

Revenue Guide

05/11/2020 Blackbaud Altru 5.17 Revenue US

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Revenue: The Big Picture



Full Circle View 12

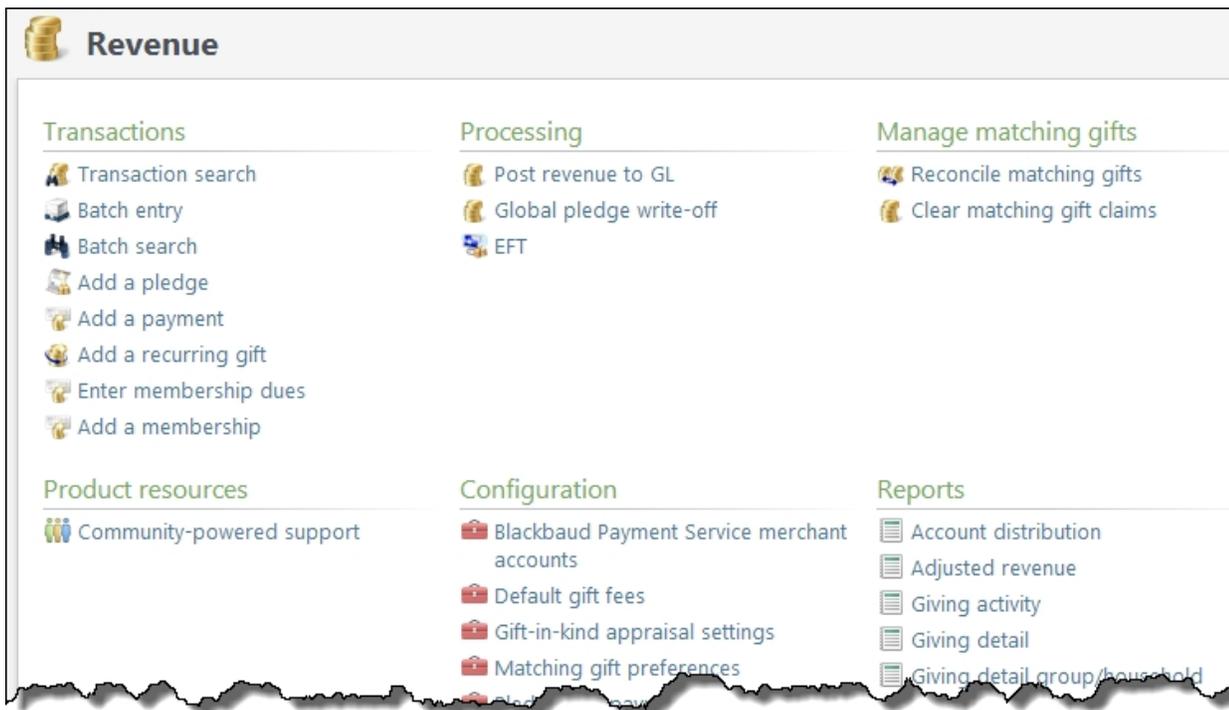
"Revenue" refers to payments and commitments of future payments such as pledges, recurring gifts, and matching gift claims. Along with monetary transactions, revenue can include contributions of stock, property, and services as gifts-in-kind.

In this guide, you learn how to configure your organization's revenue settings, add and manage transactions, and run reports to evaluate the financial position of your organization. You also learn about payments and the applications of this revenue. In addition, this guide explains how to set up processes to automatically process credit card and direct debit payments, post revenue transactions to your general ledger, and write off pledge installments.

Note: The Revenue Guide applies most directly to data entry personnel, directors, and users who manage financial accounting and fundraising efforts.

Full Circle View

From *Revenue*, you configure revenue options and settings, add and manage transactions, create and run revenue processes, post transactions to your general ledger, and run revenue reports.



➤ Revenue Configuration

Before you enter revenue information in your database, your organization must first configure default settings, options, and preferences for your revenue transactions. For example, you can define revenue categories, default gift fees, the accounts you will use to process credit cards, and more.

From *Revenue*, you can access the tasks required to configure these options under **Configuration**. After you set up this information, you can confidently add and track the revenue you receive. For more information, refer to [Revenue Configuration on page 16](#).

➤ Transaction Types

Now that you're ready to enter revenue, it's important to understand the differences between transaction types, particularly payments, pledges, recurring gifts, and matching gift claims. For a majority of nonprofit organizations, payments and pledges are the main source of income.

Payments may be gifts, pledge payments, or event registration fee payments, for example. Payments can also be applied to other fundraising vehicles, such as bequests, honor/memorials, and recurring gifts. A payment may have one application, or one payment may go toward multiple applications. Payments can come in the form of cash, checks, credit card, direct debit, stock, property, or gifts-in-kind. For more information, refer to [Payments on page 91](#).

Pledges are commitments that donors make to give a specific amount to your organization at some point in the future. For example, a constituent may pledge to give \$1,000 that they will pay in a single installment or in multiple installments, such as ten \$100 payments. For more information, refer to [Pledges on page 114](#).

Whereas a pledge is a promise to donate a specific sum amount, a recurring gift is a promise to donate a specific amount at regular intervals. For example, a constituent may give \$20 every month with automatic payments from her direct debit account or credit card. Recurring gifts may have undetermined end dates, or they may be an agreement to make regular donations over an extended period of time. For more information, refer to [Recurring Gifts on page 135](#).

Your constituents' employers may provide matching gift programs as a benefit for their employees. With a matching gift program, the business offers to donate to the same charitable organizations as its employees by matching a percentage of employee donations to the nonprofit. A matching gift claim is a commitment of a donation from the matching organization, similar to a pledge with a single installment. For more information, refer to [Matching Gift Claims on page 165](#).

Other revenue transaction types, such as planned gifts and grant awards, are primarily handled in their respective section guides. For more information, refer to [Revenue Transaction Types](#).

<p>Payment</p> <p>Gift of cash, credit card, stock, property, etc.</p> <p>Can have 1 or more applications</p>	<p>Pledge</p> <p>Promise to give a specific amount in the future</p> <p>Single or multiple pledge payments</p>	<p>Recurring gift</p> <p>Promise to give a specific amount at regular intervals</p> <p>Can have an end date or continue indefinitely</p>	<p>Matching gift claim</p> <p>Promise from company to match employer's gift</p> <p>Single payment</p>
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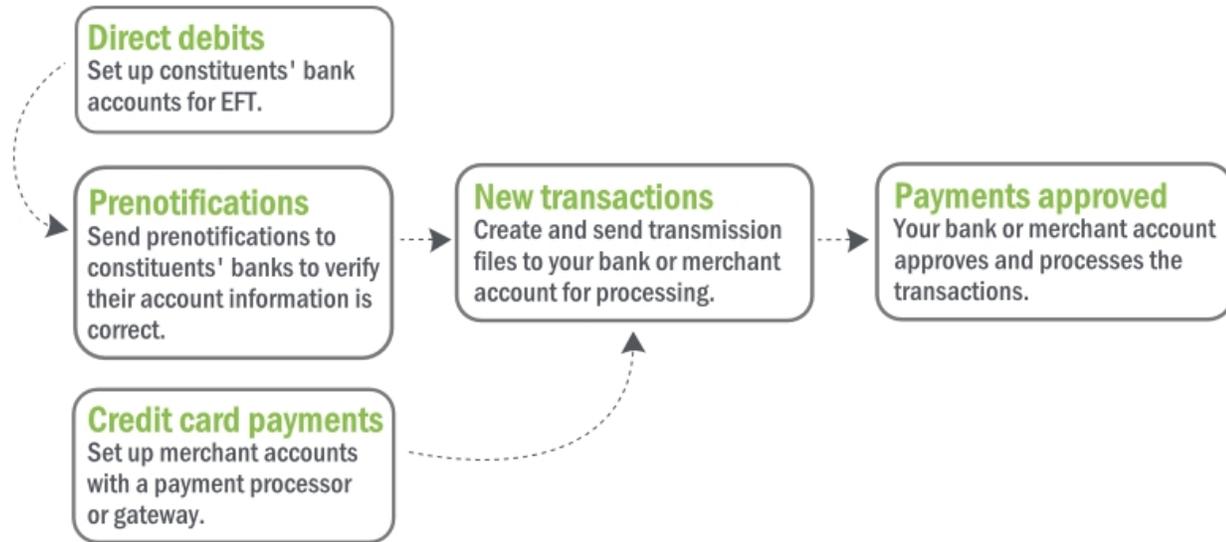
➤ Revenue Records

Each time your organization receives revenue, you create a new revenue record to add the transaction to your database. Revenue records contain detailed information about a revenue transaction given by a specific constituent; for example, the date, amount, and transaction type. With revenue records, you can store all information for a single transaction in one place. For more information, refer to [Revenue Records on page 65](#).

➤ EFT and Credit Card Processes

To process direct debit transactions, you must set up your constituents' bank accounts for electronic funds transfer (EFT) and send prenotifications to the constituents' banks to verify the account information is correct. To authorize and process credit cards, you use merchant accounts with a payment processor or gateway such as **Blackbaud Merchant Services**.

When you receive direct debit and credit card transactions, you must create transmission files to send to your organization's bank or merchant account for authorization and processing. To help create these transmission files, you can set up a generate payments process to compile the installments due for commitments set up for automatic payment. For more information, refer to [EFT and Credit Card Processes on page 177](#).



> General Ledger

From the General Ledger Setup page in *Administration*, you specify information such as GL accounts, segments, and transaction mappings to create your financial structure. From the Post Revenue to GL page in *Revenue*, you can then manage the posting processes in your database, and post revenue to your general ledger. You can also customize a posting process, such as a process to post only cash gifts, and save it for future use. For more information, refer to [General Ledger on page 234](#).

> Revenue Reports

To monitor the financial position of your organization, you can run revenue reports. You can view summary reports for all revenue, or you can view information for specific revenue types, such as pledges or recurring gifts. You can also view the breakdown of your general ledger accounts, and information about posted or adjusted revenue. For more information, refer to [Revenue Reports on page 254](#).

Revenue Configuration

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Before you can manage your revenue information, you must first configure options available to use with revenue transactions. From *Revenue*, you can access tasks required to configure these options under **Configuration**.

Merchant Accounts for the Blackbaud Payment Service

To authorize and process credit card transactions, your organization uses a merchant account with a payment processor and a payment gateway. **Blackbaud Merchant Services™**, Blackbaud's end-to-end payment solution, is included with **Altru** and is both the processor and the gateway. You may, however, select to use a separate payment processor and gateway with **Altru**.

When you set up a merchant account, the processor provides you with information such as login credentials, fraud protection, and supported currency and credit card types. To use the program to process credit card transactions, you must first enter this information to add the merchant account.

Note: For information about how to set up an account with **Blackbaud Merchant Services**, refer to *Getting Started with Blackbaud Merchant Services* at <http://www.blackbaud.com/files/support/guides/bbps/bbmstart.pdf>.

On the Blackbaud Payment Service Merchant Accounts page, you view and manage the merchant accounts your organization uses with the **Blackbaud Payment Service™**. To access the Blackbaud Payment Service Merchant Accounts page from *Revenue*, click **Blackbaud Payment Service merchant accounts** under **Configuration**.

Name	Gateway	Currency	Process mode	Inactive	Default authorization acco...	Default card present account
Cybersource	CyberSource	US Dollar (\$)	Demo	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
move	IATS-US	US Dollar (\$)	Demo	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
MPTEST	IATS-US	US Dollar (\$)	Demo	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Name001	IATS-US	US Dollar (\$)	Live	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Michael New Account - Ca...	IATS-US	US Dollar (\$)	Live	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
MFBMSCAN	BBMS Gateway	Canadian Dollar (\$)	Test	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
MFBMSGBP	BBMS Gateway	Pounds Sterling (£)	Test	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
MFBMSHSP	BBMS Gateway	US Dollar (\$)	Test	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

To help you comply with the Payment Card Industry Data Security Standard (PCI DSS), the program uses the **Blackbaud Payment Service** to securely store sensitive merchant account information outside of your database. To connect to this web service, the program requires the login credentials the **Blackbaud Payment Service** uses to identify your organization. For information about how to enter or edit these credentials in the program, refer to [Edit Blackbaud Payment Service Login on page 22](#).

Note: The **Blackbaud Payment Service** securely stores information about the merchant accounts your organization uses. Since your organization may use merchant accounts with multiple Blackbaud programs, you cannot delete a merchant account from the Blackbaud Payment Service Merchant Accounts page. However, to prevent the use of a merchant account, you can mark it as inactive. To mark a merchant account as inactive, edit the account and select **Inactive**. For information about how to edit a merchant account, refer to [Edit a Merchant Account](#).

The **Merchant Accounts** grid lists the merchant accounts your organization uses with the **Blackbaud Payment Service**. For each merchant account, you can view its name, gateway, currency type, and process mode. If your organization uses multiple merchant accounts with the **Blackbaud Payment Service**, you must also mark a merchant account as the default to use to authorize payments by credit card. The **Default authorization account** and **Default card present account** columns indicate which account is the default one used to authorize and process payments by credit card. To update the information that appears in the grid, click **Refresh** on the action bar.

By default, the grid displays only active merchant accounts. To display inactive merchant accounts, on the action bar, click **Filters**, select **Include inactive**, and click **Apply**. The **Inactive** column indicates which accounts are marked as inactive. To display only active merchant accounts again, click **Reset**.

Depending on your security rights and system role, you can manage the merchant accounts that appear in the grid.

Add a Merchant Account

To process your credit card transactions, you must set up a merchant account with a payment processor and gateway. When you set up a merchant account, you receive information, such as login credentials, fraud protection, and supported currency and credit card types, from the payment processor. After you set up your merchant account, you can add the account to the program and configure your account with this information.

➤ Add a merchant account

1. From *Revenue*, click **Blackbaud Payment Service merchant accounts** under **Configuration**. The Blackbaud Payment Service Merchant Accounts page appears.
2. Click **Add**. The Add a merchant account screen appears.

Add a merchant account

Merchant account details

Name:

Description:

Gateway:

Process mode:

Inactive

Gateway account details

Gateway ID: Currency:

Password: AVS level:

Confirm password: CSC level:

Use 3DS processing

Transaction processing wait configuration

Seconds to process record: Number of transactions per thread:

Credit cards Additional fields

Enable	Card
<input checked="" type="checkbox"/>	American Express
<input checked="" type="checkbox"/>	Discover
<input checked="" type="checkbox"/>	Mastercard
<input checked="" type="checkbox"/>	Visa

Help Save Cancel

3. Under **Merchant account details**, enter a unique name and description to help identify the merchant account.
4. In the **Gateway** field, select the payment gateway available through the **Blackbaud Payment Service** to use to process transactions with the merchant account.
5. In the **Process mode** field, select the mode in which to use the merchant account with the selected gateway.
 - Live: To use the merchant account to process live transactions, select this option.
 - Test: To use the merchant account to test the connection with the gateway, select this option.
 - Demo: To use the merchant account for internal presentations only and not send data to the gateway, select this option.
6. To add the merchant account but not make it available for use, select **Inactive**.

7. When your organization sets up an account with the payment gateway, you receive a user name and password for the account. In the **Gateway ID** and **Password** fields, enter the login credentials provided by the payment gateway for the merchant account.

In the **Confirm password** field, enter the password received from the payment processor again.

8. In the **Currency** field, select the currency to use with the merchant account and selected gateway.
9. In the **AVS Level** field, select whether to use the Address Verification Service (AVS) with the merchant account and at what level. For example, you may select to use AVS to process Card Not Present transactions.

Note: The AVS is fraud protection that verifies customer billing addresses submitted through online payment transactions. With AVS, the gateway issues a transaction to authorize the payment. In response, the gateway receives information about the payment, including whether the street address and Zip code are correct. Depending on the AVS level selected for the merchant account, the gateway uses this information to determine whether to accept the payment. The program performs this service only when the selected gateway supports AVS for the country of the transaction. For information about AVS support, contact your gateway.

- Full: To accept transactions only when both the street address and Zip code match, select this option.
- Medium: To accept transactions when either the street address or Zip code match, select this option. We recommend you select Medium.
- Light: To deny transactions only when neither the street address nor the Zip code match, select this option. This level may accept transactions when either the street address or Zip code returns no response, regardless of whether the other criteria matches.
- None: To perform no address verification, select this option.

10. In the **CSC Level** field, select whether to use Card Security Code (CSC) checks with the merchant account and at what level.

Note: The CSC check is fraud protection that verifies the card security code, also called the Card Verification Value (CVV2). The CSC appears only on the credit card itself, and not on receipts or statements.

- None: To perform no CSC check, select this option.
- Full: To decline transactions when the CSC does not match or when the processor does not support CSC checks, select this option.
- Light: To decline transactions only when the CSC does not match, select this option.

11. For a payment processor that supports Three-Domain Secure (3DS) authentication, such as **Blackbaud Merchant Services**, select whether to use 3DS authentication for Card Not Present transactions.

Note: The major credit card providers have developed 3DS as the authentication standard for online transactions. Examples of 3DS authentication include *Verified by Visa* and *MasterCard SecureCode*. 3DS authentication requires the cardholder to register the credit card through the card issuer's website and specify credentials used to verify online transactions.

12. To process transactions with the merchant account, the credit card processing process sends a transmission file to the payment gateway by way of the **Blackbaud Payment Service**. To quickly process the transactions, the gateway divides the transactions from the transmission file into groups, or threads, to process simultaneously. Under **Transaction processing wait configuration**, set up the length of time a credit card processing process that uses the merchant account waits to check whether its transactions processed successfully. Enter the number of seconds to allow for each transaction in a thread and the number of transactions the gateway includes in a thread. The program uses these values to calculate the wait time for the credit card processing process.
 - When the process submits less transactions than entered in the **Number of transactions per thread** field, the program multiplies the actual number of transactions by the value in the **Seconds to process record** field.
 - When the process submits more transactions than entered in the **Number of transactions per thread** field, the program multiplies the actual number of transactions processed by the value entered in the **Seconds to process record** field.

For information about the expected wait time or the number of transactions to include in a thread, consult your payment gateway. To use a default value, enter "0".
13. On the Credit cards tab, the payment cards the selected gateway supports appears. In the **Enable** column, select the checkboxes for the credit cards to use with the merchant account. If the selected gateway uses multiple payment processors to authorize transactions, the **Processor** column appears. Select the payment processor to use to authorize transactions for each selected credit card type.
14. On the Additional fields tab, enter any additional information necessary to process transactions through the gateway. For information required for an additional field, contact the payment processor.
15. Click **Save**. You return to the Blackbaud Payment Service Merchant Accounts page.

Mark a Merchant Account as the Default for Authorization and Card Present Transactions

If your organization uses multiple merchant accounts through the **Blackbaud Payment Service**, you must mark one as the default to use to authorize and process payments by credit card.

Warning: If you do not mark a merchant account as the default, users cannot save payments when they select to authorize payments by credit card with the **Blackbaud Payment Service**. You can select a different merchant account to use during the credit card processing process if desired. For more information, refer to [Add a credit card processing process on page 214](#).

You can also set a merchant account as the default for Card Present transactions. With a Card Present transaction, you swipe the credit card, such as at a ticket booth or gift shop.

➤ Mark a merchant account as the default to authorize payments by credit card

1. From *Revenue*, click **Blackbaud Payment Service merchant accounts** under **Configuration**. The Blackbaud Payment Service Merchant Accounts page appears.

2. Under **Merchant accounts**, select the account to mark as the default.
3. On the action bar, click **Mark as default authorization account**. A message appears to ask whether to mark the account as the default.
4. Click **Yes**. You return to the Blackbaud Payment Service Merchant Accounts page. In the grid, the **Default authorization account** column displays a check mark for the default account.

➤ Mark a merchant account as the default credit card present account

1. From *Revenue*, click **Blackbaud Payment Service merchant accounts** under **Configuration**. The Blackbaud Payment Service merchant accounts page appears.
2. Under **Merchant accounts**, select the account to mark as the default.
3. On the action bar, click **Default, Mark as default card present account**. A message appears to ask whether to mark the account as the default.
4. Click **Yes**. You return to the Blackbaud Payment Service Merchant Accounts page. In the grid, the **Default card present account** column displays a check mark for the default account.

Edit Blackbaud Payment Service Login

To help you comply with the Payment Card Industry Data Security Standard (PCI DSS), the program uses the *Blackbaud Payment Service* to securely store sensitive credit card and merchant account information outside of your database. To connect to this web service, the program requires the login credentials the *Blackbaud Payment Service* uses to identify your organization. Your organization receives these credentials when it first sets up an account with the web service.

➤ Edit the Blackbaud Payment Service login credentials

1. From *Revenue*, click **Blackbaud Payment Service merchant accounts** under **Configuration**. The Blackbaud Payment Service Merchant Accounts page appears.
2. Under **Tasks**, click **Edit Blackbaud Payment Service login**. The Edit Blackbaud Payment Service Login screen appears.
3. Enter the user name and password your organization uses to connect to the **Blackbaud Payment Service**.
4. To verify your credentials before saving, click **Test connection**.
5. Click **Save**. You return to the Blackbaud Payment Service Merchant Accounts page.

Note: If the connection is not successful for any reason, such as if you are not connected to the network, you can still save your credentials.

Credit Card Updater Service

Credit Card Updater Service is a subscription service available with **Blackbaud Merchant Services** that helps you maintain accurate credit card data for your recurring giving.

With Credit Card Updater, you can:

- Avoid declined transactions and disruptions in recurring giving for pledges, recurring gifts, and membership installment plans.
- Reduce time spent contacting donors to update card information.
- Reduce cancellations of recurring gifts.
- Keep donor's credit card information current.
- Save donors' time by proactively receiving updates.

Note: To use Credit Card Updater, you must process credit card payments with **Blackbaud Merchant Services**.

Blackbaud Merchant Services partners with the following major credit cards to provide Credit Card Updater for **Altru** clients:

- Visa® Account Updater
- MasterCard® Automatic Billing Updater
- Discover® Network Account Updater
- American Express® Cardrefresher

When your organization subscribes to Credit Card Updater, credit card data for your recurring giving is analyzed each month to identify expired or out-of-date credit card information. Credit Card Updater provides new card numbers and expiration dates when available.

Warning: Credit Card Updater applies only to cards issued by participating financial institutions. Credit cards issued by smaller, local banks and credit unions may not update.

To successfully use Credit Card Updater, your organization must adhere to the following criteria:

- Your organization must have an active **Blackbaud Merchant Services** account.
- Your **Blackbaud Payment Services** account must use an address associated with a [supported BBMS currency](#).
- Credit Card Updater must be enabled.

For information about subscribing to Credit Card Updater, visit <https://hello.blackbaud.com/creditcardupdater>.

Enable/Disable Credit Card Updater Service

Once you subscribe to Credit Card Updater from **Blackbaud Merchant Services**, you must enable it in **Altru**. Note that your organization must have at least one active **Blackbaud Merchant Services** account.

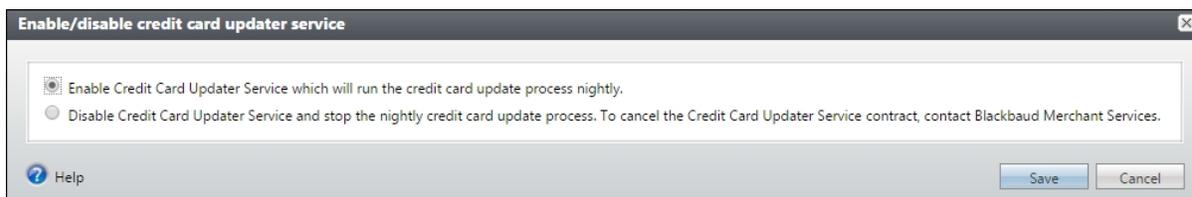
Warning: Credit Card Updater should be enabled *only* in your Production environment. You should not attempt to test in Staging, Development, or other non-Production environments. Credit Card Updater has no test mode as it updates your live credit card data, and is unrelated to your **Blackbaud Merchant Services** test mode. Enabling in non-Production environments may cause cards that should register to deregister and vice versa. Ensure that Credit Card Updater is enabled *only* in your Production environment.

After you refresh a non-Production environment, ensure that Credit Card Updater is set to disabled in the refreshed, non-Production environment.

Tip: Enabling and disabling Credit Card Updater is associated with the same security set as editing the **Blackbaud Payment Service** login.

➤ Enable or disable the Credit Card Updater Service

1. From *Revenue*, click **Blackbaud Payment Service merchant accounts** under **Configuration**. The Blackbaud Payment Service Merchant Accounts page appears.
2. Under **Tasks**, click **Enable/Disable Credit Card Updater Service**. The Enable/disable credit card updater service screen appears.



3. You can choose to enable or disable the Service.
 - When you select to enable the Service, the "Credit Card Updater" business process is automatically created. This process, which runs nightly, registers and deregisters cards in **Altru**.
When updates are made to credit cards associated with pledges and recurring gifts, the **Credit Card Updated** field appears on the record and displays the month and year that the card information was updated. You can use the "Credit Card Updates" query to help you track changes made by the Service.
 - When you select to disable the Service, the "Credit Card Updater" business process no longer runs nightly. To cancel the Service contract, contact Blackbaud Merchant Services at bbms@blackbaud.com.
4. To save your settings, click **Save**. You return to the Blackbaud Payment Service Merchant Accounts page.

Credit Card Updater Business Process

When you subscribe to Credit Card Updater, **Blackbaud Merchant Services** generates batches of credit card information to analyze for updates each month. If updated credit card information exists, **Blackbaud Merchant Services** automatically updates the information in **Altru**, while original payment details are retained.

After you enable Credit Card Updater from the Blackbaud Payment Service Merchant Accounts page in *Revenue*, a business process is automatically created and scheduled to run nightly.

Blackbaud Merchant Services returns credit card updates once per month in a 10-day window (typically the 10th through 20th of each month). When updates are available and retrieved from **Blackbaud Merchant Services**, credit card information is updated in **Altru**. When updates occur, an

email is sent to users who elect to receive email notifications through the **Blackbaud Merchant Services** web portal.

Tip: In the **Blackbaud Merchant Services** web portal, you can set email notifications by clicking **My User Settings, Email Notifications**.

➤ What does the business process register?

The business process registers new information for credit cards on file for at least one active, multi-installment revenue commitment paid automatically by a credit card.

The following revenue types are included in the business process:

- Recurring gifts with Active, Held, or Lapsed statuses
- Pledges paid in installments with a non-zero balance

Note: If you have more than one revenue commitment, such as a pledge or recurring gift, with the same credit card and at least one of them is included in the Credit Card Updater process, all of the revenue records with that credit card will be updated with the updated card information regardless of the status of the commitments. For example, a canceled recurring gift would still receive updated card information if the same card was used on another active revenue commitment. The Credit Card Updater process charges by the number of unique credit cards updated, not by the number of revenue records that are updated. In this case, your organization is charged for one updated card even though multiple revenue records are updated.

Warning: The initial registration of credit cards may cause the process to run slightly longer.

➤ What does the business process deregister?

The business process deregisters previously registered credit cards to ensure they are no longer eligible for updates when:

- A credit card is manually updated to remove the existing credit card information and is manually replaced with completely new card information. In this case, the existing card is deregistered and the new card will be eligible for registration in the business process during the next update.
- A recurring gift status changes to Terminated or Canceled
- A pledge balance changes to zero

➤ What does the business process add to revenue records?

When the business process updates pledges and recurring gifts, the **Credit Card Updated** field appears and displays the month and year that the credit card information was updated.

For recurring gifts, the field is reflected in the **Transaction summary** section. For pledges, the field appears on the Details tab.

When no update is available for a credit card, the **Credit Card Updated** field does not display. To locate revenue records associated with non-updated credit cards, we recommend you run the "Credit Card Updates" query and set the **Status** to equal "Not updated."

Tip: In some cases, you may need to manually update credit card information after the business process runs. For example, a donor calls your organization to provide a new expiration date which requires you to manually update the card's expiration date in the program. When this occurs, the manual edit you make on the revenue record overrides the last update made by the business process. At this point, the program removes the **Credit Card Updated** field from the revenue record as well as the Credit Card Updates query. The field is added back only when a future update is made by the business process.

Credit Card Updates Query

You can use the "Credit Card Updates" query to help you track changes made by the Credit Card Updater Service. Use fields such as **Date processed**, **Status**, and **New expiration date** as well as various constituent and revenue fields to review the updates.

Tip: To locate revenue records associated with non-updated credit cards, set the **Status** to equal "Not updated."

Responses from Blackbaud Merchant Services

After Credit Card Updater runs, **Blackbaud Merchant Services** communicates various responses that trigger credit card information to either update or not update within **Altru**. These responses are communicated from **Blackbaud Merchant Services** to **Altru**, but do not appear on **Altru** revenue records or in *Query*; they serve only as triggers to either update or not update credit card information.

The following responses are examples communicated from **Blackbaud Merchant Services**:

- Bad credit card type code
- Bad check digit value
- Invalid account number length
- Non-numeric account number
- Invalid expiration date
- Merchant not registered
- TransArmor unable to translate token
- Account closed or contact cardholder
- Credit card updated with new expiration date
- Credit card updated with new card number and expiration date

Default Gift Fees

Your organization may use a percentage of revenue received as a gift fee, such as toward operating costs. The gift fee does not affect the amounts that appear in reports, such as on constituent giving or campaign success. To manage the default gift fees your organization uses from *Revenue*, click **Default**

gift fees under **Configuration**. The Default Gift Fees page appears. On this page, you can select whether to enable the gift fee option. After you enable gift fees, you can view and manage the conditions of when to apply gift fees.

Default Gift Fees

Gift fee option ✎ Edit 

Apply gift fees to revenue: Yes

Gift fees will be applied to the following application types: Donation, Event registration, Membership, Matching gift

Default gift fees ✎ Edit 

From	To	Gift fee (%)
\$0.00	\$98.99	5.0
\$99.00		3.0

Constituency exclusions ✎ Edit 

Excluded constituencies

Board member

Employee

Payment method exclusions ✎ Edit 

Excluded payment methods

Cash

Under **Gift fee option**, you can view whether gift fees apply to new payment transactions. If gift fees are enabled, you can view to which types of payment applications the fees apply.

When gift fees are enabled, you can configure multiple percentages to use as gift fees based on receipt amount. The value of any benefits is deducted before the gift fee is calculated. For example, for smaller payment amounts, you may use a higher percentage as a gift fee than for larger payment amounts. You can also select to exclude specific constituencies or payment methods from gift fees. For example, your organization may select to not charge gift fees for revenue from board members or payments of stock or property.

Note: You can override the gift fee automatically applied to a specific payment. For information about how to override the gift fee for a payment, refer to [Edit Gift Fees on a Payment on page 101](#).

Under **Default gift fees**, you can view and manage the default gift fees that your organization uses. Under **Constituency exclusions** and **Payment method exclusions**, you can view and manage the criteria of revenue transactions to exclude from gift fees. To update the information in a grid, click **Refresh**. You can edit this information as necessary.

Note: To generate GL distributions for gift fees, you can map the transactions to GL accounts or account codes in *Administration*. For more information, refer to the *General Ledger Setup Guide*.

Edit the Gift Fee Option

Your organization may use a percentage of revenue received as a gift fee, such as toward operating costs. To charge fees on revenue transactions, you must first enable gift fees in the program. When you enable gift fees, you can also select the payment application types for which to charge fees.

➤ Configure the gift fee option

1. From *Revenue*, click **Default gift fees** under **Configuration**. The Manage Default Gift Fees page appears.
2. Next to **Gift fee option**, click **Edit**. The Edit gift fee options screen appears.
3. Select whether to apply gift fees to payment transactions.
If you select **Yes**, select the types of payment applications for which to apply fees.
4. Click **Save**. You return to the Default Gift Fees page.

Edit the Default Gift Fees

After you enable gift fees, you must enter the criteria of the gift fees to apply, such as the percentage of the payment amounts to apply as gift fees.

➤ Edit the default gift fees

1. From *Revenue*, click **Default gift fees** under **Configuration**. The Default Gift Fees page appears.
2. Next to **Default gift fees**, click **Edit**. The Edit gift fees screen appears.
3. In the grid, enter the criteria of each gift fee to apply to payments. For each gift fee, enter the minimum amount of the payment for which to charge the fee and the percentage of the payment amount to apply to the fee.
For example, to use 5% as a gift fee for each donation less than \$100 and 3% for donations of \$100 or more, enter "\$0.00" and "\$100.00" in the **Minimum payment amount** column and "5" and "3" in the **Gift fee (%)** column.
4. Click **Save**. You return to the Default Gift Fees page.

Edit Constituency Exclusions for Gift Fees

You can select to exclude revenue from specific constituencies from gift fees such as Staff or Board members.

➤ Exclude constituencies from gift fees

1. From *Revenue*, click **Default gift fees** under **Configuration**. The Default Gift Fees page appears.

2. Next to **Constituency exclusions**, click **Edit**. The Edit constituency exclusions screen appears.
3. Select the constituencies to exclude from gift fees.
4. Click **Save**. You return to the Default Gift Fees page.

Edit Payment Method Exclusions for Gift Fees

You can select to exclude transactions of specific payment methods from gift fees, such as Gift-in-kind or Stock.

➤ Exclude payment methods from gift fees

1. From *Revenue*, click **Default gift fees** under **Configuration**. The Default Gift Fees page appears.
2. Next to **Payment method exclusions**, click **Edit**. The Edit payment method exclusions screen appears.
3. Select the payment methods to exclude from gift fees.
4. Click **Save**. You return to the Default Gift Fees page.

Gift-in-Kind Appraisal Settings

The Gift-in-kind appraisal settings allow you to determine a threshold value over which gifts-in-kind must always have an appraisal. To view or configure the gift-in-kind appraisal settings from *Revenue*, click **Gift-in-kind appraisal settings** under **Configuration**. The Gift-in-Kind Appraisal Settings page appears.



Gift-in-Kind Appraisal Settings

Gift-in-kind appraisal settings Edit 

Use appraisal threshold: No

Appraisal threshold (per unit): \$0.00

Under **Gift-in-kind appraisal settings**, you can view whether your organization uses an appraisal threshold. The **Appraisal threshold (per unit)** field displays the fair market value of a gift-in-kind item that requires an appraisal before your organization can sell the item. You can edit this information as necessary.

Note: When you add a payment by gift-in-kind, if the fair market value of the item is over the threshold value and you indicate you intend to sell the item, “Appraisal will be required to sell” appears below the fair market value.

➤ Edit the gift-in-kind appraisal settings

1. From *Revenue*, click **Gift-in-kind appraisal settings** under **Configuration**. The Gift-in-Kind Appraisal Settings page appears.
2. Click **Edit**. The Edit gift-in-kind appraisal settings screen appears.
3. Select whether to use an appraisal threshold for gift-in-kind items.
If you select **Use appraisal threshold**, enter the minimum fair market value of a gift-in-kind item to require an appraisal before being sold.
4. Click **Save**. You return to the Gift-in-Kind Appraisal Settings page.

Matching Gift Preferences

You can configure the program to automatically create matching gift claims based on constituent relationships. You can also configure the program to automatically add recognition credits for constituents when you add matching gift claims to their revenue transactions or apply payments to their matching gift claims.

When you define system matching gift preferences, you determine the criteria for when the program automatically creates a matching gift claim. You also select the default matching gift recognition credit types for matching gift recognition credits the program creates. Additionally, you can determine if recognition credits should be generated for the donor only, for any constituents associated with the original revenue, as well as the organization matching the gift.

➤ Configure matching gift preferences

1. From *Revenue*, click **Matching gift preferences** under **Configuration**. The Matching gift preferences screen appears.

Matching gift preferences [X]

Matching gift creation settings

- Auto-create matching gift claim from matching gift relationships
- Auto-create matching gift claim from spouse matching gift relationships

When a matching gift claim is added to revenue

- Add recognition credit for donor of matched revenue
 - Create recognition credit for donor only

Default recognition credit type: ▼
 - Create recognition credits based on recognition from original revenue
- Add recognition for matching organization

Default recognition credit type: ▼

When applying a payment to a matching gift claim

- Add recognition credit for donor of matched revenue
 - Create recognition credit for donor only

Default recognition credit type: ▼
 - Create recognition credits based on recognition from original revenue
- Add recognition for matching organization

Default recognition credit type: ▼

Help [Save] [Cancel]

2. To automatically create matching gift claims when you enter a payment for a constituent with a matching gift relationship, select **Auto-create matching gift claim from matching gift relationships**. If the relationship on the constituent's record corresponds with a matching gift condition type on the matching organization's record, the program creates the matching gift

claim based on that relationship. For information about how to add or edit matching gift conditions, refer to the *Constituents Guide*.

3. To automatically create matching gift claims when you enter a payment for a constituent whose spouse has a matching gift relationship, select **Auto-create matching gift claim from spouse matching gift relationships**. If the relationship on the spouse's record corresponds with a matching gift condition type on the matching organization's record, the program creates the matching gift claim based on that relationship. For information about how to add or edit matching gift conditions, refer to the *Constituents Guide*.
4. Under **When a matching gift claim is added to revenue**, to automatically add recognition credit for constituents when you add matching gift claims for revenue transactions, select **Add recognition credit for donor of matched revenue**.
 - To add recognition credit to only the donor of the matched donation, select **Create recognition credit for donor only** and select the type of recognition credit to apply to the constituent.
 - To add recognition credit to every constituent who receives recognition credit for the matched donation, select **Create recognition credits based on recognition from original revenue**.
5. To automatically add recognition credit for the organization who is matching the gift at the time the matching gift claim is created, select **Add recognition for matching organization**. You can then select the default recognition credit type.
6. Under **When applying a payment to a matching gift claim**, to automatically add recognition credits for constituents when you apply payments to matching gift claims, select **Add recognition credit for donor of matched revenue**.

To add recognition credit to only the donor of the matched donation, select **Create recognition credit for donor only** and select the type of recognition credit to apply to the constituent.

To add recognition credit to every constituent who receives recognition credit for the matched donation, select **Create recognition credits based on recognition from original revenue**.
7. To automatically add recognition credit for the organization who is matching the gift at the time the matching gift payment is made, select **Add recognition for matching organization**. You can then select the default recognition credit type.
8. Click **Save**. You return to *Revenue*.

Pledge Overpayment Options

Your organization can select the default application of the overpayment when you receive a pledge installment greater than the amount scheduled. From *Revenue*, you can select whether to automatically apply the overpayment amount to the next installment of the pledge or the overall pledge balance. To view or manage the default setting for pledge overpayments from *Revenue*, click **Pledge overpayment options** under **Configuration**. The Manage Pledge Overpayment Options page appears.



Under **Pledge overpayment options**, you can view the default application set for your organization. You can edit this configuration as necessary.

Note: When you add a payment toward a pledge installment, you can select to override the default setting as necessary. For example, the constituent may request to apply the overpayment in a way that contradicts this setting.

➤ Configure the default overpayment application

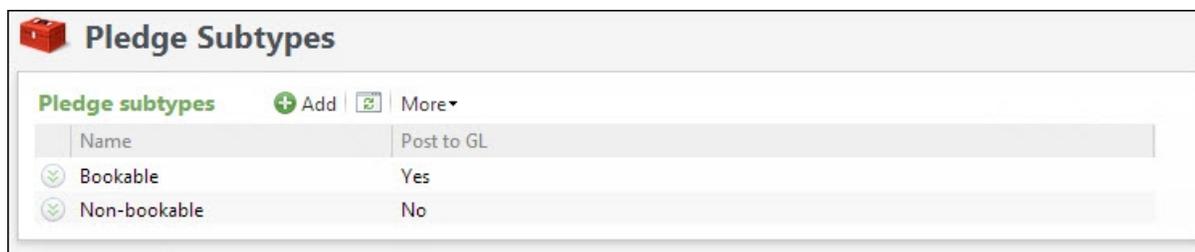
1. From *Revenue*, click **Pledge overpayment options** under **Configuration**. The Manage Pledge Overpayment Options page appears.
2. Click **Edit**. The Edit pledge overpayment options screen appears.
3. Select whether to automatically apply the overpayment amount of a pledge installment to the overall pledge balance or next installment of the pledge. If you select **Pledge balance**, the program applies the overpayment amount to the final scheduled installment of the pledge.
4. Click **Save**. You return to the Manage Pledge Overpayment Options page.

Pledge Subtypes

If your organization makes distinctions as to which pledges post to the general ledger and which do not, or if your organization classifies pledges in a variety of unique ways, you can use pledge subtypes to manage this information. A pledge subtype is a way to categorize pledges as bookable or non-bookable. When you create a new pledge subtype, you determine the name of the subtype and whether to post the subtype to the general ledger.

Pledge Subtypes Page

On the Pledge Subtypes page, you manage the pledge subtypes available in your database. To access the Pledge subtypes page from *Revenue*, click **Pledge subtypes** under **Configuration**.



Under **Pledge subtypes**, the pledge subtypes in the database appear. For each subtype, you can view its name and whether you post its type to the general ledger. You enter this information when you add the pledge subtype to the database. Depending on your security rights and system role, you can perform various functions to manage the pledge subtypes from the action bar.

To update the information that appears in the grid, click **Refresh**.

Add Pledge Subtypes

To post only specific pledges to the general ledger, you define pledge subtypes and indicate which subtypes post to the general ledger. With pledge subtypes, you can categorize pledges as bookable or non-bookable. On the Pledge subtypes page, you can add a pledge subtype, create a unique name for that subtype, and define whether to post the subtype to the general ledger. When you add a pledge in *Revenue*, you can select a pledge subtype and determine when you create the pledge whether to post it to the general ledger.

> Add a pledge subtype

1. From *Revenue*, click **Pledge subtypes** under **Configuration**. The Pledge Subtypes page appears.
2. Click **Add**. The Add a pledge subtype screen appears.
3. Enter a unique name to help identify the subtype throughout the program.
4. To post the new subtype to the general ledger, select **Post to GL**. If you select this checkbox, when you add a pledge and select this subtype, the post status of the pledge defaults to "Not posted." If you do not select this checkbox, the default post status of a new pledge with this subtype is "Do not post."
5. Click **Save**. You return to the Pledge Subtypes page.

Point-to-Point Encryption Settings

Altru partners with Bluefin® Payment Systems to provide point-to-point encryption for credit card payments. Bluefin's PCI-validated P2PE solution prevents clear-text cardholder data from entering your organization's system or network and can help significantly limit your annual PCI assessment. This solution is available to organizations who process credit card payments through **Blackbaud Merchant Services (BBMS)**. To learn more, or to sign up for the solution, visit <http://www.bluefinpartner.com/blackbaud/>.

Under *Revenue*, **Configuration**, you can enable point-to-point encryption for credit cards entered in Daily Sales and Advance Sales. After point-to-point encryption is enabled, users must process credit cards through the Bluefin P2PE device in all sales methods where P2PE is enabled.

Edit Point-to-Point Encryption Settings

Point-to-point encryption is available to organizations who process credit card payments through **Blackbaud Merchant Services (BBMS)**. To learn more, or to sign up for the solution, visit

<http://www.bluefinpartner.com/blackbaud/>.

Note: Before you enable point-to-point encryption, configure your Bluefin P2PE device. If you previously used the device in another solution, contact your Bluefin relationship manager to have the device configured to work with Altru. For more information, see the [Bluefin-Blackbaud integration guide](#).

1. From *Revenue*, click **Point-to-point encryption settings** under **Configuration**. The Point-to-Point Encryption Settings page appears.
2. Select **Edit**.
3. Select whether to enable P2PE for credit card processing. When you enable P2PE, all available sales methods are selected by default. If you don't plan to use a P2PE device to process credit cards in a particular sales method, deselect it from the list.
4. When finished, click **Save**.

After point-to-point encryption is enabled, all users must enter credit card payments through a Bluefin P2PE device in any sales methods where P2PE is enabled.

Reason Codes

With reason codes, your organization can standardize the reasons users change information and restrict the use of records, such as when they mark a constituent as inactive or write off unpaid pledges. When users make the change, they can select this code to consistently explain the reason for the change. On the Reason Codes page, you can view and manage the reason codes your organization uses. To access the Reason Codes page from *Revenue*, click **Reason codes** under **Configuration**.

For more information about reason codes, refer to the *Administration Guide*.

Recognition Settings

Recognition credits provide flexibility in how you recognize constituents for donations. For example, you can recognize someone other than the donor of a gift, or you can recognize a donor for more or less than the amount of the gift. You can also recognize a donor for a portion of a gift over an extended period of time. With recognition credits, you can evaluate giving for recognition purposes such as donor walls, honor rolls, or giving club classifications.

On the Recognition Settings page, you can specify default recognition options for anonymous payments as well as payments made to commitments. You can also determine the default recognition credit types that get created and assigned to donors and to households. For example, you may want to use a recognition credit type of "Donor" to use for any recognition credit assigned to the actual donor of the revenue. However, you may want to use a recognition credit type of "Household member" for recognition credit that is assigned to members of the donor's household.

To access the Recognition Settings page, from *Revenue*, click **Recognition settings** under **Configuration**.

Recognition Settings

Donor settings Edit

Donor recognition credit type: Donor

Anonymous recognition options Edit

Always apply recognition credits for anonymous payments

Default household recognition options Edit

For household revenue recognize: All members with Spouse
For member revenue recognize: Household with Spouse

Default relationship recognition options (1) Add Filters More

Constituent type	Relationship type	Recognition type	Match percent
Individual	Spouse	Spouse	100.00

Default Donor Recognition Credit Type

On the Recognition Settings page, you can specify the default recognition type to use for donors, whether they are individuals, households, groups, or organizations.

> Edit the default recognition credit type for donors

1. From *Revenue*, click **Recognition settings** under **Configuration**. The Recognition Settings page appears.
2. Next to **Donor settings**, click **Edit**. The Edit default recognition options screen appears.
3. Select a default recognition credit type to use for donors, whether they are individuals, households, groups, or organizations.
4. Click **Save**. You return to the Recognition Settings page.

Default Anonymous Payment Recognition

On the Recognition Settings page, you can view and edit the default option for anonymous payments.

When you select **Payment is anonymous** on the Add or Edit a payment screen, or through an enhanced revenue batch, the program uses the default option you set on the Recognition Settings page to handle recognition credits.

You can select to never apply or always apply recognition credits for anonymous payments.

➤ **Edit the default recognition credit type for anonymous payments**

1. From *Revenue*, click **Recognition settings** under **Configuration**. The Recognition Settings page appears.
2. Under **Anonymous recognition options**, click **Edit**. The Edit anonymous recognition options screen appears.

Edit anonymous recognition options

For anonymous payments:

Never apply recognition credits
When a payment is marked anonymous the constituent will not receive recognition credits. If necessary, you could manually apply recognition credits after the payment is entered.

Always apply recognition credits
When a payment is marked anonymous the constituent will receive recognition credits. These recognition credits will show in recognition programs unless manually removed with a selection.

Help Save Cancel

3. Select whether or not to apply recognition credits for anonymous payments.

When you select **Never apply recognition credits**, constituents associated with anonymous payments do not receive recognition credits. You can, however, manually apply recognition credits after the payment is entered.

When you select **Always apply recognition credits**, constituents associated with anonymous payments do receive recognition credits. Recognition credits display in recognition programs unless you manually remove them using a selection. For more information about selections, refer to the *Query and Export Guide*.

4. Click **Save**. You return to the Recognition Settings page.

Default Household Recognition

On the Recognition Settings page, you can view the default options set to automatically create recognition credits for constituent households. When households or household members donate to your organization, the program uses these defaults to create recognition credits.

➤ Edit the default recognition options for constituent households

1. From *Revenue*, click **Recognition settings** under **Configuration**. The Recognition Settings page appears.
2. Next to **Default household recognition options**, click **Edit**. The Edit default household recognition options screen appears.

3. If household members should receive recognition credit when the revenue comes from the household, select **All members** under **For household revenue recognize**.
If you select **All members**, select the default recognition credit type to use for household members when the revenue is from the household.
4. Under **For member revenue recognize**, select whether the household or its members receive recognition credit when your organization receives revenue from a household member.
If you select **Household** or **All other members**, select the default recognition credit type to apply.
5. Click **Save**. You return to the Recognition Settings page.

Default Relationship Recognition Options

On the Recognition Settings page, you can view the default options for recognition credits based on relationships. When constituents donate to your organization, relationship recognition settings contribute to the distribution of recognition credits. For example, if you configure a default relationship recognition option to match credits for spouses, your settings for recognition credit type and match percent will default for new relationships of type "Spouse."

➤ Add a default relationship recognition option

1. From *Revenue*, click **Recognition settings** under **Configuration**. The Recognition Settings page appears.
2. Next to **Default relationship recognition options**, click **Add**. The Add default relationship recognition options screen appears.

3. Select the constituent type and relationship type. You can create additional options for other combinations of constituent and relationship types.
4. Under **Recognition defaults**, select the recognition credit type.
5. In **Recognition credit match percent**, enter the percentage of credits to default to the related constituent.

For example, if you select:

- Constituent type: "Individual"
- Relationship type: "Wife"
- Recognition credit type: "Spouse"
- Recognition credit match percent: "50.00"

When you create a new relationship of type "Wife" for an individual, the **Recognition credit type** field defaults to "Spouse" and **Recognition credit match percent** defaults to "50.00" for the reciprocal relationship, "Husband." These settings, along with household and record recognition settings, contribute to the settings for the overall distribution of credits for the donation.

6. Click **Save**. You return to the Recognition Settings page.

Recurring Gift Payment Handling

From *Revenue*, your organization can specify how the program handles payments with past installment balances, payments you receive that overpay or underpay an installment balance, as well as remaining past installment balances. These options offer flexibility and accuracy for handling payments.

➤ Configure recurring gift payment handling

1. From *Revenue*, click **Recurring gift payment handling** under **Configuration**. The Recurring gift payment handling screen appears.

Recurring gift payment handling

How would you like to handle payments when more than one past installment has a balance?

- Apply the payment to the oldest installment with a balance
- Apply the payment to the most recent installment with a balance

How would you like to handle payments that OVERPAY the installment balance?

- First, apply the excess amount to any other past installments with a balance (from oldest to most recent)
Then...
 - Apply any remaining excess to future installments
 - Increase the installment amount to include the excess payment amount (other installment amounts are unaffected)
 - Add a donation for any remaining excess
- Do not apply the excess amount to other past installments with a balance
 - Increase the installment amount to include the excess payment amount (other installment amounts are unaffected)
 - Add a donation for the full excess of the payment

How would you like to handle payments that UNDERPAY an installment balance?

- Apply the payment and leave a balance for the installment
- Apply the payment and automatically write-off the remaining installment balance of a past installment
- Decrease the installment amount to match the payment amount (other installment amounts are unaffected)

How would you like to handle remaining past installment balances after fully applying a payment?

- Leave any balances
- Automatically write-off all past installment balances ⓘ

Help Save Cancel

2. First, specify how the program should handle payments when more than one past installment has a balance.

You can select to apply the payment to the oldest or most recent installment with a balance. The program looks at the installment date when determining which installment is the oldest or most recent.

3. Next, determine how the program should handle payments that overpay the installment balance:
 - Select to apply the excess amount to any other past installments with a balance. This option changes based on whether or not you selected to apply payments from oldest to most recent or from most recent to oldest:
 - a. Select to apply remaining excess to future installments. When you do this, the program schedules installments and applies payments towards them until no excess payment remains.
 - b. Select to increase the installment amount to include the excess payment amount. When you do this, the installment amount increases to include the excess amount. Other installment amounts are unaffected.
 - c. Select to add a donation for any remaining excess. When you do this, the program creates an application split of a donation for the excess amount. The donation uses the same designation as the associated recurring gift, and also appears on the constituent's revenue history.
 - When you select not to apply the excess amount to other past installments with a balance, you can then specify to do one of the following:
 - a. Select to increase the installment amount to include the excess payment amount. When you do this, the installment amount increases to include the excess amount. Other installment amounts are unaffected.
 - b. Select to add a donation for any remaining excess. When you do this, the program creates an application split of a donation for the excess amount. The donation uses the same designation as the associated recurring gift, and also appears on the constituent's revenue history.
4. Next, specify how the program should handle payments that underpay an installment balance:
 - Select to apply the payment and leave a balance for the installment. When you do this, the payment is applied and the installment balance is recalculated.
 - Select to apply and automatically write-off the remaining installment balance of a past installment. Note that this only affects past installments. Future installments cannot be written-off and will have a balance when underpaid.
 - Select to decrease the installment amount to match the payment amount. When you do this, the installment amount decreases to match the payment amount. Other installment amounts are unaffected.
5. Finally, specify how the program should handle remaining past installment balances after fully applying a payment.

Tip: This option changes based on your selection for payments that underpay an installment balance.

You can select to leave an installment balance or automatically write-off or adjust all past installment balances. Note that you can only write-off or adjust balances here if you selected to apply a payment to the most recent installment with a balance.

6. Click **Save**. You return to *Revenue*.

Revenue Categories

To help define revenue your organization receives, you can configure categories to classify transactions, such as "Corporate giving," "Deposit only," or "Merchandise sales." When users add revenue transactions such as payments or pledges, they can assign a revenue category to the transaction. You can configure the revenue categories that best meet the needs of your organization. From *Revenue*, click **Revenue categories** under **Configuration**. The Revenue Categories page appears.



Under **Revenue categories**, you can view the categories configured for your organization and whether each category is active. To view inactive categories in the grid, click **Filters** and select **Include inactive entries**. Then, click **Apply**.

From the grid, you can add and manage revenue categories as necessary.

Add Revenue Categories

You can add revenue categories to classify transactions, such as Corporate giving, Deposit only, or Merchandise sales. When users add revenue transactions, they can select the applicable revenue category.

> Add a revenue category

1. From *Revenue*, click **Revenue categories** under **Configuration**. The Revenue Categories page appears.
2. Next to **Revenue categories**, click **Add**. The Add Revenue Category screen appears.
3. Enter a unique name to help identify revenue transactions to which the category applies.
4. Click **Save**. You return to the Revenue Categories page. When users add revenue transactions, the category appears as an option.

Mark a Revenue Category as Inactive

When your organization no longer uses a revenue category, you can mark it as inactive. Inactive categories remain in the database but do not appear as an option for users when they add revenue transactions.

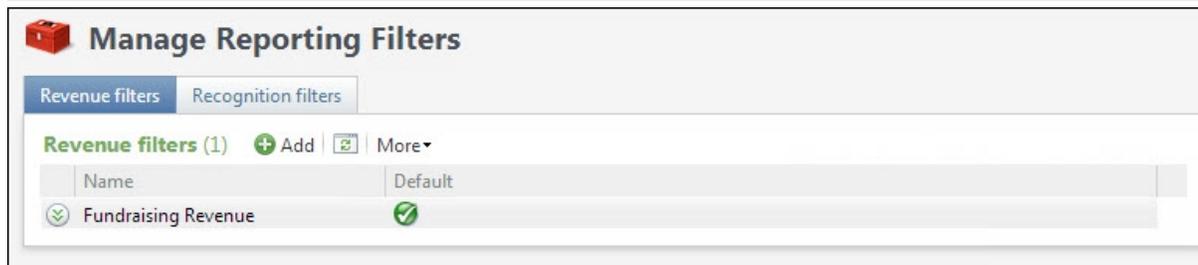
➤ Mark a revenue category as inactive

1. From *Revenue*, click **Revenue categories** under **Configuration**. The Revenue Categories page appears.
2. Under **Revenue categories**, click the double arrows next to the category to mark as inactive.
3. Click **Mark Inactive**. A message appears to ask whether to mark the category as inactive.
4. Click **Yes**. You return to the Revenue Categories page.

Reporting Filters

Your organization can configure filters to determine the types of revenue transactions and applications to include in amounts such as constituent revenue history totals or in constituent recognition history. From *Revenue*, you can configure the criteria for multiple filters and set one filter as the default for your organization. For example, you can create one filter to include all types of revenue transactions and applications and another to include only payments toward donations, pledges, and recurring gifts. You can also create filters to use when you view recognition credit history totals. To view and manage your revenue and recognition filters from *Revenue*, click **Reporting filters** under **Configuration**. The Manage Reporting Filters page appears.

Note: From *Marketing and Communications*, you can manage a process to automatically generate acknowledgements to thank constituents for revenue transactions. Your default revenue filter determines the types of transactions the process acknowledges.



Revenue Filters

On the Revenue filters tab, you can view the revenue filters configured in the database. The **Default** column indicates the default revenue filter for your organization.

Note: Donor constituencies, such as Major Donor, are automatically added to constituent records based on the level of donor giving. Revenue reporting filters help determine what types of revenue are considered when calculating donor constituencies. For example, when you specify pledge donations as a revenue reporting filter, pledge donations are considered when calculating donor constituencies.

Add Revenue Filters

When you add a filter, you select the types of revenue transactions and applications to include.

> Add a revenue filter

1. From *Revenue*, click **Reporting filters** under **Configuration**. The Manage Reporting Filters page appears.
2. Select the Revenue filters tab.
3. Next to **Revenue filters**, click **Add**. The Add a revenue filter screen appears.
4. Enter a unique name to help identify the revenue filter. For example, enter the types of transactions and applications the filter includes or excludes, such as "No event registrations."
5. Under **Revenue types**, select the types of transactions to include in the filter, such as Event registration and Gift.
6. Under **Transaction type/Application**, select the types of transactions and applications to include in the filter. You can select applications for each transaction type. For example, you may want to include applications of Donation and Event registration for Payment transactions, but not include applications of Matching gift.
7. To use the filter as the default for your organization, select **Set as default revenue filter**.
8. Click **Save**. You return to the Revenue filters tab on the Manage Reporting Filters page.

Mark a Revenue Filter as Default

Your organization must set one filter as the default for your organization. If you configure only one filter, the program automatically uses it as the default. To set a filter as default, click the double arrows next to the filter on the Revenue filters tab and click **Mark as default**. In the **Default** column, a green check mark appears.

Recognition Filters

On the Recognition filters tab, you can view the recognition filters configured in the database. Recognition filters are created based on existing revenue filters. In addition, with recognition filters, you can specify which recognition credit types to include. For example, you may have a recognition credit type called "Donor credit" that you assign only to the actual donor, not to the donor's spouse, household, or business. You may also have a recognition credit type called "Household soft credit" that you assign to the household of the donor to represent soft credit for a gift. You can create a recognition filter that includes only the "Donor credit" recognition types.

Name	Individual default	Household default	Revenue filter
Default recognition filter	✓	✓	Fundraising Revenue

When you view the recognition credit summary or history from the household record, you can use the “Donor credit” filter you created to show only the actual donations and not the donations plus the household soft credits.

Add Recognition Filters

To determine the types of recognition credit to include in amounts, such as constituent recognition credit history totals on the Revenue and Recognition page for a constituent, you can create a recognition filter. When you add a filter, you select the revenue filter for the types of revenue transactions and applications to include. You also select which recognition credit types to include, and determine how recognition credits are given for pledge payments.

➤ Add a recognition filter

1. From *Revenue*, click **Reporting filters** under **Configuration**. The Manage Reporting Filters page appears.
2. Select the Recognition filters tab.
3. Click **Add**. The Add a recognition filter screen appears.

Add a recognition filter

Name:

Revenue filter:

Include recognition for pledge payments only if the constituent did not receive recognition for the associated pledge
 Include recognition for pledge payments even if the constituent already received recognition for the associated pledge

Set as default recognition filter for individual constituent recognition views
 Set as default recognition filter for household constituent recognition views

Recognition credit types:

Credit type
*

4. Enter a unique **Name** to help identify the recognition filter. For example, the name might indicate which recognition credit types this filter includes.

5. Select the **Revenue filter** for the types of transactions to include, such as event registrations or donations.
6. Select whether recognition for pledge payments should appear in the constituent's recognition history if they already received recognition for the associated pledge, or only if they did not receive recognition for the associated pledge.
7. Select whether to use the recognition filter as the default filter for individual constituent recognition views or household constituent recognition views.
8. Under **Recognition credit types**, select the types of recognition credit to include in the filter.
9. Click **Save**. You return to the Manage Reporting Filters page.

