is a 'Display Links' section with links to 'View Online Form', 'View Activity Landing Page', 'View Fundraising Thermometer', 'Facebook Share View', and 'Facebook Debug View'. A shareable link is provided: igfn.us/fi/46z8/n. The main content area shows a 'Back to Dashboard' link and the text 'MAR292023 on 41444 for Fundamentals (Active)'. The 'Fulfillment' section has three checkboxes, all of which are checked: 'Send this text reminder to my donors if they have not fulfilled their pledge after 1 day.', 'Send this text reminder to my donors if they have not fulfilled their pledge after 4 days.', and 'Send this text reminder to my donors if they have not fulfilled their pledge after 8 days.'. Each checkbox has a corresponding text message preview. A lightbulb icon is followed by a note: 'We use multiple points of fulfillment data to determine the content & frequency of our text reminders. These messages are monitored and adapted to help you benefit from the best possible fulfillment rates.'