Contents

Introduction to Gifts and Pledges

Transaction-related Definitions

The term "transaction" refers to any financial activity that occurs between a donor and your organization such as a pledge, pledge payment, gift, soft credit, or adjustment processed for an account.

See Also:

The Marketing Structure

TA's marketing hierarchy enables your organization to track its fundraising campaigns in a highly structured manner. Using this hierarchy, your organization sets up a source code for each "ask" done by your organization, e.g., a renewal letter or a special event. Each pledge or gift your organization receives must be associated with a source code. Your organization can then analyze the success of an ask or compare asks using the source code(s) that represent the ask(s). Your organization can also analyze its fundraising campaigns at any level of the marketing hierarchy.

The first level of the marketing hierarchy, the activity type, represents the broad area for which your organization raises money (for example, annual giving or a capital campaign). Your organization can set up the first level of the hierarchy in one of two ways.

- A single character code to represent the broad area of fundraising (for example, "A" for annual giving to your organization as a whole)

- A three character code to represent the broad area of fundraising (for example, "AMA" for annual giving to the Massachusetts chapter of your organization)

See Also:

Using the Single Character Activity Type

The following example illustrates the structure of TA's marketing hierarchy when your organization uses the single character activity type.

Level	Example	Code
Activity Type	Annual Giving	"A"
Group Type	Basic Membership	"M"
Activity	Annual Basic Membership	"AM"
Campaign	Renewals	"R"
Initiative	March 1998	"9803"

Level	Example	Code
Effort	First	"01"
Segment	First	"001"
Source	Annual Membership Renewals, 3/98, 1st effort	"AMR980301001"

Your organization sets up each source code for Annual Giving following this structure. Therefore, an Annual Giving source code breaks down into the following parts.

- The activity type in the first position

- The group type in the second position

- The activity in the first two positions; that is, the activity is composed of the activity type and the group type (for example, "AM" for Annual Membership)

- The campaign in the third position (for example, "R" for renewal)

- The initiative in the fourth to seventh positions with the recommended format of YYMM where "YY" is the calendar year and "MM" is the month (for example, "9803" for March 1998)

- The effort in the 8th and 9th positions (for example, "01" for a first renewal notice or for the first day of a pledge drive)

- The segment in the 10th through 12th positions (for example, "001" for one of two different renewal notices being mailed as the first renewal notice)

For other activity types (e.g., Capital Campaign, Underwriting), your organization may create source codes that include only the activity through the initiative.

Using the Three Character Activity Type

The following examples illustrate the structure of TA's marketing hierarchy when your organization uses the three character activity type.

Level	Example	Code
Activity Type	Annual Giving	"AMA"
Group Type	Basic Membership	"M"
Activity	Annual Basic Membership	"AMAM"
Campaign	Renewals	"R"
Initiative	March 1998	"9803"
Effort	First	"01"
Segment	First	"001"

Level	Example	Code
Source	Annual Membership Renewals, 3/98, 1st effort	"AMAMR980301001"

Your organization sets up each source code for Annual Giving following this structure. Therefore, an Annual Giving source code breaks down into the following parts.

- The activity type in the first three positions

- The group type in the fourth position

- The activity in the first four positions; that is, the activity is composed of the activity type and the group type (e.g., "AMAM" for Annual Membership for the Massachusetts chapter of your organization)

- The campaign in the fifth position (for example, "R" for renewal)

- The initiative in the sixth to ninth positions with the recommended format of YYMM where "YY" is the calendar year and "MM" is the month (e.g., "9803" for March 1998)

- The effort in the 10th and 11th positions (e.g., "01" for a first renewal notice or for the first day of a pledge drive)

- The segment in the 12th through 14th positions (e.g., "001" for one of two different renewal notices being mailed as the first renewal notice)

For other activity types (e.g., Capital Campaign, Underwriting), your organization may create source codes that include only the activity through the initiative.

Components of the Source Code

Activity Type

The activity type defines all marketing activity and is the basis for all account activity: each account interaction and gift is associated with an activity type. The activity type reflects the way in which your organization is organized into separate fundraising areas (for example, departments such as Annual Giving or Underwriting).

Group Type and Activity

The group type represents a subdivision of the activity type that your organization tracks separately. For example, within the Annual Giving activity type, your organization may have three levels of givers, basic, mid-level, and high-level, who are handled separately in terms of budgets, appeals, and tracking gifts. Your organization can create a group type for each level and then create three activities within the Annual Giving activity type: Annual Membership (basic), Annual Mid-level, and Annual Development (high-level). The activity is composed of the activity type and group type.

Campaign

The campaign represents a fundraising attempt that your organization launches within an activity, e.g., an additional gift campaign or an acquisition campaign for Annual Giving basic members. A campaign can contain multiple initiatives.

Initiative

The initiative represents a fundraising campaign in terms of the month and year, e.g., the May 1998 additional gift campaign to Annual Giving Basic Members. An initiative can contain multiple efforts.

Effort

The effort represents the specific attempt your organization makes within an initiative for a fundraising campaign, e.g., the first effort your organization makes for the May 1998 additional gift campaign to Annual Giving Basic Members. An effort can contain multiple segments, resulting in multiple source codes.

Segment

The segment represents the specific solicitation treatment within an effort, e.g., a test package for the first effort your organization makes for the May 1998 additional gift campaign to Annual Giving Basic Members.

See "Hierarchical Marketing Codes" in the Marketing and Solicitations chapter for more information.

The Account Activity Record

An account activity record enables you to view summary and selected gift information for an activity type in which the account is involved. Each time TA processes a transaction, TA updates the appropriate account activity record. An account can have multiple account activity records; that is, an account activity record for each activity type in which the account is involved. You can view the account activity records for an account on the Account Activity screen.

When you enter a transaction in TA, you must enter a source code for the transaction. The source code indicates the activity type to which the transaction is applied. When the transaction is processed, TA creates an account activity record for the activity type represented by the source code, if an account activity record does not already exist for the activity type. Each time you process a transaction for the activity type, TA updates the account activity record for that activity type.

See the Viewing Transactions, Benefits and Interactions chapter for more information on the Account Activity screen and how TA creates and updates account activity records.

Benefits (Definition)

A benefit is any tangible or intangible item that your organization awards to a donor or prospect. For example, an intangible benefit is membership and a tangible benefit is an organization mug. In TA, each benefit awarded to an account must be associated with a transaction, even if the account has not made a gift (e.g., you award a complimentary benefit to a high-level prospect).

Batch Items

A batch item in TA is the detailed information about any exchange of money between your organization and its donors. TA uses the information in a batch item during transaction processing. A batch item can be any one of the following:

- A gift

- A pledge

- A pledge payment

- An adjustment

- A soft credit

A batch can contain one or more items and can include any mix of the different types of batch items. You do not need to create a separate batch for gifts, a separate batch for pledges, etc. A batch item is a temporary record. When the batch item is processed, TA takes the information from the item to create a transaction record.

The Batch Entry Process

You perform the following steps to enter and process a batch.

1. Create the batch summary record. (See "Batch Summary".)

2. Enter the individual items for the batch. (See "Batch Items".)

3. Ensure the batch is error-free. (See "Checking a Batch for Errors".)

4. Release the batch. (See "Releasing a Batch for Processing or Opening a Batch")

5. Process the batch. (See "Manually Processing a Batch")

You perform two additional steps before releasing an acquired batch that contains invalid source or benefit information.

6. Evaluate the source information for the batch.

7. Evaluate the benefit information for the batch.

See "Releasing a Batch for Processing or Opening a Batch".

Batch Summary

Overview of the Batch Summary Screen

Creating a Batch

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Manually Processing a Batch

Overview of the Batch Summary Screen

Your organization can use TA to either manually enter money you receive from donors or to upload transaction information that you receive in an electronic format from a data entry vendor. This chapter details the steps you need to complete to manually enter transaction information and how to check an uploaded batch for errors before you process it. For more detailed information on using TA to upload transaction information, contact TSI.

In TA, you enter a group of transactions in a batch. TA allows you to enter 99 batch items in each batch. To enter a batch of transactions in TA, you first set up the batch summary record by following the steps below.

1. Create the batch. (See "Creating a Batch.)

2. Enter the targeted totals for the batch. (See "Entering the Batch Totals" .)

3. Set the batch defaults.   You should follow your organization's practices for setting this information.

4. Set the additional information for the batch. (See Field Descriptions on the Batch Summary Entry Screen.) You should follow your organization's practices for changing this information or leaving it set to the TA defaults.

5. After items are added, change the status to Released. You may post only batches that are in a released status.

Creating a Batch

You can create a new batch from the Batch Summary Entry screen (Gifts and Pledges module). Note that if your user privileges are set up you can also create a batch from the Customer Service Entry or from the Planned Gift Information Entry screens.

Creating a New Batch from the Batch Summary Entry Screen

1. Access the Batch Summary Entry screen (Gifts and Pledges module). TA displays the Find a Batch window.

    Note: If you have a current batch; that is, a batch with which you have been working in your current TA session, TA automatically displays that batch when you access the Batch Summary Entry screen.

2. Click <New> on the Find a Batch window or click <New> on the toolbar from the Batch Summary Entry screen. TA displays the Create New Batch window.

3. Enter the batch date on the Create New Batch window. The batch date defaults to the current date in MMDD format where "MM" is the month and "DD" is the day. You can change the batch date.

4. Click <Create> or press the [Enter] key to create the batch. TA displays the batch on the Batch Summary Entry screen. Update any fields that default.

    - Enter the Target Totals and Batch Defaults for the batch.

    - If your organization uses the TA to track Shipments Between Offices, you can use the Submittals tab to add confirmed submittal items to the batch.

    - Change the Status and the Owner fields according to your organization's business practices.

    - Refer to the field descriptions for more information on any field on Batch Summary Entry screen.

5. To add the first batch item, click <Detail> to access the Batch Detail Entry screen.

See Also:

Field Descriptions on the Batch Summary Entry Screen

About Creating a Batch from Customer Service or Planned Giving Screens

Entering the Batch Totals

Gift Date, Deposit Date, and the Fiscal Month and Year

Field Descriptions on the Batch Summary Entry Screen

Field Name	Description
Batch number	When you create a new batch, TA assigns a unique batch number to the batch. The batch number is composed of the current date and a sequence number. TA assigns the sequence number based on the order in which batches are created on that day. The length of the sequence number is determined by the Length of Batch Sequence Numbers system preference. For example, if the system preference is set to "3," TA assigns sequence number "001" to the first batch created, "002" to the second batch created, etc.
Batch Type	How the batch was created. When you create a batch from the Batch Summary Entry screen, TA sets this field to "ME" for manual entry.

Batch Status *A user preference determines if you can update this field.*	When you first create a batch, this is set to "O" for open. Before you can post transactions, this status must be set to Release (click <Release> to set this). After the batch is processed, the status changes to Processed. While you can view the Batch Summary Entry screen for processed batches, you must use the Giving History Summary or Giving History Detail screens to view the individual transaction items. There are other stages available if your organization has developed business practices where you track stages while the batch is open. For example, these stages might include Assigned, Entering, Ready for Review, Review Complete. (These customized batch status codes are created by using the Open Batch Status Code Entry screen.) Update this field according to your business practices.
Error count	If there are any errors on the Batch Detail Entry screen with any items this field displays the number of batch items that have errors. When you first create the batch it is set to "0". For example, if there are multiple required fields missing on a batch item, then this field is set to 1. You cannot release the batch if there are errors. This field must be 0 to be able to set the batch status to Released.
Owner Created by	These fields are set to your user name when you create the batch. If you have batch manager privileges you can change the Owner field.
Reviewer User Error Count	Use the Reviewer field to capture who reviewed the batch after the items were added. If your organization tracks the number of mistakes in the batch that you reviewed, enter a number in the User Error Count field. (Note that the Error Count field cannot be used for this purpose since it must be 0 in order to Release and Post the batch.)
Gift Date Deposit Date and Fiscal Year/Month	These fields default and are determined by your settings in the Default Gift Date Value and Default Deposit Date Value system preferences. For fiscal year information see, "Gift Date, Deposit Date, and the Fiscal Month and Year".
Target Totals block	These totals correspond to the expected totals in the batch. TA automatically updates the "Entered" and "Difference" fields as you enter each batch item. See Entering the Batch Totals for additional information.
Accounting Batch Number	TA sets this field for batches sent to the General Ledger when your organization runs the G/L Interface. Users with system administrator privileges can update this field if necessary.
Acquired Batch	This is a display-only field. If the batch is uploaded, TA automatically updates this field with the identification number for the batch.
Default Currency	This defaults to U.S. dollars. You may press [F9] to select another country whose currency is being entered for the batch if you are not entering gifts and pledges made in US dollars. Note: Your organization must enter the country's exchange rate into the Country table for TA to convert the gift amount into US dollars.
Original Batch Number Deposit Reference Number	**Original Batch Number** can be used to reference another batch if your organization's treasury or accounting group creates batches based on submittals (using TA's submittal and shipment tracking features), and an item within the submittal must be split into a different TA batch. In this case, the new batch might have only one item. Use this field to track the TA batch number that contained the original submittal. Use **Deposit Reference Number** to track information such as the deposit bag that is sent to the bank.
Check for Duplicates? (checkbox)	Keep this field marked unless you do not want TA invoke duplicate checking and find possible duplicate accounts when a new account is created during the batch detail entry process. If this field is unmarked TA, unmarks the same checkbox on the Create New Account window (a user can mark the checkbox).
Defaults Block	*Use these fields to speed up data entry of batch items. Entering these fields is optional.*
Transaction Type Source Code Payment Method Gift Kind Gift Type Deposit Location Event Team	Set these fields according to your batching rules. Leave the field blank if you do not want the value to default when a user creates a new batch item. Press [F9] in any of these fields to select a value. Mark the **Lock** checkbox if users are not allowed to change the default setting on the Batch Detail Entry screen. (The Batch Locks On? system preference determines if the Lock field is automatically marked when you enter a value in a corresponding field.) Notes for specific fields: In the **Source** field you must enter the first few characters of the source code before you

	can press [F9]. Also, you may enter a partial source code to default. (Make sure to not mark the Lock checkbox if you default a partial source code!)
	Deposit Location represents the general ledger debit account. The debit account represents the bank location where the money is deposited. You can press [F9] and select from the list of general ledger accounts identified as bank deposit locations if you want this to default on all batch items.
Submittals tab	*Use this tab only if your organization uses the Submittal Entry and Shipment Entry screens to track shipments between your offices. This tab permits you to link confirmed submittal items to the batch. When you do, the batch number is displayed on the Submittal Entry screen of the corresponding submittal record.*
	Press [F9] in the **Submittal ID** field to select the specific submittal record(s) that you want to add to the batch. If you do not see the one that you want it means that either the submittal record was not created or that it has not been confirmed. The corresponding Affiliation Category, Event, and total Amount that was entered on the submittal record display when you add a submittal to the batch.
	If an item within the submittal needs to be in its own batch (because of your batching business practices), enter the submittal

About Creating a Batch from Customer Service or Planned Giving Screens

When you enter a batch item through the Customer Service Entry screen or the Planned Gift Information Entry screen, you access the Batch Detail Entry screen directly, not the Batch Summary Entry screen. Each day, the first time you access the Batch Detail Entry screen from one of these two screens, TA creates a batch for you. TA assigns the batch number based on the current date and the batch sequence number assigned to you by your organization. For example, if your batch sequence number is "900" and you create a batch on October 16th, 2000, then TA sets the batch sequence number to "101600900."

For example, you use the Customer Service Entry screen to track interactions. When a person calls to make a positive comment about your organization, you solicit the person for a pledge. You can access the Batch Detail Entry screen directly from the Customer Service screen to enter the person's pledge.

During the day, each time you need to enter a new batch item, TA uses your batch for the day. At the end of the day, the appropriate staff person at your organization enters the batch summary information for your batch and releases the batch for processing.

Note: If you enter the batch summary information for a batch created through the Customer Service screen or the Planned Gift Information Entry screen, TA defaults the batch type to "CS" for Entered by Customer Service or Planned Giving.

Entering the Batch Totals

The Batch Summary Entry screen contains a Totals block in which you enter sum totals of the number and amounts of gifts and pledges, and the total number of pieces that are in the batch. As items are added to the batch, TA updates the 'Entered' and 'Difference' totals. When the Difference line is zero

If the batch contains adjustments, you need to add each adjustment only to the Total Number of Pieces field. See "Adjustments".

If the batch contains split gifts, you need to add each "part" of the split gift only to the Total Number of Payments field. For example, one piece (one check) is going to two different campaigns would be entered as 2 gifts, X amount, and 1 piece. See "Split Gifts".

Target totals	Enter this line according to what you have added up will be in the batch.
	# of Payments (Gifts): Enter the number of gift transactions. Note that if you have a $0 transaction in the batch, this still counts as 1 gift.

	Amount: Enter the total dollar amount of the gifts (or pledge payments). **# of Pledges**: Enter the number of pledge transactions in the batch. **Amount**: Enter the total dollar amount of the pledge transactions. **Pieces**: The number of items in the batch. An adjustment counts as one piece. Note that if you are entering a Pledge transaction that is including the 1st payment, then this would be considered 1 piece (also you enter the totals for the # of payments, amounts for Payments and Pledges columns).
Entered" totals	TA calculates the total number of pieces and the total dollar amounts that have been entered so for the batch.
Difference" totals	TA calculates the total number of pieces and the total dollar amounts that remain to be entered for the batch or that exceed the target totals. When this line is zero you are ready to Release the batch. If this line is not zero, then you cannot release batch. You must either check the detail (to make sure there is no error on a transaction) or check the Target Totals (to make sure there is no error) that you entered.

Gift Date, Deposit Date, and the Fiscal Month and Year

When you create a new batch, TA defaults the gift date and the deposit date based on the values in the Default Gift Date Value and Default Deposit Date Value system preferences. TA defaults the fiscal month and year based on the deposit date.

You can change the gift date and the deposit date. If you change the gift date, TA automatically changes the deposit date to the gift date you entered. You do not have to keep the gift date and deposit date the same. If you change the deposit date on the Batch Summary Entry screen *after* you enter the items in the batch, TA updates the deposit date for each batch item.

Note:　TA includes a Last Closed Deposit Date system preference that your organization can set to indicate that a date is closed and batches with a deposit date prior to the last deposit date cannot be released.

You can change only the fiscal month; you cannot change the fiscal year. The fiscal month can be either the current fiscal month or one of the next two fiscal months.

Note:　Users identified as managers and who have been granted access to make fiscal adjustments (through the Fiscal Adjustments on Batch Summary user preference) can enter a fiscal month and year prior to the current fiscal month and year if your organization has set the Post to Closed Fiscal Month? system preference to "Y" for yes. No user can enter a fiscal month and year more than two months in the future.

Finding a Batch

TA displays the Find a Batch window when you access the Batch Summary Entry screen and you don't have a current batch (i.e., a batch with which you are working). If you have a batch currently displayed on the Batch Summary Entry screen and want to look at a different batch, press the [F3] key or click <Find> on the toolbar to access the Find a Batch window.

To find a specific batch, enter the batch number in the Batch Number field on the Find a Batch window and click <Find> or press the [Enter] key. If you don't know the batch number, press the [F9] key to view the list of batches. For each batch in the list, TA includes the following information.

- Batch number

- Gift date

- Batch type

- Owner

- Created by (i.e., the person or procedure that created the batch)

- Status (i.e., open, released, or processed)

- Whether the batch is in use

The information for the batch you select appears on the Batch Summary Entry screen.

Note: If your organization has set the Batch Access Privilege system preference to "Owner" and the batch is owned by someone else, you cannot access the batch unless you are a batch manager (set on your user name).

Checking a Batch for Errors

TA does not allow you to release a batch unless it is error-free. A batch can contain two types of errors.

- The batch totals do not zero balance.

- A batch item is in error.

If the batch totals do not zero balance, you need to recheck the target totals you entered on the Batch Summary Entry screen: the total number of pledges, total pledge amount, total number of payments, total payment amount, and total number of pieces. If the totals are correct, you need to check each batch item to ensure you entered the correct information and to ensure that you didn't skip a batch item or enter a batch item twice. See "Entering the Batch Totals".

If one or more batch items is in error, the Error Count field indicates the number of items in error. This field does not indicate the total number of errors within the batch items. For a detailed explanation of finding and correcting errors for a specific item or for multiple batch items, see "Finding and Correcting an Error for a Batch Item".

Note: To ensure that an acquired batch is error-free, click <Errors> before releasing the batch, even if the Error Count field is set to zero. TA reevaluates each batch item and updates the Error Count field. You need to click <Errors> after you update the source or benefit information. A batch can contain an error as a result of the updated source or benefit information even though the Error Count field is set to zero.

Releasing a Batch for Processing or Opening a Batch

Releasing a batch indicates that the batch is complete (i.e., all batch items have been entered) and is ready to be processed. You can release a batch that is error-free by clicking <Release>. TA changes the batch's status from "O" for open to "R" for released and the <Release> button changes to the <Open> button.

If you need to make a change to a batch that is released but has not been processed, you can open the batch by clicking <Open>. TA changes the batch's status to "O" and the <Open> button changes to the <Release> button.

After you release a batch and then process it, you can only view the batch's summary information on the Batch Summary Entry screen; you cannot change any of the information. You also cannot view or change any of the detail information using the Batch Detail Entry screen. You can view the individual batch items for a processed batch on the Giving History Detail screen.

The Release Open Batches procedure permits you to release a group of open batches based on batch number and user.

See the Viewing Transactions, Benefits, and Interactions chapter for more information on the Giving History Detail screen.

Note: TA includes a Last Closed Deposit Date system preference that your organization can set to indicate that a date is closed and batches with a deposit date prior to the last deposit date cannot be released. If you try to release a batch with a deposit date that is prior to the last deposit date, TA displays an error message in the status bar and you must change the deposit date to release the batch.

See Also:

Evaluating the Source and Benefit Information for a Batch

If one or more source codes for an acquired (i.e., uploaded) batch is invalid because the code(s) was (were) not entered before the batch was uploaded, you should complete the following steps before releasing the batch.

1. Update or create the appropriate code(s) through the Marketing Management or Benefits Management module (e.g., update the source code through the Marketing Management module).

2. Access the uploaded batch on the Batch Summary Entry screen. See "Finding a Batch".

3. Click <Sources> to update (i.e., validate) the source information for each batch item or click <Benefits> to update the benefit information for each batch item.

4. Repeat #2 and #3 for each uploaded batch that contains the invalid source information or benefit information.

You cannot access the <Sources> or <Benefits> button once you release a batch.

You can use the <Sources> or <Benefits> button to update the source or benefit information for a batch that was manually entered. The source information can be inaccurate if, after you finish entering a batch, someone at your organization changes the information for a source code entered in your batch. For example, someone updates the information for a renewal source code. This source code is entered for each gift in a batch that you haven't released. By clicking <Sources>, TA updates the source information for each gift. The benefit information can be inaccurate if, after you finish entering a batch, someone at your organization changes the information for a benefit awarded in your batch or someone changed the source information for your batch. For example, someone updates the information for a pledge drive to include a premium such as an organization coffee mug. You clicked <Sources> to evaluate the new source information. By clicking <Benefits> after clicking <Sources>, TA updates the benefit information for each gift.

See the Understanding Marketing and Solicitations chapter for information on creating source codes. See the Understanding Benefits chapter for information on creating benefit codes.

