

Treasury Guide

06/12/2017 Blackbaud Altru 4.6 Treasury US

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Treasury-2017

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In *Treasury*, you maintain all your bank and account information. You can add banks and accounts, adjustment categories and adjustments, miscellaneous payments, and deposits. You can also link multiple payments and access each bank account register within *Treasury*. The bank account register displays information specific to the selected account, such as transaction date and type, system, number, payee, status, amount, balance, and date cleared. You can also reconcile credit card transactions, and work with chargeback and suspect transactions.

In addition, you can create and review deposits. All eligible payments made through *Sales, Treasury* (miscellaneous payments), and the back office can be added to the deposit process. Examples of back-office payments include payments made as part of a batch or from a revenue record outside of *Sales* and *Treasury*. For more information about creating deposits and reviewing deposit process information, see the *Sales Guide*.

From the main *Treasury* page, you can access all areas of *Treasury* and perform searches for specific records.

Financials Workcenter

When you are assigned the Accounting Manager system role, you can access the Financials workcenter. The Financials workcenter is a single location that contains links to the financial tasks you frequently use. To access the workcenter, click *Financials*.

On the Tasks tab of the main workcenter page, you can search for and work with deposits, banks, and miscellaneous payments; post revenue to the general ledger; view reports; and work with EFT processes. You can also add fiscal years and review unmapped transactions messages.

On the Revenue tab, you can view and filter revenue information by sales channel and payment method. You can also view payments and refunds that are currently unlinked to a deposit.

Tip: To view the exact number on a graph, hover your cursor on a data point.

Manage Bank Accounts

The Manage Bank Accounts page displays bank and account information such as bank name, account name and type, routing number, and current and ending balances. You can add, view, and delete bank accounts from this page, as well as access the bank account register.

All bank accounts, regardless of bank, display in the grid. To access the Manage Bank Accounts page, click **Manage bank accounts** from the Treasury page.

Add a Bank

When you add a bank to the system, you assign a Bank constituency to an organization that is not already a bank. This organization constituency stores specific bank information, such as routing number. You can add a bank from the Manage Bank Accounts page.

> Add a bank

1. From the Treasury page, click **Manage bank accounts**. The Manage Bank Accounts page appears.
2. Click **Add a bank** under **Tasks**. The Add a Bank screen appears.
3. From the **Organization** field, click the search icon. The Non-Bank Search screen appears.
4. From the Non-Bank Search screen, search for and select the organization to add as a bank.

Tip: Rather than click the search icon, you can enter the first few letters of the organization's name and press Tab. If your entry is unique to the organization, the program fills the rest of the field with the organization's name. If there are multiple entries that match, the Non-Bank Search screen appears with the possible organizations.

If the organization is not in your database, you can add it from this screen. To add an organization from the Non-Bank Search screen, on the **Results** grid, click **Add**.

Note: If an organization has a Bank constituency, it does not appear in the search.

5. Click **Select**. You return to the Add a bank screen.
6. In the **Routing number** field, enter the routing number for the account. This number is provided by your bank.
7. Click **Save**.

Note: You can view the Bank constituency record on the Constituencies tab on the Organization record.

Bank Search

Once you add a bank, you can use the Bank Search screen at any time to find the bank you need to access. The Bank search is located on the main Treasury page.

> Search for a bank

1. From the Treasury page, click **Bank search**. The Bank Search screen appears.

2. In the **Bank/Org name** field, enter the name of the bank to search.

Note: You can enter a partial name or individual letters in this field. The search is not case-sensitive. However, the search field searches for the exact phrase you enter. For example, "bank" returns "Bank of America" but not "US Bank." To search for a character or word within a name, use wildcards. For example, "%Bank" returns both "Bank of America" and "US Bank."

3. In the **Lookup ID** field, enter the Lookup ID associated with the bank or organization.
4. In the **Routing / sort / BIC** field, enter the routing number, sort code, or BIC.
5. In the **Address, City, State,** and **ZIP/Postal code** fields, enter the address information.

6. To match the search criteria exactly as entered, select **Match all criteria exactly**.

Tip: When you do not select **Match all criteria exactly**, you can use "wildcard" characters in place of parts of search criteria. To replace a group of characters, use an asterisk (*) or percent sign (%). To replace a single character, use a question mark (?) or an underscore (_). For example, to return all constituents with a last name that ends with "son," such as Johnson and Williamson, enter "*son" or "%son" as the last name. To find the last name of Smith or Smyth, enter "Sm?th" or "Sm_th."

7. To show the advanced search options, click the arrow beside **Show advanced search options**.
 - a. To include aliases, select **Check aliases**.
 - b. To include alternate lookup IDs, select **Check alternate lookup IDs**.
 - c. To exclude non-primary addresses, select the **Only search primary addresses**.
 - d. To include similar names such as "Smith" and "Smyth," select **Include fuzzy search on name**.
8. Click **Search**. The program searches the database and displays all the banks that meet your criteria in the **Results** grid.
9. On the **Results** grid, select the bank to open. The Bank page appears.

Note: To add a new bank from the **Results** grid, click **Add** on the action bar.

Bank Record

The bank record displays information about the organization, such as name and address, lookup ID, and status. To view bank-specific information, such as default banking information and details about each account within a bank, use the General and Accounts tabs under the Bank tab.

On the Bank tab, you can edit the default routing number. For more information about default bank information, refer to [Add a bank on page 8](#). You can also add, edit, and delete bank accounts associated with the bank.

Add a Bank Account

You can store information about bank accounts in your database, such as bank names, account numbers, and account types.

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** from the Treasury page. To add a bank account from the Manage Bank Accounts page, click **Add** on the action bar. You can also add a bank account from the Accounts tab on the Bank page.

Note: When you create a file to send to your organization's bank, you select a bank account to process all financial transactions included in the file. For example, when you generate a direct debit transmission file, you select a bank account in the **Bank account** field on the Add a direct debit file process screen. The bank accounts you establish in *Treasury* appear as choices for this field. For more information about how to process files to send to your organization's bank, refer to the EFT and Credit Card Processes chapter of the *Revenue Guide*.

