

Receipts and Notifications Account Settings

Last Modified on 10/12/2022 11:40 am PDT

The Receipts and Notifications section of your Account Settings allows you to modify the templates for the default emails that are sent to supporters when they complete one of your forms (Receipts) and default emails that are sent to people within your organization, letting them know that someone has completed a form (Notifications).

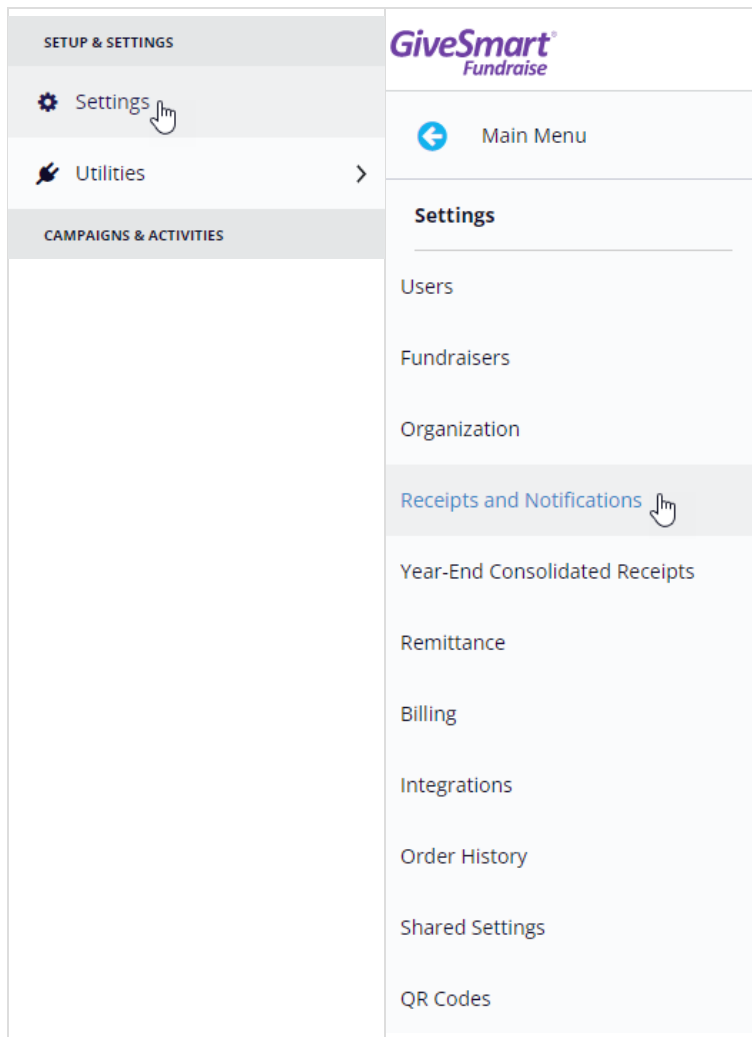
The initial information in these emails will be populated from the information you provide in the [Account Settings > Organization](#) section.

Important: These are the default templates and they can be changed within the form to provide a more tailored experience with that form, activity and campaign. With that in mind, these should be very generic in their wording, to apply to any kind of form. More information below.

Accessing Receipts and Notifications

To modify the settings:

- Click on Settings
- Click on Receipts and Notifications



Receipt Message

The Receipts section lets you set the default receipt email message for *any* new form. Entering the information here means less work when you are designing your forms. Even if you change the receipt message associated with the form itself, having this information entered in the Account settings means you do not have to enter *everything* on the [form's email receipt](#).

Remember this is for ***any*** type of form, meaning this will be used for everything from a donation receipt to a survey or volunteer signup acknowledgment. You can always change the information here at the form design level, but setting a good ***generic*** message here will mean if you don't have time to personalize the email on the specific form, it will still work for your supporters.

Saying something like "Thank you for your support to [Your Organization]" could be applicable in almost any situation.

