



How-to Guide – Outbound

Here is a “How To” Guide that will help you most effectively employ AIM’s Contact Center services.

1. You must be an endorsed church entity.
2. Contact Rebecca McClellan, Account Executive, at 800-253-3002 option 6 or Angel Easton, Asst. Supv. of Operations, option 2 to discuss outbound call services needed and cost strategies.
3. Complete the Project Details form with a brief summary of the services desired of AIM, including a copy of the script/survey. Return to Rebecca or Angel via one of these methods:
Email: rebeccam@callaim.org or angelre@callaim.org
Mail: Adventist Information Ministry, 8490 E. Campus Circle Dr., Suite 215, Berrien Springs, MI 49104-0970
4. To ensure that our team is well-informed and professional representatives of your organization, able to answer questions and supply appealing information, please provide the following information:
 - a. Information describing your organization and the service that you will be offering.
 - b. Desired phrase to greet and identify your ministry. *(Thank you for contacting....)*
5. The following information is needed to create a pricing schedule for the project and for set up of the campaign:
 - a. Copy of the survey or script of questions.
 - b. An Excel or CSV file of Contacts, including phone numbers
 - c. If contacts/leads will receive a response, what is expected response time?
6. Items 4 and 5 must be received **here at AIM one week prior to desired campaign start date** or an additional \$200.00 rush charge will apply. Special Rush Services will be dependent upon staff availability.



AIM
CONTACT CENTER
Seventh-day Adventist Church
NORTH AMERICAN DIVISION

Price Guide - Outbound

Effective: March 3, 2020

Contact: *Rebecca McClellan, Account Executive*
Phone: 800.253.3002 option 6 Email: rebeccam@callaim.org

Angel Easton, Assistant Supervisor of Operations & Digital Media Manager
Phone: 800.253.3002 option 2 Email: angelre@callaim.org

Services Available Through AIM:

- Fundraising / Relationship Building
- Marketing / Sales
- Register to host/participate in Event
- Subscriptions – New/Renewal
- Surveys / Questionnaires

Pricing:

- Project set-up charge: \$350.00 to \$600.00 (varies based upon services required)
- Contact: \$3.50 and up / per completed contact
- Extensive Survey Contacts: \$8.00 to \$12.00 per completed contact
- 3 Attempts/Left Message: \$2.00 per number
- Invalid Number: \$1.25 per number
- Phone Number Look-up Inquire for details
- Data entry: \$15.00 per hour
- Technical support: \$50.00 per hour - transferring or manipulating data; custom reports, etc.

Reports:

A weekly statistical report will be provided to the client as part of our service while the campaign is running. A final report with complete data will be provided at the end of the campaign. Any additional or specialized reports requested will be priced according to the time and resources used to generate.

We build each account individually in accordance with its specific needs, therefore charges will vary. Due to this specialization, it is difficult to list all the services we are capable of providing or the costs that may be associated with them. If you have an outbound calling need that is not listed, please let us know. We will make every effort to provide it.



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Project Details – Outbound

Specifics

Ministry Name _____

Type of Service Desired: Survey Fundraising Marketing Other

Description _____

Total Number of Leads/People to Contact _____

Report Recipient(s)

Name _____ Email _____

Name _____ Email _____

Special Instructions _____

Billing Information _____

Desired Phrase to Greet and Identify Your Ministry:

Thank you for contacting... _____

Desired Start Date _____ Temporary / Permanent

Contact Person

Name and Title _____

Phone – Office () _____ Cell () _____

Email Address _____

Signature _____ Date _____

Return to: Rebecca McClellan
Adventist Information Ministry
8490 E. Campus Circle Dr., Suite 215
Berrien Springs, MI 49104

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Email: rebeccam@callaim.org