> Add a bank account

1. From the Manage Bank Accounts page, click **Add** on the action bar. The Add a bank account screen appears.

2. In the **Bank** field, select the bank to associate with this account. The drop-down menu contains banks defined in the system. If no banks are yet defined, you can search for an organization and create the Bank constituency. Keep in mind, this field is not present when adding a bank account from a bank record's Accounts tab since the account is already associated with the bank.
3. In the **Account name** field, enter a name for the account. The account name must be unique among all bank accounts.
4. Enter the **Account number**.
5. In the **Account type** field, select a type of account, such as Savings.
6. In the **Routing number** field, enter the routing number for the account. This number is provided by your bank.

Warning: 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.

7. In the **User number** field, enter the user number or originator identification number used to identify your organization.
8. In the **Minimum balance** field, enter the minimum amount the bank requires you to keep in the account to avoid service charges.
9. Under **Debit/Credit**, select whether to associate the bank account with a cash account or an account 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 an account code, select **Account code** and then select the account 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: The option you select in the **Account code** field uses masking to generate the debit (cash) account, which obfuscates the entire account code. 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 *GeneralLedger Setup Guide*.

10. Click **Save**. You return to the Manage Bank Accounts page.

Bank Account Page

The Bank Account page displays information specific to the bank account, such as account name, type and number, minimum balance, status, and routing number or sort code, as well as transactions and adjustment category and EFT information (if applicable).

To view and edit bank account information from this page, click **Edit bank account** under **Tasks**. To close or delete a bank account, click **Close bank account** or **Delete bank account** under **Tasks**.

To add EFT information to a new bank account, click **Add EFT information** (To edit EFT information at a later date, you can click **Edit** from the EFT Information tab).

Bank Account Register

The bank account register displays transaction information specific to the account, such as sequence, date, type of transaction and amount, reference information, and account balance. From the Register tab, you can open and edit specific transactions in the register, as well as add and delete transactions.

To locate transactions within the register, use the register filters located just above the bank account register on the Register tab. For example, you can specify a particular date or date range and select the number of rows that display. Once you select your filters, click **Apply** to filter the grid.

Add or Edit EFT File Information

To generate a direct debit transmission file, you must add EFT information to be included in the direct debit header file. The direct debit header file contains information specific to a bank account such as the immediate destination, immediate origin, company name, and company ID. The direct debit header file is required to process direct debit transactions. To add EFT information for a bank account, click **Add EFT information** under **Tasks**.

When EFT information exists for a bank account, the EFT Information tab appears. To edit details on the EFT Information tab, click **Edit**.

> Add EFT information

1. From the bank account for which you want to add EFT file information, click **Add EFT information** under **Tasks** in the explorer bar. The Edit EFT file information screen appears.

Edit EFT file information

File header record information

Immediate destination: 123456789

Immediate destination name: Federal Reserve

Immediate origin: Bank account routing number 286550125

Immediate origin name: Organization name Organization name

Reference code: 12345678

Company/batch record information

Company name: Other name Nonprofit Org

Company ID prefix: 0

Company ID: 032510354

File format

Create offsetting transactions

Include carriage return/line feed

Help Save Cancel

2. In the **Immediate destination** field, enter the eight-digit identification number of the institution that approves and authorizes your organization's bank account transactions. Typically, the Federal Reserve approves most financial transactions for banks in the United States. However, your organization's bank may act as your financial approval institution.
3. In the **Immediate destination name** field, enter the name of the institution that authorizes all United States bank transactions. Typically, you enter "Federal Reserve" as the immediate destination; however, you should verify this with your organization's bank.
4. In the **Immediate origin** field, select "Bank account routing number," "Organization EIN," or "Other number." Depending on your selection, an additional field appears and displays the routing number or EIN. If you select "Other number," enter a number.

Note: To use "Bank account routing number," the routing number must exist on the bank account record. To use "Organization EIN," the EIN must exist on the organization record.

5. In the **Immediate origin name** field, select "Organization name" or "Other name." If you select "Organization name," an additional field appears and displays the organization name. If you select "Other name," enter a name.
6. In the **Reference code** field, enter additional information to identify the EFT file information.
7. In the **Company name** field, select "Organization name" or "Other name." If you select "Organization name," an additional field appears and displays the organization name. If you select "Other name," enter a name.

8. In the **Company ID prefix** field, enter the digit, 0 through 9, to appear before your company ID in the header file. Typically, your organization's bank determines this prefix.
9. In the **Company ID** field, enter your organization's federal tax identification number, employer identification number, or the number that your bank specifies for you.
10. To include offsetting transactions in a direct debit transmission file, select **Create offsetting transactions**.

An offsetting transaction is the transaction that credits your organization's account for the money debited from your donor's accounts. Before you select this, check with your organization's bank, as some banks prefer to generate the offset transaction themselves.

11. To display each record as its own row in the direct debit transmission file, select **Include carriage return/line feed**.
12. Click **Save**.

Close Bank Account

If you have a bank account you no longer use, we recommend you close the account rather than delete it to indicate the bank account is no longer current or valid.

To close a bank account, from a bank account page, click **Close bank account** under **Tasks**.

Note: If you attempt to close an account with transactions that are not posted, an error message appears. You must post or delete those transactions before you can close the account.

> Close bank account

1. From an open bank account page, click **Close bank account** under **Tasks**. A confirmation message appears that asks you to reassign the GL cash code or account associated with this bank account.
2. If you do not want to reassign the GL cash code or account associated with this bank account, click **No**. The bank account is closed and cannot be used.
3. To reassign the GL cash code or account to a new bank account, click **Yes**. The Add a bank account screen appears where you can specify new bank account information, such as bank account name and routing number.

The GL cash code or account from the closed bank account defaults into either the **Account** or **Account code** field.

For detailed information about the items on the Add a bank account screen, refer to [Add a bank account on page 11](#).

Note: If you choose to reopen a previously closed bank account for which you reassigned the GL cash code or account, you are prompted to select a new GL Cash code or account when you reopen the bank account.

4. Once you enter the appropriate bank information, click **Save**. The new bank account is now active.

Bank Account Search

Use the Bank Account Search to locate bank accounts that exist within the system. To access this search, on the Add a deposit page, click the magnifying glass in the **Bank account** field.