Add Revenue



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In order to track and maintain revenue for your organization, it must be added to the system. Users add revenue transactions, such as payments, pledges, and recurring gifts, from **Transactions** on the *Revenue* page.

Add a Payment

You must add each payment that your organization receives to the database. Regardless of whether the payment you add is for a donation, a pledge, a recurring gift, or an event registration, you follow the same procedure.

Warning: To successfully save a payment transaction, the transaction must be mapped to a valid debit and credit GL account that you define. For more information about how to define GL accounts and map transactions, refer to the *General Ledger Setup Guide*.

If you receive one payment transaction to pay for multiple applications, you can specify the amount to apply to each when you add the payment. For example, a constituent may send one check to both pay for an event registration fee and provide a donation to your organization. When you add the payment, you can select the outstanding event registration fee and apply the remainder as a donation. To apply a donation to multiple designations, you can apply the payment to multiple donations, one for each designation.

Note: To add a payment from the record of the constituent from which you receive the transaction, click **Add payment** under **Tasks**.

You can also add a payment toward a commitment such as pledge or matching gift claim from the record of the commitment.

Payment Methods

For a majority of nonprofit organizations, contributions are the main source of income. Organizations receive contributions as payments or pledges. Payments may be simple contributions or they can be

applied to a number of different fundraising vehicles, such as pledges, recurring gift installments, membership fees, event registration fees, and so on. When you receive a payment, its efficient and accurate processing is vital to your business.

You can classify payments as Cash, Check, Credit card, Direct debit, Stock, Property, Gift-in-kind, or Other. Because a payment affects many parts of the program, including reports, acknowledgements, and constituent's payment histories, you must understand the available payment methods so you classify each payment accurately and consistently.

- **Cash** – When a constituent makes a payment in the form of currency, select Cash. When you select Cash, the **Reference date** and **Reference no.** fields appear. In these fields, enter any special codes and dates your organization uses to track currency gifts, such as the deposit ticket number and deposit date for the currency payment.
- **Check** – When a constituent makes a payment in the form of a personal or business check, select Check. When you select Check, you can record the check number and date.
- **Credit card** – When a constituent makes a payment with a credit card, select Credit card. When you select Credit card, you can record the card type, card number, cardholder name, expiration date, and authorization code.
- **Direct debit** – When a constituent makes a payment through a direct debit of their account, select Direct debit. When you select Direct debit, the **Reference date**, **Reference no.**, and **Account** fields appear. In the **Reference date** and **Reference no.** fields, enter any special codes and dates your organization uses to track direct debits. In the **Account** field, select the financial account associated with the direct debit. For more information about how to add an account for a constituent, refer to the Constituents Guide.
- **Stock** – When a constituent makes a payment in the form of stock, select Stock. If you select Stock, you can record the company, or issuer, who issued the stock; the symbol for the issuer; the low, median, and high prices each unit is worth as of the date it is transferred to your organization; and the number of units donated. For more information about additional tasks you can perform with a stock payment, refer to [Stock Payment Tasks on page 107](#).
- **Property** – When a constituent makes a payment in the form of property such as land or an estate, select Property. If you have a specified subtype for the property, you can enter it in the **Subtype** field. For more information about additional tasks you can perform with a property payment, refer to [Property Payment Tasks on page 111](#).
- **Gift-in-kind** – When a constituent makes a payment in the form of a gift-in-kind, select Gift-in-kind. A gift-in-kind is a payment of goods or services for which you can easily assign a monetary value, such as furniture, computer equipment, or time donated by an attorney. If you have a specified subtype for the gift-in-kind, you can enter it in the **Subtype** field. You can then enter additional information, such as the item name, whether you intend use it or sell it, the number of units, and the fair market value. For more information about additional tasks you can perform with a gift-in-kind payment, refer to [Gift-in-Kind Payment Tasks](#).

Note: In *Administration*, your system administrator configures the subtypes available for a payment in the form of property or gift-in-kind. If the subtype you want does not appear, consult your system administrator.

- **Other** – When a constituent makes a payment in another form your organization tracks such as wire transfer, select Other. When you select Other, the **Other method**, **Reference date**, and **Reference no.** fields appear. In the **Other method** field, select the specific payment method used. In the

Reference date and **Reference no.** fields, enter any special codes and dates your organization uses to track payments made in the selected form.

Note: In *Administration*, your system administrator configures the payment methods available for a payment in the form of Other. If the method you want does not appear, consult your system administrator.

➤ Add a payment with one or more applications

1. From *Revenue*, click **Add a payment**. The Add a payment screen appears.

The screenshot shows the 'Add a payment' dialog box with the following fields and sections:

- Constituent:** Robert C. Hernandez (with a search icon)
- Date:** 7/12/2011 (with a calendar icon)
- Finder number:** (empty field)
- Inbound channel:** (dropdown menu)
- Amount:** \$200.00
- Payment is anonymous
- Application details:**
 - Application:** Donation (dropdown)
 - Apply by percent:**
 - Find commitment:** (button)
- Applied:** \$75.00
- Solicitors:** <none> (with a person icon)
- Designation:** (dropdown with search icon)
- Recognition:** Wendy Hernandez;Robert... (with a person icon)
- Category:** (dropdown)

Below the application details is a table with a 'Remove' button above it:

Application	Description	Applied	Amount d...	Date.	Balance
Event registrati...	Golf Tournament - 2004	\$125.00	\$125.00	7/24/20...	\$125.00

At the bottom, there are tabs for **Payment information**, **Marketing**, and **Transaction details**. The **Payment information** tab is active, showing:

- Payment method:** Cash (dropdown)
- Reference:** (empty field with search icon)
- Reference number:** (empty field)
- Total benefit amount:** \$0.00 (with a refresh icon)
- Reference date:** (empty field with calendar icon)
- Receipt amount:** \$125.00
- Do not receipt
- Do not acknowledge

At the bottom left is a **Help** button (with a question mark icon), and at the bottom right are **Save** and **Cancel** buttons.

2. Search for and select the constituent who made the payment. You can also enter the few first letters of the individual's last name or the organization's name and press **TAB**. The Constituent Search screen appears and displays constituents with names that meet the entered criteria.

Constituents can be added from the Constituent Search screen. For more information about how to add Constituents, refer to the *Constituents Guide*.

Constituents can make payments toward their own commitments or toward commitments made by other constituents. To enter revenue for a household, the Household revenue options on the **Household settings** configuration task in *Constituents* must be set to **Yes**.

3. If your organization uses an identification number, such as to identify constituents in a direct marketing mailing, enter the finder number in the **Finder number** field to identify the constituent who makes the gift. Typically, the finder number consists of 15 characters or less.
4. In the **Amount** field, enter the total monetary value of the payment transaction. If the payment is a gift-in-kind and you do not know the exact value of the contribution, enter an estimated value for tracking purposes. If you are unsure of the value of a contribution of stock or property, you can enter a zero amount.
5. In the **Date** field, select the date to associate with the payment, such as the date your organization receives it.
6. In the **Inbound channel** field, select how your organization receives the payment, such as Mail or Phone.

Note: When you apply the payment to an outstanding commitment, the program automatically associates the payment with the channel of the commitment. To edit the channel associated with a commitment, edit the commitment from its record.

7. If the constituent requests to make the payment anonymously, select **Payment is anonymous**. When you select this, a message appears at the top of the payment record to indicate that the constituent requested to remain anonymous for the payment. If **Gives anonymously** is selected on the constituent's record, the program automatically selects **Payment is anonymous**. For more information, refer to the *Constituents Guide*.
8. Under **Application details**, specify the applications to which to apply the payment and the amount to apply to each. To enter percents rather than amounts, click **Apply by percent**. You can apply the payment toward multiple applications. For example, you can apply a portion of the payment to an outstanding event registration and the remainder to a donation from the constituent.

In the **Application** field, select how to apply the payment, such as toward a donation, pledge, or matching gift claim. To view all outstanding commitments of the constituent, select All.

In the box, all outstanding commitments of the selected application type for the constituent appear. If the constituent is a member of a household or group, the commitments for the household or group and of other members of the household or group also appear.

Note: If the constituent makes a payment toward a pledge that does not appear, you can add the commitment. In the **Application** field, select Pledge, then click the icon that appears next to the field. The Add a pledge screen appears.

Note: If you add a matching gift payment but its matching gift claim does not appear as an outstanding commitment, you can apply the payment amount as an unapplied matching gift payment and match it to the correct claim later. When you determine to which claim or constituent to apply the matching gift payment, use the **Reconcile matching gifts** task to match the unapplied gift with the correct constituent or claim. For information about how to reconcile matching gifts, refer to [Reconcile Matching Gifts on page 167](#).

To apply the payment toward an application that does not appear as an outstanding commitment, such as a donation, an unapplied matching gift payment, or as another revenue type your organization recognizes such as deposit or merchandise sales:

- a. In the **Applied** field, the amount entered for the payment, less the amount applied to other revenue types, appears. Enter the amount of the payment to apply to the application.
- b. For an application of Other, the **Other type** field appears. Select the type of revenue to which to apply the payment, such as Merchandise sales or Deposit. Your system administration configures the selections available in this field.
- c. In the **Designation** field, search for and select the designation to which to apply the payment amount entered. To apply a payment to multiple designations, add a separate application of the payment for each designation. For example, if the constituent requests to use the payment to donate to both the Annual Fund and Building Fund designations, add a separate donation application for each designation.

Note: The same application type for a payment cannot be split between the same designation. For example, you cannot split a payment into two donations and apply both of them to the Camp Kids designation.

- d. In the **Category** field, select the category for the payment amount entered, such as Corporate Giving. Your system administrator configures the selections available in this field.
 - e. To credit different solicitors with the revenue application, click the edit icon. The Solicitors screen appears so you can select the solicitors to associate with the application. For information about how to assign solicitors to revenue, refer to [Edit the Solicitors for a Payment Transaction on page 100](#).
 - f. In the **Recognition** field, the default recognition credits for the constituent appear. To edit the recognition credit associated with the revenue application, click the edit icon. The Recognition Credits screen appears so you can select the recognition credit to apply to the application. For information about how to apply recognition credit to revenue, refer to [Edit the Recognition Credits for a Payment Transaction on page 99](#).
 - g. Click **Add**. In the grid, the application appears. The **Applied** column displays the amount entered in the **Applied** field for the application. Edit this information as necessary.
9. To apply a payment to the outstanding commitments of another constituent, click **Find commitment**. The Commitment Search screen appears so you can search for the commitment to which to apply the payment. For information about how to apply the payment to an outstanding commitment, refer to [Apply a Payment to an Outstanding Commitment on page 103](#).
 10. Select the Payment information tab.
 11. In the **Payment method** field, select how the constituent made the payment. For more information about the available methods of payment, refer to [Payment Methods on page 47](#).
 - When you select Cash, in the **Reference date** and **Reference no.** fields, enter any special codes and dates used to track cash gifts, such as the deposit ticket number and deposit date for the payment.
 - When you select Check, enter the check number and date.
 - When you select Credit card, enter the cardholder's name, credit card account number, type of credit card used, and the credit card's expiration date.

To authorize and process the credit card information through the **Blackbaud Payment Service**, select **Authorize card on save** and enter the Card Security Code (CSC) for the credit card.

Note: The CSC, sometimes referred to as the Card Verification Value (CVV), is a security feature used as protection against fraudulent “card not present” credit card transactions over the internet, by mail or fax, or over the telephone. The CSC is a three- or four-digit value printed on the card or signature strip but not encoded on the magnetic strip. Its location on the card varies between payment card types.

Warning: If you do not select **Authorize card on save**, you can enter only up to four digits in the **Card number** field. For example, your organization may require you to enter the last four digits of the card number.

- When you select Direct debit, enter any special codes and dates used to track direct debits in the **Reference date** and **Reference no.** fields. In the **Account** field, select the financial account associated with the direct debit. For more information about how to add an account for a constituent, refer to the Constituents Guide.
- When you select Stock, enter the symbol; issuer; number of units; and low, median, and high prices per share of the stock the constituent donates.
- When you select Property, select a subtype to further define the payment. Your system administrator configures the selections available in the **Subtype** field.
- When you select Gift-in-kind, select a subtype to further define the payment. Your system administrator configures the selections available in the **Subtype** field. Enter a name to identify the item donated, select whether you plan to keep or sell the item, and enter information about the fair market value of the item.

If the fair market value is over a certain threshold and you select to sell the item, “Appraisal will be required to sell” appears below the fair market value. For information about the appraisal threshold, refer to [Gift-in-Kind Appraisal Settings on page 29](#).

- When you select Other, in the **Other method** field, select the payment method used, such as “Wire Transfer.” Your system administrator configures the selections available in the **Other method** field. In the **Reference date** and **Reference no.** fields, enter any special codes and dates used to track payment methods of Other.
12. In the **Reference** field, enter any special information about the payment, such as to include in communications about the payment.
 13. In the **Total benefits** field, information about default benefits the constituent receives for the payment appears. To add or update information about the benefits received, click the edit icon and use the Benefit details screen. For information about how to enter benefits information, refer to [Edit benefit information on page 70](#)
 14. In the **Receipt amount** field, enter the monetary value to print on the receipt for the payment. We recommend you enter the tax deductible portion of the payment. For example, if the constituent receives a benefit for the payment, the receipt amount is the payment amount minus the total benefit value.
 15. You can run a receipt process to generate a receipt for the payment automatically. To exclude the payment when you run the receipt process, select **Do not receipt**.

16. You can run an acknowledgment process to automatically generate an acknowledgment letter for the payment. To exclude the payment when you run the process, select **Do not acknowledge**.
17. If the constituent sends the payment in response to a mailing, enter information about the communication.
 - a. Select the Marketing tab.
 - b. In the **Appeal** and **Effort** fields, enter information about the marketing effort used to solicit the payment. You can search for a specific appeal or effort from its field.

Warning: You can add inactive appeals to the record. If you do not wish to add inactive appeals, make sure **Include inactive** is not selected in your search.

Note: When you enter a finder number for the payment, the program may automatically enter the information associated with the finder number entered.

In the **Segment** and **Package** fields, the segment and package associated with the selected effort appear.

18. To associate a tribute with the payment, on the Transaction details tab, search for and select the tribute.
19. Click **Save**.

For a payment by credit card, if you select **Authorize card on save**, the program sends the credit card information to the **Blackbaud Payment Service** for authorization. If the credit card number and expiration date are valid, the **Blackbaud Payment Service** returns an authorization code, which appears on the payment record.

The record of the new payment appears. For information about the payment record, refer to [Payment Record on page 92](#).

➤ Add a payment toward a specific commitment

You can add a payment toward a commitment such as a pledge or matching gift claim from the record of the commitment.

1. Access the record of the commitment for which to add a payment. For information about how to find a revenue record, refer to [Search for Transactions on page 66](#).

Note: When you add a payment from the record of a commitment, you can apply the payment to only the selected commitment. For information about how to add a payment toward multiple applications, refer to [Add a payment with one or more applications on page 49](#).

2. Under **Tasks**, click **Add payment**. The Add a payment screen appears.

Add a payment

Constituent: Jeremiah L. Field Date: 7/12/2011

Finder number: Inbound channel:

Amount: \$150.00 Payment is anonymous

Overpayment to: Next installment

Application details

Pledge: Jeremiah L. Field - 4/1/2011
 Amount due: \$100.00 Designations: Playground Site
 Pledge amount: \$1,000.00 Pledge balance: \$900.00

Payment information Marketing Transaction details

Payment method: Check Reference:

Check number: Total benefit amount: \$0.00

Check date: Receipt amount: \$0.00

Do not receipt
 Do not acknowledge

Help Save Cancel

3. In the **Constituent** field, the name of the constituent associated with the commitment appears. To select a different constituent, such as if another constituent provides the payment for the commitment, search for and select the constituent to associate with the payment.
4. If your organization uses an identification number, such as to identify constituents in a direct marketing mailing, enter the finder number in the **Finder number** field to identify the constituent who makes the gift. Typically, the finder number consists of 15 characters or less.
5. In the **Amount** field, enter the total monetary value of the payment.
6. When you add a payment toward a pledge and the payment amount exceeds the amount of the pledge installment, in the **Overpayment to** field, select whether to apply the difference to the next installment or overall balance of the pledge. If you select Pledge balance, the program applies the overpayment amount to the final scheduled installment of the pledge.

Note: Your organization can configure whether to apply an overpayment toward the next installment or pledge balance by default. For information about how to configure the default overpayment application, refer to [Pledge Overpayment Options on page 32](#).

7. In the **Date** field, select the date to associate with the payment, such as the date your organization receives it.
8. In the **Inbound channel** field, select how your organization receives the payment, such as Mail or Phone. When you apply the payment to an outstanding commitment, the program

automatically associates the payment with the channel of the commitment. To edit the channel associated with a commitment, edit the commitment from its record.

9. If the constituent requests to make the payment anonymously, select **Payment is anonymous**. When you select this, a message appears at the top of the payment record to indicate that the constituent requested to remain anonymous for the payment. If **Gives anonymously** is selected on the constituent's record, the program automatically selects **Payment is anonymous**.
10. Under the **Application details**, information about the selected commitment appears. To edit the information about the commitment such as its designations or amount, edit the commitment.
Enter additional information about the payment as necessary.
 - a. On the Payment information tab, enter information about how the constituent provides the payment to your organization.
 - b. If the constituent sends the payment in response to an appeal mailing or a marketing effort, select the Marketing tab and enter information about the mailing or marketing effort.
 - c. To associate a tribute with the payment, select the Transaction details tab and enter information about the tribute.
11. Click **Save**. The record of the new payment appears. For information about the payment record, refer to [Payment Record on page 92](#).

Add Pledges

Pledges are considered unrealized revenue and are recorded as revenue and a receivable in the general ledger. To manage pledges and pledge payments, create a new record for each pledge. On the Add a pledge screen, you can enter installment and payment information. This information includes the number of installments and installment frequency, and information about the appeal, designations, channel, mailing, and benefits associated with the pledge.

Note: To add a pledge from the record of the constituent from which you receive the transaction, click **Add pledge** under **Tasks**.

> Add a pledge

1. From *Revenue*, click **Add a pledge**. The Add a pledge screen appears.

Add a pledge
✕

Attention
 The pledge will be **past due** after today unless you edit the date in the **Starting on** field under **Installments**.

<p>Constituent: <input style="width: 90%;" type="text" value="Reggie Abrahms"/> 🔍</p> <p>Finder number: <input style="width: 90%;" type="text"/></p> <p>Amount: <input style="width: 90%;" type="text" value="\$500.00"/></p> <p>Appeal: <input style="width: 90%;" type="text"/> 🔍</p> <p>Designations: <input style="width: 90%;" type="text" value="2012Annual"/> 🔍</p>	<p>Date: <input style="width: 90%;" type="text" value="8/13/2013"/> 📅</p> <p>Inbound channel: <input style="width: 90%;" type="text"/> ▼</p> <p>Effort: <input style="width: 90%;" type="text"/> 🔍</p> <p>Benefits: < none ></p> <p>Reference: <input style="width: 90%;" type="text"/></p> <p>Revenue category: <input style="width: 90%;" type="text"/> ▼</p> <p>Pledge subtype: <input style="width: 90%;" type="text"/> ▼</p> <p><input type="checkbox"/> Pledge is anonymous</p>
--	---

Installments

<p>Starting on: <input style="width: 90%;" type="text" value="8/13/2013"/> 📅 ?</p> <p>Frequency: <input style="width: 90%;" type="text" value="Quarterly"/> ▼</p> <p>Installment amount: <input style="width: 90%;" type="text" value="\$100.00"/></p> <p>No. installments: <input style="width: 90%;" type="text" value="5"/></p>	<table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr> <th style="width: 20%;">Date</th> <th style="width: 20%;">Amount</th> <th style="width: 20%;">Receipt a..</th> <th style="width: 40%;"></th> </tr> </thead> <tbody> <tr> <td>8/13/2013</td> <td>\$100.00</td> <td>\$100.00</td> <td>⬆</td> </tr> <tr> <td>11/13/2013</td> <td>\$100.00</td> <td>\$100.00</td> <td>⋮</td> </tr> <tr> <td>2/13/2014</td> <td>\$100.00</td> <td>\$100.00</td> <td>⬇</td> </tr> </tbody> </table> <p style="text-align: right; margin-top: 5px;"><input type="button" value="Edit installment designations"/></p>	Date	Amount	Receipt a..		8/13/2013	\$100.00	\$100.00	⬆	11/13/2013	\$100.00	\$100.00	⋮	2/13/2014	\$100.00	\$100.00	⬇
Date	Amount	Receipt a..															
8/13/2013	\$100.00	\$100.00	⬆														
11/13/2013	\$100.00	\$100.00	⋮														
2/13/2014	\$100.00	\$100.00	⬇														

<p>Options</p> <p>Post status: <input style="width: 90%;" type="text" value="Not posted"/> ▼</p> <p>Post date: <input style="width: 90%;" type="text" value="8/13/2013"/> 📅</p> <p><input checked="" type="checkbox"/> Send reminders</p> <p><input type="checkbox"/> Do not acknowledge</p>	<p>Payment information</p> <p><input type="checkbox"/> Pay installments automatically by: <input style="width: 90%;" type="text" value="Credit card"/> ▼</p> <p>Card type: <input style="width: 90%;" type="text"/> ▼</p> <p>Card number: <input style="width: 90%;" type="text"/></p> <p>Name on card: <input style="width: 90%;" type="text"/></p> <p>Expires on: <input style="width: 90%;" type="text" value="mm/dd/yyyy"/> 📅</p>
---	--

🔍 Help

- In the **Constituent** field, search for and select the constituent from whom you receive the pledge. If the donor is not already a constituent in your database, you can add a new constituent from the search screen.

For information about how to add a new constituent, refer to the *Constituents Guide*.

Tip: To select a constituent quickly, enter the first few letters of the individual constituent's last name or the organization constituent's name in the **Constituent** field and press **TAB**. The Constituent Search screen appears, and the **Results** grid displays constituents with names that meet the entered criteria.

After you select the constituent, you return to the Add a pledge screen. The rest of the fields are enabled.

3. In the **Finder Number** field, enter the finder number to match the pledge to a particular marketing mailing, such as to track and report on the mailing's performance. Typically, the finder number consists of 15 characters or less.
4. In the **Amount** field, enter the monetary value of the total pledge.
5. In the **Date** field, enter a date to associate with the pledge. For example, enter the date your organization receives the pledge. To select the date on a calendar, click the calendar icon.
6. In the **Appeal** and **Effort** fields, enter information about the marketing effort used to solicit the pledge. You can search for a specific appeal or effort from its field.

Note: When you enter a finder number for the pledge, the program may automatically enter the information associated with the finder number entered.

7. In the **Designations** field, information about default designations to which the pledge is applied appears, as specified by the appeal entered. Search for and select the designation to which to apply the pledge as necessary.

To apply the pledge to multiple designations, click **Designations**. The Split designations screen appears. For information about how to apply a pledge to multiple designations, refer to [Apply a New Commitment to Multiple Designations on page 85](#).
8. In the **Inbound channel** field, select the channel through which your organization receives the pledge, such as Mail, Phone, or Face-to-face. Your system administrator configures the selections available in this field. If the channel you want does not appear, consult your system administrator.

Note: When you add a payment toward the pledge, the program automatically associates the payment with the channel of the pledge.

9. In the **Benefits** field, information about default benefits the constituent receives for the pledge appears, as specified by the appeal entered. To add or update information about the benefits received, click **Benefits** and use the Benefit details screen. For information about how to enter benefits information, refer to [Edit benefit information on page 70](#).
10. In the **Reference** field, enter any special information about the pledge.
11. In the **Revenue category** field, select the category for the revenue. Your system administration configures the selections available in the **Revenue category** field.

Note: You can use the revenue category to properly map the revenue to the general ledger. In *Administration*, your system administrator configures the categories available for revenue. If the category you want does not appear, consult your system administrator.

12. In the **Pledge subtype** field, select the subtype for the pledge, such as "Bookable." The subtype determines the default post status for the pledge.
13. If the constituent requests to make the pledge anonymously, select **Pledge is anonymous**.
14. Under **Installments**, set up the installment schedule for the pledge.

Warning: By default, the **Starting on** field displays the current date. If you do not edit this date to the due date of the first installment, the pledge becomes past due after the current date.

- a. In the **Starting on** field, enter the due date of the first pledge installment.
- b. In the **Frequency** field, select the frequency of the pledge installments, such as Monthly.

- c. In the **Installment amount** field, enter the amount of the pledge installment. When you enter the installment amount, the No. of installment is calculated for you automatically.

Note: Keep in mind, in some instances the installment amount may not be evenly divisible by the pledge amount. For example, let's say you have a pledge of \$100, and you set the frequency to monthly, and the installment amount is \$30. The program creates four installments: 3 installments for \$30, and 1 installment for \$10 (the remainder).

- d. In the **No. installments** field, enter the number of installments into which to divide the pledge. This number is calculated for you automatically when you enter the installment amount. If you want to change this number, be aware that the installment amount will also change.

Note: If you select a frequency of Irregular or Single installment, you cannot enter a number of installments for the pledge.

Note: The maximum number of installments for a pledge is 150.

- e. The grid uses the frequency, start date, installment amount, and installment number to calculate and display the regular installment schedule for the pledge. To set up an irregular installment, such as if the constituent requests to skip a month in the schedule, edit the **Date** and **Amount** columns as necessary. The receipt amount is the installment amount minus any benefits.
 - f. If you want to edit installment designations, select **Edit installment designations**. From the Edit installment designations screen you can change the schedule and installment amounts for each designation. For more information, refer to [Edit Designations for Installments on page 128](#).
15. Under **Options**, select whether to post the pledge to the general ledger and whether to send reminders or an acknowledgment for the pledge.
- a. In the **Post status** field, select whether to post the pledge to the general ledger. To post the pledge to the general ledger, select "Not posted." To not post the pledge, select "Do not post." By default, the post status determined by the selected pledge subtype appears.
 - b. If you select a post status of "Not posted," in the **Post date** field, enter the date to indicate the accounting period in which the revenue will post to the general ledger, such as when all installments are paid.
 - c. To generate reminders for the pledge installments, select **Send reminders**.
 - d. To not send an acknowledgment for the pledge, select **Do not acknowledge**.
16. Under **Payment information**, select whether the constituent sets up automatic payments for the pledge installments. If you select **Pay installments automatically by**, enter information about the credit card or direct debit account the constituent uses to pay the pledge installments.
- If you select Credit card, select the credit card type and expiration date, and enter the account number and cardholder name from the credit card.
 - If you select Direct debit, select the financial account from which to deduct the automatic payment. In the **Reference date** and **Reference no.** fields, enter any additional dates or codes your organization uses to track direct debit transactions.

Note: If you select **Pay installments automatically by**, you must create and run a Generate payments process to automatically create payments for the pledge installments. For information about this process, refer to [Generate Payments on page 205](#).

17. Click **Save**. The record of the pledge appears. For information about the pledge record, refer to [Pledge Record on page 115](#).

Add Recurring Gifts

A recurring gift is a set amount of revenue donated at specified intervals. Recurring gifts are similar to pledges paid in installments in that a constituent agrees to contribute a certain amount over an extended period of time.

Note: You cannot post a recurring gift to the general ledger or receipt a recurring gift because a recurring gift does not represent realized revenue. However, you can post and receipt payments for a recurring gift.

Recurring gifts do not require a fixed end date. After you create the recurring gift record, you can apply payments each time your organization receives the revenue.

Note: To add a recurring gift from the record of the constituent from whom you receive the transaction, click **Add recurring gift** under **Tasks**.

> Add a recurring gift

1. From *Revenue*, click **Add a recurring gift**. The Add a recurring gift screen appears.

Add a recurring gift

Constituent: Date:

Finder number: Inbound channel:

Amount: Effort:

Source code: Reference:

Appeal: Revenue category:

Designations: Make this recurring gift anonymous

Schedule

Installment frequency: Installment schedule begins:

End date (optional):

Date	Amount
8/13/2014	\$50.00
9/13/2014	\$50.00
10/13/2014	\$50.00

Payment information

Payment method:

Card type: Name on card:

Card number: Expires on:

Special instructions

Send reminders
 Do not acknowledge

Help Save Cancel

2. Search for and select the constituent for whom to add a recurring gift. If the donor is not already a constituent in your database, you can add a new constituent from the Search screen.

Tip: To select a constituent quickly, enter the first few letters of the individual constituent's last name or the organization constituent's name in the **Constituent** field and press **TAB**. The Constituent Search screen appears, and the **Results** grid displays constituents with names that meet the entered criteria.

3. In the **Finder Number** field, enter the finder number to match the recurring gift to a particular marketing mailing, such as to track and report on the mailing's performance. Typically, the finder number consists of 15 characters or less.
 After you select the constituent, you return to the Add a recurring gift screen. The rest of the fields are enabled.
4. In the **Date** field, select a date to associate with the recurring gift. For example, select the date your organization receives the recurring gift.
5. In the **Amount** field, enter the monetary value of one transaction of the recurring gift.

6. In the **Appeal** and **Effort** fields, enter information about how you receive the recurring gift. You can search for a specific appeal or marketing effort.

Note: When you enter a finder number for the recurring gift, the program may automatically enter the information associated with the finder number entered.

Tip: The Appeal Performance Report includes recurring gift revenue. The revenue counts toward the appeal on the recurring gift payment, not the appeal on the recurring gift.

7. In the **Designations** field, information about default designations to which the recurring gift is applied appears, as specified by the appeal entered. Search for and select the designation to which to apply the recurring gift as necessary.

To apply the recurring gift to multiple designations, click **Designations**. The Split designations screen appears. For information about how to apply a recurring gift to multiple designations, refer to [Apply a New Commitment to Multiple Designations on page 85](#).

8. In the **Inbound channel** field, select the channel through which your organization receives the recurring gift, such as Mail, Phone, or Face-to-face. Your system administrator configures the selections available in this field. If the channel you want does not appear, consult your system administrator.

Note: When you add a payment toward the recurring gift, the program automatically associates the payment with the channel of the recurring gift.

9. In the **Reference** field, enter any special information about the recurring gift, such as to appear in communications about the revenue. You can enter up to 255 characters in this field.
10. In the **Revenue category** field, select the category for the revenue, such as Deposit or Merchandise Sales. Your system administration configures the selections available in the **Revenue category** field.

Note: You can use the revenue category to properly map the revenue to the general ledger. In **Administration**, your system administrator configures the categories available for revenue. If the category you want does not appear, consult your system administrator.

11. If the constituent requests to make the recurring gift anonymously, select **Make this recurring gift anonymous**. If **Gives anonymously** is selected on the constituent's record, the program automatically selects **Make this recurring gift anonymous**. For more information, refer to the *Constituents Guide*.
12. Under **Schedule**, set up the transaction schedule for the recurring gift.
 - a. In the **Installment frequency** field, select the frequency of the recurring gift transactions, such as Monthly.
 - b. In the **Installment schedule begins** field, enter the due date of the first recurring gift transaction.
 - c. In the **Ending on (optional)** field, enter the due date of the final transaction of the recurring gift, if applicable.

The grid uses the frequency and start and end dates to calculate and display the regular transaction schedule for the recurring gift.

Tip: The dates in the grid are projections based on the schedule and cannot be edited directly. If a recurring gift requires an irregular schedule, use a pledge instead. For more information about pledges, refer to [Pledges on page 114](#).

13. Under **Payment information**, in the **Payment method** field, select a payment method for the recurring gift transactions.
 - If you select "Cash," no additional fields appear. Select this option to track the number of recurring gifts associated with a cash payment method in a given time period. This may be useful in reports or for general reference.
 - If you select "Check," no additional fields appear. Select this option to track the number of recurring gifts associated with a check payment method in a given time period. This may be useful in reports or for general reference.
 - If you select "Credit card - pay installments automatically," select the credit card type and expiration date, and enter the account number and cardholder name from the credit card. When you select this option and enter a credit card for a recurring gift, it becomes tokenized in BBPS. For more information about BBPS, refer to [Merchant Accounts for the Blackbaud Payment Service on page 17](#).
 - If you select "Credit card - store last 4 digits for reference," specify credit card information you want to track for reporting or reconciling needs. With this option, the credit card does not become tokenized in BBPS.
 - If you select "Direct debit - pay installments automatically," select the financial account from which to deduct the automatic payment. In the **Reference date** and **Reference no.** fields, enter any additional dates or codes your organization uses to track direct debit transactions.
 - If you select "Other," the **Other method** field appears where you can select a different payment method. In the **Reference date** and **Reference no.** fields, enter any additional dates or codes your organization uses for tracking.
 - If you select "None," you signify that the payment method is unknown.
14. Select whether to send the constituent reminders when payments toward the recurring gift are due.
15. To not send an acknowledgment for the recurring gift payments, select **Do not acknowledge**.
16. Click **Save**.

Add Matching Gift Claims

An organization may donate matching gifts in response to revenue given by a constituent such as an employee or a corporate partner. When a constituent informs you that an organization matches his revenue, you can add a matching gift claim for the expected donation. When you receive the actual donation from the matching gift organization, you can add a payment and apply it toward the matching gift claim.

You can add a matching gift claim from the record of the original, matched payment. When you add a matching gift claim, you select the organization that matches the gift and the applicable matching gift relationship matching gift condition.

➤ Add a matching gift claim

1. Access the record of the payment for which to add a matching gift claim. For information about how to search for a payment, refer to [Search for Transactions on page 66](#).
2. Select the Matching Gifts tab.
3. Under **Matching gifts**, click **Add**. The Add a matching gift claim screen appears.

Add a matching gift claim for Mark D. Adamson

Matching gift conditions

Matching organization: AAA Concrete

Relationship: Employee

Matching gift condition type: Employee

Matching factor: 1.00

Min match per gift: \$20.00

Max match per gift: No maximum

Relationship types: Employee

Matching amount: \$50.00

Notes:

Matching gift details

Amount: \$50.00

Date: 7/13/2011

Designation: ANNUAL

Help Save Cancel

4. Under **Matching gift conditions**, search for and select the matching organization to associate with the claim.

Note: The Organization Search screen searches all organizations, including those with no matching gift conditions defined. You can create a matching gift claim for an organization without defined matching gift conditions.

5. In the **Relationship** field, select the relationship the constituent has with the matching organization, such as Employee. To add a relationship between the constituent and organization, click the add button.
6. When you select a relationship, the **Matching gift condition type** field displays the applicable matching gift condition for the relationship, as defined on the organization constituent record. Edit the matching gift condition as necessary. On the right, the details of the selected matching gift condition for the organization's matching gift program appear.
 - a. **Matching factor** displays the rate at which the organization matches gifts. For example, a factor of 1.0 indicates the company matches gifts evenly; an employee gives \$100, the organization matches \$100. With a factor of 0.5, the company matches gifts by half; if an employee gives \$100, the organization matches \$50.
 - b. **Min match per gift** displays the minimum amount the organization matches per gift. For example, the organization matches only if a constituent gives a gift of \$10 or greater.

- c. **Max match per gift** displays the maximum amount the organization matches per gift. For example, the organization matches no more than \$1000 per gift
 - d. **Relationship types** displays all relationship types associated with the selected matching gift condition. You can use this information to verify you select the appropriate matching gift condition for the relationship.
 - e. **Matching amount** displays the portion of the original payment the matching organization matches, such as Full gift amount or Tax deductible portion only.
 - f. In the **Notes** section, any additional details to remember about the matching gift program appear.
7. Under **Matching gift details**, enter information about the matching gift claim.
- a. In the **Amount** field, the amount of the matching gift claim automatically appears, based on the selected matching gift condition type. Adjust this amount as necessary.
 - b. In the **Date** field, select the date to associate with the matching gift claim, such as the date your organization receives the claim.
 - c. In the **Designation** field, the designation of the matched payment appears. Search for and select the designation to which to apply the matching gift claim as necessary.

To apply the matching gift claim to multiple designations, click **Designation**. The Split designations screen appears. For information about how to apply a transaction to multiple designations, refer to [Apply a New Commitment to Multiple Designations on page 85](#).
8. Click **Save**. The matching gift claim record appears. For information about the matching gift record, refer to [Matching Gift Claim Record on page 166](#).

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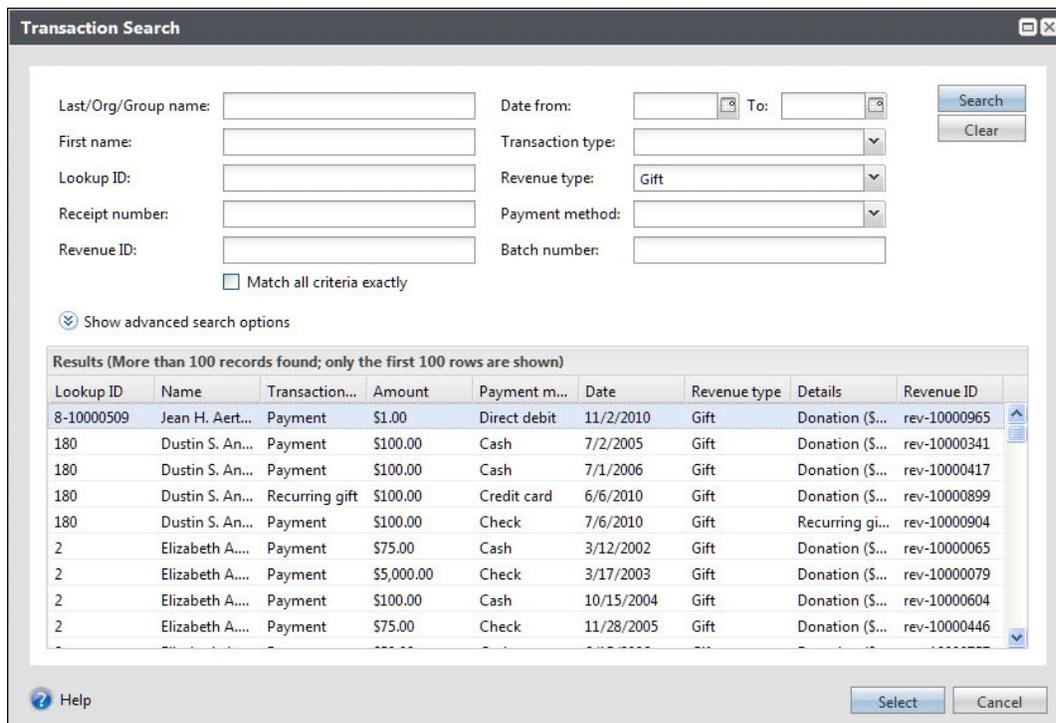
Revenue records contain detailed information about a revenue transaction given by a specific constituent, for example, the date, amount, and transaction type. Revenue records are designed to store all information for a single revenue or transaction in one place. Revenue includes a variety of transaction types, such as gift, pledge, recurring gift, matching gift claim, and payment. Each time you receive revenue, you must create a new revenue record to add the revenue to your database.

Search for Transactions

After you add a revenue transaction, you use the Transaction Search screen to find and view it. For example, you may need to open a payment to view information or add additional notes about it.

➤ Search for a transaction

1. From *Revenue*, click **Transaction search**. The Transaction Search screen appears.



At the top of the screen, enter the criteria to use to search for the revenue record. You can search by the name or lookup ID of the constituent associated with the revenue; the receipt number, date, or batch number of the revenue; and the transaction type or payment method of the revenue. You can also specify whether to match all search criteria exactly.

Tip: If you are unsure of how to spell a name, enter the first few characters or letters.

We recommend you search by one or two of the most helpful criteria types. Too much criteria information can prevent the record you want from appearing.

Note: To remove the criteria entered and use new criteria for a search, click **Clear**.

2. Click **Show advanced search options** to select the constituent criteria of the transactions to include. For example, select the constituent types to return in the results and select whether to include constituent nicknames or aliases, include deceased or inactive constituents, or check alternate lookup IDs.
3. Click **Search**. Under **Results**, the revenue records that must match all the criteria entered appear.

Note: If more than 100 records match the criteria you enter, only the first 100 appear under **Results**. To narrow your search results, we recommend you use additional search criteria.

4. In the grid, click the row of the revenue record to open. The selected record appears. For information about the items on the revenue record, refer to [Revenue Record Details on page 67](#).

Search for Revenue Applications

You can use the Revenue Application Search to find specific revenue applications, not transactions.

Revenue Record Details

Revenue records contain summary information about each revenue transaction your organization receives, such as: payments, pledges, recurring gifts, matching gift claims, grant awards and miscellaneous payments.

Note: Miscellaneous payments are payments with limited characteristics that you manage from *Treasury*. You can select a post status for a miscellaneous payment or link one to a deposit. However, you can not apply a miscellaneous payment to a commitment.

Other than miscellaneous payments, revenue transactions are associated with a constituent. At the top of the record, the name of the constituent associated with the revenue appears as a link to the constituent's record. To view information about the constituent who paid the revenue, click the link. For example, to view information about Robert Hernandez, who paid the revenue, click **Robert C. Hernandez** at the top of the revenue record. Robert Hernandez's constituent record appears.

Note: You can change the constituent associated with the revenue, such as if you enter the wrong constituent when you add the transaction. For information about how to change the constituent, refer to [Change Constituent on a Revenue Record on page 87](#).

The record also provides additional detailed information about the revenue, such as the payment amount, receipt amount, and acknowledgement status. To help you navigate through this information, the revenue record contains multiple tabs. The tabs that appear depend on the transaction type.

On a revenue record, click the double arrows next to **Transaction summary** to quickly expand or collapse transaction summary information, including payment amount, payment method details, and post status. Note the following post status information that appears in the **Transaction summary** section:

- When you make an adjustment to a posted payment, the post status displays "Posted (activity pending)."
- When a revenue transaction is edited to reflect both "Not posted" and "Do not post" activity, the post status updates to "Posted (includes 'Do not post' activity)."

Note: For information about the items specific to the record of a payment, pledge, recurring gift, or matching gift claim, refer to [Payment Record on page 92](#), [Pledge Record on page 115](#), [Recurring Gift Record on page 136](#), or [Matching Gift Claim Record on page 166](#).

When you access a revenue transaction record, many of the tabs and options are shared across multiple transaction types.

Attributes

Attributes provide flexibility in how you record information about revenue your organization receives. With attributes, you can store specialized information not recorded elsewhere in the program. From *Administration*, your system administrator can define the available categories of attribute information. If your system administrator configures an attribute category for revenue information, the Attributes tab appears on records for all transaction types. To view attribute information about revenue, select the Attributes tab.



Category	Attribute group	Value	Start date	End date	Comment
✓ Deposit date		5/15/2014			

Under **Attributes**, information about the attributes associated with the revenue appear. For each attribute, you can view its category and value and any additional comments entered. To update the information in the grid, click **Refresh** on the action bar.

Note: The attributes added to a pledge or recurring gift automatically appear on the records of payments applied toward the commitment.

From the grid, you can add and manage attribute information about the transaction as necessary.

Add Revenue Attributes

On the Attributes tab, you can add attributes for the revenue. With attributes, you can store specialized information that is not recorded elsewhere in the program.

Note: The Attributes tab appears only if your system administrator configures an attribute type for revenue information. If you need to add an attribute and the Attributes tab does not appear, consult your system administrator.

➤ Add an attribute to a revenue record

1. On the revenue record, select the Attributes tab.
2. Under **Attributes**, click **Add**. The Add revenue attribute screen appears.
3. In the **Category** field, select the category of revenue attribute to add.

Note: Your system administrator configures the categories available for revenue attributes. If the attribute category you want does not appear in the **Category** field, consult your system administrator.

4. In the **Value** field, for text-based attributes, enter a short description of the attribute that accurately identifies it throughout your database. For attributes of other data types, enter an appropriate value.
5. If the attribute applies to the revenue for a finite period of time, select the start and end dates of the duration.
6. In the **Comment** field, enter any additional information to associate with the attribute, as necessary.
7. Click **Save**. You return to the Attributes tab.

Benefits

The Benefits tab appears on revenue records for pledges, recurring gifts, and payments. Benefits are gifts your organization gives to a constituent, depending on the revenue received from the constituent. Typically, the appeal used to solicit the payment automatically specifies the benefits the constituent receives. For example, when a constituent makes a payment in response to a phonathon, you may send them a free shirt or newsletter as thanks for the payment. When you add or edit a payment, you can enter or update the benefits the constituent receives for the payment.

When you give benefits to a constituent in response to revenue the constituent provides, you can record the benefits on the revenue record. Calculating the benefits package's monetary amount is important. For example, receipts for all payments associated with a benefits package should take into account the monetary value of the benefits received. When your organization gives a T-shirt and button to a constituent, the cost to your organization may be \$15. When you add a benefit to a payment, add benefit details specific to the payment to calculate the total value of the benefits the constituent receives.

You can base the value of a benefit on a monetary amount or a percentage of the transaction amount. The benefit value can account for a difference between an initial gift amount and how much of that gift is tax-deductible. To view the information about the benefits a constituent receives for revenue, select the Benefits tab.

Benefits						
Benefits (1) Edit benefits More ▾						
Benefit	Quantity	Unit value	Applicable a...	Percent value	Total value	Details
T-shirt	1	5.00			5.00	

Under **Benefits**, information about the benefits associated with the revenue appears, including the quantity of each benefit the constituent receives, the unit and total values of each benefit based on a monetary amount, the applicable amount and percent value for benefits based on a percentage of the transaction amount, and any notes about the benefits. You enter this information when you add the benefit to the revenue.

For information about how to edit the benefits for the transaction, refer to [Edit the Benefits for Revenue on page 70](#).

Note: When you apply a payment to an outstanding commitment, the benefits associated with the commitment automatically apply to that amount of the payment. To change the benefits associated with a commitment, edit the benefits from the commitment or its payment record.

Note: Some benefits may have a value equal to a percentage of the revenue amount. When you add revenue and add benefits, the value of benefits is calculated and deducted from the receipt amount.

Edit the Benefits for Revenue

After you add a benefit to the transaction, you may need to edit the information, such as to add additional benefits or enter a note about a benefit the constituent received.

➤ Edit benefit information

1. For existing revenue, on the revenue record, select the Benefits tab and click **Edit benefits**. The Benefit details screen appears.
2. For new revenue:
 - On the Add a payment screen or Edit payment screen, click the icon next to the **Total benefit amount** field.
 - On the Add a pledge screen or Edit a pledge screen, click **Benefits**.
 - The Benefit details screen appears.

Note: For information about how to access the record, refer to [Search for Transactions on page 66](#).

Benefit details [X]

Waive benefits
 Total benefits

Money benefits: Reset benefits

Benefit	Quantity	Unit value	Total value	Details
T-shirt	1	\$10.00	\$10.00	
*				

Percent benefits: Recalculate amounts

Benefit	Amount	Percent value	Total value	Details
	\$0.00	0.00	\$0.00	
*				

Total benefit amount: \$10.00

3. Depending on the appeal associated with the revenue, the transaction may have default benefits associated with it. Select whether to waive the default benefits associated with the revenue.
 - If the constituent declines the benefits, select **Waive benefits**. The grids are disabled.
 - If the constituent receives benefits, select **Total benefits**. The grids are enabled and display the default benefits associated with the gift.

Note: When you select **Waive benefits**, no benefits are added to the transaction. If the transaction is associated with multiple default benefits and the constituent declines only some of the default benefits, select **Total benefits** and remove the unwanted benefits as necessary.

4. If you select **Total benefits**, the grids display the transaction's benefits, based on monetary amounts or percentages of the transaction amount. Edit the benefit information as necessary.

Note: To select a benefit, it must appear in the Benefits Catalog managed in *Fundraising*. For more information, refer to the *Fundraising Guide*.

- a. The constituent can receive multiple benefits for the same revenue. To add additional benefits, in the **Benefit** column, search for and select the benefits to add. To remove a benefit, delete the information in its row of the grid.
- b. In the **Quantity** column, the program automatically enters a count of "1" for each benefit. If necessary, enter the quantity of each benefit the constituent receives.

- c. The program automatically enters the value of each benefit, as specified in the benefits catalog. You can base the benefit value on a monetary amount or a percentage of the transaction amount.

For benefits based on a monetary amount, in the **Unit value** column, edit the monetary value of each benefit as necessary. If you edit the value, the Benefits Catalog retains the original value of the benefit.

For benefits based on a percentage amount, in the **Percent value** column, edit the percentage value of each benefit as necessary. If you edit the value, the Benefits Catalog retains the original value of the benefit. Then, click **Recalculate amounts**. The program automatically calculates the percent value of the benefit, based on the transaction amount less the value of any monetary benefits.

When you enter benefit information in the grid, the program automatically calculates the **Total value** of each benefit. To calculate this total for a benefit based on a monetary amount, the program multiplies the quantities entered by their unit values. For a benefit based on a percentage amount, the program multiplies the amounts entered by their percent values.

- d. In the **Details** column, enter any notes about the benefit the constituent receives, such as the size and color of a T-shirt.

Note: If you edit the default benefits associated with the revenue, such as to remove unwanted benefits, or if you change the constituent on the revenue, you can revert to the default benefit information for the selected constituent. To reset benefit information, select **Total benefits** and click **Reset benefits**.

5. Click **Save**.

Documentation

On the Documentation tab, you can add notes to track helpful or interesting information about your records. You can save links to websites or related materials stored outside of the program. You can also attach items directly to records. When you attach a file, the program stores a copy in the database.

General Ledger Distributions

On the GL Distributions tab, you can view ledger distribution information for revenue.

For revenue such as payment, pledge, and order transactions, the GL Distributions tab displays a timeline that lists the original transaction and subsequent activity associated with the original transaction, such as adjustments. For example, if you adjust a payment twice, the timeline displays the original payment as well as the two adjustments. All transactions in the timeline are listed by post date.

In the timeline, under **Transaction history by post date**, click **All dates** to view transaction activity for all dates associated with the original transaction. Or, you can click each transaction activity separately for a more specific view. Transaction activity that occurs on the same post date is listed separately in the timeline. Note that transactions with a status of "Do not post" are not included in the timeline.

Note: The distribution timeline does not display for all types of revenue. For example, deposits do not currently include the timeline.

Tip: On a revenue record, click **Expand** next to **Transaction summary** to quickly expand or collapse transaction summary information, including payment amount, status, and payment method details.

Note: Because recurring gifts and matching gift claims are considered unrealized revenue, they do not post to the general ledger. Only payments applied toward the commitments post. The GL Distributions tab does not appear on records of recurring gifts or matching gift claims.

Alexander Jones
9/1/2012 Payment: \$2,000.00

Transaction summary

Details Benefits Matching Gifts Letters Documentation **GL Distributions** Tributes Stock Sales Adjustment History

Transaction history by post date

All dates 9/4/2012 Sold stock 9/4/2012 Adjustment 9/5/2012 Sold stock 9/12/2012 Sold stock 9/20/2012 Sold stock 10/10/2012 Adjustment 10/10/2012 Adjustment 10/11/2012 Adjustment

GL distributions (38) Filters Apply Reset

View: All

Account	Description	Debit amount	Credit amount	Reference	Post date	Status	Batch number	Mapping type
Donation Edit								
1060-002-000	Test Account	\$2,000.00		Jones-Donation-Stock	10/10/2012	Posted		Gift - Stock
5050-002-000	Test Account		\$2,000.00	Jones-Donation-Stock	10/10/2012	Posted		Gift - Stock
4060-002-000	Test Account	\$2,000.00		Reversal - Jones-Donation-Stock	10/10/2012	Posted		Gift - Stock
1060-002-000	Test Account		\$2,000.00	Reversal - Jones-Donation-Stock	10/10/2012	Posted		Gift - Stock
1060-002-000	Test Account	\$2,000.00		Jones-Donation-Stock	9/1/2012	Posted		Gift - Stock
4060-002-000	Test Account		\$2,000.00	Jones-Donation-Stock	9/1/2012	Posted		Gift - Stock
Gift fee								
1030-002-000	Test Account	\$100.00		Jones-Donation-Stock-Gift fee	9/1/2012	Posted		Gift Payment Gift
4030-002-000	Test Account		\$100.00	Jones-Donation-Stock-Gift fee	9/1/2012	Posted		Gift Payment Gift
Sold stock - 9/12/2012 - \$10.00 Edit								
1020-002-000	Test Account	\$10.00		Jones-Sold Stock	9/12/2012	Posted		Sold Stock
4020-002-000	Test Account		\$10.00	Jones-Sold Stock	9/12/2012	Posted		Sold Stock

Under **GL distributions**, information about how the revenue is or will be distributed in the general ledger appears. You can view information such as the account, description, debit and credit amounts, post date, and status for each distribution. To quickly expand or collapse all distribution nodes in the grid, click the **Expand all** or **Collapse all** icons on the action bar. To display a single distribution's details, expand the distribution's node. For example, click the node next to **Donation** to review payment details for the donation. Use the **View** filter to further specify the types of distributions you want to view on the tab.

Note: Reversal activity displays under the distribution header of the original transaction. For example, when you edit a posted donation, the **Donation** distribution header appears and lists current distributions as well as reversal distributions. "Reversal" displays under the **Reference** column.

Colored arrows display beside each distribution row, indicating current and reversal distribution activity associated with a transaction.

- Green signifies current GL distributions for a transaction.
- Orange signifies GL distributions that have been reversed.
- Red signifies reversal GL distributions.

Transaction history by post date

All dates | 9/4/2012 Sold stock | 9/4/2012 Adjustment | 9/5/2012 Sold stock | 9/12/2012 Sold stock | 9/20/2012 Sold stock | 10/10/2012 Adjustment | 10/10/2012 Adjustment | 10/11/2012 Adjustment

GL distributions (38) Filters More

View: All Apply Reset

Account	Description	Debit amount	Credit amount	Reference	Post date	Status	Batch number	Mapping type
Donation	Edit							
1060-002-000	Test Account	\$2,000.00		Jones-Donation-Stock	10/10/2012	Posted		Gift - Stock
5050-002-000	Test Account		\$2,000.00	Jones-Donation-Stock	10/10/2012	Posted		Gift - Stock
4060-002-000	Test Account	\$2,000.00		Reversal - Jones-Donation-Stock	10/10/2012	Posted		Gift - Stock
1060-002-000	Test Account		\$2,000.00	Reversal - Jones-Donation-Stock	10/10/2012	Posted		Gift - Stock
1060-002-000	Test Account	\$2,000.00		Jones-Donation-Stock	9/1/2012	Posted		Gift - Stock
4060-002-000	Test Account		\$2,000.00	Jones-Donation-Stock	9/1/2012	Posted		Gift - Stock

Edit General Ledger Distribution Information

Depending on your security rights and system role, you can edit distribution information on the GL Distributions tab.

Note: For order transactions, when you click to edit any distribution, information for the entire order displays on the Edit or Adjust distribution screens.

> Edit general ledger distribution information for revenue

1. On the revenue record, select the GL Distributions tab.
2. Under **GL distributions**, click **Edit** next to the header of the distribution you want to edit.

Note: **Edit** displays next to the header of general ledger distributions that can be edited. For distributions that cannot be edited, such as reversals, **Edit** does not display.

For not posted transactions, the Edit GL distributions screen appears. For posted transactions, the Adjust revenue GL distribution screen appears.

Adjust revenue GL distribution

Revenue amount: \$350.00

Transaction type	Account	Amount	Reference
Debit	1000-000-AAA	\$300.00	Sprint-Donation-Cash
Credit	4060-000-00	\$300.00	Sprint-Donation-Cash
Debit	1000-000-AAA	\$50.00	Sprint-Donation-Cash
Credit	4060-001-000	\$50.00	Sprint-Donation-Cash

Adjustment details:

Adjustment date: Adjustment reason:

Adjustment post date: Adjustment details:

[Help](#)

3. Edit the general ledger distribution information as necessary.

Note: For payment transactions (such as original payments and gift fees) and order transactions (such as discounts), you cannot edit the **Transaction type** or **Amount** information on the Edit GL distribution screen and the Adjust revenue GL distribution screen. You can, however, edit the transaction type or amount information from the transaction record.

4. If you edit a field that affects the general ledger, such as **Account**, enter information about the adjustment.
- Under **Adjustment details**, enter the dates to associate with the adjustment and the posting of the adjustment to the general ledger.
 - In the **Adjustment reason** field, select the reason code to explain the need for the adjustment. For information about reason codes for revenue adjustments, refer to the *Administration Guide*.
 - In the **Adjustment details** box, enter any additional information about the adjustment, such as "Data entry error" or "Insufficient funds."

Note: When you change the constituent for revenue that has already been posted, the program creates an adjustment. When you edit the GL distributions or change the constituent for a posted payment, you cannot select "Do not post" in the **Adjustment post status** field on the payment record. The payment adjustment will always post.

Note: When you create a payment adjustment and set the **Adjustment post status** field to "Not posted," you can edit the GL distributions and change the constituent on a payment. When you set the **Adjustment post status** field to "Do not post," you cannot edit the GL distributions or change the constituent on the payment.

Note: When you adjust GL distributions, a reversal transaction and an adjustment transaction are created. The system date will be the default date on both transactions.

Note: If you set an adjustment to "Not yet posted," you can edit the adjustment. If an adjustment has posted, you can make further edits to the adjustment and re-post.

When you delete a posted payment, the payment is deleted from the system and GL reversals are created. We recommend you create an adjustment transaction for the deleted payment so that an audit trail is maintained.

Note: If you edit revenue that has not yet posted, the **Calculate mapping** button appears on the Edit GL distributions screen. Click **Calculate mapping** to view mapped segments.

5. Click **Save**. You return to the GL Distributions tab.

Tip: For information about how to edit a payment, refer to [Edit a payment on page 97](#).

Adjust General Ledger Distribution Information for Sold Stock or Property

Depending on your security rights and system role, you can edit **Sold stock** and **Sold property** distributions.

➤ Edit the distribution for sold stock or property

1. On the revenue record, select the GL Distributions tab.
2. Under **GL distributions**, click **Edit** on the action bar for the specific **Sold stock** or **Sold property** general ledger distribution you want to edit. The Edit or Adjust revenue GL distribution screen appears.
3. Edit the information as necessary.
4. If you edit a field that affects the general ledger, such as **Account**, enter information about the adjustment.
 - a. Under **Adjustment details**, enter the dates to associate with the adjustment of the distribution and the posting of the adjustment to the general ledger.
 - b. In the **Adjustment reason** field, select the reason code to explain the need for the adjustment.
 - c. In the **Adjustment details** box, enter any additional information about the adjustment.
5. Click **Save**. You return to the GL Distributions tab.

Edit General Ledger Distribution Information for Gift Fees

Depending on your security rights and system role, you can edit **Gift fee** distributions.

► Edit general ledger distribution information for gift fees

1. On the revenue record, select the GL Distributions tab.
2. Under **GL distributions**, click **Edit** on the action bar for the specific **Gift fee** general ledger distribution you want to edit. The Edit gift fees GL distributions screen appears. The items on this screen are the same as the Adjust revenue GL distribution screen.
3. Edit the general ledger distribution information as necessary.

When you edit posted revenue and the changes affect the general ledger, the program automatically creates an adjustment, tracks the changes, and posts the adjustment. The adjustment always posts no matter what you select in the **Adjustment post status** field on the payment record.

4. Click **Save**. You return to the GL Distributions tab.

Letters

The Letters tab appears on revenue records for pledges, recurring gifts, and payments. When a constituent makes a payment, you use the acknowledgements process to send a letter to thank the constituent for the revenue. On this tab, you can track whether you sent an acknowledgement letter to the donor and which letter the donor receives. To view a history of the acknowledgement letters related to the revenue transaction, select the Letters tab.

Letters				
Type	Letter	Process date	Acknowledge date	Acknowledgee
Revenue	Tribute	3/3/2014	3/3/2014	West School

Under **Letters**, information about the revenue acknowledgement letters related to the transaction appears, including which letter the donor receives and the date you ran the acknowledgement process that generated each letter. When you run an acknowledgement process, the program automatically updates the grid with the process date. Depending on your security rights and system role, you can delete letters that appear in the grid.

For payments and pledges applied to a tribute, the **Letters** grid also displays information about tribute acknowledgements that the acknowledgee receives, including the letter and date of the acknowledgement. When you save a tribute for revenue, the program automatically updates the **Letters** grid with the letter name and acknowledgee name. When you run a tribute acknowledgement process, the program automatically updates the grid with the process date. You can also manually add a tribute acknowledgement letter on the Letters tab.