Unlocking a Batch

Only one person can work with a batch at a time. Once you select a batch, TA locks that batch. If you select a batch in which another user is entering or viewing information, TA displays the message, "Chosen batch is in use. Try again later." Click <OK> or press the [Enter] key to find another batch.

If TA crashes while you are working with a batch, that batch is locked when you re-enter TA. You can unlock the batch by completing the following steps.

1. Select the Unlock Batches operation from the Main Menu.

2. Select (i.e., highlight) the appropriate batch.

3. Click the <Zoom> button to the left of the batch number. TA displays the message, "Are you sure this batch should be unlocked? Do NOT unlock a batch in use."

4. Click <Yes> if you are sure that the batch you selected is the batch with which you were working when TA crashed (i.e., your user name is in the Last Updated By field on the Unlock Batches window). Click <No> to leave the batch locked.

Note: Do not attempt to unlock a batch that another user is viewing or entering. If you do this, TA cannot correctly process the information entered by the other user.

Manually Processing a Batch

Once a batch is released, you can manually process the batch by accessing the Post Gift Batches procedure from the Gifts and Pledges module. When you submit a batch for processing, TA processes each batch item, updating the appropriate account information, benefit information, and giving information based on the information for each item. To manually process a batch, complete the following steps.

1. Select the Post Gift Batches procedure in the Gifts and Pledges module from the Main Menu. TA displays the Request an Operation window.

2. TA defaults the Batch Number field to "ALL" for all released batches. If you want to process a specific batch, enter the batch's number. You can press the [F9] key to view the list of released batches.

    Note: You can narrow down the list of batches displayed in the Batch Number field by entering the name of one or more batch owners in the Batch Owner field.

3. Click <Submit> to submit the batch(es) for processing. Click <Exit> if you do not want to submit any batches for processing.

Note: You don't need to manually process every batch. You can schedule TA to process all released batches at once.

Batch Items

Overview of Batch Items

In TA, the process of entering a batch item consists of creating the batch item (see "Creating a New Batch Item," and then entering transaction-specific information in the fields on the Batch Detail Entry screen. For a description of the fields on the Batch Detail Entry screen and their uses, see "Batch Item Fields".

For step-by-step instructions on how to enter particular types of transactions, see:

- "Basic Gifts and Pledges"

- "Installment Pledges and Sustaining Gifts"

- "Special Transactions"

- "Adjustments"

Creating a New Batch Item

When you create a new batch, TA automatically "creates" the first batch item when you access the Batch Detail Entry screen. You can access this screen by clicking <Detail> on the Batch Summary Entry screen. You can also access this screen from the Main Menu.

The Batch Detail Entry screen appears with the appropriate defaults (i.e., the batch defaults you entered on the Batch Summary Entry screen) and the Sequence field set to "1," indicating that this is the first item in this batch. TA assigns each batch item a unique sequence number within the batch. TA assigns the numbers in order, starting with "1." Each sequence number identifies a specific transaction entered into the batch. This number appears in the Sequence field in the upper left corner of the Batch Detail Entry screen.

Note: If you access this screen from a screen other than the Batch Summary Entry screen (e.g., from the Customer Service screen), the information that defaults is slightly different and is explained in "Information TA Defaults from Customer Service or Planned Giving Screens".

Once you finish entering the first batch item, you create the next batch item by clicking <New> or pressing the [F6] key on the Batch Detail Entry screen. TA saves the item you last entered and clears the item from the screen. For the new batch item, TA sets the Sequence field to the next number (e.g., "2") and defaults the appropriate information onto the Batch Detail Entry screen.

Note: When you click <New> on the toolbar or press the [F6] key from the Account ID field, if you have not entered an Account ID in the field, TA displays the Create New Account window.

See Also:

Information TA Defaults from the Batch Summary Entry Screen

Information TA Defaults from the Batch Summary Entry Screen

When you access the Batch Detail Entry screen from the Batch Summary Entry screen and create a new batch item, TA sets the fields to the defaults that were set up on the Batch Summary Entry screen. Note that Event and Team defaults (if applicable) are displayed in the Source Information window (zoom on the Source field).

When you create a new batch item, TA also defaults the following information on the Batch Detail Entry screen.

- The Benefits? field to "Y" for yes, which means automatically award benefits for the item. TA does not set the Benefits? field to yes if your organization set the Award Benefits on Transactions? system preference to "N" for no.

- The Matching Gift? field to "N" for no, which means the item is not going to be matched

- The Credit? field to "N" for no, which means do not create a soft credit for the item

- The Acknowledgment? field to "Y" for yes, which means send an acknowledgment for the item

- The Tribute? field to "N" for no, which means the item is not a tribute gift

Information TA Defaults from Customer Service or Planned Giving Screens

When you enter a batch item from the Customer Service Entry or Planned Gift Information Entry screen, TA defaults the following information.

- The Account ID field to the Account ID from the current interaction on the Customer Service Entry screen or from the Planned Gift Information Entry screen

- The Source field to the customer service source code set up by your organization. TA does not default a source code when you create a batch from the Planned Gift Information Entry screen.

- The Benefits? field to "Y" for yes, which means automatically award benefits for this item, unless your organization set the Award Benefits on Transactions? system preference to no.

- The Matching Gift? field to "N" for no, which means the item is not going to be matched.

- The Credit? field to "N" for no, which means do not create a soft credit for the item. See "Soft Credits".

- The Acknowledgment? field to "Y" for yes, which means send an acknowledgment for the item. See "Recognition and Acknowledgment Information".

- The Tribute? field to "N" for no, which means the item is not a tribute gift. See "Tributes".

- The Planned Gift Sequence field to the planned gift sequence number from the Planned Gift Information Entry screen. TA does not default a planned gift sequence number when you create a batch from the Customer Service Entry screen.

Batch Item Fields

After you create a batch in TA, you must enter the batch items. This section describes the fields on the Batch Detail Entry screen and how you can enter information in each of these fields.

Transaction Type (Batch Detail)

You must enter the transaction type that applies to the batch item (e.g., pledge, adjustment). Press the [F9] key to view the list of transaction types.

Note: The Adjustment Code field appears to the right of the Transaction Type field. You set the adjustment code only when you set the Transaction Type field to "AD" for adjustment. See "Adjustments".

Account ID (Batch Detail)

You must enter an Account ID for each batch item. Enter the Account ID in the Account ID field. If you do not know the Account ID, you can press the [F9] key or click <List> on the toolbar from the Account ID field. TA displays the Find an Account window. See the Managing Account Information chapter to learn how to use the Find an Account window to find an account.

You can create a new account, if the account does not already exist in TA. From the Account ID field, press the [F6] key or click <New> on the toolbar, to create a new account for the batch item. TA displays the Create New Account window. See the Managing Account Information chapter to learn how to create a new account.

Entering a Specific Name (or Address) Associated with the Gift

To enter a specific name or address associated with the gift or pledge, after you enter an Account ID you may <Zoom> behind the Account ID field. Press the [F9] key to select from the list of values from either the name or address field.

You can also enter a specific name if you know the Account ID and the record number of the name. The first name record on the account is record number one, the second record is identified as record number 2. If you know the Account ID and the record number of the name, use this format: "Account ID/name record ID." For example to specify that the gift is from the second name on the account, enter "5001959/2." Once you move from Account ID field, TA displays the specific name in the Account Information block.

Entering an Acquisition ID

If your organization has a table of accounts that are acquired through list purchase (i.e., Acquisitions Table), you can enter an Acquisition ID in the Account ID field. If the account has not been previously created in TA, TA displays the Create New Account window with the information for the acquired account. You can click <OK> to create the account, and TA defaults the Account ID of the new account into the Account ID field on the Batch Detail Entry screen.

Changing the Account ID for a Batch Item

You can change the Account ID for a batch item after you have created the item. If you overwrite the existing Account ID, TA automatically changes the account information in the Name & Address block on the Batch Detail Entry screen.

If you delete the Account ID without entering a new one, TA displays the message "Remove Account ID and Related Information?" Click <Yes> to remove the Account ID. TA removes the account information from the Name & Address block on the Batch Detail Entry screen.

Note: If you try to change the Account ID for a batch item that has matching gift information, soft credits, or benefits awarded, TA displays a message notifying you that you must delete the soft credits, matches, and/or benefits before changing the Account ID.

Account Information (Batch Detail)

Once you enter the Account ID for a batch item, TA displays the following information, if it exists, in the Name & Address block on the Batch Detail Entry screen.

- The account's name, preferred address, preferred telephone number, and account type.   If the gift or pledge is from a specific person on the account (in the Account ID field you can <Zoom> and select an individual name), then the name is also listed.

- The account's expiration date, if applicable, within the activity type associated with the source code you enter for the item. If the donor is a new donor, no expiration date appears.

- The account's current activity. If the donor is a new donor, no activity appears.

- The account's current renewal amount (i.e., the amount that the account has paid toward renewing their membership this year). TA displays this information only when you are entering a transaction with an activity type for which the account has a current renewal amount.

- The account's classifications and the name to which each classification is assigned. If you change or add a classification, these changes appear in this block.

- The account's merge information if the account has a merge status.

See Also:

The Account Information Window

Updating or Adding Account Information

The Account Information Window

You can view more detailed account information by zooming to the Account Information window from the Batch Detail Entry screen. Once you have entered the Account ID in the Account ID field, you can access the Account Information window using one of the following three methods.

- Press the [F10] key from the Account ID field.

- Click <Zoom> on the toolbar from the Account ID field.

- Click the <Zoom> button above the Name & Address block.

The information TA displays on the Account Information window is specific to this transaction, and you can change the information for each transaction. The following table lists the account information fields that appear on this window and whether you can add more information or update the existing information.

Field Name	Actions You Can Perform
Account Type	Update
Classification	Add, Update
Name	Add, Update
Address	Add, Update
Phone	Add, Update
Email	Add, Update

Field Name	Actions You Can Perform
Salutation	Add, Update
Acquisition Identification	Update

Note: For information on adding or updating the anonymous code, see "Recognizing the Donor as an Anonymous Donor". For information on adding or updating interests, see "Interests (Batch Detail)".

Updating or Adding Account Information

You can update or add information to the donor's account by zooming from almost any field on the Account information window. For example, you can access the Classification Entry screen by pressing the [F10] key from any of the fields in the Classification block. From the data entry screen you can create a new classification or edit an existing one.

You can also update the name, address, telephone, email, and salutation information on the Account Information window by pressing the [F9] key and selecting a value. For example, you can associate the transaction with a specific individual on the account by pressing the [F9] key from the Name field and selecting the donor's name.

If you change the name, address, or salutation information, TA copies these changes to the acknowledgment (see "Recognition and Acknowledgment Information") and to each benefit awarded for the donor's gift or pledge (see "Viewing or Updating the Benefit Recipient Information"), if you have not already changed the acknowledgment information or assigned the benefits to a different individual or account.

For more information about account types, classifications, names, addresses, telephones and salutations, see the Managing Account Information chapter.

Pledge Number (Batch Detail)

The pledge number is a unique number to identify a donor's commitment to give money to your organization. You enter a number in the Pledge Number field for pledge transactions only. If you do not enter a pledge number on a pledge transaction, and your organization set the Automatically Assign Pledge Numbers? system preference to yes, TA defaults a unique number into this field. See "Assigning the Pledge Number".

From the Pledge Number field, you can press the [F10] key or click <Zoom> on the toolbar to access the Pledge Entry window. See "The Pledge Entry Window".

Payment Amount (Batch Detail)

The Payment Amount field indicates the actual dollars paid to your organization by the transaction (e.g., a gift or pledge payment).

The Original Currency/Recognition Information Window

From the Payment Amount field, you can press the [F10] key or click <Zoom> on the toolbar to access the Original Currency/Recognition Information window. This window contains the following information.

- Country

- Original currency pledge amount

- Original currency payment amount

- Recognized amount

- Total payment amount

See Also:

Pledge Amount (Batch Detail)

The Pledge Amount field indicates the amount of money a donor has committed to give to your organization; that is the donor has not yet given the money. From the Pledge Amount field, you can press the [F10] key or click <Zoom> on the toolbar to access the Pledge Entry window. See "The Pledge Entry Window".

Source (Batch Detail)

You must enter a source code for each transaction. The source code represents the specific appeal associated with the transaction. You can access a list of source codes associated with the donor or a list of all valid source codes beginning with a specific letter or letters.

Viewing Lists of Source Codes

To view a list of source codes associated with the donor through mailings, press the [F9] key or click <List> on the toolbar from the Source field. TA displays in reverse chronological order a list of source codes associated with the donor. For example, your organization has sent three renewal appeals to a member. You can press the [F9] key to view the renewal source codes from the three renewal appeals from most recent to oldest

To view a list of all valid source codes, enter at least the first letter of the source code, and press the [Alt] [F9] key from the Source field. TA displays the list of source codes that begin with the letter(s) you entered. The fewer letters of the source code you enter, the longer it takes TA to compose the list of valid source codes.

The Source Information Window

From the Source field, you can press the [F10] key or click <Zoom> on the toolbar to access the Source Information window. TA displays the following marketing and general ledger account information associated with the source code you entered on the Batch Detail Entry screen. (Note that you may set up source codes so that the cursor automatically zooms to a particular field.)

Note: TA defaults the affiliation code in this window based on your setting of the Set Transaction Level Affiliation system preference.

- Affiliation
- Activity
- Campaign
- Initiative
- Effort
- Project
- Purpose
- Fund
- Technique
- Solicitor
- Fund type
- Group type
- Office
- Event
- Team
- List
- Package
- Test code
- Test cell
- Program
- General ledger debit account
- General ledger credit account

- Activity type
- Override Derivation Rule checkbox

Fund (Batch Detail)

The Fund field indicates the accounting fund to which a transaction is credited. TA defaults the Fund field to the fund associated with the source code you enter for the transaction. The Fund field is display-only; you cannot change it.

To change the fund for a transaction, access the Source Information window by zooming from the Source field.

Payment Method (Batch Detail)

The Payment Method field indicates the payment method for the transaction, e.g., check or charge. You must enter a payment method for each transaction. Press the [F9] key to view the list of payment methods from which you can select.

You can zoom to additional information about the payment method. Depending on how you set this field, you can press the [F10] key or click <Zoom> on the toolbar to access one of the following windows.

- Check Entry (see "Checks and Money Orders")

- Credit Card Entry (see "Credit Cards")

- EFT Entry (see "Electronic Funds Transfers (EFTs)"

- Property and In-kind Gift Information (see "In-kind and Personal Property Gifts")

- Stock Gift Information (see "Stocks and Bonds")

Gift Kind (Batch Detail)

The gift kind designates the schedule a donor plans to follow to pay a donation. TA uses the following four gift kinds.

- One-time payment, meaning the donor will pay the entire donation in one payment.

- Installment payment, meaning the donor will pay out the donation based on a schedule; at the end of the schedule, the donation will be paid in full. See "Installment Pledges and Sustaining Gifts".

- Sustaining gift (SG), meaning the donor will pay the donation on a regular basis without end. See "Installment Pledges and Sustaining Gifts". (You must use the auto-renew process on a regular basis to use this gift kind.)

- Sustaining pledge (SP); meaning the donor will pay the donation on a regular basis without end, your organization will not need to auto-renew the donor's pledge on an annual basis, and the pledge is never marked as fulfilled. However, if you think your organization is going to use this gift kind, *please contact TSI for more information* on how it affects other areas of TA.

Gift Date (Batch Detail)

The gift date indicates the date a transaction was received. TA defaults the Gift Date field to the gift date you entered on the Batch Summary Entry screen. You can change the gift date on each transaction in the batch.

If you change the Gift Date field on the Batch Summary Entry screen after you have created one or more batch items, TA does not overwrite the gift date for each item to the gift date for the batch. If you want each item in the batch to have the same gift date as that on the Batch Summary Entry screen, you need to manually update each item.

The Date Information Window

From the Gift Date field, you can press the [F10] key to access the Date Information window, which includes the following information.

- Commitment date

- Recognition date

- Deposit date

- Entry date

If the commitment date differs from the actual gift date, enter the commitment date in the Commitment Date field. Enter the date in the standard TA date format; that is, MM/DD/YY where "MM" is the month, "DD" is the day, and "YY" is the year.

If you want to specify the date to recognize the gift, enter the recognition date in the Recognition Date field. Enter the date in the standard TA date format; that is, MM/DD/YY where "MM" is the month, "DD" is the day, and "YY" is the year.

The Entry Date field is set automatically by TA when you create the batch item. You cannot update this field; it is a display-only field.

TA defaults the Deposit Date field on the Date Information window to the deposit date for the batch; that is, the deposit date you entered on the Batch Summary Entry screen. You cannot change the deposit date on an individual batch item.

Gift Type (Batch Detail)

Your organization can designate the type of gift a donation is considered to be, e.g., additional, donation (general), matching gift, new, purchase, renew, and rejoin. When you create a new batch item, TA assigns the gift type by completing the following steps.

1. TA defaults the gift type from the gift type batch default if you entered one on the Batch Summary Entry screen.

2. If a gift type is assigned to the source code you enter, for example, an upgrade source code, TA sets the gift type to the one assigned to the source code (i.e., TA overwrites the gift type batch default).

3. If no gift type is assigned to the source code you enter, TA sets the gift type based on the rules specified by your organization (i.e., TA overwrites the gift type batch default).

Benefit Information (Batch Detail)

The Benefits block appears in the lower left corner of the Batch Detail Entry screen and includes each benefit automatically or manually awarded to the transaction displayed on the screen.

If the Award Benefits on Transactions? system preference is set to "Y" for yes, TA automatically awards benefits for a batch item based on the source code and the amount of a donor's pledge or gift. For example, if the donor pledges $40, which is the minimum amount for basic membership and the source code associated with the batch item is an annual giving source code, TA automatically awards your organization's basic membership package.

The Benefits block contains the following information.

- The benefit code

- The benefit's description

- The status of the benefit

You can zoom to more detailed benefit information (e.g., the mailing address for the benefit) from the Benefits block. See "Benefits"

Interests (Batch Detail)

You can enter up to three interests on a batch item. For example, a donor includes a note with his check stating that he loves your organization's outreach program. To enter the interest(s), press the <Zoom> button to the right of the Name & Address block on the Batch Detail Entry screen. On the Account Information window you can enter up to three interests that apply to the batch item. Follow your organization's policy for creating an interaction based on the interest(s) the donor expressed. See the Customer Service chapter for more information on creating interactions.

Comments (Batch Detail)

You can enter comments about a batch item in the Comments window. Click the <Comments> button to access the Comments window. You can enter a comment type (e.g., "EDU" for educational note) in the Type field. If you enter a comment type, TA automatically defaults the comment text associated with the comment type you selected, if applicable. For example, if you enter "EDU" for educational note in the Type field, TA displays "Alumnus/Alumna of" in the Comments field if you set the comment text for the "EDU" comment type as such. You can change the information TA defaults in the Comments field. You can also enter a comment in the Comments field without entering a comment type.

Note: Follow your organization's policy for creating an interaction, a comment, or both.

Deleting a Batch Item

You can delete a batch item if necessary (e.g., it would be easier to re-enter the entire item than to correct the errors for the item). Click <Delete> on the toolbar or press the [Shift] [F6] key combination from any field on the screen except the Benefit field in the Benefits block. TA displays the message, "Are you sure you want to delete this batch item?" Click <Yes> to delete the item. Click <No> to return to the item without deleting it.

Note: Pressing the [Shift] [F6] key combination from the Benefit field in the Benefits block does not delete the batch item; rather, it deletes the highlighted benefit or changes the status of the highlighted benefit (see "Benefit Status" and "Deleting a Benefit").

Viewing a Different Batch Item

As you enter each batch item, TA lists the item in the List block located in the lower right corner of the screen. If you want to view a different item, use the [Next Record] or [Previous Record] key from any field on the screen except the Benefit field in the Benefits block. You can also view a different item by highlighting that item in the List block.

Note: Pressing the [Next Record] and [Previous Record] key from the Benefit field in the Benefits block does not display the next or previous batch item; rather, it moves the cursor from the current benefit highlighted to the next or previous benefit listed in the Benefits block.

If an item is in error, TA lists that item first in the List block. In the List block, TA lists all items that contain errors before all error-free items.

Finding and Correcting an Error for a Batch Item

An asterisk (*) to the right of an item in the List block on the Batch Detail Entry screen indicates that the item contains one or more errors.

You can find out what error(s) an item contains by clicking <Show Errors> when the item is displayed on the Batch Detail Entry screen. The Error Description block overlays the Benefits block and displays a list of errors associated with the item.

You can correct the item with the Error Description block displayed. Once you have corrected all of the errors, click <Refresh>. TA checks the item and lists any remaining or new errors for the item. Once no errors are listed, click <Close> to dismiss the Error Description block.

You can correct the errors for multiple batch items by keeping the Error Description block in view (i.e., do not close it) and paging through the items. To view the next item, press the [Next Record] key from any field on the screen. The Error Description block lists the errors associated with the next item.

Note: When you click <Show Errors> for an item, if the item does not contain an error, TA displays the message, "No errors found in this record."

Viewing the Batch Totals

As you enter each batch item, TA calculates the batch totals. Three of the Difference fields (pieces, payment amount, and pledge amount) from the Batch Summary Entry screen appear in the top right corner of the Batch Detail Entry screen. The Difference fields show the difference between the targeted totals entered for the batch summary record and the total items and total monetary amounts entered on the Batch Detail Entry screen.

Finding a Batch Item

TA displays the Find a Batch Item window when you access the Batch Detail Entry screen and you don't have a current batch item (i.e., a batch item with which you are working). If you have a batch item currently displayed on the Batch Detail Entry screen and want to look at a different item, press the [F3] key or click <Find> on the toolbar to access the Find a Batch Item window.

You can find a specific batch item using one of the following methods. You can use the [Tab] key to move to the appropriate field.

- Enter the batch number for the batch item and the sequence number for that item. Press the [F9] key from the Batch Number field to view a list of all open batches. From the Sequence Number field, press the [F9] key to display a list of items for the batch you entered in the Batch Number field. This list includes the Account ID, pledge number, source code, and error indicator for each item.

- Enter the Account ID associated with the item you want to view. If you don't know the Account ID, press the [F9] key to access the Find an Account window to search for the account. Once you enter the Account ID, press the [Tab] key to display the list of items in open batches for that account. From this list, select the item you want to view. TA sets the Batch Number field and Sequence field to those associated with the item.

- Enter the pledge number for that batch item.

Once you have entered the appropriate information on the Find a Batch Item window, click <Find> or press the [Enter] key. The batch item's information appears on the Batch Detail Entry screen.

Note: If your organization has set the Batch Access Privilege system preference to "Owner" and the batch is owned by someone else, you cannot access the batch unless you are a batch manager (set on your user name).

Basic Gifts and Pledges

Overview of Basic Gifts and Pledges

Entering a Gift

Entering a Pledge

Entering a Pledge Payment

Overview of Basic Gifts and Pledges

In TA, a gift is any money an account gives to your organization without having made a prior commitment to give this money. A pledge is a commitment from an account to give money to your organization. When the donor fulfills a part of the commitment, you enter a pledge payment. There are two kinds of pledge payments in TA: payments that come from the donor and payments that come from a third-party such as when an event participant pledges to raise money, and donations are sent in by people who sponsor the participant.