> Search for a bank account

1. From the **Bank account** field, click the magnifying glass. The Bank Account Search screen appears.

2. In the **Bank** field, enter the bank that holds the bank account.

Note: You can enter a partial name or individual letters in this field. The search is not case-sensitive. However, the search field searches for the exact phrase you enter. For example, "bank" returns "Bank of America" but not "US Bank." To search for a character or word within a name, use wildcards. For example, "%Bank" returns both "Bank of America" and "US Bank."

3. In the **Account name** field, enter the name of the bank account.
4. In the **Account number** field, enter the account number.
5. In the **Account type** field, select the type of account.
6. In the **Status** field, select the status of the account.
7. When your organization configures multiple general ledger account systems and you have rights to work with multiple account systems, the **Account system** field appears and displays the default account system. In this field, select the system you want to use.

8. When your organization uses multiple bank systems, select the desired bank system in the **Banking System** field.
9. Click **Search**. The program searches the database and displays the bank accounts that meet your criteria in the **Results** grid.
10. Select the bank account to open in the grid. The Bank Account page appears.

Note: To add a new bank account from the **Results** grid, click **Add** on the action bar. For more information on how to add a bank account, refer to [Add a bank account on page 11](#).

Delete Transactions

The bank account register displays transaction information specific to the open account, such as sequence, date, type of transaction and amount, reference information, and account balance. From the Register tab, you can delete deposit and adjustment transactions.

Keep in mind that you cannot delete a transaction if it has been posted. You can delete a deposit at any time, regardless of status. If the deposit has linked payments, those payments will become unlinked.

To delete transactions from the bank account register, select a transaction in the grid and click **Delete** on the action bar.

Add Miscellaneous Payments

Within *Treasury*, you can record miscellaneous payments and associate them with deposits. Miscellaneous payment transactions may include things such as postage meter money, concession revenue, application fees, pay phone revenue, or vending machine revenue.

The miscellaneous payment record explains the source and reason for the payment. In order to post a miscellaneous payment and view it in the bank register, you must link it to a deposit. The deposit records the total amount of cash, credit card, or other payments you receive and adds the funds to your bank account.

To create miscellaneous payments, from the Treasury page, click **Add a miscellaneous payment**.

➤ Add a miscellaneous payment

1. From the Treasury page, click **Add a miscellaneous payment**. The Add a miscellaneous payment screen appears.

2. In the **Deposit** field, enter the deposit you want to associate with the payment. Click the magnifying glass to access the Deposit search screen. This field is not required, and appears only when you add a miscellaneous payment from the Treasury page. If you add a miscellaneous payment directly from a deposit, the miscellaneous payment is associated with that deposit automatically.
3. In the **Amount** field, enter the amount of the payment.
4. In the **Payment date** field, enter the date you acknowledge the payment in the system.
5. In the **Post status** field, select "Not posted" or "Do not post."
6. In the **Post date** field, use the calendar to select the post date.
7. In the **Reference** field, enter a payment identifier. This text appears in the deposit record's payments grid and deposit report.
8. In the **Payment method** field, select the payment method from the drop-down menu. Your choices include "Check," "Cash," "Credit card," or "Other." Additional fields associated with the payment method appear depending on your selection.
 - If you select "Cash," enter any special codes and dates used to track the payment in the **Reference date** and **Reference numbers** fields.
 - If you select "Check," enter the check number and date.
 - If you select "Credit card," enter the cardholder's name, the last four digits of the credit card account number, type of credit card used, the credit card's expiration date, and the authorization code.
 - If you select "Other," select the payment method used in the **Other method** field, such as "Wire Transfer." Your system administrator configures the selections available in the **Other method** field. In the **Reference date** and **Reference number** fields, enter any special codes and dates used to track other forms of payment methods.
9. Click **Save**.

Miscellaneous Payment Search

Once you add a miscellaneous payment, you can use the miscellaneous payment search at any time to find the miscellaneous payment you need to access. To access the Miscellaneous Payment Search screen, click **Miscellaneous payment search** from the Treasury page.

Note: You can add new miscellaneous payments to the system directly from the Miscellaneous Payment Search screen. For more information about how to add miscellaneous payments, refer to [Add Miscellaneous Payments on page 16](#).

> Search for a miscellaneous payment

1. From the Treasury page, click **Miscellaneous payment search**. The Miscellaneous Payment Search screen appears.

2. In the **Reference** field, enter the payment identifier used to describe the payment.
3. In the **Amount** field, enter the amount of the miscellaneous payment.
4. In the **Payment method** field, select the method of payment.
5. In the **Payment date from / To** fields, select the date range for when the payment was created.
6. In the **Post status** field, select the current post status for the payment. You can select "Not posted" or "Do no post."
7. In the **Post date field**, select the date the payment posted or will post to the general ledger.
8. In the **Deposit number** field, enter the associated deposit number.

9. Select **Exclude linked payments** to exclude linked payments from the search criteria. This is helpful if you are trying to locate miscellaneous payments that are not associated with a deposit.
10. Click **Search**. The program searches the database and displays the miscellaneous payments that meet your criteria.
11. Select the miscellaneous payment to open from the **Results** grid.

Note: To add a new miscellaneous payment from the **Results** grid, click **Add**. For more information on how to add a miscellaneous payments, refer to [Add Miscellaneous Payments on page 16](#).

Miscellaneous Payment Page

You can view, edit, and delete a miscellaneous payment from the Miscellaneous Payment page. The Miscellaneous Payment page displays all the information associated with the payment, such as payment method, reference, and date. On the Documentation tab, you can view any documentation attached to the miscellaneous payment.

For more information about how to add documentation to a miscellaneous payment, refer to [Documentation on page 38](#).

Use the GL Distributions tab to view GL distributions for a payment. You can view the transaction type, account, amount, and reference for each distribution. For more information, refer to [GL Distributions Tab for a Miscellaneous Payment on page 19](#).

You can also create a receipt for the miscellaneous payment from the Miscellaneous Payment page. For more information, refer to [Receipt for Miscellaneous Payment on page 83](#).