On the record of a pledge or recurring gift, the **Reminder history** grid displays the reminders sent associated with the commitment. To update the information in the grid, click **Refresh** on the action bar.

Manually Mark Payments and Pledges as Acknowledged

When you run an acknowledgement process to send a letter to thank a constituent for revenue, the program automatically tracks information about the letter on the Letters tab of the revenue record. If necessary, you can manually add an acknowledgement letter to a revenue record. For example, if you sent a personal note to a donor or thanked them in person, you can manually mark the payment or pledge as acknowledged without generating an acknowledgement letter.

➤ Manually mark a payment or pledge acknowledged

1. From a payment or pledge record, under **Tasks**, click **Mark acknowledged**.

Note: The **Mark acknowledged** task appears only for payments and pledges that have not been acknowledged yet and are not marked "Do not acknowledge."

2. The Mark Payment as Acknowledged screen appears. The **Acknowledgee** and **Acknowledge date** default from the payment, but you can update those as needed.
3. Click **Save**.
4. You return to the payment or pledge record. The status now displays "Acknowledged" and the Letters tab includes a revenue letter labeled "Manual Acknowledgement."

If you need to undo the acknowledgement, you can click **Mark not acknowledged** under **Tasks** or delete the letter from the Letters tab.

Note: You cannot manually acknowledge sales orders. If you manually acknowledge a pledge, its associated payments are not included. You must acknowledge the payments separately.

Add a Tribute Acknowledgement Letter to Revenue

When you run a tribute acknowledgement process to notify an acknowledgee that a donation has been made for a tribute, the program automatically tracks information about the letter on the Letters tab. If necessary, you can manually add a tribute acknowledgement letter for revenue. For example, if you hand-write a tribute acknowledgement letter to a constituent, you can add the letter and record the acknowledgement date.

➤ Manually add a tribute letter to revenue

When a tribute is saved on the Tributes tab, a letter for the tribute automatically appears on the Letters tab. You can add additional tribute letters for the transaction.

1. On the revenue record, select the Letters tab.
2. Under **Letters**, click **Add tribute letter**. The Add a tribute letter screen appears.

Tip: If **Add tribute letter** is disabled, you must add a tribute for the transaction on the Tributes tab. For information about how to add a tribute, refer to [Add a Tribute for Revenue on page 84](#).

3. Select the tribute to acknowledge in the letter. The options that appear are the tributes added on the Tributes tab of the revenue record. For information about the Tributes tab, refer to [Tributes on page 84](#).
4. In the **Acknowledgee** field, search for and select the constituent to receive the letter.
5. In the **Tribute letter** field, select the tribute letter the constituent receives.
6. In the **Acknowledge date** field, select the date you send the letter to the constituent.
7. Click **Save**. You return to the Letters tab.

Recognition

With recognition credits, your organization can recognize constituents for revenue transactions. On the Recognition tab of a revenue record, you can view the recognition associated with a revenue transaction.

Recognition			
Recognition credits (2) ⌵ ⌶ ⌷ More ▾			
Designation/Constituent	Amount	Type	Effective date
Annual Campaign \ 2003 An...	\$30.00		
Blythe Saad	\$30.00		5/9/2014

Recognition Credits

Recognition credits provide flexibility when you recognize constituents for a revenue transaction. For example, you can recognize additional constituents for the revenue and decide how much credit each constituent receives. You can also recognize a donor for an amount that is different than the revenue amount. Lastly, you can recognize donors for a portion of the transaction over multiple periods of time. Recognition credits are associated with revenue. However, due to the flexibility of recognition credits, it is important to distinguish recognition credits from revenue.

Note: If recognition defaults are defined for relationships associated with the selected constituent, the recognition credits are added automatically from the relationship information.

On the Recognition tab of a revenue record, the **Recognition credits** grid displays information about constituents who receive recognition credit for the revenue, including how much of the revenue is credited to each constituent. Recognition credit information for recurring gifts defaults to the recurring gift payment record for that recurring gift. Recognition credit information for a pledge does not default to the payments toward pledge installments. To receive a recognition credit, the recipient must be a constituent in your database.

To update the information in the grid, click **Refresh** on the action bar. Depending on your security rights and system role, you can edit the recognition credit information and view more information about a constituent who receives recognition credit for the revenue from the **Recognition credits** grid.

View a Constituent Who Receives Recognition Credit

On the Recognition tab, the **Recognition credits** grid displays information about constituents who receive recognition credit for the revenue, including how much of the revenue amount is credited to each constituent. From the Recognition tab, you can view more information about a constituent who receives recognition credit for the revenue.

Under **Recognition credits**, click the name of the constituent. The record for the constituent who receives the credit appears.

Edit Recognition Credits for Revenue

A recognition credit allows multiple constituents to receive recognition for a single revenue transaction. When you recognize constituents, you decide whether to split the credit evenly between all recognition credit recipients, give each recipient full recognition credit, or define your own credit distribution. You can recognize as many constituents as necessary as long as each recognition credit recipient is a constituent. In addition, you can recognize a donor for an amount different than the revenue amount, or you can recognize donors for a portion of the transaction over multiple periods of time.

➤ Edit recognition credit for revenue

1. On the revenue transaction record, select the Recognition tab. For information about how to access the record, refer to [Search for Transactions on page 66](#).

Note: The Recognition tab for payments is found on the payment application record. For more information, refer to [Payment Application Record on page 96](#).

2. In the **Recognition credits** frame, select at an item from the grid and click **Edit recognition credits**. The Edit recognition credits screen appears.

Tip: Your organization can configure default recognition credits, such as based on the relationships of the selected constituent. If you edit the recognition credits, you can click **Reset recognition credits** to return to the default recognition credits.

3. In the **Constituent** column, search for and select the constituents to receive recognition credit for the transaction. To credit multiple constituents for the same revenue, enter each constituent on a separate row. To receive a recognition credit, the recipient must be a constituent in your database.
4. For each constituent, select the type of credit the constituent should receive. For example, if the gift is from a spouse and the couple requests you recognize the constituent for all the spouse's gifts, select "Spouse." You can use this field not only to tell you where a gift comes from, but also how to use the recognition credit, such as an honor roll or a board credit.
5. Select the effective date of each credit. For one-time gifts, this date is typically the same as the revenue date. If you distribute a large recognition credit over time, the effective date is important. For example, Kathleen Bently donates \$50,000 and requests that your organization recognize her gift at the \$10,000 Honor Roll level for the next five years. The effective date for

the first year is the same as the revenue date. The effective date for the next four years increases by one year.

When you add a recurring gift, a transfer of funds does not occur from the donor to your organization. This occurs only when the constituent makes a recurring gift payment. The effective date does not apply for recurring gifts, but it does apply for recurring gift payments.

6. In the **Amount** column, enter how much of the total transaction amount to credit each recipient, or, in the **Distribute** field, select how to automatically distribute the recognition credit.
 - To distribute the amount evenly between multiple constituents, select "Evenly" and click **Apply**. Each constituent receives a credit for an equal share of the revenue.
 - To recognize each constituent for the total amount, select "Full amount to all" and click **Apply**. Each constituent receives a credit for the full revenue amount.
7. Click **Save**. You return to the Recognition tab.

Revenue History

From a revenue record, you can view information about the revenue's history. To view the revenue history from the revenue record, click **History** under **More information**. The Revenue History page appears.

From the Revenue History page, you can view information about the transaction, such as when it was added. You can also view any changes made to the transaction.

Francis E. Baker > 10/4/2005 \$1,287.00

Revenue History

Constituent name: Francis E. Baker Date: 10/4/2005
Amount: \$1,287.00 Revenue type: Payment

User: Action: All Field type: All
Show: All Start date: mm/dd/yyyy End date: mm/dd/yyyy [View report](#)

1 of 1 Find | Next

History

Date	User	Action	Field Changed	Value Before	Value After	Process	Application
4/3/2008 7:41:57 AM							
4/3/2008 7:41:57 AM	BBNTBATS.Server	Add	Recognition:AMOUNT	n/a	1,287.00	Application	.Net SqlClient Data Provider
4/3/2008 7:41:57 AM	BBNTBATS.Server	Add	Recognition:CONSTITUENTID	n/a	Francis E. Baker	Application	.Net SqlClient Data Provider
4/3/2008 7:41:57 AM	BBNTBATS.Server	Add	Recognition:EFFECTIVEDATE	n/a	10/04/2005	Application	.Net SqlClient Data Provider
4/3/2008 7:41:57 AM	BBNTBATS.Server	Add	Recognition:REVENUERECOGNITIONITYPECODEID	n/a	n/a	Application	.Net SqlClient Data Provider
10/24/2007 10:52:23 PM							
10/24/2007 10:52:23 PM	BBNTBuildUser	Add	Solicitors:AMOUNT	n/a	1287.0000	Application	RE CRM Conversion

The **History** grid displays a list of changes made to the revenue. The program records this information as the changes are saved to the revenue. Under **History**, changes are grouped by the date and time when the change is saved or when the process that changes the revenue is run. The table below explains the items on this tab.

Screen Item Description

Date	The Date column displays the date and time the change is made to the revenue. In the History grid, changes are grouped by the date and time of the change.
User	The User column displays the user name of the person who changed the revenue or ran the business process that made the change.
Action	The Action column displays the whether the change recorded was an insert, an update, or a deletion of information.
Field Changed	The Field Changed column displays the field affected by the change. When the change recorded is the addition of the revenue, "Record created" appears.
Value Before	The Value Before column displays the data in the affected field before the change. When the change recorded is the addition of the revenue, "n/a" appears.
Value After	The Value After column displays the data in the affected field after the change. When the change recorded is the addition of the revenue, "n/a" appears.
Process	The Process column displays the process the user ran to generate the change.
Application	The Application column displays the server used to process the change.

You can limit the changes that appear in the **History** grid. You can filter by the **User**, **Action**, or **Date** of the change. If you filter the history that appears in the grid, it can reduce the amount of time it takes to find a change. For example, if you search for a deletion of information, you can select to view only changes with an **Action** of "Delete." To filter the history that appears in the grid, select the desired **User**, **Action**, or **Date** and click **View report**.

Adjustment History

The Adjustment history tab appears on revenue records. From this tab, you can run the Adjustment history report to view a summary of the adjustments made to the revenue after it posts to the general ledger, such as changes to the revenue amount or its designations.

The Adjustment history report provides an audit trail of all adjustments made to the revenue. To run the Adjustment history report, select **View Report**. For information about this report, refer to [Adjustment History Report on page 284](#).

Solicitors

When your organization receives revenue because of the work performed by a solicitor, you can credit the solicitor for the full or partial revenue amount. For example, during an annual phonathon, a solicitor calls a constituent to ask for a gift. If the constituent makes a payment, you can give credit to the solicitor on the Solicitors tab to track the overall performance of the solicitor. To view the information about the solicitors who receive credit for the revenue, select the Solicitors tab.

Solicitors	
Solicitor	Amount
Janice Ma	\$273.50
Anabel Babb	\$273.50

Under **Solicitors**, information about the solicitors who receive credit for the revenue appears, including how much of the revenue is credited to each solicitor. For information about how to edit the solicitor information, refer to [Credit Solicitors for Revenue on page 83](#).

To update the information in the grid, click **Refresh**.

View a Solicitor Who Receives Credit for Revenue

From the Solicitors tab on the revenue record, you can view more information about a solicitor who receives credit for the revenue, and the amount of credit received. Under **Solicitors**, click the name of the solicitor. The constituent record for the solicitor appears.

Credit Solicitors for Revenue

To track the overall performance of your solicitors, you can give credit to one or multiple solicitors on a revenue record.

> Credit solicitors for revenue

1. On the revenue record, select the Solicitors tab. For information about how to access the record, refer to [Search for Transactions on page 66](#).

Note: The Solicitors tab for payments is found on the payment application record. For more information, refer to [Payment Application Record on page 96](#).

2. Click **Edit solicitors**. The Edit solicitors screen appears.

Tip: Your organization can configure default solicitors, such as based on credit rules of a major giving opportunity. If you edit the solicitors, you can click **Reset solicitors** to return to the default solicitors. If no default solicitors exist, the program removes all solicitor information from the grid.

3. In the **Solicitor** column, search for and select the solicitors to receive credit for the application revenue.

You can credit multiple solicitors for the same revenue. In the grid, enter each solicitor on a separate row of the **Solicitor** column. To receive a credit, the solicitor must be a constituent in your database.

4. In the **Amount** column, enter how much of the total transaction amount to credit each solicitor, or, in the **Distribute** field, select how to automatically distribute the credit.

Note: For revenue applied to a major giving opportunity or grant award, the percentage of default credit assigned to solicitor roles, such as primary manager, determines the amount that appears for a solicitor.

- To distribute the amount evenly between the multiple solicitors, select "Evenly" and click **Apply**. Each solicitor receives a credit for an equal share of the revenue.
- To recognize each solicitor for the total amount, select "Full amount to all" and click **Apply**. Each solicitor receives a credit for the full revenue amount.

Note: When you credit multiple solicitors for the same revenue, the total distributed credit does not need to equal the total amount. However, you cannot credit a single solicitor for more than the total amount.

5. Click **Save**. You return to the Solicitors tab.

Tributes

The Tributes tab appears on revenue records for pledges and payments. On this tab, you can add or edit a tribute for the revenue. Tributes indicate that you should recognize the revenue in relation, or tribute, to someone else. For example, tributes can include "In memory of," "In honor of," "In recognition of," or "On behalf of." You can associate each revenue record with one or multiple tributes. To view the tributes associated with revenue, select the Tributes tab.



Tribute text	Tribute type	Amount
In Honor of Mr. Mark D. Adamson...	In Honor of	\$198.00

Under **Tributes**, the tribute information for the revenue appears. For each tribute, you can view its text, type, and payment amount. To update the information in the grid, click **Refresh** on the action bar.

Depending on your security rights and system role, you can manage tribute information for a transaction and you can view information about the tribute and acknowledgees.

Add a Tribute for Revenue

You can apply multiple tributes to a payment or pledge when the total of the tribute amounts does not exceed the transaction amount. To do this, apply a portion of the amount to each tribute. If you apply the full amount to one tribute, you can only add one tribute to the revenue.

> Add a tribute for revenue

1. On the revenue record, select the Tributes tab.
2. On the action bar of the **Tributes** grid, click **Add**. The Add a tribute screen appears.

3. In the **Tribute** field, search for and select the tribute to recognize with the revenue.
4. In the **Amount** field, enter how much of the revenue amount to apply to the tribute. The tribute amount cannot be more than the total amount of the revenue. If you apply the full amount of the revenue to the tribute, you can apply only one tribute to the revenue

Note: The **Default designation** field is disabled and displays the default designation of the selected tribute. To edit the default designation, edit the tribute. The **Revenue designations** grid displays the designation and total amount of the revenue. You can apply a tribute amount to a different designation, but the amount cannot be more than the revenue amount.

5. Click **Save**. You return to the Tributes tab. In the **Tributes** grid, the tribute appears. After you save the tribute, acknowledgee and letter information for the tribute appear on the Letters tab. For more information, refer to [Edit Tribute Letter Information on a Revenue Record](#).

Go To Tribute for Revenue

To access information about a tribute on the Tributes tab, click the text of the tribute under **Tributes**. The tribute record appears.

For more information about the tribute record, refer to the *Constituents Guide*.

Apply a New Commitment to Multiple Designations

Designations specify the overall and specific purposes for a commitment. When you receive a commitment, you must specify how you plan to use its revenue. Typically, the appeal used to solicit the revenue automatically specifies the designations to which it is applied. It is important to enter this information for all revenue your organization receives so you can develop statistics to determine the financial progress of the designations.

You can distribute revenue between multiple designations. When you split revenue, you must specify the amount or percent of the revenue to apply to each designation.

Note: When you apply a payment to an outstanding commitment, the designations associated with the commitment automatically apply to that amount of the payment. To change the designations associated with a commitment, edit the designations from the commitment record.

Note: To split a payment transaction between multiple commitments, add a separate application of the payment for each designation. For information about how to add an application to a payment, refer to [Edit a Payment on page 97](#).

➤ Split a new commitment between multiple designations

This procedure explains how to apply a new commitment to multiple designations. You can also update an existing revenue record to split it between multiple designations. For information about how to apply an existing recurring gift to multiple designations, refer to [Edit the Designations for a Recurring Gift on page 139](#).

1. On the Add a pledge screen, Add a recurring gift screen, or Add a matching gift claim screen, click **Designations**. The Split designations screen appears.

Split designations

Total amount: \$1,000.00
Unapplied amount: \$0.00

Split by percent

Designation	Amount
CAMP	\$950.00
LIBRARY	\$50.00
*	

Distribute evenly

Help OK Cancel

2. In the **Designation** column, search for the designation to which to apply the revenue. You can apply the revenue to multiple designations. To apply the revenue to multiple designations, enter each designation on a separate row of the **Designation** column.
3. In the **Amount** column, enter how much of the revenue to designate to each designation. To enter the percents to use for the split, click **Split by percent**.

4. To split the revenue amount evenly between multiple designations, click **Distribute evenly**.
5. Click **OK**. You return to the previous screen.

Change Constituent on a Revenue Record

After you add revenue to your database, you can change the constituent associated with the revenue as needed. For example, if a data entry error occurs and the wrong constituent is associated with the revenue, you can select the correct constituent.

Note: When you change the constituent for revenue that has already been posted, the program creates an adjustment. When you edit the GL distributions or change the constituent for a posted payment, you cannot select "Do not post" in the **Adjustment post status** field on the payment record. The payment adjustment will always post.

Note: When you create a payment adjustment and set the **Adjustment post status** field to "Not posted," you can edit the GL distributions and change the constituent on a payment. When you set the **Adjustment post status** field to "Do not post," you cannot edit the GL distributions or change the constituent on the payment.

➤ Change the constituent on revenue

1. Access the revenue for which to change the constituent. For more information about how to search for revenue, refer to [Search for Transactions on page 66](#).
2. Under **Tasks**, click **Change constituent on revenue**. The Change constituent screen appears. The **Current constituent** field displays the constituent associated with the revenue.

Note: If you change the constituent on a pledge that has payments associated with it, those payments will remain in the name of the current constituent for the pledge. You must modify those payments individually if desired.

3. In the **New constituent** field, search for and select the constituent to associate with the revenue. After you select the constituent, you return to the Change constituent screen.

Tip: To select a constituent quickly, enter the first few letters of the constituent's name in the **Constituent** field and press **ENTER**. The Constituent Search screen appears, and the **Results** grid displays constituents with names that meet the entered criteria.

4. Select whether to reload the recognition credits, solicitor information, or matching gift claims for the new constituent.

If you do not select to reload recognition credits, solicitors, or matching gift claims for the new constituent, the recognition credit, solicitor, and matching gifts information for the revenue remains the same.

5. Click **Save**. You return to the revenue record.

➤ Change the constituent on posted revenue

When you change the constituent for revenue that has already been posted, the program creates an adjustment.

1. Access the revenue for which to change the constituent. For more information about how to search for revenue, refer to [Search for Transactions on page 66](#).
2. Under **Tasks**, click **Change constituent on revenue type**. The Change constituent screen appears. The **Current constituent** field displays the constituent associated with the revenue.

Note: If you change the constituent on a pledge that has payments associated with it, those payments will remain in the name of the current constituent for the pledge. You must modify those payments individually if desired.

3. In the **New constituent** field, click the magnifying glass. The Constituent Search screen appears. Search the database for the constituent to associate with the revenue. Once you select the constituent, you return to the Change constituent on <revenue type> screen.

Tip: To select a constituent quickly, enter the first few letters of the constituent's name in the **Constituent** field and press **ENTER**. The Constituent Search screen appears, and the **Results** grid displays constituents with names that meet the entered criteria.

4. Select whether to reload the recognition credits or solicitor information for the new constituent.
If you do not select to reload recognition credits and solicitors for the new constituent, the recognition credit and solicitor information for the revenue remains the same.
5. In the **Adjustment post date** field, enter the date to associate with the posting of the adjustment in the general ledger. By default, the program automatically enters the current date in this field.
6. In the **Adjustment date** field, enter the date to associate with the adjustment to the revenue. By default, the program automatically enters the current date in this field.
7. In the **Adjustment reason** field, select the reason code to explain the need for the adjustment.
8. In the **Adjustment details** box, enter any additional information about the adjustment.
9. Click **Save**. You return to the revenue record.

Edit the Lookup ID for a Revenue Transaction

When you add a revenue transaction to the database, the program automatically assigns it a lookup ID, which appears on the revenue record. When you search for a revenue transaction, you can use the lookup ID to quickly find the transaction. You can edit this lookup ID as necessary. When you edit the ID, you must enter a unique ID not in use by another revenue transaction.

➤ Edit a revenue lookup ID

1. Open the record of the revenue transaction with the lookup ID to edit. For information about how to open a revenue record, refer to [Search for Transactions on page 66](#).
2. Under **Tasks**, click **Edit revenue ID**. The Edit revenue ID screen appears.
3. Edit the ID as necessary.
4. Click **Save**. You return to the revenue record.

Edit Revenue Amount

When you change the amount revenue, records and related information associated with that revenue can be affected. In these instances, you must specify how the program handles the transaction.

Recognition Credits

When you edit revenue amount associated with recognition credits, a message appears to ask whether to reset the recognition credits to default for the new amount. You must click **Yes** or **No**. This prompt appears each time you edit the revenue amount.

Note: If you click **Yes**, you receive recognition credits even if you did not configure the program to automatically add recognition credits for constituents when you add matching gift claims to their revenue transactions or apply payments to their matching gift claims in *Configuration*. For more information, refer to [Matching Gift Preferences on page 30](#).

Matching Gift Claims

When you change the amount of a commitment, such as a pledge, matching gift claim, or recurring gift, you must also specify how you want the system to adjust the associated records. For example, if you update the amount of a gift and you have matching gift claims tied to the gift, a message appears to ask whether to reapply matching gift claims for the new revenue amount.

You must click **Yes** or **No**. If you click **Yes**, the associated claims are recalculated using the matching gift claim rate. Click **No** only if you intend to update the related data manually on each record affected by the adjustment. This message appears only the first time you edit the amount of a commitment.

Solicitor Credits

When you edit a revenue transaction amount that has associated solicitor credits, you must determine how you want the system to handle those credits on the payment and associated areas. Solicitor credits cannot exceed the application amount. If you decrease the amount of a payment below the associated solicitor credit amount, you receive a prompt.

To reset the solicitor credits to the new amount, click **Yes**. If you click **No**, the solicitor credits are still reduced to the applied amount because those credits cannot exceed the application amount.

Gift Fees

Your organization may apply a percentage of payment amounts received as gift fees. When an amount, constituent, or payment type is changed on a gift with associated gift fees, you must determine how you want the system to handle those gift fees. Depending on the change you make, and your gift fee configuration settings, a message appears to ask whether to add gift fees to the transaction, remove existing gift fees, or update existing gift fees.

To update the gift fee based on the configuration settings that apply to that particular gift, click **Yes**. To leave the gift fee in its original state, click **No**.

Note: For more information about gift fee configuration settings, refer to [Default Gift Fees on page 26](#).

Gift fees are posted revenue. When you edit a posted revenue's distribution and the change affects the general ledger, you must enter a reason for the adjustment. When you edit a posted revenue transaction amount that has associated gift fees, the **Adjustment reason** field on the Adjustment details tab is required. Select the reason code to explain the need for the adjustment. Reason codes are defined in *Administration*.

Payments

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A payment record provides information about a payment transaction your organization receives from a constituent. Each payment your organization receives has a separate record. Payment records store all

information related to a single payment in one place. For example, Robert Hernandez contributes \$25 toward your Annual Fund. Later in the year, Robert contributes an additional \$50 to the same fund. Each time Robert makes a payment, you add a new payment to your database. Later, you can use the program to create reports that describe your fundraising progress.

Payment Record

Each payment record displays the amount, date, receipt amount (if applicable), and batch number (if applicable) of the payment transaction. Under **Status**, you can view information about the business processes associated with the payment, such as to generate acknowledgements and receipts or post the revenue to the general ledger. Under **Payment method**, you can view information about how the constituent made the payment.

At the top of the payment record, the name of the constituent associated with the payment appears. The constituent's name provides a link to detailed information about the constituent. To view the record of the constituent who paid the payment, click the link.

The table below explains the items in the summary section on a payment record.

Screen Item	Description
Payment amount	This field displays the total sum of the payment.
Receipt amount	This field displays the monetary amount printed on the receipt, which is often the tax deductible portion of the payment.
Gift fees	Your organization may apply a percentage of payment amounts received as a gift fee, such as toward operating costs. If your organization enables gift fees, this field displays the amount of the payment applied as a gift fee. The gift fee does not affect the payment amount that appears in reports, such as on constituent giving or campaign success; however, when posted to the general ledger, the program applies the gift fee amount to a separate account. For information about gift fees, refer to Default Gift Fees on page 26 .
Date	This field displays the date associated with the payment, such as the date your organization receives it.
Batch number	If the payment is added as part of a revenue batch, this field displays the number of the batch associated with the payment. If the payment is not added as part of a batch, this field is blank.
Revenue ID	Displays the lookup ID that is automatically assigned to the payment. When you search for the payment, you can use the lookup ID to quickly find it. For information about how to edit this ID, refer to Edit the Lookup ID for a Revenue Transaction on page 88 .
Acknowledgements	When all letters associated with the selected payment are sent, "Complete" appears in this field.

Screen Item	Description
Receipt preference	This field displays whether the constituent requests to receive a separate receipt for each payment or a consolidated receipt for multiple payments.
Receipt status	<p>This field displays the status of the receipt for the payment. When you add the payment, you can select "Not received" or "Do not receipt."</p> <p>When you run a receipting process to create a receipt for the payment, you can select to automatically update this field to "Received."</p> <p>When you make a receipt eligible to re-receipt, this field updates to display a status of "Received" (eligible for re-receipt).</p>
Receipt date	This field displays the date you run the receipting process to generate the receipt for the payment.
Receipt number	This field displays the number of the receipt generated for the payment.
Post status	<p>This field displays the general ledger status of the payment: Posted, Not posted, or Do not post.</p> <p>If the payment has multiple applications and only part of its amount is posted to the general ledger, the post status is "Not posted" regardless of whether the application displayed is posted.</p> <p>When you edit a payment and select "Do not post" in the Adjustment post status field, the adjustment post status appears next to the Post status field in the summary section on the payment page.</p>
Post date	<p>For a posted payment, this field displays the date the payment posts to the general ledger.</p> <p>For a payment with a status of Not posted, this field displays the date you add the payment.</p> <p>For a payment with a status of "Do not post," this field is blank.</p>
Post process ID	<p>For a posted payment, this field displays the ID of the Post to GL process originally used to post the transaction to the general ledger.</p> <p>To view a list of all transactions posted to the general ledger through this process, click the ID in this field. The Post to GL – Included Transactions report for the post process appears. For information about this report, refer to Post to GL – Included Transactions Detail Report on page 1.</p>
Payment method	<p>This field displays how the constituent made the payment. Additional payment information appears, depending on the payment method used.</p> <p>For security reasons, for a payment method of credit card, the Card number field appears and displays the credit card number as a series of asterisks.</p>

If a payment has multiple applications, the payment record displays how much of its amount is used for each application, or revenue detail. For example, Mark Adamson makes a payment to both pay an event registration fee and make a donation. On the payment record, you can view information about each revenue application. The record also provides additional information about the payment,

including any benefits or matching gifts associated with the revenue and additional documentation about the revenue. To ensure this information is easy to access, the payment record is divided into multiple tabs. For information about these tabs, refer to [Revenue Record Details on page 67](#).

Details and Application Details

To view detailed information about a payment, select the Details tab of its revenue record. Under **Details**, information about the payment appears, such as the **Original amount** for the payment, associated appeal information, and any reference entered for the transaction.

The screenshot shows a 'Details' tab with two main sections: 'Details' and 'Application details'. The 'Details' section includes fields for Original amount (\$100.00), Effort, Finder number, Appeal, Source code, Inbound channel, and Revenue reference. The 'Application details' section shows a 'Donation - \$100.00' with a 'Go to revenue' link and an 'Edit' button. Below this, there are fields for Designation (Acquisition Fund), Campaign, Revenue category (Category1), Solicitors (Dianne Adamson (\$100.00); Greg Bently (\$75.00); Raymond Suarez (\$50.00)), Recognition credits (Mark D. Adamson (\$100.00)), and Associated with (Jean H. Aertker).

For a payment, each application of the revenue appears under **Application details**. For each application, you can view its revenue type and how much of the payment amount is applied. You can also view additional information about the application, such as the designation, campaigns, and recognition credits associated with the application. To view additional information about an application, click **Go to revenue** for the application under **Application details**. The revenue record of the application appears. For information about the application record, refer to [Payment Application Record on page 96](#).

However, for payments made through sales methods such as Advance sales or Daily sales, a link is provided to view the order details.

Depending on your system role and security rights, you can manage the application details that appear for a payment transaction. For information about how to edit application details, refer to [Edit a payment on page 97](#).

View Revenue Record

To view information about the application of a payment, such as to an event registration fee, matching gift claim, or pledge payment, click the link in the **Applied to** field for the application under **Application details**. The revenue record for the application appears. For information about the items on the revenue record, refer to [Revenue Record Details on page 67](#).

Edit Payment Application Details

From a payment record, you can edit information about how the revenue is applied. To edit information about a payment application, click **Edit** or **Edit posted** for the application under **Application details**. The Edit <revenue type> details screen appears so you can update the information as necessary.

Tip: To add or delete an application of a payment, edit the payment transaction. For information about how to edit a payment transaction, refer to [Edit a Payment on page 97](#).

➤ Edit the application details of unposted revenue

This procedure describes how to edit an application with a revenue type of "Donation." However, the steps are similar regardless of the revenue type.

1. Access the record of the payment for which to edit an application. For information about how to access a payment record, refer to [Search for Transactions on page 66](#).
2. Select the Details tab.
3. Under **Application details**, click **Edit** for the application to edit. The Edit details screen appears.
4. Edit the information as necessary.
5. Click **Save**. You return to the payment record.

➤ Edit the application details of posted revenue

This procedure describes how to edit an application with a revenue type of "Donation." However, the steps are similar regardless of the revenue type.

1. Access the record of the payment for which to edit an application. For information about how to access a payment record, refer to [Search for Transactions on page 66](#).
2. Select the Details tab.
3. Under **Application details**, click **Edit posted** for the application to edit. The Edit <revenue type> details screen appears.
4. Edit the information as necessary.

When you edit a field that affects the general ledger such as **Designation**, the fields under **Adjustment information** are enabled. Enter information about the adjustment.

- a. Enter the dates to associate with the adjustment and the posting of the adjustment to the general ledger.
- b. In the **Adjustment reason** field, select the reason code to explain the need for the adjustment.
- c. In the **Adjustment details** box, enter any additional information about the adjustment.

Note: When you edit posted application details and the change affects the general ledger, the program automatically generates a reversal transaction and tracks the adjustment.

5. Click **Save**. You return to the payment record.

Payment Application Record

When you add a payment transaction to the database, you specify how to apply the revenue. You can apply a payment transaction to multiple donations and commitments. From the payment record, you can access a record of each application of the payment. To access an application record, select the Details tab and, under **Application details**, click **Go to revenue** beside the application to view .

Edit the Adjustment Details for a Payment Application

After you post a payment application to the general ledger, you can still edit its information. If the change affects the general ledger, the program automatically creates the adjustment and records the change on the payment's Revenue History page to provide an audit trail. For example, if you edit the designations of a paid pledge installment, you must enter information about the adjustment.

➤ Edit application adjustment details

1. If a payment application posted to the general ledger and you edit a field that affects the general ledger, such as **Amount** or **Designation**, the adjustment fields are enabled.
2. Enter the dates to associate with the adjustment and the posting of the adjustment to the general ledger.
3. In the **Adjustment reason** field, select the reason code to explain the need for the adjustment.
4. In the **Adjustment details** box, enter any additional information about the adjustment.
5. Click **OK**. You return to the previous screen.

Payment Tasks

If you have security rights, you can view and edit any payment. You can also delete a payment, such as if you accidentally add a duplicate payment.

Edit a Payment

After you add a payment, you can edit information about the transaction and its applications. For example, you can delete and add applications of the revenue, such as if you apply the payment to the incorrect outstanding commitment.

After you post a payment to the general ledger, you can still edit its information. If the change affects the general ledger, such as if you change the payment method and the new method is mapped to a different account than the original payment method, the edit generates an adjustment. For example, a constituent makes a contribution to your organization, with a payment of direct debit. However, when you add the payment, you mistakenly select Cash as the payment method. After you post the payment to the general ledger, you can correct the data entry error. To provide an audit trail, the program automatically creates the adjustment and records the change on the payment's Revenue History page.

If a deposit is posted and locked, and contains payments with a payment method of Cash, Check, Credit card, or Other, you can edit the payment if you have appropriate security rights. Likewise, if you have rights, you can change the constituent on a payment. If a payment is included in a deposit that is locked but not posted, you cannot edit the payment. For information about how to lock or unlock deposits, refer to the *Treasury Guide*.

Warning: A payment may become unlinked from a deposit when making adjustments. For example, when you edit the amount, application amount, and adjustment post date for a posted payment that is linked to a deposit, the payment becomes unlinked from the deposit.

➤ Edit a payment

1. Access the record of the payment to edit. For information about how to access a payment record, refer to [Search for Transactions on page 66](#).
2. Under **Tasks**, click **Edit payment** or **Edit posted payment**. The Edit payment screen appears.

Note: You cannot edit the constituent entered for a payment. For information about how to change the constituent, refer to [Change Constituent on a Revenue Record on page 87](#).

3. Edit the payment amount or date as necessary. If the constituent requests to make the payment anonymously, select **Payment is anonymous**.

Note: If you edit the payment amount, certain associated records might be affected. For more information, refer to [Edit Revenue Amount on page 89](#).

4. Under **Current applications**, the grid displays the applications of the payment transaction. In the **Applied** column, edit the amount applied to each revenue type as necessary. To edit information about a specific application, select it in the grid and click **Edit**. To delete an application from the payment, select it in the grid and click **Delete**.
5. To add a new application to the payment transaction, in the **Application** field, select the revenue type to which to apply the payment transaction.
 - If you select to apply the payment to a donation, an unapplied matching gift claim, or a payment type of Other, enter information about the application such as its designation and category, and click **Add**.

- If you select to apply the payment to an outstanding commitment of the constituent such as an event registration or a pledge, select the commitment to which to apply the payment and click **Add**. To apply the payment to a pledge that does not appear, select Pledge in the **Application** field and then click the icon that appears next to the field. To apply the payment to the commitments of another constituent, click **Find commitment**.
6. To edit information about how the constituent paid the revenue, select the Payment information tab. Edit the payment method and details of the payment method as necessary.

Note: When you edit a payment, you may need to issue a refund to the credit card used for the transaction. When you edit a payment by credit card that has been processed through the **Blackbaud Payment Service**, the **Refund card on save** checkbox appears if the gateway that processed the credit card supports refunds. By default, the checkbox is marked and a refund will be issued.

7. To edit information about the mailing used to solicit the payment, select the Marketing tab and adjust the information as necessary.
8. To edit the details of the payment transaction, such as benefits or receipt amount, select the Transaction details tab and edit the information as necessary: If the payment has not posted to the general ledger, the **Post date** and **Post status** fields appear. In the **Post status** field, select whether to include the payment when you run a process to post the payment to the general ledger. To include the payment, select "Not posted."
9. If the payment posted to the general ledger, the Adjustment details tab appears.

If you edit information that affects the general ledger, such as amount or payment method, the program automatically generates an adjustment transaction and tracks the adjustment. Enter information about the adjustment. To specify a post status for the adjustment, you must select a status in the **Adjustment post status** field on the payment record. If you do not specify an adjustment post status, the post status defaults to "Not posted."

 - a. Enter the dates to associate with the adjustment and the posting of the adjustment to the general ledger.
 - b. In the **Adjustment post status** field, specify whether to post the adjustment. You can select "Do not post" or "Not posted."

When you select "Do not post" and save the payment, the adjustment post status appears in the summary section of the payment page.
 - c. In the **Adjustment reason** field, select the reason code to explain the need for the adjustment.
 - d. In the **Adjustment details** box, enter any additional information about the adjustment.
10. Click **Save**. You return to the payment record.

Refund Credit Card Transactions

To issue a refund for a credit card transaction, you can edit the payment. If the credit card payment was processed through the **Blackbaud Payment Service** and if the gateway that processed the credit card supports refunds, the **Refund card on save** checkbox appears. By default, the checkbox is marked and a refund will be issued when you save the edited transaction.

Warning: In order to process refunds, you must edit the revenue transactions one at a time. Credit card transactions will not be refunded if you update transactions in *Batch*.

Refunds can also be processed when you delete transactions one at a time. If you delete a credit card payment that has been processed by the **Blackbaud Payment Service** and the gateway that processed the credit card supports refunds, a message appears to ask whether to automatically issue a refund for the difference. To issue a refund, click **Yes**.

In *Treasury*, on the Reconcile transactions and disbursements page, you can view refunds on the View by transaction tab. The original amount of the payment is shown as a separate row with any refunds for that original charge shown in subsequent rows. This allows you to easily view the amount of the original charge in addition to the refunds.

Edit the Recognition Credits for a Payment Transaction

When you add a payment, the program automatically applies its application revenue to the default recognition credits of the selected constituent. After you add a payment transaction, you can edit the recognition credits associated with its applications, such as add a new constituent to receive credit for the amount. From the Add a payment screen or Edit payment screen, you can edit the recognition credits associated with an application type of Donation, Other, or Unapplied matching gift payment. For all application types, you can also edit the recognition credits associated with an existing payment from the payment application record.

➤ Edit recognition credits for a payment transaction

1. To edit the recognition credits of a new payment from the Add a payment screen, in the **Application** field under **Application details**, select the Donation, Other, or Unapplied matching gift payment application to apply to the recognition credit. The **Recognition** field displays the default recognition credits for the selected constituent.

To edit the recognition credits for an existing payment from the Edit payment screen, under **Current applications**, the grid displays the applications associated with the payment transaction. In the grid, select the Donation, Other, or Unapplied matching gift payment application with the recognition credits to edit and click **Edit**. The details of the selected application appear.

Note: You can also edit the recognition credits associated with an existing payment from the record of the payment application. On the Recognition tab, click **Edit recognition credits**. For more information about how to edit recognition credits from the payment application record, refer to [Edit Recognition Credits for Revenue on page 80](#).

2. In the **Recognition** field, the default recognition credits of the selected constituent appear. Click the icon next to the **Recognition** field. The Recognition Credits screen appears.
3. In the **Constituent** column, search for and select the constituents to receive recognition credit for the revenue.
4. For each constituent entered, select the type of recognition credit received and enter the effective date.
5. In the **Amount** column, enter how much of the total amount to credit each recipient.

To easily distribute recognition credit among multiple constituents, select whether to distribute the amount evenly or fully to the constituents.

- To distribute the total amount evenly between multiple constituents, click **Split Evenly**. Each constituent receives a credit for an equal share of the revenue. For example, if you split the total amount evenly between two constituents, each receives credit for half of the revenue.
 - To recognize each constituent for the total amount, click **Split Fully**. Each constituent receives full credit for the revenue.
6. Click **OK**. You return to the previous screen.

Edit the Solicitors for a Payment Transaction

After you add a payment transaction, you can edit the solicitors who receive credit and the credit amount received. From the Add a payment screen or Edit payment screen, you can edit the solicitors associated with an application type of Donation, Other, or Unapplied Matching gift payment.

► Edit solicitors for a payment transaction

1. To edit the solicitors of a new payment from the Add a payment screen, in the **Application** field under **Application details**, select the application to apply to the solicitors.

To edit the solicitors for an existing payment from the Edit payment screen, under **Current applications**, the grid displays the applications associated with the payment transaction. In the grid, select the application with the solicitors to edit and click **Edit**. The details of the selected application appear.

Note: You can also edit the solicitors associated with an existing payment from the record of the payment application. On the Solicitors tab, under **Solicitors**, click **Edit solicitors**. For information about how to edit solicitors from the payment application, refer to [Credit Solicitors for Revenue on page 83](#).

2. Click the icon next to the **Solicitors** field. The Solicitors screen appears.
3. In the **Solicitor** column, search for and select the solicitors to receive credit for the application revenue.

Tip: To quickly find a solicitor, enter the first few letters of the solicitor's last name in the **Solicitor** column and press **ENTER**. The Solicitor Search screen appears, and the **Results** grid displays solicitors with last names that meet the entered criteria.

You can credit multiple solicitors for the same revenue. In the grid, enter each solicitor on a separate row of the **Solicitor** column.

4. In the **Amount** column, enter how much of the total amount to credit each solicitor.

To easily distribute credit among multiple solicitors, select whether to distribute the amount evenly or fully to the solicitors.

 - To distribute the total amount evenly between multiple solicitors, click **Split Evenly**. Each solicitor receives a credit for an equal share of the revenue. For example, if you split the total amount evenly between two solicitors, each receives credit for half of the revenue.

- To credit each solicitor for the total amount, click **Split Fully**. Each solicitor receives full credit for the revenue.

Note: When you credit multiple solicitors for the same revenue, the total distributed credit does not need to equal the total amount. However, you cannot credit a single solicitor for more than the total amount.

5. Click **OK**. You return to the previous screen.

Edit a Matching Gift Payment

After you add a payment, you can edit the portion that is applied to matching gift claims on the Edit matching gift payment screen. For example, if you apply a matching gift payment to the wrong claim, you can correct it from this screen. The screen displays information about paid and unpaid matching gift claims such as donor names, lookup IDs, and the applied and claim amounts. A paid claim has been fully or partially paid by the payment you are editing. An unpaid claim has not been fully nor partially paid by the payment you are editing.

➤ Edit a matching gift payment

1. Open the payment record with the matching gift payment to edit. For information about how to access a payment record, refer to [Search for Transactions on page 66](#).
2. Click **Edit matching gift payment**. The Edit matching gift payment screen appears.

Name	Lookup ID	Applied am..	Claim ama..	Designation look...	Designation	Claim lookup...	Claim date	Original pa.
1 Rodgers, Rand...	8-10001318	\$125.00	\$125.00	HMBPF	Half Moon Ba...	rev-10004975	8/23/2012	8/1/2011

3. You can use the filter options to filter the list of matching gift claims based on constituent name, date, and whether the claims have been paid.
4. To adjust the payment amount applied to the matching gift claim, edit the amount in the **Applied amount** column.
5. To select a different designation for the matching gift claim, edit the ID in the **Designation lookup ID** column.
6. Click **Save**. You return to the payment record.

Edit Gift Fees on a Payment

Your organization may use a percentage of the payment amounts received as a gift fee, such as toward operating costs. If your organization enables gift fees, you can override the fee applied to a payment, such as to edit or waive the fee amount. When you edit the gift fee for a payment, you must select the

reason code to explain the override. For information about how to configure the default gift fees for your organization, refer to [Default Gift Fees on page 26](#).

After you post a payment to the general ledger, you can still edit its gift fees. To provide an audit trail, the program automatically creates the adjustment and records the change on the payment's Revenue History page.

➤ Edit or waive the gift fees on a payment

1. Access the record of the payment with the gift fee to edit. For information about how to access a payment record, refer to [Search for Transactions on page 66](#).
2. Under **Tasks**, click **Edit gift fees** or **Edit posted gift fees**. The Edit gift fees screen appears.

Payment amount: \$100.00
 Receipt amount: \$100.00
 Total gift fees: \$0.00

Restore default fees

Application	Description	Amount	Gift fees	Waive
Donation	Natural Disaste...	\$100.00	\$0.00	<input checked="" type="checkbox"/>

Reason code:

Details:

Help Save Cancel

3. In the **Gift fees** column, edit the gift fee amount for each payment application as necessary. To not use a percentage of a payment application as a gift fee, select the checkbox in the **Waive** column.
4. In the **Reason code** field, select the reason code to explain the override of the gift fee amount. For information about how to configure reason codes for gift fee overrides, refer to the *Administration Guide*.

Note: To return to the default gift fee amount after you edit the **Gift fees** column or select **Waive**, click **Restore default fees**.

5. In the **Details** field, enter any additional information to provide about the override.
6. When you edit the gift fees for a payment that has posted to the general ledger, the **Adjustment details** frame appears. Enter information about the adjustment.
 - a. Enter the dates to associate with the adjustment and the posting of the adjustment to the general ledger.

- b. In the **Adjustment reason** field, select the reason code to explain the need for the adjustment.
- c. In the **Adjustment details** box, enter any additional information about the adjustment.

Note: When you edit the gift fees for a posted payment, the program automatically generates a reversal transaction and tracks the adjustment.

7. Click **Save**. You return to the payment record.

Edit Original Payment Amount

After you add a payment, you can adjust the payment amount as needed. The program stores the original payment amount, so you can always refer back to see what the donor originally intended. If you enter the incorrect amount for a payment and would like the original payment amount to change, you can edit the original payment amount.

When you edit the original payment amount, the general ledger is not affected. The original payment amount is most commonly used as historical information in reports.

➤ Edit original payment amount

1. Access the record of the payment with the amount to edit. For information about how to access a payment record, refer to [Search for Transactions on page 66](#).
2. Under **Tasks**, click **Edit original amount**. The Edit original payment amount screen appears.
3. In the **Original payment amount** field, edit the payment amount.
4. Click **Save**. You return to the payment record.

Apply a Payment to an Outstanding Commitment

A constituent can use any payment method to pay an outstanding commitment, such as a pledge, a recurring gift, or an event registration. To pay an outstanding commitment, add a new payment for the revenue and select the applicable commitment. When you add a payment, the program automatically displays the constituent's outstanding commitments as a reminder that you can apply it to a commitment.

Constituents can make payments toward their own commitments or toward commitments made by other constituents. For example, Georgia Thomas pledges \$100 to your organization. Her husband, Henry Thomas, who is also a constituent, pays the pledge. When you add the payment, you make it in Henry's name and apply it to the balance of Georgia's commitment.

Note: When you apply the payment to an outstanding commitment, the designations of the commitment automatically apply to that amount of the payment.

➤ Apply a payment to an outstanding commitment of the donor

1. On the Add a payment screen or Edit payment screen, in the **Application** field, select the type of commitment to which to apply the payment. To view all outstanding commitments for the

constituent, select "All." All outstanding commitments of the selected type for the constituent appear.

2. Select the commitment to which to apply the payment and click **Add**. The Amount to apply screen appears.
3. Select whether to apply the payment to the outstanding balance or another amount of the commitment. If you select **Other amount**, enter the amount to apply.
4. For a pledge, if the applied amount exceeds the amount of the installment due, in the **Overpayment to** field, select whether to apply the difference to the next installment or overall balance of the pledge. If you select Pledge balance, the program applies the overpayment amount to the final scheduled installment of the pledge.
5. Click **OK**. You return to the Add a payment screen. In the grid, the selected applications appear, and the **Applied** column displays the amount applied toward each commitment. Edit this information as necessary.

Note: To remove a commitment from the grid, select it and click **Remove**.

6. Enter information as necessary to add or edit the payment. For information about how to add a gift payment, refer to [Add a Payment on page 47](#).

➤ Apply a payment to the commitment of a constituent other than the donor

1. On the Add a payment screen or Edit payment screen, in the **Application** field, select the type of commitment to which to apply the payment.
2. Click **Find commitment**. The Commitment Search screen appears.
3. Search for and select the commitment to which to apply the payment and click **Select**. You return to the previous screen. The selected commitment appears in the application grid.
4. In the **Applied** column, enter how much of the payment amount to apply to the commitment.
5. Enter information as necessary to add or edit the payment. For information about how to add a gift payment, refer to [Add a Payment on page 47](#).

Delete a Payment

You can delete a payment from the database, such as if you accidentally add a duplicate payment. When you delete a posted payment, the program automatically creates a reversal transaction to the general ledger.

Tip: You cannot query on deleted payments. To remove the revenue from your database but still maintain a record of the payment, such as for query purposes, we recommend you edit the payment amount to \$0.00. For information about how to edit a payment, refer to [Edit a Payment on page 97](#).

To delete a payment, access its record and click **Delete payment** or **Delete posted payment** under **Tasks**. When a message appears to ask whether to delete the payment, click **Yes**. You return to *Revenue*.

Note: If you delete a credit card payment that has been processed by the **Blackbaud Payment Service** and the gateway that processed the credit card supports refunds, a message appears to ask whether to automatically issue a refund for the difference. To issue a refund, click **Yes**.

Matching Gifts

The Matching Gifts tab appears on all payment records except for event registration fees. Companies may match a donation made by one of their employees or corporate partners. For example, if an employee donates \$100 to your organization, you may receive a matching gift claim from his employer. Organizations can also match gifts donated by other organizations; however, an organization cannot match its own gift. To view the information about the matching gift claims for revenue, select the Matching Gifts tab.

Matching Gifts

Matching gifts (1) + Add 2 More ▾				
Organization	Match amount	Match date	Designations	Matching gift condition
⌵ Davenport Creamery	\$120.00	4/16/2014	Annual Campa...	Employee

Note: The Matching Gifts tab does not appear on the payment record of an event registration fee. You cannot add a matching gift claim to an event registration fee payment.

Under **Matching gifts**, information about the revenue’s matching gift claims appears, including the organizations associated with the claims, the amount and date of each matching gift claim, and the designations to which the revenue is applied. You enter this information when you add the matching gift claim. To update the information in this grid, click **Refresh** on the action bar.

From the Matching Gifts tab, you can add gifts donated by an organization to match revenue you receive from a constituent. For example, Davis & Johnson Pharmaceuticals offers to match every gift their employees donate to your organization with a matching factor of 1 and a maximum payment of \$1,000 per employee. Carlos Hernandez, a Davis & Johnson Pharmaceuticals employee, donates \$1,000. From the Matching Gifts tab of Carlos Hernandez’s payment record, you can create a matching gift claim for Davis & Johnson Pharmaceuticals.

From the grid, you can also edit and view matching gift claims associated with the payment. For information about matching gift claims, refer to [Matching Gift Claims on page 165](#).

To view information about a payment’s matching gift claim, click the match amount under **Matching gifts**. The matching gift claim record appears. For information about the matching gift claim record, refer to [Matching Gift Claim Record on page 166](#).

Appraisals

The Appraisals tab appears on revenue records for payments of gifts-in-kind. On this tab, you can add and edit information about appraisals of the gift-in-kind.

Appraisals

Appraisals (1) + Add 2 More ▾				
Date of appraisal	Appraised value	Appraiser	Appraisal fee	Description
⌵ 5/7/2014	\$50.00	Andrew Aaron	\$0.00	

Your organization may require an appraisal before a valuable gift-in-kind item is sold.

➤ Add an appraisal

1. Access the record of the gift-in-kind payment. For information about how to access a payment record, refer to [Search for Transactions on page 66](#).
2. On the Appraisals tab, click **Add**. The Add an appraisal screen appears.
3. In the **Appraiser** field, search for and select the constituent that determines the value of the item.
4. Enter the value determined at the appraisal and date of the appraisal.
5. In the **Description** field, enter information about the appraisal method or additional details to track about the appraisal.
6. In the **Appraisal fee** field, enter the appraisal fee associated with the appraisal of the gift-in-kind.

Note: It is not required to enter the appraisal fee. The fee is not included in appraisal calculations and has no impact on general ledger mappings or distributions.

7. Click **Save**. You return to the payment record.

Stock Sales

The Stock Sales tab appears on revenue records for payments of stock. On this tab, you can view and edit information about the sale of shares of the stock associated with the payment.

Stock sale totals									
Units sold:	3.000	Total sale amount:	\$180.00	Total proceeds:	\$180.00				
Units remaining:	1.000	Total gain/loss:	\$0.00	Total fees:	\$0.00				
Stock sales (2)									
Type	Date	Amount	Gain/loss	Fee	Net proceeds	No. units	Low price	Median price	High price
Stock	5/12/2014	\$240.00				4.000	50.0000	60.0000	70.0000
Sold s...	5/12/2014	\$180.00	\$0.00	\$0.00	\$180.00	3.000	50.0000	60.0000	70.0000

Under **Stock sale totals**, a summary of the stock sale transactions associated with the payment appears. You can view the units sold and remaining, the total sale amount of the shares, and the total amount gained or lost from the stock sale transactions. You can also view the total proceeds and the total amount of any fees associated with the transactions.

When your organization sells shares of the stock received with the payment, the **Stock sales** grid displays information about the stock payment and the sale of its units or shares. In the grid, you can view the date, amount, number of units, and prices per share of the stock at the time of the payment. To view information about the sale of shares of the stock, click the plus (+) sign. In the tree-view, you can view the number of units sold; the date, amount, and prices per share at the time of the sale; the amount gained or lost with the sale; the amount of any fees associated with the sale; and the net proceeds of the transaction.

From the grid, you can edit the information about a sale of stock as necessary. For information about how to edit this information, refer to [Edit or Adjust a Stock Sale Transaction on page 109](#).

Note: Your organization may receive multiple shares, or units, or stock from a constituent in a single payment. Your organization can then sell these shares in multiple transactions. Each stock sale transaction appears in the tree-view. For information about how to sell shares of a stock payment, refer to [Sell a Payment of Stock on page 107](#).

Stock Payment Tasks

When a constituent donates stock, you classify the payment method as Stock. When you receive a payment of stock, your organization may choose to keep or sell the shares of stock to benefit the goals of your organization. When you add the stock payment to the database, you enter the value of the stock as of the date that it transfers to your organization. If you sell the stock, you use the **Sell stock** task to record the sale amount. You can also edit sold stock information or undo a sold stock transaction.

Sell a Payment of Stock

When a constituent donates stock, you may sell the shares of the stock to use the funds to benefit your organization. To modify the payment to include the sale amount of the shares and any fees incurred by your organization to initiate the sale, use the **Sell stock** task.

➤ Sell shares of a stock payment

1. Access the record of the Stock payment to sell. For information about how to access a payment record, refer to [Search for Transactions on page 66](#).
2. Under **Tasks**, click **Sell stock**. The Sell stock screen appears.

Sell stock

Issuer: Universal Airlines

Date of sale: 7/13/2011

Sale amount: \$270.00

Fees: \$50.00

Units sold: 9,000

Price per share: Low 29.0200 Median 30.0000 High 30.89

GL post status: Not Posted

GL post date: 7/13/2011

Gain: \$62.28 Units remaining: 4,000

Help Save Cancel

3. In the **Date of sale** field, select the date your organization initiates the stock sale transaction.
4. In the **Sale amount** field, enter the amount your organization receives from the sale of stock.
5. In the **Fees** field, enter the amount paid to sell the stock, such as to a broker or agent. If you include the revenue in a Post to GL process, this amount posts as an expense, separate from the loss or gain amount.
6. In the **Units sold** field, enter the number of the shares, or units, sold.
7. In the **Price per share** fields, enter the low, median, and high prices at the time of the sale.
8. In the **GL post status** field, select whether to post the transaction to the general ledger. To include the transaction when your organization next runs the process to post revenue to the general ledger, select "Not Posted."
9. In the **Loss** or **Gain** field, the program automatically calculates and displays the amount gained or lost from the sale of the stock. If you include the revenue in a Post to GL process, this amount is the amount that posts to the general ledger.

In the **Units remaining** field, the program displays the number of units remaining from the original contribution of stock after the sale of stock.

10. Click **Save**. You return to the payment record.
 - The **Payment method** field indicates that the stock is sold and the amount at which your organization sold it.
 - On the GL Distributions tab, the **Sold Stock GL distributions** grid appears. For information about this grid, refer to [General Ledger Distributions on page 72](#).
 - On the Stock Sales tab, the **Stock sales** grid displays the information entered during the sale of stock. For information about how to edit this information, refer to [Edit sold stock information on page 109](#).

Undo a Stock Sale Transaction

You can undo a sale of stock from the record of the sold stock payment.

Note: If you undo a stock sale transaction and the revenue from the transaction is posted to the general ledger, the program automatically generates a reversal transaction. For information about the general ledger reversal distribution, refer to [General Ledger Distributions on page 72](#).

Your organization may receive multiple shares, or units, or stock from a constituent in a single payment. Your organization can then sell these shares in multiple transactions. When you undo a sale of stock, you undo the most recent sale transaction associated with the stock payment. To undo an earlier stock sale transaction, you must first undo the transactions made since that transaction.

To undo a sale of stock, access the record of the payment and click **Undo sell stock** under **Tasks**. When a message appears to ask whether to undo the transaction, click **Yes**. You return to the payment record.

Edit or Adjust a Stock Sale Transaction

You can edit information about a stock sale transaction, such as if the broker increases the fee charged for the transaction, or to correct a data entry error.

Note: When you edit a stock sale transaction, you can edit information such as the date of the sale, amounts of the sale or fees, the number of units sold, and the prices per share at the time of the sale. You cannot undo a stock sale transaction as part of an edit. For information about how to undo a stock sale transaction, refer to [Undo a Stock Sale Transaction on page 109](#).

➤ Edit sold stock information

1. Access the record of the Sold stock payment to edit. For information about how to access a payment record, refer to [Search for Transactions on page 66](#).
2. Select the Stock Sales tab.
3. Under **Stock sales**, click the double arrows beside the transaction to edit.
4. Click **Edit** or **Adjust**. The Edit stock sale screen appears. The items on this screen are the same as the Sell stock screen. For information about the items on this screen, refer to [Sell a Payment of Stock on page 107](#).

Edit stock sale

Issuer:

Date of sale: 9/19/2014

Sale amount: \$20.00

Fees: \$0.00

Units sold: 1.000

Price per share: Low 0.0000 Median 20.0000 High 0.0000

GL post status: Not Posted

GL post date: 9/19/2014

Gain: **\$10.00** Units remaining: **3.000**

Help Save Cancel

5. Edit the information as necessary.
6. If the **Post status** field on the record displays "Posted" and you edit a field that affects the general ledger, such as **Sale amount** or **Fees**, the **Adjustment** frame is enabled. Enter information about the adjustment.
 - a. Enter the dates to associate with the adjustment and the posting of the adjustment to the general ledger.
 - b. In the **Adjustment reason** field, select the reason code to explain the need for the adjustment.
 - c. In the **Adjustment details** box, enter any additional information about the adjustment.

Note: When you edit posted revenue and its change affects the general ledger, the program automatically generates a reversal transaction and tracks the adjustment.

7. Click **Save**. You return to the payment record.

Property Payment Tasks

When a constituent donates property, such as land or an estate, you classify the payment method as "Property" and select a subtype to describe the property. When you receive a payment of property, your organization may choose to keep or sell the property to benefit the goals of your organization. When create a payment for the property payment, you enter the value of the property as of the date that it transfers to your organization. If you decide to sell the property, use the **Sell property** task to record the sale amount. You can also edit sold property information or undo a sold property transaction.

Sell a Payment of Property

When a constituent donates property, you may sell the payment to use the funds to benefit your organization. To modify the payment to include the sale amount of the property and any fees incurred by your organization to initiate the sale, click **Sell property** under **Tasks**.

When you receive a payment of property, you must create a payment to record the value of the property as of the date that it transfers to your organization. For information about how to add a property payment, refer to [Add a Payment on page 47](#).

> Sell a payment of property

1. Access the record of the Property payment to sell. For information about how to access a payment record, refer to [Search for Transactions on page 66](#).
2. Under **Tasks**, click **Sell property**. The Sell property screen appears.

3. In the **Date of sale** field, select the date your organization initiates the property.
4. In the **Sale amount** field, enter the amount your organization receives from the sale of the property.
5. In the **Fees** field, enter the amount you pay to the agent who helps you find a buyer for the property. If you include the revenue in a Post to GL process, this amount posts as an expense, separate from the loss or gain amount.