Entering a Gift

The following section includes the steps for entering a basic gift in TA. When you complete a step, press the [Tab] key to move to the appropriate field unless otherwise noted.

1. Set the Transaction Type field to "GF" for gift if you did not enter "GF" as a batch default.

2. Enter the Account ID for the donor. If you don't have the Account ID, press the [F9] key to access the Find an Account window to search for the account. If you need to create the account, you can create it by clicking <New> on the Find an Account window or by pressing the [F6] key from the Account ID field on the Batch Detail Entry screen.

    Note: If you select an account that has an open pledge or open pledges and your organization has set the Notify Open Pledge? system preference to "Y" for yes, TA displays the message, "Account entered has open pledges."

3. Enter the gift amount in the Payment Amount field.

4. If you did not enter a source code as a batch default or you are overriding an unlocked default source code, enter the source code. If you entered only part of a source code as a batch default, enter the rest of the source code. If you accessed this screen from the Customer Service screen, TA defaults the source code to the one set up by your organization.

    To see a list of source codes associated with the donor, press the [F9] key. To see a list of valid source codes, enter at least the first letter of the source codes you want to view and press the [Alt] [F9] key combination.

5. Enter the payment method in the Payment Method field. You can press the [F9] key to view the list of payment methods. For some of the payment methods, additional information is required to process the gift. In these situations, the appropriate window appears. See "Payment Methods".

6. Enter "OP" for one-time payment in the Gift Kind field.

7. Press the [F6] key to add the next batch item.

Entering a Pledge

The term "basic pledge" refers to a donor's commitment to pay you or to have a third-party pay you with one payment at a later date . For information on entering a pledge to be paid by multiple payments, see "Installment Pledges and Sustaining Gifts".

To enter a basic pledge, follow the steps below. When you complete a step, press the [Tab] key to move to the appropriate field unless otherwise noted.

1. Set the Transaction Type field to "PL" for pledge if you did not enter "PL" as a batch default.

2. Enter the Account ID for the donor. If you don't have the Account ID, press the [F9] key to access the Find an Account window to search for the account.

    Note: If you select an account that has an open pledge or open pledges and your organization has set the Notify Open Pledge? system preference to "Y" for yes, TA displays in the Status Bar the message, "Account entered has open pledges."

3. Enter the pledge number in the Pledge Number field based on your organization's policy (see the "Assigning the Pledge Number").

4. Enter the pledge amount in the Pledge Amount field.

5. If you did not enter a source code as a batch default or you are overriding an unlocked default source code, enter the source code. If you only entered part of a source code as a batch default, enter the rest of the source code. If you accessed this screen from a screen other than the Batch Summary Entry screen (e.g., from the Customer Service screen), TA defaults the source code to the one set up by your organization.

    To see the list of source codes associated with the donor, press the [F9] key. To see the list of valid source codes, enter at least the first letter of the source codes you want to view and press the [Alt] [F9] key combination.

6. Enter the payment method in the Payment Method field. You can press the [F9] key to view the list of payment methods. For some of the payment methods, additional information is required to process the pledge. In these situations, the appropriate window appears.

7. Enter "OP" for one-time payment in the Gift Kind field.

8. Press the [F6] key to add the next batch item.

When the donor sends the payment for the pledge, you enter a pledge payment (see "Entering a Pledge Payment"). If a third-party sends the payment for the pledge, you enter a third-party pledge payment (see "Entering a Third-Party Pledge Payment").

See Also:

Assigning the Pledge Number

The Pledge Entry Window

The Pledge Status

Assigning the Pledge Number

TA assigns a pledge number to each pledge if the Automatically Assign Pledge Numbers? system preference is set to "Y" for yes. Your organization can set this system preference to "N" for no to indicate that you should manually enter the pledge number. If this system preference is set to no and you do not manually enter a pledge number, TA automatically assigns the next available pledge number to the pledge.

The Pledge Entry Window

You can enter and view information about a pledge by zooming to the Pledge Entry window from the Pledge Number field or the Pledge Amount field. This window displays the following fields and corresponding information.

- Pledge Number. TA defaults this number from the Batch Detail Entry screen. You cannot change it.

- Total Pledge Amount. You can enter the total pledge amount if you are entering a split pledge and your organization set the Use Total Amount? system preference to yes (see "Split Gifts").

- Pledge Amount. TA defaults this amount from the Batch Detail Entry screen. If you change the pledge amount on the Pledge Entry window, TA copies this amount to the Pledge Amount field on the Batch Detail Entry screen.

- Source. TA defaults this field from the Batch Detail Entry screen. If you change the source code on the Pledge Entry window, TA copies the source code to the Source field on the Batch Detail Entry screen and to the marketing code fields on the Source Information window.

- Gift Kind. TA defaults the gift kind from the Batch Detail Entry screen. If you change the gift kind on the Pledge Entry window, TA copies the gift kind to the Gift Kind field on the Batch Detail Entry screen.

- Program. TA defaults the program associated with this pledge from the Program field on the Source Information window to the Program field on the Pledge Entry Window. If you change the source code on the Pledge Entry window, TA updates the Program field on the Source Information window to reflect the program associated with the new source code.

- Pledge Date. TA defaults the pledge date from the Gift Date field on the Batch Detail Entry screen. If you change the pledge date, TA copies the pledge date to the Gift Date field on the Batch Detail Entry screen.

- Caller. You can enter the brief name of the telemarketer who took the pledge. Press the [F9] key to view a list of names of telemarketers for your organization. TA lists names for which the Caller brief name function is set to active.

- Time. You can enter the time at which the pledge was made. Enter the time in HH:MI format where "HH" is the hour, using a 24-hour clock, and "MI" is the minute.

- Hedge. You can indicate whether the pledge is a hedge; that is, the donor has indicated that he or she will pledge but has not indicated the amount. TA defaults this field to "N." Set this field to "Y" for yes to indicate that the pledge is a hedge.

- Paid to Date. TA displays the amount paid to date on the pledge. This field is display only; you cannot update it.

- Pledge Status. TA displays the status of the pledge (e.g., partially fulfilled). This field is display-only; you cannot update it.

- Original Pledge Amount. TA sets this field for one time pledges that are overpaid (e.g., a donor pledged $500 but paid $1,000).

- Do Not Bill. TA defaults this field to "N" to indicate that the pledge should be selected in the appropriate billing queries. You can set the field to "Y" for yes to exclude the pledge from queries.

- Date Last Pulled. TA displays the date the pledge was last pulled. This field is display only; you cannot update it.

- Date Last Billed. TA displays the date the pledge was last billed. This field is display only; you cannot update it.

- Bookable? Whether you can update this field depends upon how your organization has set the Allow Manual Booking Pledges? system preference. Mark or unmark this field according to your organization's business practices.

The Pledge Status

When you process a pledge, TA sets the pledge status. If the pledge is a one payment pledge or an installment pledge with no accompanying pledge payment, TA sets the pledge status to "UF" for unfulfilled. If the pledge is an installment pledge accompanied by the first pledge payment, TA sets the pledge status to "PF" for partially fulfilled. You cannot enter or change the pledge status on the Pledge Information window from the Batch Detail Entry screen. To change the pledge status, access the Pledge Information window from the Giving History Detail screen. See "Pledge Status (Giving History)" in the Viewing Transactions, Benefits, and Interactions chapter for more information about changing the pledge status.

Pledge Status	Description
FF	Fulfilled. TA assigns this status when the full amount of a pledge has been paid.
DF	Default Fulfilled. TA assigns this status when the Fulfill Partially Paid One-time Pledges? system preference is set to "Y" for yes and the marketing information on the payment is different from the marketing information on the source code, i.e., the pledge is being fulfilled using a different marketing solicitation.

Pledge Status	Description
PC	Partially Collected. TA assigns this status when you have received partial payment against a pledge but don't expect to receive any additional payments and the Fulfill Partially Paid One-time Pledges? system preference is set to "Y" for yes.
PF	Partially Fulfilled. TA assigns this status to installment pledges toward which you have received partial payment.
UC	Uncollectible. TA assigns this status when you have not credited any payments toward the pledge and don't expect to receive any payment (for example, when you have refunded all of a pledge payment on a one payment pledge).
UF	Unfulfilled. TA assigns this status to a pledge toward which you have received no payments.

Note: TA enables you to update the pledge status on a group of pledges using the query and output facility, rather than manually updating the pledge status on each pledge. Your organization can run a query to select these pledges and run the Update Pledge Status update procedure to update the status of each pledge selected. For example, your organization has a number of old pledges that are unfulfilled or partially fulfilled, and it wants to mark them uncollectible so that they do not appear on open pledge reports. You run a query to select the appropriate pledges and run the Update Pledge Status update procedure with the query to set the status of each pledge to "UC" for uncollectible.

See the Understanding Queries chapter to learn how to write a query. See the Understanding Update Procedures chapter for an explanation of the Update Pledge Status update procedure.

Entering a Pledge Payment

To enter a pledge payment, complete the following steps. When you complete a step, press the [Tab] key to move to the appropriate field unless otherwise noted.

1. Set the Transaction Type field to "PP" for pledge payment if you did not enter "PP" as a batch default.

2. Enter the Account ID for the donor. If you don't have the Account ID, press the [F9] key to access the Find an Account window to search for the account. When you press the [Tab] key, TA displays a list of open pledges for the account if open pledges exist and if your organization has set the Notify Open Pledge? system preference to "Y" for yes.

   Note: The list contains pledges with a status contained in the Pledge Status Codes to List system preference.

3. In the Pledge Number field, enter the pledge number of the pledge being paid. When you press the [Tab] key to leave this field, TA sets the remaining fields to the information from the original pledge (e.g., TA sets the Payment Method field to the method entered for the original pledge). If you selected the pledge number from the list of open pledges, TA defaults that number in this field and sets the remaining fields to the information from the original pledge.

4. Enter the payment amount in the Payment Amount field.

5. Enter the source code associated with the payment if it is different (e.g., the source code assigned to the reply device).

6.   Press the [F6] key to add the next batch item.

See Also:

Viewing a List of Open Pledges

Information TA Sets When You Select an Open Pledge

Setting Up a One-time Charge Payment on a Check Pledge

Changing the Pledge Information on a Pledge Payment

Viewing a List of Open Pledges

You can press the [F9] key in the Pledge Number field to view a list of open pledges.

Your organization can set the Notify Open Pledge? system preference to "Y" for yes to have TA notify you that an account has open pledges. If this system preference is set to yes, when you press the [Tab] key after entering the Account ID of the account making the pledge payment, TA automatically displays a list of open pledges for the account you entered. If this system preference is set to "N" for no, press the [F9] key from the Pledge Number field to view a list of open pledges.

Also note that you can view the event associated with an open pledge (if applicable) by setting the Additional Field for Transactions Pop-ups system preference to "Event."

Information TA Sets When You Select an Open Pledge

Once you select the pledge to which the payment applies, TA sets the following fields to the information from the original pledge.

- Source code

- Fund

- Payment method

- Gift kind

- Gift type

- Matching gift information

- Soft credit information

- Acknowledgment information

- Tribute information

- Event information

See Also:

Setting Up a One-time Charge Payment on a Check Pledge

Setting Up a One-time Charge Payment on a Check Pledge

If a donor wishes to pay one installment of a check pledge by credit card, you can set up a one-time charge payment, rather than adjusting the pledge twice: once to a charge pledge and then back to a check pledge. For example, if the donor originally pledged by check and then requests that a particular payment be made by credit card, you can make sure that the charge gets pulled without having to make a permanent adjustment to the original check pledge. To set up a one-time charge payment, follow the steps below.

1. In the Transaction Type field on the Batch Detail Entry screen, enter "AD" for adjustment. When you press the [Tab] key, the Find an Account window appears.

2. Find the account to which the adjustment applies. Once you find the account, the Transactions to Adjust window appears. This window lists all of the account's transactions.

3. Select the pledge to which the one-time charge payment applies. TA sets the remaining fields to the information from the original transaction. TA sets the adjustment code to "RC" for record correction.

4. From the Payment Method field, press the [F10] key to access the Check Entry window.

5. Mark the One-time Charge checkbox.

6. Enter the amount of the pledge payment in the Charge Amount field.

7. Enter the credit card number in the Card Number field and the expiration date in the Expire MMYY field.

8. Click <OK> to return to the Batch Detail Entry screen.

The Charge Download procedure pulls pledges with the One-Time Charge checkbox marked, as well as regular installment charges. When the charge payment is posted to Team Approach® by the Charge Upload, gift processing clears the One-Time Charge checkbox so the payment does not get pulled again.

Changing the Pledge Information on a Pledge Payment

The information you can change on a pledge payment depends on whether you are entering the first pledge payment or subsequent ones. In addition, the information you enter may cause TA to create an Automatic Adjustment to the original pledge.

On any Pledge Payment (PP), you can change the following information.

- Source information (that is, the information on the Source Information window, but not the source code itself), provided the changes you make do not cause a change in the gift type

- Payment method

- Matching gift information

- Acknowledgment information

- Tribute information

You *cannot* change the following information on any Pledge Payment (PP). To change this information you adjust the Pledge (PL) transaction:

- Account ID

- Pledge number

- Pledge amount

- Soft credit information

When you enter the first pledge payment, you can change the information in the following fields. If you make any of the changes listed above, when you process this pledge payment, TA creates an automatic adjustment to the pledge.

- Source code. Your organization can specify whether TA should create an automatic adjustment to the pledge when you enter a different source code on the first pledge payment by setting the Auto Adjust Pledge on Change of Source? system preference to "Y" for yes to create an automatic adjustment or "N" for no to not create an automatic adjustment.

- Gift kind

- Installment frequency

- Number of payments in the installment schedule

- Installment amount

- Gift type

For more information about adjustments, see "Adjustments".

If you change any of the fields that affect the benefits awarded, TA displays the message, "Fields used for benefit assignment have been changed. Reevaluate benefits?" Click <Yes> to reevaluate the benefits for this pledge. Click <No> to leave the benefits unchanged. See "Reevaluating Benefits Awarded for a Gift or a Pledge".

On pledge payments made after the first pledge payment is posted, you can adjust (RC for record correction) the following information. TA does not create an automatic adjustment on the Pledge transaction.

- Source code and any fields in the source information window

- Payment method

- Gift type

- Matching gift information

- Tribute information

Installment Pledges and Sustaining Gifts

Overview of Installment Pledges and Sustaining Gifts
Entering a Standard Installment Pledge
Entering a Non-standard Installment Pledge
Entering a Sustaining Gift

Overview of Installment Pledges and Sustaining Gifts

A standard installment refers to an installment pledge where the installment amount is the same for each installment payment and a finite number of installment payments will be made (e.g., $120 pledge paid in installments of $10 for 12 months).

A non-standard installment refers to an installment pledge where the installment amount differs for one or more of the installment payments or the frequency is not evenly distributed (e.g., $500 pledge paid as follows: $100 on July 1, $250 on October 15, and $150 on December 12).

A sustaining gift refers to a donation that a donor makes on a regular basis without end.

Entering a Standard Installment Pledge

You can enter a pledge that has standard payment schedule on the Batch Detail Entry screen.   When you complete a step, press the [Tab] key to move to the appropriate field unless otherwise noted.

1. Create a pledge transaction. Make sure to enter **Pledge Amount** (if an initial payment is included, you can also enter **Payment Amount**).

2. Enter "IN" (for installment) in the **Gift Kind** field. When you press the [Tab] key from the Gift Kind field, the Installment Maintenance window appears.

3. Enter the payment schedule of the installment such as monthly or quarterly in the **Frequency** field. Press [F9] to select a value.

- TA defaults the number of payments in the schedule, based on the frequency you enter; however, you can enter a different number of payments in the Payments in Schedule field.

- TA calculates the installment amount based on the pledge amount, the frequency of installments, and the number of payments in the schedule. You can change this amount.

- Enter the date on which the first installment payment is to be made in the Start Date field. TA defaults this field to the date of the pledge.

4. Click <OK> to return to the Batch Detail Entry screen.

For each installment payment you receive, you enter a pledge payment (see "Entering a Pledge Payment" or Third-Party Pledge Payments against this pledge. When you enter the first pledge payment and the date of the first pledge payment is different from the start date on the installment schedule, TA changes the start date to the date of the first pledge payment and changes or sets the end date accordingly.

Note: Your organization can set the Minimum Installment Amount system preference that prevents you from entering an installment pledge that are below a certain dollar amount. For example, if your organization sets the system preference to $10, you must enter an installment pledge amount and frequency for which TA calculates an installment amount of $10 or more. TA prevents you from entering an installment amount of less than $10 per installment period such as a $60 per year gift with a frequency of monthly results in an installment amount of $5 per month.

See Also:

When the First Payment Accompanies an Installment Pledge

If the donor wants to pay in installments (i.e., standard, non-standard, or sustaining gift) and the donor includes the first payment with the pledge you can enter both the Pledge Amount and Payment Amount fields. That is, you do not have to set up the pledge first, process it, and then enter the pledge payment.

When the pledge is processed, TA creates a pledge transaction and the first pledge payment transaction. For example, the person pledges $120, wants to pay the pledge over the next 12 months, and includes the first $10 with the pledge. You set up a standard installment pledge with the pledge amount of $120 and enter the payment amount of $10. When TA processes this pledge, TA creates a pledge for $120 and a separate pledge payment for $10 with the pledge payment linked to the $120 pledge.

Entering a Non-standard Installment Pledge

You can enter a pledge that has an irregular installment schedule on the Batch Detail Entry screen. When you complete a step, press the [Tab] key unless otherwise noted.

1. Create a pledge transaction. Enter "IN" (for installment) in the **Gift Kind** field. When you press the [Tab] key from the Gift Kind field, the Installment Maintenance window appears.

2. Set the **Frequency** field to "I" for installment schedule.

3. Click on the **Schedule tab.** On each line in tab enter the date on which the installment payment is to be made in the **Payment Expected Date** field and enter the **Amount** expected. The total amount must match with the Pledge Amount field that you entered on the Batch Detail screen.

Optional:

- Enter a description of the installment payment in the **Note** field. (This field can be exported to an output file.)

- Enter the date on which the installment's reminder notice should be sent in the **Reminder Due Date** field. (This might default according your organization's system preference setting.)

4.   Press the [OK] key to return to the Batch Detail Entry screen.

For each non-standard installment payment you receive, you enter a pledge payment (see "Entering a Pledge Payment").

Entering a Sustaining Gift

If the donor is a new sustaining giver, make sure to set up the donor for automatic renewal.   To enter a sustaining gift you create a pledge (PL) transaction. The steps are slightly different because you **do not enter the pledge amount in the Pledge Amount** field.

1.   Create a pledge transaction. Do not enter any value in the Pledge amount field (TA will calculate this after you specify Frequency and Installment amount).

2.   Enter SG in the **Gift Kind** field. TA displays the Installment Maintenance window.

3.   Enter the frequency of the payment (e.g., monthly) in the **Frequency** field. (TA sets the Payments in Schedule field based on the frequency you entered.)

4.   Enter the payment amount in the **Installment Amount** field.

5.   TA defaults this field to the date of the pledge. Enter the date on which the first installment payment is to be made if you want to override the default.

> **Note:**   If your organization set the Sustainer Renewal Basis system preference to Calendar or Fiscal, TA calculates the pledge amount and number of payments based on the time between the schedule start date and end of the calendar/fiscal year.

6.   Click <OK> to return to the Batch Detail Entry screen. TA sets the Pledge Amount to the total amount of the sustaining pledge.

> **Note:**   If TA sets the sustaining gift number to that of an open sustaining gift, and you want to create a new sustaining gift, click the > button next to the Sustaining Gift Number field to have TA advance the sustaining gift number to the next available one.   If the account has multiple sustaining gifts and you want to select a different one, you can press the [F9] key from the Sustaining Gift Number field to select from all of the account's open sustaining gifts.

Additional Information for Upgrades and Downgrades

To upgrade or downgrade a donor in the sustainer program, enter a new sustaining gift (i.e., a pledge with the SG gift kind) on the Batch Detail Entry screen with the new installment amount. TA closes the original sustaining gift, and automatically adjusts the amount of the old pledge down to the paid amount on the pledge. (TA knows to do this when there is an unfulfilled (UF) or partially fulfilled (PF) pledge for the account with the same sustaining gift number.)

> **Note:**   If your organization has set the Sustainer Renewal Basis system preference to Rolling, and your business practice has you keep the old sustaining gift open, instead of entering the new sustaining gift, you can manually adjust the original pledge to show the new installment and pledge amounts. Or, if you want to manually adjust and close the original sustaining gift and then create a new sustaining gift, you can do so.

See Also:

Setting a Donor for Automatic Renewal

Setting a Donor for Automatic Renewal

When you enter a sustaining gift, you need to set up the donor for automatic renewal. When a donor is set up for auto-renewal, that donor's pledge and membership benefits are automatically renewed each year and no renewal appeals are sent to the donor. Complete the following steps from the Batch Detail Entry screen to set up a donor for automatic renewal.

1.   Zoom to the Account Information window by clicking the [F10] button above the Name and Address block.

2. Press the [F6] key from the Classification block on the Account Information window to access the Create New Classification window.

3. Create the Auto-renew classification with the appropriate classification value (e.g., "EF" for a sustaining electronic funds transfer pledge).

Note: See the Managing Account Information chapter for more information on classifications.

Payment Methods

Overview of Payment Methods
Checks and Money Orders
Credit Cards
In-kind and Personal Property Gifts
Stocks and Bonds
Electronic Funds Transfers (EFTs)

Overview of Payment Methods

The Payment Method field indicates the type of payment for the transaction, e.g., check or charge card. You must enter a payment method for each transaction. Press the [F9] key to view the list of payment methods from which you can select.

You can zoom to additional information about the payment method. Depending on how you set this field, you can press the [F10] key or click <Zoom> on the toolbar to access certain windows.

If you enter a transaction for payment by one the following methods, you can enter additional information about the payment.

- Check, post-dated check or money order (see "Checks and Money Orders)

- Credit card (see "Credit Cards")

- Electronic Funds Transfer or payroll deduction (see "Electronic Funds Transfers (EFTs)")

- In-kind or personal property (see "In-kind and Personal Property Gifts")

- Stock or bonds (see "Stocks and Bonds")

Checks and Money Orders

When you enter "CK" for check, "MO" for money order, or "PC" for post-dated check in the Payment Method field, you can enter additional information about the payment by pressing the [F10] key. TA displays the Check Entry window on which you can enter the following information.

- The name printed on the check

- The purchase order number, if applicable

- The signer of the check

    Note: You must enter a name on the account as the signer of the check. Press the [F9] key to view the list of names within the account.

- The check number

- The check date, entered in MM/DD/YY format where "MM" is the month, "DD" is the day, and "YY" is the year

- The bank's identification number

  Note: TA checks the validity of the bank's identification number. If the number you enter is not a nine-digit number, TA displays in the Status Bar the error message, "Bank ID must be exactly 9 digits. Please re-enter Bank ID." If you enter an invalid nine-digit bank identification number, TA displays in the Status Bar the error message, "This is an invalid Bank ID. Please re-enter Bank ID."

- The bank account number (i.e., the account from which the funds will be taken)

- The type of bank account (i.e., "C" if the donor's bank account is a checking account or "S" if the donor's bank account is a savings account)

Press the [Enter] key to return to the Batch Detail Entry screen.