GL Distributions Tab for a Miscellaneous Payment

On the GL Distributions tab for a miscellaneous payment, you can view the transaction type, such as Debit or Credit and the GL account number for each GL distribution. You can also view the amount and reference. The distributions you create determine the information that appears on this tab. You establish GL distributions from the General Ledger Setup page in *Administration*.

For information about how to edit a GL distribution, refer to the Revenue Records chapter of the *Revenue Guide*.

Add Deposits

You can create deposits to record the amount of cash, credit card, check, or other payments you receive and deposit into your bank account. Once you create an unlocked deposit, you can add an unlimited number of payments to the deposit.

When you create a deposit record, you enter information on the Add a deposit screen. For detailed information about each field on this screen, refer to [Add a deposit on page 20](#). You can enter defaults for a payment date, method, and amount associated with the deposit on the Payment Defaults tab of a

deposit page. For more information about payment defaults, refer to [Payment Defaults Tab on page 29](#).

You can add deposits from the Treasury page, or directly from an open bank account. When you add a deposit from the Treasury page, you must select a bank account to associate with the deposit. If you add a deposit directly from an open bank account, the deposit is associated with that bank account automatically.

> Add a deposit

1. From the Treasury page, click **Add a deposit**. The Add a deposit screen appears.

Add a deposit

Deposit information

Bank account:

Deposit date:

Post status:

Post date:

Reference:

Deposit projections

Number of payments:

Amount:

Help

2. In the **Bank account** field, select a bank account to associate with the deposit.

Note: This field appears when you add a deposit from the Treasury page. If you add a deposit directly from an open bank account, the deposit is associated with that bank account automatically.

3. In the **Deposit date** field, enter the date the deposit is made to the bank account.
4. In the **Post status** field, select "Not posted" or "Do not post" as the post status for the deposit.
5. In the **Post date** field, enter the date to post the deposit.

6. In the **Reference** field, you can enter additional text to identify this deposit. This text appears in the **Reference** column of the bank account register, and can be used when you search for deposits.
7. In the **Number of payments** field, enter the projected number of payments included with this deposit.
8. In the **Amount** field, enter the projected total deposit amount.
9. Click **Save**.

Deposit Search

After you add a deposit, you can use the Deposit search at any time to find the deposit you need to access. To access the Deposit Search screen, from the Treasury page, click **Deposit search**.

Note: You can add new deposits to the system directly from the Deposit Search screen. For more information about how to add deposits, refer to [Add Deposits on page 19](#).

> Search for a deposit

1. From the Treasury page, click **Deposit search**. The Deposit Search screen appears.

2. In the **Deposit number** field, enter the deposit number to search.
3. In the **Deposit date** field, select the date the deposit was entered.
4. In the **Deposit amount** field, enter the amount of the deposit.
5. In the **Status** field, select "Locked" or "Unlocked" for the current status of the deposit.

6. In the **Post status** field, select "Not posted," "Do not post," or "Posted" for the current post status of the deposit.
7. In the **Reference** field, enter the reference data for the deposit.
8. In the **Bank** field, enter the bank associated with the deposit.
9. In the **Account name** field, enter the bank account associated with the deposit.
10. Click **Search**. The program searches the database and displays the deposits that meet your criteria.
11. Select the deposit to open from the **Results** grid.

Note: To add a new bank account from the **Results** grid, click **Add**. For more information about how to add a deposit, refer to [Add Deposits on page 19](#).

Deposit Page

The Deposit page displays the information associated with the deposit, such as amount and projected amount, total corrections, deposit date, number of payments and projected number of payments, and status. From the Deposit page, you can view, edit, and delete a deposit, edit the deposit number, edit allowed payment methods, lock/unlock the deposit, add a deposit correction, as well as add and link and unlink payments. You can also access the Deposit report to view deposit details. For more information, refer to [Deposit Report on page 79](#).

Note: When differences exist between projected totals and actual totals, a warning icon appears next to the difference in the summary section of the deposit.

The Deposit page also displays all linked payments, payment defaults, and any documentation associated with the deposit. On the Payments tab, you can add, open, link, and unlink payments. You can also click the **Payment date** to go to a specific payment associated with the deposit. For more information about the Payments tab, refer to [Payments Tab on page 25](#).

On the Refunds tab, you can view all refunds linked to the deposit. From this tab, you can go to the refund page to view additional information about the refund such as the items refunded and the refund methods. For more information about the Refunds tab, refer to [Refunds Tab on page 25](#).

On the Deposit Corrections tab, you can add a correction to an existing deposit. For example, the expected amount of ticket sales may not equal the amount of cash in your drawer at the end of the day. You can add a correction so that the deposit amount reflects the actual amount of cash taken in. You can select a deposit correction date. The Deposit correction page appears where you can view additional details and edit or delete the correction. For more information about the Deposit Corrections tab, refer to [Deposit Corrections Tab on page 27](#).

On the Payment Defaults tab, you can enter defaults for payments. Defaults are used only when a deposit is selected on a new payment record before you enter information, or if a payment is added from the Deposit page. For more information about the Payment Defaults tab, refer to [Payment Defaults Tab on page 29](#).

On the Documentation tab, you can add notes to track helpful or interesting pieces of additional information about the deposit.

For more information about how to add documentation to a deposit, refer to [Documentation on page 38](#).

On the GL Distributions tab for a deposit, you can view details for GL distributions. You establish GL distributions from the GL Account Setup page in *Administration*. For more information about how to view GL distributions, refer to [GL Distributions Tab for a Deposit on page 30](#).

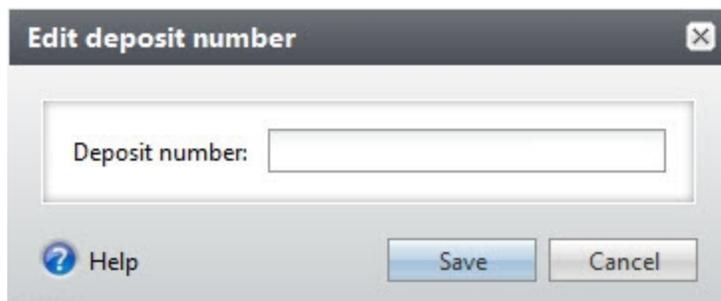
To access the Deposit page, select a deposit number on the Register tab of an open bank account. You can also search for deposits from the main Treasury page.

