



ONLINE MEMORIAL GIFT SUBMISSION DIRECTIONS

The Memorial Gift Program is a powerful tool that veterinary clinics can use to connect with your clients and honor their grief when they lose a pet. Many veterinarians have told TVMF that the Memorial Gift Program has had a tremendously positive impact on their practices; their clients are so appreciative of this gesture, and thankful to know that the veterinarian/clinic staff also cared about their pet.

TVMF is excited to announce that you can now easily make your memorial gifts online from your clinic, without having to fax or mail in any forms!

Here's how:

1. Visit and log into your TVMA account using your email and password:
<https://www.tvma.org/TVMA-Login>.
 - a. Do not have an account with TVMA? Contact Leah Ann Tibbitts, TVMF Director, at 512-610-6651 (direct line) or Ltibbitts@tvma.org to have an account set-up!
3. Once logged in, click on "Profile" in between "Register" and "Logout"
4. Once in the member portal, click on the profile circle in the upper right corner to **switch to the organization – Clinic Name**.
 - a. Don't see the clinic name? Contact Leah Ann Tibbitts, TVMF Director, at 512-610-6651 (direct line) or Ltibbitts@tvma.org to get connected to the clinic!
5. Click on Donations – Memorial Gift Program.
6. Enter each gift – Client name, pet name, donation amount defaults to \$10.00 (TVMF kindly requests a minimum donation of \$10.00)
7. Enter address – **only need to enter "Street 1" and "Zip code"**
8. Click on Validate and the address validator should find it. If it doesn't find it, you'll need to investigate – perhaps a type-o? You can double check your address using [melissa.com/google maps/whitepages](http://melissa.com/google/maps/whitepages).
9. Click on "Save" to lock the address into the gift.
10. For each gift, if clinic has available credit (listed at the top), switch the slider to green.
11. Click on "+Add Client" to add the next memorial. Do this for all the memorials for this clinic.
12. **Do not close your browser window or the donation entries will not be saved!**
13. Once all are entered, click on "Continue".
14. Need to print donations for your records? Print the web browser at this time.
15. Payment Options if you did not have advanced credits to cover the donations:
 - a. Pay with a credit card
 - b. Click the slider to "Send me an Invoice"
16. Click "Process Donation".
17. Log out.