The Check Entry window also displays the One-time Charge checkbox, which is used to enter information for a one-time charge payment on a check pledge. See Setting Up a One-time Charge Payment on a Check Pledge for more information.

Credit Cards

Your organization can use TA to verify the credit card and then use TA's Charge Download procedure to send the credit card information to the bank or you can use an outside vendor to verify the process, and enter the verified transactions in TA.

- If your organization verifies the credit card before entering the transaction (i.e., your organization is not using TA's Charge Download procedure), you enter the transaction as a gift.

- If your organization uses TA's Charge Download procedure to verify credit cards, then you enter the transaction as a pledge.

You enter a credit card gift or pledge by following the steps outlined in "Basic Gifts and Pledges". In the payment method step, enter "CH" for credit card or enter the specific credit card code in the Payment Method field. To see a list of credit card codes, press the [F9] key. When you press the [Tab] key from the Payment Method field, the Credit Card Entry window appears.

After entering information in the Credit Card Entry window, press the [Enter] key to return to the Batch Detail Entry screen. If you originally entered "CH" for credit card, when you return to the Batch Detail Entry screen, TA changes the credit card code to the one that represents the credit card you entered in the Credit Card Entry window.

Note: If your organization uses TA to verify charge cards, the charge download process creates an electronic file for the bank of the credit card pledges entered into TA for that day. Your organization sends this file to the bank. The bank returns a file that contains the authorizations and rejections for those credit card transactions. Your organization uploads the bank's file to TA. TA then creates a batch of pledge payments as appropriate against the credit card pledges.

See Also:

Credit Card Entry Window

Suspending Charges on Installment Pledges

One-time Charge Payment on a Check Pledge

Credit Card Entry Window

- The credit card number. If your organization stores credit card numbers, you can press the [F9] key from the Card Number field to display a list of credit cards that the donor has previously used. When you press the [Tab] key, TA formats this number to include spaces after every fourth digit.

- The card's expiration date. Enter the date in MMYY format (no slashes) where "MM" is the month and "YY" is the year. You must enter two digits for the month (e.g., "01" for January).

- The date on which the card became valid. Enter the date in MMYY format (no slashes) where "MM" is the month and "YY" is the year. You must enter two digits for the month (e.g., "01" for January).

- The approval code. You cannot enter information directly into this field. Data for this field is set when you run the Charge Upload procedure.

Note: TA checks the validity of the credit card number to see if the number is a valid credit card number. If the number is not valid, TA displays in the Status Bar the error message, "Invalid credit card number. Check number and re-enter." If you enter a credit card number that doesn't represent the credit card code you entered in the Payment Method field, TA changes the credit card code to the one that represents the credit card number you entered.

Suspending Charges on Installment Pledges

You can use the classification code SUSPENDCHG to suspend charge payments. If a donor indicates that she or he needs to temporarily suspend credit card payments for an installment pledge, add this classification code to the account. In the Classification Value field, select the Pledge number from the list of values. The Charge Download procedure does not pull the account's pledge for billing when the account has this classification. To resume the installment payment, either mark the classification as "I" for inactive or enter an end date for the classification.

Add the classification for the account on the Classification Entry screen.

One-time Charge Payment on a Check Pledge

TA enables you to handle a single charge payment on a check pledge without adjusting the pledge to a charge pledge and adjusting it back to a check pledge. For example, if the donor originally pledged by check and then requests that a particular payment be made by credit card, you can make sure that the charge gets pulled without having to make a permanent adjustment the original check pledge.

Note: You cannot make a one-time charge payment when you enter a pledge payment from a third party. See "Third-Party Pledge Payments " for more information.

You enter an adjustment to the pledge, and zoom from the Payment Method field to the Check Entry window. On this window, you mark the One-time Charge checkbox and enter credit card information. The Charge Download procedure pulls check pledges with this checkbox marked, and then the Charge Upload clears the checkbox so the pledge does not get pulled a second time for a charge payment.

See Setting Up a One-time Charge Payment on a Check Pledge for detailed instructions.

In-kind and Personal Property Gifts

An in-kind or personal property gift is a tangible or intangible gift that you receive in lieu of money. It has a value, and your organization may choose to keep that gift or sell it. Following are a few examples of in-kind or personal property gifts

- An in-kind gift of a used car

- In-kind services, such as a number of hours of pro bono legal services

- Personal property or real estate, such as a person's home or a rental unit in a managed property

In these cases, the value of the gift is the sale value of the tangible item or the estimated value of the service (e.g., $1,500 for the sold car, $300 for two hours of legal services, or $150,000 for the rental unit or home).

Your organization can use TA to enter in-kind or personal property transactions as either gifts or pledges. You should consult with your finance or accounting department regarding the best way to use TA to fit your organization's business practices.

If you enter the in-kind or personal property as a pledge, you can enter the estimated value of the service or item in the pledge transaction. When you sell the item or after you receive the services, you can process a pledge payment and enter the sale value of the item or the value of the services, based on the actual time spent providing those services.

If you enter the in-kind or personal property as a gift, after you sell the item or receive the services, you can process an adjustment to enter the sale value of the item or the value of the services, based on the actual time spent providing those services.

You enter an in-kind or personal property transaction by entering either a gift or a pledge, following the steps outlined on in "Basic Gifts and Pledges. In the step that describes entering the payment method, enter "IK" for in-kind in the Payment Method field. When you press the [Tab] key from the Payment Method field, the Property and In-Kind Gift Information window appears. On this window you can enter the following information.

- A description of the in-kind gift

- The value of the in-kind gift

- The date on which the gift was delivered in MM/DD/YY format, where "MM" is the month, "DD" is the day, and "YY" is the year

- The sale value for the gift

- The date on which the gift was sold in MM/DD/YY format, where "MM" is the month, "DD" is the day, and "YY" is the year

Press the [Enter] key to return to the Batch Detail Entry screen

See Also:

Adjustments

Entering a Pledge Payment

Stocks and Bonds

You can enter stock transactions in TA as either gifts or pledges based on your organization's business practices. Below is a summary of two procedures that are in-use by current TA users. For more information about the particular fields that you enter during gift entry, see Entering Stock Transactions.

Transaction Type and When	Summary of Important Steps	Other Comments
Option 1: PL - when you hear that you will be receiving stock certificates	Enter payment method of ST and zoom to enter Ticker(s), # of Shares, and High/Low values. Let TA calculate FMV or enter directly.	TA automatically enters the FMV amount in the Pledge or the Payment amount fields
PP-when you get the certificates	Zoom from payment method to update FMV, and Delivered date	Acknowledge the donor when you receive the certificates.
ADJ- when you sell the stock *	Create a Record Correction adjustment. Zoom from payment method and enter Realized amount and broker fees.	Use a specialized Acknowledgement code for Stock donations. To acknowledge the donor for amount other than the FMV (the donor says "I'm giving you 10,000 worth of stock"), use the Recognized Gift Amount field (zoom behind Payment Amount in Batch Detail or Giving History

		Detail) in conjunction with a your Acknowledgement code.
Option 2: GF - when you get the certificate	Enter payment method of ST and zoom to enter Ticker(s), # of Shares, and High/Low values. Let TA calculate FMV or enter directly.	same as above
ADJ – when you sell *	Create a Record Correction adjustment. Zoom from payment method and enter Realized amount and broker fees. Also enter Realized date.	

* If you sell at the same time that you receive stock, then enter all information on Gift or PP transaction. There is no need to create an adjustment.

See Also:

Entering Stock Transactions

Entering Stock Transactions

You enter a stock gift or pledge by entering either a gift or a pledge, following the steps outlined in "Basic Gifts and Pledges". Enter "ST" for stock in the Payment Method field. Access the Stock Gift Information window by clicking <Zoom> on the toolbar or by pressing the [F10] key from the Payment Method field.

Note: If you want to apply the stock gift toward two or more areas of your organization, see "Entering a Split Gift ".

The Stock Gift Information window includes a multi-row block that enables you to enter multiple stock certificates for the gift. For each stock your organization received or plans to receive from the donor, you can enter the following information.

- The ticker symbol of the stock. Press the [F9] key to view the list of ticker symbols. TA defaults the company name when you enter a ticker symbol, if an account for the company exists with a brief name.

- The number of shares donated to your organization

- The high and low cost per share of the stock. TA calculates the mean cost per share based on the high and low cost that you enter. Also, TA calculates the Fair Market Value based on the mean. You can change either the Mean or the FMV if you want.

- The realized value is the sale value of the stock

- Any fees incurred through the sale of the stock

To add information for a new stock certificate, click in the next line of the block. To create a new line in the block, click <New> on the toolbar or press the [F6] key. To remove a certificate from the block, highlight the information for the certificate, and click <Delete> on the toolbar or press the [Shift] [F6] key combination.

Additional Fields in the Stock Gift Information window

- The totals for the fair market value, realized value, and fees for all stock certificates entered for the gift

- The stock broker. Press the [F9] key to view the list of brokers. To display in this list the broker must have an account with a brief name and the Stock Broker function assigned.

- The delivered date in MM/DD/YY format of when the stock was delivered to your organization.

- The issuance date of when the donor received the stock

- The realized date in MM/DD/YY format of when the stock was sold.

- Enter notes according to your organization procedures and policy.

Related Topics:

Entering a Pledge Payment

Adjustments

Electronic Funds Transfers (EFTs)

Your organization can use an electronic funds transfer (EFT) to withdraw funds directly from a donor's bank account on a regular schedule (e.g., monthly). Before the first withdrawal of funds from the donor's bank account, you must enter information about the donor's bank account (i.e., the bank identification number and the donor's bank account number), and you must process a prenotification.

When you enter an EFT transaction, you enter it as a standard installment pledge by following the steps outlined in "Installment Pledges and Sustaining Gifts".

Note: You set the Pledge Amount field to the amount the donor plans to pay for the entire year; that is, the monthly amount multiplied by 12 months.

In the step that describes entering the payment method, enter "EF" for electronic funds transfer in the Payment Method field.

When you press the [Tab] key from the Payment Method field, the EFT Entry window appears. This window includes the following information.

- The status of the EFT, i.e., active or inactive

- The nine-digit identification number for the donor's bank

- The donor's bank account number (i.e., the account from which the funds will be taken).

- The type of bank account. Enter "C" if the donor's bank account is a checking account or enter "S" if the donor's bank account is a savings account.

- The pull cycle (i.e., the two-digit number for the day on which the EFT is to be pulled)

- The date the EFT was last pulled. TA sets this date when your organization runs the EFT Download to pull EFT pledges for which payment is due.

- Whether the prenote has been received. The EFT Download pulls all new EFTs (where the Prenote Flag is "N" or Null) and sets the prenote to "Y" for yes. Once the Prenote is set to yes, it will be pulled in the EFT Download and a payment will be processed.

- The date you received the prenote. TA sets this to the date the Prenote Flag was set to "Y."

- Whether the funds are nonroutable. The nonroutable field is currently in development.

At minimum, you must enter information in the following fields: Bank ID, Bank Account #, and Pull Cycle.

Press the [Enter] key to return to the Batch Detail Entry screen.

Note: If your organization uses TA to send the EFT information to the bank, the EFT download process creates an electronic file for the bank of the EFT pledges due for payment. Your organization sends this file to the bank to have the funds transferred from the donor's account to your organization's account. When you run the EFT download process, TA creates a pledge payment for the amount of the funds transfer that you send to the bank. See the Interfaces chapter for more information on how TA creates the EFT download file.

Entering an EFT Pledge for a Sustaining Giver

If a donor who makes an EFT pledge plans to give indefinitely (i.e., the donor is a sustaining giver), you need to assign the Autorenew classification to the donor. To add this classification, complete the following steps.

- Access the Account Information window by clicking the <Zoom> button above the Account Information block or by zooming from the Account ID field.

- Press the [F6] key from the Classifications block to access the Create New Classification window.

- Assign the classification code "AUTO_RENEW" and the classification value "EFT."

See the Managing Account Information chapter for more information on classifications.

Special Transactions

Overview of Special Transactions

Foreign Currency Transactions

Planned Gifts

Soft Credits

Split Gifts

Tributes

Summary of Matching Gift Process

Third-Party Pledge Payments

Overview of Special Transactions

In TA, you enter certain types of transactions in a way that is slightly different from the way you enter a basic gift or pledge. Below is a brief description of each of these types of transactions.

Foreign Currency

Foreign currency transactions are those that you record in TA in the foreign currency in which you received them. For example, if you receive a gift in Canadian dollars, you can enter the amount of Canadian currency received instead of first converting the money to U.S. dollars.

Note: Your organization must enter the country's buy and sell rates in the Country table and must set the Automatically Convert Foreign Currency? system preference to "Y" for yes, in order for TA to convert the gift or pledge amount automatically.

Planned Gifts

The phrase "planned gift" refers to a certain type of gift that requires advance planning by your organization, the donor, and financial and legal consultants. Often a planned gift is money or property that the donor bequeaths to your organization in his/her will. Planned gifts can also be annuities or trusts that are administered during the donor's lifetime.

Split Gifts

The phrase "split gift" refers to a gift received from a donor who indicates that the gift should be applied in more than one way. For example, a donor may mail a check to your organization and indicate that part of the check is for renewing the donor's membership and the remaining portion of the check is a capital campaign gift.

Soft Credits

The phrase "soft credit" refers to a financial credit posted to an account based on a gift given or pledge made by a different account. The amount of the credit usually equals the amount of the gift or pledge, though you can change this amount.

Tributes

The term "tribute" refers to a gift received from a donor who indicates that the gift is in honor of or in memory of a particular person. When you enter a gift as a tribute gift, you can use TA track how much money has been received for a particular tribute, to recognize the donor for the gift, and to notify the appropriate parties, (e.g., family members) about the donor's gift.

Matching Gifts

If a donor submits a matching gift form with a gift, you can reconcile the gift when the organization that matches donations submits a gift to your organization. Once the company is set up as a matching company, and Employee to Organization relationships are established, you can send out reminder notices if a donor forgets to submit a matching gift form.

Third-Party Pledge Payments

The term "third-party pledge payment" refers to a pledge payment sent by someone other than the person who made the commitment to give money. For example, a participant in a walk-a-thon can pledge to raise money, but the money she raises is from her sponsors. In TA, you enter third-party pledge payments from these sponsors, and the money received from them fulfills the participant's pledge.

Foreign Currency Transactions

You can enter a gift or pledge made in a foreign currency and have TA automatically convert the gift or pledge to U.S. currency. Complete the following steps on the Batch Detail Entry screen.

1. Enter the payment amount or pledge amount for the transaction (in the foreign currency). Press the [F10] key from the Payment Amount field. TA displays the Original Currency/Recognition Info window.

2. In the Country field, enter the code for the country in whose currency the gift is made. Press the [F9] key to view a list of countries.

3. Click <OK> or press the [Enter] key to return to the Batch Detail Entry screen.

Based on the country you entered in the Country field and the payment amount or pledge amount you entered, TA calculates the gift or pledge amount in U.S. dollars and sets the amount on the Batch Detail Entry screen.

Note: Your organization must enter the country's buy and sell rates in the Country table for TA to be able to convert foreign currencies. If your organization sets the Automatically Convert Foreign Currency? system preference to "Y" for yes and enters the default currency on the Batch Summary Entry screen, you do not have to zoom to the Original Currency/Recognition Info window to enter the country; TA converts the gift or pledge amount automatically when you move from the Payment Amount field.

See Also:

Working with a Preferred Foreign Currency

Working with a Preferred Foreign Currency

If your organization regularly works with a particular foreign currency, you can designate it as the preferred foreign currency for the organization. Your organization can designate a preferred foreign currency by setting the Preferred Foreign Currency system preference to the country associated with the foreign currency (e.g., "CAN" indicates that Canadian dollars are the preferred foreign currency). Designating a preferred foreign currency allows your organization to track amounts in both US dollars and the foreign currency. For example, your organization can use this feature to print receipts for donors in both US dollars and the foreign currency.

Account Default Currency (Preferred Foreign Currency)

TA sets a default currency for each account on page two of the Account Overview screen based on the account's preferred address. You can change this value.

When accounts have the same default currency as the organization's preferred foreign currency, TA is able to use the foreign currency gift amounts when awarding benefits and posting values to the account's account activity record (if the appropriate system preferences are set to do so).

Note: If the Post Preferred Currency Amounts to Account Activities system preference is set to "Y" for yes, and you change the account's default currency to or from the organization's preferred foreign currency, TA displays a message to determine if you want to recalculate the account activity record in the new currency. The account's default currency appears on the Account Activity screen.

System Preferences (Preferred Foreign Currency)

- To indicate a preferred foreign currency for the organization, your organization must set the Preferred Foreign Currency system preference to the country associated with the foreign currency (e.g., "CAN" indicates that Canadian dollars are the preferred foreign currency).

- To award benefits based on an account's default currency, the Award Benefits Using Account's Preferred Currency system preference must be set to "Y" for yes.

    Note: Benefits will be awarded based on the account's default currency only if this currency is the same as the organization's preferred foreign currency.

- To post amounts to an account's account activity record based on an account's default currency, the Post Preferred Currency Amounts to Account Activities system preference must be set to "Y" for yes.

    Note: Account activities will be calculated based on the account's default currency only if this currency is the same as the organization's preferred foreign currency.

Buy Rate, Sell Rate, and Exchange Rate (Preferred Foreign Currency)

A "buy rate" and a "sell rate" can be set on the country code. The buy rate is the rate for converting the foreign currency into US currency (i.e. it is the *bank's* buy rate for the foreign currency). The sell rate is the rate for converting US currency into the foreign currency.

Note: The Sell Rate field on the Country Code Entry screen was formerly labeled Exchange Rate.

The exchange rate (i.e., preferred foreign currency sell rate for US currency transactions, buy rate for foreign currency transactions) is stored and displayed on transactions. You can view the exchange rate on the Giving History Detail screen and on the Original Currency/Recognition Info window, which you can access by pressing the [F10] key from the Batch Detail Entry screen.

Calculated Fields (Preferred Foreign Currency)

The following queryable and outputable calculated fields have been added:

- PLEDGE AMOUNT (PREFERRED FOREIGN CURRENCY)

- PAYMENT AMOUNT (PREFERRED FOREIGN CURRENCY)

- PAID AMOUNT (PREFERRED FOREIGN CURRENCY)

- PLEDGE PAYMENT DUE (PREFERRED FOREIGN CURRENCY)

The first three calculated fields compute the preferred foreign currency equivalent of any transaction's pledge, payment, or paid to date amount. These fields can be used for tax receipting.

The last calculated field allows your organization to bill for installments in the organization's preferred foreign currency.

Planned Gifts

When your organization works with a donor on planned giving, the appropriate staff enter into TA all of the necessary information for each gift (e.g., the giving vehicle, the amount of each gift) through the Planned Gift Information Entry screen. TA assigns a sequence number to each planned gift. You need to enter the planned gift sequence number each time you enter a planned gift or a planned gift pledge.

You enter a planned gift or pledge by following the steps outlined in "Entering a Gift." You need to perform one additional step after entering the gift kind. You need to enter the sequence number for the planned gift in the Planned Gift Sequence field in order to associate the batch item with a particular planned gift. To see the list of planned gift sequence numbers for the account, press the [F9] key from the Planned Gift Sequence field.

Note: If you access the Batch Detail Entry screen from the Planned Gift Information Entry screen, TA sets the Planned Giving Sequence field to the sequence number for the planned gift with which you were working (i.e., the planned gift displayed on the Planned Gift Information Entry screen when you clicked <Batch>).

Soft Credits (Special Transactions)

The phrase "soft credit" refers to a financial credit posted to an account based on a gift given or pledge made by a different account. The amount of the credit usually equals the amount of the gift or pledge, though you can change this amount.

The credit is assigned based on a relationship that the donor account has with the account that receives the soft credit. The credit is assigned to the related account or to a name within the related account, depending on whether the relationship is from the donor account to the related account as a whole or to a name within the related account.

See Also:

When TA Creates a Soft Credit

Viewing and Updating Soft Credit Information

Entering a Manual Soft Credit

When TA Creates a Soft Credit

You may be prompted to create a soft credit or TA may automatically award soft credit if a relationship record exists on the account you are processing a gift or pledge transaction. The value in the **Soft Credit** field on the Relationship Entry screen determines whether you get prompted or not.

- If the field is set to "P" for prompt, TA prompts you regarding whether to create a soft credit for the related account. Click <Yes> to create the soft credit. Click <No> if a soft credit should not be created.

- TA defaults the Soft Credit Amount (zoom on the Credit? field in the Batch Detail Entry screen) to transaction amount. You may change this amount according to your business practices.

See the Entering Information on the Relationship Entry Screen in the Managing Accounts book for a description of the Relationship Entry screen.

Viewing and Updating Soft Credit Information

To view the soft credit information, press the [F10] key from the Credit? field. The Credit Assignment window appears. This window contains a list of each account that will receive a soft credit based on the donor's gift or pledge and includes the default amount of the soft credit. On this window, you can view and update the following information.

- The Account ID to indicate that the soft credit should not be awarded to the related account but rather to a different account

- The name to indicate that the soft credit should be awarded to a different name within the account or to the account as a whole

- The soft credit type. TA defaults this field to "SC" for generic soft credit.

- If the batch item is a gift, the payment amount to assign as a soft credit, or, if the batch item is a pledge, the pledge amount to assign as a soft credit. TA defaults these amounts to the payment or pledge amount of the batch item.

Entering a Manual Soft Credit

To enter a manual soft credit, follow the steps listed below. Use the [Tab] key to move to the next field unless otherwise noted.

To link a soft credit with an existing 'hard credit' transaction:

1. Press the [F10] key from the Credit? field or set the Credit? field to "Y" for yes and press the [Tab] key. TA displays the Credit Assignment window.

2. Enter the Account ID of the account that should receive the soft credit. If you don't know the Account ID, press the [F9] key to access the Find an Account window to search for the account. If the account does not exist, create it.

3. If the soft credit should be assigned to a person within the account, enter that person's name in the Name field (located immediately to the right of the Account ID field).

4. TA sets the amount of the soft credit to the payment amount or the pledge amount based on whether the donor is making a payment or a pledge. You can change this amount.

5. Press the [Enter] key to return to the Batch Detail Entry screen.

To Create a Stand Alone Soft Credit

You can create a stand alone soft credit GF transaction that is not linked to another transaction.

- In the Target Totals area on the Batch Summary screen, you only need to enter the **Pieces** field for each stand alone soft credit transaction that is in the batch.

- On the Batch Detail Entry screen, press [F9] in the **SC Type** field and select a soft credit type according to your business practices.

- Enter all other Batch Detail Entry fields according your business practices. Note that the **Transaction Type** field cannot be PL or PP. You can only enter GF as a transaction type for a stand alone soft credit.

Split Gifts

The phrase "split gift" refers to a gift received from a donor who indicates that the gift should be applied in more than one way. For example, a donor may mail a check to your organization and indicate that part of the check is for renewing the donor's membership and the remaining portion of the check is a capital campaign gift.

See Also:

Setting Batch Totals for a Split Gift

Entering a Split Gift

Information TA Defaults for a Split Gift

Entering Marketing (Source Code) Information for a Split Gift

Setting Batch Totals for a Split Gift

When you receive a split gift from a donor, add it to the batch summary totals as follows:

1. Figure out the number of times the gift needs to be split (i.e., how many payments does this gift represent). Add this number to the total number of payments for the batch.