Edit Deposit Number

You can edit a deposit number from the Deposit page. For example, you might want to change a deposit numbering scheme for an account.

When you add a new deposit, the program automatically generates a deposit number based on the highest deposit number currently saved in the system for an account. For example, the last saved deposit number for National Bank account is 2005. When you add a new deposit for this account, its deposit number defaults to 2006.

To edit a deposit number, click **Edit deposit number** under **Tasks**. From the Edit deposit number screen, enter a new number in the **Deposit number** field.



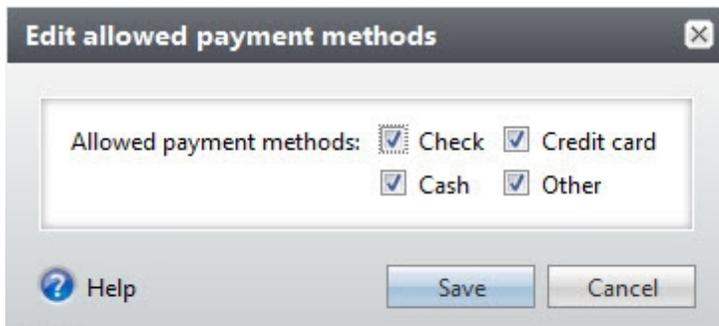
Note: If you enter a deposit number that already exists, an error message displays.

For information about deposits, refer to [Add Deposits on page 19](#).

Edit Allowed Payment Methods

You can edit payment methods allowed for a deposit from the Deposit page. For example, you might want to allow a specific deposit to have a payment method of cash only.

To edit payment methods for a deposit, click **Edit allowed payment methods** under **Tasks**. From the Edit allowed payment methods screen, select each payment method the deposit can accept. Your choices include check, cash, credit card, and other.



Warning: You cannot change a deposit's allowed payment method if that payment method exists for a linked payment. For example, if a credit card payment is currently linked to a deposit, you cannot deselect **Credit card** on the Edit allowed payment methods screen for that deposit.

Lock/Unlock Deposit

You can lock or unlock a deposit from the Deposit page. When a deposit is locked, you cannot edit the deposit, add or link payments to the deposit, unlink payments to the deposit, or edit or delete payments linked to the deposit. To unlock the deposit and change the deposit status to unlocked, click **Unlock deposit** under **Tasks**.

Warning: During the Post revenue to GL process, the program locks all unlocked deposits.

> Lock/unlock deposit

1. From an open deposit, click **Lock deposit** under **Tasks**. The **Deposit status** on the Deposit page changes to locked.

Jas account
3/19/2014 Deposit: \$100.00

Deposit number: 3 Allowed payment methods: Check, Cash, Credit card, Other
 Deposit date: 3/19/2014 Total corrections: \$10.00
 Deposit amount: \$100.00 Reference:

Payment information and deposit projections **Status**

Actual amount: \$100.00 Number of payments: 1 Deposit status: Locked
 Projected amount: \$0.00 Projected payments: 0 Post status: Posted
 Difference: \$100.00 Difference: 1 Post date: 3/19/2014

Payments Deposit Corrections Payment Defaults Documentation GL Distributions

Payments (1) | | More ▾

<input type="checkbox"/>	Payment date	Reference	Amount	Application	Payment met...	Referer
<input type="checkbox"/>	3/19/2014		\$100.00		Check	

- To unlock the deposit, click **Unlock deposit** under **Tasks**.

Note: 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. For more information about how to post a payment, edit a posted payment, or change the constituent on a payment, refer to the *Revenue Guide*.

Payments Tab

The Payments tab on the Deposit page displays all payments linked to the deposit. From this tab, you can open and view, add, link, and unlink payments.

Refunds Tab

The Refunds tab on the Deposit page displays all refunds linked with the deposit. From this tab, you can go to the refund page to view additional information about the refund such as the items refunded and the refund methods.

Link or Unlink Refund Payments with Deposits

You can link or unlink refund payments with deposits depending on your organization's needs. Note that a refund (with a depositable payment method) must be linked with a deposit in order to successfully post to the general ledger.

Note: When you link a refund payment with a deposit, the refund payment and deposit must have the same post status.

➤ Link a refund payment with a deposit

1. From a deposit record, click the Refunds tab. For more information about how to access a deposit, see [Deposit Search on page 21](#).
2. To link a refund with a deposit, from the **Refunds** grid, click **Link** in the action bar. The Link refund payment screen appears.

3. In the **Refund of order** field, click the search button. The Unlinked Refund Payment Search screen appears. For information on the items on this screen, see [Search Unlinked Refund Payments on page 26](#).
4. Search for and select an unlinked refund payment. Click **Select**.
The amount, payment method, patron name, and user name associated with the unlinked refund payment appear on the Link refund payment screen.
5. Click **Save**. You return to the Refund Methods tab.

➤ Unlink a refund payment from a deposit

1. From a deposit record, click the Refunds tab. For more information about how to access a deposit, see [Deposit Search on page 21](#).
2. To unlink a refund from a deposit, from the **Refunds** grid, select a refund and click **Unlink** in the action bar. A message appears to confirm the unlink process.

Warning: Refunds (with a depositable payment method) must be linked with deposits in order to successfully post to the general ledger.

Search Unlinked Refund Payments

The table below explains the items on the Unlinked Refund Payment Search screen. For information about how to access this screen, see [Link or Unlink Refund Payments with Deposits on page 25](#).

Screen Item	Description
Patron name	Enter name information on which to base your search. You can enter a partial name or individual letters in this field. For example, if you enter "Sm", all names beginning with the letters "Sm" appear. Also, the search process is not case-sensitive, so you can enter Smith, smith, and SMITH and get the same results.

