

Your Go-To Guide: Digital ACTs, Printed Cards & Everything New at Promptings

April 12, 2025



Getting Started with Digital ACTs

Q: How much does a Digital ACT cost?

A: Digital ACTs are \$2 each. Or, you can subscribe and save—get Unlimited Digital ACTs for as little as \$10 per month.

Q: Can I send a Digital ACT from the SendOutCards iPhone or Android app?

A: No. Digital ACTs are only available through a web browser—on your phone, tablet, or computer. They are not supported in the iOS or Android apps.

Q: Can I send a Digital ACT via text or email?

A: Yes! You can send a Digital ACT through text, email, Facebook Messenger, WhatsApp, or any other digital messaging platform.

Q: Can I send one Digital ACT to multiple people?

A: No. Digital ACTs are designed for one person at a time. The Insert Name tool is not available, and only the original recipient can request a printed version.

Q: Can I reuse or resend a previously created Digital ACT?

A: Digital ACTs are designed for one-time, one-person use. To send the same message again, create a new ACT for each individual.

Q: How do I resend my Digital ACT if someone didn't receive it?

A: You can easily resend it from your **Card History**. Just go to the **Digital ACTs** tab, find the card, and click to **share it again** with the original recipient.

Q: Can I schedule a Digital ACT to be sent later?

A: No. Digital ACTs are meant for immediate delivery so you can act on your prompting in the moment.

Q: Can I turn a printed card into a Digital ACT?

A: No. Printed cards cannot be converted into Digital ACTs. However, a Digital ACT *can* be turned into a printed card by recipient request.

Q: Where does a Digital ACT pull recipient information from when I'm adding someone while building the card?

A: Recipient information is pulled directly from your **SendOutCards Contact Manager**. If the contact is saved there, their name auto-fill.

When to Send a Printed Card vs. a Digital ACT

Q: What's the difference between a Printed Card and a Digital ACT?

A: Both are designed to help you act on your promptings—they just deliver them in different ways:

- **Printed Cards** are mailed directly and offer a **tangible, keepsake experience**.
Digital ACTs are sent instantly via text, email, DM, or messenger—**perfect for quick delivery** or when you don't have a mailing address.

Q: When should I send a Printed Card vs. a Digital ACT?

A: Let your prompting guide you. Here are some ideas to inspire you:

- **Send a Printed Card** when you want to share a memory, make a lasting impression, or give them something they can hold onto forever.
- **Send a Digital ACT** when you want to deliver a heartfelt message instantly—especially when you don't have their address or time is limited.
- No matter what you choose, remember: **The best type of card to send is a sent one. The best way to act on a prompting is to ACT.**

Q: How can Digital ACTs help introduce others to Promptings?

A: Digital ACTs are a powerful way to show someone what Promptings is all about. When you send one, you're not just delivering a card—you're inviting them into the **Promptings Gratitude Movement** and giving them an easy way to experience the joy of acting on a prompting.



Printed Card Requests

Q: If someone receives a Digital ACT and wants a printed card, who pays for it—and how does it work?

A: The recipient can request a printed version. The original sender is notified and can choose to send it. The sender covers the cost.

Q: If I send a Digital ACT to someone and don't have their mailing address, how do I get it if they request a printed card?

A: When a recipient requests a printed version of your Digital ACT, they'll be prompted to enter their mailing address. Once they submit the request, their address will automatically be saved in your **SendOutCards Contact Manager**.

Q: If I choose to print a Digital ACT, does it use my subscription cards?

A: Yes. If you have available card sends from a subscription, pack, or package, one will be used. Otherwise, the \$4 retail price applies.

Q: Will I be charged immediately when someone requests a printed card from a Digital ACT?

A: No. You are only charged if you choose to send the printed card.

Q: How will I know if someone viewed or requested a printed version of my ACT?

A: You'll receive a notification via email, in-app message, and your Dashboard if a printed card is requested.

Q: Why doesn't the recipient's address auto-fill from my contact manager?