6. In the **GL post status** field, select whether to post the transaction to the general ledger. To include the transaction when your organization next runs the process to post revenue to the general ledger, select "Not Posted."
7. The **Original property amount** field displays the value of the property on the day it transferred to your organization. You enter this information when you add the payment to your database.
 In the **Loss** or **Gain** field, the program automatically subtracts the original property amount from the sale amount to calculate and display the amount gained or lost from the sale of the property. If you include the revenue in a Post to GL process, this amount is the amount that posts to the general ledger.
8. Click **Save**. You return to the payment record.
 - The **Payment method** field indicates that the property is sold and the amount at which your organization sold it.
 - On the GL Distributions tab, the **Sold Property GL distributions** grid appears. For information about this grid, refer to [General Ledger Distributions on page 72](#).

View or Edit Information about a Sold Property Transaction

You can view the sold property information of a property payment. If necessary, you can also edit the sold property information, such as if the broker increases the fee charged for the transaction or to correct a data entry error.

➤ View or edit sold property information

1. Access the record of the Sold property payment to view or edit. For information about how to access a payment record, refer to [Search for Transactions on page 66](#).
 2. Under **Tasks**, click **View/edit sold property information**. The Sell property screen appears.
 3. View or edit the information as necessary.
 4. If the **GL post status** field displays "Posted" and you edit a field that affects the general ledger, such as the **Sale amount** or **Fees** field, enter information about the adjustment.
 - a. Enter the dates to associate with the adjustment and the posting of the adjustment to the general ledger.
 - b. In the **Adjustment reason** field, select the reason code to explain the need for the adjustment.
 - c. In the **Adjustment details** box, enter any additional information about the adjustment.
- Note:** When you edit posted revenue and its change affects the general ledger, the program automatically generates a reversal transaction and tracks the adjustment.
5. Click **Save**. You return to the payment record.

Undo a Sale of Property Transaction

You may need to undo a sale of property transaction, such as to correct a data entry error.

Note: If you undo a sale of property transaction and the revenue from the transaction is posted to the general ledger, the program automatically generates a reversal transaction. For information about the general ledger reversal distribution, refer to [General Ledger Distributions on page 72](#).

To undo the sell of property, access the record of the payment and click **Undo sell property** under **Tasks**. When a message appears to ask whether to undo the transaction, click **Yes**. You return to the payment record.

Pledges

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A pledge is a promise to make a donation to your organization. For example, a constituent may pledge to give \$1,000 to your organization in response to an appeal you send to all constituents as part of a campaign. To track the pledge in your database as expected revenue, you create a new pledge record. This record contains the information required to manage the pledge, such as the installment schedule and remaining balance due for the pledge. Pledge records can also contain information about the pledge amount, designations, recognition credits, benefits associated with the pledge, payment methods, and attributes.

A pledge can be paid in a single installment or in multiple installments. Regardless of whether a pledge is paid in single or multiple installments, you must create a new payment record for each pledge payment you receive.

Pledge Record

A pledge record contains several tabs that contain information about a specific pledge. The pledge record displays any recognition credits, benefits, solicitors, letters, general ledger distribution, documentation, and tributes for the pledge. On the pledge record, you can manage additional information such as installments, write-offs, designations, and payment information. For information about the tabs that appear on the pledge record, refer to [Revenue Record Details on page 67](#).

At the top of the pledge record, the name of the constituent associated with the pledge appears. The constituent's name provides a link to detailed information about the constituent. To view the record of the constituent associated with the pledge, click the link.

The table below explains the items in the summary section on a pledge record.

Screen Item	Description
Pledge amount	This field displays the total amount of the pledge.
Date	This field displays the date associated with the pledge, such as the date your organization receives it.
Batch number	If the pledge is added as part of a revenue batch, this field displays the number of the batch associated with the pledge. If the pledge is not added as part of a batch, this field is blank.
Revenue ID	This field displays the lookup ID assigned the pledge, such as when added to the database. When you search for the pledge, you can use the lookup ID to quickly find it. For information about how to edit this ID, refer to Edit the Lookup ID for a Revenue Transaction on page 88 .
Summary	This field displays the total outstanding balance of the pledge, the total amount paid toward the pledge, and the total amount past due.
Status	This field displays whether the program generated acknowledgements for the pledge and the post status and post date of the pledge. To view a list of all transactions posted to the general ledger through this process, click the ID in the Post process field. The Post to GL – Included Transactions report for the post process appears. For information about this report, refer to Post to GL – Included Transactions Detail Report on page 1 .

From the pledge record, you can add, edit, and delete information.

Edit a Pledge

After you add a pledge, you can edit its details as necessary. If it has unpaid installments remaining, you can edit its schedule and the designations of its installments.

After you post a pledge to the general ledger, you can still edit its information. If the change affects the general ledger, the program automatically creates the adjustment and records the change on the Revenue History page to provide an audit trail.

> Edit a pledge

1. Access the record of the transaction to edit. For information, refer to [Search for Transactions on page 66](#).
2. Under **Tasks**, click **Edit pledge** or **Edit posted pledge**. The Edit pledge screen or Edit posted pledge screen appears. The items on these screens are the same as the Add a pledge screen.
3. Edit the information as necessary.

Note: If you edit the pledge amount, certain associated records might be affected. For more information, refer to [Edit Revenue Amount on page 89](#).

4. If there are unpaid installments remaining, under **Installments**, edit the schedule or designations of the remaining installments as necessary.
 - If there are unpaid installments remaining, the **Next installment date**, **Frequency**, **Installment amount**, and **No. installments remaining** fields are enabled. Edit the schedule as necessary.
 - To change the designations for an installment or the amounts applied to installments, click **Edit installment designations**. The Edit installment designations screen appears.

Warning: When you edit the designations for a paid or partially paid installment, the program creates a new record of the payment application and deletes the existing application record. To avoid loss of information about the original application, such as solicitors or recognition credits, we recommend you record this information before you edit the designations for the installment. For information about the application record, refer to [Payment Application Record on page 96](#).

5. If the pledge posted to the general ledger, the **Adjustment details** frame appears. When you edit a field that affects the general ledger, such as **Amount** or **Designation**, these fields are enabled so you can enter information about the adjustment.
 - a. Enter the dates to associate with the adjustment and the posting of the adjustment to the general ledger.
 - b. In the **Adjustment reason** field, select the reason code to explain the need for the adjustment.
 - c. In the **Adjustment details** box, enter any additional information about the adjustment.

Note: If you edit the designations of a paid installment that has posted to the general ledger, the Edit application adjustment details screen appears when you click **Save**. From this screen, you can enter information about the adjustment. For information about how to enter adjustment information, refer to [Edit the Adjustment Details for a Payment Application on page 96](#).

6. To save your changes, click **Save**. You return to the record.

Edit the Original Pledge Amount

After you add a pledge, you can adjust the pledge amount as needed. The program stores the original pledge amount, so you can always refer back to see what the donor originally intended. The original pledge amount can be found on the Details tab of the Pledge record. If you enter the incorrect amount for a pledge and would like the original pledge amount to change, you can edit the original pledge amount. This does not affect any pledge payments or installments. To reschedule installments, go to the Installment/Write-Off Activity tab.

► Edit the original pledge amount

1. Access the record of the pledge to edit. For information about how to access a pledge record, refer to [Search for Transactions on page 66](#).
2. Under **Tasks**, click **Edit original amount**. The Edit original pledge amount screen appears.
3. Edit the original amount of the pledge.
4. To save your changes, click **Save**. You return to the pledge record.

Delete Pledges

After you add a pledge, you can delete it as necessary. If you delete a pledge that has already been posted to the general ledger, the program automatically sends a reversal to the general ledger.

Warning: You cannot delete a pledge if a payment exists for the pledge. To delete the pledge, you must first delete all associated pledge payments.

To delete a pledge, access its record and click **Delete pledge** under **Tasks**. When a message appears to ask whether to delete the pledge, click **Yes**.

Pledge Details

To view detailed information about a pledge, such as **Designations**, **Payment information**, and **Gift fees**, select the Details tab. Under **Details**, specific information about the pledge displays, such as the **Original amount** of the pledge and any mailings associated with the pledge.

Designations

When you receive revenue, you specify the designations to which to apply the revenue. This can help determine a designation's financial progress and track the application of the revenue. To view more detailed information about designations associated with a pledge, select the Details tab of the revenue record. Under **Designations**, information about the designations to which the revenue is applied appears. You enter this information when you add the revenue to the database. To update the information in the grid, click **Refresh** on the action bar.

Note: To modify the designations for a pledge, edit the pledge. For information about how to edit a pledge, refer to [Edit a Pledge on page 115](#).

Payment Information

On a revenue record for a pledge, the **Payment information** frame appears on the Details tab and displays whether automatic payment is set up for the revenue.

The payment information that displays depends on the payment method used.

- If the payment method is Credit card, payment information such as card type and expiration date display.
- If the payment method is Direct debit, payment information such as financial institution or account displays.

Depending on your security rights and system role, you can edit the payment information for the pledge.

Edit Payment Information

You can edit payment information for a pledge. For example, if a constituent did not select to process payments automatically for a pledge, but later decides to do so, you can configure the automatic payment. You can also edit this information to change automatic payment information after it is entered.

➤ Edit payment method information for pledges

1. On the revenue record of the pledge with payment information to edit, select the Details tab.
2. On the action bar of the **Payment information** frame, click **Edit**. The Edit payment method details screen appears.
3. For a pledge, to make the payment automatic, select **Pay automatically by** and select whether to automatically pay the revenue by credit card or direct debit.
4. Enter information about the credit card or direct debit account used to pay the pledge.
5. To save your changes, click **Save**.

Gift Fees

Your organization may use a percentage of payment amounts received as a gift fee, such as toward operating costs. If your organization enables gift fees in *Revenue*, you can select whether to apply gift fees to payments made toward a specific pledge. To view whether gift fees apply to the payments of a pledge, select the Details tab on the pledge record. Under **Gift fees**, you can view whether gift fees apply to the pledge payment and whether the program applies the default fees or custom fees.

When you waive or customize the gift fee for a pledge, you must select the reason code to explain the need to override the default fee. For information about how to configure the default gift fees for your organization, refer to [Default Gift Fees on page 26](#).

Under **Gift fees**, you can select whether to apply gift fees to the payments of the pledge. If you select to apply gift fees to pledge payments, you can select whether to apply the default gift fees or custom gift fees to the pledge payments. To edit the gift fees for the pledge payments, click **Edit** on the action bar.

Note: To edit gift fees from **Tasks**, click **Edit gift fees**.

Note: To generate GL distributions for gift fees, you can map the transactions to GL accounts or account codes in *Administration*. For more information, refer to the *General Ledger Setup Guide*.

➤ Edit gift fees on pledge payments

1. Access the record of the pledge with the gift fees to edit. For information about how to access a pledge record, refer to [Search for Transactions on page 66](#).
2. Under **Tasks**, click **Edit gift fees**. The Edit gift fees screen appears.

Note: To edit the gift fees from the Details tab of the pledge record, click **Edit** under **Gift Fees**.

3. Select whether to apply gift fees to payments toward the pledge.
 - To apply gift fees to the pledge payments, select **Apply gift fees to payments towards this pledge** and select whether to apply the default gift fees configured for your organization to the payments. If you select **Use custom gift fees**, enter the percentage of the payments to use as a gift fee. For example, to apply 5% of each payment as a gift fee, enter "5.00." When you select this option, you must select a reason code to explain the need to override the default gift fees.
 - To not apply gift fees to the pledge payments, select **Waive gift fees on payments towards this pledge**.
4. If you select to waive the gift fees or apply custom gift fees to the pledge payments, enter information about the override of the default gift fees.

- a. In the **Reason code** field, select the reason code to explain the need to override the default gift fee amount.
For information about reason codes, refer to the *Administration Guide*.
 - b. In the **Details** field, enter any additional information to provide about the gift fee override.
5. Click **Save**. You return to the pledge record. When you add payments towards the pledge, the program automatically applies the gift fees selected.

Globally Write-Off Pledges

When your organization cannot collect multiple pledges, you can write off the entire group of pledges so the balance for each no longer appears as expected income in your general ledger. In one action, you can write off multiple pledges that meet a set of criteria you define.

For example, several constituents in your system have an outstanding balance of \$50 toward pledges for the Annual Campaign. In the meantime, these same constituents pledge an additional \$10,000 each toward a new campaign. Because the constituents pledge to give more substantial donations, you determine the outstanding \$50 pledge balance to be insignificant. You can globally write off the \$50 balance for all of these pledges in the same process.

Before you can add a new pledge write off process, you must first define a query and selection for the write off process in *Query*. With *Query*, you can select an ad-hoc query or a smart query for your write off process. When you create a query to use for a global write off process, select "Revenue" in the **Query type** field. When you save the query, select **Create a Selection**, and select whether to create a dynamic selection or a static selection. For more information, refer to the *Query and Export Guide*.

When you select to create a static selection, the program writes off only those pledges that meet the criteria for that selection at the exact time you create the selection. You can write off the pledges in a static selection only once. To create a global write off process you can use multiple times, select to create a dynamic selection. Dynamic selections include any new pledges that meet the original criteria each time you run the write off process.

Note: When you enter information in the Add new pledge write-off process screen and click **Save**, the program creates a single instance of this process but does not run the process itself. To run a global write off process, select the process to run in the grid and click **Start process**.

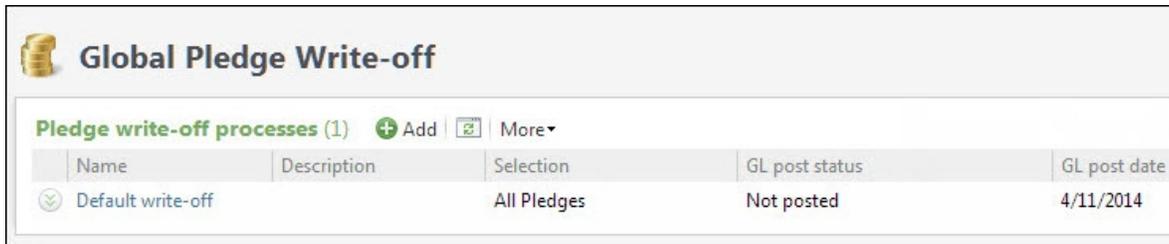
Note: You can also write off multiple pledges using the Pledge Write-off batch. The Pledge Write-off batch allows you to write off multiple pledges at one time, write off the full pledge balance or selected installments, and take advantage of the approval workflow and validation functionality within *Batch*.

Warning: The Global pledge write off process does not reduce the recognition credit amounts for the written off pledges. To reduce the recognition credit amounts for constituents, you must use a Pledge Write-off batch or write off a pledge individually.

Global Pledge Write-off Page

On the Global Pledge Write-off page, you can view a list of all available pledge write off processes in the **Pledge write-off processes** grid. For each process listed, you can view its name, description,

selection, and the general ledger post status and date. To access the Global Pledge Write-off page from *Revenue*, click **Global pledge write-off** under **Processing**.



The screenshot shows the 'Global Pledge Write-off' page. At the top, there is a header with a gold coin icon and the title 'Global Pledge Write-off'. Below the header, there is a section titled 'Pledge write-off processes (1)' with '+ Add', a refresh icon, and 'More' options. A table below this section contains one row of data.

Name	Description	Selection	GL post status	GL post date
Default write-off		All Pledges	Not posted	4/11/2014

Under **Pledge write-off processes**, you can add and manage pledge write off processes. To make sure the grid displays the latest information, click **Refresh**.

Add Pledge Write off Processes

When your organization cannot collect multiple pledges, you can write off the entire group of pledges so the balance for each no longer appears as expected income in your general ledger. In one action, you can write off multiple pledges that meet a set of criteria you define.

> Add a pledge write-off process

1. From *Revenue*, click **Global pledge write-off** under **Processing**. The Global Pledge Write-off page appears.

Note: Before you can add a new pledge write off process, you must first define a query and selection for the write off process in *Query*.

2. Click **Add**. The Add a pledge write off process screen appears.

Add a pledge write-off process
✕

General

Name:

Description:

Selection: 🔍 ✎

Post status: Not posted ▼

Post date: 3/25/2019 📅

Site: All Sites ▼ 🔍

Write-off reason

Reason code: ▼

Details:

Recognition credits

Reduce recognition credits by proportional amount

Reduce recognition credits by write-off amount

Do not adjust recognition credits

Output

Create output selection

Overwrite existing selection

Selection name:

Help

3. Enter a unique name and description to help identify the pledge write off process. If you use a dynamic selection, enter an adequate description so you can properly identify the write off process if you select to run it again.
4. In the **Selection** field, search for and select the selection of pledges to write off.
To edit an Ad-hoc query selection or a Smart query selection, next to the **Selection** field, click the edit button to open an edit screen.

Note: Depending on your security rights and system role, you can edit a query. For more information about queries, refer to the *Query and Export Guide*.

5. In the **Post status** field, select whether to post the write offs to the general ledger. To post the write offs, select "Not posted."
If you select "Not posted," in the **Post date** field, enter the date to indicate the accounting period in which the write offs will post to the general ledger.
6. Under **Write-off reason**, select the reason code to explain the need to write off the pledges. For information about reason codes, refer to the *Administration Guide*.
7. In the **Details** field, enter any additional information to provide about the write offs.
8. Under **Recognition credits**, select how you want to handle recognition credits.
9. Under **Output**, select whether to create a query of the pledges the process writes off. An output selection is a static selection that contains components that identify all pledges the process writes off. If you select **Create output selection**, enter a name for the selection and select whether to overwrite any existing selection with the same name. When you overwrite a selection, you lose the history of which pledges the process previously wrote off.
10. Click **Save**. You return to the Global Pledge Write-off page.

Run Pledge Write-off Processes

After you add a pledge write off process, you run it to write off the pledges that meet the criteria selected. When you write off pledges that have already been posted to the general ledger, the program reduces the outstanding amount of the receivables and increases the amount of the expenses in the general ledger.

Note: When you run a global pledge write off process, the process does not include any pledge with a status of pending.

Warning: The Global pledge write-off process does not reduce the recognition credit amounts for the written off pledges. To reduce the recognition credit amounts for constituents, you must use a Pledge Write-off batch or write off a pledge individually.

➤ Run a pledge write-off process

1. From *Revenue*, click **Global pledge write-off** under **Processing**. The Global Pledge Write-off page appears.
2. In the **Pledge write-off processes** grid, click the double arrows beside the process to run.
3. Click **Start process**. The Run pledge write-off process screen appears. The items on this screen are identical to those on the Add a pledge write-off process screen.
4. Edit the process and output information as necessary. For example, update the reason for the write-off or select whether to create an output selection.
5. Click **Start**. The process status page appears so you can view details about the process and its output. For information about the process status page, refer to [Pledge Write-off Process Page on page 124](#).

Pledge Write-off Process Page

If your organization cannot collect multiple pledges, you can create a business process to write off the entire group of pledges at one time. When you create a global pledge write off process, the program creates a status page of the process. On the status page, you can view information about the process, such as its name and description. You can also view the reason entered for the write offs, the selection included in the process, the general ledger post status and date of the process, and whether the process creates an output selection.

Warning: The Global pledge write-off process does not reduce the recognition credit amounts for the written off pledges. To reduce the recognition credit amounts for constituents, you must use a Pledge Write-off batch or write off a pledge individually.

The status page displays the current status and historical information about the process. From the status page, you can also set a job schedule to run the process automatically. To help you navigate through this information, each process status page contains multiple tabs.

From the process status page, you can perform multiple tasks to manage the global pledge write off process.

Recent Status Tab

On the Recent status tab, you view the details of the most recent instance of the process. These details include the status of the process; the start time, end time, and duration of the process; the person who last started the process; the name of the server most recently used to run the process; the total number of records processed; and how many of those records processed successfully and how many were exceptions.

History Tab

Each time you run a business process, the program generates a status record of the instance. On the History tab, you view historical status record information about each instance of the process. The information in the grid includes the status and date of the instance.

On the History tab, you can limit the status records that appear in the grid. You can filter by the process status. If you filter the records that appear in the grid, it can reduce the amount of time it takes to find a process instance. For example, if you search for an instance that did not finish its operation, you can select to view only status records with a **Status** of "Did not finish." To filter the records that appear in the grid, click **Filters**. The **Status** field and **Apply** button appear so you can select the status of the instances to appear in the grid. To update the information that appears, click **Refresh**.

Delete a Status Record from the History Tab of a Process Status Page

On the History tab of a process status page, you can delete a specific status record of the process. When you delete a status record, you delete the specific instance and all of its history. To delete a status record, select it and click **Delete**.

➤ Delete a status record from the History tab

1. On the History tab of the process status page, click the double arrows beside a status record and click **Delete**. A confirmation message appears.

Note: You can filter the records in the grid by the status of the process to reduce the amount of time it takes to find an instance of the process. For example, to search for a completed instance, click the funnel icon, select "Completed" in the **Status** field, and click **Apply**. Only completed instances appear in the grid.

2. Click **Yes**. You return to the History tab. The selected status record no longer appears.

Job Schedules Tab (Not Available on All Process Pages)

On the Job schedules tab, you can view the job schedules of the process in the database. The details in this grid include the name, whether a job schedule is enabled, the frequency of the job schedule, the start date and time and end date and time, and the date the job schedule was added and last changed in the database. You enter this information when you set the job schedule of the process.

Schedule Process Jobs

You can create a job schedule to automatically run a business process. When you create a schedule for a process, the program exports and runs the process at the scheduled instance or interval. For example, you can schedule a process to run at a time convenient for your organization, such as overnight.

Note: To create a job schedule from any tab of the process status page, click **Create job schedule** under **Tasks**.

> Create a job schedule

1. On the Job schedules tab of the process, click **Add**. The Create job screen appears.

Create job

Details

Job name:

Schedule type:

Enabled

One-time occurrence

Date: Time:

Frequency

Occurs every: day(s)

Daily frequency

Occurs once at:

Occurs every: Minutes Starting at:

Ending at:

Duration

Starting at: End date:

No end date

[? Help](#)

2. In the **Job name** field, enter a name for the scheduled process.

3. By default, the schedule is active. To suspend it, clear the **Enabled** checkbox.
4. In the **Schedule type** field, select how often to run the process. You can run a process once; on a daily, weekly, or monthly basis; whenever *SQL Server Agent* service starts; or whenever the computer is idle according to *SQL Server Agent*. Your selection determines which other fields are enabled.
 - a. For a process that runs once, select the date and time to run it.
 - b. For a process that runs on a daily, weekly, or monthly basis, select the number of days, weeks, or months between instances in the **Occurs every** field. For a weekly process, select the day of the week to run it. For a monthly process, select the day of the month to run it. For a process that runs on a daily, weekly, or monthly basis, select whether to run it a single time or at regular intervals on the days when it runs.
 - c. For a process that runs on a daily, weekly, or monthly basis, select a start date and, if necessary, an end date. To run the process indefinitely, select **No end date**.
5. Click **Save**. You return to the Job schedules tab.

Installment/Write-off Activity

On the Installment/Write-off activity tab, the **Installment activity** grid displays information about installments of a commitment such as a pledge, including payments and write offs. Under **Write-offs**, information about write offs applied to the transaction appears.

Installment/Write-off Activity							
Installment activity (6) Reschedule installments Filters More							
Activity	Date	Amount	Receipt amount	Paid by	Pay method	Balance	Designation
▲ Installment 1	6/27/2003	\$422.25	\$0.00			\$0.00	Library Fund
Write-off	5/9/2014	\$422.25					
▲ Installment 2	9/27/2003	\$422.25	\$344.50			\$344.50	Library Fund
Write-off	5/9/2014	\$77.75					
Installment 3	12/27/2003	\$422.25	\$422.25			\$422.25	Library Fund
Installment 4	3/27/2004	\$422.25	\$422.25			\$422.25	Library Fund
Write-offs (1) Add More							
Date	Amount	GL post status	GL post date	Reason details	Reason code	Reason description	
5/9/2014	\$500.00	Not posted	5/9/2014		WR11	Write-off	

As the installment activities grow over time, it may be difficult to find a particular installment or write off in the **Installment activity** grid. To narrow the list in the grid, click **Filters**. The **Payment/Write-offs only** checkbox appears. To narrow by payments and write offs only, select **Payments/Write-offs only** and click **Apply**.

To make sure you have the latest information in a grid, click **Refresh** on the action bar.

Under **Installment activity**, you can view a payment record for an installment and reschedule the installments.

Under **Write-offs**, you can manage the write offs applied to the transaction.

Note: You can also write off multiple pledges using the Pledge Write off batch. The Pledge Write off batch allows you to write off multiple pledges at one time, write off the full pledge balance or

selected installments, and take advantage of the approval workflow and validation functionality within *Batch*.

View the Payment for an Installment

To view detailed information about the payment applied for an installment, click the installment payment amount under **Installment activity**. The payment record appears. For information about the payment record, refer to [Payment Record on page 92](#).

Reschedule the Remaining Installments of a Commitment

You can edit the installment schedule for a commitment such as a pledge. For example, a constituent may need to skip a month's installment.

Note: If you edit an installment schedule that contains a write off or an application of an overpayment, the program automatically generates new installments for the amount of the write off or overpayment so you can evenly distribute the balance across the remaining installments.

> Reschedule an installment

1. Access the record of the transaction with the installments to reschedule. For information about how to access a revenue record, refer to [Search for Transactions on page 66](#).
2. Select the Installment/Write-off activity tab.
3. In the **Installment activity** frame, click **Reschedule installments**. The Reschedule remaining installments screen appears.
4. Edit the next installment date, frequency of the schedule, installment amount, or the number of installments remaining.

Note: Keep in mind, in some instances the installment amount may not be evenly divisible by the pledge amount. For example, let's say you have a pledge of \$100, and you set the frequency to monthly, and the installment amount is \$30. The program creates four installments: 3 installments for \$30, and 1 installment for \$10 (the remainder).

Note: If you select a frequency of Irregular or Single installment, you cannot enter a number of installments remaining.

5. To set up an irregular installment, edit the **Date** and **Amount** columns accordingly.
By default, the value of any benefits reduce the receipt amount for the first installments until the total value of the benefits has been met.
6. Click **Save**. You return to the Installment/Write-off activity tab.

Edit Designations for Installments

To edit installment designations, select **Edit installment designations** on the add or edit a pledge

form. From the Edit installment designations screen you can change the schedule and installment amounts for each designation.

For example, Robert Hernandez makes a pledge of \$10,000 to your organization. Robert requests that the first \$2500 of his pledge, to be paid by the end of the year, go to a general unrestricted fund. The remaining \$7500, to be paid over three years, should go to the Building Fund. When you define specific designations for pledge installments, you can ensure that your organization accurately distributes the constituent's pledge among the requested designations. If needed, you can apply a single pledge installment to multiple designations.

Warning: When you edit the designations for a paid or partially paid installment, the program creates a new record of the payment application and deletes the existing application record. To avoid loss of information about the original application, such as solicitors or recognition credits, we recommend you record this information before you edit the installment designations. For information about the application record, refer to [Payment Application Record on page 96](#).

➤ Edit designations for installments

1. Access the record of the pledge with the installment designations to edit. For information about how to access a revenue record, refer to [Search for Transactions on page 66](#).
2. Under **Tasks**, click **Edit pledge**. The edit screen for the pledge appears.
3. To split the installments between multiple designations, click **Designation**. For information about how to split a commitment between multiple designations, refer to [Apply a New Commitment to Multiple Designations on page 85](#). Edit the designations as desired and click **OK**.
4. Under **Installments**, click **Edit installment designations**. The Edit installment designations screen appears and displays the total amount of the commitment.

Note: You can also access **Edit installment designations** from the Reschedule remaining installments screen. For information about the items on this screen, refer to [Edit Designations for Installments on page 128](#).

Edit installment designations

Pledge amount: \$1,000.00 Next installment date: 6/6/2000
 Frequency: Monthly Installment amount: \$0.00

	No.	Amount	Total Designated	Not Designated	CAMP	LIBRARY
Pledged		\$1,000.00	\$1,000.00	\$0.00	\$950.00	\$50.00
In installments		\$1,000.00	\$1,000.00		\$950.00	\$50.00
Difference		\$0.00	\$0.00		\$0.00	\$0.00
<i>Total applied</i>		\$1,000.00			\$1,000.00	\$0.00
7/1/2000	1	\$100.00	\$100.00	\$0.00	\$100.00	\$0.00
	<i>Applied</i> 1	\$100.00			\$100.00	\$0.00
8/1/2000	2	\$100.00	\$100.00	\$0.00	\$100.00	\$0.00
	<i>Applied</i> 2	\$100.00			\$100.00	\$0.00
9/1/2000	3	\$100.00	\$100.00	\$0.00	\$50.00	\$50.00
	<i>Applied</i> 3	\$100.00			\$100.00	\$0.00
10/1/2000	4	\$100.00	\$100.00	\$0.00	\$100.00	\$0.00
	<i>Applied</i> 4	\$100.00			\$100.00	\$0.00
11/1/2000	5	\$100.00	\$100.00	\$0.00	\$100.00	\$0.00
	<i>Applied</i> 5	\$100.00			\$100.00	\$0.00
12/1/2000	6	\$100.00	\$100.00	\$0.00	\$100.00	\$0.00

Help OK Cancel

The grid displays the designations to which the pledge applies and the amount applied to each designation. It also displays the total amount pledged, the total amount of installments, and the difference between the two. These values adjust automatically as you modify the amounts for installment and designations.

- a. The **No.** field displays the installment number for the pledge.
 - b. The **Amount** field displays the installment amount for a particular installment.
 - c. The **Total Designated** field displays the total amount assigned to designations for the installment. This value is determined by the total of the designation columns.
 - d. The **Not Designated** field displays the amount that has not yet been assigned to a designation. This value is determined by the difference between the value in the Amount column and the total values of the designation columns.
5. For each installment, you may edit the installment amount and the amount associated with each designation.
 6. If you modify the **Amount**, the Auto distribute screen appears. This screen displays the previous values and the auto adjusted values for the installment based on the new amount. There are several auto distribute options available:
 - **Auto distribute for this installment only** will distribute the amount for the selected installment.
 - **Always auto distribute** will always auto distribute whenever an amount is modified for the remainder of the session.
 - **Never auto distribute for this session** will disable auto distribution for the remainder of the session.

Note: When you edit the designations for the installments of a posted pledge, you must retain the previous designation on each installment. To not apply an installment to the designation, enter \$0 as the amount of the installment to apply.

7. If you modify an adjusted pledge, enter the adjustment information in the **Payment adjustment details** frame.
8. Click **OK**. You return to the edit screen for the transaction.

Write-Off Installments

If your organization cannot collect the total remaining revenue for a commitment such as a pledge, you can write off all its remaining installments. After you write off the commitment, it no longer appears as unrealized revenue in the general ledger.

Note: When you write off a transaction, posting that write-off to the general ledger will impact any GL accounts you map to the write-off by Reason code. For example, you may want write-offs with a reason code of "Overdue/Uncollectable" to reduce the outstanding amount of the receivable and increase an expense (or contra asset) while write-offs with a reason code of "Current Write-off - Constituent Request" reduce the outstanding amount of the receivable and directly reduce a Pledge Revenue account.

You can write off a single installment or multiple installments without writing off the entire commitment. If necessary, you can write off a total amount and distribute it over the remaining installments so the individual payments decrease, or you can simply edit the way the write-off is distributed across the installment schedule.

Note: You can also write off multiple pledges using the Pledge Write-off batch. The Pledge Write-off batch allows you to write off multiple pledges at one time, write off the full pledge balance or selected installments, and take advantage of the approval workflow and validation functionality within *Batch*.

Note: If your organization cannot collect multiple pledges, you can create a business process to write off the entire group of pledges at one time. For information about how to write off multiple pledges at one time, refer to [Globally Write-Off Pledges on page 120](#).

➤ Add a write-off

1. Access the record of the transaction to write off. For information about how to access a revenue record, refer to [Search for Transactions on page 66](#).
2. Select the Installment/Write-off activity tab.
3. In the **Write-offs** frame, click **Add**. The Write-off screen appears.

Write-off pledge for Catlin R. Daly

Pledged on: 7/30/2005 Pledge balance: \$1,000.00
 Amount: \$0.00 GL post status: Not posted
 Date: 7/13/2011 GL post date:

Write-off reason

Reason code:
 Details:

Date	Amount	Balance	Write-off amount
7/30/2009	\$1,000.00	\$1,000.00	\$0.00

Applied: \$0.00 Remaining: \$0.00

Recognition credits

Reduce recognition credits by proportional amount
 Reduce recognition credits by write-off amount
 Manually reduce recognition credits
 Do not adjust recognition credits

Note: At the bottom of the screen, the **Applied** field displays the total write off amount you distribute. The **Remaining** field displays the write off amount left to distribute. These fields are based on the value entered in the **Amount** field and are not affected by the total pledge balance.

4. In the **Amount** field, enter the total amount of the installments to write off. The write off amount cannot be negative.
 - To write off individual installments, enter the total amount of the installments to write off.
 - To write off an entire commitment, enter the balance amount.
5. In the **Date** field, select the date to associate with the write off.
6. In the **GL post status** field, select whether to post the write off to the general ledger. To post the write off, select "Not posted."

If you select "Not posted," in the **GL post date** field, enter the date to indicate the accounting period in which the write off will post to the general ledger.
7. Under **Write-off reason**, select the reason code to explain the need to write off the amount. In the **Details** field, enter any additional information to provide about the write off.

Note: Your system administrator determines the reason codes your organization uses to explain a

write off. For information about how to manage write off reason codes, refer to the *Administration Guide*.

8. In the grid, apply the write off amount to the remaining installments.
 - To write off individual installments, in the **Write-off amount** column, enter the total amount of each installment to write off. The total amount you enter in this column must equal the amount entered in the **Amount** field. For example, if you enter \$2,000 in the **Amount** field, you can split the \$2,000 among multiple installments, but the total applied must equal \$2,000.
 - To evenly distribute the write off amount over the remaining installments, such as to write off the entire pledge, click **Auto-Distribute**.
9. Under **Recognition credits**, select how to adjust the recognition credit amounts of the designations associated with the write off.
 - To automatically reduce the recognition credits by an amount proportional to the write off amount compared to the original amount of the commitment, select **Reduce recognition credits by proportional amount**.
 - To automatically reduce the recognition credits by the amount of the write off, select **Reduce recognition credits by write-off amount**. If the write off amount equals or exceeds a recognition credit amount, the recognition credit amount adjusts to \$0.00.
 - To manually edit the recognition credit amounts, select **Manually reduce recognition credits** and click **Edit**. The Edit recognition credits screen appears so you can adjust the amounts as necessary.
 - To retain the original recognition credit amounts, select **Do not adjust recognition credits**.
10. To save and apply the write off, click **Save**.

Generate Pledge Transactions Checklist

After you create a pledge record and the constituent begins to donate gifts according to a schedule, you must create a payment for each pledge transaction. You can generate transactions for pledges in several ways. You can create a new payment and apply it to the pledge or use a direct debit account or credit card to generate payments automatically from the pledge record.

Direct Debit Pledge Transactions Checklist

- Generate prenotifications. If a constituent selects to pay with direct debit, you must submit a prenotification file to the constituent's bank before you can process any payments. The prenotification file includes the bank's routing number, the constituent's bank account number, and the routing number and account number of your organization. To generate a prenotification file, run a prenotification process. For information about how to generate prenotifications, refer to [Generate Prenotifications on page 190](#).
- Process the prenotification confirmation. You should not generate a direct debit payment for a recurring gift until you receive confirmation that the prenotification process completed successfully.

- Add the payment process to use to generate recurring gift transactions. For information about this process, refer to [Generate Payments on page 205](#). When you add a generate payments process, you must select a revenue batch to create the transmission file.
- Run the pledge payment process. For information about this process, refer to [Start a Generate Payments Process on page 208](#).
- To transfer funds electronically from a constituent's bank account, you must create a direct debit transmission file to send to your sponsoring bank. Add the direct debit file process you will use to create the transmission file. For information about this process, refer to [Add Direct Debit File Processes on page 198](#).
- Run the direct debit file process. For information about this process, refer to [Start a Direct Debit File Process on page 200](#).

Credit Card Pledge Transactions Checklist

- Before you can process credit card transactions, you must create a merchant account. The program interfaces with the Blackbaud *Payment Service* to process credit card transactions with your merchant account. The account set up process is typically completed by your system administrator. For information about this process, refer to [Merchant Accounts for the Blackbaud Payment Service on page 17](#).
- Add the payments process to use to generate pledge transactions. For information about this process, refer to [Add a Generate Payments Process on page 206](#). When you add a generate payments process, you must select a revenue batch to create the transmission file.
- To transfer funds electronically from a constituent's credit card, you must create a credit card transmission file. The Blackbaud *Payment Service* uses this file to authorize or reject the transactions through your payment processor. Add the credit card processing process to use to create the transmission file. For information about this process, refer to [Add Credit Card Processing Processes on page 214](#).
- Run the credit card process. For information about this process, refer to [Start a Credit Card Processing Process on page 222](#).

Recurring Gifts

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Recurring gifts are similar to pledges paid in installments because a constituent agrees to donate a specific amount to your organization over time. For example, Lana Adamson gives \$20 to your organization every month with an automatic transfer from her direct debit account. You can create a recurring gift record for this revenue and create a new payment every month when Lana makes her donation.

Patrons can also sign up for recurring gifts from your website. When recurring gift options are enabled for a donation form, users can select the amount and frequency of their recurring gift. Online recurring gifts must be paid with a credit card and the first installment is processed immediately.

When you create a recurring gift record and the constituent begins to donate gifts or pay for sponsorships according to a schedule, you must create a payment for each recurring gift transaction. You can generate transactions for recurring gifts in several ways. You can create a new payment and apply it to the recurring gift or use direct debit or a credit card to automatically generate payments from the recurring gift record.

Recurring Gift Record

At the top of the recurring gift record, the name of the constituent associated with the recurring gift appears. The constituent's name provides a link to detailed information about the constituent. To view the record of the constituent associated with the recurring gift, click the constituent's link.

Clara M. Daniels
8/13/2014 Recurring gift: \$1,000.00

Transaction summary

\$1,000.00
Monthly
Active
Edit status

Next installment: 8/13/2014 (#1)
Last payment: None
Date started: 8/13/2014
Total paid: \$0.00
Payment method: Credit card - automatic Edit
Card type: Visa
Last 4 digits:
Expires on: 8/29/2019

Designations (1) Edit designations

Designation	Amount
Campaign for Excellence \ Scholarships ...	\$1,000.00

Other recurring gifts (1)

Status	Amount	Frequency	Last payment
Active	\$25.00	Monthly	1/1/2005

Activity Details Benefits Recognition Solicitors Letters Documentation Campaigns Business Units

Activity (3) Write-off installments Filters Columns Clear all filters

Date	Activity	Amount	Balance	Details
8/13/2014	Added			
8/13/2014	Installment 1 - Expected	\$1,000.00	\$1,000.00	
8/13/2014	Payment information changed			From credit card - last 4 digits to credit card - a...

To view summary information related to the recurring gift record, click the double arrows next to **Transaction summary**. From this section, you can view the recurring gift amount, frequency, and status of the recurring gift. You can also edit the recurring gift status, view installment information, view and edit payment details, view and edit designations, and review other recurring gifts owned by the same constituent.

Tip: The **Next installment** field displays the earliest installment with a balance. You can use the installment number to quickly identify an installment on the Activity tab.

Note: To ensure non-zero past due amounts display on a recurring gift, you must create a recurring gift status update business process and define a rule for "Past due." The program uses this rule to update unpaid installments to "Past due." These "Past due" installments are then reflected in the recurring gift's past due amount. We recommend you run the business process on a consistent schedule. For more information about creating a recurring gift status update business process, see [Update Recurring Gift Statuses on page 153](#).

➤ Edit recurring gift status

To edit the status of the gift, click **Edit status**. For more information about editing the recurring gift status, see [Edit the Status of a Recurring Gift on page 140](#).

Note: Recurring gift statuses are hard-coded and are not user-defined.

➤ Edit payment method details

To edit payment information for a recurring gift, click **Edit** next to the **Payment method** field. For more information about editing the payment method, see [Payment Information for a Recurring Gift on page 138](#).

➤ View and edit designations

To edit designations for a recurring gift, click **Edit designations** in the **Designations** grid. Depending on your security rights and system role, you can edit information to update how the revenue is applied. Edits to designations only affect future payments applied to the recurring gift. For information about how to edit designation information, see [Edit the Designations for a Recurring Gift on page 139](#).

➤ View other recurring gifts

The **Other recurring gifts** grid displays additional recurring gifts owned by the same constituent. To view a recurring gift record, double-click the gift.

The table below explains the items in the summary section on a recurring gift record.

Screen Item	Description
Installment amount, Frequency, and Status	Displays the installment amount and frequency of the recurring gift transactions, as well as the status, such as Active or Held. For more information about editing the status, see Edit the Status of a Recurring Gift on page 140 .
Next installment	Displays the date of the earliest installment on the recurring gift as well as its sequential number. Skipped installments do not display. When no expected installment exists, "None" displays here. You can use the installment number to quickly identify an installment on the Activity tab.
Last payment	Displays the date of the last installment that was paid as well as its sequential number. Skipped or written-off installments do not display. When no paid installment exists, "None" displays here.
Past due balance	Displays the installment balance only when there is a non-zero past due balance.
Date started	Displays the installment schedule start date.
End date	Displays when an end date exists for the recurring gift.
Total paid	Displays the total amount of payments applied to the recurring gift over its lifetime.

Screen Item	Description
Payment method	Displays the selected payment method for the current recurring gift, such as Credit card. For more information about editing the payment method, see Edit Payment Information on page 118 .

The recurring gift record also displays several tabs that contain information about a specific recurring gift, such as benefits and recognition associated with the transaction. For information about the tabs that appear on the recurring gift record, refer to [General](#).

Edit a Recurring Gift

After you create a recurring gift, you can edit its information, such as its transaction schedule. For example, if a constituent has made several payments and then decides to extend the payment schedule, you can select a new end date to extend the schedule.

Note: If you edit the recurring gift amount, certain associated records might be affected. For more information, refer to [Edit Revenue Amount on page 89](#).

Payment Information for a Recurring Gift

On a revenue record for a recurring gift, the **Transaction summary** section displays payment information for the recurring gift.

The payment information that displays depends on the payment method used.

- If the payment method is Cash, no additional fields display. By selecting this option, you can track the number of recurring gifts associated with a cash payment method in a given time period. This may be useful in reports or for general reference.
- If the payment method is Check, no additional fields display. By selecting this option, you can track the number of recurring gifts associated with a check payment method in a given time period. This may be useful in reports or for general reference.
- If the payment method is Credit card - pay installments automatically, payment information such as card type and expiration date displays.
- If the payment method is Credit card - store last 4 digits for reference, payment information such as card type and last 4 card digits displays. Use this payment method when it is necessary to track the recurring gift for reporting or reconciling needs.
- If the payment method is Direct debit - pay installments automatically, payment information such as reference date and account displays.

Depending on your security rights and system role, you can edit the payment information for the recurring gift.

Edit Payment Information for a Recurring Gift

You can edit payment information for a recurring gift. For example, if a constituent did not select to process payments automatically for a recurring gift, but later decides to do so, you can configure the automatic payment. You can also edit this information to change automatic payment information after it is entered.

Tip: When you edit payment information for a recurring gift, the updated payment information displays in the activity timeline on the recurring gift record. For example, when you edit the reference date or reference number for the "Direct debit - pay installments automatically" payment method, the change is captured in the amendment detail section on the activity timeline. For more information about the activity timeline for a recurring gift, refer to [Recurring Gift Activity on page 141](#).

➤ Edit payment method information for recurring gifts

1. To edit payment information for a recurring gift record, from the **Transaction summary** section, click **Edit** next to **Payment method**. The Edit payment method details screen appears.
2. In the **Payment method** field, select the payment method for the recurring gift.

You can select whether to pay installments automatically by Credit card or Direct debit. You can also select an "Other" payment method or select "None" to signify that the payment method is unknown. Select "Credit card - store last 4 digits for reference" when it is necessary to track this recurring gift for reporting or reconciling needs. You can also select "Cash" or "Check" to track the number of recurring gifts associated with either payment method. This may be useful in reports or for general reference.

3. Enter information about the credit card or direct debit account used to pay the recurring gift.
4. To save your changes, click **Save**.

Edit the Designations for a Recurring Gift

Depending on your security rights and system role, you can change the designations to which a recurring gift is applied. You can apply the revenue to a different designation or split the amount between multiple designations.

➤ Edit designations for a recurring gift

When you add a revenue record, you can apply its amount to multiple designations.

1. On the record of the recurring gift to edit, click the double arrows next to **Transaction summary** to expand transaction summary information. For information about how to access the revenue record, refer to [Search for Transactions on page 66](#).
2. On the action bar of the **Designations** grid, click **Edit designations**. The Edit designations screen appears.
3. Edit the designations or the amounts applied to designations as necessary.

4. Click **Save**. In the **Designations** grid, the edited designation information appears. If necessary, click **Refresh** to update the grid.

Edit the Status of a Recurring Gift

After you add a recurring gift, you can edit its status as necessary. For example, when you receive the final payment of a recurring gift commitment, you can change the status from Active to Canceled.

➤ Recurring Gift Statuses

Active, Lapsed, and Held statuses are used for open recurring gifts where payments are expected either now or in the future. Any of these status values will always have at least one expected installment either today or in the future.

- **Active** - Indicates that the donor is in good standing regarding their payments against this commitment.
- **Lapsed** - Indicates that a donor is not currently in good standing. Use the **Update recurring gift statuses** business process to define rules that identify when a recurring gift should become Lapsed. You can also manually change the status of a recurring gift to Lapsed.
- **Held** - Indicates that the next installment, either today or in the future, has been skipped, but payments are expected to resume again in the future (based on the date of the next expected installment). For more information about skipping installments, see [Skip and Undo Skips for Recurring Gift Installments on page 149](#).

Canceled and Terminated statuses are used for recurring gifts against which the donor no longer plans to make payments.

- **Canceled** - Indicates that the donor made a request to stop payments.
When a donor requests to end a commitment on a future date, that date can be specified in the recurring gift's **End date** field. The **Update recurring gift statuses** business process automatically updates recurring gifts to Canceled when the **End date** has passed.
You can also immediately change a recurring gift to Canceled by editing the recurring gift status. When you make this change, the current date will be set as the **End date** of the recurring gift.
- **Terminated** - Indicates that the donor stopped making payments. The donor is considered delinquent in regards to this commitment. Use the **Update recurring gift statuses** business process to define rules that identify when a recurring gift should become Terminated. You can also manually change the status of a recurring gift to Terminated.

Tip: You can run the **Update recurring gift statuses** business process to update multiple statuses at once. On the Update Recurring Gift Statuses page, you can view and manage recurring gift status update processes from one central location. From here, you can add, edit, and start your update processes. When you update recurring gift statuses in bulk, you save time by updating multiple statuses at once. You select to include specific payment methods, identify frequencies, and define rules for how the program handles recurring gift statuses during the update process. For more information about this process, see [Update Recurring Gift Statuses on page 153](#).

➤ Edit recurring gift status

1. Access the record of the recurring gift to edit. For information about how to access a recurring gift record, refer to [Search for Transactions on page 66](#).
2. Under **Tasks**, click **Edit status**. The Edit recurring gift status screen appears and displays the current status of the recurring gift.

Tip: You can also edit the status of a recurring gift from the **Transaction summary** section. Under the status, click **Edit status**.

3. In the **Set new status** field, select the new status of the recurring gift.

When you select a "Held" status, you can enter the total number of installments to skip.

Warning: A recurring gift can skip no more than twelve consecutive installments at a time.

The activity table displays a table that updates based on the number of skips you enter. Installments include:

- The installment immediately before the skipped installment
- One or more skipped installments
- The expected installment after one or more skipped installments

4. In the **Reason code for status change** field, select a reason for the change.

Tip: To add or edit reason codes for status changes, from *Revenue*, click **Reason codes** under **Configuration**. From the Reason Codes page, click the Revenue tab. Any reason code you add for a "Held" status is available for skipped installments.

5. Click **Save**. You return to the recurring gift record.

Recurring Gift Activity

On a recurring gift record, the Activity tab represents a comprehensive timeline of all events associated with a recurring gift. From this tab, you can view a history of payment activity associated with a transaction, manage amendments, skip installments, and write off installments for the recurring gift.

Activity	Date	Amount	Balance	Details	Order #
Installment 3 - Expected	3/2/2016	\$44.44	\$44.44		
Installment 2 - Paid	2/2/2016	\$44.44	\$0.00	000000 - Aut...	
Edited	2/1/2016				
Installment 1 - Paid	2/1/2016	\$44.44	\$0.00	Multiple pay...	10000319
Added	2/1/2016				

Under **Activity**, installments and amendments associated with the recurring gift appear and are sorted by the most recent event. Installments represent expected or completed payments spaced at a

designated frequency for a recurring gift. Amendments represent any manual or global process change to the properties of a recurring gift. For example, when you edit the payment method of a recurring gift, this action is recorded as an amendment on the Activity tab. Changes to a recurring gift's status also display as an event on the tab.

As a recurring gift's activity progresses, you may need to use filters to review more specific information. On the action bar, click **Filters** to display the **Installments** and **Amendments** fields. Select filtering criteria, and click **Apply**. To ensure you have the latest information in the grid, click **Refresh** on the action bar. You can also search for specific activity, filter, or customize the columns that display.

The following sections describe the Activity tab in further detail.

➤ Columns

Information in each column offers specific details related to the recurring gift.

To display additional details, click the double arrows next to an installment or amendment to expand its row. Additional rows of data appear and offer further details. For example, when you click the double arrows next to the amendment "Edited," you can see that a change was made to the designation for the recurring gift. The old and new designations appear as well as any designation amount changes.

The screenshot shows the 'Activity (6)' tab with a table of activities. The 'Edited' row is expanded to show 'Designation information'.

Activity	Date	Amount	Balance	Details
Installation 2 - Expected	11/14/2014	\$500.00	\$500.00	
Status changed to Held	10/14/2014			Donor Request
Payment information changed	10/14/2014			From credit card - last 4 digits to direct debit - automatic
Edited	10/14/2014			

Designation information		
Designation	Old Amount	New Amount
Computer Lab Fund	\$0.00	\$500.00
Library Fund	\$500.00	\$0.00

When you click the double arrows next to an installment, you can use the action bar to skip installments, undo skipped installments, or write off installments.

Activity (6) Write-off installments Filters More

Installments: All installments Amendments: All amendments

Search Columns Clear all filters

Activity	Date	Amount	Balance	Details
Installment 2 - Expected	11/14/2014	\$500.00	\$500.00	
Skip installment				

Date	Activity	Amount	Balance	Details
11/14/2014	Expected	\$0.00	\$500.00	

Activity - Represents the type of event associated with the recurring gift, such as a change in payment information, recurring gift status change, or the type of installment. For example, "Installment 30 - Expected" signifies the 30th installment is expected.

Tip: You can use the installment number to quickly identify a specific installment. Installment numbers also display in the **Next installment** field in the **Transaction summary** section of a recurring gift.

Date - Represents the date associated with the event, such as the date that the recurring gift was added or edited.

Amount - Represents the monetary total for an installment.

Balance - Represents the remaining amount for an installment.

Details - Represents additional information about an installment or amendment, such as the reason code for a skipped installment. Another example may be when multiple payments or write-offs apply to an installment. In this case, the **Details** column displays "Multiple payments applied" or "Partially paid and partially written-off."

Order - You can click the order number to open the sales order, if the patron signed up for the recurring gift online.

Tip: For recurring gift statuses changed by the status update process, the "Changed by Status Update Process" reason code displays in the **Details** column of the timeline. This reason code is system-defined and cannot be changed. For more information about the recurring gift status update process, see [Update Recurring Gift Statuses on page 153](#).

➤ Electronic Transaction Details

Credit card and direct debit processing details are also listed on the activity timeline. When you click the double arrows next to an installment, you can view these processing details.

Date	Activity	Amount	Balance	Details
8/1/2014	Installment 8 - Expected		\$50.00	\$50.00
7/1/2014	Installment 7 - Past due		\$50.00	\$50.00
7/1/2014	Added			
6/1/2014	Installment 6 - Past due		\$50.00	\$50.00
5/1/2014	Installment 5 - Past due		\$50.00	\$50.00
4/1/2014	Installment 4 - Past due		\$50.00	\$50.00
3/1/2014	Installment 3 - Past due		\$50.00	\$50.00
2/1/2014	Installment 2 - Past due		\$50.00	\$50.00
1/1/2014	Installment 1 - Past due		\$50.00	\$50.00

Date	Activity	Amount	Balance	Details
7/1/2014	Credit card rejection		\$0.00	\$50.00 The request is missing one or...
7/1/2014	Processing		\$0.00	\$50.00
1/2/2014	Past due		\$0.00	\$50.00

For example, when eligible recurring gifts are included in the **Generate payments** process, you can view the date the process ran as well as the process name.

Tip: When the **Generate payments** process creates a batch with recurring gift payments, and the batch is deleted prior to committal, the event created by the **Generate payments** process in the activity timeline is removed.

For credit card processing, "Credit card authorization" or "Credit card rejection" displays as well as the authorization code or rejection.

For direct debit processing, "Direct debit rejection" displays as well as the rejection code from your organization's bank displays. At this point, a direct debit return batch is created.

For more information, see [EFT and Credit Card Processes on page 177](#).

➤ Amendment Examples

The following list describes examples of amendments that may appear on the activity timeline.

- **Added** - Indicates the date the recurring gift was added.
- **Status changed** - Indicates that the recurring gift status changed. This includes a manual status change (using the **Edit status** link); a status change based on an action such as skipping an installment; and a status change due to a business process such as the **Update recurring gift statuses** process.
- **Edited** - Indicates an edit was made to the designation; the recurring gift amount or installment frequency; the next installment date, or the revenue function.
- **Payment information changed** - Indicates that payment information changed.
- **Constituent changed** - Indicates that the constituent associated with the recurring gift changed.

View the Payment for a Recurring Gift Installment

To view detailed information about the payment applied for a recurring gift installment, click the installment payment amount under **Activity**. The payment record appears. For information about the payment record, refer to [Payment Record on page 92](#).

Write Off a Recurring Gift Installment

From the Activity tab on a recurring gift record, you can write off all or a portion of an overdue or underpaid installment of the recurring gift. You can write off multiple installments at the same time or work with each installment individually.

➤ Write off all or a portion of multiple overdue or underpaid recurring gift installments

1. Access the record of the recurring gift with past due installment amounts to write off. For information about how to access a revenue record, refer to [Search for Transactions on page 66](#).
2. On the Activity tab, click **Write-off installments** on the action bar. The Write-off recurring gift installments screen appears. All installments eligible for a write-off display.

Tip: Installments with a partial or full remaining balance display with a status of "Past due" or "Expected." The status depends on the rules you define for a recurring gift status update business process. For more information about the business process, see [Update Recurring Gift Statuses on page 153](#).

Tip: When an installment is due less than five days prior to the current date, the installment is eligible to be skipped or written off. When an installment is due more than five days prior to the current date, the installment is only eligible to be written off. For more information about how to skip an installment, see [Skip and Undo Skips for Recurring Gift Installments on page 149](#).

From this screen, you have the flexibility to write off one or multiple installments.

Write-off recurring gift installments

Past due: \$0.00 Amount: \$125.00

Date: 2/8/2013 Reason code: DR - Donor Request

	Date	Status	Amount	Balance	Write-off amount
	3/6/2013	Expected	\$30.00	\$30.00	\$30.00
	4/6/2013	Expected	\$30.00	\$30.00	\$30.00
	5/6/2013	Expected	\$30.00	\$30.00	\$30.00
	6/6/2013	Expected	\$30.00	\$30.00	\$30.00
	7/6/2013	Expected	\$30.00	\$30.00	\$30.00

Applied: \$125.00 Remaining: \$0.00 **Auto-Distribute**

Help **Save** **Cancel**

The **Past due** field displays the total amount past due toward the recurring gift.

3. In the **Date** field, select the date of the write-off.
4. In the **Amount** field, enter how much of the recurring gift to write off.
5. In the **Reason code** field, select the reason for the write-off.

Tip: To configure write-off installment reasons codes, from *Revenue*, click **Reason codes** under **Configuration**. From the Revenue tab of the Reason Codes page, under **Write-off**, you can work with reason codes for installment write-offs.

6. In the grid, enter how much of the write-off amount to apply to each past due or underpaid installment. To apply the amount toward all installments, click **Auto-Distribute**.

Note: When you enter an amount that is less than the total past due amount, and click **Auto-Distribute**, the program pays off the installments in the order of oldest to most recent.

7. Click **Save**. You return to the Activity tab.

Under the **Activity** column, "Write-off" displays next to each installment write-off. The balance of each affected installment is adjusted based on the write-off amount.

Tip: For installments with a remaining balance, you can continue to use the **Write-off installment** option to write off all or a partial amount of one or more installments. You can also write off an individual installment. To do this, on the Activity tab, click the double arrows next to an installment to expand its row. From the action bar that appears, click **Add a write-off**. For more information about how to write off an individual installment, see [Write off all or a portion of an individual overdue or underpaid recurring gift installment on page 147](#).

Tip: Once an installment has been written off, you can edit or delete the write-off using the **Manage write-offs** option. For more information about this option, see [Manage write-offs for a recurring gift installment on page 148](#).

➤ Write off all or a portion of an individual overdue or underpaid recurring gift installment

1. Access the record of the recurring gift with the installment amount to write off. For information about how to access a revenue record, refer to [Search for Transactions on page 66](#).
2. On the Activity tab, click the double arrows next to an installment to expand its row. From the action bar that appears, click **Add a write-off**. The Add a write-off screen appears.

Tip: Installments with a partial or full remaining balance display with a status of "Past due" or "Expected." The status depends on the rules you define for a recurring gift status update business process. For more information about the business process, see [Update Recurring Gift Statuses on page 153](#).

Tip: When an installment is due less than five days prior to the current date, the installment is eligible to be skipped or written off. When an installment is due more than five days prior to the current date, the installment is only eligible to be written off. For more information about how to skip an installment, see [Skip and Undo Skips for Recurring Gift Installments on page 149](#).

Details including the installment date and number, original installment amount, and the current installment balance appear.

Add a write-off
✕

Installment date:	3/24/2014	Original installment amount:	\$30.00
Installment number:	1	Current installment balance:	\$30.00
Write-off date:	<input type="text" value="6/18/2014"/>		
Write-off amount:	<input type="text" value="\$30.00"/>		
Reason code:	<input type="text" value="DR - Donor Request"/>		
New installment balance: \$0.00			

Help

3. In the **Write-off date** field, select the date of the write-off.
4. In the **Write-off amount** field, enter how much of the recurring gift to write off.
5. In the **Reason code** field, select the reason for the write-off.

Tip: To configure write-off installment reasons codes, from *Revenue*, click **Reason codes** under **Configuration**. From the Revenue tab of the Reason Codes page, under **Write-off**, you can work with reason codes for installment write-offs.

The new installment balance reflects the remaining amount after the write-off.

6. Click **Save**. You return to the Activity tab.

To view a timeline of details for the installment, click the double arrows next to the installment to expand its row. A read-only grid displays a row of details that reflect the state of the installment over time. Each row displays the date, activity, amount, and balance of the installment as it changes.

Tip: Once an installment has been written off, you can edit or delete the write-off using the **Manage write-offs** option. For more information about this option, see [Manage write-offs for a recurring gift installment on page 148](#).

➤ **Manage write-offs for a recurring gift installment**

Once an installment has been written off, you can edit or delete the write-off using the **Manage write-offs** option.

1. Access the record of the recurring gift with the installment amount to write off. For information about how to access a revenue record, refer to [Search for Transactions on page 66](#).
2. On the Activity tab, click the double arrows next to an installment to expand its row. From the action bar that appears, click **Manage write-offs**. The Manage write-offs screen appears.

Details including the installment date and number, original installment amount, and the current installment balance appear.