Screen Item	Description
User name	Enter the name of the user who processed the refund payment.
Amount	Enter the amount of the refund payment.
Payment method	Select the payment method associated with the refund. For example, Cash or Credit card.
Order	Enter the order number to search for a specific record.
Match all criteria exactly	To use search criteria exactly as entered, select this checkbox. If you select this checkbox, wildcard characters do not work and instead return only the literal character. Similarly, beginning characters return only those characters entered.
Include aliases	To include an alias in your search, select this checkbox. Aliases appear on the Names tab of the patron's constituent record.
Include nicknames	To include a nickname in your search, select this checkbox. For example, to search for Robert Hernandez by his nickname, mark the checkbox. You can now enter "Bob" in the First name field when searching for him. For an individual, the nickname appears on the Personal tab of the patron's constituent record.
Dates	Select an option in this field to search for refund payments by date they were processed. You can search by a specific date or date range. You can also search for refunds from today, yesterday, this week, this month or all dates.

Deposit Corrections Tab

The Deposit Corrections tab on the Deposit page displays corrections associated with the deposit. From this tab, you can add a deposit correction. To view a deposit correction, select the deposit's correction type in the **Deposit corrections** grid. The Deposit correction page appears where you can edit or delete the correction and work with the Documentation and GL Distributions tabs. For more information about the Deposit corrections page, refer to [Deposit Correction Page on page 32](#).

Add a Deposit Correction

Once you add a deposit, you may need to correct the deposit amount. For example, the expected amount of ticket sales may not equal the amount of cash in your drawer at the end of the day. You can add a correction so that the deposit amount reflects the actual amount of cash taken in. Corrections increase or decrease the total deposit amount without affecting the individual payment amounts in the deposit.

> Add a deposit correction

1. From a deposit record, select the Deposit Corrections tab and click **Add**. The Add a deposit correction screen appears. For more information about how to add a deposit, refer to [Add](#)

[Deposits on page 19.](#)

2. In the **Date** field, select the date of the correction.
3. In the **Correction type** field, select the reason for the deposit correction. For example, your ticket sales might not match the total amount of cash in your drawer at the end of the day. In the **Correction type** field, you can select "Sales - Short" to signify that your drawer has less cash than it should.
4. In the **Amount** field, enter the amount of the correction.

Note: When you add a deposit correction, individual payment amounts within the deposit are not affected.

Your selection in the **Correction type** field determines whether or not the deposit correction is positive or negative. For example, if you select "Sales - Over," the total in the **Amount** field is automatically considered positive and increases the total deposit amount.

- Sales - Short: Signifies a decrease in the deposit amount.
- Sales - Over: Signifies an increase in the deposit amount.
- Treasury - Short: Signifies a decrease in the deposit amount.
- Treasury - Over: Signifies an increase in the deposit amount.
- Refund: Signifies a decrease in the deposit amount.

Note: Certain correction types may not appear based on system configurations.

5. In the **Method** field, select the payment method you want to correct. For example, if you want to correct the cash total in your deposit, select "Cash."
6. In the **Reference** field, enter any additional text to explain the significance of the correction.
7. Click **Save**. You return to the Deposit Corrections tab, where your deposit correction appears in the grid.

Payment Defaults Tab

After you create a deposit, you can add payment defaults on the Payment Defaults tab of a deposit. You can enter defaults for payment date, payment method, and amount. These defaults are used only when a deposit is selected on a new payment record before you enter information, or if a payment is added from the Deposit page.

Edit Payment Defaults

Once you create a deposit, you can edit payment defaults associated with the deposit as needed.

> Edit payment defaults for a deposit

1. From a deposit record, select the Payment Defaults tab and click **Edit** on the action bar. The Edit payment defaults screen appears. For more information about how to add a deposit, refer to [Add Deposits on page 19](#).

2. In the **Payment date** field, enter the default effective date of payments that will be added to this deposit.
3. In the **Payment method** field, select the default payment method for the payments in this deposit. Your choices include None, Check, Cash, Credit card, and Other.

If you select "Credit card," the **Card type** field appears for you to select a credit card type.

If you select "Other," the **Other method** field appears for you to select a payment method other than those currently listed in the **Payment method** field.

Note: Credit card types and other forms of payment methods are included in code tables you set up in *Administration*. For more information, refer to the *Administration Guide*.

4. In the **Payment amount** field, enter the default amount for payments that will be added to this deposit.

5. Click **Save**.

GL Distributions Tab for a Deposit

On the GL Distributions tab for a deposit, you can view the transaction type, such as Debit or Credit and the GL account number for each GL distribution. You can also view the amount and reference. The distributions you create determine the information that appears on this tab. You establish GL distributions from the GL Account Setup page in *Administration*.

Unlink Payments

You can unlink payments from deposits with an unlocked status that have not been posted. You cannot unlink payments from deposits with a locked status, or if the associated bank account is closed.

To unlink miscellaneous payments from the Payments tab of an unlocked deposit, select a payment in the **Payments** grid and click **Unlink**.

Tip: To unlink multiple payments, select the payments you want to unlink and click **Unlink** on the action bar.

For information about miscellaneous payments, refer to [Add Miscellaneous Payments on page 16](#).

Link Payments

You can link a payment to an unlocked deposit directly from a deposit record. Linking a payment to a deposit associates that payment with the deposit. Because payments are a part of the deposit record, all payments must be linked to a deposit before they can be posted.

To link payments to an unlocked deposit, click **Link** on the Payments tab.

Note: Any transaction linked to a deposit will be linked to the General Ledger account associated with the deposit. If you want a transaction to go to a different GL account, you must set up a new bank account with the desired GL account.

Link Multiple Payments

Payments must be linked to a deposit before they can be posted. To link multiple payments to an unlocked deposit, from the Deposit page, click **Link multiple payments** under **Tasks** in the explorer bar. To link payments from the Treasury page, click **Link multiple payments**. Linking multiple payments to a deposit at once can save time.

If you link multiple payments to a deposit from the Treasury page, you must select the deposit to link, or hold, the payments. When you link multiple payments directly from an unlocked deposit, the payments are automatically associated with that deposit.

Note: Any transaction linked to a deposit will be linked to the General Ledger account associated with the deposit. If you want a transaction to go to a different GL account, you must set up a new bank account with the desired GL account.