2. Add the total gift to the payment amount for the batch.

3. Add the gift once to the total number of pieces for the batch.

For example, a donor sends a gift of $2500 and indicates that $1000 is a membership renewal and the remaining $1500 is a capital campaign gift. On the Batch Summary Entry screen, enter this gift as two payments and enter it as one piece in the batch. In other words, count the gift as two payments in the batch but not as two items in the batch.

Entering a Split Gift

When you enter the detail for the gift, enter the "first part" of the gift (e.g., the $1000 membership renewal) according to the steps noted in the "Entering a Gift". You need to perform one additional step for a split gift. Press the [F10] key from the Payment Amount field to access the Original Currency/Recognition Information window. In the Total Payment Amount field, enter the total amount of the gift you are splitting. For example, a donor sends a gift of $2,500 and indicates that $1,000 is a membership renewal and the remaining $1,500 is a capital campaign gift. On the first part of the gift, enter "2500" in the Total Payment Amount field on the Original Currency/Recognition Information window. You cannot change this field on any part of a split gift except the first part.

Note: If you have the Use Total Amount system preference set to" Y" for yes, then you are required to set the Total Payment Amount field on the first page of the split gift to the total sum of the donation.

When you finish entering the first part of the gift, click the <Next Page> button (">") to enter the "second part" of the gift. The <Next Page> button is located to the right of the Page field. *Do not press the [F6] key to enter a new batch item.* The second page of the batch item appears so that you can enter the information for the second part of the gift (e.g., the $1500 capital campaign contribution).

Note: The batch sequence number reflects the number of items (i.e., pieces) in the batch. For a split gift, the batch sequence number is the same for each part of the gift. The page number represents the number of payments being made.

Entering a split gift for stock donations: On the first page of the gift, enter all of the stock information. On each subsequent page, enter the specific amount and the area of your organization to receive the funds (source code). If you want stock from company A to go toward fund A, and stock from company B to go to a different fund, then enter a different transaction for each stock certificate. You cannot split a stock donation in this way.

Information TA Defaults for a Split Gift

If your organization set the Default Credit Account on Split Gifts system preference to "Y" for yes, TA defaults the GL Credit Account field from the first page of the split gift to each subsequent page of the split gift. You can view this field on the Source Information window, which you can access by pressing the [F10] key from the Source field on the Batch Detail Entry screen.

- If you change the Source Code or any information in the Source Information window on subsequent pages of the split gift.

  Note that if you change source code, if the change causes TA to set new default values in any of these fields, TA alerts you and enables you to keep the old values if desired: Affiliation, Credit Account, Debit Account, Project, Fund, and Fund Type. When you tab from the source field TA displays the Overwrite Manually Set Transaction Fields? window. Mark either Use New or Use Old depending on if you want the defaults from the new the source code or if you want the defaults from the previous source code.

Entering Marketing (Source Code) Information for a Split Gift

When you enter a split gift, you receive the gift with one or more reply devices. You should change the source code and associated information depending upon the number of reply devices you receive and the number of payments being made so the money is credited correctly.

- Note that changes to the source code, may cause TA to set new default values in any of these fields, TA alerts you and enables you to keep the old values if desired: Affiliation, Credit Account, Debit Account, Project, Fund, and Fund Type. When you tab from the source field TA displays the Overwrite Manually Set Transaction Fields? window. Mark either **Use New** or **Use Old** depending on if you want the defaults from the new the source code or if you want the defaults from the previous source code.

Entering the Marketing Information for Multiple Reply Devices

If the number of reply devices received with the gift equals the number of payments being made, change the source code on each page to reflect the appropriate reply device. For example, a donor sends one $2,000 check to pay for a $500 membership renewal and a $1,500 capital campaign contribution and the donor includes the renewal reply device and the capital campaign reply device. When you enter this gift, on one page enter the $500 payment and renewal source code and on the other page enter the $1,500 and the capital campaign source code.

Entering the Marketing Information for Only One Reply Device

If the number of reply devices with the gift is fewer then the number of payments being made, change the *source information*, not the *source code*, on each page to reflect the appropriate reply device. For example, a donor sends one $2,000 check to pay for a $500 membership renewal and a $1,500 capital campaign contribution and includes only the renewal reply device. The source information from the source code for that reply device does not apply to the entire gift because the donor designates part of the gift as a payment against a capital campaign pledge. Enter the first part of the gift on the first page including the source code from the reply device (e.g., enter the membership renewal on the first page). When you enter the second part of the gift on the second page, use the same source code to indicate the reply device that brought in the gift. Next, change the marketing information to reflect the destination of the second part of the gift (e.g., the gift is a capital campaign contribution) on the Source Information window.

1. Press the [F10] key from the Source field. The Source Information window appears.

2. Press the [Tab] key to go to the marketing field that you need to change (e.g., the Activity field).

3. Enter the appropriate source information. For example, change the value in the Activity, Campaign, Initiative, and Effort fields from annual giving information (e.g., AM, Q, 9908, 01) to capital campaign information (e.g., CD, G, 9900, 01). Repeat steps 2 and 3 until all of the source information is entered.

4. Press the [Enter] key to return to the Batch Detail Entry screen.

By changing the marketing information, you ensure that a donor's gift is credited correctly.

Tributes

The Tribute Entry screen in the Gifts and Pledges module enables you to create a tribute record so you can recognize gifts that are in tribute to a particular person and notify the appropriate parties such as other family members or estate executors. You can use the Tribute Entry screen to create a recurring tribute record before you have received any gifts or pledges to apply to the tribute.

The Tribute Entry screen provides complete information about the tribute, notification recipients, and summary gift totals made to the tribute.   You can create multiple tribute records at the account-level or for any name on the account.

By creating recurring tribute records your organization can handle these scenarios:

- A donor calls your organization to see if his gift was received and whether the appropriate family members were notified.

- A family member calls your organization after gifts have been received for the tribute and wants to receive notification for previous and future gifts.

- A family member calls to ask why he wasn't notified of a donor's gift and you need to determine when notification was last sent.

- A family member calls to ask the number and amount of all gifts made to the tribute.

See Also:

Creating a New Tribute Record

Viewing Gift Information for the Tribute

Entering a Gift for an Existing Tribute

Entering a Gift for a New Recurring Tribute

Entering a Gift for a One-time Tribute

Creating a New Tribute Record

To create a new tribute record, complete the following steps.

1. Access the Tribute Entry screen. Note that the messages can be confusing when accessing this screen. TA attempts to find existing tribute records for the account that you are working with:

   - If there are no existing tributes for your current account: TA displays the message "*No records exist for this account, Find an account, create a record or exit?*" Click <Find>, and find the account in whose honor or memory you want to create the tribute.

     Once you select the account from the Find an Account: Selected Accounts window, TA again displays the message "No records exist for this account, Find an account, create a record or exit?" Click <New> to create a new tribute.

   - If there are existing tributes for your current account: TA displays the information on the Tribute Entry screen. To create a new tribute, click <New> on the toolbar or press the [F6] key.

2. TA defaults the account's name in the Tribute Name field. Press the [F9] key to view the list of names within the account and select a specific name for the tribute, if applicable.

3. Enter the Tribute Type, e.g., tribute. Press the [F9] key to view the list of tribute types for your organization.

4. Click <Create> or press the [Enter] key to create the tribute record.

When you create a new tribute record, TA defaults the following information.

- Tribute Account ID. TA defaults this information from your current account. You cannot update it.

- Tribute name. TA defaults this information from the Create New Tribute window.

- Status. TA defaults the status of the record to "A" for active.

- Description of the tribute. TA defaults the description to the name line of the name associated with the tribute, followed by the word "Tribute." You can change the description if necessary.

- Tribute type such as 'In honor of' or 'Memorial'. TA defaults the tribute type from the Create New Tribute window. You can update the tribute type. Press the [F9] key to view the list of tribute types for your organization.

- Date established. TA defaults this date to the date on which the tribute is created. You can update it. Enter the date established in MM/DD/YY format where "MM" is the month, "DD" is the date, and "YY" is the year.

- Deceased date. TA defaults this date if the person is deceased and the date of death was entered on the person's name record. If you enter a deceased date in the Tribute Entry screen, TA updates the deceased information in the Demographics/Name Entry screen that corresponds to the individual and inactivates the name if it is not already inactive. See the Managing Account Information chapter to learn more about name or demographic information.

- Gift totals. TA defaults the total number of gifts for the tribute to "0" and the total gift amount to "$0.00."

Note: If you do not indicate a specific name to which the tribute applies, i.e., you leave the Name field set to the account's name line, TA does not display deceased date information on the Tribute Entry screen.

See Also:

Entering Notification Information

Entering Notification Information

You can enter one or more accounts or names who should be notified when a gift is made to the tribute account. The Tribute Entry screen includes a Notification Recipients block, which is a multi-row block in which you can enter one or more Account IDs.

To enter the first notification recipient, enter the Account ID for the recipient in the Account ID field in the first row of the block. To add the next notification recipient, click in the Account ID field in the next line of the Notification Recipients block and enter the Account ID for the account. If you enter a notification recipient by mistake, highlight the Account and press the [Shift] [F6] key combination.

Note: If you do not know the Account ID, you can press the [F9] key in the Account ID field to access the Find an Account window and search for the account. If you do not find an account for the notification recipient, you can create it without exiting the Tribute Entry screen. See the Managing Account Information chapter to learn how to search for an account and how to create an account.

Entering the Notification Recipient's Name

When you enter the Account ID for a notification recipient, TA defaults the Name field to the account's name line. You can enter a specific name for the recipient account. Press the [F9] key to view the list of names within the account.

Entering the Notification Recipient's Address

TA defaults the notification recipient's address to the preferred address for the account or for the person to be notified. You can change the address to which notification should be sent. Press the [F9] key to view the list of addresses for the account.

Entering the Relationship Type Between the Tribute Account and the Notification Recipient

You can enter a relationship type between the tribute account and the notified account, if the relationship type is significant for notification.

To select a relationship type that already exists between the tribute account and the notified account, press the [F9] key. TA displays each relationship between the tribute account and the notified account.

To select a relationship type that does not exist between the tribute account and the notified account, press the [Alt] [F9] key combination to view the list of all relationship types for your organization. When you enter a relationship type, TA displays the message "This relationship does not exist between this account and the tribute account. Create the relationship?" Click <Yes> to create the relationship between the two accounts. Click <No> if you do not want to create the relationship between the two accounts.

Entering Information on Notifications to Send to Recipients

For each notification recipient, you can enter the following information to indicate how notification should be sent.

- Frequency, e.g., "M" for monthly to indicate that notification should be sent each month. Press the [F9] key to view the list of frequencies from which you can select.

- Whether the recipient should be notified of all gifts applied to the tribute or only new gifts. Set the All? field to "Y" to indicate that the recipient should be notified of all gifts to the tribute. Set the All? field to "N" for no to indicate that the recipient should be notified of new gifts only.

- Start date of notification. TA defaults this date to the date on which you enter the recipient. You can change the date.

- End date of notification. You can set this field to the date on which notification should stop for the recipient, if applicable.

In addition, TA displays the date of last notification for each recipient. This date is set using the Set Tribute Acknowledgment update procedure. See the Understanding Update Procedures chapter for more information.

Viewing Gift Information for the Tribute

TA enables you to see gift information for the tribute from the Tribute Entry screen. TA displays the following information for the first and last gifts made to the tribute:

- Gift date

- Gift sequence, i.e., the number that uniquely identifies multiple gifts made by an account on the same date

- Adjustment sequence

- Pledge amount

- Payment amount

- Account Name

TA displays the total number of gifts and the total gift amount applied to the tribute.

You can also view a list of gifts made to the tribute on the Giving History Summary screen by completing the following steps:

1. Click the <Gifts> button.

2. TA automatically displays the Find Transactions window. In the lower right corner, TA sets the Tribute Account ID and Tribute Name fields to the tribute you were viewing on the Tribute Entry screen. You can leave these fields set to the default.

3. Click <Find> or press the [Enter] key.

TA displays each gift for the tribute on the Giving History Summary screen. To return to the Tribute Entry screen, click <Exit> on the toolbar.

See the Viewing Transactions, Benefits, and Interactions chapter for more information on the Giving History Summary screen.

Entering a Gift for an Existing Tribute

From the Batch Detail Entry screen, you can enter a gift toward an existing tribute record. To apply a donor's gift to an existing tribute, follow the steps listed below. Use the [Tab] key to move to the appropriate field unless otherwise noted.

1. Enter "Y" for yes in the Tribute? field. When you press the [Tab] key, the Tribute Entry window appears.

2. Enter the Account ID for the tribute account in the Tribute Account ID field. If you do not know the Account ID, press the [F9] key to access the Find an Account window. You can also press the [Alt] [F9] key combination to select the account from a list of tribute accounts.

3. TA defaults the Name field to the name associated with the tribute and the Tribute Name field to the description of the tribute, e.g., "John Doe Tribute."

4. Enter the name of the giver of the tribute in the Tribute From field (e.g., "The Grandchildren of John Doe").

5. In the Tribute Code field, enter the code for the acknowledgment letter you want to send to the donors to this tribute. You can press the [F9] key for a list of a acknowledgment letter codes.

6. TA defaults the tribute type, as specified on the tribute record, e.g., tribute. You cannot change the tribute type from this window.

7. Enter one or more personalization messages in the Personalization Line 1 and Line 2 fields, e.g., "In honor of your birthday." For example, you could set up the output for your notification recipients to include these fields.

8. Enter one-time notification recipients, if applicable.

Note: From the Account ID field on the Tribute Information window, you can press the [F10] key to access the Tribute Entry screen and view the complete information for the tribute.

See Also:

Entering Notification Recipients for a Specific Gift

Excluding Notification Recipients for a Specific Gift

Entering Notification Recipients for a Specific Gift

In the One-Time Notification Recipients block, you can enter the Account ID(s) of the individual(s) who should receive notification that your organization received the gift that you are entering. The individual(s) you enter in the One-time Notification Recipients block are in addition to the individual(s) who receive notification of *all* gifts received for this tribute. You can press the [F9] key from this field to access the Find an Account window. After you enter the Account ID, you can press the [F10] key to access the Account Overview screen to view more information about the account you entered in this field. TA defaults the account name and address for the account you entered. You can select the name and address of the notification recipients by pressing the [F9] key from the Name or Address field, and you can zoom to the Name Entry or Address Entry screens by pressing the [F10] key from the Name or Address fields, respectively.

Excluding Notification Recipients for a Specific Gift

TA displays all of the notification recipients for the tribute in the Recurring Notification Recipients block. You can exclude a notification recipient from notification for this particular gift by marking the Exclude checkbox next to the recipient's name.

Note: If you mark the Exclude checkbox to exclude an account from notification, the account will be excluded only from notification of this gift.

Entering a Gift for a New Recurring Tribute

If you are entering a tribute gift for a recurring tribute and the tribute record has not previously been created, you can create it from the Batch Detail Entry screen. Create a recurring tribute record if you expect to receive more than one gift for the tribute. Here are the steps.

1. Enter "Y" for yes in the Tribute? field. When you press the [Tab] key, TA displays the Tribute Information window.

2. Press the [F9] key from the Account ID field to access the Find an Account window and search for the account for which you want to create the tribute.

- If the account exists in TA, select the account from the Find an Account: Selected Accounts screen.

- If the account does not exist, click <New> on the Find an Account: Selected Accounts screen. TA displays the Create New Account window. Enter the information for the account and click <Create>.

3. TA displays the message "No recurring tribute exits for this account. Set up a one-time tribute, create a new recurring tribute, or cancel?" Click <Create Recurring>.

4. TA automatically accesses the Tribute Entry screen and displays the Create New Tribute window. TA defaults the Tribute Account ID field and the Tribute Name field. Change the Tribute Name field to a specific name within the account, if applicable, and set the tribute type.

5. Click <Create> or press the [Enter] key.

6. You can continue to enter information for the tribute (e.g., notification recipients) on the Tribute Entry screen, or you can exit the screen to return to the Tribute Information window on the Batch Detail Entry screen.

To complete setting up the tribute gift, follow steps 4-8 in "Entering a Gift for an Existing Tribute".

Entering a Gift for a One-time Tribute

If you are entering a one-time tribute gift, you can create it from the Batch Detail Entry screen. Create a one-time tribute record if you do not expect to receive more than one gift for the tribute. Here are the steps.

1. Enter "Y" for yes in the Tribute? field. When you press the [Tab] key, the Tribute Information window appears.

2. Press the [F9] key from the Account ID field to access the Find an Account window and search for the account for which you want to create the tribute.

- If the account exists in TA, select the account from the Find an Account: Selected Accounts screen.

- If the account does not exist, click <New> on the Find an Account: Selected Accounts screen. TA displays the Create New Account window. Enter the information for the account and click <Create>. See the Managing Account Information chapter to learn how to create an account.

3. TA displays the message "No recurring tribute exits for this account. Set up a one-time tribute, create a new recurring tribute, or cancel?" Click <One Time>.

4. TA sets the following information on the Tribute Entry window.

- TA sets the Tribute Account ID field to the account you selected or created.

- TA sets the Name field to the account as a whole. You can press the [F9] key from the Name field to select a name within the account for which the tribute applies.

- TA sets the Tribute Name to the name you enter in the Name field; you can change it.

- TA marks the One-time Tribute? checkbox. You cannot update it.

To complete setting up the tribute gift, follow steps 4-8 in "Entering a Gift for an Existing Tribute".

Summary of Matching Gift Process

Complete the steps below to manage gifts to your organization that may be eligible for matching by a company. Refer to Matching Gifts for more details on each step below.

1. Create/Find an account for the matching company. (must be completed before gift processing)

2. Assign the matching company a brief name. (must be completed before gift processing)

3. Assign the matching company the Match Company? brief name function. (must be completed before gift processing)

4. Enter the matching company's match ratio and matching gift rules. (must be completed before gift processing)

5. Create/Find an account for the donor with the matching gift form (can be done during gift processing).

6. Create a matching company relationship between the donor and the matching company (can be done during gift processing) (Optional).

7. Enter the donors' gifts and process the matching gift form (gift processing).

8. Enter the company's gift (gift processing).

9. Reconcile the company's matching gift with the donors' gifts.

Third-Party Pledge Payments

Team Approach allows you to enter pledge payments from people other than the donor who made the pledge. When you enter these payments, they count toward fulfilling the donor's pledge, and you can track who gave the money so you can send acknowledgment letters and/or recognize these third parties for their contributions. For example, a major donor or walk-a-thon participant commits to give money. He or she can solicit family members and friends to give enough money to fulfill (or sponsor) the pledge, and you can track the names of those family members and friends who help him fulfill the pledge, send them acknowledgment letters, and include them in your annual report of donors.

When you enter a third-party pledge payment, TA creates a hard credit transaction on the third-party account. The gift type of "TP" defaults for third-party payments, but you can change it if necessary. You can enter acknowledgment, matching gift, and soft credit information on this payment. If you leave the gift type set to "TP", TA updates this account activity record on the third-party's account: giving level, giving level amount, renewal information, upgrade information, the payment amounts, and the pledge amounts.

When you enter a third-party pledge payment, TA also creates a soft credit transaction for the account that made the original pledge. This soft credit:

- has a soft credit type of "TP" for third-party pledge payment; You can zoom to view the related hard credit information.

- does not make changes to the original pledge, with the exception of updating the payment amount to include this third-party payment and, if the pledge is overpaid, updating the pledge amount;

- updates the marketing response information for the source code and any project associated with the third-party pledge payment; and

- updates the account activity fields for the account that made the original pledge: Number of Unfulfilled Pledges, Last Open Pledge, and Total Open Pledge Amount.

See Also:

Entering a Third-Party Pledge Payment

Restrictions When Entering Third-Party Pledge Payments

Entering a Third-Party Pledge Payment

To enter a third-party pledge payment, complete the following steps.

1. Set the Transaction Type field to "PP" for pledge payment if you did not enter "PP" as a batch default.

2. Enter the Account ID for the person sending the contribution (the third-party). If you don't know the Account ID, press the [F9] key to access the Find an Account window to search for the account. When you press the [Tab] key, TA displays a list of open pledges for the third-party account if open pledges exist and if your organization has set the Notify Open Pledge? system preference to "Y" for yes. Click <Cancel> on this window.

3. In the Pledge Number field, enter the pledge number of the pledge being paid. You can press [Alt] [F10] to view the account whose pledge number you selected.

    If you don't know the pledge number, press [Alt] [F10] to access the Pledge Account Information window. Enter the Account ID of the donor who made the original pledge. Once you select the account whose pledge is being paid, click <OK> to close the Pledge Account Information window. TA displays the Open Pledges window with the list of pledges for the donor you specified on the Pledge Account Information window. Select the pledge to which you want to apply the third-party payment, and click <OK>. TA sets the Pledge Number field to the pledge number you chose.

    TA displays the alert "You have entered a pledge that was not made by [the third-party]. This pledge was made by [the account that made the original pledge (Pledge Account)]." Click <OK> to dismiss this alert.

    TA sets most of the remaining fields on the Batch Detail Entry screen to the information from the original pledge. However, the Gift Type of this payment is set to "TP" for third-party pledge payment. You can change this if necessary.

4. Enter the payment amount in the Payment Amount field.

5. Enter the payment method in the Method field. Note: You cannot select a credit card or stock payment method for third-party pledge payments.

6. Press the [F6] key to add the next batch item.

Restrictions When Entering Third-Party Pledge Payments

When you enter a third-party pledge payment, TA imposes these restrictions:

*   If the first pledge payment you receive is a third-party pledge payment, the information that you enter for this payment does not change any of the information on the original pledge. For example, the payment method you enter on the third-party pledge payment does not update the payment method on the original pledge. For regular pledge payments, the first payment can change information on the original pledge.

*   You cannot award benefits on a third-party pledge payment or change benefits that were awarded on the pledge. To award new benefits or make changes to existing benefits, you need to create an adjustment to the original pledge.

*   If you enter a third-party pledge payment for the wrong account or pledge number, you need to reverse this transaction (see "Entering a Reverse Transaction"). In the next batch, you enter a new third-party pledge payment for the correct account or pledge number.

*   You cannot select stock or any type of credit card as a payment method.

*   TA defaults the gift type to "TP" for third-party pledge payment. If you change the gift type, TA does not know to handle the gift as a third-party pledge payment. Therefore, only change the gift type if you have worked with TSI to set up another third-party pledge payment gift type.

Adjustments

Overview of Adjustments

An adjustment is a special type of transaction that you create when you need to change information for any gift, pledge, pledge payment, or soft credit that has already been posted. TA also creates automatic adjustments under certain circumstances.

When an adjustment transaction is posted, you can view the full audit trail of the adjustment on the Giving History screen by clicking on the Adjustments checkbox in the Include Options block (bottom of the Giving History Summary screen). You will see 3 transactions for every adjustment:

- Final adjusted transaction: This the most recent transaction with an Active status containing all of the changes that you made to the gift, pledge, pledge payment, etc. Note that if you have the Adjustments checkbox (Include Options block) unmarked, you will see this transaction.

- Minus transaction: TA automatically creates a minus transaction for any adjustment. It is a copy of the original transaction and the amount is set to the minus amount of the original transaction. This transaction is set to an Inactive status and you will only see it if you mark the Adjustments checkbox.

- Original transaction: When you create an adjustment, TA makes a copy of the original transaction and inactivates it (the status is set to Inactive). You will only see this you mark the Adjustments checkbox.

