Phone Call or In-person: Mass Intention Procedure

When you receive a phone call or person coming into the office with a Mass intention request:

1. Let the person know that there is a donation for Mass intentions: $10 for weekday, $25 for Sunday and $50 for Christmas/Easter

2. Go to: https://www.stgabrielspoway.org/massintentionsoffice and click on "Spreadsheet" on the right hand side. Ask them for their last name and check to see if they have used up their 5 mass intentions for the 6 month period. If their name is NOT on the list at all, they haven't used any. If their name IS on the list, check if all 5 date slots are filled in. If any are not filled in, this is how many Masses they have left to request intentions for.

   a. If they **have used** all their Mass intentions (all 5 slots are full), let them know that they are NOT able to request any more Masses at this time. They will be allowed another 5 Masses when the next 6-month calendar is released. This is the end of the call.
   b. If they **have not used** all their Mass intentions, let them know how many they have left to use for the 6 month period and proceed to the next step.

3. Pull up the Mass intention calendar:
   a. Visit www.google.com
   b. Click on the user icon in the far right upper corner and make sure you are signed in as Office Calendar: office@saintgabrielschurch.com
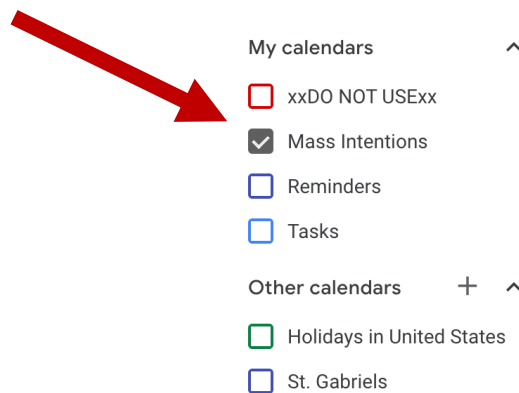
c. Click on the box of dots in the upper right corner right next to the user icon and find the Calendar app.

4. Select "Mass Intentions" on the far right side of the screen as the calendar you want to view (un-select the rest of the calendars so it is not confusing when you are viewing it).

5. Ask the person for the date they would like to request for their Mass intention. If they want multiple dates, check one date at a time. Check the calendar to see if the date they are requesting is available. If a date is available, the Mass will appear on the calendar, but no name will be in the title. If there is a name in the title, that mass is already taken.

8

● 6pm Micki Hock, dec. & Bob

16

● 6pm Mass

Date taken
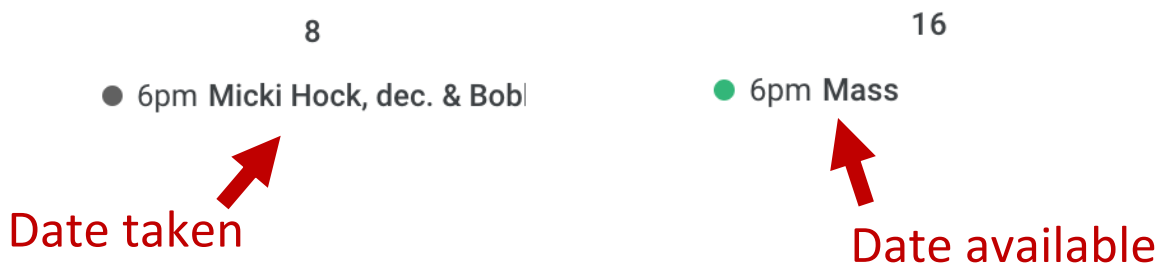
Date available

6. If the date **IS NOT** available, ask the person if there is another date they would prefer. Soonest available is always an option.

7. If the date **IS AVAILABLE** confirm that you have the correct date and Mass. Double click on that Mass to edit it. Replace the word "Mass" with the name of the intention they are requesting for that day. Make sure to ask if the intention is for someone living or deceased and indicate that on the title. Under "add description" put the full name and phone number of the person requesting the Mass.

    a. **If they are paying immediately (whether in person or on the phone)** go ahead and take their payment, and save the calendar edit so the Mass is in the name of their loved one. You can always go back and check to make sure that when you look at that date on the calendar, you see their loved one's name on that date.

    b. **If they are NOT paying immediately** click on "Default visibility" and mark the event as "private". This will ensure that they are not able to see the Mass intention on the public calendar on the website until they pay the full amount. Next to the name of the intention, add the date 5 business days from now (that is the date the request will expire if they do NOT pay ever).

8. **If they DID pay** go back to the Spreadsheet: https://www.stgabrielspoway.org/massintentionsoffice click on Spreadsheet and
   a. update their information if they already are on the spreadsheet by putting the dates of the Masses they just requested in one of their 5 slots
   b. if they are NOT already on the spreadsheet, add them – their first and last name and add any Masses they requested today to their slots.

9. **If they DID NOT pay** ask them for their email address so you can send them their payment information. Let them know that they have 5 business days (tell them what date that is) in which to pay before their request expires and will be put back on the calendar for others to potentially take that Mass.
   a. Go to: https://www.stgabrielspoway.org/massintentionsoffice and copy and paste the email text to send to them. Be sure to insert the correct Mass intention dates and the correct donation amount into the body of that email.
   b. Go to the Spreadsheet: https://www.stgabrielspoway.org/massintentionsoffice click on Spreadsheet and update their information (add them to the spreadsheet if this is their first request) with the dates they are requesting, etc. If they have NOT paid, add the amount due in the column on the right and the date that the hold expires for those Masses (5 business days from the day they requested the Masses).

To double check your work: click on http://www.stgabrielspoway.org/massintentions **if they DID pay, their Mass intentions should appear on the dates they requested. If they did NOT pay, those dates should show as "private" so they are basically on hold for 5 days.**