Receipts

Receipt Message

Thank you for your support to GiveSmart Fundraise Academy (Training)

Contact Email

scott.couchman+demo@communitybrands.com

Emails will send from this address

Email Subject Line

Thank you for your support

Your preferred subject line for the donation receipt email

Contact Phone

1-800-667-8075

Don't want to receive calls? Don't add your phone number!

Include Tax Info

Donors can claim tax deduction with an IRS compliant receipt.

Show

Compliance Message

No goods or services were received in return for this gift. GiveSmart Fundraise Academy (Training) is a 501(c)(3) charity.

[Preview PDF Attachment](#)

- **Receipt Message:** This is the body of your email.
- **Contact Email:** This is the email address that the email will come from and where they could reply to.
- **Email Subject Line:** This is the subject of the email
- **Contact Phone:** If you want your supporters to reach you by phone, you can include a phone number here. If you leave it blank, no Phone line will appear in the email.
- **Include Tax Info:** This will provide the IRS compliant receipt, so you don't have to send that receipt, manually, later.
- **Compliance Message:** This pulls your Organization name as it is listed
- **Preview PDF Attachment:** Downloads a sample receipt of a donation. This is not a sample of the email that is sent.

Notifications

If the form will process a payment (donations, tickets etc..) this is the notification that will be sent to people within your organization.

Note: The Notification section is broken into Payment and Non-Payment sections so you can standardize the emails that you receive from any payment form (such as donations, sponsorships, ticketing, etc.) and from any non-payment form (such as surveys, volunteer

sign-ups, etc.)

Notify Recipient(s) on Submit: This is turned on by default to automatically send an email to let you know that someone has completed a form (any form) that you have published. You can turn this default off if desired.

Notification Recipient(s): This defaults to the primary email address in your GiveSmart Fundraise account. That email address will be the one to receive these email notifications. You can add/remove email addresses based on other users that you have set up within your account. For more on creating users, [click here](#).

Notifications

Notify Recipient(s) on Submit

Enable

Notification Recipient(s)

Org's Primary Email (scott.couchman+demo@communitybrands.com) X Scott Couchman (scott.couchman+demo@communitybrands.com) X

Payment Notification Message

Copy From Receipt

If the form will process a payment (donations, tickets etc..) this is the notification that will be sent

Rich Text Editor toolbar: Undo, Redo, Arial, 11pt, Formats, Bold, Italic, Underline, Strikethrough, Bulleted List, Numbered List, Indent, Outdent, Link, Print, Eye, Code.

Personalize

Someone donated to your keyword: [keyword_details]! Here are the details:
Name: [donor_name]
Amount: \$[amount]

Characters: 108 15 words

Payment Notification Message

Payment Notification Message: This is the message that will be sent when someone submits a payment of some kind, such as through a Text to Donate, a Crowdfunding and Peer to Peer Fundraising donation page, Ticket sales, etc.

This section uses the [Rich Text Editor](#), so you can include formatting and personalize it with details from the donation (such as Keyword, donor's name, amount paid, etc.) so it can be more useful than simply an alert of a donation.

Non-Payment Notification Message

Non-Payment Notification Message: This is the message that will be sent when someone submits information to a form that does not have a payment option, such as through a survey, RSVP page, Ticket sales, etc.

This section uses the [Rich Text Editor](#), so you can include formatting and personalize it with details from the donation (such as Keyword, donor's name, etc.) so it can be more useful than simply an alert of a donation.

Non-Payment Notification Message

Copy From Receipt

If the form will only collect information (RSVP, survey etc..) this is the notification that will be sent

← → Arial 11pt Formats **B** *I* U ~~S~~ [List Icons] [Link] [Print] [Eye] [Code]

A **A** [Image] Personalize

Someone just filled out a non-payment form on your keyword: **[keyword_details]**! Here are the details:
Name: **[donor_name]**

Characters: 118 17 words

Save

After you have made changes, make sure to click **Save** before leaving the page.