A: Recipients are asked to confirm or update their address for accuracy. A future update will allow hidden address confirmations.

Q: Can I also send a printed version of a Digital ACT myself?

A: Not yet. Currently, only recipients can request printed versions. Sender-initiated printing is coming in a future update.

Q: Is there a way to save a Digital ACT when I receive one?

A: Yes. You can save the link or request a printed version for a tangible copy.

Subscriptions & Account Options

Q: If I already have a monthly subscription but want Unlimited Digital ACTs for \$10/month, how does that work?

A: The best value is the \$85 Lifetime Digital ACTs offer. You can also upgrade to a plan that includes Unlimited ACTs.

Q: Will you be adding more stickers and card designs?

A: Yes! New stickers and card designs will be added regularly.

Q: Can I send gifts or gift cards with a Digital ACT?

A: Not at this time.

Q: Can I send Digital ACTs internationally?

A: Yes! ACTs can be sent worldwide. If printed, international postage applies.

Q: Do recipients need an account to view or request a printed ACT?

A: No. Anyone can view and request a printed ACT without creating an account.

First-Time Sender Experience

Q: What happens when someone who isn't a user receives a Digital ACT and clicks "Try it yourself"?

A: They can send one free Digital ACT or printed card—no account required.

Q: Do they have to create an account to send that first card?

A: No. After their first send, they'll be invited to create a free account to continue.

Q: What do they receive if they create an account?

A: They'll receive 3 Digital ACTs and 1 printed card, valid for 3 days.

Q: Can they subscribe right away instead of using the free ACTs?

A: Yes. They can subscribe immediately for Unlimited Digital ACTs at \$10/month.

Q: Do the free ACTs expire?

A: Yes. The 3 Digital ACTs and 1 printed card expire 3 days after account creation.

Sponsoring & Notifications

Q: If I send a Digital ACT to someone new and they sign up, am I their sponsor?

A: Yes. When someone clicks "Try it yourself" and sends their first card, they are automatically linked to you as their sponsor. If they create an account or subscribe, you remain their sponsor.

Q: How will I know if someone I sponsored sends a Digital ACT or signs up?

A: You'll receive a text and email notification when someone you sponsored sends their first ACT or creates an account—so you can follow up and support them.

Free ACT Promotion for Existing Users

Q: Are existing users getting any free Digital ACTs?

A: Yes! All users with an account created before April 12, 2025, will receive 3 free Digital ACTs. Watch your email and in-app messages to claim them.

Q: How do I claim my free Digital ACTs?

A: Click the link in the email or in-app message. Once claimed, you'll have 30 days to use them.

For Our Longtime Basic Users

Q: Will Basic users before April 12, 2025, be charged for Premium Images?

A: No. These users are grandfathered in and will not be charged for Premium Images.

Q: Will Basic users before May 4, 2024, keep Exclusive Features?

A: Yes. They are fully grandfathered and retain access to all Exclusive Features.



Legacy Subscribers with Lifetime ACTs

Q: If I'm on a legacy plan and buy Lifetime ACTs, do I need to switch plans?

A: No. You can stay on your current subscription and keep Lifetime ACTs.

Q: Will my subscription pricing change if I buy Lifetime ACTs?

A: No. Your current pricing stays the same.

Q: Can I switch to a new plan and still keep Lifetime ACTs?

A: Yes. You'll keep your Lifetime ACTs, and if the new plan includes Unlimited ACTs, your price will be reduced by \$10/month.

Q: If I cancel my subscription, do I keep Lifetime ACTs?

A: No. You must maintain an active subscription to keep Lifetime ACTs.

Q: If I cancel and resubscribe later, will I get Lifetime ACTs back?

A: No. Lifetime ACTs require a continuous subscription.

Q: Can I get a refund if I cancel after buying Lifetime ACTs?

A: No. Lifetime ACTs are non-refundable.

Q: Can I buy Lifetime ACTs if I wasn't subscribed before April 12, 2025?