> Link multiple payments

1. From the Treasury page or Deposit page, click **Link multiple payments**. The Link multiple payments screen appears.

2. In the **Deposit** field, select a deposit to which you want to link the payments. To locate a deposit, use the magnifying glass to access the Deposit search screen. For more information about the Deposit search screen, refer to [Deposit Search on page 21](#).

Note: If the Link multiple payments options was selected from a deposit, that deposit will be selected automatically.

3. In the **Batch Number** field, enter the batch number that contains the payments. To search for a batch, use the magnifying glass to access the Batch search screen. For more information about Batch search, refer to the *Batch and Import Guide*.
4. In the **Date** field, select the date range of the payments. If the "Specific date" option is selected, enter the dates into the **Start date** and **End date** fields.
5. In the **Reference** field, enter the reference data for the payment.
6. In the **Application type** field, select the type of payment. For more information about application types, refer to the *Revenue Guide*.
7. In the **Added by** field, select the user who added the payment.
8. In the **Payment method** field, select the payment method.
9. In the **Card type** field, enter the credit card type. This field appears when the "Credit" option is selected in the **Payment method** field.
10. In the **Other method** field, enter the other payment method. This field appears when the "Other" option is selected in the **Payment method** field.
11. Click **Apply** to apply your filters.

12. The **Unlinked payments** grid lists all payments in the system that are not currently linked to a deposit.
13. Select the payments you want to link to the deposit and click **Link Selected** to move the payments to the **Linked payments** grid.
14. Click **Save** to link the payments in the **Linked payments** grid.

Reconcile Credit Card Transactions with Blackbaud Merchant Services

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 the Daily Transactions report, refer to the help file accessible through the **Blackbaud Merchant Services** web portal.

Deposit Correction Page

The Deposit correction page displays all the information associated with the correction, such as amount, correction date and type, method, and reference. From the Deposit correction page, you can view, edit, and delete a correction.

On the Documentation tab, you can add notes to track helpful or interesting pieces of additional information about the deposit correction.

For more information about how to add documentation to a deposit correction, refer to [Documentation on page 38](#).

On the GL Distributions tab for a deposit correction, you can view details for GL distributions. You establish GL distributions from the GL Account Setup page in *Administration*. For more information about how to view GL distributions, refer to [GL Distributions Tab for a Deposit Correction on page 33](#).

Note: It is important to note that a deposit correction is created the first time you create a deposit for an approved closed drawer. When you unlink a payment or refund from a deposit and recreate the deposit, the deposit does not recreate the deposit correction. The deposit correction continues to be associated with the original deposit unless it is deleted. To recreate the original deposit, including any deposit corrections, you must create the deposit and manually enter deposit corrections on the Deposit Corrections tab of the deposit.

GL Distributions Tab for a Deposit Correction

On the GL Distributions tab for a deposit correction, you can view the transaction type, such as Debit or Credit and the GL account number for each GL distribution. You can also view the amount and reference. The distributions you create determine the information that appears on this tab. You establish GL distributions from the GL Account Setup page in *Administration*.

For information about how to edit a GL distribution, refer to [Edit a GL distribution on page 38](#).

Adjustment Categories

Adjustments are used to record bank account transactions such as interest earned, service charges, balance adjustments, and transfers between bank accounts. On the Adjustment Categories tab, you can create adjustment categories for adjustment transactions you use regularly.

Using adjustment categories reduces data entry time and maintains consistency. For example, if you have a monthly bank service fee for savings, you can create an adjustment category for this fee that includes all the necessary information for the transaction, such as the payment amount and the reference for the register and statements. Each month when you need to record the bank service fee, you can create an adjustment transaction and select the adjustment category created for this transaction type. All the information for this payment is entered automatically.

The Adjustment Categories tab displays all saved adjustment categories. You can open a saved category to make changes or delete an adjustment category.

> Add adjustment category

1. From the Bank Account page, select the Adjustment Categories tab. The Adjustment Categories frame appears.
2. Click **Add**. The Add an adjustment category screen appears.

3. In the **Category** field, enter a name for the adjustment category. The name you enter will be available as an option when you create adjustments.
4. If you want to populate the fields with information from another adjustment category already saved in the system, click **Copy From**. When you select **Copy From**, the Adjustment Category Search screen appears so that you can locate another adjustment category. For more information, refer to [Copy Adjustment Category Information on page 35](#).
5. In the **Type** field, select "Deposit," "Payment," "Transfer In," or "Transfer out." The "Deposit" and "Payment" transaction types do not necessarily have to be deposits or payments. A deposit increases the account balance while a payment decreases the account balance. For example, a service fee would be a payment, while a credit to the account would be a deposit.

Note: Certain types may not appear based on system configurations.

6. In the **Transfer account** field, enter the bank account to which you want to transfer the amount. You can click the magnifying glass to locate the bank account. This field is only active for transfer adjustments.
7. In the **Adjustment date** field, enter the date to use as the default when creating an adjustment of this type. You can select "Today" or leave the field blank to select the date when you add an adjustment.
8. In the **Amount** field, enter the amount of the adjustment or leave it blank so you can define the amount when you create the adjustment.
9. In the **Post status** field, select "Not posted" or "Do not post."

10. In the **Post date** field, select the default post date for adjustments of this type. Select "Adjustment date" for the post date to equal the adjustment start date, or select "Today" for the post date to equal the date the adjustment is created.
11. In the **Reference** field, you can enter additional text to identify this adjustment category.
12. Click **Save** to save the new adjustment category.

Copy Adjustment Category Information

When you add an adjustment category, you can populate the fields with information from another adjustment category already saved in the system. To copy adjustment category information, select **Copy from** on the Add an adjustment category screen to access the Adjustment Category Search screen.

> Copy adjustment category information

1. On the Add an adjustment category screen, click **Copy from**. The Adjustment Category Search screen appears.

2. In the **Bank account** field, enter the bank account that contains the adjustment category.
3. In the **Category** field, enter the name of the adjustment category.
4. In the **Type** field, select the adjustment type. Types of adjustments include "Deposit," "Payment," "Transfer In," or "Transfer out."

