

Recurring Donation Highlights and Guide

Sample View GSN Donation Page Graphic - [DonateNOW](#)

Good Samaritan NETWORK
Assisting Hamilton County Families!

About Good Samaritan Network of Hamilton County, Inc.

Serving together, since 1980, Hamilton County families who are at-risk or under-served - and collaborating with Hamilton County agencies!

Donate Now

Select a campaign
General Fund

Select or enter an amount
\$50 \$100 \$250 \$500
\$

Frequency
One time Recurring

Select a frequency

Submit

Setting Up A Recurring Donation

Once you visit the GSN website (www.gsnlive.org) – click on the DonateNOW button you should see our donation page, similar to the above graphic. Simply follow the prompts.

- 1) Select A Campaign
- 2) Select or Enter An Amount
 - \$50, \$100, \$250, \$500 – or
 - Enter your own amount
- 3) Select An Option

- One Time Donation
- Recurring Donations

Select A Frequency: Specific Dates, Weekly, Biweekly (twice monthly), Monthly, Quarterly, Every 6 Months, or Annually

Note: the first recurrence of a quarterly or annual recurring transaction will bill immediately upon submission.

4) Follow the Prompts

CRITICAL: Remember, you should always use the same/consistent donor name for donating, especially for previous donors to ensure correct postings. Also, please remember to communicate updated contact information with GSN. If your address, phone, email, etc., changes, please call our office as soon as possible. This helps us communicate effectively with you!

- You'll have the option to include or exclude transaction fees (2.9%) – which is what GSN normally pays.
- You'll have the option to indicate your gift in Honor/Memory of a loved one.
- You'll provide billing information using your credit card or bank account (ACH) – which can be changed at any time.
- With each receipt, you'll also have the option to create your own FREE "Online Giving Account" with Kindful that only you can manage. It allows you to see all your donations (one-time or recurring) in one place, and you can update your profile information (email, phone, address, etc.) at any time. To do this you can click on the "sign in or sign up" button found at the top of our donation page.
- Security - the entire Kindful application is encrypted with TLS. Kindful enforces HTTPS / TLS connections for all web resources, including the admin portal and donation pages. Online donation pages employ a CAPTCHA feature for added security.

Q. & A. Recurring Donations

1. What are my frequency options for a recurring donation?

Specific Dates, Weekly, Biweekly (twice monthly), Monthly, Quarterly, Every 6 Months, or Annually

2. Why do I have an option to cover a transaction fee?

You are given the option to cover the transaction fee if it is an online-processed transaction because it allows the "full" amount to be completely donated without GSN being charged a transaction fee. A "transaction fee" is the cost GSN pays for each transaction payment made with our platform service provider.

3. Can I cancel my recurring donation after a certain time?

You can set the recurring transaction to automatically cancel after as many transactions as you wish. For example: "7" = cancel my recurring donation after "7 transactions are processed. "

4. What if I need to “skip” a payment?

With a FREE “online giving account” simply visit the Contact Profile, navigate to the find the Payment Info tab, and scroll down to the Recurring Transactions blocks. In the block of the recurring transaction you wish to change the date, click on the Edit button. In the window that pops up, you can edit the recurring transaction and change the “Next Recurrence”. This will control the next date that payment processes, allowing a donor to skip a payment while maintaining the original recurring schedule. Save that change, and it will be applied.

For example, a donor may have a recurring transaction that is set to run on the 1st of every month. If the donor makes a transaction on August 1 and wants to skip September, follow the steps above, and in the “Next Recurrence” block, set that to be October 1. Doing this will simply skip September’s payment, but will keep the ongoing schedule intact.

Otherwise, simply contact our office and we will be glad to help!

5. Can I select a “campaign” for my recurring donation?

Yes! You can specify a campaign that is important to you from the current list of available GSN campaigns (which is subject to change).

6. What if my donation fails?

If a donor’s donation fails, Kindful will automatically alert the donor of this transaction failure. You do have the ability to update your payment information – if you have created an online donor account. Otherwise, simply contact our office and we will gladly help update the payment information for you.

7. Can I stop my recurring donation?

You can “stop” your recurring donation at any time if you have an “online donor account”. Simply find the recurring donation section and click “Stop”. Otherwise, simply contact our office and we will be happy to help.

8. What if I want to donate in addition to my recurring donation?

That’s very generous! You simply visit the GSN website (www.gsnlive.org) – click on the DonateNOW button and simply select “one-time donation” and follow the prompts. We always recommend you use the same “name” as you have used with previous donations or recurring donations.

9. How do I update my payment method?

If you have created an online donor account, you can update billing information to add or update a payment method. You’ll go to the Billing or Payment Info section, and from there make any updates to your billing profile. These can include adding a new payment method (credit card or banking information), updating existing payment methods, and assigning a new

payment method for the recurring donation. Otherwise, simply contact our office and we will be happy to help.

10. Can a GSN administrator assist me with payment issues, updates, and edits?

Yes, we can assist you with editing the billing address or expiration dates. However, we cannot change any of the original credit card details of your settings, etc. Only you can change credit card information, bill date, next recurrence date, and the amount of the donation. Those are non-editable on our side without changing the payment method and receiving your permission. We can stop a previous payment method and create a new payment method at your request.

If you have not created a Kindful "Online Giving Account" (which you can self-edit) and need help - simply contact our office and we will be happy to help.

11. Can I create and edit a Kindful giving account?

We want donors to have the ability to manage their account in real-time. This makes things like updating credit card info, address info, or donation info a breeze!

In the top right corner of GSN's giving page (after clicking on the DonateNOW button), there are options to either sign in, or sign up! With email receipts, you should also see this option listed.

Current "history details" for donors with Good Samaritan Network in Kindful are based on your name, address, phone, and email, etc. But, be aware that the list of previous donations is only listed since 2017 - to save space. Certainly, we have all past data before 2017 - it just was not migrated to Kindful.

12. When is my recurring transaction processed?

Kindful's automated recurring billing process begins at 9 AM UTC every day (which is 4 AM CDT or 3 AM CST). Days with a higher volume of recurring transactions (e.g. the 1st of the month) will find that some may process throughout the day.