

# How to Thank Donors

Last Modified on 06/27/2024 1:26 pm EDT

Watch this video to thank your donors with emails, physical mail, and more through the GiveSmart Donor CRM system.

**NOTE:** To send a Gift or Pledge Thank You, select **Communications** from the left navigation, as these features have moved to a new home. Video will be updated soon to reflect the new navigation.

## Merge Field Options

There are multiple merge field options to choose from when creating a Gift or Pledge thank you.

### Gift Thank You

- System Fields
  - Organization/Client Name
  - Long Today's Date
  - Mid Today's Date
  - Short Today's Date
  - User's Name
- Contact Fields
  - Address Block
  - Title
  - First Name
  - Last Name
  - Suffix
  - Salutation
  - Address 1
  - Address 2
  - Address 3
  - Address 4
  - City
  - State
  - Zip
  - Donor ID
- Gift Transaction Fields
  - Amount
  - Gift Date
  - General Ledger
  - Solicitation Method
  - Campaign
  - Solicitor
  - Sub Solicitation

- Notes
- Asset Amount
- Asset Date
- TDA (Tax Deductible Amount)
- FMV (Fair Market Value)
- Tribute Type
- Tribute Name
- Custom Contact Fields
- Custom Gift Fields

## Pledge Thank You

- System Fields
  - Organization/Client Name
  - Long Today's Date
  - Mid Today's Date
  - Short Today's Date
  - User's Name
- Contact Fields
  - Address Block
  - Title
  - First Name
  - Last Name
  - Suffix
  - Salutation
  - Address 1
  - Address 2
  - Address 3
  - Address 4
  - City
  - State
  - Zip
  - Donor ID
- Pledge Fields
  - Start Date
  - End Date
  - Pledge Type
  - Total Amount
  - Billing Amount
  - Schedule
  - Next Payment Due Amt
  - Next Payment Date
  - Pledge Balance
  - Pledge ID
- Custom Contact Fields
- Custom Gift Fields