Manage write-offs

Installment date: 3/24/2014 Original installment amount: \$30.00
 Installment number: 1 Current installment balance: \$10.00

Write-off date	Amount	Reason code
6/18/2014	\$20.00	DR - Donor Request

Buttons:

[? Help](#)

3. For each write-off, you can edit the write-off date, amount, and reason code.
 As you change the amount, the current installment balance updates to reflect the remaining balance.
4. To delete all write-offs, click **Delete all write-offs**.
 To delete a single write-off, select the installment row you want to delete and click **DELETE** on your keyboard. Alternatively, when you change a write-off installment amount to zero, the write-off is deleted.
5. Click **Save**. You return to the Activity tab.
 All write-offs are removed from the activity timeline and the installment balance returns to the past due amount before the write-off.

Skip and Undo Skips for Recurring Gift Installments

From the Activity tab of a recurring gift record, you can skip any expected installment in the following scenarios:

- The installment date is no more than five days prior to the current date.
- No payments or write-offs have been applied to the installment.
- No payments have been applied to any installment after the one you want to skip.
- There are no skipped installments after the one you want to skip.

When you skip an installment, you can select to skip one or more installments for a recurring gift. After an installment is skipped, the status for the recurring gift changes to "Held." On the Activity tab's timeline, the balance of the skipped installments changes to zero and the reason code you selected appears. At this point, the recurring gift is in a held state and no automatic payments will be generated for the gift.

Once a skipped installment is saved, you can undo the skip as long as the installment date is no more than five days prior to current date.

Tip: When an installment is due less than five days prior to the current date, the installment is eligible to be skipped or written off. If you skip an installment within this five day window, the recurring gift status remains "Active." The status only changes to "Held" when you skip an installment that is due today or in the future.

Tip: When an installment is due more than five days prior to the current date, the installment is only eligible to be written off. For more information about how to write off an installment, see [Write Off a Recurring Gift Installment on page 145](#).

➤ Skipped Installment Behavior

Refer to the following list to understand how the program handles skipped installments:

- You cannot apply payments to skipped installments since skipped installments have a zero balance.
- You cannot undo a skipped installment that occurs more than five days prior to the current date.
- A recurring gift can skip no more than twelve consecutive installments at a time.
- When you undo a skipped installment, the skip is removed from the Activity timeline.

➤ Skip an installment for a recurring gift

1. Access the record of the recurring gift with the expected installment to skip. For information about how to access a revenue record, refer to [Search for Transactions on page 66](#).
2. On the Activity tab, click the double arrows next to an installment to expand its row. From the action bar that appears, click **Skip installment**. The Skip installment screen appears.
The screen displays the "Expected" status of the installment as well as the current balance.

Skip installment

Installment 30 (5/29/2014) is currently: **Expected**

Current balance on this installment: \$22.00

Skipping installment(s) will set the balance(s) to 0 and change the recurring gift status to Held

Total numbers of installments to skip:

Choose a reason code for skip:

(Recurring gifts can skip a maximum of 12 consecutive installments)

Date	Activity
7/29/2014	Installment 32 - Expected
6/29/2014	Installment 31 - Skipped
5/29/2014	Installment 30 - Skipped
4/29/2014	Installment 29 - Past due

Help Save Cancel

- Enter the total number of installments to skip and select a reason code for the skip.

To configure skipped installment reasons codes, from *Revenue*, click **Reason codes** under **Configuration**. From the Revenue tab of the Reason Codes page, under **Recurring gift status change**, any reason code you add for the "Held" status is available for skipped installments.

Warning: A recurring gift can skip no more than twelve consecutive installments at a time.

The activity table updates based on the number of skips you enter.

- The installment immediately before the first skipped installment
- One or more skipped installments
- The expected installment after one or more skipped installments

- Click **Save**. You return to the Activity tab.

➤ Undo a skipped installment for a recurring gift

- Access the record of the recurring gift with the skipped installment to undo. For information about how to access a revenue record, refer to [Search for Transactions on page 66](#).
- On the Activity tab, click the double arrows next to a skipped installment to expand its row. From the action bar that appears, click **Undo skip**.

Warning: Once a skipped installment is saved, you can undo the skip as long as the installment date is no more than five days prior to current date.

A message appears asking you to confirm that you want to undo the skipped installment.

- To undo the skip, click **Yes**. You return to the Activity tab.

The skip is removed from the Activity timeline.

Payment Activity and Installment Generation

The following sections offer additional information around payment activity and installment generation.

> Payment Activity

Payments applied to a recurring gift are applied based on the payment handling options you define. For information about how to configure payment handling options, refer to [Recurring Gift Payment Handling on page 40](#).

Note: When a payment is applied to a recurring gift with a "Lapsed" status, the recurring gift status automatically changes to "Active." This is reflected as an event in the timeline.

Tip: To view a payment from a recurring gift record, double-click the payment.

> Installment Generation

Active, Lapsed, and Held recurring gifts maintain at least one Expected installment either today or in the future until no additional installments can be created.

When any of the following events occur, one or more installments will be added to the timeline to meet the requirement above:

- As time passes, the previously last installment reaches a date before today or in the future.
- Payments are applied to the recurring gift, or write-offs or skips are created where all installments with a date of today or in the future are no longer Expected.

An Expected installment in the future that has no activity will be removed from the timeline when:

- The recurring gift status is changed to Canceled or Terminated.
- The end date added to the recurring gift is prior to the installment date.
- An installment in the future is either Paid or Skipped, and that payment is deleted or the skip is undone. This results in two Expected installments in the future. Since only one is necessary, the later one is removed.

Details for Recurring Gifts

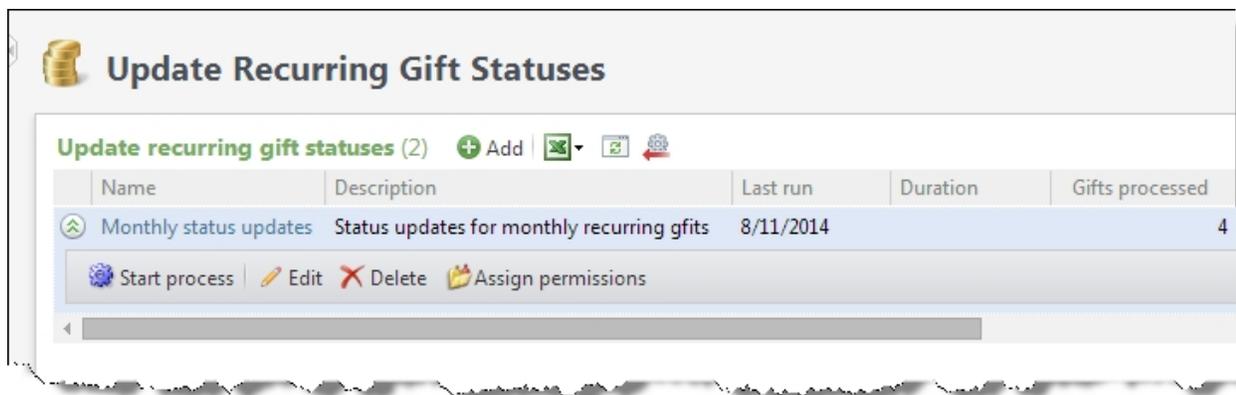
To view detailed information about a recurring gift, select the Details tab of its revenue record. Under **Details**, information about the recurring gift appears, such as **Revenue ID**, **Source code**, **Revenue reference**, and **Acknowledgements**.

Note: If the recurring gift is added as part of a revenue batch, **Batch number** displays the number of the batch associated with the recurring gift. If the recurring gift is not added as part of a batch, this field is blank.

Update Recurring Gift Statuses

On the Update Recurring Gift Statuses page, you can view and manage recurring gift status update processes from one central location. From here, you can add, edit, and start your update processes. When you update recurring gift statuses in bulk, you save time by updating multiple statuses at once. You select to include specific payment methods, identify frequencies, and define rules for how the program handles recurring gift statuses during the update process. For example, you can create a rule to update installments to "Past due" when they have an unpaid balance 30 days past the installment date.

To access the Update Recurring Gift Statuses page, from *Revenue*, click **Update recurring gift statuses**.



The **Update recurring gift statuses** grid lists the processes in the database and displays the name and description of each process. You enter this information when you add the update process to the database. The grid also displays the date and time each process last ran, and the number of gifts processed.

Depending on your security rights and system role, you can use the action bar to manage the update processes in your database. Click the double arrows next to a process to expand its row. From the action bar that appears, you can edit or delete a process, and assign permissions. When you assign permissions, you can allow all system roles to use the process or only select roles.

To start a process, from the action bar, click **Start process**. The process begins immediately.

Tip: To go directly to a process, click the process name in the grid. For more information about the tabs of a process status page, see [Tabs of a Process Status Page](#). From the History tab of a process status page, click the double arrows beside a process to expand its row. From the action bar that appears, click **View status page** to view a detailed breakdown of process outcomes.

Note: For recurring gift statuses changed by the status update process, the "Changed by Status Update Process" reason code displays in areas such as the activity timeline. This reason code is system-defined and cannot be changed.

➤ How Are Status Updates Processed?

First, the process updates installments to "Past due" since the rules for updating recurring gift statuses

to "Lapsed" or "Terminated" may depend on installment status.

Next, the process works with recurring gift statuses. The following status transitions are possible during the status update process:

- Active, Lapsed, and Held update to Canceled
- Active, Lapsed, and Held update to Terminated
- Active and Lapsed update to Held
- Active and Held update to Lapsed
- Held updates to Active

If a recurring gift meets the conditions to update to more than one of the target statuses, the gift is assigned a status based on the order above. For example, when the next installment for a recurring gift is skipped and the status could potentially update to "Held," but the recurring gift is also associated with enough "Past due" installments to update to "Lapsed," the gift is updated to "Held."

Note that the process does not reactivate a "Canceled or "Terminated" recurring gift, and does not update a "Lapsed" gift to "Active." Both "Active" and "Lapsed" gifts can update back and forth from "Held" as skips occur. When the skips pass, the status update process determines the appropriate status as either "Active" or "Lapsed."

➤ Add a recurring gift status update process

1. On the Update Recurring Gift Statuses page, click **Add** on the action bar of the **Update recurring gift statuses** grid. The Add a recurring gift status update process screen appears.

Add a recurring gift status update process

General Rules Preview

Name: Monthly status updates

Description: Status updates for monthly recurring gifts

Which recurring gifts do you want this process to update?

Update recurring gifts that meet these criteria:

Payment methods:

- Cash
- Check
- Credit card - pay installments automatically
- Credit card - store last 4 digits for reference
- Direct debit - pay installments automatically
- Other
- None

Frequencies:

- Weekly
- Biweekly
- Semi-monthly
- Monthly
- Bimonthly
- Quarterly
- Semi-annually
- Annually

Update recurring gifts in this selection:

Help Save Cancel

2. On the General tab, enter a name and description for the update process.
3. To update recurring gifts according to specific criteria, select **Update recurring gifts that meet these criteria**.

Under **Payment methods**, you can select one or more of the following options:

- **Cash** - Select this option to track the number of recurring gifts associated with a cash payment method in a given time period. This may be useful in reports or for general reference.
- **Check** - Select this option to track the number of recurring gifts associated with a check payment method in a given time period. This may be useful in reports or for general reference.
- **Credit card - pay installments automatically** - Select this option to include all recurring gifts with a payment method of "Credit card - pay installments automatically."
- **Credit card last 4 digits for reference only** - Select this option to include all recurring gifts with a payment method of "Credit card - store last 4 digits for reference."
This payment method is for reporting and reconciling, and is not used to process payments.
- **Debit card - pay installments automatically** - Select this option to include all recurring gifts with a payment method of "Debit card - pay installments automatically."
- **Other** - Select this option and specify another form of payment method.

Tip: To include all recurring gifts with a payment method of "Other," you can select **Other** and leave the field empty.

- **None** - Select this option to signify that the payment method is unknown.

Tip: In *Administration*, your system administrator configures the payment methods available for a payment in the form of "Other." If the method you want does not appear, consult your system administrator.

You can also select frequencies, such as weekly or monthly, to meet the needs of your update.

When you select **Update recurring gifts that meet these criteria**, you must select a minimum of one payment method and one frequency.

- To update recurring gifts based on a query selection, select **Update recurring gifts in this selection**.

You can base selections on ad-hoc or smart queries. For more information, see the *Query and Export Guide*.

Warning: Note that any recurring gift included in an open automatic processing batch is automatically excluded from the status update process. For more information about automatic processing, see [Generate Payments on page 205](#).

- Select the Rules tab.

The screenshot shows a dialog box titled "Add a recurring gift status update process" with three tabs: "General", "Rules", and "Preview". The "Rules" tab is selected. The dialog is divided into three sections:

- Mark installments as Past Due:**
 - Change unpaid installments to PAST DUE
 - Installments are PAST DUE when they have an unpaid balance days past the installment date
 - Installments are PAST DUE when the date of the NEXT installment is on or before the date this process runs
- Change gifts to LAPSED:**
 - Change ACTIVE recurring gifts to LAPSED
 - Recurring gifts are LAPSED when they have PAST DUE installment(s)
 - Recurring gifts are LAPSED when an installment has an unpaid balance days past the installment date
- Change gifts to TERMINATED:**
 - Change LAPSED recurring gifts to TERMINATED
 - Recurring gifts are TERMINATED when they have PAST DUE installment(s)
 - Recurring gifts are TERMINATED when an installment has an unpaid balance days past the installment date

A **Tips** section with a lightbulb icon states: "Automatic credit card and direct debit payments will continue to be generated for Lapsed recurring gifts. Lapsed recurring gifts will automatically change to Active when payments or write-offs are applied to them."

At the bottom, there is a "Help" button with a question mark icon, and "Save" and "Cancel" buttons.

- To update unpaid installments to a "Past due" status, select **Change unpaid installments to Past due** and define how the program considers "Past due" installments.

- Define installments as "Past due" when they have an unpaid balance a certain number of days past the installment date. For example, when you enter "30" days, the program considers installments "Past due" when they have an unpaid balance 30 days past the installment date.
- Define installments as "Past due" when the next installment's date is on or before the date this process runs.

For example, the process runs on 9/15/2015 with installments generating on the first day of each month. In this scenario, the latest installment whose date is on or before the date this process runs is 9/1/2015. Installments with a balance whose dates are earlier than 9/1/2015 will be updated to "Past due." The 9/1/2015 installment will remain "Expected." If the process runs daily, the 9/1/2015 installment will become "Past due" if it is still unpaid when the process runs on 10/1/2015.

Note: To ensure non-zero past due amounts display in the program, you define a rule for "Past due." The program uses this rule to update unpaid installments to "Past due." These "Past due" installments are then reflected in the recurring gift's past due amount.

7. To update "Active" recurring gifts to a "Lapsed" status, select **Change Active recurring gifts to Lapsed** and define how the program considers "Lapsed" gifts.

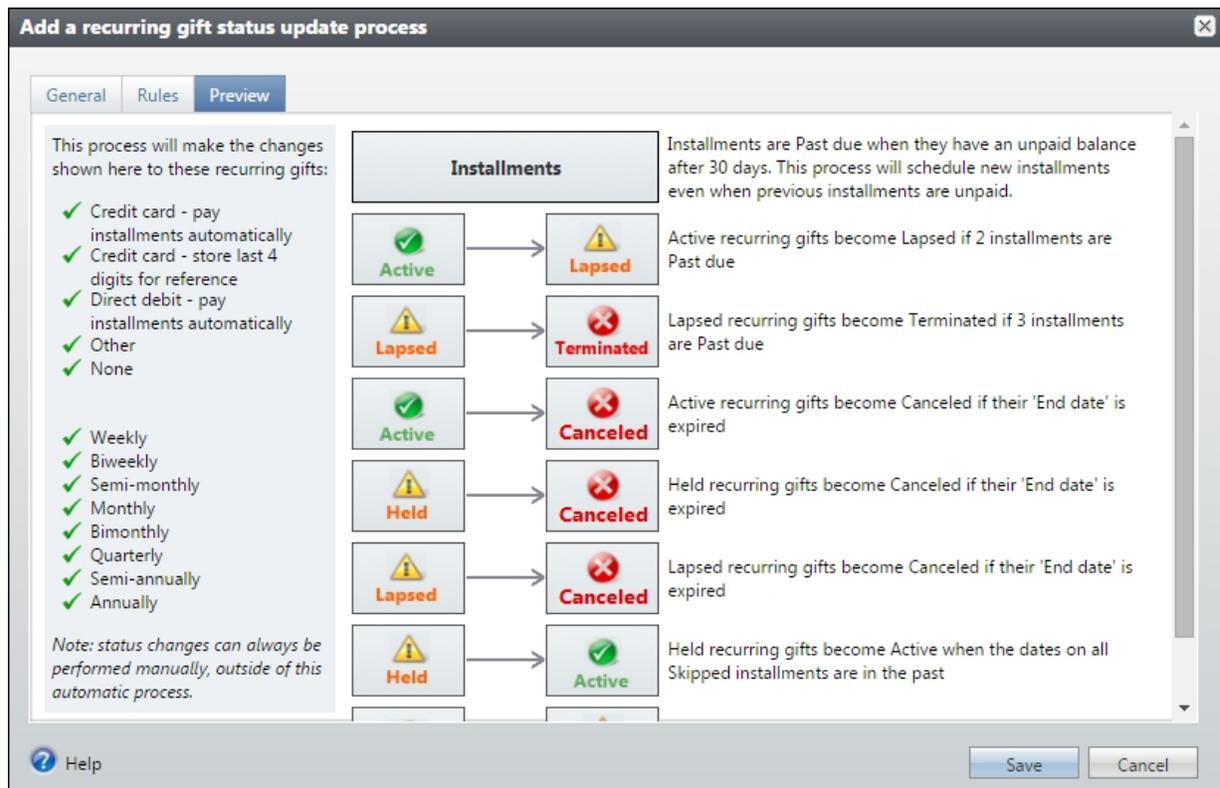
- Define recurring gifts as "Lapsed" when they have a certain number of "Past due" installments. For example, when you enter "2" installments, the program considers recurring gifts as "Lapsed" when they have 2 "Past due" installments.
- Define recurring gifts as "Lapsed" when an associated installment has an unpaid balance a certain number of days past the installment date. For example, when you enter "60" days, the program considers recurring gifts as "Lapsed" when an installment has an unpaid balance 60 days past the installment date.

Tip: The **Generate payments** process will continue to process payments for Lapsed gifts. To exclude "Lapsed" gifts from this process, you can create a selection that excludes "Lapsed" gifts. For more information about the **Generate payments** process, see [Generate Payments on page 205](#).

8. To update "Lapsed" recurring gifts to a "Terminated" status, select **Change Lapsed recurring gifts to Terminated** and define how the program considers "Terminated" gifts.

- Define recurring gifts as "Terminated" when they have a certain amount of "Past due" installments. For example, when you enter "2" installments, the program considers recurring gifts as "Terminated" when they have 2 "Past due" installments.
- Define recurring gifts as "Terminated" when an associated installment has an unpaid balance a certain number of days past the installment date. For example, when you enter "90" days, the program considers recurring gifts as "Terminated" when an installment has an unpaid balance 90 days past the installment date.

9. Select the Preview tab.



From the Preview tab, you can review the rules you defined on the Rules tab as well as hard-coded rules the program respects during the update process.

For example, the process updates recurring gifts to "Canceled" when their end date has passed. The process also updates "Held" recurring gifts to "Active" when skipped installments are in the past.

10. Click **Save**. You return to the Update Recurring Gift Statuses page.

From the action bar of a process, click **Start process**. The process begins immediately. For more information about the tabs of a process status page, see [Tabs of a Process Status Page](#).

Tabs of a Process Status Page

Each business process in the database has a status page. The process status page contains information specific to the process. You enter this information when you add the process to the database. Each process status page also includes information about the most recent instance of the process and historical data about the process. On some process status pages, you can manage the job schedules of the process. To help manage this information, each process status page contains multiple tabs.

Recent Status Tab

On the Recent status tab, you view the details of the most recent instance of the process. These details include the status of the process; the start time, end time, and duration of the process; the person who last started the process; the name of the server most recently used to run the process; the total number

of records processed; and how many of those records processed successfully and how many were exceptions.

History Tab

Each time you run a business process, the program generates a status record of the instance. On the History tab, you view historical status record information about each instance of the process. The information in the grid includes the status and date of the instance.

On the History tab, you can limit the status records that appear in the grid. You can filter by the process status. If you filter the records that appear in the grid, it can reduce the amount of time it takes to find a process instance. For example, if you search for an instance that did not finish its operation, you can select to view only status records with a **Status** of "Did not finish." To filter the records that appear in the grid, click **Filters**. The **Status** field and **Apply** button appear so you can select the status of the instances to appear in the grid. To update the information that appears, click **Refresh**.

Delete a Status Record from the History Tab of a Process Status Page

On the History tab of a process status page, you can delete a specific status record of the process. When you delete a status record, you delete the specific instance and all of its history. To delete a status record, select it and click **Delete**.

➤ Delete a status record from the History tab

1. On the History tab of the process status page, click the double arrows beside a status record and click **Delete**. A confirmation message appears.

Note: You can filter the records in the grid by the status of the process to reduce the amount of time it takes to find an instance of the process. For example, to search for a completed instance, click the funnel icon, select "Completed" in the **Status** field, and click **Apply**. Only completed instances appear in the grid.

2. Click **Yes**. You return to the History tab. The selected status record no longer appears.

Job Schedules Tab (Not Available on All Process Pages)

On the Job schedules tab, you can view the job schedules of the process in the database. The details in this grid include the name, whether a job schedule is enabled, the frequency of the job schedule, the start date and time and end date and time, and the date the job schedule was added and last changed in the database. You enter this information when you set the job schedule of the process.

Schedule Process Jobs

You can create a job schedule to automatically run a business process. When you create a schedule for a process, the program exports and runs the process at the scheduled instance or interval. For example, you can schedule a process to run at a time convenient for your organization, such as overnight.

Note: To create a job schedule from any tab of the process status page, click **Create job schedule** under **Tasks**.

> Create a job schedule

1. On the Job schedules tab of the process, click **Add**. The Create job screen appears.

Create job

Details

Job name:

Schedule type:

Enabled

One-time occurrence

Date: Time:

Frequency

Occurs every: day(s)

Daily frequency

Occurs once at:

Occurs every: Minutes Starting at:

Ending at:

Duration

Starting at: End date:

No end date

Help

2. In the **Job name** field, enter a name for the scheduled process.

3. By default, the schedule is active. To suspend it, clear the **Enabled** checkbox.
4. In the **Schedule type** field, select how often to run the process. You can run a process once; on a daily, weekly, or monthly basis; whenever *SQL Server Agent* service starts; or whenever the computer is idle according to *SQL Server Agent*. Your selection determines which other fields are enabled.
 - a. For a process that runs once, select the date and time to run it.
 - b. For a process that runs on a daily, weekly, or monthly basis, select the number of days, weeks, or months between instances in the **Occurs every** field. For a weekly process, select the day of the week to run it. For a monthly process, select the day of the month to run it. For a process that runs on a daily, weekly, or monthly basis, select whether to run it a single time or at regular intervals on the days when it runs.
 - c. For a process that runs on a daily, weekly, or monthly basis, select a start date and, if necessary, an end date. To run the process indefinitely, select **No end date**.
5. Click **Save**. You return to the Job schedules tab.

Edit Job Schedules

After you create a job schedule for a process, you can update it as necessary. For example, you can adjust its frequency. You cannot edit the package selected to create the job schedule. To edit a job, select it and click **Edit**.

➤ Edit a job schedule

1. On the Job schedules tab, select a job and click **Edit**. The Edit job screen appears. The options on this screen are the same as the Create job screen. For information about these options, refer to [Create Job Screen on page 161](#).
2. Make changes as necessary. For example, in the **Schedule type** you can change how often to run the process.
3. Click **Save**. You return to the Job schedules tab.

Create Job Screen

Screen Item Description

Screen Item	Description
Job name	Enter a name for the job schedule.
Schedule type	Select how often to run the job schedule. You can run a process once; on a daily, weekly, or monthly basis; whenever <i>SQL Server Agent</i> service starts; or whenever the computer is idle according to <i>SQL Server Agent</i> .
Enabled	By default, the scheduled process is active. To suspend the process, clear this checkbox.

Screen Item Description

One-time occurrence	For a process that runs just once, select the date and time to run it.
Frequency	For a process that runs on a daily, weekly, or monthly basis, select the number of days, weeks, or months between instances in the Occurs every field. For a weekly process, select the day of the week to run it. For a monthly process, select the day of the month to run it.
Daily frequency	For a process that runs on a daily, weekly, or monthly basis, select whether to run it a single time or at regular intervals on the days when it runs. To run a process once, select Occurs once at and enter the start time. To run a process at intervals, select Occurs every and enter the time between instances, as well as a start time and end time.
Start date	For a process that runs on a daily, weekly, or monthly basis, select a start date and, if necessary, an end date. To run the process indefinitely, select No end date .

Delete Job Schedules

On the Job schedules tab of the status page, you can delete a job schedule of the process. This deletes the scheduled job as well as any changes made to it outside the program. To delete a job schedule, select it and click **Delete**.

> Delete a job schedule

1. On the Job schedules tab, select the job and click **Delete**. A confirmation screen appears.
2. Click **Yes**. You return to the Job schedules tab.

Start Process

This task allows you to start the selected business process from the process page.

Edit Process

This task allows you to edit the selected business process from the process page.

Create Job Schedule

This task allows you to create a job schedule that tells the application when to automatically run the selected business process.

Delete Process

This task allows you to delete the selected business process from the process page. Before you delete a process, we strongly recommend you back up your data. Unless you previously save the transmission file or prenotification authorization file, once you delete the process, you can no longer use its output file that contains the data extracted from your database.

Exception Report

When you run a process, the process status page appears and displays the number of records that did and did not process. Records that fail to process are called exceptions. When there are exceptions, you can view the Exception Report for the generated process. This report lists the expectations generated and explains why each did not process properly. You can view the most recent Exception Report from the Recent status tab of the process page. If you want to view an older report, you can do so from the History tab of the process page.

Process Status Report

When you execute a process, the process generates a status report which is housed on the Recent status tab of the process page. For example, if you execute a sponsorship transfer process, the Transfer Report appears on the Recent status tab which lists details about the transfer, such as all sponsors included in the transfer, the original sponsorships, and the new sponsorships. A link to this report also appears on the History tab of the process page. From this tab you can view any archived status reports.

Generate Recurring Gift Transactions Checklist

After you create a recurring gift record and the constituent begins to donate gifts according to a schedule, you must create a payment for each recurring gift transaction. You can generate transactions for recurring gifts in several ways. You can create a new payment and apply it to the recurring gift or use a direct debit account or credit card to generate payments automatically from the recurring gift record.

Direct Debit Recurring Gift Transactions Checklist

- Generate prenotifications. If a constituent selects to pay with direct debit, you must submit a prenotification file to the constituent's bank before you can process any payments. The prenotification file includes the bank's routing number, the constituent's bank account number, and the routing number and account number of your organization. To generate a prenotification file, run a prenotification process. For information about how to generate prenotifications, refer to [Generate Prenotifications on page 190](#).
- Process the prenotification confirmation. You should not generate a direct debit payment for a recurring gift until you receive confirmation that the prenotification process completed successfully.

- Add the payment process to use to generate recurring gift transactions. For information about this process, refer to [Generate Payments on page 205](#). When you add a generate payments process, you must select a revenue batch to create the transmission file.
- Run the recurring gift payment process. For information about this process, refer to [Start a Generate Payments Process on page 208](#).
- To transfer funds electronically from a constituent's bank account, you must create a direct debit transmission file to send to your sponsoring bank. Add the direct debit file process you will use to create the transmission file. For information about this process, refer to [Add Direct Debit File Processes on page 198](#).
- Run the direct debit file process. For information about this process, refer to [Start a Direct Debit File Process on page 200](#).

Credit Card Recurring Gift Transactions Checklist

Note: For recurring gift installments paid by credit card, there is a process that runs automatically at night to process each online and offline recurring gift with a payment due. For more information, see [Nightly Credit Card Processing for Recurring Gifts on page 220](#).

- Before you can process credit card transactions, you must create a merchant account. The program interfaces with the Blackbaud *Payment Service* to process credit card transactions with your merchant account. The account set up process is typically completed by your system administrator. For information about this process, refer to [Merchant Accounts for the Blackbaud Payment Service on page 17](#).
- Add the generate payments process to use to generate recurring gift transactions. For information about this process, refer to [Add a Generate Payments Process on page 206](#). When you add a generate payments process, you must select a revenue batch to create the transmission file.
- To transfer funds electronically from a constituent's credit card, you must create a credit card transmission file. The Blackbaud *Payment Service* uses this file to authorize or reject the transactions through your payment processor. Add the credit card processing process to use to create the transmission file. For information about this process, refer to [Add Credit Card Processing Processes on page 214](#).
- Run the credit card process. For information about this process, refer to [Start a Credit Card Processing Process on page 222](#).

Matching Gift Claims

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Some organizations match revenue their employees or corporate partners give to nonprofit organizations. For example, AAA Concrete matches revenue given by their employees on a two-to-one ratio when gifts meet certain criteria. Mark Adamson, a AAA Concrete employee, gives your organization \$200. Because AAA Concrete matches revenue given by their employees, you receive an additional \$400 from AAA Concrete if Mark Adamson’s revenue meets the criteria set by the company.

When you receive Mark Adamson’s revenue, you must create a payment record that contains the important information about the revenue. From the payment, you can create a matching gift claim for AAA Concrete. A matching gift claim represents a constituent’s claim that an organization will make a donation based on revenue given by the constituent. When you receive the matching revenue from AAA Concrete, you must add a new matching gift payment for AAA Concrete’s revenue and apply it toward AAA Concrete’s matching gift claim to reduce the balance.

Matching Gift Claim Record

The matching gift claim record displays information about a specific matching gift claim, such as the amount and date associated with the matching gift claim. If the matching gift claim is added as part of a revenue batch, the **Batch number** field displays the number of the batch associated with the claim.

On the matching gift claim record, you can also view the remaining balance of the claim, the amount paid toward the claim, and its current status. In the **Matched Revenue** field, a link to the revenue the organization matches appears. To view the payment record for the initial gift, click this link. You can also view any reference information or revenue category associated with the claim.

The matching gift claim record contains multiple tabs to provide information about the designations, payments, solicitors, attributes, and documentation associated with the matching gift claim. For more information about the tabs that appear on the matching gift claim page, refer to [Revenue Record Details on page 67](#).

The table below explains the items in the summary section on a matching gift claim record.

Screen Item	Description
Matching gift claim amount	This field displays the total amount of the matching gift claim.
Date	This field displays the date associated with the matching gift claim, such as the date your organization receives it.
Batch number	If the matching gift claim is added as part of a revenue batch, this field displays the number of the batch associated with the claim. If the claim is not added as part of a batch, this field is blank.
Summary	Displays the total outstanding balance of the matching gift claim, the total amount paid toward the claim, and the status of the claim.

From the matching gift claim record, you can add, edit, and delete information about the claim.

Mark Matching Gift Claims as Active

When your organization can no longer collect revenue on matching gift claims, you can create a process to automatically clear entire groups of matching gift claims. After you run the clear matching gift claims process, the **Mark as active** task appears on matching gift claims marked as inactive by the process. To make the matching gift claim active again, such as to apply revenue to the claim, click **Mark as active** under **Tasks**.

For more information about the clear matching gifts claims process, refer to [Clear Matching Gift Claims on page 170](#).

Designations

When you receive revenue, you specify the designations to which to apply the revenue. This can help determine a designation's financial progress and track the application of the revenue. To view more detailed information about designations associated with a matching gift claim record, select the Designations tab. Under **Designations**, information about the designations to which the revenue is applied appears. You enter this information when you add the revenue to the database. To update the information in the grid, click **Refresh** on the action bar.

Information related to the matching gift claim, such as the revenue being matched, appears under **Details**.

Note: To edit the designations for a matching gift claim, edit the revenue transaction.

Payment Activity

The Payment Activity tab appears on matching gift claim records only.

On this tab, the **Payment activity** grid displays information about any payments applied to the balance of the commitment. This information includes the date a payment was made, the payment amount, who made the payment, and the payment method. To make sure you have the latest information in the grid, click **Refresh** on the action bar.

Payment Activity				
Payment activity (1)  More ▾				
Activity	Date	Amount	Paid by	Pay method
Payment	4/14/2014	\$500.00	AAA Concrete	Check

To access the record of a payment, select it under **Payment activity**.

Reconcile Matching Gifts

On the Reconcile Matching Gifts page, you can view all unapplied matching gift payments. To access the Reconcile Matching Gifts page from *Revenue*, click **Reconcile matching gifts**.

From this page, you can view unapplied matching gift payments. You can select the matching gift claim or constituent to which to apply an unapplied payment. You can view and manage revenue transactions that may be eligible for matching gift claims, but for which the program cannot automatically generate a claim. For example, your organization may receive a payment with multiple applications, of which only some match the criteria of an automatic matching gift claim.

Apply Matching Gift Payments

To view and manage the unapplied matching gift payments in your database, access the Reconcile Matching Gifts page.

Under **Reconcile matching gifts**, you can view the organization constituent, total and unapplied payment amounts, and date of each unapplied matching gift payment. To make sure the latest information appears in the grid, click **Refresh**.

To reduce the number of unapplied matching gift payments that appear in the grid, you can click **Filters** and select whether to view all payments or only those entered in the past 30 days, 60 days, 90 days, or 12 months. To refresh the list according to the criteria selected, click **Apply**. To clear applied filters, click **Reset**.

You can view the record of an unapplied matching gift payment. In the grid, click the total amount of the payment. The payment record appears. For information about the items on the payment record, refer to [Payment Record on page 92](#).

From the grid, you can also reconcile an unapplied matching gift payment to match it to a constituent or matching gift claim.

Reconcile an Unapplied Matching Gift Payment

You can select the matching gift claim or constituent to which to apply an unapplied matching gift payment. You can apply a partial or full amount of the payment. Any amount of the payment remaining after you complete the reconciliation process is applied as a gift. When you reconcile a matching gift payment, you can apply the payment to one or multiple constituents.

➤ Reconcile a matching gift

1. From *Revenue*, click **Reconcile matching gifts**. The Reconcile Matching Gifts page appears.
2. Under **Reconcile matching gifts**, click the double arrows beside the unapplied matching gift payment to reconcile.
3. Click **Reconcile**. The Transactions screen appears.

Tip: To limit the number of matching gift claims that appear under **Matching gift claims**, in the **Commitments** field, select whether to view commitments for the “Past 6 months,” “This year,” or “Last year.”

4. To apply the payment to a specific matching gift claim:

Tip: To apply the payment automatically, click **Apply to** and select “Latest gifts” or “Oldest gifts.”

- a. Under **Matching gift claims**, locate the matching gift claim to which to apply the payment. You can apply an unapplied matching gift payment to one or multiple matching gift claims. The **Name**, **Claim amount**, and **Date** columns display information from the matching gift claim record. You cannot edit this information.
- b. In the **Applied amount** column, enter the amount of the payment to apply to each matching gift claim.

When you enter an amount in the **Applied amount** column, the **Amount to apply** and **Amount remaining** fields update automatically to display the portion of the payment remaining and the portion applied.

- c. To apply the matching gift payment to a designation different than the claim, in the **Designation** column, search for and select the designation to which to apply the matching gift payment.
5. If the claim does not appear under **Matching gift claims**, search for and apply the payment to a payment made by the individual constituent.

Tip: To apply a payment to multiple claims, split the payment among multiple matching gift claims or multiple payments for constituents.

- a. Under **Payments by related constituents**, click **Add** to search for and select the payment to reconcile.
- b. In the **Applied amount** column, enter the amount of the payment to apply to each payment selected. You can apply a payment to one or multiple payments or commitments. The **Amount**, **Type**, and **Date** columns display information from the payment records. You cannot edit this information.
- c. To apply the matching gift payment to a designation different than the constituent's payment, in the **Designation** column, search for and select the designation to which to apply the matching gift payment.
6. After you apply the unapplied matching gift payment to commitments, click **Save**. The program applies any amount remaining as a gift. You return to the Reconcile Matching Gifts page.

Matching Gift Relation Revenue Search

When you reconcile matching gifts, you can use the Matching Gift Relation Revenue Search screen to search for a payment made by a specific constituent.

➤ Search for revenue related to a matching gift

1. On the Transactions screen, click **Add** in the **Payments by related constituents** section. The Matching Gift Relation Revenue Search screen appears.
2. Enter the criteria to use to search for revenue records to match with the unapplied matching gift payment. You can search by the name of the constituent, the constituent lookup ID, the total amount, and the date associated with the matched revenue. You can also select whether the results of the search must match the criteria entered exactly.

Note: The revenue records that appear under **Results** must match all the criteria entered. We recommend you search by one or two of the most helpful criteria types. Too much criteria can prevent the record you want from appearing. To remove the criteria entered and enter new criteria for a search, click **Clear**.

3. Click **Search**. Under **Results**, the records that match the criteria entered appear.

Note: If more than 100 records match the criteria entered, only the first 100 appear under **Results**. To narrow your search results, we recommend you use additional search criteria.

4. Click the row of the revenue to reconcile. You return to the Transactions screen. Under **Payments by related constituents**, the selected revenue appears.

Clear Matching Gift Claims

When your organization can no longer collect revenue on multiple matching gift claims, you can clear the entire group of claims so they remain in your database but are marked as inactive. In one action, you can clear multiple matching gift claims that meet a set of criteria you define.

For example, you have several outstanding matching gift claims for AAA Concrete and The Bean Grinder. Each organization matches up to \$5,000 total annually. You have already received \$5,000 from each organization, but your database contains additional matching gift claims that they will not fulfill. You can use a clear matching gift claims process to mark all the outstanding claims for AAA Concrete and The Bean Grinder as inactive at one time.

Before you add a new clear matching gift claims process, you must first define a query and selection for the process in *Query*. With *Query*, you can select an ad-hoc query or a smart query for your clear matching gift claims process. When you create a query to use for a clear matching gift claims process, select "Revenue" in the **Query type** field. When you save the query, select **Create a selection**, and select whether to create a dynamic selection or a static selection. For more information about query, refer to the *Query and Export Guide*.

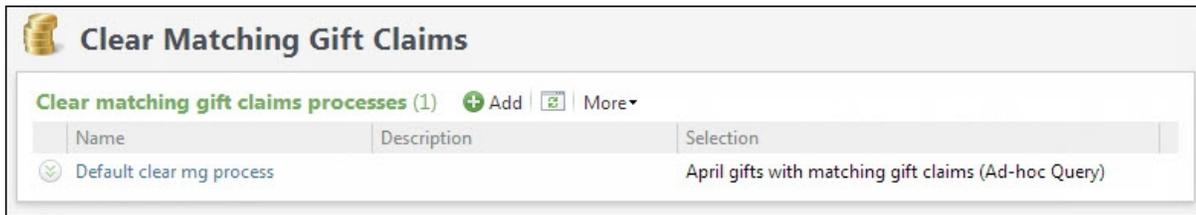
When you select to create a static selection, the program clears only those matching gift claims that meet the criteria for that selection at the exact time you create the selection. You can clear the matching gift claims in a static selection only once. To create a clear matching gift claims process you can use multiple times, select to create a dynamic selection. Dynamic selections include any new pledges that meet the original criteria each time you run the clear matching gift claims process.

Note: When you enter information in the Add a matching gift claims process screen and click **Save**, the program creates a single instance of this process but does not run the process itself. To run a clear matching gift claims process, click the double arrows beside the process to run in the grid and click **Start process**.

When you run a clear matching gift claims process, the process automatically changes the status of cleared claims from "Active" to "Inactive." After you run the process, if you need to make the claim active again, you can use the **Mark as active** task on the matching gift claim record.

Clear Matching Gift Claims Page

On the Clear Matching Gift Claims page, you can view a list of all available clear matching gift claims processes in the **Clear matching gift claims processes** grid. For each process listed, you can view its name, description, and selection. To access the Clear Matching Gift Claims page from *Revenue*, click **Clear matching gift claims**.



From the grid, you can add, edit, and delete clear matching gift claims processes, run processes, and view selected processes. To make sure the grid displays the latest information, click **Refresh** on the action bar.

Add Clear Matching Gift Claims Processes

When your organization can no longer collect revenue on multiple matching gift claims, you can clear the entire group of claims so they remain in your database but are marked as inactive. In one action, you can clear multiple matching gift claims that meet a set of criteria you define.

Note: Before you can add a new clear matching gift claims process, you must first define a query and selection for the process in *Query*. For more information, refer to the *Query and Export Guide*.

➤ Add a clear matching gift claims process

1. From *Revenue*, click **Clear matching gift claims**. The Clear Matching Gift Claims page appears.
2. Next to **Clear matching gift claims processes**, click **Add**. The Add a clear matching gift claims process screen appears.

Add a clear matching gift claims process [X]

General

Name:

Description:

Selection: [Search] [Edit]

Output

Create selection from results

Selection name:

Overwrite existing selection

[?] Help [Save] [Cancel]

3. Enter a unique name and description to help identify the process.
4. In the **Selection** field, search for and select the selection of matching gift claims to clear.
To edit an Ad-hoc query selection or a Smart query selection, next to the **Selection** field, click the edit button to open an edit screen.

Note: Depending on your security rights and system role, you can edit a query.

5. Under **Output**, select whether to create an query of the matching gift claims the process clears. If you select **Create selection from results**, enter a name for the selection and select whether to overwrite any existing selection with the same name.
6. Click **Save**. You return to the Clear Matching Gift Claims page.

Run a Clear Matching Gift Claims Process

After you add a clear matching gift claims process, you can run it to clear the matching gift claims that meet the criteria selected. When you clear matching gift claims, they remain in your database but are marked as inactive.

Note: When you run a clear matching gift claims process, the process automatically clears any matching gift claims with a balance, except for partially paid claims. To include or exclude certain claims, make sure the selection you use includes the appropriate criteria.

➤ Run a clear matching gift claims process

1. From *Revenue*, click **Clear matching gift claims**. The Clear Matching Gift Claims page appears.
2. Under **Clear matching gift claims processes**, click the double arrows beside the process to run.
3. Click **Start process**. The Run clear matching gifts process screen appears. The items on this screen are identical to those on the Add a clear matching gift claims process screen. For more information about the items on this screen, refer to [Add Clear Matching Gift Claims Processes on page 171](#).
4. Edit the information as necessary.
5. Click **Start**. The process status page appears so you can view details about the process and its output. For information about the process status page, refer to [Clear Matching Gift Claims Process Page on page 173](#).

Clear Matching Gift Claims Process Page

If your organization cannot collect revenue on multiple clear matching gift claims, your organization can create a business process to clear the entire group of claims at one time. When you create a clear matching gift claims process, the program creates a status page of the process. On the status page, you can view information about the process, such as its name and description. You can also view the selection included in the process and whether the process creates an output selection.

The status page displays the current status and historical information about the process. From the status page, you can also set a job schedule to run the process automatically. To help you navigate through this information, each process status page contains multiple tabs.

From the process status page, you can perform multiple tasks to manage the clear matching gift claims process.

Recent Status Tab

On the Recent status tab, you view the details of the most recent instance of the process. These details include the status of the process; the start time, end time, and duration of the process; the person who last started the process; the name of the server most recently used to run the process; the total number of records processed; and how many of those records processed successfully and how many were exceptions.

History Tab

Each time you run a business process, the program generates a status record of the instance. On the History tab, you view historical status record information about each instance of the process. The

information in the grid includes the status and date of the instance.

On the History tab, you can limit the status records that appear in the grid. You can filter by the process status. If you filter the records that appear in the grid, it can reduce the amount of time it takes to find a process instance. For example, if you search for an instance that did not finish its operation, you can select to view only status records with a **Status** of "Did not finish." To filter the records that appear in the grid, click **Filters**. The **Status** field and **Apply** button appear so you can select the status of the instances to appear in the grid. To update the information that appears, click **Refresh**.

Delete a Status Record from the History Tab of a Process Status Page

On the History tab of a process status page, you can delete a specific status record of the process. When you delete a status record, you delete the specific instance and all of its history. To delete a status record, select it and click **Delete**.

➤ Delete a status record from the History tab

1. On the History tab of the process status page, click the double arrows beside a status record and click **Delete**. A confirmation message appears.

Note: You can filter the records in the grid by the status of the process to reduce the amount of time it takes to find an instance of the process. For example, to search for a completed instance, click the funnel icon, select "Completed" in the **Status** field, and click **Apply**. Only completed instances appear in the grid.

2. Click **Yes**. You return to the History tab. The selected status record no longer appears.

Job Schedules Tab (Not Available on All Process Pages)

On the Job schedules tab, you can view the job schedules of the process in the database. The details in this grid include the name, whether a job schedule is enabled, the frequency of the job schedule, the start date and time and end date and time, and the date the job schedule was added and last changed in the database. You enter this information when you set the job schedule of the process.

Schedule Process Jobs

You can create a job schedule to automatically run a business process. When you create a schedule for a process, the program exports and runs the process at the scheduled instance or interval. For example, you can schedule a process to run at a time convenient for your organization, such as overnight.

Note: To create a job schedule from any tab of the process status page, click **Create job schedule** under **Tasks**.

> Create a job schedule

1. On the Job schedules tab of the process, click **Add**. The Create job screen appears.

Create job

Details

Job name:

Schedule type:

Enabled

One-time occurrence

Date: Time:

Frequency

Occurs every: day(s)

Daily frequency

Occurs once at:

Occurs every: Minutes

Duration

Starting at: End date: No end date

[? Help](#)

2. In the **Job name** field, enter a name for the scheduled process.

3. By default, the schedule is active. To suspend it, clear the **Enabled** checkbox.
4. In the **Schedule type** field, select how often to run the process. You can run a process once; on a daily, weekly, or monthly basis; whenever *SQL Server Agent* service starts; or whenever the computer is idle according to *SQL Server Agent*. Your selection determines which other fields are enabled.
 - a. For a process that runs once, select the date and time to run it.
 - b. For a process that runs on a daily, weekly, or monthly basis, select the number of days, weeks, or months between instances in the **Occurs every** field. For a weekly process, select the day of the week to run it. For a monthly process, select the day of the month to run it. For a process that runs on a daily, weekly, or monthly basis, select whether to run it a single time or at regular intervals on the days when it runs.
 - c. For a process that runs on a daily, weekly, or monthly basis, select a start date and, if necessary, an end date. To run the process indefinitely, select **No end date**.
5. Click **Save**. You return to the Job schedules tab.

EFT and Credit Card Processes



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Electronic funds transfer (EFT) is a general banking process by which credit card and direct debit transactions such as deposits or bill payments are made electronically from a donor's bank account to your bank account. To authorize and process credit cards in the program, you use merchant accounts with a payment processor or gateway such as **Blackbaud Merchant Services**. To process direct debit and credit card payments, you create transmission files to send to your organization's bank or merchant account for authorization and processing.

Electronic Funds Transfer Setup

When you receive payments that are donated by direct debit or credit cards, you process the transactions with an electronic funds transfer. An electronic funds transfer, or EFT, is a general banking process by which credit card transactions and direct debit transactions, such as deposits or bill payments, are made electronically from a constituent's bank account to your organization's bank account. Before you can use EFT for direct debits, you must verify your organization is prepared to accept direct debit transactions.

Bank Accounts

Depending on your security rights and system role, you can manage your organization's bank accounts in *Treasury*. On the Add a bank account screen, you add bank account information, such as account number and account type. When you process direct debit payments, you must create a direct debit transmission file and send the file to your organization's bank to initiate the transaction. When you add

a bank account to the database, you can search for the bank account from the **Bank account** field on the Add a direct debit file process screen. You can access the Manage Bank Accounts page from *Treasury*. For information about how to manage bank accounts, refer to [Bank Accounts on page 180](#).

Before you create a direct debit transmission file to send to your organization's bank, you must first send a prenotification authorization file. When you add a constituent's financial account from the Accounts tab of a constituent's record, you select an **EFT status** of "Prenotify" to send a prenotification authorization file to the bank. A prenotification authorization file verifies that the account information is entered correctly to successfully set up an electronic funds transfer. During a prenotification, no funds actually transfer from the constituent's bank account. After the constituent's bank account is successfully set up for electronic funds transfer, you can change the **EFT status** to "EFT." For information about the prenotification authorization file, refer to [Generate Prenotifications on page 190](#).

Prepare for Direct Debit

A direct debit is an electronic payment method. Direct debit is one of the simplest ways for an organization to collect payments from regular supporters. It saves time, reduces the cost to collect, and puts cleared funds directly into your bank account. You can create a direct debit transmission file of your direct debit payments to send to your organization's bank to process.

Before you begin to process direct debit payments for a batch, follow these tips to help you get started:

- Verify your system administrator has configured your organization's direct debit header file. The direct debit header file must include your organization's name, the company ID, and the immediate destination number. Your organization's bank should provide you with information about the immediate destination to use. To successfully run a direct debit transmission file process, your organization's direct debit header information must be established.
- Verify your system administrator has set up your organization's bank information. Your bank should provide you with the routing number, account number, and originating Depository Financial Institution (DFI) to use. You should also determine the best media to use to transfer transmission files to your bank.
- When you add a Generate direct debit file process to the database, you must select your organization's bank. If the applicable bank account does not appear in the **Bank account** field, contact your system administrator. For information about how to set up bank account information, refer to [Bank Accounts on page 180](#).
- Determine the institution that approves and authorizes all your organization's bank account transactions. When you add an EFT transmission file process to the database, you enter this institution's name in the **Immediate destination name** field. Typically, this is the Federal Reserve, which approves most financial transactions for banks in the United States. However, your organization's bank may act as your financial approval institution. If you are unsure of which institution approves and authorizes all your organization's bank account transactions, contact your bank.
- A credit offset transaction is the transaction that credits your organization's account for the money debited from the donor's account. As some banks generate the credit offset transaction themselves, you should check with your organization's bank to find out whether to select **Create**

credit offset transaction when you create new transmission files. When you select **Create credit offset transaction**, the transmission file includes the credit offset transaction record.

- Encourage your constituents to sign up to give through direct debit.
- When you add a new pledge or recurring gift to the database, the constituent can use direct debit to set up automatic payment. Under **Automatic Payment**, select **Pay installments automatically by** and select Direct debit.

Prepare for Credit Cards

When a constituent uses a credit card, he or she often gives a one-off gift. A credit card is used as a convenience and often to give a contribution on impulse. However, given the choice, a constituent may want to donate on a regular basis by credit card. To authorize and process credit card transactions, you must set up a merchant account with a payment gateway. The program then uses the **Blackbaud Payment Service** to securely interface with your payment gateway. For information about merchant accounts for credit card transactions, refer to [Merchant Accounts for the Blackbaud Payment Service on page 17](#).

Tip: When you add a new pledge or recurring gift to the database, the constituent can use a credit card to set up an automatic payment. When you run a generate payments process, you can then select to automatically generate payments for these transactions. For information about how to automatically generate payments, refer to [Generate Payments on page 205](#).

Tip: If your organization uses **Blackbaud Merchant Services** to process credit card transactions, you can run the Daily Transactions report from the **Blackbaud Merchant Services** web portal. With this report, you can view information about the transactions processed on a selected day, including any processing fees assessed by **Blackbaud Merchant Services**. To reconcile daily credit card transaction activity from *Treasury*, you can add the total processing fees assessed by **Blackbaud Merchant Services** to the day's deposit as a Deposit Correction with a type of "Treasury Short." After you add the processing fees, the deposit total matches the net amount of the credit card revenue deposited to your bank. After you complete the deposit, you can also run the Deposit Report from its record. For information about deposits, refer to the *Treasury Guide*. For information about the Daily Transactions report, refer to the help file accessed through the **Blackbaud Merchant Services** web portal.

Bank Accounts

In *Treasury*, you can store information about bank accounts in your database, such as bank names, account numbers, and account types. When you create a file to send to your organization's bank, you select the bank to process all financial transactions included in the file. For example, when you generate a direct debit transmission file, you select a bank in the **Bank account** field on the Add a direct debit file process screen. The bank you select processes the financial transactions included in the transmission file.

You manage your organization's banking information from the Manage Bank Accounts page. To access the Manage Bank Accounts page in *Treasury*, click **Manage bank accounts**.

Under **Bank accounts**, you can view the banks in the database. For each bank, you can view its name,

account type, routing number, account number, balances, and whether or not the bank account is open or closed. You enter this information when you add the bank account to the database. To update the information that appears in the grid, click **Refresh** on the action bar.

Depending on your security rights and system role, you can manage bank accounts from the Manage Bank Accounts page. For information about adding a bank account, refer to [Add a Bank Account on page 181](#). For more information about how to edit, close, or delete a bank account, refer to the *Treasury Guide*.

Add a Bank Account

When you add a bank account, you enter the account information and routing number, and associate the account with a new or existing bank. You can also establish a default GL cash account or cash account code association for the bank account.

To add a bank account from the Manage Bank Accounts page, click **Add**. You can also add a bank account from the Accounts tab on the Bank page.

> Add a bank account

1. From *Treasury*, click **Manage bank accounts**. The Manage Bank Accounts page appears.
2. Beside **Bank accounts**, click **Add**. The Add a bank account screen appears.

3. In the **Bank** field, select the bank to associate with the account. From the menu, you can select any bank defined in the system. If no banks are yet defined, search for an organization to add as a bank.
4. In the **Account name** field, enter a unique name to help identify the account.
5. In the **Account number** field, enter the account number for the bank account.
6. In the **Account type** field, select a type of account, such as "Savings."
7. In the **Routing number** field, enter the account routing number. The routing number is provided by the bank.

Note: Bank accounts must contain a unique combination of routing number and account number. For example, two accounts at two different banks could have the same account number, but they cannot have the same routing number. Likewise, two accounts at the same bank could have the same routing number, but must have different account numbers.

8. In the **User number** field, enter the user number or originator identification number used to identify your organization.
9. In the **Minimum balance** field, enter the minimum amount the bank requires for you to avoid service charges.
10. In the **Client name** field, enter the name used to identify your organization at the bank.
11. Under **Debit/Credit**, select whether to associate the bank account with a cash account or a cash code.
 - To associate the account with a cash account, select **Account** and then search for the cash account to associate with the bank account.
 - To associate the account with a cash code, select **Account code** and select the cash code to associate with the bank account.

To create an account, select an account system from the General Ledger Setup page in *Administration* and click **Define GL Accounts**.

Note: Selections in the **Account code** field use masking to generate the debit (cash) account. For example, a payment with the credit account of 01-4000-00 deposited to a bank account with a "1000" default cash account code uses masking to generate the 01-1000-00 debit (cash) account. For more information about creating a default GL cash account, refer to the *Administration Guide*.

12. Click **Save**. You return to the Manage Bank Accounts page.

Direct Debit and Credit Card Transmission Files

A transmission file contains all the information necessary to electronically transfer funds from a constituent's bank account or credit card to your organization's bank account. Two types of transmission files exist — direct debit and credit card. Each transmission file is associated with a specific revenue batch. After you create a direct debit transmission file, you send it to your organization's bank to be processed. After you create a credit card transmission file, the program sends it to the **Blackbaud Payment Service** to securely process the transactions with your payment gateway.

Direct Debit Transmission Files

To electronically transfer funds from a constituent's bank account, you must create a direct debit transmission file to send to your organization's bank. For example, you have several direct debit transactions in a revenue batch to be processed by EFT. To receive the direct debit payments, you must send your organization's bank specific financial information to initiate the transaction. This financial information, such as payment amount and account numbers, is obtained in a transmission file. You can send the transmission file to and from the organization's bank via portable memory or as an email attachment. You and your bank should decide the best way to communicate this information.

When you work with direct debit transmission files, consider when to send the prenotification to the bank. A prenotification alerts the bank that you will debit the constituent's account and verifies the transfer is set up correctly. You must send prenotifications to the bank at least 10 days before the date you want to transfer the funds. When you send the prenotification to the bank, you request that the bank verify the account information is set up correctly and validate the account number. If the account number does not exist or is invalid, the bank declines the request. No funds transfer with a prenotification, and the bank does not verify sufficient funds exist. For more information about prenotifications, refer to [Generate Prenotifications on page 190](#).

After you send a prenotification to the bank, you can create the direct debit transmission file to send to the bank. When the transmission file returns to your organization, you can commit its payments to the database. If a transaction is successful, the applicable amount for that payment is deposited into your organization's bank account. If the transaction is unsuccessful, you can add the applicable rejection codes for that payment in the revenue batch. For information about how to create and manage direct debit transmission files, refer to [Generate Direct Debit Files on page 197](#).

Note: To ensure your organization's bank can process your direct debit transmission files, you must communicate effectively with your organization's bank. Coding requirements are strict for direct debit files, and your organization's bank can work with you in "test mode" to verify they can process your files. When the testing process is validated, you can request that the bank transfer you to "live mode" to begin to process payments. The program supports National Automated Clearing House Association (NACHA) for direct debit formats. For information about the file format, refer to [Direct Debit File Formats on page 183](#).

Direct Debit File Formats

For direct debit transmission files, sections of the transmission file contain a specific amount of numbers or letters. These characters represent a text string. A text string contains sections that are explained in the following file format tables. For direct debit transmission files, the text string is referred to as a fixed length file. Every section in a fixed length file has a limit. For example, in a fixed length transmission file that has 40 characters, characters 1-8 have a designated meaning, and characters 9-22 have another meaning.

These tables explain the information that appears in a transmission file.

File Header Record

In each table, the **Field Name** column represents the name of the section that holds specific characters of the text string. The **Position** column lists the position of the section within the text string. The **Contents** column provides information about the characters entered in specific parts of the text string. For example, for a file header record, Record Type Code is at the beginning of the text string and is always the number "1." The program always recognizes the number "1" in position "1" as the Record Type Code of a file header record.

Note: A check digit is a number the program defaults into the text string. When you first enter a routing number, the program automatically calculates the check digit, which is dependent on the other numbers in that section of the text string.

Field Name	Position	Contents
Record Type Code	1	1 (The program automatically enters the number "1" into this field. The number "1" in the position "1" always designates the Record Type Code.)
Priority Code	2-3	01 (The program automatically enters the numbers "01" into these fields. The numbers "01" in the positions "2-3" always designate the Priority Code.)
Immediate Destination	4-13	Begins with a blank, followed by the immediate destination name entered when you add the transmission file to the database, followed by a check digit.
Immediate Origin	14-23	The routing number of the sending point. Begins with a blank, followed by your organization's bank selected when you add the transmission file to the database, followed by a check digit.
File Creation Date	24-29	The system date on which the transmission file is created. The date is formatted YYMMDD, where December 6, 2007 is 071206.
File Creation Time	30-33	The system time at which the transmission file is created. The time is formatted HHMM, where 9:30 a.m. is 0930.
File ID Modifier	34	A modifier designates if multiple files are created the same day. For example, the letter "A" can be a modifier to designate multiple files.
Record Size	35-37	094 (The program automatically enters the numbers "094" into these fields. The numbers "094" in the positions 35-37 always designate the Record Size.)
Blocking Factor	38-39	10 (The program automatically enters the numbers "10" into these fields. The numbers "10" in the positions "38-39" always designates the Blocking Factor.)
Format Code	40	1 (The program automatically enters the number "1" into this field. The number "1" in the position "40" always designates the Format Code.)
Immediate Destination Name	41-63	The immediate destination name entered when you add the transmission file to the database. The immediate destination is the institution that authorizes all United States banking transactions. Typically, you enter "Federal Reserve" as the immediate destination; however, you should verify this with your organization's bank.
Immediate Origin Name	64-86	The name of your organization. When you create a transmission file, your organization's name automatically appears in this position.

Company Batch Header Record

In each table, the **Field Name** column represents the name of the section that holds specific characters of the text string. The **Position** column lists the position of the section within the text string. The **Contents** column provides information about the characters entered in specific parts of the text string. For example, for a company batch header record, Record Type Code is at the beginning of the text string and is always the number "5". The program always recognizes the number "5" in position "1" as the Record Type Code of a company batch header record.