See Also:

Examples of Adjustments

The following is a list of reasons for which you might make an adjustment to a transaction.

- You need to process a matching gift form. The donor previously submitted a gift but did not include his or her matching gift form. To add the matching gift information, you need to create a record correction adjustment to the donor's pledge or gift transaction.

- You need to refund a check.

- A donor informs you that your organization did not renew her membership even though she sent a check to renew membership. You need to correct the gift type for the transaction that represents that donor's check (assuming she sent enough money to renew membership).

- A donor who is an installment giver wants to change from paying by check to paying by credit card. You need to correct the payment method on the original pledge (i.e., change it from check to credit card).

- A donor requests a premium not originally awarded with the donor's pledge. You need to correct the pledge when this change occurs after the first pledge payment has been made. *If the donor requests the premium with his first pledge payment, you do not need to enter an adjustment. You can add the premium on the first pledge payment. When TA processes the payment, TA creates an adjustment for you.*

- A donor requests a premium not originally awarded with the donor's gift. You need to correct the gift.

- A donor's pledge is entered twice. You need to reverse one of the transactions and, for that transaction, set the pledge amount to zero.

Automatic Adjustments

In certain cases, TA creates automatic adjustments to a transaction. These adjustments are assigned the adjustment code "AC" for automatic correction. The following are examples of when TA creates automatic adjustments.

Example One

Your organization runs the charge download procedure to authorize a credit card gift made by a donor. The bank rejects the donor's credit card. When you run the charge upload procedure and receive the rejection information, TA automatically does the following.

- Sets the transaction type to pledge

- Assigns a pledge number

- Sets the payment method to check

- Sets the pledge status to unfulfilled

Example Two

A donor makes a $100 installment pledge to be paid in three installments in the following schedule: two payments of $25 each and one payment of $50. The donor sends the first two payments of $25 each. When the donor sends the third and final payment, he sends $100, rather than the $50 which he originally pledged. TA adjusts the original pledge amount from $100 to $150, the actual amount the donor paid. This adjustment has the automatic correction adjustment code.

Note: You can view the original amount of the pledge on the Pledge Information window, accessible from the Giving History Detail screen. See the Viewing Transactions, Benefits, and Interactions chapter for an explanation of the Giving History Detail screen.

Manual Adjustments

The fiscal date on a transaction is pulled from the Fiscal Month/Year on the original Batch Summary record, the money does not get backed out of that fiscal month (since the money was deposited then). When you adjust a transaction the new batch contains the current fiscal information. There is no need to manually change any fiscal or gift date information on the adjustment.

Note: In reports, such as the Revenue Statistics Report different information will display depending upon if you use Calendar or Fiscal Date parameters. If you want to see the revenue that came in and was deposited in a certain month, you can use fiscal dates. But if you want to see revenue for a month, taking into account adjustments that may have happened later, you can run the report with calendar dates.

Adjustments fall into these general categories (adjustment codes are in parentheses):

- A record correction (RC) when you need to correct an error in the original transaction

- A refund (RF) when you need to return part or all of a payment to the account

- A reverse transaction (RT) when you need to void a gift or pledge payment

- An uncollectible pledge (UC) when you need to mark a pledge as uncollectible

To enter an adjustment, follow the steps below.

1. Set the batch totals (see "Setting the Batch Totals for Adjustments).

2. Enter the batch items (see "Entering the Batch Detail Information for an Adjustment").

3. reevaluate the benefits awarded to the donor, if appropriate (see "Reevaluating Benefits Awarded for a Gift or a Pledge").

Setting the Batch Totals for Adjustments

For each adjustment you enter, add the adjustment to the target number of total **pieces**. For example, if you are entering a batch of 50 adjustments, set the Target Number of Pieces field to "50." If you are entering a batch of 40 gifts and 10 adjustments, set the Target Payment Number field to "40," the Target Payment Amount field to the appropriate amount, and the Target Number of Pieces field to "50."

Do not include an adjustment in the pledge or payment totals. When TA creates the adjustment, TA creates a negative transaction for the original transaction and creates a new transaction that contains the correct information.

Entering the Batch Detail Information for an Adjustment

To enter an adjustment, follow the steps listed below.

1. In the Transaction Type field, enter "AD" for adjustment. When you press the [Tab] key, the Find an Account window appears.

2. Find the account to which the adjustment applies. Once you find the account, the Transactions to Adjust window appears. This window lists all of the account's transactions.

   Note: You can view the event associated with a transaction you are going to adjust (if applicable) by setting the Additional Field for Transactions Pop-ups system preference to "Event."

3. Select the transaction to which the adjustment applies. TA sets the remaining fields to the information from the original transaction.

4. Enter the type of adjustment being made in the Adjustment Code field (this field defaults to record correction, RC). Press the [F9] key to view a list of adjustment codes.

5. Change the information that needs to be corrected (e.g., source code, payment amount, pledge amount). The changes you make should result in the information for the item representing what the transaction should look like. For example, if you refund $60 of a $100 gift, you should change the payment amount to $40 because the transaction should represent the donor's $40 gift.

6. Press the [F6] key to add the next adjustment.

Batch Detail Information That Defaults on an Adjustment

When you enter an adjustment, TA sets the fields on the Batch Detail Entry screen in one of two ways.

- If the Default Header Information on Adjustments? system preference is set to "N" for no, TA defaults the information from the transaction you are adjusting onto the Batch Detail Entry screen.

- If this system preference is set to "Y" for yes, TA overwrites the information from the transaction you are adjusting with any batch defaults you entered on the Batch Summary Entry screen.

  For example, you can set this system preference to "Y" for yes if you need to adjust an entire batch that was entered with an incorrect source code. TA overwrites the source code on each transaction you are adjusting with the source code you enter in the batch defaults Source field on the Batch Summary Entry screen.

About Adjusting Account ID Field

If a transaction was originally applied to the wrong account, you can change the Account ID to correct account that the gift, pledge, or pledge payment should have been applied. *Please note that [F9], does not work in the Account field.* You must directly enter the correct account ID into the field.

If you change the Account ID on a PL transaction, please note that TA does **not**:

- Automatically move any pledge payments from the old account to the new account.

- Re-evaluate the gift type on the pledge that's being placed on the new account (you would want this to happen so you could see whether the pledge was considered "new", "renew", "rejoin", "additional", etc. which often helps determine which benefits get awarded).

- Re-evaluate benefits associated with the pledge (an example of when this could be problematic is if a pledge were moved from one account to another, the new account might have a classification that

prevents it from getting a certain benefit or maybe has another classification that should make it eligible for a certain benefit).

Therefore, if you adjust the Account on a PL, you should also adjust each pledge payment transaction and also change the Account ID, or create a Reverse adjustment on the old transaction and then create a new transaction that reflects the correct information.

See Also:

Entering a Record Correction

Entering a Refund

Entering a Reverse Transaction

Entering an Uncollectible Pledge

Entering a Record Correction

To correct an error in a pledge or a gift, follow the steps in the "Entering the Batch Detail Information for an Adjustment". In step 4, set the Adjustment Code field to "RC" for record correction. You can correct any part of the original transaction that is in error.

Create RC adjustments for any change that does not include reversals or refunds. For example:

- Change the Source Code or any information in the Source Information window.

   Changes to the source code may cause TA to set new default values in any of the following fields, TA alerts you and enables you to keep the old values if desired: Affiliation, Credit Account, Debit Account, Project, Fund, and Fund Type. When you tab from the source field TA displays the Overwrite Manually Set Transaction Fields? window. Mark either **Use New** or **Use Old** depending on if you want the defaults from the new the source code or if you want the defaults from the previous source code.

- Change the transaction to be a split gift (for example, if you need to split the allocation between different funds).

- Add a premium or any benefit that was not awarded to the donor

- Add or update Soft Credit information

- Change the payment method for an installment gift

- Add or change matching gift information

- Add or change any information in the Tribute Information window.

- Change the pledge amount (on a PL transaction)

Adjusting the Pledge (PL) vs. the Pledge Payment (PP)

If you need to change the payment method for an installment gift, you must correct the payment method on the original pledge and not any of the pledge payments.

Note: You cannot change the payment method on a gift or pledge payment. To adjust the payment method on a gift or pledge payment, you need to reverse the original transaction and then reenter the transaction with the correct payment method.

*If you need to add or change a premium for a donor's **pledge** or installment*, you must correct the original pledge (PL transaction type) and not any of the pledge payments. You need to correct the original pledge when this change occurs after the first pledge payment has been posted. *If the donor requests the premium with his or her first pledge payment, you can add the premium directly to the Benefits block. You do not need to enter an adjustment.* When TA processes the first pledge payment, TA creates an automatic adjustment for you.

Entering a Refund

To refund a payment (that is, a transaction with gift type "GF" or "PP"), follow the steps in the "Entering the Batch Detail Information for an Adjustment". In step 4, set the Adjustment Code field to one of the following:

- "RF" for refund. Choose this adjustment code if you are refunding a gift or a pledge payment for which you do not want to reset the pledge status. On an installment pledge, if you use RF, TA assigns a pledge status of PC (partially collected), which results in refunding all or part of a payment, and essentially writing off the pledge.

- "RR" for refund/rebill. Choose this adjustment code if you are refunding all or part of a pledge payment and you need to reset the pledge status on the original transaction because you need to rebill the donor. On an installment pledge, if you use RR to refund one of the payments (or part of a payment), TA assigns a pledge status of PF (partially fulfilled), which results in being able to pull the pledge for future payments.

  For one-time pledges, RR, has different impacts on pledge status depending on how the Fulfill Partially Paid One-time Pledges? system preference is set.

You also need to change the payment amount.

- If you are entering a *full refund*, set the payment amount to "0."

- If you are entering a *partial refund*, set the payment amount to the amount not being refunded. For example, if the donor wants a $60 refund from a $100 gift, set the payment amount to $40 (i.e., the amount that the donor wanted to give).

When you select the transaction, the Payment Method field is set to the payment method for that transaction. The refund is then marked as being delivered to the donor using that payment method (e.g., if the donor's gift was paid with a check, the donor's refund is delivered with a check). Follow your organization's policy for entering refunds.

See Also:

The Refund/Rebill Adjustment Type

The Refund/Rebill Adjustment Type

You can assign the refund/rebill adjustment type, "RR," when a donor requests a refund of a pledge payment. When you process the adjustment, TA resets the pledge status as follows:

- If you refund an entire pledge payment on a one-time pledge with pledge status "FF" for fulfilled, TA resets the pledge status to "UF" for unfulfilled.

- If you refund part of a pledge payment on a one-time pledge with the fulfilled pledge status, and your organization has set the Fulfill Partially Paid One-time Pledges? system preference to "Y" for yes, TA resets the pledge status to "PC" for partially collected, indicating that you do not expect to receive any more money toward this pledge.

- If you refund part of a pledge payment on a one-time pledge with the fulfilled pledge status and your organization has set the Fulfill Partially Paid One-time Pledges? system preference to "N" for no, TA resets the pledge status to "PF" for partially fulfilled, indicating that you expect to receive more money toward this pledge.

- If you refund part or all of a pledge payment on a fulfilled installment pledge, TA resets the pledge status to "PF" for partially fulfilled, indicating that you expect to receive more money toward this pledge.

- Choose RF (for Refund) instead of RR if you are refunding a gift or a pledge payment for which you do not want to reset the pledge status.

Entering a Reverse Transaction

To reverse a payment, follow the steps in the "Entering the Batch Detail Information for an Adjustment". In step 4, set the Adjustment Code field to "RT" for reverse transaction. You also need to set the Payment Amount field to zero if you are reversing a pledge payment or gift. You do not need to enter any other information.

Examples of when you would reverse a transaction include the following:

- You credited the gift to the wrong account. You reverse the transaction so that the incorrect account does not have the transaction on its giving history.

- You entered the same gift twice.

- You credited a standard or third-party pledge payment to the wrong pledge number or Account ID.

- You entered a third-party pledge payment from the wrong third-party.

Entering an Uncollectible Pledge

To mark an unfulfilled pledge as uncollectible, follow the steps in the "Entering the Batch Detail Information for an Adjustment". In step 4, enter "UC" for uncollectible pledge. You do not need to change any other information for the pledge. When TA processes the pledge, it sets the pledge status as follows:

- To "PC" for partially collected if any payments have been made against the pledge

- To "UC" for uncollectible if no payments have been made against the pledge

You can view the status of the pledge on the Giving History Detail screen. This screen is described in the Viewing Transactions, Benefits, and Interactions chapter.

Note: Your organization can run a query and update procedure to create adjustments to write off uncollectible pledges.   See the Understanding Update Procedures chapter for more information.

Reevaluating Benefits Awarded for a Gift or a Pledge

If you change information that TA uses to determine the benefits to award, when you leave the item or the batch screen, TA displays the message, "Fields used for benefit assignment have been changed. Reevaluate benefits?" This message appears because the change you made could affect the benefits for which the gift qualifies. Click <Yes> on the message to have TA reevaluate what benefits should be awarded based on the new information. Click <No> to keep the assigned benefits.

Fields TA Uses to Reevaluate Benefits

- Account ID
- Gift type
- Payment amount, when it is less than the pledge amount and the gift kind is OP (for one payment).
- Pledge amount
- Activity type
- Gift kind
- Payment method
- Source code
- Fields from the Source Information window: Package, Campaign, Initiative, and Technique
- If you update or create a classification record from the Batch Detail Entry screen.

See Also:
Manually Reevaluating Benefits

Manually Reevaluating Benefits

Reevaluating Benefits on the Batch Detail Entry Screen

You can manually reevaluate benefits at any point on the Batch Detail Entry screen by changing the value in the Benefits? field from "A" to "Y." TA displays the message, "Should new benefits replace or be added to benefits that have already been auto awarded?" Click <Replace> to clear out old automatically awarded benefits that no longer qualify when the reaward is done. Click <Add> to append new benefits to the existing ones. Click <Cancel> to close the message and to have TA set the Benefits? field back to "A."

Note: If the transaction is an adjustment, TA references the When to Retain Benefit Delivery Information system preference when you reevaluate benefits. In addition, you cannot reevaluate benefits when entering a third-party pledge payment.

Reevaluating Benefits on the Batch Summary Entry Screen

You can manually reevaluate benefits at any point on the Batch Summary Entry screen by clicking <Benefits>. TA displays the message "Should benefits be reevaluated even if benefits have already been awarded?" Click <No> to award benefits only to batch detail records that have not been awarded benefits yet. Click <Cancel> to close the message. Click <Yes> to reevaluate all benefits. TA displays the message "Should new benefits replace or be added to benefits that have already been auto awarded?" See "Reevaluating Benefits on the Batch Detail Entry Screen" above for more information about this message.

Restricting a User from Entering Financial Adjustments

TA enables you to prevent a user who does not have the privileges to make financial adjustments from releasing a batch that contains financial adjustments; that is adjustments that affect the general ledger. The following is a list of fields that affect the general ledger.

- Credit Account

- Debit Account

- Payment Amount

- Total Payment Amount

- Fiscal Year

- Fiscal Month

- Fund

- Deposit Date

- Gift Date

If you do not have financial adjustment privileges and try to release a batch in which you made changes to any of the above fields, TA displays the following error message in the Error Description block: "User does not have privilege to make financial adjustments." See "Finding and Correcting an Error for a Batch Item" for more information on the Error Description block. See the System Administration chapter for more information on restricting a user from releasing a batch of financial adjustments.

Note: TA does not display this message for a batch item until you attempt to release the batch by clicking <Release> on the Batch Detail Summary screen.

Recognition and Acknowledgment Information

Recognizing the Donor as an Anonymous Donor

If the donor indicates that he does not want his name recognized for the gift but rather wants the gift to be recognized as being from an anonymous donor, you have two options.

See Also:

Marking a Gift as an Anonymous Gift

If only this gift should be marked as anonymous, complete the following steps from the Batch Detail Entry screen.

1. From the Account ID field, press the [F10] key or click <Zoom> on the toolbar to access the Account Information window. You can also access this window by clicking <Zoom> above the Name & Address block.

2. In the **Anonymous Code** field, enter the code according to your business practices such as "DG" for do not list this gift. This code indicates that the gift should be anonymous. Press the [F9] key to view the list of codes for your organization. (Your organization can create anonymous codes using the Anonymous Code Entry screen.)

3. Press the [Enter] key or click <OK> to return to the Batch Detail Entry screen.

TA then sets the **Recognized Name** field on the Original Currency/Recognition Information window to "Anonymous." You can view this window by pressing the [F10] key from the Payment Amount field.

Note: If the classification "ANONYMOUS" has been assigned to the donor's account, TA automatically sets the Anonymous Code field to "DG."

Once the gift is posted, you may zoom on the Account ID field in the Giving History Detail screen to view the anonymous code assigned to the transaction. You may query and output this field.

Note that Anonymous Code does not tie back (functionally) to the Ack Code field. That is, if someone wants to be Anonymous in a publication, it does not mean that they don't want your organization to send an acknowledgement letter. The Ack? field on the Batch Detail Entry screen determines if the transaction is pulled for acknowledgements.

Marking the Donor as an Anonymous Giver

If every gift given by the donor should be marked as anonymous, you can mark the donor as an anonymous giver by assigning the "ANONYMOUS" classification to the donor through the Classification Entry screen. Complete the following steps from the Batch Detail Entry screen.

1. From the Account ID field, press the [F10] key or click <Zoom> on the toolbar to access the Account Information window. You can also access this window by clicking <Zoom> above the Name & Address block.

2. From the Classification block, press the [F6] key to access the Create New Classification window.

3. Enter the "ANONYMOUS" classification.

4. Click <Exit> on the toolbar to exit the Classification Entry screen.

5. Press the [Enter] key or click <OK> to exit the Account Information window and return to the Batch Detail Entry screen.

TA then sets the Recognized Name field on the Original Currency/Recognition Information window to "Anonymous." You can view this window by pressing the [F10] key from the Payment Amount field.

Changing the Recognized Name or Amount

If the donor specifies that the name or amount to be recognized for this gift should be different from the name on the account or from the actual amount of the transaction, you can enter this information on the Original Currency/Recognition Information window. To enter the specified recognition information, complete the following steps from the Batch Detail Entry screen.

1. From the Payment Amount field, press the [F10] key to access the Original Currency/Recognition Information window.

2. Enter the name as specified by the donor in the Recognized Name field.

3. Enter the amount as specified by the donor in the Recognized Amount field.

4. Press the [Enter] key or click <OK> to return to the Batch Detail Entry screen.

Viewing and Updating the Acknowledgment Information

You can view the acknowledgment information for a batch item on the Acknowledgment window. To access the Acknowledgment window, press the [F10] key or click <Zoom> on the toolbar from the Acknowledgment? field on the Batch Detail Entry screen. The Acknowledgment window includes the following information.

- Account ID and name of the acknowledgment recipient

- Address to use for the acknowledgment

- Salutation to use for the acknowledgment

- Acknowledged amount

- Special action code

- Special action comments

- Acknowledgement note

- Acknowledgement code

TA sets the acknowledgment recipient to the donor, the mailing address to the address associated with the batch item, and the salutation to the donor's default salutation. If you changed this information on the Account Information window (see "Account Information (Batch Detail)"), these changes are reflected on the Acknowledgment window.

See Also:

Selecting the Acknowledgment Letter

Changing the Acknowledgement Amount

Entering Special Action Information

Adding a Personal Note to the Acknowledgement

Updating the Acknowledgement Recipient's Account

Changing the Acknowledgement Recipient

Selecting the Acknowledgment Letter

If your organization has created codes to represent different acknowledgment letters *and* your organization wants you to select the appropriate code at the time of gift entry, you can enter the appropriate code in the Acknowledgment Code field. Press the [F9] key to view the list of acknowledgment codes from which you can select.

Note: By default, TA sets the Acknowledgment Code field to "Y" for yes. Your organization can leave the field set to yes and determine the acknowledgment letter to send after gift entry, using TA's query and output facility.

Changing the Acknowledged Amount

If the amount that appears on the acknowledgment should be different from the actual amount of the pledge or gift, you can enter the acknowledged amount in the Acknowledged Amount field.

Entering Special Action Information

Your organization can set up special action codes to designate the type of acknowledgment a donor receives, e.g., a phone call or handwritten letter. If the donor should receive a special acknowledgment for the gift, enter the special action code in the Special Action Code field. Press the [F9] key to view a list of the special action codes for your organization.

In the Special Action Comments field, you can enter a comment about the special action that needs to be taken for the acknowledgment.

Adding a Personal Note to the Acknowledgment

You can enter in the Note field any message that should appear on the acknowledgment. For example, a donor includes a favorable comment about a particular outreach program for your organization and you want to respond to the donor's comment in the acknowledgment. You can enter the response in the Note field.

Note: You should follow your organization's policy regarding when you should enter information in the Note field and when you should create an interaction to record that information. See the Customer Service chapter for information on creating an interaction.

Updating the Acknowledgment Recipient's Account

You can update or add a name, address or salutation to the acknowledgment recipient's account by zooming to the appropriate screen from the Acknowledgment window. For example, you can access the Name Entry screen by pressing the [F10] key from the Account ID field or the Name field.

To add a new name, address or salutation record to the account, press the [F6] key from any field on the appropriate entry screen. For example, to create a new address, press the [F6] key from any field on the Address Entry screen. TA displays a Create New window (e.g., Create New Address, Create New Name, etc.). You can also access the Create New window directly from each of the corresponding fields on the Acknowledgment window by pressing the [F6] key. For example, to access the Create New Salutation window, press the [F6] key from the Salutation field on the Acknowledgment window.

Press the [Enter] key or click <OK> to exit the Acknowledgment window and return to the Batch Detail Entry screen.

See the Managing Account Information chapter for an explanation of the Name Entry, Address Entry, and Salutation Entry screens.

Changing the Acknowledgment Recipient

The donor may indicate that the acknowledgment should be sent to someone other than the donor. To change the recipient of the acknowledgment, complete the following steps.

1. In the Acknowledgment field, press the [F10] key to access the Acknowledgment window.

2. In the Account ID field, enter the Account ID of the account that should receive the acknowledgment. If you do not know the Account ID, press the [F9] key to access the Find an Account window to search for the account. If there is no account for the recipient, create one.

3. If the acknowledgment should be sent to a specific person within the account, enter that person's name in the Name field. Press the [F9] key to view the list of names from which you can select.

4. If the acknowledgment should be mailed to a specific address for the account, enter that address in the Address field. Press the [F9] key to view the addresses from which you can select.

5. If the acknowledgment should be sent using a specific salutation, enter that salutation in the Salutation field. Press the [F9] key to view the list of salutations for the name you entered in the Name field.

6. Press the [Enter] key or click <OK> to close the Acknowledgment window and return to the Batch Detail Entry screen.

Benefits

Overview of Benefits

A benefit in TA is any tangible or intangible item that a donor receives in return for a gift that your organization wants to track. For example, an intangible benefit is membership and a tangible benefit is an organization mug.

In TA, your organization has set up all of the benefits that can be awarded to a donor. Each benefit is assigned to one of the following three types.