A: No. This offer is only available to users subscribed prior to that date.

Q: Do I need to be subscribed at the time of purchase to buy Lifetime ACTs?

A: Yes. You must be subscribed at the time of purchase.

Q: How do I purchase Lifetime ACTs?

A: If eligible, you'll see a banner when logged into your account.

One-Time Purchases, Packs & Add-Ons

Q: Do Gratitude Packs include Unlimited ACTs?

A: No. You'll need a qualifying subscription or the Lifetime ACTs offer.

Q: Do Starter or Solopreneur Packages include Unlimited ACTs?

A: No. These do not include ACTs. You must add a subscription or purchase Lifetime ACTs (if eligible).

Q: Do Casual, Advanced, or Pro One-Time Purchase Plans include Unlimited ACTs?

A: Yes—for 30 days from purchase. After that, a subscription or Lifetime ACTs purchase is required.

Q: What happens to unused printed cards if I only send ACTs?

A: They expire according to their original terms—just like before.

Q: If I upgrade or downgrade my subscription, do I keep Lifetime ACTs?

A: Yes. As long as your subscription remains active, you'll retain Lifetime ACTs.

Other Pricing Page Questions

Q: Can I still buy an Entrepreneur or Businesspreneur Package?

A: Yes. These are listed on the Enterprise Package page (linked from the Pricing Page under Gratitude Packs).

Consultant Program & Enrollment Questions

Q: Do the Packages and the Gratitude Packs still include a free consultant account and free month of subscription?

A: No. Consultant enrollment and subscriptions are now separate from Packages and Gratitude Packs. However, you can get a **discounted \$49 consultant enrollment** when you purchase the **Pro Subscription** and the **Gratitude Combo Package** at the same time.

Q: Is there a cost to become a Promptings Gratitude Consultant?

A: Yes. The standard enrollment fee is **\$99 per year** or **\$14 per month**. However, you can become a brand new Gratitude Consultant for a **discounted rate of \$49 for the first year** when you purchase the **Pro Subscription** and the **Gratitude Combo Pack** at the same time.

Q: What is the annual renewal cost after the first year?

A: After your first year, the **annual renewal fee is \$99**, billed automatically. This applies whether you enrolled at the standard rate or received the discounted \$49 rate by purchasing the Pro Subscription and Gratitude Combo Pack together. If you're on the **monthly consultant plan**, you'll continue paying **\$14/month** instead of an annual fee.

Compensation Plan Questions

Q: Is there a bonus when a customer purchases both the Pro Subscription and the Gratitude Combo Package?

A: Yes. When a customer purchases the **Pro Subscription** and the **Gratitude Combo Package** at the same time, the Consultant sponsor earns a **\$20 bonus** in addition to standard commissions.

Q: If a customer buys a \$117 Pro Subscription and later a Combo Package, do I still earn the \$20 bonus?

A: No. The subscription and Combo Package must be purchased at the same time.

Q: How is commission paid on the first month of a new subscription?

A: It's paid as Direct Consultant Commissions plus override bonuses for Silver, Gold, and Platinum. The system pays the first upline with "Paid As" rank.

Q: What happens after the first month?

A: Commissions shift to the actual sponsor. If the sponsor is a customer, referral credits are issued instead.

Q: Does an upgrade or downgrade count as a new subscription?

A: No. Only brand-new subscriptions qualify for first-month commissions and overrides.

User Experience & Advanced Use

Q: Can I customize a Digital ACT with branding or a logo?

A: Yes. Custom Branding is available to users with access (not Basic users unless grandfathered in before May 4, 2024).

Q: Can I use Digital ACTs in campaigns or automations?

A: No. ACTs are designed for personal, one-at-a-time messages.

Q: Can a customer who sends a free ACT become a consultant?

A: Yes! If they create an account and later upgrade, they stay linked to their referring consultant.

Q: Will Lifetime Digital ACTs be available again later?

A: No. This is a limited-time offer for active subscribers prior to April 12, 2025.