Field Name	Position	Contents
Record Type Code	1	5 (The program automatically enters the number "5" into this field. The number "5" in the position "1" always designates the Record Type Code.)
Service Class Code	2-4	200, which designates Credits and Debits.
Company Name	5-20	The name of your organization. When you create a transmission file, your organization's name automatically appears in this position.
Company Discretionary Data	21-40	Blank
Company Identification	41-50	Company ID. If the company ID is user-defined, it is preceded by a "9." If the company ID is the Federal Tax ID, it is preceded by a "1."
Standard Entry Class Code	51-53	PPD (The program automatically enters the letters "PPD" into these fields. The letters "PPD" in the positions "51-53" always designate the Standard Entry Class Code.)
Company Entry Description	54-63	EFT Gifts, plus one space (The program automatically enters the characters "EFT Gifts" into these fields. The characters "EFT Gifts" in the positions "54-63" always designate the Company Entry Description.)
Company Descriptive Date	64-69	Blank
Effective Entry Date	70-75	The financial processing date entered when you add the transmission file to the database.
Settlement Date	76-78	Blank. The Automated Clearing House (ACH) operator fills in these positions.
Originator Status Code	79	1 (The program automatically enters the number "1" into this field. The number "1" in the position "79" always designates the Originator Status Code.)
Originating Depository Financial Institution (DFI) ID	80-87	The transit/routing number of your organization's bank. Your bank provides this information.
Batch Number	88-94	1 (The program automatically enters the number "1" into these fields. The number "1" in the positions "88-94" always designates the Batch Number.)

Entry Detail Record

In each table, the **Field Name** column represents the name of the section that holds specific characters of the text string. The **Position** column lists the position of the section within the text string. The **Contents** column provides information about the characters entered in specific parts of the text string. For example, for an entry detail record, Record Type Code is at the beginning of the text string and is always the number "6". The program always recognizes the number "6" in position "1" as the Record Type Code of an entry detail record.

Note: A check digit is a number the program defaults into the text string. When you first enter a routing number, the program automatically calculates the check digit, which is dependent on the other numbers in that section of the text string.

Field Name	Position	Contents
Record Type Code	1	6 (The program automatically enters the number "6" into this field. The number "6" in the position "1" always designates the Record Type Code.)
Transaction Code	2-3	For a checking account, 27 appears in these fields for a payment, or 28 for a prenotification. For a savings account, 37 appears in these fields for a payment, or 38 for a prenotification.
Receiving Depository Financial Institution (DFI) ID	4-11	The transit/routing number of the constituent's bank.
Check digit	12	When you first enter the bank's routing number, the program automatically multiplies each digit of the bank's routing number by the weighing factor, adds the products of the eight multiplications, subtracts the sum from the next highest multiple 10, and enters the result in this field.
DFI Account Number	13-29	The constituent's account number
Amount	30-39	The payment amount
Individual Identification Number	40-54	Lookup ID. If the constituent does not have an ID number, these fields are blank.
Individual Name	55-76	The constituent's last name, followed by the first initial.
Discretionary Data	77-78	Blank
Addenda Record Indicator	79	0 (The program automatically enters the number "0" into this field. The number "0" in the position "79" always designates the Addenda Record Indicator.)
Trace Number	80-94	The routing number of your organization's bank and the number of transactions included in the transmission file.

Offsetting Transactions

Offsetting transactions are transactions that credit your organization's account for the money debited from the donor's accounts. If, when you specify EFT file information on the Edit EFT file information screen in *Treasury*, you select **Create offsetting transactions**, this text string is generated as an entry detail record for the transaction. In each table, the **Field Name** column represents the name of the section that holds specific characters of the text string. The **Position** column lists the position of the section within the text string. The **Contents** column provides information about the characters entered in specific parts of the text string. For example, for an offsetting transaction, Record Type Code is at

the beginning of the text string and is always the number "6." The program always recognizes the number "6" in position "1" as the Record Type Code of an entry detail record.

Note: When you select **Create offset transactions**, the transmission file includes any offsetting transaction records. As some banks generate offsetting transactions themselves, you should check with your organization's bank to find out whether to select this checkbox when you create EFT file information in *Treasury*.

Field Name	Position	Contents
Record Type Code	1	6 (The program automatically enters the number "6" into this field. The number "6" in the position "1" always designates the Record Type Code.)
Transaction Code	2-3	22, which designates an Automated Deposit.
Receiving Depository Financial Institution (DFI) ID	4-11	The transit/routing number of your organization's bank. Your bank provides this information.
Check digit	12	When you first enter the bank's routing number, the program automatically multiplies each digit of the bank's routing number by the weighing factor, adds the products of the eight multiplications, subtracts the sum from the next highest multiple 10, and enters the result in this field.
DFI Account Number	13-29	Your organization's account number. Your bank provides this information.
Amount	30-39	The total amount of all 6/27 (for a checking account) and/or 6/37 (for a savings account) lines in the transmission file.
Individual Identification Number	40-54	Company ID, as entered in the direct debit header file.
Individual Name	55-76	Organization name
Discretionary Data	77-78	Blank
Addenda Record Indicator	79	0 (The program automatically enters the number "0" into this field. The number "0" in the position "79" always designates the Addenda Record Indicator.)
Trace Number	80-94	The routing number of your organization's bank, followed by the sequence number, continued from the other Type "6" records.

Company/Batch Control Record

In each table, the **Field Name** column represents the name of the section that holds specific characters of the text string. The **Position** column lists the position of the section within the text string. The **Contents** column provides information about the characters entered in specific parts of the text string. For example, for a company/batch control record, Record Type Code is at the beginning of the text string and is always the number "8." The program always recognizes the number "8" in position "1" as the Record Type Code of a company/batch control record.

Field Name	Position	Contents
Record Type Code	1	8 (The program automatically enters the number "8" into this field. The number "8" in the position "1" always designates the Record Type Code.)
Service Class Code	2-4	200, which designates Credits and Debits.
Entry Addenda Count	5-10	The total of each detail record and addenda record in the batch.
Entry Hash	11-20	The bank's transaction routing numbers, added throughout the entire transmission file.
Total Debit Entry Dollar Amount	21-32	The sum of all debit amounts.
Total Credit Entry Dollar Amount	33-44	If you do not include the credit offset transaction text string, 0 appears in these fields. (If you include the credit offset transaction text string, the program automatically enters the number "0" into these fields. The number "0" in the positions "33-44" always designates the Total Credit Entry Dollar Amount.) If you include the credit offset transaction text string, the total amount of all 6/27 (for a checking account) or 6/37 (for a savings account) lines in the transmission file appears in these fields.
Company Identification Number	45-54	Company ID, as entered in the direct debit header file.
Message Authentication	55-73	Blank
Reserved	74-79	Blank
Originating Depository Financial Institution (DFI) ID	80-87	The organization's routing number.
Batch Number	88-94	1 (The program automatically enters the number "1" into these fields. The number "1" in the positions "88-94" always designates the Batch Number.)

File Control Record

In each table, the **Field Name** column represents the name of the section that holds specific characters of the text string. The **Position** column lists the position of the section within the text string. The **Contents** column provides information about the characters entered in specific parts of the text string. For example, for a file control record, Record Type Code is at the beginning of the text string and is always the number "9." The program always recognizes the number "9" in position "1" as the Record Type Code of a file control record.

Field Name	Position	Contents
Record Type Code	1	9 (The program automatically enters the number "9" into this field. The number "9" in the position "1" always designates the Record Type Code.)
Batch Count	2-7	The total of all batch header records.
Block Count	8-13	The total number of records, or blocks, in the transmission file.
Entry Addenda Count	14-21	The total of detail and addenda records.
Entry Hash	22-31	The bank's transaction routing numbers, added throughout the entire transmission file.
Total Debit Entry Dollar Amount	32-43	The sum of all transactions in the transmission file.
Total Credit Entry Dollar Amount	44-55	If you do not include the credit offset transaction text string, 0 appears in these fields. (If you include the credit offset transaction text string, the program automatically enters the number "0" into these fields. The number "0" in the positions "44-55" always designates the Total Credit Entry Dollar Amount.) If you include the credit offset transaction text string, the total amount of all 6/27 (for a checking account) or 6/37 (for a savings account) lines in the transmission file appears in these fields.
Reserved	56-94	Blank

Credit Card Transmission Files

To electronically credit a transaction to a constituent's credit card, you must create a credit card transmission file to send to the **Blackbaud Payment Service**. The **Blackbaud Payment Service** interfaces with your payment gateway or authorization service such as **Blackbaud Merchant Services** or IATS to securely process and authorize credit card transactions. To process your transmission files, you must set up a merchant account with your payment gateway. If the system administrator has properly configured your merchant account information, the **Blackbaud Payment Service** and your payment gateway automatically interface with each other to process your credit card transmission file requests. For more information about **Blackbaud Merchant Services**, refer to [Merchant Accounts for the Blackbaud Payment Service on page 17](#). Based on the merchant account number for the transmission file, the payment gateway attempts to obtain an authorization code for each transaction.

If the credit card transaction is approved, the **Blackbaud Payment Service** puts an authorization code that starts with "Y" in the **Authorization code** field of the revenue batch. The payment processor verifies sufficient funds exist in the account for transfer. If sufficient funds exist, the authorization service processes the credit card and transfers the funds to your organization's bank account.

If the credit card transaction is rejected, the payment processor adds "N" in front of the authorization code. When the program receives the response, it removes "N" from the authorization code, converts the code to text, and puts the text in the **Rejection Code** field of the revenue batch. You can configure

rejection handling when you add or edit a credit card processing process. Rejection handling is a useful way to work with all the rejected transactions in your revenue batch.

The program classifies rejection codes as permanent or provisional.

- Examples of permanent rejection codes include when the credit card is expired, reported lost or stolen, invalid, or is not supported by the processor. When you configure how to handle permanent rejections, you can select to remove the transactions from the revenue batch and generate a selection that you can use with targeted communications to the cardholders, such as to request updated information.
- Examples of provisional rejection codes include insufficient funds, a banking server error, or when the processor cannot otherwise process the transaction. When you configure how to handle provisional rejections, you can select to generate a separate retry batch that you can use to try to reauthorize the declined card.

After the payment gateway authorizes or rejects your credit card transactions, the **Blackbaud Payment Service** returns the batch with the applicable authorization codes so you can commit the transactions to the database. When you commit the batch, all authorized payments are applied and the payment records are added to your database. The program manages rejected payments based on your configured rejection handling. If you configured email alerts for credit card rejections, the program sends an email alert to assigned users to let them know that payments failed to process. The email includes a link to the page in **Altru** where you can review these rejections.

Note: To help you comply with the Payment Card Industry Data Security Standard (PCI DSS), you cannot access the transmission file generated by the program or received from the **Blackbaud Payment Service**.

For information about how to create and manage credit card transmission files, refer to [Credit Card Processing on page 212](#).

Generate Prenotifications

When you set up a constituent's bank account information for direct debit, you select an **EFT status** of "Prenotify." For more information about constituent bank accounts, refer to the *Constituent Guide* [Accounts](#). After you run a prenotification process, you can download and send a prenotification transmission file to your organization's bank. A prenotification verifies that the bank account information is set up correctly for electronic funds transfer but does not actually transfer funds from the constituent's bank account. After you receive notification from the bank that the electronic funds transfer is set up correctly, you can update the **EFT status** field for the constituent's bank account to EFT.

Note: If you receive notification that an electronic funds transfer is not set up correctly, you can update the financial account information or specify the **EFT status** for the account is "Inactive."

You must send a prenotification at least 10 days before the live transaction of funds from the constituent's bank account. Prenotifications are processed with a transmission file. In the transmission file, you can include prenotifications for pledges and recurring gifts and requests for live transactions, as long as the prenotifications and requests for live transactions are for different pledges or recurring gifts. You cannot process a prenotification and live transaction for the same payment in the transmission file.

On the Generate Prenotifications page, you manage the prenotification processes in your database. To access the Generate Prenotifications page from *Revenue*, click **EFT**. On the EFT page, click **Generate prenotifications**.

Under **Prenotification processes**, the prenotification processes in the database appear. For each process, you can view its name, description, selection, and financial processing date. You enter this information when you add the prenotification process to the database. To update the information that appears in the grid, click **Refresh** on the action bar.

Depending on your security rights and system role, you can click the double arrows beside a prenotification process to start, edit, or delete it.

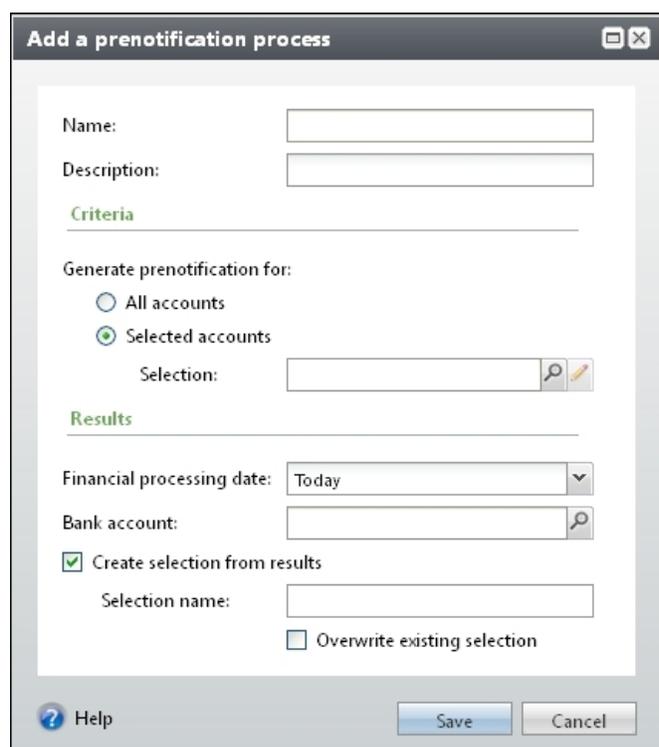
Note: When you start a process, the program generates output based on the sites to which you have access.

Add Prenotification Processes

On the Generate Prenotifications page, you can create a business process to generate a prenotification authorization file for bank accounts with an **EFT status** of "Prenotify."

> Add a prenotification process

1. From *Revenue*, click **EFT**. The EFT page appears.
2. Click **Generate prenotifications**. The Generate Prenotifications page appears.
3. Under **Prenotification processes**, click **Add**. The Add a prenotification process screen appears.



The screenshot shows a dialog box titled "Add a prenotification process" with the following fields and options:

- Name:** Text input field.
- Description:** Text input field.
- Criteria** section:
 - Generate prenotification for:
 - All accounts
 - Selected accounts
 - Selection: Text input field with search and edit icons.
- Results** section:
 - Financial processing date: Dropdown menu with "Today" selected.
 - Bank account: Text input field with search icon.
 - Create selection from results
 - Selection name: Text input field.
 - Overwrite existing selection

At the bottom, there is a "Help" button with a question mark icon, and "Save" and "Cancel" buttons.

4. Enter a unique name and description to help identify the process.
5. Under **Criteria**, select the constituent bank accounts to include in the process. The prenotification process includes all constituents in the selection who have a bank account with an EFT status of "Prenotify."
 - To include all constituents in your database, select **All accounts**.
 - To include only a selection of constituents, select **Selected accounts**. In the **Selection** field, click the binoculars and use the Selection Search screen to find or create the selection of constituents to include in the prenotification process. If the selection is created from an ad-hoc query or a smart query instance, you can click **Edit Query** to edit the query used to generate the selection. For more information about queries, refer to the *Query and Export Guide*.
6. Under **Results**, specify how to handle the output of the process. When you run the prenotification process, you can change the selections you make in this frame.
 - a. In the **Financial processing date** field, enter the date the bank processes the prenotifications in the transmission file. You can select "Today" or enter a specific date. If you enter a specific date, enter a normal business day that is not a banking holiday. You should set the financial processing date between one and five days after you generate the transmission file. For example, if you generate a transmission file on Friday, April 20, 2014, you may want to enter a financial processing date of Tuesday, April 24, 2014.

Note: The specific requirements for the financial processing date vary between banks. For information about the financial processing date to use, contact your organization's bank.
 - b. Select the bank account to use to process the direct debit transactions.
 - c. Select whether to create a selection that includes the constituents with bank accounts that successfully process in the prenotification. To create an output selection, select **Create selection from results**. When you select this checkbox, the **Selection name** field and **Overwrite existing Selection** checkbox are enabled. In the **Selection name** field, enter a name to identify the output selection. To overwrite an existing selection with the same name with the new output selection, select **Overwrite existing Selection**.
7. Click **Save**. You return to the Generate Prenotifications page. In the **Prenotification processes** grid, the new process appears.

Start a Prenotification Process

When you run a prenotification process, the program prepares a prenotification authorization file for the selected constituents with financial accounts with an EFT status of "Prenotify." After you run a prenotification process, you can download and send its prenotification authorization file to your organization's bank to be processed. A prenotification authorization file verifies that the electronic transfer is set up correctly but does not actually transfer funds from the constituent's bank account.

When you run the prenotification process, the program automatically changes the EFT status of the affected financial accounts to "In process." When you receive notification from your organization's bank about whether each account is set up correctly for electronic funds transfer, you can update the EFT status to "EFT" or "Inactive."

➤ Run a prenotification process

1. From *Revenue*, click **EFT**. The EFT page appears.
2. Click **Generate prenotifications**. The Generate Prenotifications page appears.
3. In the **Prenotification processes** grid, click the double arrows beside the process to run.
4. Click **Start process**. The Run prenotification process screen appears.

Note: To run a prenotification process from its status page, click **Start process** under **Tasks**. For information about the process status page, refer to [Prenotification Process Status Page on page 193](#).

5. Update the **Financial processing date** field as necessary. You can select "Today" or enter a specific date. If you enter a specific date, enter a normal business day that is not a banking holiday. You should set the financial processing date between one and five days after you generate the transmission file. For example, if you generate a transmission file on Friday, April 20, 2014, you may want to enter a financial processing date of Tuesday, April 24, 2014. The specific requirements for the financial processing date vary between banks. For more information about the financial processing date, contact your organization's bank.

Note: The **Bank account** field is disabled. To change your organization's bank, edit the prenotification process. For information about how to edit the process, refer to [Edit a Prenotification Process on page 1](#).

6. Select whether to create a selection that includes the constituents who successfully process in the prenotification. To create an output selection, select **Create selection from results**.
When you select **Create selection from results**, the **Selection name** field and **Overwrite existing selection** checkbox are enabled. In the **Selection name** field, enter a name to identify the output selection. To overwrite an existing selection with the same name the new output selection, select **Overwrite existing Selection**.
7. Click **Start**. The program runs the prenotification process and displays a message to inform you when the process is complete.

Note: For the prenotification process to complete successfully, your organization's direct debit header file must be configured in *Administration*.

8. Click **OK**. The prenotification process status page appears.

Prenotification Process Status Page

On the Generate Prenotifications page, the **Prenotification processes** grid lists the prenotification processes in the database. To view a prenotification process status page, click the name of the process in the grid.

When you create a prenotification process, the program creates a status page of the process. Each prenotification process in the database has a page. On the process status page, you view the description and selected accounts of the prenotification process. You also view the financial processing date, immediate destination, and bank of the transmission file. You enter this information when you add the prenotification process to the database.

The status page also includes information about the most recent instance of the process, historical data about the process, and any job schedules set for the process. To help manage this information, each process status page contains the Recent status, History, and Job schedules tabs. For information about these tabs, refer to [Tabs of a Process Status Page on page 228](#).

Download a Prenotification Authorization File

Each time you run a prenotification process, the program prepares a prenotification authorization file. You can download the prenotification authorization file to send to your organization's bank via portable memory, as an email attachment, or through a website. You and your bank should decide the best way to communicate this information. A prenotification verifies that the bank account is set up correctly for electronic funds transfer but does not actually transfer funds from the account.

You must send a prenotification at least 10 days before the live transaction of funds from the constituent's bank account. In the prenotification transmission file, you can include prenotifications for pledges or recurring gifts and requests for live transactions, as long as the prenotifications and requests for live transactions are for different pledges or recurring gifts. You cannot process a prenotification and live transaction for the same payment in the transmission file.

After you receive notification from your organization's bank that the electronic funds transfer is set up correctly, update the **EFT status** field for the constituent's bank account to "EFT." If you receive notification that an electronic funds transfer is not set up correctly, you can update the financial account information or specify the **EFT status** for the account is "Inactive."

On the prenotification process status page, you can download a prenotification authorization file for the most recent instance of the process or for a previous instance.

➤ Download a prenotification authorization file

1. On the prenotification process status page, select the instance of the process to use to download a prenotification authorization file. You can download a prenotification authorization file for the most recent instance or for a previous instance of the process.
 - To download the prenotification authorization file for the most recent instance of a prenotification process, select the Recent status tab.
 - To download the prenotification authorization file for a previous instance of a prenotification process, select the History tab. In the grid, select the status record to use to create the prenotification authorization file.

Note: On the History tab, you can filter the status records that appear in the grid by the process status. If you filter the records in the grid, it can reduce the amount of time it takes to find an process instance. For example, if you search for a instance that completed its operation, you can select to view only status records with a **Status** of "Completed." To filter the records that appear in the grid, click the funnel in the action bar. The **Status** field and **Apply** button appear so you can select the status of the instances to appear in the grid.

2. On the action bar, click **Download prenotification file**. The file downloads based on the browser used.

Note: If you receive an error about the header file when you attempt to create a prenotification authorization file, contact your system administrator.

Schedule Process Jobs

You can create a job schedule to automatically run a business process. When you create a schedule for a process, the program exports and runs the process at the scheduled instance or interval. For example, you can schedule a process to run at a time convenient for your organization, such as overnight.

Note: To create a job schedule from any tab of the process status page, click **Create job schedule** under **Tasks**.

> Create a job schedule

1. On the Job schedules tab of the process, click **Add**. The Create job screen appears.

Create job

Details

Job name:

Schedule type:

Enabled

One-time occurrence

Date: Time:

Frequency

Occurs every: day(s)

Daily frequency

Occurs once at:

Occurs every: Minutes

Ending at:

Duration

Starting at:

End date:

No end date

[? Help](#)

2. In the **Job name** field, enter a name for the scheduled process.

3. By default, the schedule is active. To suspend it, clear the **Enabled** checkbox.
4. In the **Schedule type** field, select how often to run the process. You can run a process once; on a daily, weekly, or monthly basis; whenever *SQL Server Agent* service starts; or whenever the computer is idle according to *SQL Server Agent*. Your selection determines which other fields are enabled.
 - a. For a process that runs once, select the date and time to run it.
 - b. For a process that runs on a daily, weekly, or monthly basis, select the number of days, weeks, or months between instances in the **Occurs every** field. For a weekly process, select the day of the week to run it. For a monthly process, select the day of the month to run it. For a process that runs on a daily, weekly, or monthly basis, select whether to run it a single time or at regular intervals on the days when it runs.
 - c. For a process that runs on a daily, weekly, or monthly basis, select a start date and, if necessary, an end date. To run the process indefinitely, select **No end date**.
5. Click **Save**. You return to the Job schedules tab.

Generate Direct Debit Files

To electronically transfer funds from a constituent's bank account, you must create a direct debit transmission file to send to your organization's bank. For example, you run the generate payments process to create a revenue batch that includes several direct debit transactions to be processed by electronic funds transfer (EFT). To receive the direct debit payments, you must send your organization's bank specific information to initiate the transactions. A transmission file contains this specific financial information, such as payment amount and account numbers. You can send the transmission file to the bank via portable memory, as an email attachment, or through a website. You and your bank should decide the best way to communicate this information. For more information about transmission files, refer to [Direct Debit Transmission Files on page 182](#).

On the Generate Direct Debit File Process page, you manage the direct debit transmission file processes in your database. To access the Generate Direct Debit File Process page from *Revenue*, click **EFT**. On the EFT page, click **Generate direct debit files**.

The **Generate direct debit file processes** grid lists the direct debit transmission file processes in the database. For each process, you can view its name, description, financial processing date, and bank account. You enter this information when you add the process to the database. To update the information that appears, click **Refresh** on the action bar.

Depending on your security rights and system role, you can click the double arrows beside a direct debit file process to start, edit, or delete it.

Direct Debit Workflow Checklist

From *Revenue*, you can manage a process to authorize direct debit transactions. To successfully process direct debits, you must perform these steps:

- Prepare for direct debit. For more information about how to prepare for direct debit, refer to [Prepare for Direct Debit on page 179](#).

- Generate payments to create a revenue batch. For information about how to generate payments, refer to [Generate Payments on page 205](#).

Note: You can also create the revenue batch from the Add a direct debit file process screen.

- Add a direct debit file process. For more information, refer to [Add Direct Debit File Processes on page 198](#).
- Run the direct debit file process on your revenue batch.
- Commit the authorized transactions from the revenue batch.

Add Direct Debit File Processes

On the Generate Direct Debit File Process page, you can create a business process to create the direct debit transmission file for a selected revenue batch.

➤ Add a direct debit file process

1. From *Revenue*, click **EFT**. The EFT page appears.
2. Click **Generate direct debit files**. The Generate Direct Debit File Process page appears.
3. On the action bar of the **Generate direct debit file processes** grid, click **Add**. The Add a direct debit file process screen appears.

Add a direct debit file process

Name:

Description:

Direct debit transmission file details

Financial processing date:

Bank account:

Where are the direct debit transactions coming from?

Existing batch

Create a new batch of transactions

Pledges

Recurring gifts

Only include payments in the following selection:

Selection:

Payments due on or before:

Consolidate multiple commitments to a single payment by constituent

Payment batch template:

Payment batch owner:

[Help](#)

4. Enter a unique name and description to identify the process.

Tip: To find a batch quickly, enter its number in the **Batch number** field and press **ENTER**. The Batch Search screen appears, and the **Results** grid displays batches with numbers that meet the entered criteria.

5. Under **Debit transmission file details**, specify how to handle the transmission file generated by the process. When you run the process, you can change these selections as necessary.

Note: The specific requirements for the financial processing date vary between banks. For more information about the financial processing date, contact your organization's bank.

- a. In the **Financial processing date** field, select the date your organization's bank processes the transactions in the transmission file. You can select "Date this process runs," "Specific date," or "X days after this process runs."

If you select "Specific date," select the specific date the bank processes the file. When you select a date, we recommend you select a normal business day that is not a banking holiday. If you select "X days after this process runs," enter the number of days after the process date the banks processes the file. We recommend you enter between one and five days after you generate the transmission file.

The specific requirements for the financial processing date vary between banks. For more information about the financial processing date, contact your organization's bank.

- b. Select your organization's bank account.
6. Under **Where are the direct debit files coming from?**, select whether to use an existing batch or a generate a new batch that contains the direct debit transactions to include in the transmission file.
 - If you select **Existing batch**, search for, or enter the number of, the uncommitted batch with the transactions to include. The selected batch can include both direct debit and credit card transactions. When you run the direct debit file process, the process includes only the direct debit transactions in the transmission file.
 - If you select **Create a new batch of transactions**, select the type of transactions to include. You can include pledges, recurring gifts, or both. To include only a selection of revenue records, select **Only include payments in this selection** and search for or create the selection of revenue records to include. To adjust the ad-hoc query or smart query instance used to create the selection, click **Edit Query**.

Note: If you select **Only include payments in this selection** and specify a selection, the program includes the revenue records of the selected type in the selection that are due on or before the date entered in the **Payments due on or before** field. Otherwise, the program includes all revenue records in your database that are due on or before the cut-off date.

In the **Payments due on or before** field, enter the date you want the program to use to select the transactions to include.

Check **Consolidate multiple commitments to a single payment by constituent** if you want the system to combine all commitments from the same constituent into one payment.

7. The program automatically creates a batch of the payments generated by the process.
 - In the **Payment batch template** field, select the template to use with the new batch.
 - In the **Payment batch owner field**, select the user to own and process the batch.
8. Click **Save**. You return to the Generate Direct Debit File Process page. In the **Generate direct debit file processes** grid, the direct debit file process appears.

Start a Direct Debit File Process

After you run a direct debit file process, you can download its direct debit transmission file. You can send transmission files to your organization's bank via portable memory, an email attachment, or a website. You and your bank should decide the best way to communicate this information. Your organization's bank communicates with your constituent's bank to transfer the funds from their account to your organization's bank account.

➤ Run a direct debit file process

1. From *Revenue*, click **EFT**. The EFT page appears.
2. Click **Generate direct debit files**. The Generate Direct Debit File Process page appears.

Note: To run a generate direct debit file process from its status page, click **Start process** under **Tasks**. For information about the process status page, refer to [Direct Debit File Process Status Page on page 201](#).

3. In the **Generate direct debit file processes** grid, click the double arrows beside the process to run and click **Start process**.

Note: If the direct debit file process has already been run for the batch you enter in the **Batch number** field, when you click **Start**, a message appears to verify you want to run the process for the batch again.

4. In the **Process description** and **Financial processing date** fields, the description and financial processing date for the direct debit file process appear. You enter this information when you add the process to the database. Update this information as necessary.
5. If you select to use an existing batch of transactions when you create the process, the **Batch number** field appears and displays the number of the batch selected for the process. Update this information as necessary.
6. If you select to create a new batch to generate transactions when you create the process, you can select the transaction types to include, batch template, and owner selected to use with the batch. Update this information as necessary.
7. If you chose to consolidate multiple payments from the same constituent, the **Consolidate multiple commitments to a single payment by constituent** checkbox is selected. You may change this option before you run the process if you wish.
8. Click **Start**. The program runs the direct debit file process. When the process is complete, the status page for the process appears. For information about the items on the status page, refer to [Direct Debit File Process Status Page on page 201](#).

Direct Debit File Process Status Page

When you create a direct debit file process, the program creates a status page for the process. To view the status page for a direct debit file process, click the name of the process under **Generate direct debit file processes**. On the status page, you can view the description, financial processing date, bank, and immediate destination name associated with the process. You enter this information when you add the process to the database.

Each process status page also includes information about the most recent instance of the process, historical data about the process, and any job schedules set for the process. To help manage this information, the process status page contains the Recent status, History, and Job schedules tabs. For information about these tabs, refer to [Tabs of a Process Status Page on page 228](#).

Download a Direct Debit Transmission File

To electronically transfer direct debit funds from a constituent's bank account, you must download a direct debit transmission file to send to your organization's bank. For example, you have several direct debit transactions in a revenue batch to be processed by electronic funds transfer (EFT). To receive the funds, you must send your organization's bank specific information to initiate the transactions. A transmission file contains this specific financial information, such as payment amounts and account numbers. After you run a direct debit file process, you can download the transmission file to send to your organization's bank via portable memory, as an email attachment, or through a website. You and your bank should decide the best way to communicate this information.

After your bank verifies the funds were successfully transferred, your organization can commit the revenue batch. When the batch is committed, the program automatically add payment records for the transactions to your database.

Note: If your organization's bank cannot successfully process a transaction, such as due to a closed account or insufficient funds, you can remove the transaction from the batch and run the process again, or you can attempt to process the transaction again with your bank.

On the direct debit file process status page, you can download a transmission file for the most recent instance or for a previous instance of the process.

➤ Download a direct debit transmission file

1. On the direct debit file process status page, select the instance of the direct debit file process to use to download a transmission file. You can download the transmission file for the most recent instance or for a previous instance of the process.
 - To download the transmission file for the most recent instance of the direct debit file process, select the Recent status tab.
 - To download the transmission file of a previous instance of the direct debit file process, select the History tab. In the grid, select the status record to use to download the transmission file.

Note: On the History tab, you can filter the status records that appear in the grid by the process status. If you filter the records in the grid, it can reduce the amount of time it takes to find a process instance. For example, if you search for an instance that completed its operation, you can select to view only status records with a **Status** of "Completed." To filter the records that appear in the grid, click **Filters** in the action bar. The **Status** field and **Apply** button appear so you can select the status of the instances to appear in the grid.

2. Click **Download transmission file**. The file downloads based on the browser used.

Note: If you receive an error about the header file when you attempt to download a transmission file, contact your system administrator.

Schedule Process Jobs

You can create a job schedule to automatically run a business process. When you create a schedule for a process, the program exports and runs the process at the scheduled instance or interval. For example, you can schedule a process to run at a time convenient for your organization, such as overnight.

Note: To create a job schedule from any tab of the process status page, click **Create job schedule** under **Tasks**.

> Create a job schedule

1. On the Job schedules tab of the process, click **Add**. The Create job screen appears.

Create job

Details

Job name:

Schedule type:

Enabled

One-time occurrence

Date: Time:

Frequency

Occurs every: day(s)

Daily frequency

Occurs once at:

Occurs every: Starting at:

Ending at:

Duration

Starting at: End date:

No end date

Help

2. In the **Job name** field, enter a name for the scheduled process.

3. By default, the schedule is active. To suspend it, clear the **Enabled** checkbox.
4. In the **Schedule type** field, select how often to run the process. You can run a process once; on a daily, weekly, or monthly basis; whenever *SQL Server Agent* service starts; or whenever the computer is idle according to *SQL Server Agent*. Your selection determines which other fields are enabled.
 - a. For a process that runs once, select the date and time to run it.
 - b. For a process that runs on a daily, weekly, or monthly basis, select the number of days, weeks, or months between instances in the **Occurs every** field. For a weekly process, select the day of the week to run it. For a monthly process, select the day of the month to run it. For a process that runs on a daily, weekly, or monthly basis, select whether to run it a single time or at regular intervals on the days when it runs.
 - c. For a process that runs on a daily, weekly, or monthly basis, select a start date and, if necessary, an end date. To run the process indefinitely, select **No end date**.
5. Click **Save**. You return to the Job schedules tab.

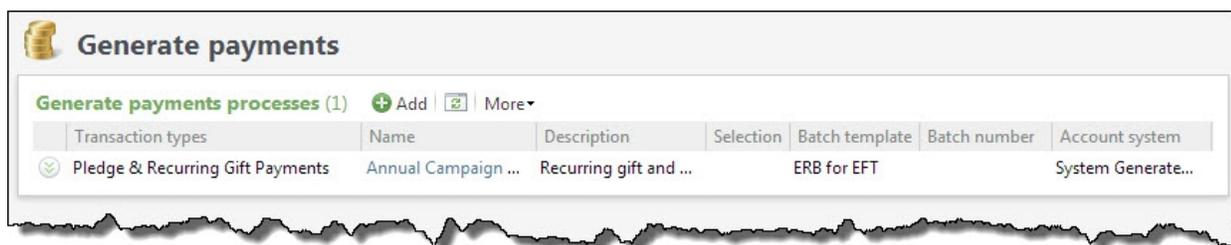
Generate Payments

For recurring gift payments and pledge payments, you can create a business process to automatically generate a revenue batch to create payment records for these transactions. For example, Marianne Feldman pledges \$100 to your organization, and you enter a pledge for her commitment. When you create a generate payments process, you can automatically create a batch that includes a payment record for the pledge. When you run the generate direct debit file process or credit card processing process, you can select this batch to generate the transmission file.

Note: The date format that appears in the description of the batches generated from the process is based on the web browser configuration of the last user who created or edited the process job schedule. For example, if a user in the United States creates the job schedule, then a user in the United Kingdom changes it, the date will use the United Kingdom format when the user in the United States opens it again.

When you automatically generate a batch of recurring gift or pledge payments, the payment records for the pledges or recurring gift are considered pending. When a payment is pending, you cannot edit its associated pledge or recurring gift record until you commit the payment to the database, delete the payment from its revenue batch, or delete the entire batch. When you commit the revenue batch, the transaction pending flag is removed.

On the Generate payments page, you manage the business processes to automatically generate payment records in your database. To access the Generate payments page from *Revenue*, click **EFT**. On the EFT page, click **Generate payments**.



The screenshot shows the 'Generate payments' page with a table of processes. The table has columns for Transaction types, Name, Description, Selection, Batch template, Batch number, and Account system. One process is listed: 'Pledge & Recurring Gift Payments' with a name 'Annual Campaign ...', description 'Recurring gift and ...', selection 'ERB for EFT', and account system 'System Generate...'. There are also '+ Add' and 'More' buttons above the table.

Transaction types	Name	Description	Selection	Batch template	Batch number	Account system
Pledge & Recurring Gift Payments	Annual Campaign ...	Recurring gift and ...		ERB for EFT		System Generate...

The **Generate payments processes** grid lists the generate payments processes in the database. For each process, you can view its transaction type, name, description, selection, cut-off date, batch template, and batch number. You enter this information when you add the generate payments process to the database. To update the information that appears, click **Refresh** on the action bar.

Depending on your security rights and system role, you can click the double arrows beside a payment process to start, edit, or delete it.

Note: When you start a process, the program generates output based on the sites to which you have access.

Add a Generate Payments Process

For recurring gift payments and pledge payments, you can create a business process to automatically generate payment records for these transactions. When you run a generate payments process, you automatically create a revenue batch that includes payment information about the selected pledge or recurring gift transactions. When the batch is committed, the program automatically generates payment records to apply to the corresponding pledges or recurring gifts.

➤ Add a generate payments process

1. From *Revenue*, click **EFT**. The EFT page appears.
2. Click **Generate payments**. The Generate payments page appears.
3. Click **Add**. The Add a generate payments process screen appears.

Add a generate payments process

Name:

Description:

Which kind of payments would you like to generate?

Pledges

Recurring gifts

Only consider records in the following selection:

Selection:

Payments due on or before:

Consolidate multiple commitments to a single payment by constituent

Result batch details

Payment batch template:

Payment batch number: Override

Payment batch owner:

Help

4. Enter a unique name and description to help identify the process.
5. Under **Which kind of payments would you like to generate?**, select the type of payments to create and the revenue records to include in the process.
 - a. For **Generate payments for**, select the type of payments to generate. You can generate payments for pledges, recurring gifts, or both.
 - b. To generate payments for only a selection of revenue records, select **Only consider records in the following selection**. In the **Selection** field, click the binoculars and use the Selection Search screen to search for or create the selection of revenue records to include in the process. To adjust the ad-hoc query or smart query instance used to create the selection, click **Edit Query**. For more information about query, refer to the *Query and Export Guide*.

If you select **Only consider records in the following selection** and specify a selection, the program generates payments for the revenue records of the selected type in the selection that are due on or before the date entered in the **Include transactions on or before** field. Otherwise, the program generates payments for all revenue records in your database that are due on or before the cut-off date.

- c. In the **Payments due on or before** field, enter the date you want the program to use to select the transactions that require new payments. The program compares this date to the records specified for **Generate payments for** and selects those that are due on or before this date. To select the date from a calendar, click the calendar icon.

If a selected commitment has multiple installments due on or before the entered in the **Payments due on or before** field, only the oldest installment is included when you run the process. To generate payments for multiple installments of a commitment that are due on or before the cut-off date, repeatedly run the process and commit its revenue batch multiple times until payments are generated for the installments.

- d. To combine commitments from the same constituent into one payment, select **Consolidate multiple commitments to a single payment by constituent**.

The process consolidates only payments with the same account number.

- 6. The program automatically creates a batch of the payments generated by the process. Under **Result batch details**, specify the parameters of the batch.

Warning: The selected batch template must be for a revenue batch that includes the **Receipt amount, Account, Reference number, Reference date, Authorization code, Name on card, Card number, Card type, Rejection message, and Expires on** fields. If the selected revenue batch template does not include these fields, the process cannot generate the transactions. To create a revenue batch template for a generate payments process, consult your revenue batch processing manager.

Warning: Your selection in the **Account system** field in Step 5 will override any batch template you may select that is associated with a default account system.

- a. In the **Batch template** field, select the template to use for the batch. The batch template specifies the fields included in the batch and any default values for those fields.
- b. In the **Batch number** field, enter a unique number to identify the batch. After you save a batch, you can no longer use its batch number to identify a new batch.

When you open a batch, the batch number appears in the top corner of the screen. On the Batch Entry page, the batch number appears next to each corresponding batch. The batch number can be alphanumeric. When you run the generate payments process, you can change your entry here as necessary.

- c. In the **Batch owner** field, select the user to receive the batch. Select the user with security rights to process the batch generated by the process. If you leave this field blank, you own the batch by default.

- 7. Click **Save**. You return to the Generate payments page. In the **Generate payments processes** grid, the new process appears.

Start a Generate Payments Process

When you run a generate payments process, the program creates a batch that includes the pending payments associated with the selected transactions. With the batch, you can create the transmission file necessary to electronically transfer the funds to your organization's bank account. After your organization's bank or payment gateway authorizes and processes the transactions, your organization

can commit the batch. When the batch is committed, the program automatically adds the payment records to your database.

➤ Run a generate payments process

1. From *Revenue*, click **EFT**. The EFT page appears.
2. Click **Generate payments**. The Generate payments page appears.

Note: To run a generate payments process from its status page, click **Start process** under **Tasks**. For information about the process status page, refer to [Generate Payments Process Status Page on page 209](#).

3. In the **Generate payments processes** grid, click the double arrows beside the process to run.
4. Click **Start process**. The Run generate payments process screen appears.
5. The **Payments due on or before**, **Batch template**, **Batch number**, and **Batch owner** fields display the cut-off date and batch information associated with the selected generate payments process. Update this information as necessary.

Note: If a selected commitment has multiple installments due on or before the date entered in the **Payments due on or before** field, only the oldest installment is included when you run the process. To generate payments for multiple installments of a commitment that are due on or before the cut-off date, run the process and commit its revenue batch multiple times until payments are generated for the installments.

6. Click **Start**. The program runs the process and displays a message to inform you when the process is complete.

Note: The batch template selected for the process must include the **Receipt amount**, **Account**, **Reference number**, **Reference date**, **Authorization code**, **Name on card**, **Rejection message**, **Card number**, **Card type**, and **Expires on** fields. If the selected batch template does not include these fields, the process cannot generate the transactions. To create a batch template for a generate payments process, consult your revenue batch processing manager. To select a different batch template, you can edit the process. For information about how to edit the process, refer to [Edit a Generate Payments Process on page 1](#).

7. Click **OK**. The status page of the process appears. For information about the items on the status page, refer to [Generate Payments Process Status Page on page 209](#).

Generate Payments Process Status Page

On the Generate payments page, the **Generate payments processes** grid lists the generate payments processes in the database. To view a generate payments process status page, click the name of the process in the grid. On the status page, you view the name, description, transaction types, transaction cut-off date, batch number, and batch template of the process. You enter this information when you add the process to the database.

Each status page also includes information about the most recent instance of the process, historical data about the process, and any job schedules set for the process. To help manage this information, each status page contains the Recent status, History, and Job schedules tabs. For information about these tabs, refer to [Tabs of a Process Status Page on page 228](#).

View Generate Payments Process Exception Report

When you run a generate payments process, the status page appears and displays the number of records that did and did not generate payments. Payments that did not generate are called exceptions. When there are exceptions, you can view the Exception Report for information about which payments did not generate and why. For information about this report, refer to [Exception Report for Generate Payments Processes on page 284](#).

Schedule Process Jobs

You can create a job schedule to automatically run a business process. When you create a schedule for a process, the program exports and runs the process at the scheduled instance or interval. For example, you can schedule a process to run at a time convenient for your organization, such as overnight.

Note: To create a job schedule from any tab of the process status page, click **Create job schedule** under **Tasks**.

> Create a job schedule

1. On the Job schedules tab of the process, click **Add**. The Create job screen appears.

Create job

Details

Job name:

Schedule type:

Enabled

One-time occurrence

Date: Time:

Frequency

Occurs every: day(s)

Daily frequency

Occurs once at:

Occurs every: Starting at:

Ending at:

Duration

Starting at: End date:

No end date

Help

2. In the **Job name** field, enter a name for the scheduled process.

3. By default, the schedule is active. To suspend it, clear the **Enabled** checkbox.
4. In the **Schedule type** field, select how often to run the process. You can run a process once; on a daily, weekly, or monthly basis; whenever *SQL Server Agent* service starts; or whenever the computer is idle according to *SQL Server Agent*. Your selection determines which other fields are enabled.
 - a. For a process that runs once, select the date and time to run it.
 - b. For a process that runs on a daily, weekly, or monthly basis, select the number of days, weeks, or months between instances in the **Occurs every** field. For a weekly process, select the day of the week to run it. For a monthly process, select the day of the month to run it. For a process that runs on a daily, weekly, or monthly basis, select whether to run it a single time or at regular intervals on the days when it runs.
 - c. For a process that runs on a daily, weekly, or monthly basis, select a start date and, if necessary, an end date. To run the process indefinitely, select **No end date**.
5. Click **Save**. You return to the Job schedules tab.

Credit Card Processing

To transfer funds from a constituent's credit card account, you must create a credit card transmission file to send to the **Blackbaud Payment Service** to authorize and process transactions with your merchant account. For example, you have several credit card transactions in a revenue batch to process. To receive the revenue, you must send the **Blackbaud Payment Service** specific information to initiate the transactions with your payment gateway. A transmission file contains this specific financial information, such as payment amounts and reference tokens to identify account numbers. When you run the credit card processing process, the program sends the transmission file to the **Blackbaud Payment Service**. The **Blackbaud Payment Service** securely replaces the reference tokens with their respective account numbers and sends the transmission file to your payment gateway. Using the transmission file, the payment gateway authorizes or rejects the credit card transactions and designates each with authorization or rejection codes.

Note: To process your credit card transactions, you must have a merchant account set up with a payment processor or gateway such as **Blackbaud Merchant Services**. For information about merchant accounts, refer to [Merchant Accounts for the Blackbaud Payment Service on page 17](#).

On the Credit Card Processing page, you can view and manage the processes your organization uses to create credit card transmission files to send to the **Blackbaud Payment Service**. To access the Credit Card Processing page from *Revenue*, click **EFT**. On the EFT page, click **Credit card processing**.



The **Credit card processing** grid lists the credit card processing processes in the database. For each process, you can view its name, description, and batch number. You enter this information when you add the process to the database. To update the information that appears in the grid, click **Refresh** on the action bar.

Note: To process recurring gift installments paid by credit card, there is a process that runs automatically at night to process each online and offline recurring gift with a payment due. For more information about this process, see [Nightly Credit Card Processing for Recurring Gifts on page 220](#).

You can view additional information about a credit card processing process, such as the status of its most recent instance or a history of previous instances. Under **Credit card processing**, click the name of the process to view. The status page of the process appears. For information about the items on the status page, refer to [Credit Card Processing Process Status Page on page 224](#).

Note: Credit card refunds can be processed when you edit or delete transactions one at a time if the payment that has been processed by the **Blackbaud Payment Service** and the gateway that processed the credit card supports refunds. For more information, refer to [Refund Credit Card Transactions on page 98](#).

Depending on your security rights and system role, you perform many functions to manage credit card processes in the database from the action bar.

Credit Card Processing Workflow Checklist

From *Revenue*, you can manage a process to authorize credit card transactions. To successfully process credit cards, you must perform these steps:

- Set up merchant accounts with a payment processor or gateway such as **Blackbaud Merchant Services**. For information about merchant accounts, refer to [Merchant Accounts for the Blackbaud Payment Service on page 17](#).
- Prepare for credit cards. For information about how to prepare for credit cards, refer to [Prepare for Credit Cards on page 180](#).
- Generate payments to create a revenue batch. For information about how to generate payments, refer to [Generate Payments on page 205](#).

Note: You can also create the revenue batch from the Add a credit card processing process screen.

- Add a credit card processing process and configure how to handle rejected transactions. Rejection handling affects how you handle rejected transactions after you run the credit card processing process. For information about how to add a credit card processing process, refer to [Add Credit Card Processing Processes on page 214](#).
- Run the credit card processing process on your revenue batch to generate a credit card transmission file. For information about how to run a credit card processing process, refer to [Start a Credit Card Processing Process on page 222](#).
- If you selected to manually manage transactions that have permanent or provisional rejections, you must remove rejected transactions from the revenue batch.
- Commit the authorized transactions from the revenue batch.

- If you selected to create a retry batch of transactions with provisional rejections, attempt to reauthorize the rejected transactions in the batch. You can try to process rejected transactions up to the maximum number of attempts. For information about retry batches, refer to [Retry Batch on page 226](#).
- Commit the separate retry batches for successfully reauthorized transactions.
- If you selected to export transactions with permanent rejections and create a selection of commitments, you use this selection to provide targeted communication to cardholders, such as to request updated information. For information about rejection export files, refer to [Download a Rejection Export File on page 227](#).

Add Credit Card Processing Processes

To process your credit card transactions, you create a credit card transmission file for the **Blackbaud Payment Service** to use to authorize or reject the transactions with your payment gateway. When you create a credit card transmission file, you specify the merchant account and revenue batch to use to process the transactions. On the Credit Card Processing page, you can create a business process to create a credit card transmission file for a selected revenue batch. You can also determine how to handle rejections, such as to request updated credit card information for permanent rejections and attempt to process provisional rejections again. For information about rejection codes, refer to [Credit Card Transmission Files on page 189](#).

Note: The Enhanced Revenue Batch and custom batch types based on Enhanced Revenue Batch support rejection handling. The Membership Dues batch also supports rejection handling. However, some batch types and custom batches do not support rejection handling. If you enter batches that do not support rejection handling, a warning message will display and you must manually handle rejections.

➤ Add a credit card processing process

1. From *Revenue*, click **EFT**. The EFT page appears.
2. Click **Credit card processing**. The Credit Card Processing page appears.
3. Under **Credit card processing**, click **Add**. The Add a credit card processing process screen appears.

4. On the Charge process tab, enter a unique name and description to help identify the process.
5. In the **Account** field, select the merchant account to use to authorize and process credit card transactions in the transmission file generated with the process.

The **Account** field list displays all merchant accounts set up for your organization with gateways that allow batch processing. Each merchant account is valid for a single country. You cannot include credit card transactions for multiple countries in the same revenue batch. If you receive transactions that use credit cards issued in multiple countries, you must use a separate merchant account for each country. For information about how to configure merchant accounts, refer to [Merchant Accounts for the Blackbaud Payment Service on page 17](#).

6. Under **Where are the credit card transactions coming from?**, select whether to use an existing batch or generate a new batch that contains the credit card transactions to include in the transmission file.
 - If you select **Existing batch**, enter the number of the uncommitted batch with the transactions to include or search for the batch. The selected batch can include both direct debit and credit card transactions. When you run the credit card processing process, the process includes only the credit card transactions in the transmission file.

To automatically validate the projected totals, select **Validate protected totals before processing transactions**. If you set up rejection handling to remove rejected transactions, the program updates projected totals when it removes rejections from the batch.

To automatically commit the batch when you run the Credit Card Processing process, select **Automatically commit this batch and add these payment transactions to the database**. If you prefer to review what was processed before committing the payments, leave this option unmarked.

Tip: We recommend that you select to validate projected totals before processing transactions. If the projected total revenue amount or number of transactions does not match the batch data, an error occurs and you must correct the batch before you can successfully process its transactions.

- If you select **New batch**, select the type of transactions to include. You can include pledges, recurring gifts, or both. To include only a selection of revenue records, select **Only include payments in this selection** and search for or create the selection of revenue records to include. To adjust the ad-hoc query or smart query instance used to create the selection, click **Edit Query**.

Note: If you select **Only include payments in this selection** and specify a selection, the program includes the revenue records of the selected type in the selection that are due on or before the date entered in the **Payments due on or before** field. Otherwise, the program includes all revenue records in your database that are due on or before the cut-off date.

In the **Payments due on or before** field, enter the date you want the program to use to select the transactions to include. You can select "Date this process runs," "Specific date," or "X days after this process runs." The program compares this date to the selected transaction types and revenue selection, and includes those that are due on or before this date. When you run the process, you can change the cut-off date as necessary.

To combine all commitments from the same constituent into one payment, select **Consolidate multiple commitments to a single payment by constituent**. The process consolidates only payments with the same account number.

The program automatically creates a batch of the payments generated by the process. Specify the parameters of the batch.

- In the **Payment batch template** field, select the template to use with the new batch. Only batch templates eligible for credit card processing and Generate Payments appear in the menu.
- In the **Payment batch owner field**, select the user to own and process the batch.
- To automatically commit the batch when you run the Credit Card Processing process, select **Automatically commit this batch and add these payment transactions to the database**. If you prefer to review what was processed before committing the payments, leave this option unmarked.

7. Select the Rejection handling tab.

Add a credit card processing process

Charge process Rejection handling

What would you like to do with permanent rejections?

Tips To help you provide targeted communications to request updated credit card info, we can automatically export detailed information about rejected transactions and their constituents. We can also automatically remove the rejected transactions from the exception batch so you can easily update the credit card information on the commitments to which they apply.

Export transactions that have a permanent rejection and remove them from the batch

Export definition:

Also create a selection of the commitments to which the exported transactions apply.

Selection name: + <batch number>

Overwrite an existing selection if it has the same name

Note: One-time donations are not commitments and will not appear in the selection.

Take no special action

What would you like to do with provisional rejections?

Tips Depending on the credit card gateway you use to process transactions, we may be able to flag whether you can attempt to process a rejected transaction again. We can create a separate exception batch of these transactions so you can process their credit cards later.

Create a retry batch of all transactions from this batch that are given a provisional rejection

We will track the number of attempts to process a transaction. After the maximum number of attempts, any rejection the transaction receives is treated as permanent.

Maximum number of attempts (2-10) for these rejections:

Treat the provisional rejections the same as permanent rejections

Take no special action

Help Save Cancel

8. Under **What would you like to do with permanent rejections?**, select whether to export transactions that have permanent rejections and remove them from the batch.
 - If you select **Export transactions that have a permanent rejection and remove them from the batch**, search for the export definition. The program adds the batch number to the selection name.

If you select **Also create a selection of the commitments to which the exported transaction apply**, enter a name for the selection and select whether to overwrite an existing selection with the same name. You can use this selection to create targeted communications to constituents whose credit card transactions were rejected, such as to request updated credit card information.

 - If you select **Take no special action**, transactions that have permanent rejections are not removed from the batch and no export is created.
9. Under **What would you like to do with provisional rejections?**, select how to handle transactions from this batch that have provisional rejections, such as transactions of credit cards that exceed the maximum balance limit or are rejected due to a banking server error.
 - To create a separate batch of these transactions so you can attempt to process them again, select **Create a retry batch of all transactions from this batch that are given a provisional rejection**. If you select this option, enter the maximum number of attempts to allow transactions with provisional rejections to be retried. The attempt count is not applicable for

transactions successfully authorized the first time the credit card process runs on a revenue batch. When a transaction is placed into a retry batch, the attempt count increases. After a transaction has been attempted the maximum number of attempts, it is handled as a permanent rejection.

Note: If you choose to retry provisional rejections, your payment processor or gateway may charge fees for additional transaction attempts. To minimize fees, enter a lower maximum number of attempts. After transactions have been retried the maximum number of attempts, they are treated as permanent rejections.

- To handle these transactions as permanent rejections, select **Treat the provisional rejections the same as permanent rejections**.
- To leave these transactions in the batch and not create a retry batch, select **Take no special action**.

10. Click **Save**. You return to the Credit Card Processing page.

Configure Credit Card Rejection Alerts

Note: To generate email alerts, you must first configure database mail settings in *Administration*. For more information, see the *Administration Guide*.

When there are credit card rejections, the program sends an email alert to assigned users to let them know that payments failed to process. The email includes a link to the page in **Altru** where you can review these rejections.

-----Original Message-----

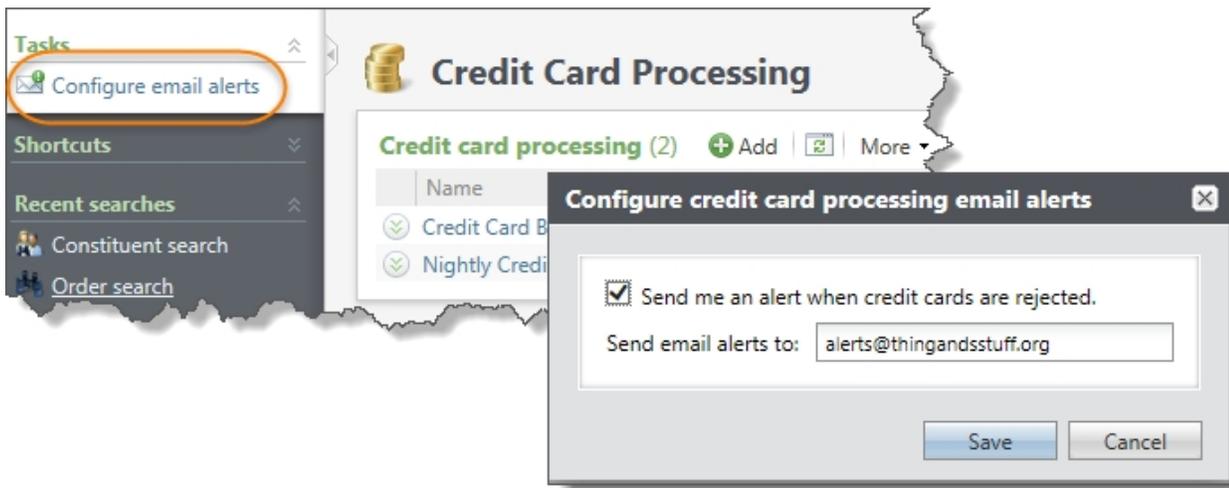
From: Admin [mailto:admin@thingsstuff.org]
 Sent: Thursday, February 11, 2016 9:54 AM
 To: Tom Jones <Tom.Jones@thingsstuff.org>
 Subject: There are credit card rejections for you to review

The Nightly Credit Card Processing for Recurring Gifts finished running at 2/11/2016 9:54:14 AM. Please take time to review the batch "42" and/or review the Nightly Credit Card Processing for Recurring Gifts for details.