- A benefit item that is an individual item awarded by itself (e.g., an organization umbrella)

- A benefit package that is composed of a group of benefits that are awarded together (e.g., membership, a member card, and a membership publication for your organization's basic membership package)

- A selection package that is composed of a group of benefits from which the donor can select only one benefit, i.e., the donor is not awarded everything in the package (e.g., a set of posters from which the donor can select one poster)

See Also:

Benefit Attributes

Benefit Attributes

Your organization can track additional information about any benefit that you award. This additional information such as t-shirt size or color is tracked by setting up attributes. On the Batch Detail Entry screen, you can highlight the benefit that is awarded and press [Alt] [F10] to view the attributes that are available to enter. You create attributes by using the Attribute Definition Entry screen (System Maintenance module) and link the attributes to particular benefits by accessing the Benefit Category Entry screen.

How to Create Attributes

1. From the Find Attribute window or from the Attribute Definition Entry screen, click <New>. TA displays the Create New Attribute window.

2. Press [F9] in the Attribute Table field. Select from the list of values according the type of attribute you are creating. For example, select **Transaction_Benefits** to create an attribute for any benefit.

3. Assign a name in the Attribute field. Specify a short name that describes the information that you are tracking. (You enter a longer name in the Description and Prompt fields.)

4. Click <Create>.

5. On the Attribute Definition Entry screen, enter a description of the attribute code in the description field. This description appears in the list of attribute codes. Click here to access field descriptions on the Attribute Definition screen.

6. To link the attribute to specific benefits, click <Manage Attribute Groups> to access the Benefit Category Entry screen.

   To find all of the benefit categories, click <Find> with the Code field blank.
   Highlight a specific benefit category in the list block.
   The left side of the screen displays all the benefit attributes that exist in the database. Highlight the specific attribute(s) that you want associated with the benefit category and click on the > (right arrow button).
   Use the Up and Down buttons to control the order that the attributes are displayed.
   Make sure to click on <Save> before you work with another benefit category or before you exit the screen!

Automatically Awarded Benefits

If the Award Benefits on Transactions? system preference is set to "Y" for yes, when you enter a pledge or a gift, TA looks at all of the benefits your organization offers to see if the pledge or gift qualifies for any benefits your organization marked as "award automatically" (i.e., award this benefit during batch entry if the donor's pledge or gift meets the benefit's award criteria). If the pledge or gift qualifies for such a benefit, TA awards that benefit, and the benefit appears in the Benefits block on the Batch Detail Entry screen. For example, your organization marks each membership package to be awarded automatically during batch entry. When a new donor pledges the basic membership amount, TA awards to that donor your organization's basic membership package.

Note: If the gift or pledge qualifies for more than one benefit, TA displays the Qualifying Benefits list of values (LOV). You can then select the benefit according to the donor's wishes.

Benefit Status

Below is a summary of the benefit status values that can be displays when a benefit is awarded on the Batch Detail screen.

If the benefit's status for a new gift or pledge (that is, not an adjustment or a pledge payment) is anything other than "New (Insert)," you can change the benefit's status. Highlight the benefit whose status you want to change and press the [Shift] [F6] key combination. Press this key combination again to change the benefit's status to the next status.

Note: If you press the [Shift] [F6] key combination for a benefit whose status is New, TA deletes the benefit.

Benefit Status on a Pledge or Gift

When you enter a pledge or a gift that results in a benefit being awarded, the benefit is assigned one of the following five statuses.

New   To indicate the benefit has just been awarded.

Delete   To indicate the benefit will be deleted once the batch item is processed. This status is assigned to a benefit that donors usually decline. For example, in your major membership package, you offer two gift memberships. You know that most donors accept the first gift membership but decline the second gift membership. You can set the status of the second gift membership so that when it is awarded it will automatically be set to delete.

Select   To indicate the benefit is a selection package from which the donor must make a choice. If you don't select a benefit from the selection package, TA deletes the selection package once the batch item is processed. Press the [F9] key from the Benefits field in the Benefits block to view the list of benefits.

> **Note:** A selection package can be set up to award a default item from the package. TA displays a message if an item is awarded by default. To award a different item in the package, highlight the item, press the [F9] key, and select the item.

Suppress   To indicate the benefit will not be sent because the account has an active suppression classification and that classification matches the disqualifying classification for the benefit. For example, the account has indicated that your organization should not send member publications to the account. The member publication is a benefit with the disqualifying classification of "Benefit/No Guide." If one of the benefits awarded to the account is the member publication, the status of the member publication is "suppress."

Disqualify   To indicate the benefit will not be sent because the account's gift did not qualify for the benefit. This status appears for a benefit item within a benefit package where additional award criteria, *excepting the disqualifying classification*, exist for the item; the donor's gift must meet not only the award criteria for the package as a whole but also these additional criteria for the particular benefit item in the package. See the explanation for the status of "Suppress" to understand how the disqualifying classification for a benefit affects the status of a benefit when awarded to a donor.

Suppress Gift Types   If a gift has a specific gift type AND the donor has been awarded the benefit during his or her current member year, the benefit will be awarded with a status of P (for Previously Awarded). These benefits are not actually added to the account.

To override this status, press [Shift] [F6] twice on the benefit.

Benefit Status on an Adjustment or Pledge Payment

When you enter a pledge payment or an adjustment, one of the following three statuses is assigned to benefits already awarded to the pledge or the transaction you are adjusting. If you add a benefit to the pledge payment or the adjustment, the benefit is assigned one of the statuses previously described.

Changed	To indicate the benefit has changed from the time the benefit was awarded.
No Change	To indicate the benefit has not changed from the time the benefit was awarded.
Delivered	To indicate the benefit has been delivered. You cannot change any information for the benefit (e.g., you can't change the benefit recipient).

Manually Awarding a Benefit

You can add a benefit to any pledge or gift. To manually award a benefit that was not automatically awarded by TA, complete the following steps.

1. In the Benefits block, click on the first blank line. If no blank lines appear, highlight any benefit in the Benefits block and press the [Ctrl] [T] key combination to add a blank line.

2. In the Benefit field, enter the benefit's code. If you don't know the code, press the key combination to view the appropriate list of benefits and select the benefit from the list. There are three lists of benefits from which you can choose. The different lists are explained in the next section.

3. The benefit appears in the Benefits block with the status of "New."

Note: TA checks the benefit's award criteria against the pledge or gift (e.g., TA compares the minimum pledge or gift amount for the benefit to the amount of the pledge or gift). If the pledge or gift does not qualify for the benefit, TA displays the message, "Gift does not meet benefit requirements. Award anyway?" Click <Yes> to award the benefit even though the pledge or gift does not qualify for the benefit. Click <No> to delete the benefit from the Benefits block. You can manually delete a benefit even if you clicked <Yes> on this message. See "Deleting a Benefit".

See Also:

Viewing and Selecting Benefits

Manually Awarding Multiple Premiums

Benefit Packages

Viewing and Selecting Benefits

To view a list of all benefits, press the [Ctrl] [Alt] [F9] key combination from the Benefit field. This list includes the benefit type (that is, "I" for item, "P" for package, "S" for selection) and the minimum pledge or gift amount required to award the benefit.

Note: TA displays this list only if your organization associates a set of benefits with the source code you entered on the Batch Detail Entry screen.

To view a list of benefits associated with the source code, press the [F9] key from the Benefit field. This list includes the benefit category (e.g., "P" for premium) and the minimum pledge or gift amount required to award the benefit.

To view a list of benefits associated with the source code for an entire initiative (e.g., for a pledge drive), press the [Alt] [F9] key combination from the Benefit field. This list includes the benefit category (e.g., "P" for premium) and the minimum pledge or gift amount required to award the benefit. See "The Marketing Structure".

Manually Awarding Multiple Premiums

For premiums only, when you award a premium for a donor's pledge or gift and then award an additional premium, TA totals the minimum award amount for all the premiums (i.e., TA does not total the minimum award amounts for all benefits awarded to the donor, only for the premiums). If the total is greater than the donor's pledge or gift, TA displays the message, "Gift does not meet benefit requirements. Award anyway?" Click <Yes> if the donor should be awarded the additional premium even though the donor's pledge or gift does not qualify the donor for both of these premiums. Click <No> if the donor should not be awarded the additional premium. Follow your organization's policy for awarding multiple premiums in this situation.

Benefit Packages

If you enter or select a benefit package, TA "explodes" the package; that is, TA redisplays the Benefits block listing each benefit within the benefit package. If the package contains a selection package, the selection package always appears first.

If the benefit has a status of Select it means that it is a selection package. Press the [F9] key from the Benefit field to display the benefits included in the package. From this list you can select the benefit that the donor has requested. When you select the benefit from the list, TA displays the benefit in the Benefits block and changes the status of the benefit to "New."

Deleting a Benefit

To delete a benefit, highlight the benefit in the Benefits block and press the [Shift] [F6] key combination. You can delete a benefit when the donor specifically states he does not want the benefit. For example, the donor is awarded a benefit package that includes a gift membership. If the donor indicates that he does not want to use the gift membership, delete the gift membership.

You do not need to delete a benefit whose status is "Delete," "Disqualify," "Select," or "Suppress." TA deletes any benefit with one of these statuses when the batch item is processed.

Note: If you press the [Shift] [F6] key combination from a field other than the Benefit field in the Benefits block, you will delete the batch item (see "Deleting a Batch Item").

Viewing or Updating the Benefit Recipient Information

You can view the benefit recipient information for an awarded benefit by highlighting the benefit and pressing the [F10] key from the Benefit field. The Benefits Requested window appears. This window includes the recipient's Account ID, name, and address. TA sets the benefit recipient to the donor and the mailing address and the salutation to the address and salutation associated with this batch item. If you changed the donor's name, address, or salutation on the Account Information window (see "Account Information (Batch Detail)"), these changes are reflected here. From this window, you can use the [Next Record] or [Previous Record] key to scroll through the benefits if more than one is awarded to the donor.

See Also:

Updating the Benefit Recipient's Account

Changing the Mailing Information for a Benefit

Updating the Benefit Recipient's Account

You can update or add a name, address or salutation to the benefit recipient's account by zooming to the appropriate screen from the Benefits Requested window. For example, you can access the Name Entry screen by pressing the [F10] key from the Account ID field or the Name field.

To add a new name, address or salutation record to the account, press the [F6] key from any field on the appropriate entry screen. For example, to create a new address, press the [F6] key from any field on the Address Entry screen. TA displays a Create New window (e.g., Create New Address, Create New Name, etc.). You can also access the Create New window directly from each of the corresponding fields on the Acknowledgment window by pressing the

[F6] key. For example, to access the Create New Salutation window, press the [F6] key from the Salutation field on the Acknowledgment window.

Press the [Enter] key or click <OK> to exit the Benefits Requested window and return to the Batch Detail Entry screen.

See the Managing Account Information chapter for an explanation of the Name Entry, Address Entry and Salutation Entry screens.

Changing the Mailing Information for a Benefit

The donor may indicate a change in the name, the address, or the salutation to be used to mail a benefit to the donor. You can make these changes on the Benefits Requested window. You can access this window by pressing the [F10] key in the Benefit field in the Benefits block. You can use the [Next Record] or [Previous Record] key to display the benefit to which the changes apply.

To change the name, in the Name field, enter the name of the person to whom the benefit should be mailed. You can press the [F9] key in this field to view the list of names for the account.

To change the mailing address, in the Address field, enter the address to which the benefit should be mailed. You can press the [F9] key in this field to view the list of addresses for the account.

To change the salutation, enter the salutation code to use for the benefit. You can press the [F9] key in the Salutation field to view the list of salutations for the name or the account (i.e., to whomever the benefit is being sent as noted in the Name field).

Note: If the benefit is part of a package (e.g., membership), TA displays a message. The message asks, "Should all benefits in this package be updated with this new information?" Click <Yes> to indicate that the new name, address or salutation applies to all of the benefits in the package. TA sets for each benefit the name, address or salutation you entered. Click <No> if you want the name, address or salutation you entered to apply only to the benefit for which you changed the name, address or salutation.

Gift Memberships

Your organization can award a gift membership to an account when a donor makes a gift and indicates that the membership benefits should be given to a different person. Your organization may choose to handle gift memberships in one of the following two ways.

- Use the Gift Recipient feature to specify whether the donor or the gift membership recipient is sent a renewal notice when the membership expires. This feature also provides a way to track the transaction as a gift membership transaction, thus providing an easier way for your organization to report on the number of gift memberships that it handles. Or,

- Change the benefit recipient information on each benefit given as a gift but not track that the transaction was a gift membership.

See Also:

Using the Gift Recipient Feature for Gift Memberships

Reassigning Benefits on the Benefits Requested Window

Using the Gift Recipient Feature for Gift Memberships

To use the Gift Recipient feature in TA, your organization must set the Calculate Recipient Gift Type? system preference to "Y" for yes. To enter a gift membership, you enter the Account ID of the donor on the Batch Detail Entry screen and press the [Alt] [F10] key combination to zoom to the Recipient Account Information window and enter information about the benefit recipient.

Note: When you use the Gift Recipient feature, you can view the benefit recipient's Account ID and name in the Name and Address block on the Batch Detail Entry screen.

Complete the following steps to set up the gift membership on the Recipient Account Information window.

1. Enter the Account ID for the gift recipient. You can press the [F9] key from the Recipient Account field to access the Find an Account window. The name of the recipient account defaults based on the recipient's Account ID.

2. TA sets the gift type based on the gift recipient's account.

3. TA defaults the donor's Account ID in the Giver Account field. The donor's account name displays to the right of the Giver Account field.

4. The Giver Gift Type field is set to "GM" for gift membership.

5. Set the Renewal Recipient field to indicate where to send the membership renewal letter. Set this field to "G" for giver to indicate that the membership renewal letter should be sent to the gift giver. Set this field to "R" for recipient if you want the membership renewal letter to be sent to the gift membership recipient. You can leave this field blank to solicit either the giver or the recipient, according to your organization's practices.

Note: TA creates a relationship record between the giver and recipient, if one does not already exist. TA sets the relationship start date to gift date and the end date to the expiration date of the benefit. If the relationship already exists (the giver is renewing the gift membership), or if the expiration date changes on the Account Activity record TA updates the relationship end date to match the expiration date of the new membership benefit or Account Activity record.

For more information about how to configure a benefit so that it is associated with information such as interests, marketing information, and a relationship type see Entering Benefit Characteristics.

See Also:
Accessing Recipient Account Information Before Awarding Benefits

Accessing Recipient Account Information Before Awarding Benefits

If your organization uses the Gift Recipient feature in TA, you can access recipient account information through the Recipient Account Information Detail window before awarding benefits. You can access the Recipient Account Information Detail window by pressing the [F10] key from the Recipient Account Information window (which you can access by pressing the [Alt] [F10] key combination from the Account ID field on the Batch Detail Entry screen).

The Recipient Account Information Detail window behaves similarly to the Account Information window, where the user can update or create address, telephone, name, salutation, and classification records by zooming to the entry screens of the respective fields.

Note: If you create a new address through the Recipient Account Information Detail window and mark it as the account's preferred address, TA will not send the benefit to this address unless you also change the address on the Benefits Requested window.

The Recipient Account Information Detail window can be especially useful for assigning classifications to the recipient account to allow the account to qualify for benefits for which they would not otherwise have qualified. For example, in order for TA to automatically award a discount membership to a senior citizen, you can add the classification code "DISCOUNT" and the classification value "SENIOR" to the senior's account.

To add classifications to the account, press the [F6] key from the Classification field on the Recipient Account Information Detail window. TA displays the Create New Classification window, where you can enter the classification code, classification value, and the name associated with the classification.

Reassigning Benefits on the Benefits Requested Window

Your organization may choose to handle gift memberships by simply reassigning each benefit to the gift recipient on the Benefits Requested window, rather than tracking the transaction as a gift membership.

To enter a gift membership in this way, complete the following steps after entering the details of the transaction.

1. In the Benefits block, highlight the benefit that should be given to someone other than the donor.

2. Press the [F10] key to access the Benefits Requested window.

3. In the Account field, enter the Account ID of the account that should receive the benefit. If you do not know the Account ID, press the [F9] key to access the Find an Account window to search for the account. If no account for the recipient exists, press the [F6] key from the Find an Account window to create one. If the benefit is part of a package (e.g., membership), TA displays a message. The message asks, "Should all benefits in this package receive this new name?" Click <Yes> to indicate that the benefit recipient for all of the benefits should be the same. TA sets for each benefit the benefit recipient you entered. Click <No> if you want the benefit recipient you entered to apply only to the benefit for which you changed the Account ID.

4. If the benefit should be given to a specific person within the account, enter that person's name in the Name field.

5. If the benefit should be mailed to a specific address for the account, enter that address in the Address field. If the address does not exist, press the [F6] key to add the address.

6. If a specific salutation should be used for the benefit recipient, enter that salutation in the Salutation field. If the salutation does not exist, press the [F6] key to add the salutation.

7. Press the [Enter] key to return to the Batch Detail Entry screen.

Note: If you entered an Account ID on the Recipient Account Information window to indicate that this is a gift membership, you cannot assign the benefits on the Benefits Requested window to a different account.

See Also:

Accessing Recipient Account Information After Awarding Benefits

Accessing Recipient Account Information After Awarding Benefits

You can update account information for a benefit recipient after you reassign a benefit through the Benefits Requested window. Press the [F10] key from the Account field on the Benefits Requested window to access the Recipient Account Information Detail window.

The Recipient Account Information Detail window behaves similarly to the Account Information window, where the user can update or create address, telephone, name, salutation, and classification records by zooming to the entry screens of the respective fields.

Note: If you create a new address through the Recipient Account Information Detail window and mark it as the account's preferred address, TA will not send the benefit to this address unless you also change the address on the Benefits Requested window.

Changing the Delivery Criteria for a Benefit

TA marks each benefit ready for delivery based on the delivery criteria your organization has set up for each benefit. When you enter a pledge or gift, you can override the delivery criteria and manually mark a benefit for delivery when it is awarded. You can override the delivery criteria for a benefit on the Benefits Requested window. To access the Benefits Requested window, highlight the benefit for which you want to override the delivery criteria and press the [F10] key from the Benefits block. You can enter the following information if applicable.

*   The date on which the benefit should start by entering that date in the Start Date field. Enter the date in MM/DD/YY format where "MM" is the month, "DD" is the day, and "YY" is the year. The start date is only applicable for renewable benefits (e.g., your membership publication).

- The date on which the benefit should end by entering that date in the End Date field. Enter the date in MM/DD/YY format where "MM" is the month, "DD" is the day, and "YY" is the year. The end date is only applicable for renewable benefits (e.g., your membership publication).

- The mailing class for the benefit by pressing the [F9] key from the Mail Class field. Select the appropriate mail class.

- That the benefit is OK to deliver by marking the OK to Deliver? field to "Y" for yes.

- The delivery priority of the benefit. You can enter a number to indicate the priority for the delivery of this benefit. If the benefit is backordered, TA uses this number to determine which accounts receive the benefit and which accounts receive backorder notices for the benefit.

- That the benefit's delivery should be suspended by entering "Y" for yes in the Suspend Delivery field. For more information on suspending and resuming the delivery of benefits, see the Benefits chapter.

If the benefit item for which you override the delivery criteria is part of a package (e.g., membership), TA displays a message. The message asks, "Should all of the benefits in this package be updated with this new information?" Click <Yes> to indicate that the delivery criteria for all of the benefits should be the same. TA sets for each benefit the information you entered. Click <No> if you want the delivery criteria you entered to apply only to the benefit for which you set the criteria.

Setting a Benefit for Automatic Renewal

If you want to indicate that TA should automatically renew the benefit for a donor (i.e., the donor will not receive any renewal notices), you need to complete the following steps.

1. In the Benefits block, highlight the benefit that you want to renew automatically.

2. Press the [F10] key to access the Benefits Requested window.

3. Press the [Tab] key until you reach the Automatically Renew field.

4. Enter a "Y" for yes into this field.

5. Press the [Enter] key to return to the Batch Detail Entry screen.

6. Add the classification code "AUTORENEW" with the appropriate classification value to the donor's account (see "Updating or Adding Account Information").

You should follow your organization's policy for automatically renewing a donor's benefit(s).

If the benefit item you mark for automatic renewal is part of a package (e.g., membership), TA displays a message. The message asks, "Should all of the benefits in this package be updated with this new information?" Click <Yes> to indicate that all of the benefits should be automatically renewed. TA sets the Automatically Renew field to "Y" for yes for each benefit. Click <No> if only the benefit you marked should be automatically renewed. You may want to review all of the benefits in the package first to decide whether each one should be automatically renewed.

Awarding a Complimentary Benefit

In TA, you can award a complimentary benefit to a person who has not made a pledge or given a gift to your organization or to a person who has given or pledged money and who may have received other benefits. You can also indicate the reasons for the complimentary benefit. While there are exceptions (such as awarding a prize for participating in an event), you must create a transaction to award benefits. This permits you track information such as delivery date, inventory, and send information to your fulfillment vendors.

Zero Dollar Transactions and Manually Awarding Benefits (Batch Detail Entry)

- On the Batch Detail Entry screen, create a $0, GF transaction. In the Account field, find or create an account for the person whom you are giving the benefit. Keep the Amount field set to $0.00.

- Enter these fields according to your organization's business practices: Source and Gift Type, and Payment Method. Note that Payment Method is a required field and for $0 transactions this is more of a placeholder field. Many organizations set this field to CK (for check). Set the Gift Kind field to OP (for one payment).

- In the Benefits block, enter the benefit code for the benefit that you want give away. Note that you can press <Ctrl> <Alt> [F9] to get a complete list of benefits that your organization has set up. After selecting a benefit, click <Yes> if TA displays the message, "Gift does not meet benefit requirements. Award anyway?"

- Zoom on the benefit to access the Benefit Requested window:

  If you award a benefit that is not set up as a complimentary benefit (i.e., an award amount and a delivery amount are assigned to the benefit), you need to set the **OK to Deliver** field to "**Y**." If you do not set this field to yes, the benefit will not be sent because the field will stay at N and never be set to Y since the individual is not paying anything for the benefit.

  Press [F9] in the Complimentary Code and Department fields and enter according to your business practices if you want to capture why you are awarding the benefit. The Complimentary Note field is a free text field where you can enter a further explanation.

  If you award a complimentary benefit **package**, when you enter the complimentary information for one of the package items, TA displays the message, "Should all of the benefits in this package be updated with this new information?" Click <Yes> to indicate that all of the benefits in the package should include the same complimentary information. TA enters for each benefit the complimentary information you entered. Click <No> if you need to enter different complimentary information for each item in the package.

Related Topics:

Award Complimentary Benefits update procedure

Award Event Benefits procedure

Benefits Awarded on a Pledge Payment or Adjustment

TA can automatically update *auto-awarded* benefits when you enter the first pledge payment for a pledge or when you enter an adjustment to a transaction. However, TA does not automatically update manually awarded benefits. This section describes how TA reevaluates the benefits that were auto-awarded and how you can update manually awarded benefits.

See Also:

When TA Reevaluates Benefits on a Pledge Payment

How TA Reevaluates Benefits on an Adjustment

When TA Reevaluates Benefits on a Pledge Payment

When you enter the first pledge payment for a pledge, TA displays the message "Fields used for benefit assignment have changed. Reevaluate benefits?" if you change any of the following information on the pledge.

- Activity

- Source code

- Gift Type

- The payment amount, when the payment amount is less than the pledge amount and the gift kind is one payment

- Fields on the Source Information window: Package, Campaign, Initiative, Technique

How TA Reevaluates Benefits on an Adjustment

When you enter an adjustment to a pledge or gift, TA displays the message "Fields used for benefit assignment have been changed. Reevaluate benefits?" when you change the following fields.