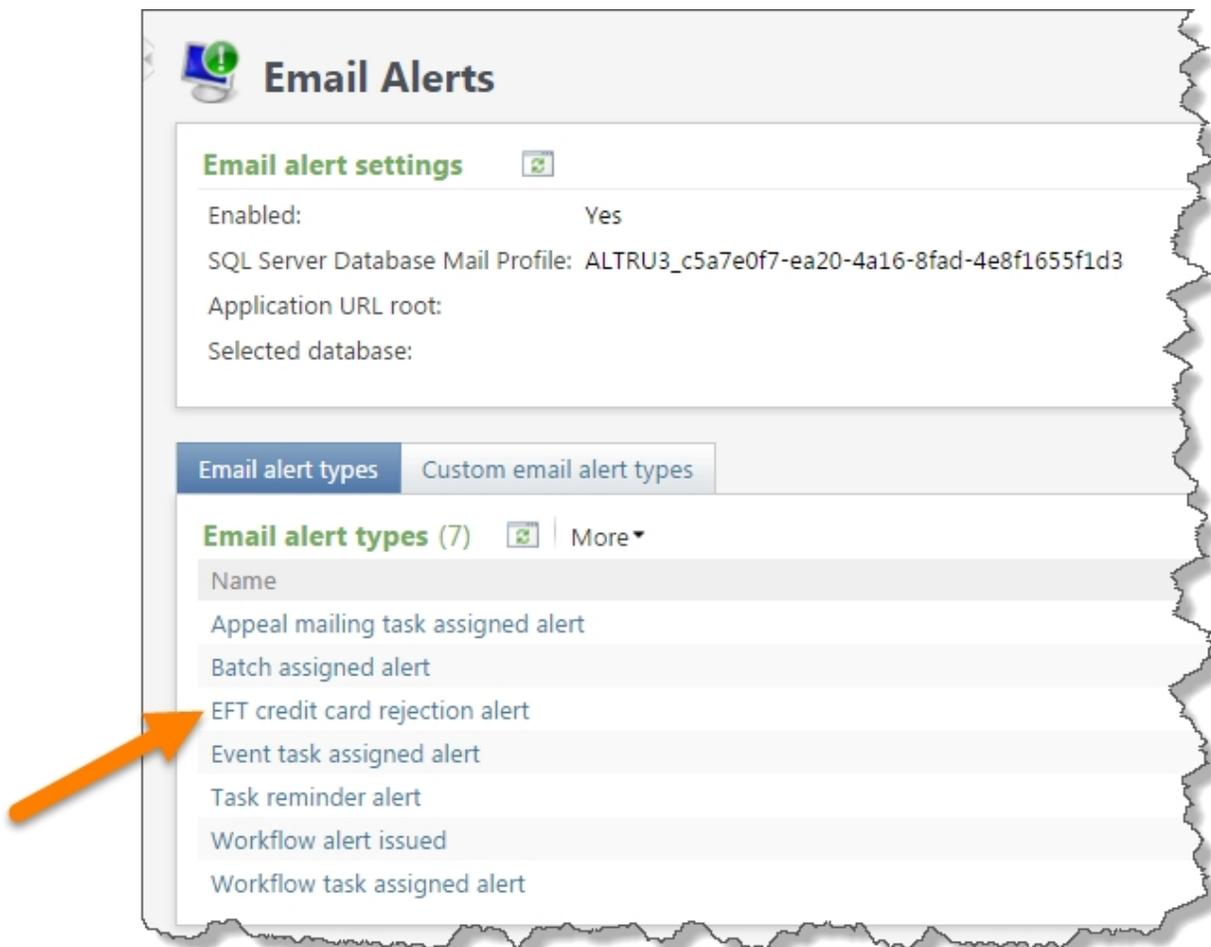
Credit card processing location:

<https://altrurig03oc2.blackbaudhosting.com/webui/webshellpage.aspx?databasename=BBInfinity#pageType=p&pageId=5F899CD3-F292-467A-A4FF-E8A941026E04&recordId=E9BB2FC0-CBE8-4A1B-8C5D-06753A14AF9D>

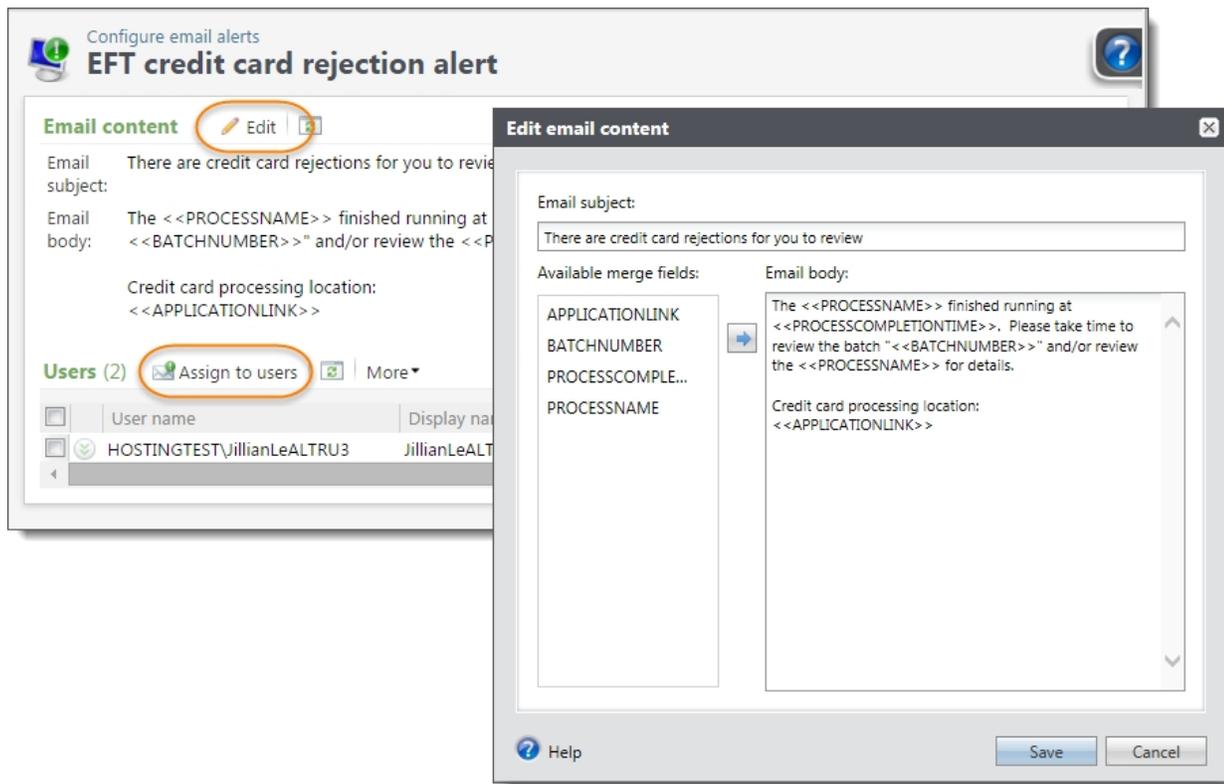
You need to assign users to receive the rejection alert messages. The easiest method is to use the **Configure email alerts** task found on the Credit Card Processing page.



You can also assign users and edit the default message from the EFT credit card rejection alert page. From *Administration*, click **Email alerts**. Then click **EFT credit card rejection alert**.



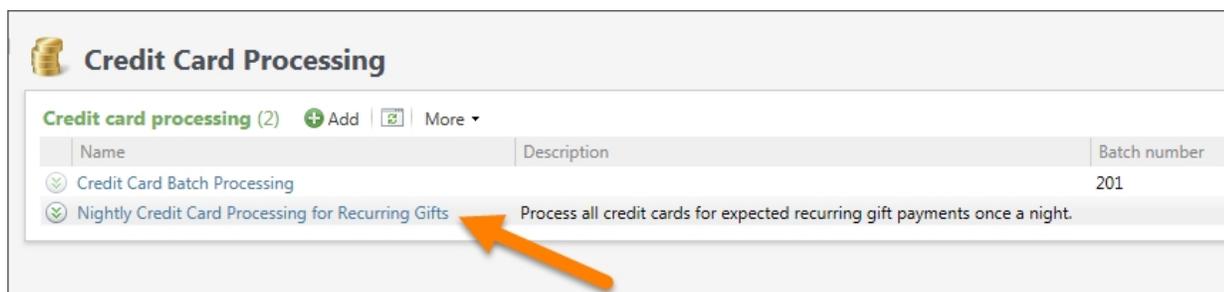
To assign users, click **Assign to users**. To edit the email's subject, merge fields, or message body, click **Edit**.



Warning: You can assign an email address that is used for all email alerts sent to a user. This is not necessarily the same address assigned to the user account or to the constituent linked to the application user. If you update the address on the Email preferences tab of the Application User page or on the Configure credit card processing email alerts screen, the new address is used for all email alerts assigned to the user. This does not update the email addresses assigned to the user account or constituent record.

Nightly Credit Card Processing for Recurring Gifts

To process recurring gift installments, a credit card process runs automatically at night (starts sometime between 3 and 5 a.m.) to process each online and offline recurring gift with a payment due. From *Revenue*, click **EFT**, and then **Credit card processing**. On the Credit Card Processing page, there is a process called Nightly Credit Card Processing for Recurring Gifts.



With this process, everything needed to run the credit card process for recurring gifts is configured for you. The process runs automatically so you don't need to worry about starting the process or creating a job schedule for it to run at a certain time.

Edit credit card processing process

Charge process | Rejection handling

Name:

Description:

Account:

Where are the credit card transactions coming from?

Existing batch

Validate projected totals before processing transactions

Automatically commit this batch and add these payment transactions to the database.

New batch

Pledges

Recurring gifts

Only include payments in the following selection:

Selection:

Payments due on or before:

Consolidate multiple commitments to a single payment by constituent

Payment batch template:

Payment batch owner:

Automatically commit this batch and add these payment transactions to the database.

The **Payment batch template** is set to "Enhanced Revenue Batch for Scheduled Credit Card Process". This is batch template created specifically for the nightly process. We recommend that you do not edit the selected fields on this batch template or you may have issues processing payments.

Edit credit card processing process
✕

Charge process

Rejection handling

What would you like to do with permanent rejections?

Tips

To help you provide targeted communications to request updated credit card info, we can automatically export detailed information about rejected transactions and their constituents. We can also automatically remove the rejected transactions from the transaction batch so you can easily update the credit card information on the commitments to which they apply.

Export transactions that have a permanent rejection and remove them from the batch

Export definition:
🔍 ✎

Also create a selection of the commitments to which the exported transactions apply.

Selection name: + <batch number>

Overwrite an existing selection if it has the same name

Note: One-time donations are not commitments and will not appear in the selection.

Take no special action

What would you like to do with provisional rejections?

Tips

Depending on the credit card gateway you use to process transactions, we may be able to flag whether you can attempt to process a rejected transaction again. We can create a separate retry batch of these transactions so you can process their credit cards later.

Create a retry batch of all transactions from this batch that are given a provisional rejection

We will track the number of attempts to process a transaction. After the maximum number of attempts, any rejection the transaction receives is treated as permanent.

Maximum number of attempts (2-10) for these transactions:

Treat the provisional rejections the same as permanent rejections

Take no special action

🔗 Help

The Rejection handling tab on the nightly process is set to generate an exception batch for all payments with permanent or provisional rejections. When there are rejections, the program sends an email alert to assigned users to let them know that payments failed to process. For more information about email alerts, refer to [Configure Credit Card Rejection Alerts on page 218](#).

Start a Credit Card Processing Process

When you run a credit card processing process, the program creates a transmission file and sends the file to the **Blackbaud Payment Service** to authorize and process credit card transactions through your merchant account and gateway. The **Blackbaud Payment Service** replaces the reference tokens

in the transmission file with their respective credit card numbers and sends the file to the payment gateway associated with the selected merchant account. The payment gateway then authorizes or rejects the credit card transactions, and designates each transaction with authorization or rejection codes.

After the payment gateway authorizes the transactions, the **Blackbaud Payment Service** returns the transmission file so your organization can commit the revenue batch. When the batch is committed, the program automatically creates payment records for the transactions.

Note: The program classifies transactions that the payment gateway rejects as either permanent or provisional rejections. We recommend you configure rejection handling to try to reauthorize transactions that have provisional rejections, such as transactions with insufficient funds, a banking server error, or when the processor cannot otherwise process the transaction. You can also configure rejection handling to remove transactions with permanent rejections from the batch and generate a selection that you can use with targeted communications to the cardholders, such as for credit cards that are expired, reported lost or stolen, invalid, or not supported by the processor.

➤ Run a credit card processing process

1. From *Revenue*, click **EFT**. The EFT page appears.
2. Click **Credit card processing**. The Credit Card Processing page appears.
3. Under **Credit card processing**, click the double arrows beside the process to run.
4. Click **Start process**. The Run credit card processing process screen appears.
5. Edit the description or batch criteria associated with the process as necessary.
6. Click **Start**. The program generates the transmission file for the credit card transactions in the selected revenue batch.

If you configured rejection handling, the program generates an export for transactions that have permanent rejection, and a retry batch for transactions that have provisional rejection. For information about rejection export files, refer to [Download a Rejection Export File on page 227](#). For information about retry batches, refer to [Retry Batch on page 226](#).

Note: If the process has already been run for the selected batch, a message appears to ask whether to run the process for the batch again. If you receive a message that the process times out, check the username and password entered for the selected merchant account. For information about merchant accounts, refer to [Merchant Accounts for the Blackbaud Payment Service on page 17](#).

When the program completes the process, the status page of the process appears. For information about the status page, refer to [Credit Card Processing Process Status Page on page 224](#).

Note: To help you comply with the Payment Card Industry Data Security Standard (PCI DSS), you cannot access the transmission file generated by the program or received from the **Blackbaud Payment Service**.

Credit Card Processing Process Status Page

Each credit card processing process in the database has a status page. On the status page, you view the name, description, batch number, and merchant account associated with the process. You enter this information when you add the credit card processing process to the database.

The status page also includes information about the most recent instance of the process, historical data about the process, any job schedules configured for the process, any batches of authorized transactions you can commit, access to any retry batches and rejection export files generated by rejection handling, and the results report. To help manage this information, each status page contains the Recent status, History, and Job schedules tabs. For information about these tabs, refer to [Tabs of a Process Status Page on page 228](#).

Schedule Process Jobs

You can create a job schedule to automatically run a business process. When you create a schedule for a process, the program exports and runs the process at the scheduled instance or interval. For example, you can schedule a process to run at a time convenient for your organization, such as overnight.

Note: To create a job schedule from any tab of the process status page, click **Create job schedule** under **Tasks**.

> Create a job schedule

1. On the Job schedules tab of the process, click **Add**. The Create job screen appears.

Create job

Details

Job name:

Schedule type:

Enabled

One-time occurrence

Date: Time:

Frequency

Occurs every: day(s)

Daily frequency

Occurs once at:

Occurs every: Minutes

Duration

Starting at: End date: No end date

[? Help](#)

2. In the **Job name** field, enter a name for the scheduled process.

3. By default, the schedule is active. To suspend it, clear the **Enabled** checkbox.
4. In the **Schedule type** field, select how often to run the process. You can run a process once; on a daily, weekly, or monthly basis; whenever *SQL Server Agent* service starts; or whenever the computer is idle according to *SQL Server Agent*. Your selection determines which other fields are enabled.
 - a. For a process that runs once, select the date and time to run it.
 - b. For a process that runs on a daily, weekly, or monthly basis, select the number of days, weeks, or months between instances in the **Occurs every** field. For a weekly process, select the day of the week to run it. For a monthly process, select the day of the month to run it. For a process that runs on a daily, weekly, or monthly basis, select whether to run it a single time or at regular intervals on the days when it runs.
 - c. For a process that runs on a daily, weekly, or monthly basis, select a start date and, if necessary, an end date. To run the process indefinitely, select **No end date**.
5. Click **Save**. You return to the Job schedules tab.

Retry Batch

With retry batches, you can attempt to reauthorize transactions that have provisional rejections, such as transactions with insufficient funds, a banking server error, or when the processor cannot otherwise process the transaction.

When you add or edit a credit card processing process, you can configure rejection handling to generate a retry batch when the process runs. The retry batch contains all transactions that have provisional rejections. Each retry batch is assigned the next available batch number for the template of the parent revenue batch. The description field for each retry batch defaults to "Retry Credit Card Transactions from Batch" followed by the number of the parent revenue batch. For information about how to configure rejection handling, refer to [Add Credit Card Processing Processes on page 214](#).

Note: You cannot add transactions to a retry batch. However, you can edit and delete transactions as necessary.

You can access the retry batch from the credit card processing status page. To attempt to reauthorize rejected transactions, you can run the credit card processing process on the retry batch. For information about how to run the credit card processing process, refer to [Start a Credit Card Processing Process on page 222](#).

When you configure rejection handling, you can limit the number of times to attempt to authorize a transaction, starting with the first time you run the credit card processing process on the transactions. Each time you run the credit card processing process on a child retry batch that includes the transaction, the total number of attempts increases. After you attempt to authorize a transaction the maximum number of times, it is then handled as a permanent rejection. You can view the number of times transactions have been attempted from the Recent status tab of the process status page. For information about the process status page, refer to [Tabs of a Process Status Page on page 228](#).

Download a Rejection Export File

When you add or edit a credit card processing process, you can configure rejection handling to create an export file of all transactions that have permanent rejections. You can use this export with targeted communications, such as to request updated information from cardholders. The file contains details about each transaction and the related donor commitments.

You can download the export file as a comma separated value (CSV) or *Excel* (XLSX) file from the recent status tab of the credit card processing process status page. If you configure rejection handling to create retry batches, the program generates a rejection export file for each batch with transactions that have permanent rejections. To download a rejection export file, under **Transaction outcomes**, select your file type from the options next to the permanent rejections you want. For information about the credit card processing process status page, refer to [Credit Card Processing Process Status Page on page 224](#).

Credit Card Processing Results Report

After you run a credit card processing process, you can view detailed information about its results from the Recent status tab of the credit card process status page. From the History tab, you can also view results reports for previous times the process had been run. To view the Results report, click **Results report**. Select the types of transactions and applications to include, and click **View Report**.

Credit Card Processing

Show transactions: Applications: [View report](#)

1 of 1 Find | Next

Credit Card Processing Results Report

Batch processed:	134	Retry batch created:	None	Process date:	7/6/2012
Payments processed:	2	Authorized transactions:	1	Authorized revenue total:	1000.00
		Provisional rejections:	0	Provisionally rejected revenue total:	0.00
		Permanent rejections:	1	Permanently rejected revenue total:	255.55
Number of times these transactions have been attempted:	Not applicable	Maximum number of allowed attempts:	Not applicable		

Transaction Number	Commitment Lookup ID	Constituent Name	Last 4 Digits	Transaction Amount	Authorization/Rejection Code	Transaction Outcome
1		Bonnie Blast	1111	1000.00 USD	721684	Processed batch (batch 134)
2		Don London	2222	255.55 USD	Low funds.	Removed for export

Card type:	Visa	Constituent ID:	8-10069337	Rejection category:	Permanent
Last 4 digits:	2222	Application:	Donation		
Exp. date:	December, 2013	Commitment began:			

The Credit Card Processing Results Report shows details about the processed batch, such as the batch number, the number of payments processed, the date the process ran, the number of authorized transactions, and the total revenue amount for those authorized transactions.

You can also view details about rejection handling for the processed batch, including the number of times the credit card process has been run for provisional rejections in this batch and the maximum number of allowed attempts.

Note: When provisional rejections are attempted the maximum number of allowed attempts, they are treated as permanent.

- If the batch contains provisional rejections, you can view how many transactions have provisional rejections. These transactions could be successfully authorized if you attempt to process them again, such as transactions of credit cards that exceed the maximum balance limit or are rejected due to a banking server error. If provisional rejections are placed in a retry batch, you can view the batch number. Later, you can process the retry batch to attempt to authorize provisional rejections. The **Provisionally rejected revenue total** field displays the potential revenue that your organization could receive if the provisional rejections are successfully authorized later.
- If the batch contains permanent rejections, you can view the number of transactions that have permanent rejection. These transactions are unlikely to be successfully authorized if you attempt to process them again, such as due to expired credit cards and credit cards reported lost or stolen. The **Permanently rejected revenue total** field displays the total revenue associated with these rejections. This is the potential revenue that your organization expected to receive, but will not receive unless you take additional action. For example, you can provide targeted communication with these cardholders to request updated information.

For each transaction, you can view its transaction number, the commitment lookup ID, the last four digits of the credit card, its transaction amount, the authorization/rejection code, and its transaction outcome.

Note: If you have permissions to view constituent and commitment information, the commitment lookup ID and constituent name appear as links you can use to access the commitment and constituent records.

The **Transaction outcome** field displays the batch number for successfully authorized transactions. If you set up rejection handling to remove rejected transactions, the outcome displays when permanent rejections are placed in an export file and the batch number for provisional rejections placed in a retry batch.

To view additional information about each transaction, click the + sign. The row expands to show the card type, expiration date, application, date the commitment began and the rejection category if applicable.

For information about the credit card processing process status page, refer to [Credit Card Processing Process Status Page on page 224](#).

Tabs of a Process Status Page

Each business process in the database has a status page. The process status page contains information specific to the process. You enter this information when you add the process to the database. Each process status page also includes information about the most recent instance of the process and historical data about the process. On some process status pages, you can manage the job schedules, or access child retry batches and export files generated by rejection handling of the process. To help manage this information, each process status page contains multiple tabs.

Recent Status Tab

On the Recent status tab, you view the details of the most recent instance of the process. These details include the status of the process; the start time, end time, and duration of the process; the person who last started the process; the name of the server most recently used to run the process; the total number of records processed; and how many of those records processed successfully and how many were exceptions.

Depending on your security rights and system role and the process, you can manage the output of the process from the action bar of the Recent status tab.

- For a generate direct debit file process, you can download a transmission file for the most recent instance of the process. On the action bar, click **Download transmission file**. For detailed information about how to download a transmission file, refer to [Download a Direct Debit Transmission File on page 202](#).
- For a prenotification process, you can download a prenotification authorization file for the most recent instance of the process. On the action bar, click **Download prenotification file**. For detailed information about how to download a prenotification authorization file, refer to [Download a Prenotification Authorization File on page 194](#).
- For a generate payments process, you can view an Exception Report for the most recent instance of the process. If the program cannot automatically generate a payment for a selected commitment, **Exception Report** is enabled on the action bar. To create the report, click **Exception Report**. The Exception Report contains information about transactions that did not generate and explains why each did not generate. For more information about this report, refer to [Exception Report for Generate Payments Processes on page 284](#).
- For a credit card processing process, you can view a results report for a revenue batch. Your rejection handling configuration affects additional information that appears. You can view the total number of transactions, processor errors, and successfully processed transactions. You also can access batches of authorized transactions to commit and download export files of transactions with permanent rejection. For information about rejection export files, refer to [Download a Rejection Export File on page 227](#).
- For a credit card processing process, if you configured rejection handling to generate retry batches, you can view the batches and attempt to process the rejected transactions again. For information about retry batches, refer to [Retry Batch on page 226](#).

History Tab

Each time you run a business process, the program generates a status record of the instance. On the History tab, you view historical status record information about each instance of the process. The information in the grid include the status of the instance; the start time, end time, and duration of the instance; the person who started the instance; the total number of records processed during the instance; and the server used to run the process for the instance.

On the History tab, you can limit the status records that appear in the grid. You can filter by the process status. If you filter the records that appear in the grid, it can reduce the amount of time it takes to find a process instance. For example, if you search for a instance that did not finish its operation, you can

select to view only status records with a **Status** of "Did not finish." To filter the records that appear in the grid, click **Filters**. The **Status** field and **Apply** button appear so you can select the status of the instances to appear in the grid. To update the information that appears, click **Refresh** on the action bar

Depending on your security rights and system role, you can delete a status record from the grid on the History tab. Depending on the process, you can also manage the output of a selected instance of the process.

- For a generate direct debit file process, you can generate a direct debit transmission file for an instance of the process. To generate the file, click the double arrows beside the instance and click **Download transmission file**. For detailed information about how to create a transmission file, refer to [Download a Direct Debit Transmission File on page 202](#).
- For a prenotification process, you can generate a prenotification authorization file for an instance of the process. To generate the file, click the double arrows beside the instance and click **Download prenotification file**. For detailed information about how to create a prenotification authorization file, refer to [Download a Prenotification Authorization File on page 194](#).
- For a generate payments process, you can view an Exception Report for a previous instance of the process. If the program cannot automatically generate a transaction for a commitment during the selected instance, **Exception Report** is enabled on the action bar of the History tab. To create the report for an instance of the process, select the instance and click **Exception Report**. The Exception Report contains information about transactions that did not generate and explains why each did not generate. For more information about this report, refer to [Exception Report for Generate Payments Processes on page 284](#).
- For a credit card processing process, you can view an exception report and a results report, or download a rejection file for a previous instance of the process. You can download a rejection export file as a comma separated value (CSV) or *Excel* (XLSX) file. To view a report or download a rejection file, select the instance and then select the report or file you want to view.

Delete a Status Record from the History Tab of a Process Status Page

On the History tab of a process status page, you can delete a specific status record of the process. When you delete a status record, you delete the specific instance and all of its history. To delete a status record, select it and click **Delete**.

➤ Delete a status record from the History tab

1. On the History tab of the process status page, click the double arrows beside a status record and click **Delete**. A confirmation message appears.

Note: You can filter the records in the grid by the status of the process to reduce the amount of time it takes to find an instance of the process. For example, to search for a completed instance, click the funnel icon, select "Completed" in the **Status** field, and click **Apply**. Only completed instances appear in the grid.

2. Click **Yes**. You return to the History tab. The selected status record no longer appears.

Job Schedules Tab (Not Available on All Process Pages)

On the Job schedules tab, you can view the job schedules of the process in the database. The details in this grid include the name, whether a job schedule is enabled, the frequency of the job schedule, the start date and time and end date and time, and the date the job schedule was added and last changed in the database. You enter this information when you set the job schedule of the process.

Schedule Process Jobs

You can create a job schedule to automatically run a business process. When you create a schedule for a process, the program exports and runs the process at the scheduled instance or interval. For example, you can schedule a process to run at a time convenient for your organization, such as overnight.

Note: To create a job schedule from any tab of the process status page, click **Create job schedule** under **Tasks**.

> Create a job schedule

1. On the Job schedules tab of the process, click **Add**. The Create job screen appears.

Create job

Details

Job name:

Schedule type:

Enabled

One-time occurrence

Date: Time:

Frequency

Occurs every: day(s)

Daily frequency

Occurs once at:

Occurs every: Starting at:

Ending at:

Duration

Starting at: End date:

No end date

[? Help](#)

2. In the **Job name** field, enter a name for the scheduled process.

3. By default, the schedule is active. To suspend it, clear the **Enabled** checkbox.
4. In the **Schedule type** field, select how often to run the process. You can run a process once; on a daily, weekly, or monthly basis; whenever *SQL Server Agent* service starts; or whenever the computer is idle according to *SQL Server Agent*. Your selection determines which other fields are enabled.
 - a. For a process that runs once, select the date and time to run it.
 - b. For a process that runs on a daily, weekly, or monthly basis, select the number of days, weeks, or months between instances in the **Occurs every** field. For a weekly process, select the day of the week to run it. For a monthly process, select the day of the month to run it. For a process that runs on a daily, weekly, or monthly basis, select whether to run it a single time or at regular intervals on the days when it runs.
 - c. For a process that runs on a daily, weekly, or monthly basis, select a start date and, if necessary, an end date. To run the process indefinitely, select **No end date**.
5. Click **Save**. You return to the Job schedules tab.

General Ledger

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Posting transactions to your general ledger is part of a business process. You can customize a posting process and save it for future use. For example, you can create a process to post cash gifts. Each time you run the process, gifts that match the criteria you specified when you created the process will post.

Before you enter or post transactions, you must specify accounts, GL mappings, and segment mappings from the General Ledger Setup page in *Administration*. This includes each situation for payments, pledges, benefits, grant awards, and planned gifts.

For instructions on how to define your account structure, GL accounts, and mappings, refer to the *General Ledger Setup Guide*.

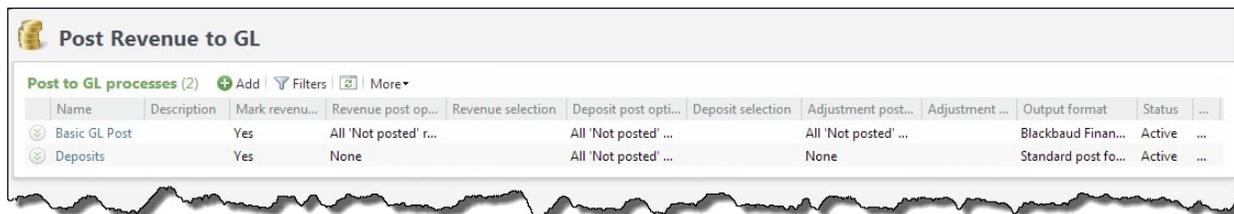
Warning: During the Post revenue to GL process, the program locks all unlocked deposits included in the post process.

Note: If you modify certain fields for transactions that post to the General Ledger, an adjustment will trigger. For more information about adjustments, refer to [Adjustments on page 251](#).

Post Revenue to General Ledger Tasks

From the Post Revenue to GL page, you can manage the posting processes in your database. To access the Post Revenue to GL page, select **Post revenue to GL** from *Revenue*.

Under **Post to GL processes**, the post processes in your database appear. For each process, you can view information such as whether it marks its revenue as "Posted"; the post options and selections of its included revenue transactions, deposits, and adjustments; and its active status.



Name	Description	Mark revenue...	Revenue post op...	Revenue selection	Deposit post opti...	Deposit selection	Adjustment post...	Adjustment ...	Output format	Status	...
Basic GL Post		Yes	All 'Not posted' r...		All 'Not posted' ...		All 'Not posted' ...		Blackbaud Finan...	Active	...
Deposits		Yes	None		All 'Not posted' ...		None		Standard post fo...	Active	...

By default, the grid does not display inactive post processes. To view processes marked as inactive in the grid, on the action bar, click **Filters**, select **Show inactive**, and click **Apply**. To reset the filter and exclude inactive processes, click **Reset**.

Warning: During the Post revenue to GL process, the program locks all unlocked deposits.

Depending on your security rights and system role, you can manage the post processes from the grid.

Add a Post to General Ledger Process

You establish a process for a particular post to general ledger file you create. For example, you can create a daily post for all cash gifts and save the settings you select as a post to general ledger process. Each day you can call up the process to post cash gifts again.

> Add a post to GL process

1. On the Post Revenue to GL page, click **Add**. The Add a post to GL process screen appears.

Add a post to GL process
✕

General

Posting Details

Name:

Description:

Output format: ▼

Criteria

Post dates up to: ▼ Date:

Deposits: ▼

Selection:

Revenue: ▼

Selection:

Bank account adjustments: ▼

Selection:

Results

These options may be modified at run time.

Mark revenue records 'Posted' when process completes

Create selection from results

Selection type: ▼

Selection name:

Overwrite existing selection

?
Help

Save

Cancel

2. On the General tab, you can add **Name** and **Description** information. You can also select **Criteria** details and **Results** information.
 - a. The **Output format** determines the fields to include in the post file. For information about output format options, refer to [General Ledger Post File Output on page 246](#).

- b. In the **Post dates up to** field, select to include transactions based on a specific time frame. For example, when you select "Yesterday," the process includes unposted transactions made prior to and including yesterday's date. When you select "Specific date," the **Date** field is enabled.
 - c. In the **Deposits** field, select to post: deposits that have not posted yet, specific bank accounts, specific deposit templates, selected deposit records, or no deposits.

When you select specific bank accounts, the **Bank accounts** field appears for you to further specify the records to post. To specify a bank account, click the magnifying glass. The Bank accounts screen appears and lists the available bank accounts.

When you select specific deposit templates, the **Deposit templates** field appears for you to further specify the records to post. To specify a deposit template, click the magnifying glass. The Deposit templates screen appears and lists the available deposit templates.
 - d. In the **Revenue** field, select to post: revenue and adjustments/reversals that have not posted yet, adjustments and reversals that have not posted yet, or selected revenue records.

When you select specific transaction types, the **Transaction types** field appears for you to further specify the records to post. To specify a transaction type, click the magnifying glass. The Transaction types screen appears and lists the available transaction types, such as payments or pledges.
 - e. In the **Bank account adjustments** field, select to post: bank account adjustments that have not posted yet, bank account adjustment records, or no bank account adjustments.
 - f. When posting deposits, other revenue such as stock or gift-in-kind, selected deposit or revenue records, and bank account adjustments, use the **Selection** field to further specify the records to post. To specify a Revenue Transaction selection, click the magnifying glass. The Selection Search screen appears for you to add or select an existing query to use for the post process. If the selection you need does not appear in search results, confirm that the **Record type** is Revenue Transaction. If you choose an Ad-hoc or Smart query, you can click **Edit Query** to modify the query. For more information about selections, refer to the *Query and Export Guide*.
 - g. To change the **Post status** on revenue from "Not posted" to "Posted" when the process completes, select **Mark revenue records 'Posted' when process completes**. We recommend that you not select this checkbox for the saved post set. When you run the process, it will create a Pre-post report that you can check for accuracy before posting. You can mark revenue posted at a later time on the Recent Status tab or History tab after you make sure the revenue posted correctly.
 - h. To create a new selection for a group of revenue contained in the post process, select **Create selection from results**. If you select this checkbox, **Selection type** and **Selection name** are required fields. You must create a Revenue Transaction type of selection.
3. On the Posting Details tab, you can select a posting method, such as detail or summary. You can also specify to summarize transactions by post date or fiscal period.

Add a post to GL process [X]

General | **Posting Details**

Resources

GL Transaction Type	Post Method	Reference
Revenue:	Summary	Summarized Revenue
		<input type="checkbox"/> Override
Cash:	Summary	Summarized Cash
		<input type="checkbox"/> Override
Accounts Receivable:	Summary	Summarized Receivables
		<input type="checkbox"/> Override

Summarize transactions by: Post Date

Help [Save] [Cancel]

- For each GL transaction type, you can specify a post method and a reference. The available transaction types are: Revenue, Cash, and Accounts Receivable.
- For each GL transaction type, you can select a post method. In the **Post Method** field, you can select a post method, such as Detail, Summary, Summary by application type, or Summary by deposit. Depending on your selection, the distribution of credits and charges, for example, will appear in the general ledger once you post.

Note: Posting in summary will collect transactions together and total them. Posting in detail will list each transaction separately.

Note: Transactions that do not fall within one of the three GL transaction types, such as gift fees, will always post in detail.

- c. When you select a **Post Method** other than Detail, the **Reference** field is enabled for transaction types of Revenue, Cash, and Accounts Receivable. You can accept the default summary reference or select **Override** to enter a customized reference. You can use the **Reference** field to describe the summary of transactions that will post to an account. For example, you can add "Summarized transactions for Friday, December 30th."
 - d. In the **Summarize transactions by** field, you can select to summarize by "Post Date" or "Fiscal Period." When you select "Post Date," a summary entry is created for each post date and all the transactions with the same post date are included in the summary general ledger entry. When you select "Fiscal Period," a summary entry is created for each fiscal period and all the transactions with a transaction date within that fiscal period are included in the summary general ledger entry
4. Click **Save**. You return to the Post Revenue to GL page. The data you entered appears in the **Post to GL processes** grid.

For more information about posting, refer to [Additional Post Information on page 245](#).

Generate Pre-Post Report

You can use the Pre-post report to view transactions that are ready for posting. We recommend running the pre-post report prior to posting.

To generate a Pre-post report, from the Post Revenue to GL page, click the double arrows beside a GL process in the **Post to GL processes** grid and click **Pre-post report**. The Pre-post report appears.

 **Pre-post report**

1 of 6 Find | Next

Pre-post Report

Transaction Account	Description	Date Reference	Debit	Credit
2000-000-001	[Aliased Account]	9/22/2011 rev sum	\$0.00	\$402.75
<u>rev-10001165</u>	[Aliased Account]	9/22/2011 Payment-Order-10000100		\$166.50
<u>rev-10001168</u>	[Aliased Account]	9/22/2011 Payment-Order-10000101		\$119.25
<u>rev-10001170</u>	[Aliased Account]	9/22/2011 Payment-Order-10000102		\$67.50
<u>rev-10001174</u>	[Aliased Account]	9/22/2011 Payment-Order-10000103		\$49.50
2000-000-001	[Aliased Account]	9/22/2011 rev sum	\$0.00	\$2.09
<u>rev-10001174</u>	[Aliased Account]	9/22/2011 Payment-Order-10000103		\$0.99
<u>rev-10001174</u>	[Aliased Account]	9/22/2011 Payment-Order-10000103		\$1.10
2000-000-001	5050-000-001	9/22/2011 cash sum	\$402.75	\$0.00
<u>rev-10001174</u>	5050-000-001	9/22/2011 ALL	\$49.50	
<u>rev-10001170</u>	5050-000-001	9/22/2011 ALL	\$67.50	
<u>rev-10001168</u>	5050-000-001	9/22/2011 ALL	\$119.25	
<u>rev-10001165</u>	5050-000-001	9/22/2011 ALL	\$166.50	
2000-000-AAA	5050-000-001	9/22/2011 cash sum	\$2.09	\$0.00
<u>rev-10001174</u>	5050-000-001	9/22/2011 ALL	\$0.99	

The report contains the necessary posting information, including the transaction account, description, date, reference, and debits and credits. You can also view balance information, such as whether or not transaction amounts balance by journal and fiscal period.

For information about options on the report toolbar, refer to the *Reports Guide*.

Run Post to General Ledger Process

When you are ready to post, you run the process to post revenue to general ledger.

➤ Run post to GL process

1. To post your revenue, click the double arrows beside the saved process, and click **Start process**. The Run post to GL process screen appears.
 - a. The process name defaults from the **Name** field on the Add (or Edit) post to GL process screen. This field is disabled. To change the process name, access the Edit post to GL process screen.

- b. In the **Post dates up to** field, select to include transactions based on a specific time frame. For example, when you select "Yesterday," the process includes unposted transactions made prior to and including yesterday's date. When you select "Specific date," the **Date** field is enabled.

If you select an option in the **Post dates up to** field on this screen, your selection overrides the option you selected in the **Post dates up to** field on the Add a post to GL process screen.

- c. To change the **Post status** on revenue from "Not posted" to "Posted" when the process completes, select **Mark revenue records 'Posted' when process completes**. To preview the data for accuracy after you run the process, do not select the checkbox. You can mark revenue posted at a later time on the Recent Status tab or History tab after you make sure the revenue posted correctly. We recommend running the pre-post report prior to posting transactions. For more information, refer to [Generate Pre-Post Report on page 239](#).
 - d. To create a new selection for a group of revenue contained in the post process, select **Create selection from results**. If you select this checkbox, **Selection type** and **Selection name** are required fields. You must create a Revenue Transaction type of selection.
2. To post revenue, click **Start**. The process begins. When the process completes, the process status page appears. For more information, refer to [Go To Process Status Page for Post Revenue to General Ledger on page 241](#).

Note: For more information about posting, refer to [Additional Post Information on page 245](#).

Set the Active Status of a Post to General Ledger Process

To prevent the use of a post process with future transactions but also preserve a history of the post process, you can mark the process as inactive rather than delete it. Inactive processes remain in the database, but users cannot run the process to post revenue. To mark a post process as inactive from the Post Revenue to GL page, click the double arrows beside it in under **Post to GL processes** and click **Mark inactive**. When a message appears to ask whether to mark the process as inactive, click **Yes**.

After you mark a post process as inactive, you can mark it as active to resume its use. To view inactive processes on the Post Revenue to GL page, click **Filters** on the action bar and select **Show inactive**. To mark an inactive process as active, click the double arrows beside it under **Post to GL processes** and click **Mark active**. When a message appears to ask whether to mark the process as active, click **Yes**.

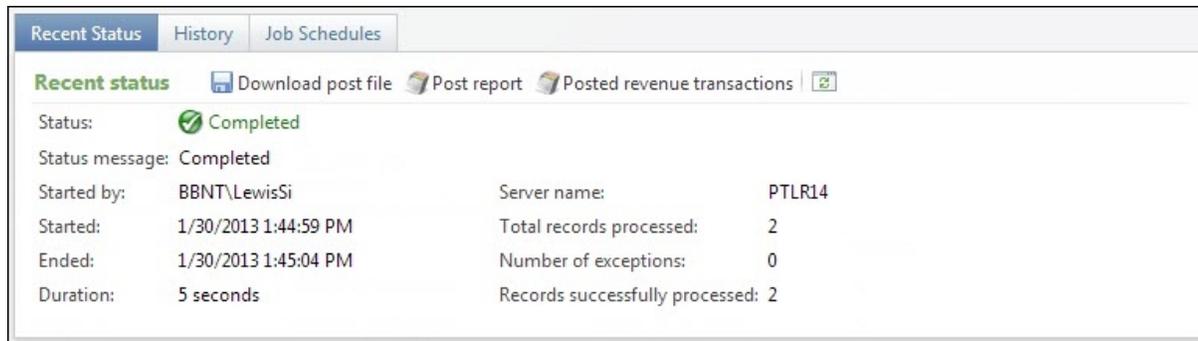
Go To Process Status Page for Post Revenue to General Ledger

After you run a post process, the process status page defaults automatically on your screen.

On the Post Revenue to GL page, you can click the name of a process to access its status page. This page contains the Recent status, History, and Job schedules tabs. The top half of the page contains the parameters and properties for the posting process. To make a change to this information, edit the posting process.

Recent Status Tab

On the Recent Status tab, you view the details of the most recent instance of the post process. These details include the status of the run; the start time, end time, and duration of the run; the person who last started the process; the name of the server used to process the run; the total number of transactions processed; and how many transactions processed successfully and how many were exceptions.



Depending on your security rights and system role, you perform functions to manage the most recent process from the action bar.

- **Download post file:** To save a copy of the post file to your hard drive or network, click **Download post file**. A Save as screen appears for you to name your file and browse to a location on your hard drive or network to save the post file. The post file imports to general ledger.

Warning: The Batch column in the exported Post to GL report does not correspond to the Revenue Batch ID and will always be blank.

- **Post report:** To view a general ledger posting report, click **Post report**. The post report details successfully posted revenue. Revenue in this report is included in the posting file. The report includes **Post Date**, **Account**, **Reference**, **Debit Amount**, and **Credit Amount** columns. It also includes a **Grand Total** amount for the report. You can save the report. This report is view only and cannot be edited.
- **Posted revenue transactions:** To view a report of the revenue transactions that posted, click **Posted revenue transactions**. The report only includes original revenue, not adjustments. The report includes **Revenue ID**, **Reference**, **Revenue date**, **Post date**, and **Amount** columns. You can save the report. The report is view only and cannot be edited.
- **Exception report:** The Post to GL Exception report lists revenue that did not post to general ledger during the post process. To view this report, click **Exception report**. Information in this report includes **Post Date**, **Account**, **Reference**, **Debit Amount**, **Credit Amount**, and **Reason**. An example of an exception reason is Event/Designation is not mapped to GL code. You can save or print the report. This report is view only and cannot be edited.

History Tab

Each time you run a business process, the program generates a status record of the instance. On the History tab, you view historical status record information about each instance of the process. The information in the grid includes the status and date of the instance.

On the History tab, you can limit the status records that appear in the grid. You can filter by the process status. If you filter the records that appear in the grid, it can reduce the amount of time it takes to find a process instance. For example, if you search for an instance that did not finish its operation, you can select to view only status records with a **Status** of "Did not finish." To filter the records that appear in the grid, click **Filters**. The **Status** field and **Apply** button appear so you can select the status of the instances to appear in the grid. To update the information that appears, click **Refresh**.

Delete a Status Record from the History Tab of a Process Status Page

On the History tab of a process status page, you can delete a specific status record of the process. When you delete a status record, you delete the specific instance and all of its history. To delete a status record, select it and click **Delete**.

➤ Delete a status record from the History tab

1. On the History tab of the process status page, click the double arrows beside a status record and click **Delete**. A confirmation message appears.

Note: You can filter the records in the grid by the status of the process to reduce the amount of time it takes to find an instance of the process. For example, to search for a completed instance, click the funnel icon, select "Completed" in the **Status** field, and click **Apply**. Only completed instances appear in the grid.

2. Click **Yes**. You return to the History tab. The selected status record no longer appears.

Job Schedules Tab (Not Available on All Process Pages)

On the Job schedules tab, you can view the job schedules of the process in the database. The details in this grid include the name, whether a job schedule is enabled, the frequency of the job schedule, the start date and time and end date and time, and the date the job schedule was added and last changed in the database. You enter this information when you set the job schedule of the process.

Schedule Process Jobs

You can create a job schedule to automatically run a business process. When you create a schedule for a process, the program exports and runs the process at the scheduled instance or interval. For example, you can schedule a process to run at a time convenient for your organization, such as overnight.

Note: To create a job schedule from any tab of the process status page, click **Create job schedule** under **Tasks**.

> Create a job schedule

1. On the Job schedules tab of the process, click **Add**. The Create job screen appears.

Create job

Details

Job name:

Schedule type:

Enabled

One-time occurrence

Date: Time:

Frequency

Occurs every: day(s)

Daily frequency

Occurs once at:

Occurs every: Minutes

Ending at:

Duration

Starting at:

End date:

No end date

[? Help](#)

2. In the **Job name** field, enter a name for the scheduled process.

3. By default, the schedule is active. To suspend it, clear the **Enabled** checkbox.
4. In the **Schedule type** field, select how often to run the process. You can run a process once; on a daily, weekly, or monthly basis; whenever *SQL Server Agent* service starts; or whenever the computer is idle according to *SQL Server Agent*. Your selection determines which other fields are enabled.
 - a. For a process that runs once, select the date and time to run it.
 - b. For a process that runs on a daily, weekly, or monthly basis, select the number of days, weeks, or months between instances in the **Occurs every** field. For a weekly process, select the day of the week to run it. For a monthly process, select the day of the month to run it. For a process that runs on a daily, weekly, or monthly basis, select whether to run it a single time or at regular intervals on the days when it runs.
 - c. For a process that runs on a daily, weekly, or monthly basis, select a start date and, if necessary, an end date. To run the process indefinitely, select **No end date**.
5. Click **Save**. You return to the Job schedules tab.

Additional Post Information

Review this section for additional post to general ledger information.

- Payments must be associated with an account or an account code. For example, if you receive a cash donation, you could use a credit account of 02-4000-01 or a credit account code of 4000. If you select **Account**, the program uses the account selected for the credit. If you select **Account code**, the program uses the selected account code and derives the other segment values from selected characteristics of the transaction. The same is true for the debit of this transaction. You can select specific generation criteria, such as payment methods and various subtypes to narrow your mappings. You must properly define mappings to ensure accurate posting.
- When a single payment is applied to more than one revenue type (for example, a donation and a pledge payment), the posting process posts in detail and generates two sets of journal entry transactions. If the posting process is set to summary, the payment will still be summarized.
- When a single revenue is split between multiple designations, the revenue posts the detail of each designation. For example, Mark Adamson makes a single \$100 donation that he requests to be split between the Playground initiative and the Annual Fund initiative. When you post to general ledger, two records post for the single donation. Using this example for Mark, one Cash donation for \$50 to the Playground initiative posts. A second Cash donation for \$50 to the Annual Fund initiative posts.
- You can post a payment for a pledge before the pledge is posted.
- When revenue is deleted after it has been posted, the original journal entries are reversed during the next post process that includes adjustments and reversals.
- When an adjustment is made to revenue after it posts, the original journal entries are reversed and the (adjustment) revenue posts. For example, a \$60 gift posts to the general ledger. The gift is later adjusted to \$80 because of a data entry error. When the adjustment posts, the original journal entries are reversed and the revenue posts again as an \$80 gift. You can, however, select not to post adjustments. In the **Adjustment post status** field on the Adjustment details tab of a payment, select "Do not post."

The default date for adjustments is the system date. The adjustment and its associated reversal date are the same.

- If you further adjust a payment before your initial adjustment posts, only one adjustment posts to general ledger.
- If you adjust revenue to \$0, the original journal entries are reversed.
- Changes to revenue do not always result in an adjustment. Additionally, a change to data that is not mapped to the general ledger does not create an adjustment. For example, if you change an **Appeal** for revenue, an adjustment is not made. However, if you change the **Appeal** and the **Payment amount** for the revenue, the original journal entries are reversed and the entire transaction posts again to general ledger.

Edit Journal Code

Your organization may need to use a specific journal code in export files, pre-post reports, and post reports. This journal code displays in the **Journal** field.

> Edit the journal code

1. From *Revenue*, click Post Revenue to GL. The Post Revenue to GL page appears.
2. Under **Configuration**, click **Journal code**. The Edit journal code screen appears.
3. In the **Journal code** field, enter a journal code to be used in export files, pre-post reports, and post reports. This journal code displays in the **Journal** field.
If you do not enter a journal code in this field, the program uses the Blackbaud Enterprise standard journal code of Blackbaud Enterprise CRM in the output.
4. Click **Save**. You return to the Post Revenue to GL page.

General Ledger Post File Output

The general ledger post file posts based on the **Output format** selection on your post process. The tables below explain items contained in the following formats: Standard post format, Blackbaud Financial Edge NXT post format, Blackbaud Financial Edge post format, Blackbaud Financial Edge with project post format, Sage Peachtree® post format, Intuit QuickBooks® (IIF) post format, and Segmented account post format. Using your account numbers, codes, and entities, a credit row and a debit row appear in the posting file for each revenue. A general ledger system uses data contained in the file to post the information in general ledger.

Standard Post Format

Standard post format creates a post file format that includes the account number in a single column. This post format is typically customized and used with a third-party general ledger.

Field Name	Description
Business Process Output Package ID	System generated; count number for the row in the post file.
Account String	Debit or credit account number as specified for the designation, event, or membership.
GL Transaction ID	Database ID for each posted transaction.
Post Date	GL Post Date from the transaction.
Transaction Type	'R' for 'Regular.'
Debit/Credit	'C' for Credit or 'D' for Debit.
Amount	Amount of the transaction credited to the GL account number.
Journal	For credits, this lists the source of the transaction. For debits, this defaults the name of your subsidiary ledger.
Reference	The default reference "Last name/Org Name - revenue type - payment method" appears. If the transaction is a deleted posted transaction, the reference is "Last name/Org Name—revenue type—DEL."
Batch	This field is blank.

Blackbaud Financial Edge NXT Excel Add-In Post Format

This post format is designed for use with **Blackbaud Financial Edge NXT** and the Journal Entry Batch Creator Excel Add-In.

Note: The Journal Entry Batch Creator Add-In is an application built by Blackbaud and is available in Microsoft's Office Store. Use the add-in to enter transactions in a Microsoft Excel spreadsheet and submit as a new journal entry batch to **Financial Edge NXT**. For more information, see [Journal Entry Batch Creator Excel Add-In](#).

Field Name	Description
Account number	Account number specified for the transaction.
Post Date	GL Post Date from the transaction.
Encumbrance Status	Encumbrance status for each transaction.
Debit Amount	Amount of the transaction debited to the GL account number.
Credit Amount	Amount of the transaction credited to the GL account number.

Field Name	Description
Journal	For credits, this lists the source of the transaction. For debits, this defaults the name of your subsidiary ledger.
Journal Reference	The default reference "Last name/Org Name - revenue type - payment method" appears. If the transaction is a deleted posted transaction, the reference is "Last name/Org Name—revenue type—DEL."
Project ID	The segment designated as the project appears here. This is blank if no segment is designated as the project.

After you run the post to GL process, you can copy the data from the columns in your post file and paste into the file created by the Journal Entry Batch Creator Add-In.

Blackbaud Financial Edge Post Format

Blackbaud Financial Edge post format is an example of a post file format typically imported into **The Financial Edge**.

Field Name	Description
Account number	Account number specified for the transaction.
Post Date	GL Post Date from the transaction.
Encumbrance Status	Encumbrance status for each transaction. This field is required for The Financial Edge 7 import process.
Type	'Credit' for credit distributions. 'Debit' for debit distributions.
Amount	Amount of the transaction credited or debited to the GL account number.
Journal	Lists the source of the transaction and is generated based on your Blackbaud solution.
Journal Reference	The default reference "Last name/Org Name - revenue type - payment method" appears. If the transaction is a deleted posted transaction, the reference is "Last name/Org Name—revenue type—DEL."

Blackbaud Financial Edge With Project Post Format

Blackbaud Financial Edge with project post format is an example of a post file format typically imported into **The Financial Edge**. This format contains additional fields to identify the project.

Field Name	Description
Account number	Account number specified for the transaction. If a segment is marked as the project, the segment appears in the Project field within the post file.

Field Name	Description
Post Date	GL Post Date from the transaction.
Encumbrance Status	Encumbrance status for each transaction. This field is required for <i>The Financial Edge 7</i> import process.
Type	'Credit' for credit distributions. 'Debit' for debit distributions.
Amount	Amount of the transaction credited or debited to the GL account number.
Journal	Lists the source of the transaction and is generated based on your Blackbaud solution.
Journal Reference	The default reference "Last name/Org Name - revenue type - payment method" appears. If the transaction is a deleted posted transaction, the reference is "Last name/Org Name—revenue type—DEL."
Project ID (Transaction Distribution Project ID)	The segment designated as the project appears here. This is blank if no segment is designated as the project.
Project Amount (Transaction Distribution Project Amount)	This is the amount distributed to the project and is required by <i>The Financial Edge 7</i> .

Sage Peachtree® Post Format

Sage Peachtree® post format is an example of a comma-separated (*.csv) post file format typically imported into Sage *Peachtree*®. For information about import limitations, refer to the Sage *Peachtree*® user guide.

Field Name	Description
Date	Post date of the transaction.
No. of Distributions	Number of distributions in the transaction. General Journal entries must have at least two distributions: One debit and one credit.
GL Account	GL account ID for a line of distribution. This must be a valid account ID from Chart of Accounts.
Amount	Amount of the transaction credited or debited for a line of distribution. Debit amounts are always positive and credit amounts are always negative.

Intuit QuickBooks® (IIF) Post Format

Intuit QuickBooks® (IIF) post format is an example of a tab delimited post file format typically imported into Intuit QuickBooks®. For information about import limitations, refer to the Intuit QuickBooks® user guide.

Field Name	Description
Transaction Type	The keyword that identifies the type of transaction. This will always be General Journal.
Date	Post date of the transaction.
Account	The name of the account assigned to the transaction.
Amount	Amount of the transaction credited or debited to the GL account number. Debit amounts are always positive and credit amounts are always negative.

In Intuit QuickBooks®, you can track customer balances when you use an account with the account type "Accounts Receivable." You can post in detail format only, not in summary.

Intuit QuickBooks® requires a customer name in the journal entry **Name** column for journal entry rows that debit or credit an account with the account type "Accounts Receivable." The **Altru** post to Intuit QuickBooks® does not send customer-specific information to the Intuit QuickBooks® post file since balances for **Altru** constituents are maintained and tracked in **Altru**, with no need for additional tracking in Intuit QuickBooks®. In **Altru**, if you currently use an Intuit QuickBooks® account with the account type "Accounts Receivable," the Intuit QuickBooks® post file that **Altru** creates does not work with the Intuit QuickBooks® import process because the **Name** column is not included in the post file.

To successfully post entries to Intuit QuickBooks® for charges and payments that affect constituent balances, you must create a new account in Intuit QuickBooks® and map the new account in **Altru**. When you create the new account, select an account type other than "Accounts Receivable," such as "Other Assets." After you create the new account and update the account mapping in **Altru**, Intuit QuickBooks® can then successfully import the post file from **Altru** without additional customer information.

When you change the transaction mapping in **Altru**, only new transactions are affected. We recommend you review existing entries to manually update the mapping. You can also manually update the account number in post files that contain the previous accounts receivable account number.

Segmented Account Post Format

Segmented account post format creates a post file format that includes each account segment in separate columns. This post format is typically customized and used with a third-party general ledger.

Field Name	Description
Account Segment 1	The first account segment as specified for the transaction.

Field Name	Description
Account Segment 2	The second account segment as specified for the transaction.
Account Segment 3	The third account segment as specified for the transaction.
Account Segment n	The nth account segment as specified for the transaction, where "n" represents an additional segment.
Post Date	GL Post Date from the transaction.
Encumbrance Status	Encumbrance status for each transaction. This field is required for <i>The Financial Edge 7</i> import process.
Type	'Credit' for credit distributions. 'Debit' for debit distributions.
Amount	Amount of the transaction credited or debited to the GL account number.
Journal	Lists the source of the transaction and is generated based on your Blackbaud solution.
Journal Reference	The default reference "Last name/Org Name - revenue type - payment method" appears. If the transaction is a deleted posted transaction, the reference is "Last name/Org Name—revenue type—DEL."

Adjustments

Adjustments allow you to correct transactions due to an error or change that is required after the transactions have posted to your general ledger. You may need to adjust posted revenue for the following reasons:

- Donor indicates a change of terms of their gift
- Organization-directed decision
- Data entry error

Before you adjust revenue, adjustment reason codes must first be configured and the transaction(s) must already be posted to your general ledger. For more information about reason codes, refer to the *Administration Guide*. For more information about General Ledger, refer to the *General Ledger Setup Guide*.

When you adjust transactions, adjustments are created on each revenue record and the corresponding adjustment reason codes are applied to the transactions. Adjustments post to the general ledger unless they are given a post status of "Do not post."

Note: *Altru* is *not* accounting software. When you enter and post revenue, *Altru* creates credits and debits that can be exported and imported into your financial accounting program.

Adjustment Trigger Fields for the General Ledger

Edits to the following fields on any transaction trigger an adjustment for posted transactions or a GL distribution recalculation for transactions that have not yet been posted.

- Amount
- Application
- Benefits
- Constituent
- Designation
- Events
- Gift fees
- Membership levels
- Payment method
- Payment method subtypes
- Revenue category

Adjustment Methods

After a revenue record is created and posted to the general ledger, you can manually adjust the transaction. The following transaction types can also be adjusted through a Revenue Update Batch.

Revenue Transaction Type	Application Type	Update In Revenue Update Batch?
Pledge	N/A	Yes
Recurring Gift	N/A	Yes
Recurring Gift	Sponsorship	Yes
Recurring Gift	Sponsorship Additional Gift	Yes
Matching Gift Claim	N/A	No
Planned Gift	N/A	No
Grant Award	N/A	No
Auction Donation	N/A	No
Donor Challenge	N/A	No
Payment	Donation	Yes
Payment	Event Registration	Yes

Revenue Transaction Type	Application Type	Update In Revenue Update Batch?
Payment	Pledge	Yes
Payment	Recurring Gift	Yes
Payment	Other	Yes
Payment	Planned Gift	Yes
Payment	Matching Gift Claim	Yes
Payment	Grant Award	Yes
Payment	Auction Purchase	Yes
Payment	Donor Challenge Claim	Yes
Payment	Membership	Yes
Payment	Sponsorship Recurring Gift	Yes
Payment	Sponsorship Recurring Additional Gift	Yes

Note: When you adjust a pledge with associated payments, you are prompted to update the designation on the paid installments as well. When the payment designations are updated, this generates reversals and an updated GL distribution if the payments were previously posted.

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Revenue reports help you evaluate the financial position of your organization. The multiple report types included in this category provide several ways to view revenue information. You can view

summary reports for all revenue, or you can view information for specific revenue types, such as pledges or recurring gifts. You can view the breakdown of your general ledger accounts, and information about posted revenue and adjusted revenue.

Many revenue reports use queries in order to select specific records to include in the report. For more information about queries, refer to the *Query and Export Guide*.

When you generate a report, you can use the toolbar buttons to modify how you view the report. The toolbar buttons are common to all reports.

For more information about the report toolbar, refer to the *General Features Guide*.

Account Distribution Report

The Account Distribution Report provides a breakdown by general ledger accounts of transactions during the time period you select. The data included depends on the parameters you select.

Note: Transactions with a post status of "Do not post" do not generate general ledger distributions and are excluded from the Account Distribution Report.

The screenshot shows the 'Account Distribution' report interface. At the top, there are filter options: 'Include...' set to 'All records', 'Transaction types' with a search icon, 'Post date' set to 'All Dates', and 'Post status' set to 'Posted'. There are also 'From' and 'To' date pickers, and checkboxes for 'Include detail' (checked) and 'Group by account alias' (unchecked). A 'View report' button is on the right. Below the filters is a navigation bar showing '1 of 44' records and 'Find | Next' options. The main report area has a blue header 'Account Distribution Report' and a summary section with the following filters: Filter selection: All records; Transaction types: All transaction types; Post status: Posted; Post date: All Dates; Include detail: Yes; Group by account alias: No. Below this is a table titled 'Account Detail' with columns: Date, Transaction Type, Transaction ID, Reference, Post Status, Post Date, Debit Amount, and Credit Amount. The table shows transactions for account '1061-000-000 - Test Account' from 5/13/2011 to 6/16/2011.

Date	Transaction Type	Transaction ID	Reference	Post Status	Post Date	Debit Amount	Credit Amount
1061-000-000 - Test Account							
5/13/2011	Pledge	rev-10000906	Miller-Pledge	Posted	5/13/2011	\$750.00	
5/13/2011	Pledge	rev-10000906	Miller-Pledge	Posted	5/13/2011	\$250.00	
5/16/2011	Pledge	rev-10000908	AAA Concrete-Pledge	Posted	5/16/2011	\$150.00	
5/26/2011	Write off	rev-10000948	AAA Concrete-Pledge-Write Off	Posted	5/26/2011	\$125.00	
5/26/2011	Write off	rev-10000948	AAA Concrete-Pledge-Write Off	Posted	5/26/2011	\$125.00	
6/16/2011	Pledge	rev-10001107	Miller-Pledge	Posted	6/16/2011	\$1,000.00	
6/16/2011	Pledge	rev-10001108	Miller-Pledge	Posted	6/16/2011	\$60.76	
6/16/2011	Pledge	rev-10001108	Miller-Pledge	Posted	6/16/2011	\$156.24	
6/16/2011	Pledge	rev-10001109	AAA Concrete-Pledge	Posted	6/16/2011	\$20,000.00	

➤ View the Account Distribution report

1. From *Revenue*, click **Account distribution** under **Reports**. Or, from *Analysis*, click **Revenue reports** and then **Account distribution**. The Account Distribution report page appears.
2. To select the GL accounts to include, click **Include** and select "All records," "Selected records," or "Specific record." If you select "Selected records" or "Specific record," in the field that appears, search for GL accounts to include in the report.
3. To select the transaction types to include, click the search button in the **Transaction types** field. The Transaction types screen appears where you can select one or more transaction types. When you select transactions types, you limit the report results to only the transaction types you select. By default, all transaction types are included unless you use this filter.
From this screen, you can click **Select all** to choose all transaction types and **Deselect all** to include none. Examples of transaction types include pledges, refunds, and payments.
4. In the **Post date** field, select a specific time period of post dates to include. If you select "Specific Date," the **From** and **To** fields appear where you can enter a specific period of time.
5. In the **Post status**, select the post status of the transactions to include. You can include posted or not posted transactions, or both.

Note: Transactions with a post status of "Do not post" do not generate general ledger distributions and are excluded from the Account Distribution Report.

6. To display the report in both summary and detail format, select **Include detail**. To view the report in summary format only, do not select **Include detail**.

Warning: If you filter the report using a small amount of criteria or no criteria at all, and you select to view the report in detail, a message may appear alerting you that results exceed the capacity of the report. In this case, we recommend you filter by smaller segments of activity, such as post date, specific accounts, or specific transaction types.

7. To group the report by account alias, select **Group by account alias**. If you do not select this option, the report is grouped by GL account.
8. Click **View Report**.

Adjusted Revenue Report

After you post revenue to the general ledger, you can still edit information about the revenue. If the change impacts the general ledger, the program automatically creates an adjustment transaction to reflect the change in general ledger. To view a general summary of the adjustments made to revenue after it posts to the general ledger, such as changes to the revenue amount or its designations, you can view the Adjusted Revenue report.

Adjusted Revenue

Date: from: to:

1 of 5 Find | Next

Adjusted Revenue

Date range: This Year

Constituent	Revenue Date	Revenue Type	Adjustment Date	Adjusted Field	Value Before Adjustment	Value After Adjustment
<input type="checkbox"/> TestAdjustedrevenue	2/7/2014	Payment	2/18/2014	Amount	\$25.00	\$26.00
				Payment Designations	2001 Membership Fund (25.00)	2001 Membership Fund (26.00)
				Applications	Donation (25.00)	Donation (26.00)
Adjustment reason:	010 - Adjusting this					
Adjustment details:						
Adjustment post status:	Posted	Reversal:	Debit	11-1		\$25.00
Adjustment post date:	2/18/2014	Adjustment:	Credit	00-1		\$25.00
			Debit	00-1		\$26.00
			Credit	11-1		\$26.00
<input type="checkbox"/> AAA Concrete	3/17/2014	Payment	3/17/2014			
Adjustment reason:	010 - Adjusting this					
Adjustment details:						
Adjustment post status:	Posted	Reversal:	Debit	4000-101-201-302		\$5,000.00
Adjustment post date:	3/17/2014	Adjustment:	Credit	1000-101-201-302		\$5,000.00
			Debit	1000-101-201-302		\$5,000.00

Note: To view the adjustment history of a specific revenue record, access the revenue history. The Revenue History page displays a general summary of the adjustments made to revenue after it posts to the general ledger.

The Adjusted Revenue report provides information about the adjustments made to all posted revenue during a specified period of time. The report displays the constituent, type, and date associated with the posted revenue and adjustments made, including the date of the adjustment, the field adjusted, and the field value before and after the adjustment.

> View the Adjusted Revenue report

1. From *Revenue*, click **Adjusted revenue** under **Reports**. The Adjusted Revenue screen appears.
2. In the **Date** field, select the date range for which to view adjustment activity.
 - a. In the **from** field, click the calendar and select the earliest adjustment date to view. The report will display adjustment activity on or after this date.
 - b. In the **to** field, click the calendar and select the latest adjustment date to view. The report will display all adjustment activity between the **from** date and this date.
3. Click **View Report**. The program generates and displays the report.

Giving Activity Report

The Giving Activity Report provides a detailed account of all pledge and recurring gift activity, including payments, installments, and balances due, during the time period you define. Grant awards, matching gifts, recurring gifts applied to memberships, and donor challenges are also included. You can limit the report to specific pledges, such as outstanding pledges and recurring gifts. This report shows only activity that occurs during the selected time period; it does not list pledges with no activity in the time period. The data included depends on the parameters you select.

Giving activity

Include... All records

Date: All Dates Start: 7/1/2011 End: 7/31/2011 View report

1 of 5 Find | Next

Giving Activity Report

Filter selection: All records Date: All Dates

Constituent Name	Date	Type	Amount	Designation	Date	Activity	Amount
<u>George Andrews</u>	1/13/2011	Recurring gift	\$25.00	Botanical Garden Fund; Camp Kids Scholars hip; Playground Site			
						Total paid:	\$0.00
<u>Julie M. Bach</u>	6/6/2000	Pledge	\$1,000.00	Camp Kids Scholars hip			
					12/1/2000	Payment	\$50.00
					7/6/2001	Payment	\$50.00
						Balance:	\$0.00
<u>Julie M. Bach</u>	7/30/2003	Pledge	\$10,000.00	Camp Kids Scholars hip			
					8/30/2003	Payment	\$1,000.00
					10/30/2005	Payment	\$1,000.00
						Balance:	\$0.00

> View the Activity report

1. From *Revenue*, click **Activity** under **Reports**. The Activity Report screen appears.
2. To select the revenue transactions to include, click **Include** and select "All records," "Selected records," or "Specific record." If you select "Selected records" or "Specific record," in the field that appears, search for the records to include in the report.
3. Enter the date range for which to view activity.
 - In the **Date** field, select a date for which to view activity.
 - In the **from** and **to** fields, use the calendars to select a date range for which to view activity. The report displays all activity only for the date or date range you select.
4. Click **View Report**. The program generates and displays the report.

Giving Detail Report

The Giving Detail report provides information about constituent giving during a time period you define. The report includes totals of revenue received within the date range for each designation, as well as constituent name and address information. The data included in the report depends on the parameters you select.

The report counts payments made towards a designation, such as donations and pledge and recurring gift payments, in the **Amount** column and any outstanding commitments, such as pledge balances or matching gift claims, in the **Balance** column.

Note: Recurring gift balances are not included in the **Balance** column.

Application Type	Number of transactions	Total Revenue
<input type="checkbox"/> Auction purchase	0	\$0.00
Cash	0	\$0.00
Check	0	\$0.00
Credit card	0	\$0.00
Direct debit	0	\$0.00
Stock	0	\$0.00
Property	0	\$0.00
Gift-in-kind	0	\$0.00
None	0	\$0.00
Other	0	\$0.00
<input checked="" type="checkbox"/> Donation	3	\$484.00
<input type="checkbox"/> Donor challenge	0	\$0.00
<input type="checkbox"/> Event registration	0	\$0.00

➤ View the Giving Detail report

1. From *Revenue*, click **Giving detail** under **Reports**. Or, from *Analysis*, select **Revenue reports** and then **Giving detail**. The Giving Detail screen appears.
2. Click **Include** and select the records to include. Select "All records," "Selected records," or "Specific record." If you select "Selected records" or "Specific record," in the field that appears, search for the records to include in the report.
3. Enter the date range for which to view detailed revenue information.

- In the **Date** field, select a date for which to view detailed revenue information.
 - In the **from** and **to** fields, use the calendars to select a date range for which to view activity. The report displays activity only for the date or date range you select.
4. To include revenue for a specific designation only, in the **Designation** field, click the magnifying glass to search for and select a designation, for example, "Library."
If the revenue is split between the designation you selected and another designation, the report includes the full amount of the revenue, but lists all designations to which the revenue is applied.
 5. To include revenue for a specific appeal only, in the **Appeal** field, click the magnifying glass to search for and select an appeal, for example, "Walk-A-Thon."

Note: To filter your report further, you can use criteria such as appeal and designation. Be careful not to narrow your criteria too much or the report will not return any results.

Warning: When you use the Campaign filter, all gifts associated with the campaign display even if only part of a gift was applied to the campaign. For example, when the full amount of a gift is \$100, but only \$25 is applied to the Capital Campaign, the report shows the Capital Campaign associated with the full \$100.

6. Click **View Report**. The program generates and displays the report.

Giving Detail Group/Household Report

The Giving Detail Group/Household report provides information about individual group or household member giving during a time period you define. The report includes totals of revenue received within the date range for each designation, as well as constituent name and group/household information. The data included in the report depends on the parameters you select.

The report counts payments made towards a designation, such as donations and pledge and recurring gift payments, in the **Amount** column and any outstanding commitments, such as pledge balances, in the **Balance** column.

Note: Recurring gift balances are not included in the **Balance** column.

Tip: The Revenue Detail Group/Household report displays member giving for a constituent group only when the constituent group type is configured to include member giving.

Revenue Detail Group/Household

Include... All records

Date: All Dates from: 7/1/2011 to: 7/31/2011 View report

Designation: Group by: Group/Household

Appeal: Include groups

1 of 13 Find | Next

Revenue Detail Group/Household

Filter selection: All records Designation:

Date: All Dates Appeal:

Group by: Group/Household Include groups: Yes

Group/Household	Constituent Name	Date	Designations	Amount
Allison and Dustin Andrews				
	Allison E. Andrews	2/1/2002	2002 Membership Fund	\$500.00
	Allison E. Andrews	2/10/2004	Building Fund	\$500.00
	Allison E. Andrews	5/17/2004	Smith-Brown Scholarship Fund	\$10,000.00
	Allison E. Andrews	2/1/2006	Building Fund	\$10,000.00
	Allison E. Andrews	6/15/2006	Natural Disaster Relief Fund	\$25.00

> View the Giving Detail Group/Household report

1. From *Revenue*, click **Giving detail group/household** under **Reports**. Or, from *Analysis*, select **Revenue reports** and then **Giving detail group/household report**. The Giving Detail Group/Household Report screen appears.
2. Click **Include** and select the records to include. Select "All records," "Selected records," or "Specific record." If you select "Selected records" or "Specific record," in the field that appears, search for the revenue transaction records to include in the report.
3. Enter the date range to filter the report.
 - In the **Date** field, select a date for which to view revenue detail information for groups or households.
 - If, in the **Date** field, you select "Specific date," in the next field, click the calendar and select the date for which to view revenue detail information for groups or households. The report will display information only for the date you select.
4. Select any filters you want for the **Designation** and **Appeal** fields.
5. In the **Group by** field, you can select how to display the report. To group the results by group or household, select "Group/Household." To displays the results alphabetically by individual constituent, leave this field blank.
6. By default, the report includes revenue information for households only. To include revenue information for groups as well, select **Include groups**. If the revenue is associated with a

constituent who is a member of both a group and a household, the revenue appears twice in the report, once as household revenue, and once as group revenue.

7. Click **View Report**. The program generates and displays the report.

Giving Dynamics Report

The Giving Dynamics report provides a comparison of gift revenue activity for two periods of time. For example, you can generate a Giving Dynamics report to compare the activity of two fiscal years.

You can run the report to include gift revenue transactions during the selected time periods or only those made toward a specific designation. By default, the report includes all pledges and payments toward a donation or recurring gift that meet the selected criteria.

Giving Dynamics

Previous period: Last Year Start: 1/1/2010 End: 12/31/2010

This period: This Year Start: 1/1/2011 End: 12/31/2011

Designation:

Exclude revenue over: \$0.00

[View report](#)

1 of 1 Find | Next

Revenue Dynamics Report

Designation: Campaign:

Exclude revenue over:

Status	Constituents	Total from 1/1/2010 to 12/31/2010	Total from 1/1/2011 to 12/31/2011	Gain/(Loss) Ratio
Gains	4	\$0.00	\$1,227.00	100.00%
<input type="checkbox"/> New	4	\$0.00	\$1,227.00	100.00%
	George Andrews	\$0.00	\$250.00	
	Avondale Industries	\$0.00	\$500.00	
	Jessica Biel	\$0.00	\$400.00	
	april dupree	\$0.00	\$77.00	
Total	4	\$0.00	\$1,227.00	100.00%

Tip: For the most meaningful data, we recommend you use the Giving Dynamics report to compare the activity of two contiguous time periods, such as the first and second quarters of a fiscal year or "Last year" and "This year."

When you run the Giving Dynamics report, the program compares the revenue activity that meet the selected criteria during the selected time periods to calculate the total for each period and the variance. To help determine the effectiveness of your fundraising efforts, the report also breaks down the revenue activity into gains and losses based on the giving behavior of the constituents associated with the revenue.

- **New** — Constituents with a revenue transaction during the later period, but not prior to the later period.
- **Recapture** — Constituents with a revenue transaction during the later period and prior to, but not during, the earlier period.
- **Upgrade** — Constituents with revenue transactions during both periods, but with a larger revenue amount during the later period than the earlier period.
- **Downgrade** — Constituents with revenue transactions during both periods, but with a larger revenue amount during the earlier period than the later period.
- **Lapsed new** — Constituents with a revenue transaction during the earlier period, but not prior to the earlier period nor during the later period.
- **Lapsed repeat** — Constituents with a revenue transaction during and prior to the earlier period, but not during the later period.
- **Same** — Constituents with revenue transactions during both periods, with an equal revenue amount during each period.

To view the constituents included in a specific status of the report, click the plus sign (+) next to the status to view. For example, to view the constituents with a status of "New" and their revenue amounts included in the report, click the plus sign next to **New**. To access the record of a constituent included in a status, click the constituent's name in the list that appears.

Tip: You can create a Giving Dynamics smart query to create a constituent selection based on the same criteria as the Giving Dynamics report. For example, you can create a selection of the constituents with a status of "Downgrade," "Lapsed new," and "Lapsed repeat" for use in a mailing to encourage increased giving. To access this smart query from the Giving Dynamics report, click **Giving Dynamics smart query** under **Tasks**. For information about how to create a smart query, see the *Query and Export Guide*.

When you generate a report, you can use the toolbar buttons to modify how you view the report. The toolbar buttons are common to all reports.

➤ View the Giving Dynamics report

1. From *Revenue*, click **Giving dynamics** under **Reports**. Or, from *Analysis*, select **Revenue reports** and then **Giving dynamics**. The Giving Dynamics Report page appears.
2. In the **Previous period dates** field, select the earlier time period to include in the comparison, such as Last Year. If you select Specific Date, enter the start and ends of the time period.
3. In the **This period dates** field, select the later time period to include in the comparison, such as This Year. If you select Specific Date, enter the start and ends of the time period.
4. To include only revenue transactions toward a specific designation in the comparison, in the **Designation** field, search for and select the designation to use.
5. To include only revenue transactions under a specific amount, select **Exclude revenue over** and enter the maximum revenue amount of the transactions to include.
6. Click **View Report**. The program generates and displays the report.
7. To close the report and return to the previous page, click **Back**.

Matching Gift Claim Summary Report

With the Matching Gift (MG) Claim Summary report, you can view information about a specific set of matching gift claims, based on a query selection that you define. You can narrow the report to include only matching gift claims processed within a specific date range. When you generate a Matching Gift Claim Summary report, you can view information the organizations for which you have recorded matching gift claims, the total revenue those organizations matched, and for which constituents they matched revenue.

Note: Only constituent organizations that have matching gift claim records will display in the report. Querying any constituents whose gifts are matched will not display the matching gift claim record. For example, if AAA Concrete has a matching gift claim record for a donation made by Robert Hernandez, querying on Robert Hernandez will not pull up the matching gift claim record.

Matching Gift Claim Summary

Constituent query:

Date: from: to:

1 of 1 Find | Next

Matching Gift Claim Summary

Selection:
Date range: All Dates

Total matched payments:	\$800.00	Total MG claim amount:	\$1,100.00	Total MG claim balance:	
Total number of MG claims:	6	Total paid:	\$0.00		

Organization Constituent	Matched Payments	Total MG Claims	MG Claim Amount	Paid
<input type="checkbox"/> The Bean Grinder	\$250.00	1	\$250.00	\$0.00
<input type="checkbox"/> Nancy R. Peters	\$250.00	1	\$250.00	\$0.00
<input type="checkbox"/> Davis & Johnson Pharmaceuticals	\$50.00	1	\$50.00	\$0.00
<input type="checkbox"/> Robert C. Hernandez	\$50.00	1	\$50.00	\$0.00
<input type="checkbox"/> Midland Banking Center	\$100.00	1	\$100.00	\$0.00

➤ View the Matching Gift Claim Summary report

1. From *Revenue*, click **Matching gift claim summary** under **Reports**. The Matching Gift Claim Summary page appears.
2. In the **Constituent query** field, enter the query selection with which to run the report, or click the magnifying glass to search for a constituent query selection. For more information about queries, refer to the *Query and Export Guide*.
3. To narrow the results by a specific date range, in the **Date** field, select the date range for which to view matching gift claim information.

- a. In the **from** and **to** fields, click the calendar icons to access calendars from which to select the date range.
4. To generate the report, click **View Report**. The Matching Gift Claim Summary report appears.

Pledge Installments Projection Report

With the Pledge Installments Projection report, you can view detailed information about your current and projected pledge revenue, grouped by constituent or designation, for a specific time period. You can select to view pledge balances as of the current or previous date. You can also select how far in advance and at what interval to project pledge revenue amounts based on known installment schedules and write-offs.

- To forecast anticipated revenue from pledge installments, view balances as of the current date and select the interval for projections.
- To view a historical snapshot of balances and projections at an earlier time period, view balances as of the previous date. When you select to view balances as of a previous date, the report does not include any pledges, installment payments, or write-offs added after the selected date.

For each constituent or designation, you can view the total balance of its pledges as of the selected date, its total pledge amount past due, and total amounts due and projected from pledge installments for the selected time period and intervals. For example, if you select to view projected amounts for the next two months, the report displays the remainder for the current month and the projections for the following two months.



Pledge Installments Projection Report

Group by: Constituent Pledge balances as of: 11/16/2011

Projections for the next: 1 Months View report

Display all pledge details
 Display constituent contact information

1 of 1 Find | Next

Pledge Installments Projection

Projections for next: 1 month As of: 11/16/2011
 Group by: Constituent

Constituent	Designation	Pledge balance	Amount past due	Remainder of this month	Dec 2011	Future
Grayson, Wade	2000 Membership Fund	\$3,333.33	\$1,666.67	\$0.00	\$1,666.66	\$0.00
	2001 Annual Fund	\$3,333.34	\$1,666.67	\$0.00	\$1,666.67	\$0.00
	2000 Annual Fund	\$90.00	\$0.00	\$0.00	\$0.00	\$90.00
	2000 Membership Fund	\$4,900.00	\$0.00	\$0.00	\$0.00	\$4,900.00
	2001 Annual Fund	\$4,900.00	\$0.00	\$0.00	\$0.00	\$4,900.00
	2000 Annual Fund	\$250.00	\$250.00	\$0.00	\$0.00	\$0.00
	2000 Annual Fund	\$200.00	\$20.00	\$0.00	\$0.00	\$180.00
			\$17,006.67	\$3,603.34	\$0.00	\$3,333.33
... Cole		\$90.00	\$10.00	\$0.00	\$0.00	\$0.00

To view the details of the pledges associated with a constituent or designation, you can expand the constituent's or designation's node in the report. To expand a node, click its plus sign. To help navigate through the information, the Pledge Installments Projection report applies different colors to the rows for pledges and the sum totals. For each constituent or designation, the sum total of the pledge activity appears in a dark blue row.

Note: When you select to view pledge activity by designation, the amounts associated with a designation include only the pledges applied to that designation, not pledges applied to other designations associated through a designation hierarchy.

To view additional information about a constituent, designation, or pledge, click its link in the report.

➤ View the Pledge Installments Projection report

1. From *Revenue* or *Fundraising*, click **Pledge installments projection** under **Reports**. The Pledge Installments Projection report page appears.
2. Select whether to group the pledge amounts included in the report by constituent or designation.
3. In the **Pledge balances as of** field, select the 'as of' date of the pledge balance amounts to view. You must select the current date or earlier. For example, to view the pledge balances as of the previous year, select December 31 of that year.
4. In the **Projections for the next** fields, select the future time period for which to project pledge amounts. The projections include any remainder of the current interval. For example, if you select "12 months," the report displays the remainder for the current month and projections for the following year.
5. To view the results of the report in an expanded form, such as to view information about the pledges of each designation or constituent, select **Display all pledge details**.

Tip: Regardless of whether you select **Display all pledge details**, you can expand or collapse the report results as necessary.

6. If you group the pledges by constituent, select whether to display contact information for each constituent.

Tip: To view contact information if you do not select **Display constituent contact information**, hover over the constituent's name.

7. To generate the report, click **View report**. The Pledge Installments Projection report appears.

Pledge Status and Analysis Report

With the Pledge Status and Analysis report, you can view detailed information about your pledge revenue, grouped by constituent or designation, for a specific time period. You can filter the report to include only pledges with specific characteristics, such as past due pledges, pledges with a balance or write-offs, or pledges added during a specific time period. For each pledge, you can view its constituent and designation, the total amount of the pledge and each of its installments, the total amount received toward the pledge, and whether the constituent gave the pledge anonymously. You

can also view information about any balance, past due amounts, write-offs, and reminders associated with each pledge.

Note: For pledges applied toward multiple designations, the Pledge Status and Analysis report displays each designation split as a separate pledge. If you filter on pledge amount and the original pledge amount meets the selected criteria, its splits appear in the report, regardless of whether the split amount also meets the criteria.

Constituent	Designation	Pledge date/Installment due date	Pledge amount/Installment amount	Amount received	Date received	Pledge write offs/Reductions	Pledge balance/Installment balance	Amount past due	Most recent reminder sent date	Anonymous pledge
☐ Cole Hensley	2002 Annual Fund	2/19/2002	\$1,500.00	\$600.00		\$0.00	\$900.00	\$900.00		
		2/19/2002	\$300.00	\$300.00	2/27/2002	\$0.00	\$0.00	\$0.00		
		5/19/2002	\$300.00	\$300.00	5/19/2002	\$0.00	\$0.00	\$0.00		
		8/19/2002	\$300.00	\$0.00		\$0.00	\$300.00	\$300.00		
		11/19/2002	\$300.00	\$0.00		\$0.00	\$300.00	\$300.00		
		2/19/2003	\$300.00	\$0.00		\$0.00	\$300.00	\$300.00		
			\$1,500.00	\$600.00		\$0.00	\$900.00	\$900.00		
☐ Lane A. Pembroke			\$12,000.00	\$5,000.00		\$0.00	\$7,000.00	\$7,000.00		
☐ Wilson Exterminating and Pest Control			\$5,000.00	\$1,250.00		\$0.00	\$3,750.00	\$3,750.00		
Grand total			\$18,500.00	\$6,850.00		\$0.00	\$11,650.00	\$11,650.00		

Warning: The Pledge Status and Analysis Report includes details about pledge revenue as of the current date or a past date. You cannot select to view pledge activity as of a future date. To view projected pledge revenue activity, use the Pledge Installments Projection report. For information about this report, refer to [Pledge Installments Projection Report on page 265](#).

To view the details of the pledges associated with a constituent or designation, you can expand the constituent's or designation's node in the report. To help navigate through the information, the Pledge Status and Analysis report applies different colors to the rows for pledges, pledge installments, and the sum totals.

- When you expand a node, each pledge for the constituent or designation appears in a light blue row.
- When you expand a node, each installment for a pledge appears in a white row.
- For each constituent or designation, the sum total of the pledge activity appears in a dark blue row.

To view additional information about a constituent, designation, pledge, or pledge installment, click its link in the report.

➤ View the Pledge Status and Analysis report

1. From *Revenue* or *Fundraising*, click **Pledge status and analysis** under **Reports**. The Pledge Status and Analysis report page appears.
2. Select whether to group the pledges included in the report by constituent or designation.
3. In the **Display** field, select the type and revenue amount of the pledges to include in the report. For example, to see all pledges with a balance greater than \$100.00, you can select to include "All pledges with a balance" and "Greater than \$100.00."
4. In the **Date** or **As of** field, select the date criteria of the pledges to include.
5. To view the results of the report in an expanded form, such as to view information about each pledge's designations or installments, select **Display all pledge details**.

Tip: Regardless of whether you select **Display all pledge details**, you can expand or collapse the report results as necessary.

6. If you group the pledges by constituent, select whether to display contact information for each constituent.

Tip: To view contact information if you do not select **Display constituent contact information**, hover over the constituent's name.

7. To generate the report, click **View report**. The Pledge Status and Analysis report appears.

Pledge Receivables Report

Use the Pledge Receivables report to view the detail and total amount of your outstanding pledges. Only posted activity is included in this report. You can filter the report by constituent or designation, and include only pledges with specific characteristics, like the as-of post date. For each pledge, you can view its constituent and designation, pledge date, Lookup ID, and Revenue ID. You can also view information about any balance, payments, and write-offs associated with each pledge.

Pledge Receivables Report

Report type: Summary
 As-of post date: 9/19/2012
 Group by: Constituent

1 of 1 Find | Next

Pledge Receivables Report

As of: 9/19/2012 Include: Posted
 Group by: Constituent

Constituent / Lookup ID	Pledge	Write-offs	Payments	Balance
Abrahms, Wendy / 8 -10000545	\$50,000.00	\$0.00	\$0.00	\$50,000.00
Andrews, George / 8 -10000260	\$1,000.00	\$0.00	\$0.00	\$1,000.00
Hernandez, Robert / 8 -10000260	\$5,000.00	\$0.00	\$0.00	\$5,000.00

Note: You cannot filter the Pledge Receivables report by transaction date. Therefore, report totals on other pledge reports may vary.

For pledges applied toward multiple designations, the Pledge Receivables report displays each designation split as a separate pledge.

To view the details of the pledges associated with a constituent or designation, you can expand the constituent's or designation's node in the report.

To view additional information about a constituent, designation, pledge, click its link in the report.

Note: The purpose of this report is to reflect the detail and total amount of your outstanding pledges. Therefore, this report includes only posted activity. If you have pledges in your system marked as "Do Not Post," they will not appear on the Pledge Receivables Report.

➤ View the Pledge Receivables report

1. From *Financials*, click **Pledge receivables report** under **Reports**. The Pledge Receivables Report page appears.
2. In the **Report type** field, select "Detail" to view the report with all pledge detail included. To view a summary of the report, select "Summary."
3. In the **As-of post date** field, enter the as-of post date for which you want to include pledge receivables. The as-of date you enter includes transactions up to, and including, that date.
4. In the **Group by** field, select whether to group the pledge receivables included in the report by constituent or designation.
5. To generate the report, click **View report**. The Pledge Receivables report appears.

Projected Income Report

The Projected Income report provides information about anticipated revenue from scheduled pledge installments and recurring gift payments. When you run the report, you can select whether to display projected revenue from pledges and recurring gifts until the end of either the calendar year or fiscal year. You can also select whether to view totals from all designations, selected designations, or a specific designation. When you run the Projected Income report, the program calculates and displays the total projected revenue from pledges and recurring gifts until the end of the calendar year or fiscal year, broken down by period of month, quarter, or year.

Note: Only recurring gifts with a status of "Active" or "Lapsed" count towards the projected income.

Designation	September 2011	November 2011	Total
Botanical Garden Fund	\$10.00	\$10.00	
Recurring gifts	\$10.00	\$10.00	\$20.00
Pledges	\$0.00	\$0.00	\$0.00
Camp Kids Scholarship	\$10.00	\$10.00	

When you generate a report, you can use the toolbar buttons to modify how you view the report. The toolbar buttons are common to all reports.

> View the Projected Income report

1. From *Revenue*, click **Projected income** under **Reports**. Or, from *Analysis*, select **Revenue reports, Projected income**. The Projected Income report page appears.
2. Select whether to include revenue toward all designations, selected designations, or a specific designation. If you select "Selected designations," search for the selection of designations to include.
3. For **Year type**, select whether to calculate projected income to the end of the calendar year or fiscal year.
4. In the **Period** field, select whether to view totals by month, quarter, or year.

5. Click **View Report**. The program generates and displays the report.

Recognition Credits Report

To view recognition credit information for a selected group of revenue or constituents, generate the Recognition Credits report. For example, generate this report to make sure board members are correctly recognized for gifts for a given period of time.

Recognition Credits

Selected revenue

Include... ▾ All records

Selected constituent

Include... ▾ All records

Date: All Dates ▾ from: 7/1/2011 to: 7/31/2011

Appeal: Recognition type:

Designation:

[View report](#)

1 of 1 Find | Next

Recognition Credits

Revenue filter: All records
 Constituent filter: All records
 Date: All Dates
 Appeal:
 Designation:
 Recognition type:

Recognition Credit				Revenue		
Constituent Name	Date	Type	Amount	Constituent Name	Date	Type
Joseph Abrahms	5/10/2011		\$100.00	Joseph Abrahms	5/10/2011	Order
George Andrews	1/11/2011		\$250.00	George Andrews	1/11/2011	Payment

The Recognition Credits report displays a list of constituents and recognition credits with the associated revenue. The recognition credit constituent name, recognition credit type, effective date, and the recognition amount display on the report. In addition, the report also displays the donor constituent name, the revenue date, revenue type, and revenue amount for the revenue associated with the recognition credit.

➤ View the Recognition credits report

1. From *Revenue*, click **Recognition credits** under **Reports**. Or, from *Analysis*, select **Revenue reports, Recognition credits**. The Recognition Credits screen appears.

2. In the **Selected revenue** frame, click **Include** and select the records to include. Select "All records," "Selected records," or "Specific record." If you select "Selected records" or "Specific record," in the field that appears, click the magnifying glass to search for the revenue transaction records to include in the report.

Note: If you select a revenue transaction query and a constituent query, the two queries merge before query results appear. However, records in the revenue transaction query that are not in the constituent query are removed from the merged query. For example, Michael Adamson's \$50 cash gift is in the revenue transaction query. Because Michael Adamson is not in the constituent query, he does not appear in the report results.

3. In the **Selected constituent** frame, click **Include** and select the records to include. Select "All records," "Selected records," or "Specific record." If you select "Selected records" or "Specific record," in the field that appears, click the binoculars to search for the constituent records to include in the report.
4. Enter the date range to filter the report.
 - In the **Date** field, select a date for which to view constituent recognition credit information.
 - If, in the **Date** field, you select "Specific date," in the next field, click the calendar and select the date for which to view recognition credit information. The report will display information only for the date you select.
5. Select filters as necessary, such as by appeal, designation, or recognition type.
6. Click **View Report**. The program generates and displays the report.

Reconcile Deposits Report

You must reconcile the payments entered in the program or posted to the general ledger with your organization's bank deposit. To help reconcile the payments your organization receives to the revenue deposited to your organization's bank account, the program provides the Reconcile Deposits report.

Reconcile Deposits

Include... **All records**

Date to use: **Date**

Date: **All Dates** Start date: 7/1/2011 End date: 7/31/2011 [View report](#)

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Reconcile Deposits

Selection: All
Date to use: Date
Date range: All Dates

Total cash: \$393,244.00 (329 payments)
Total check: \$1,834,607.00 (343 payments)
Total credit card: \$164,460.00 (117 payments)

\$2,392,311.00 (789 payments)

Constituent	Lookup ID	Date	Payment Method	Name on Card	Check/Card #
Not part of a batch					
AAA Concrete	163	5/30/2005	Cash		
ABC Learning Center	164	1/14/2006	Check		5543
Joseph Abrahms	8-10000141	5/10/2011	Check		2547

The Reconcile Deposits report provides information about the cash, check, credit card, and direct debit payments received from a selection of revenue records, including the sum of the selected payments, the constituent who made each payment, the date of each payment, and the payment method and amount of each payment. The report groups payments by batch and provides the sum and count of payments received that can be deposited, by payment type.

➤ View the Reconcile Deposits report

1. From *Revenue*, click **Reconcile deposits** under **Reports**. Or, from *Analysis*, click **Revenue reports** and then **Reconcile deposits**. The Reconcile Deposits screen appears.
2. To select the revenue transactions to include, click **Include** and select "All records," "Selected records," or "Specific record." If you select "Selected records" or "Specific record," in the field that appears, search for and select the records to include in the report.
3. In the **Date to use** field, select whether to use the "Date" or the "Post date" for the revenue.
4. Enter the date range for which to view deposits.
 - In the **Date** field, select a date for which to view deposits.
 - In the **from** and **to** fields, use the calendars to select a date range for which to view deposits. The report will display deposits only for the date or date range you select.

Note: The Reconcile Deposits report shows only payments that can be deposited, regardless of whether the selection contains revenue that cannot be deposited.

- Click **View Report**. The program generates and displays the report.

Recurring Gift Missed Payments Report

The Recurring Gift Missed Payments Report processes information for recurring gifts with missed payments, such as the number of payments skipped or missed since the last payment made. For example, you may want to see all donors who missed their last three payments. You can then use the information to contact them about resuming their donations.

Note: This report includes recurring gifts of all statuses.

Constituent Name	Date	Designations	First Payment Date	First Payment Amount	Last Payment Date	Last Payment Amount	Frequency	Total Pmts.	Total Amt.
George Andrews	1/13/2011	Botanical Garden Fund; Camp Kids Scholarship; Playground Site					Bimonthly	0	
Grand totals:								0	N/A

The report processes information based on the number of payments skipped or missed since the last payment made. For example, Robert Hernandez made a recurring gift of \$10 on January 1 with a transaction due on the first of each month. Since then, Robert made the following payments.

Date	Payment
January 1	\$10 payment received
February 1	\$10 payment received
March 1	\$10 payment received
April 1	\$10 payment received
May 1	no payment received
June 1	no payment received
July 1	no payment received

If you run the report on July 15 with the missed payments of "3," the report includes Robert Hernandez because he missed his last three payments.

Note: This report does count the payments with the current date in the missed payments if the "Today" or "Specific date" of the current date filters are selected.

> View the Recurring Gift Missed Payments Report

1. From *Revenue*, click **Recurring gift missed payments** under **Reports**. Or, from *Analysis*, click **Revenue reports** and then **Recurring gift missed payments**. The Recurring Gift Missed Payments Report screen appears.
2. To select the revenue transactions to include, click **Include** and select "All records," "Selected records," or "Specific record." If you select "Selected records" or "Specific record," in the field that appears, search for and select the records to include in the report.
3. In the **Date** field, select a date for which to view missed recurring gift payments. If you select "Specific date," select the date for which to view missed recurring gift payments. The report will display all missed recurring gift payments only for the date you select.
4. In the **Minimum number of missed payments** field, enter the minimum number of missed payments to include.
5. Click **View Report**. The program generates and displays the report.

Refunds Report

With the Refunds report, you can view detailed information about refunded sales orders, donations, event registrations, and membership renewals for a specific period of time. You can filter the report to include only refunds for specific types of transactions or issued by a specific method such as Credit card or Check. For check refunds, you can select whether to include refunds marked as sent or only refunds pending delivery. For each refund, you can view its date, the item refunded, the constituent that received the refund, how the constituent received the refund, and the refund amount. You can also view the total amount of the refunded included in the report.

Warning: To issue a check refund, you can create an "Other" payment method, such as "Refunds – Checks." However, these refunds will not appear in the Refunds report. Only refunds added through the Create a refund screen appear in the report.

Date	Item refunded	Constituent	Address	Method	Process date	Check #	Amount
9/8/2011	Adopt an animal - Manatee (1 year): Upgrade	Robert C. Hernandez					\$0.00
9/7/2011	Order 10000085: Student - Admission			Cash			\$8.00
9/6/2011	Starlight Concert	AAA Concrete					\$0.00
9/6/2011	Volunteer Dinner	Charleston Development Corporation					\$0.00
9/6/2011	Adopt an animal - Penguin (1 year): Rejoin	Francis E. Baker					\$0.00

From the report, you can access the record of a refund or its constituent. To access the record, click the item refunded or the name of its constituent.

➤ View the Refunds report

1. From *Revenue*, click **Refunds** under **Reports**. The Refunds report page appears.
2. In the **Type** field, select the type of refunds to include in the report, such as "Order" or "Event registration." To not filter the report by type, select "All types."
3. In the **Refund method** field, select the issue method of the refunds to include in the report, such as "Cash" or "Check." To not filter the report by refund method, select "All."
If you select "All" or "Check," select whether to include refunds marked as sent.
4. Select the date range of the refunds to include in the report.
5. To generate the report, click **View report**. The Refunds report appears.

Revenue Annual Statement Report

The Revenue Annual Statement Report provides constituent giving histories for a time period you select. It can include receipt information, including receipts with no receipt amount. This report is useful to send to constituents as an end-of-the-year report so they can review their donations for tax purposes. Each constituent's information appears on a separate page. The data included depends on the parameters you select.

Note: This report only contains payment revenue.

Revenue Annual Statement

Include...

Date: from: to:

Include applicable groups/households on members' statements

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Revenue Annual Statement

Date: All Dates

Constituent: AAA Concrete
48 Island Lakes Shore
Pahoa, HI 78741

Date	Revenue Type	Amount	Receipt Number	Receipt Amount
5/30/2005	Payment	\$40.00		\$40.00
Total:		\$40.00		\$40.00

If your organization uses constituent groups and households, you can select to view any revenue from the constituent group or household of which the constituents in the report are members. For example, if revenue information for Robert Hernandez appears in the Revenue Annual Statement Report, you can also view total giving information for the Hernandez household.

Note: Groups and households will still have their own statements in the report if they are included in the report criteria regardless of whether they appear on individual constituent's statements.

 **Revenue Annual Statement**

Include... ▾ 🔍

Date: ▾ from: to:

Include applicable groups/households on members' statements

1 of 1 Find | Next

Revenue Annual Statement Report

Constituent: Robert C. Hernandez
410 17th St
Denver, CO 80202-4402

Date	Gift Type	Amount	Receipt Number	Receipt Amount
4/17/2008	Gift	\$100.00		\$100.00
Total:		\$100.00		\$100.00

Total revenue from households and groups associated with this constituent

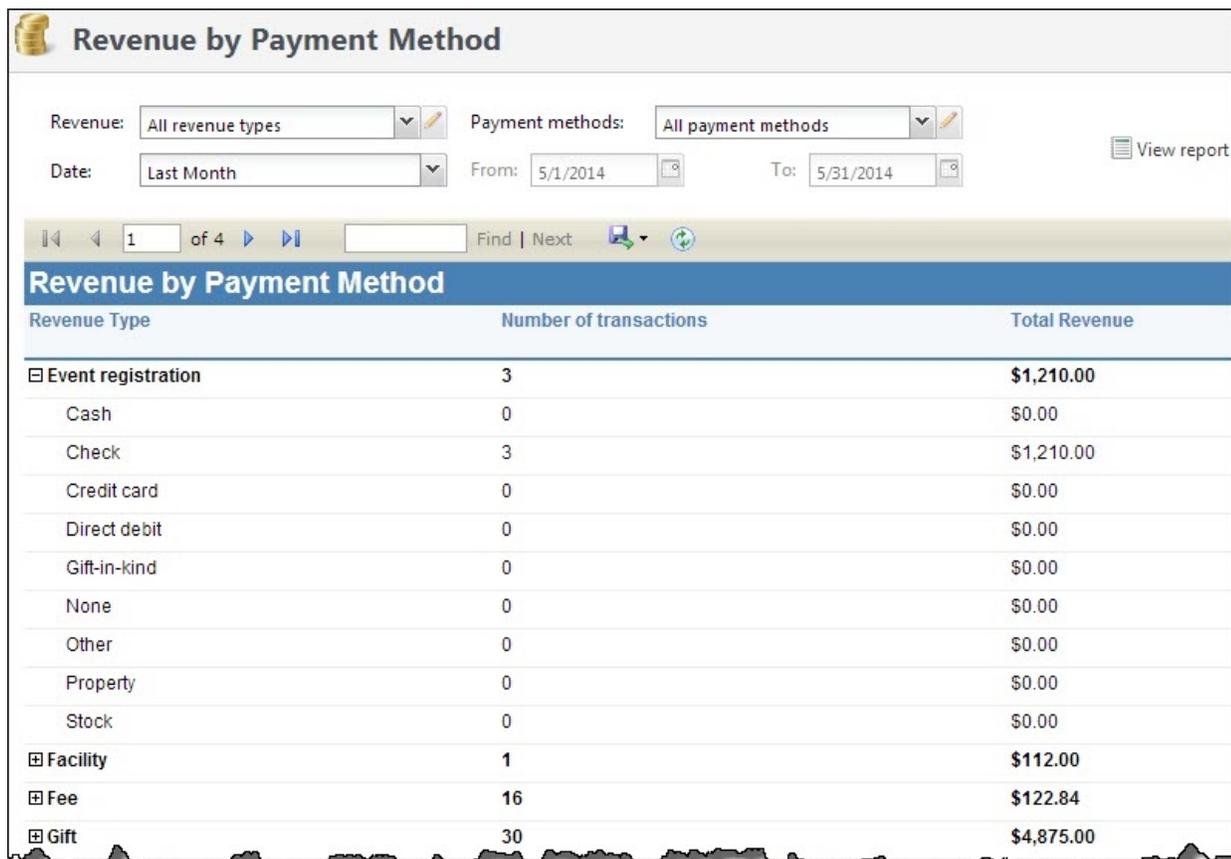
Name	Amount	Receipt Amount
Wendy & Robert Hernandez	\$500.00	\$500.00
Total:	\$500.00	\$500.00

➤ View the Revenue Annual Statement report

1. From *Revenue*, click **Revenue annual statement** under **Reports**. Or, from *Analysis*, select **Revenue reports** and then **Revenue annual statement**. The Revenue Annual Statement Report screen appears.
2. To select the constituents to include, click **Include** and select "All records," "Selected records," or "Specific record." If you select "Selected records" or "Specific record," in the field that appears, search for and select the records to include in the report.
3. Enter the date range for which to view constituent giving histories.
 - In the **Date** field, select a date for which to view constituent giving histories.
 - If, in the **Date** field, you select "Specific date," in the date range fields, click the calendar and select the date range for which to view constituent giving histories. The report displays only constituent giving histories for the date range you select.
4. To display revenue information for any households or groups of which the constituent is a part, select **Include applicable groups/households on members' statements**.
5. Click **View Report**. The program generates and displays the report.

Revenue by Payment Method Report

The Revenue by Payment Method report provides a breakdown of revenue activity by payment method. When you run the report, you can select to include revenue of all revenue types and payment methods or only specific revenue types and payment methods. You can also select whether to include only revenue from a specific time period. When you run the Revenue by Payment Method report, the program displays a breakdown of the number of transactions and total revenue received by each payment method for each revenue type.



Revenue Type	Number of transactions	Total Revenue
<input type="checkbox"/> Event registration	3	\$1,210.00
Cash	0	\$0.00
Check	3	\$1,210.00
Credit card	0	\$0.00
Direct debit	0	\$0.00
Gift-in-kind	0	\$0.00
None	0	\$0.00
Other	0	\$0.00
Property	0	\$0.00
Stock	0	\$0.00
<input type="checkbox"/> Facility	1	\$112.00
<input type="checkbox"/> Fee	16	\$122.84
<input type="checkbox"/> Gift	30	\$4,875.00

> View the Revenue by Payment Method report

1. From *Revenue*, click **Revenue by payment method** under **Reports**. Or, from *Analysis*, select **Revenue reports** and then **Revenue by payment method**. The Revenue by Payment Method screen appears.
2. In the **Revenue** field, select whether to include revenue applied toward all revenue types or only specific revenue. If you select "Selected revenue types," select the types of revenue to include.

3. In the **Payment methods** field, select whether to include revenue from all payment methods or only specific payment methods. If you select "Selected payment methods," select the types of payment methods to include.
4. In the **Date** field, select the time period of the revenue to include. To include all revenue transactions of the selected application types and payment methods, select "All dates." If you select "Specific date," enter the start and end dates of the time period.
5. Click **View Report**. The program generates and displays the report.

Revenue Recognition Credits Report

To view recognition credit information for a selected group of revenue, generate the Revenue Recognition Credits report. For example, generate this report weekly to make sure recognition credit has been associated with revenue correctly.

Revenue Recognition Credits

Include... ▾ All records

Date: All Dates ▾ from: 7/1/2011 to: 7/31/2011 View report

Appeal: Recognition type:

Designation:

1 of 42 Find | Next

Revenue Recognition Credits

Filter selection: All records

Appeal: Designation:

Date: All Dates Recognition type:

Constituent	Date	Type	Amount
Recognized constituent	Recognition type	Effective date	Recognized amount
ABC Learning Center	5/22/2003	Payment	\$1,000.00
There are no recognition credits for this revenue that match the report criteria.			
ABC Learning Center	1/13/2004	Payment	\$1,800.00
There are no recognition credits for this revenue that match the report criteria.			

The Revenue Recognition Credits report displays the constituent and date associated with the revenue, the revenue amount, and the revenue type. The report also displays a sub-report that lists the recognized constituent and effective date associated with recognition credit, the recognition amount, and the recognition type.

➤ View the Revenue recognition credits report

1. From *Revenue*, click **Revenue recognition credits** under **Reports**. Or, from *Analysis*, select **Revenue reports** and then **Revenue recognition credits**. The Revenue Recognition Credits

screen appears.

2. Click **Include** and select the records to include. Select "All records," "Selected records," or "Specific record." If you select "Selected records" or "Specific record," in the field that appears, search for the revenue transaction records to include in the report.
3. Enter the date range to filter the report.
 - In the **Date** field, select a date for which to view constituent revenue recognition credit information.
 - If, in the **Date** field, you select "Specific date," in the next field, click the calendar and select the date for which to view revenue recognition credit information. The report will display information only for the date you select.
4. To include recognition for a specific **Appeal** only, click the magnifying glass to search for and select an appeal. For example, select "Walk-A-Thon."
5. To include recognition for a specific **Designation** only, click the magnifying glass to search for and select a designation. For example, select "Library."
6. Select a **Recognition type** to filter the report. For example, select "Spouse."
7. Click **View Report**. The program generates and displays the report.

Total Revenue and Payments Report

The Total Revenue and Payments report shows revenue, such as admission and programs, memberships, pledges, and donations. To view this report, from *Revenue*, click **Total revenue and payments** under **Reports**.

Note: This report is dynamic and does not provide a static view of data over time. It represents the current state of data in the system and not a historical view.

You can choose to display transactions by specific users and sources such as Daily sales and Advance sales. For example, if you only want to see sales made by John Smith from Daily sales, you can select John Smith as the user and Daily sales as the source. However, if you filter the report by user, revenue and online transactions will not appear on the report since these types of transactions do not have users associated with them. To view revenue for a specific range of dates, select "Specific date" in the **Date** field and enter the range. You can also select to include taxes, security deposits, or future pledge revenue that has been committed but not received.

You can also choose to view two separate sub-reports. To view the Revenue by Payment Method sub-report, select the **Show payment method distribution** checkbox, and to view the Group Sales (Previously unearned) sub-report, select the **Show revenue that moved from unearned to earned** checkbox.

After you set your criteria, click **View report** to view the report.

Total Revenue and Payments

Date: Last Month From: 6/1/2013 To: 6/30/2013

User: All All users

Report type: Summary Source: All sources Advance sales Daily sales

Sort by: Date Group sales Online sales Back office

Include taxes
 Include pledge commitments not received
 Show payment method distribution
 Include security deposits
 Show revenue that moved from unearned to earned

View report

1 of 2 Find | Next

Total Revenue and Payments Report

Start date: 6/1/2013 End date: 6/30/2013

User: All users Source: All sources

Include taxes: No Include security deposits: No

Include pledge commitments not received: No

Category	Count	Amount
Admission and programs	51	\$1,280.54
Admission	10	\$91.05
General Admission	14	\$878.00
Guided tour	5	\$158.20
Lecture program	3	\$9.00
Pre registered program	1	\$8.00
Sea Life Lecture	1	\$55.00
Sharks - Monsters of the Deep	16	\$80.62
Suspect	1	\$0.67
Facilities	5	\$156.00
Campus Center Ballroom	1	\$16.00
Cobblestone House	1	\$100.00
Lecture Hall	3	\$40.00
Resources	12	\$920.07
Audio Guide	5	\$402.00
Lunch Bag	1	\$24.00
Projector	2	\$36.00

Date	Constituent name	Transaction type	Reference	Method	Amount	Arrival date	Group type	Reservation name
6/25/2013	Ferris Olin	Payment	Order-10000187	Check	\$55.00	4/12/2013	Tour	Olin

The report is split into different revenue application types such as admission and programs, event registrations, and memberships. Also, these sections reflect order revenue where group sales reflects payment revenue.

Note: The **Constituent**, **Reference**, and **Amount** columns contain hyperlinks to the various records.

Group sales revenue also has additional revenue application types such as facilities, resources, and unearned revenue. The Unearned Revenue section of the report displays group sales overpayments, prepayments, and refunds and the Overage Kept section displays information about the date and amount for when the overpayment was kept and moved to the overage account you have mapped. This section will be most commonly used by organizations that have a no refund policy and commonly keep any balance or overpayment that is on account.

Note: Reservation deposits or payments made in advance for group sales are considered unearned or earned revenue. Payments are unearned revenue until the group is checked in. When a group is checked in, the revenue moves from unearned to earned and any exiting or newly added payments are distributed across group sales items in this order: facilities, staffing resources, supply or equipment resources, taxes, fees, tickets.

Revenue by Payment Method

This sub-report displays a breakdown of revenue by the payment method type, such as credit card, cash, and checks. Information in this section includes the number of payments for each payment

method as well as each payment method type, sub-type, and amount. This section always includes taxes because it shows the full payment and is commonly used for comparison against your bank deposit, credit card statement, or checks on hand.

Revenue by Payment Method Report				
☐ Cash			10	\$360.08
Date	Constituent name	Reference	Amount	
7/1/2013	James S. Reid	Order-10000529	\$1.61	
7/1/2013	The Bean Grinder	Order-10000535	\$20.87	
7/1/2013	Doug Barlow	Order-10000536	\$50.00	
7/1/2013	Charles Burke	Order-10000537	\$32.00	
7/1/2013	Andrews Dannie	Order-10000539	\$24.00	
7/2/2013	Ashleigh Smith	Order-10000496	\$96.00	
7/2/2013		Order-10000542	\$15.60	
7/2/2013	Charles Burke	Order-10000540	\$10.00	
7/8/2013	J Booth	Donation	\$100.00	
7/8/2013	Amy Radcliffe	Order-10000495	\$10.00	
☑ Credit card			6	\$77.52
Total Payments				\$437.60

Group Sales (Previously unearned)

This sub-report displays revenue recognition information about group sales pre-payments or over payments that were previously in your group sales unearned revenue account. This information is important for organizations that run accrual-based accounting and need this view to help with reconciliation activities.

Group Sales (Previously Unearned) Report							
Facilities		1	\$50.00				
☐ Brooks Dining Hall		1	\$50.00				
Date	Constituent name	Reference	Method	Amount	Payment date	Group type	Reservation name
4/12/2013	Ferris Olin	Order-10000187	Check	\$50.00	10/2/2012	Tour	Olin
Resources		2	\$129.60				
☐ Projector		1	\$12.00				
Date	Constituent name	Reference	Method	Amount	Payment date	Group type	Reservation name
4/12/2013	Ferris Olin	Order-10000187	Check	\$12.00	10/2/2012	Tour	Olin
☑ Stroller		1	\$117.60				
Previously unearned total				\$179.60			

Adjustment History Report

To view a general summary of the adjustments made to the revenue after it posts to the general ledger, such as changes to the revenue amount or its designations, you can run the Adjustment History report.

Revenue Type	Adjustment Date	Adjusted Field	Value Before Adjustment	Value After Adjustment
<input type="checkbox"/> Payment	3/17/2014			
Adjustment reason: 010 - Adjusting this				
Adjustment details:				
Adjustment post status:	Posted	Reversal:	Debit 4000-101-201-302	\$5,000.00
Adjustment post date:	3/17/2014		Credit 1000-101-201-302	\$5,000.00
		Adjustment:	Debit 1000-101-201-302	\$5,000.00

The Adjustment History report displays the constituent and date associated with the revenue, the revenue amount, and the revenue type. The Adjustment History report also records and displays adjustments made to the posted revenue, including the date of the adjustment, the field adjusted, and the field value before and after the adjustment.

Note: The Adjustment History Report displays a general summary of the adjustments made to a specific revenue record after it posts to the general ledger. To view adjustment information about all revenue adjustments within a specific date range, refer to [Adjusted Revenue Report on page 256](#).

To generate this report, access the record of the revenue transaction. On the Adjustment history tab, click **View report**.

Exception Report for Generate Payments Processes

When you run a generate payments process, the process status page appears and displays the number of records that did and did not generate payments. Payments that did not generate are called exceptions. When there are exceptions, you can view the Exception Report for the generate payments process. This report contains information about the payments that did not generate and explains why each did not generate. You can view the Exception Report from the generate payments process status page.

You can print a hard copy of the Exception Report. To print a report, click the **Print** button on the toolbar of the report. You can also set up the page format for the print job to determine how the printed report looks. You can also use the report information in another software application or save

the report in another file format, such as to share the data with someone who cannot access the program. When you click the **Export** button on the toolbar, you can export the information into a shared application, such as Microsoft *Excel*, or save the report into an easily shared format, such as Adobe *Acrobat* (*.pdf) or a Web archive (*.mhtml).

➤ View the Exception Report for a generate payments process

1. Access the status page for the generate payments process for which you want to view exceptions.
2. Select which instance of the process to use to generate the report. You can generate an Exception Report for the most recent instance of the process or for a previous instance.
 - To generate an Exception Report for the most recent instance of a generate payments process, select the Recent status tab on the generate payments process status page.
 - To generate an Exception Report for a previous instance of a generate payments process, select the History tab on the process status page. In the grid, select the status record to use to create the Exception Report.

Note: On the History tab, you can filter the status records that appear in the grid by the process status. If you filter the records in the grid, it can reduce the amount of time it takes to find a process instance. For example, if you search for an instance that completed its operation, you can select to view only status records with a **Status** of "Completed." To filter the records that appear in the grid, click **Filters** in the action bar. The **Status** field and **Apply** button appear so you can select the status of the instances to appear in the grid.

3. If the selected instance contains a commitment for which the program cannot generate a payment, the **Exception Report** button is enabled. On the action bar, click **Exception Report**. The Report Viewer screen appears. The program generates and displays the Exception Report.

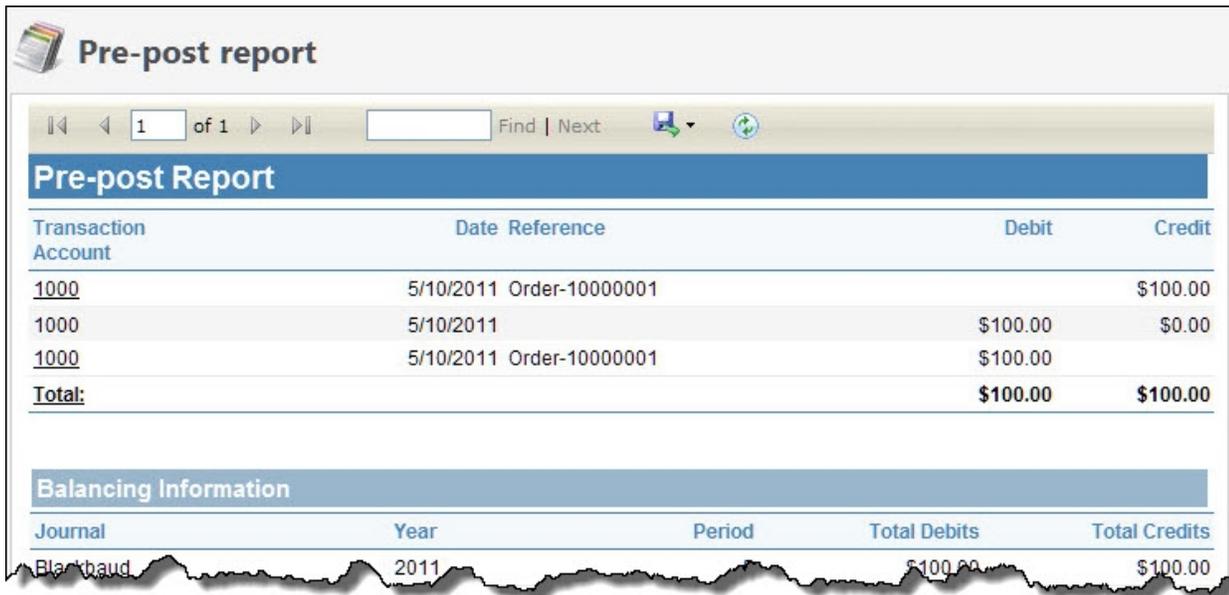
Note: After you click **Exception Report**, you can stop the program from generating the report, such as if you decide to generate the report for a different instance of the process. To stop the program when it is generating the report, click the **Stop Rendering** button on the toolbar. The message "Report processing was canceled" appears.

Post Revenue to General Ledger Reports

You can generate multiple reports to view activity for a Post revenue to GL process.

Pre-post Report

Before you post revenue to the general ledger, you can generate a preview report to determine if the post process includes the criteria you want to use. The report includes information about each transaction and displays the total amount of revenue that will be posted when you run the process. You can save or print the report. This report is view only and cannot be edited.



Pre-post report

1 of 1 Find | Next

Pre-post Report

Transaction Account	Date	Reference	Debit	Credit
1000	5/10/2011	Order-10000001		\$100.00
1000	5/10/2011		\$100.00	\$0.00
1000	5/10/2011	Order-10000001	\$100.00	
Total:			\$100.00	\$100.00

Balancing Information

Journal	Year	Period	Total Debits	Total Credits
Blackbaud	2011		\$100.00	\$100.00

➤ Generate a Pre-post Report

You can access the Pre-post report from the Post Revenue to GL page. You can create this report only for process instances that have not yet been run.

1. From *Revenue*, click **Post revenue to GL**. The Post Revenue to GL page appears.
2. Under **Post to GL processes**, click the double arrows beside the post process for which to generate the report.
3. Click **Pre-post report**. The report appears.
4. To close the report and return to the previous page, click **Back**.

Post to GL Report

The Post to GL report provides information about revenue that successfully posted with a post process. The report includes information such as post date, account, project, and debit and credit amounts. It also provides the grand total of the revenue posted with the process. You can save or print the report. This report is view only and cannot be edited.

Note: After you run a post process, the Post to GL report automatically appears.

Warning: The Batch column in the exported Post to GL report does not correspond to the Revenue Batch ID and will always be blank.

➤ Generate a Post to GL report

You can access the Post report from the Recent status tab or History tab on the status page of a post process. The instance of the process for which you generate the report must have a status of "Completed."

1. From *Revenue*, click **Post revenue to GL**. The Post Revenue to GL page appears.

2. Under **Post to GL processes**, click the name of the process for which to generate the report. The process status page appears.
3. Select for which instance to generate the report.
 - To generate the report for the most recent instance, select the Recent status tab.
 - To generate the report for a previous instance, select the History tab. In the grid, select the instance for which to generate the report.
4. On the action bar, click **Post report**. The report appears.

Post to GL Exception Report

The Exception report provides information about revenue that did not successfully post with post process. This report includes information such as post date, account, project, debit and credit amounts, and the reason the post failed, such as a designation not mapped to a GL code. You can save or print the report. This report is view only and cannot be edited.

Post to GL exception			
Post Exception Report			
Transaction Account	Date Reference	Debit	Credit Reason
XXXX-XXXX-XXXX-XXXX	9/30/2014 King-Pledge Payment for bookable pledges-Check		\$10.00 The account assigned to unmapped transactions is included in this GL distribution.
XXXX-XXXX-XXXX-XXXX	9/30/2014 King-Pledge Payment for bookable pledges-Check	\$10.00	The account assigned to unmapped transactions is included in this GL distribution.
Total:		\$10.00	\$10.00

➤ Generate a Post to GL Exception report

You can access the exception report from the Recent status tab or History tab on the status page of a post process.

1. From *Revenue*, click **Post revenue to GL**. The Post Revenue to GL page appears.
2. Under **Post to GL processes**, click the name of the process for which to generate the report. The process status page appears.
3. Select for which instance to generate the report.
 - To generate the report for the most recent instance, select the Recent status tab.
 - To generate the report for a previous instance, select the History tab. In the grid, click the double arrows beside the instance for which to generate the report.
4. On the action bar, click **Exception report**. The report appears.