- Gift Type

- Payment Amount

- Pledge Amount (for adjustments to pledges)

- Payment Method

- Source Code

- Activity

- Campaign

- Initiative

- Technique

- Package

Note: TA references the When to Retain Benefit Delivery Information system preference when you reevaluate benefits on an adjustment.

You can also change the following fields, but TA does not display the message.
- Gift Kind

- Account ID

The Implications of Not Reevaluating Benefits

If you click <No> to the "Fields used for benefit assignment have been changed. Reevaluate benefits?" message, TA does not reevaluate any of the benefits awarded for the gift or pledge. Regardless of the status of the benefit (e.g., delivered, no change), TA does not change the benefits displayed in the Benefits block of the Batch Detail Entry screen.

See the Viewing Transactions, Benefits and Interactions chapter for an explanation of how the benefits appear on the Benefits Awarded screen.

See Also:

How TA Reevaluates Auto-awarded Benefits

Reevaluating Manually Awarded Benefits

How TA Reevaluates Auto-awarded Benefits

If you click <Yes> on the "Fields used for benefit assignment have been changed. Reevaluate benefits?" message, *TA reevaluates only those benefits that were automatically awarded by TA for the gift or pledge*. TA does not reevaluate the benefits manually awarded to the gift or pledge.

On the Batch Detail Entry screen,

- TA evaluates each benefit and removes the benefit from the Benefits block on the Batch Detail Entry screen if the gift or pledge does not qualify for the benefit based on the current (adjusted) information for the gift or pledge, and

- TA awards each benefit set up for automatic awarding for which the gift or pledge now qualifies based on the current (adjusted) information for the gift or pledge and displays these benefits in the Benefits block with the status of New(Insert).

Note: TA references the When to Retain Benefit Delivery Information system preference when you reevaluate benefits on an adjustment.

TA removes only those benefits that no longer qualify based on the award criteria for each benefit as compared to the adjusted transaction information. If the adjustment changes information that isn't used to automatically award the benefits awarded to the original transaction, then those benefits will remain.

See the Viewing Transactions, Benefits, and Interactions chapter for an explanation of how the adjusted benefits appear on the Benefits Awarded screen.

Reevaluating Manually Awarded Benefits

When you adjust a transaction, TA does not reevaluate benefits manually awarded. When the adjustment is posted, if you had manually awarded one or more benefits to the original transaction, TA follows the process of 1) inactivating the original copy of the transaction and benefits, 2) creating a minus transaction with benefits that are marked inactive, and 3) creating active benefits if they were added (or if the adjustment did not include changing any benefit information).

For a manually awarded benefit for an adjustment:

- You cannot manually delete a benefit that has been delivered or that has a status of "Delivered."

- You can manually delete a benefit that has not been marked OK to Deliver (i.e., status is "No Change") by highlighting the benefit and pressing the [Shift] [F6] key combination. The status of the benefit changes to "Delete."

- In some cases you can zoom on the benefit and change the OK to Deliver field to "N" and then you are allowed to delete the benefit. TA changes the status of the benefit to "Changed." You can then delete the benefit by pressing the [Shift] [F6] key combination, which changes the status of the benefit to "Delete."

When the adjustment is processed, if you manually deleted a benefit awarded to the transaction

- TA inactivates the record of that awarded benefit (this record is associated with the original gift or pledge transaction), and

- TA creates a second, inactive benefit awarded record for the same benefit (this record is associated with the "negative" transaction TA created to reverse the original gift or pledge, hence "reversing" the awarded benefit).

Gifts and Pledges Procedures

Release Open Batches
Post Gift Batches
Benefit Auto-Renewal
Create Adjustment Batch

Release Open Batches

The Release Open Batches procedure enables you to automatically release a set of open batches. A batch must be released for Team Approach® to process the batch. If your organization uploaded a large number of batches in a day, it could be time consuming to manually release each batch on the Batch Summary Entry screen. When this procedure is run, it sets the status of each open batch selected to "R" for released so that the batch can be picked up by the Post Gift Batches procedure.

See Also:

Parameters (Release Open Batches)
Batches That Are in Error

Parameters (Release Open Batches)

You can set the following parameters when you run or schedule the Release Open Batches procedure.

Parameter	Description
Batch Number	You can leave this parameter set to "ALL" to release all open batches. Or you can • Enter a list of one or more comma-separated batch numbers. • Enter a range of batch numbers (e.g., "093000001-093000003" if your organization uses a three-digit sequence number). • Use the wildcard to select all open batches for a certain date (e.g., "093000%" to select all open batches from September 30' 2000). You can press the [List] key to view a list of all the open batches in the system.
Batch Owner	You can leave this parameter set to "ALL" if you don't want to limit the batches to release by user. Or you can • Enter the brief name of a particular user who created an open batch (or the vendor code for uploaded batches). • Enter a comma-separated list of brief names (or vendor codes). • Use the wildcard (%) to select batches uploaded from the same vendor or created by the same user. For example, enter "CCG%" to select all open batches uploaded from the CCG vendor. You can press the [List] key to view a list of all users with open batches.

Batches That Are in Error

Several batch error checks occur upon release of a batch and can prevent a batch from being released as part of the Release Open Batches procedure. If any open batch has release errors, the Release Open Batches operation finishes in partial error (with batch, error message and number available in the errors list for the scheduled operation). All open batches that are successfully released remain released and can be picked up by the Post Gift Batches procedure.

Post Gift Batches

The Post Gift Batches procedure enables you to process all released batches (batches with a status of "R"). You can select this procedure from the Main Menu and run the procedure immediately, but you will most often schedule the Post Gift Batches procedure to run as part of your nightly processing.

When the Post Gift Batches procedure runs, TA automatically runs the Processed Batch Detail and Processed Batch Summary reports for each batch that is posted.

See Also:

Parameters (Post Gift Batches)

Parameters (Post Gift Batches)

You can set the following parameters when you run or schedule the Post Gift Batches procedure.

Parameter	Description
Batch Number	You can enter one or more* batch numbers, or you can leave this parameter set to "ALL" to process each released batch.
Batch Owner	You can enter the brief names of one or more* users whose batches should be posted, or, if you don't want to limit the batches by user, you can leave the parameter set to "ALL."
	In the Batch Number and Batch Owner parameters, you can enter a comma-separated list or use a wildcard (e.g., "093000%" to select all released batches from September 30, 2000).
	You can also enter a range of batch numbers in the Batch Number parameter (e.g., "093000001-093000004" if your organization uses a three-digit sequence number).
Output Destination	Set this parameter to the destination for the procedure's reports (i.e., PRINTER, FILE, or PREVIEW).
Printer	Set this parameter to the printer name, if the Output Destination parameter is set to "PRINTER."
Printer Format	Set this parameter to the desired output format for the reports (e.g., PDF or PostScript).
Report Path	Enter the directory path for the procedure's reports.

These parameters determine the information displayed on the Processed Batch Detail Report. Press [F9] in any of these fields to select the information that you want in the report.

- Account Information to Display

- Source Details to Display

- Transaction Details to Display

- Break Group

- Sort Order

Note: Besides the parameters that you set, there are also several system preferences that affect Post Gift Batches. See Procedure-specific System Preferences.

Benefit Auto-Renewal

The Benefit Auto-Renewal procedure often is run with the End-of-Month Processing procedure to ensure that donors with sustaining gifts assigned automatically renewing benefits are renewed on a regular basis; both the pledge and the benefits are renewed. Often an automatically renewed benefit is a year-long membership.

- If your organization offers this type of benefit with rolling expire dates (e.g., 12 dates with different donors expiring in each month), then you should run this procedure each month.

- If your organization offers this type of benefit with one annual expire date for all donors (that is, the Sustainer Renewal Basis is Calendar), then you should run this procedure about one month before the expiration date. Similarly if your organization has the Sustainer Renewal Basis set to Fiscal), then you should run this procedure about one month before the end of your fiscal year.

- If your organization does not offer membership but does have a renewable activity type for which your organization assigns an expire date to each donor giving to that activity type, the renewable benefit will be the "anchor benefit" (e.g., "MEM").

See Also:

Parameters (Benefit Auto-Renewal)

You set the following parameters when you schedule the Benefit Auto-Renewal procedure to run.

Parameter	Description
Output Destination	Set this parameter to the destination for the procedure's reports (i.e., PRINTER, FILE, or PREVIEW).
Activity Type	Enter the activity type for which your organization wants to renew donors with auto-renew classifications.
Printer	Set this parameter to the printer name, if the Output Destination parameter is set to "PRINTER."
Classification Value(s)	Enter the classification value(s) for which the procedure should select accounts with the auto-renew classification. For example, if you want to select sustaining givers who pay by EFT, enter "EFT" as the classification value for the AUTO_RENEW classification code. The classification must be active (if the classification is inactive or marked for deletion, the account isn't selected). If you leave the parameter set to "ALL" (the default value), TA selects all accounts assigned the auto-renew classification code, regardless of the classification value.
Day range for	Enter the number of days to add to the current

Parameter	Description
autorenewal	date for selecting accounts with an expiration date that occurs on or before this "end date" that TA calculates. For example, if you enter "30" as the value of this parameter and you run the procedure on 10/14/99, then the procedure selects accounts with expiration dates on or before 11/13/99 (i.e., TA adds 30 days to the current date).
Activity	Enter the activity for the source code to be used on the new pledge created for the renewed accounts, e.g., "AM."
Campaign	Enter the campaign for the source code to be used on the new pledge created for the renewed accounts, e.g., "R" for renewal.
Initiative	Enter the initiative for the source code to be used on the new pledge created for the renewed accounts. By default, the initiative is set to "Current Month." If you leave the initiative set to "Current Month," the procedure translates it to the appropriate calendar month and year based on the system date (the date on which the procedure runs) and formats the result in the form "YYMM" (if you run the procedure in October 1999, TA translates the initiative to 9910).
Effort	Enter the effort for the source code to be used on the new pledge created for the renewed accounts, e.g., "01" for first effort.
Segment	Enter the segment for the source code to be used on the new pledge created for the renewed accounts.
Calculate Gift Type?	Set this parameter to "Y" for yes if you want the procedure to call the gift type rules for your organization to set the gift type on the new pledges created (your organization has multiple renewal gift types). Set this parameter to "N" for no if you want the procedure to set the gift type to "RN" for renewal for the new pledges created.
Set OK to Deliver?	Set this parameter to "Y" for yes if you want the procedure to set the OK to Deliver? field to yes for the renewing benefits. Set this parameter to "N" for no if you do not want the procedure to set the OK to Deliver? field to yes for the renewing benefits (i.e., you want to delay delivery of new benefits until some payment is made on the new pledge and the delivery criteria for the benefits is met.)

Note: Before you schedule this procedure to run, you must create the source code to be used for the accounts being automatically renewed. You will set the Activity, Campaign, Initiative, Effort, and Segment parameters for the procedure based on the source code you create. For example, if you want to run the procedure in December 1999, you can create the source code AMR991201001. When you run the procedure, you will set the activity to "AM," the campaign to "R," the initiative to "9912," the effort to "01," and the segment to "001." When the procedure runs, the procedure constructs the source code based on the values for these parameters and validates that source code. If the source code created from these values is not stored in TA, then the procedure runs in error.

Benefit Auto-Renewal Processing

The Benefit Auto-Renewal procedure selects and renews donors with automatically renewed benefits by completing the following steps.

1. The procedure selects all accounts with the Auto-renew classification identified by the classification value(s) you enter; the classification must be active (if the classification is inactive or marked for deletion, the account isn't selected).

2. From the group of accounts selected based on step 1, TA selects each account with an account activity record for the activity type you entered in the Activity Type parameter.

3. From the group of accounts selected based on step 2, TA selects each account with an expiration date that comes on or before the "end" date determined by the system date and the value you entered for the Day range for auto-renewal parameter.

4. From the group of accounts selected based on step 3, TA selects the most recent pledge to which automatically renewed benefits were awarded. An "automatically renewed benefit" is one for which the Auto Renew? checkbox is marked. The procedure then looks at the activity status for the account's account activity record for the activity type you entered in the Activity Type parameter. If the status is active, grace, or lapsed, TA creates a new, sustaining gift pledge for the account in the amount of the most recent pledge for that account. The gift type for this pledge is set to "RN" for renew if the procedure was run with the Calculate Gift Type? parameter set to "N." If the parameter was set to "Y," the procedure calls the gift type rules to determine the gift type to assign to the pledge.

5. TA awards benefits to this new, sustaining gift pledge, marking these benefits for automatic renewal.

Note: During entry of a donor's gift, if the donor is a sustaining giver, you set the gift kind for the donor's gift to "SG" for sustaining gift. When TA automatically awards benefits to that donor's gift, e.g., membership, TA marks each benefit to be automatically renewed (i.e., TA marks the Auto Renew? checkbox) but does not mark each benefit ready for delivery. TA does not mark the Auto Renew? checkbox for benefits you manually awarded.

6. If your organization set the Set OK to Deliver parameter to "Y," the procedure marks all the auto-renewed benefits OK to deliver. If your organization set the Set OK to Deliver parameter to "N," TA does not mark the benefits OK to deliver (i.e., your organization wants to wait until the first payment is made on the pledge before marking the benefits OK to deliver).

7. The procedure sets the pledge status to "FF" for fulfilled for the most recent pledge to which automatically renewed benefits were awarded.

Note: If you run the Benefit Auto-Renewal procedure such that an account is either renewed early (e.g., one month before the account expires) or is renewed "late" (e.g., one month after the account expires), then the total payments-to-date for the fulfilled pledge may not equal the pledge amount. For example, assume the sustaining giver is giving a $120 gift per year in $10 payments. If you run this procedure such that this account is renewed after the account's 11th payment but before the 12th (and last) payment is received, the total payments-to-date against the pledge will be $110. If you run this procedure such that this account is renewed after the account's 13th payment is received (again, the donor is paying monthly without regard to when the pledge starts or finishes), the total payments-to-date against the pledge will be $130. You should keep this point in mind when running reports for which you include the pledge status and sustaining gift money.

8. The procedure then prints the associated reports (Batch Detail Report; Batch Summary Report; Lapsed Auto-Renewable Donor Report, which prints only those accounts with a lapsed status that were renewed; and the Auto-Renewal Error Report) to the printer you identified by setting the Printer parameter if the Output Destination parameter is set to "PRINTER." If you don't want the reports to

print and you only want the procedure to create the file for each report, you can set the Output Destination parameter to "FILE."

See Also:

How the Benefit Auto-Renewal Procedure Creates Batches of Pledges

The Benefit Auto-Renewal procedure creates batches of pledges for the sustaining givers who are to be renewed. The procedure batches the pledges for active and grace donors together, and then batches the pledges for lapsed donors. The procedure references the Maximum Batch Size for Default system preference to determine how many pledges to include in each batch.

Batches created by the Benefit Auto-Renewal procedure are identified by the User "BAR" appended with a unique Process ID, e.g., "BAR-00013."

Configuration Recommendations (Benefit Auto-Renewal)

If your organization has multiple renewal gift types and you run the procedure with the Calculate Gift Type? parameter set to "Y," you should be careful to pull for autorenewal only accounts within their renewal window. Otherwise, non-renewal gift types can be assigned.

Two possible scenarios can cause assignment of non-renewal gift types.

Scenario One

The Day range for autorenewal parameter is set to a value greater than the renewal window start of any of the included activities, and the procedure selects donors for autorenewal who are still before the renewal window, resulting in the assignment of a non-renewal gift type (i.e., "AD").

For a benefit autorenewal run on 1/1/00: If the Day range for autorenewal parameter is set to "120" and the selected activity has a renewal window start of 2 (i.e., 2 months), then donors will be selected for auto renewal who have expiration dates less than or equal to 1/1/00 + 120 days (5/01/00), which will include donors who are still before their renewal windows (any donor with a expiration date after 3/1/00).

Scenario Two

If the intervals between benefit autorenewal run dates is greater than the Day range for autorenewal parameter plus the minimum renewal window end for any of the included activities, then donors selected for autorenewal may be assigned rejoin gift types.

Create Adjustment Batch

The Create Adjustment Batch procedure is used to create adjustment batches based on records pulled by a transactions-level query. The procedure allows you to create adjustments such as reduce pledge amount for uncollected and partially collected pledges (write-off pledges), Adjust Credit Accounts, Source codes, or create refunds.

How the Procedure Works

Determining If the Queried Records are Locked: The Create Adjustment Batch procedure pulls records from the Query Retrieved table for the query entered in the Query Name parameter. The procedure first checks to see if another user or process has locked the queried records. If so, the procedure ends in error. If the queried records are not locked, the procedure locks them, and checks that the adjustment types selected are valid.

Creating the Batch Summary Record: The procedure creates a batch summary record with a special batch type of "AD" used only for batches created by this procedure. The Created by field on the batch summary record is set to "CAB" (Create Adjustment Batch) plus a unique process ID for the specific run of the procedure. The Maximum Batch Size for Default system preference is used to determine the batch size (i.e., multiple batches could be created).

For example, if the system preference is set to "50" but 80 transactions are pulled by the query to be adjusted, TA splits the adjustments into two separate batches.

For each transaction record selected by the chosen query, the procedure creates a batch detail record in the new batch, according to the type of adjustment to be made.

Batch Detail and Batch Summary Reports: After creating the batch records, the Create Adjustment Batch procedure generates the Batch Detail and Batch Summary reports, which list all the batches and items created by the procedure. See the Gifts and Pledges Reports chapter for an explanation of the Batch Detail and Batch Summary reports.

Note: You can rerun these reports after the procedure completes, by scheduling the reports or selecting them from the Main Menu.

See Also:

Parameters (Create Adjustment Batch)

Parameters (Create Adjustment Batch)

The procedure prompts for the following parameters:

Parameter	Description
Query Name	Enter the query that selected the transactions to be adjusted. Press the [List] key for the list of transaction-level queries available.
Create Automatic Adjustments?	This parameter permits you to pull transactions to be adjusted and then manually make specific changes to different fields on each transaction from the Batch Detail Entry screen.
	Set this parameter to 'N', if you want the procedure to pull a queried set of transactions for manual adjustment on the Batch Detail Entry screen.
	This parameter is ignored if you set any other parameter that controls which automatic adjustments to specific fields. For example, if you set 'Write Off Uncollectible Pledges?' then this parameter is ignored.
	If you set this parameter to Y, then at a minimum you must enter the Adjustment Column 1 and Adjustment Value 1 parameters.
Write off Uncollectible Pledges?	Set this parameter to "Y" if you want to reduce the pledge amount for uncollectible or partially collected pledges.
	If set to "Y" then the Pledge Amount is set to the Paid Amount, and the Adjustment Code for the batch detail record is set to "UC" for

Parameter	Description
	uncollectible.
	The UC adjustments code sets the **Pledge Status** on the transactions to "UC" if no payments have been made on the pledge or to "PC" for partially collected if some payment has been received on the pledge.
Adjustment Column 1-3	Use the Adjustment Column and Value combinations to specify what you want to adjust.
Adjustment Value 1-3	For example, set Adjustment Column 1 to Source Code and Adjustment Value 1 to AMQ030201001 if you want all the transactions that are selected by the procedure to have the source code changed to AMQ030201001.
	What you enter in the Adjustment Column field determines your choices in the Adjustment Value field.
Full Refund of Transaction?	Set this parameter to "Y" if you want to process a full refund for each transaction selected by the query.
	If set to "Y," then the Payment Amount for the adjusted transaction is set to "$0," and the Adjustment Code is set to "RF" for refund.
Reevaluate Benefits?	Set this parameter to "Y" if you want every batch created to have benefits reevaluated for every batch detail item (just as if the <Benefits> button had been pressed manually on the Batch Detail Entry or Batch Summary Entry screen). Note that manually awarded benefits are not reevaluated.
Batch Owner	Set this parameter to the brief name of the user who can access the batch resulting from this procedure. Press the [List] key to view the list of brief names.
	No restrictions are placed on the resulting batch if this parameter is left blank.

Transactions and Benefits Reference Information

System Preferences

System Preferences (Gifts and Pledges)

The following appendix lists each system preference for the Gifts and Pledges module and includes a reference to the section of this chapter that describes tasks affected by the system preference. For an explanation of each system preference, refer to the Index of System Preferences.

System Preference	Section(s)
Additional Field for Transactions Pop-ups	Viewing a List of Open Pledges Entering the Batch Detail Information for an Adjustment
Auto Adjust Pledge on Change of Source?	Changing the Pledge Information on a Pledge Payment
Automatically Assign Pledge Numbers?	Entering a Pledge
Award Benefits on Transactions?	Automatically Awarded Benefits
Batch Locks On?	Field Descriptions on the Batch Summary Entry Screen
Calculate Recipient Gift Type?	Gift Memberships
Automatically Convert Foreign Currency?	Foreign Currency Transactions
Current Fiscal Month/Current Fiscal Year	Gift Date, Deposit Date, and the Fiscal Month and Year
Default Deposit Date Value	
Default Gift Date Value	
Default Header Information on Adjustments?	Setting the Batch Totals for Adjustments
Default Credit Account Split Gifts?	Information TA Defaults for a Split Gift

System Preference	Section(s)
Fiscal Year Offset	Gift Date, Deposit Date, and the Fiscal Month and Year
Set Transaction Level Affiliation	AffiliationSource (Batch Detail)
Last Closed Deposit Date	Releasing a Batch for Processing or Opening a Batch
Minimum Installment Amount	Installment Pledges and Sustaining Gifts
Notify Open Pledge?	Entering a Gift
	Entering a Pledge
	Entering a Pledge Payment
Pledge Status Codes to List	Entering a Pledge Payment
Post to Closed Fiscal Month?	Gift Date, Deposit Date, and the Fiscal Month and Year
Range for Pledge/Gift Date (+/- months)	Gift Date (Batch Detail)
Use Total Amount?	Payment Amount (Batch Detail)

Quick Reference of Keys While Entering Transactions

When you use the Batch Summary Entry screen and Batch Detail Entry screen, selected actions require the use of a specific key or key combination. These actions and the special keys required to complete the action are described in the sections that follow.

Action	Key(s) to use
From the Source Code Field (Batch Detail Entry):	
Source codes of previous interactions with the donor	[F9]
All valid source codes	[Alt] [F9]
From the Benefits Block:	
All benefits	[Ctrl] [Alt] [F9]
Benefits associated with a source code (e.g. for a pledge break)	[F9]

Benefits associated with the Source Code's initiative (e.g. for an entire pledge drive)	[Alt] [F9]
Deleting a Benefit (You do not need to delete a benefit whose status is "Delete," "Disqualify," "Select" or "Suppress.")	Highlight the benefit and press [Shift] [F6]

From the Pledge Number Field (Batch Detail Entry)

Open pledges for the Account ID in the Account field on Batch Detail Entry	[F9]
Account ID of the account that made the original pledge (for third-party pledge payments only)	[Alt] [F10]

General Batch Actions:	
Deleting a batch item	Press [Shift] [F6] from any field on the screen **except** the Benefit field in the Benefits block.
Marking a batch for deletion (from the Batch Summary Entry screen)	Place the cursor anywhere except in the List Block and press [Shift] [F6]. (Once you mark a batch for deletion, you cannot reopen the batch.)
Valid Source Codes (from the Batch Summary Entry screen)	Enter at least one character in the Source field and press [F9]