Note: Certain types do not appear based on system configurations.

5. In the **Amount** field, enter the amount of the adjustment.
6. In the **Reference** field, enter any referential text used to identify the adjustment category.
7. Click **Search**. The program searches the database and displays all the adjustment categories that meet your criteria.
8. Select the adjustment category to open from the **Results** grid. The information from that adjustment category populates the fields of the new adjustment category .

Add Adjustments

Adjustment transactions are used to record bank account transactions such as interest earned, service charges, balance adjustments, and transfers between bank accounts. To create adjustments from an open bank account, select **Add an adjustment** under **Tasks**.

Once an adjustment transaction is posted or reconciled, it cannot be deleted, the amount cannot be changed, and the account distribution cannot be changed. Furthermore, for transfer adjustments, if either the "transfer out" transaction or the "transfer in" transaction has been posted, then neither transaction can be deleted. You can correct an adjustment by creating a new adjustment of the opposite type. For example, you can create a payment adjustment of \$100.00 to reverse a \$100.00 deposit adjustment.

To save time and maintain consistency when entering adjustments, you should create adjustment categories on the Adjustment categories tab. For more info about how to create adjustment categories, refer to [Adjustment Categories on page 33](#).

> Add an adjustment

1. From the Bank Account page, select **Add an adjustment** under **Tasks** in the explorer bar. The Add an adjustment screen appears.

2. In the **Category** field, select an adjustment category. You can also click **New Adjustment Category** next to the drop-down menu to create a new category. For more information about how to add an adjustment category, refer to [Add adjustment category on page 33](#)
3. In the **Type** field, select the type of transaction for the adjustment.

Note: The "Deposit" and "Payment" transaction types do not necessarily have to be deposits or payments. A deposit increases the account balance while a payment decreases the account balance. For example, a service fee would be a payment, while a credit to the account would be a deposit.

4. In the **Transfer account** field, enter the bank account to which you want to transfer the amount. You can click the magnifying glass to locate the bank account.
5. In the **Adjustment date** field, use the calendar to select the date of the adjustment.
6. In the **Amount** field, enter the amount of the adjustment.
7. In the **Post status** field, select "Not posted" or "Do not post."
8. In the **Post date** field, use the calendar to select the post date.
9. In the **Reference** field, you can enter additional text to identify this adjustment. This text appears in the **Reference** column of the bank account register.
10. Click **Save**.

Adjustment Page

You can view, edit, and delete an adjustment from the Adjustment page. The Adjustment page displays all the information associated with the adjustment, such as amount and adjustment date.

On the Documentation tab, you can view any documentation attached to the adjustment.

For more information about how to add documentation to an adjustment, refer to [Documentation on page 38](#).

Use the GL Distributions tab to view GL distributions for an adjustment. You can view the transaction type, account, amount, and reference for each distribution. For more information, refer to [GL Distributions Tab for an Adjustment on page 38](#).

GL Distributions Tab for an Adjustment

On the GL Distributions tab for an adjustment, you can view the transaction type, such as Debit or Credit and the GL account number for each GL distribution. You can also view the amount and reference. The distributions you create determine the information that appears on this tab. You establish GL distributions from the GL Account Setup page in *Administration*.

Edit GL Distribution

From the GL Distributions tab of an adjustment or deposit correction that has not been posted, you can edit a GL distribution.

> Edit a GL distribution

1. From the GL Distributions tab of an adjustment or deposit correction, select the GL distribution you want to edit.
2. In the **Transaction type** field, select the type of transaction for the GL distribution.
3. In the **Account** field, select the account for the transaction type. For more information about accounts, refer to the *General Ledger Setup Guide*.
4. In the **Amount** field, enter the amount for the for a distribution. Distribution amounts must equal the total of the payment or adjustment transaction.
5. Click **Save**. You return to the GL Distributions tab of the adjustment or deposit correction. The updated distributions appear in the **GL distributions** grid.

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.

Notes

On the Documentation tab, you can add notes to track helpful or interesting information about your records.

Add Notes

On the Documentation tab, you can track notes about your records.

> Add a note

1. Go to the Documentation tab of a record.
2. Click **Add note**. The Add a note screen appears.
3. Select a note type. Enter the date, title, author, and the content of the note.
4. Click **Save**. You return to the Documentation tab.

Add a Note Screen

Screen Item	Description
Type	Select the type of note. The system administrator configures note types.
Date	Enter the date of the note.
Title	Enter the title, or purpose, of the note.
Author	To search for an author, click the magnifying glass. A search screen appears.
Notes	Enter the content of the note.

Notifications

Notifications allow you to share important information about a record or a group of records with users. You can determine whether all users should receive a notification or only a targeted group of users. For example, you notify all users to when they open the record of a board member.

Notifications are not available for every record type. They are available only for:

- Bank Account Adjustment records
- Bank Account Deposit records
- Bank Account Deposit Correction records
- Constituent records
- Event records
- Membership records
- Revenue records

Notifications appear on the information bar of a record.

The screenshot shows a constituent record for Robert Hernandez. At the top, there is a notification bar with the text: "Notifications: 'Board member'. Click here for more information." Below this, the record is categorized as "Individual" with a "Lookup ID: 8-10024918". The record lists constituencies: "Friend", "Major donor", and "Event registrant". The information is organized into several tabs: "Personal Information" (Name: Robert Hernandez, Nickname: Robert, Maiden: [blank]), "Contact Information" (Primary phone: +1 843-312-2991 (Home), Primary email: [blank]), "Addresses" (1003 Cedar St, Elizabeth City, NC 27909-3701, (Current)), "Primary Relationships" (Spouse, Household, Add to household, Primary business), "Documentation and Interactions" (Notes: 1, Media links: 0, Attachments: 0, Interactions: 3), and "Memberships" (ID, Status, Expiration, Level, Member since).

Note: Notifications for constituents also appear in the Constituent Window of a revenue batch.

You can also set notifications to appear on a separate screen when users view a record. The notification screen appears the first time a user views a record during a session. If you leave the record and return within 60 minutes, the notification screen does not appear again. However, if you return after more than 60 minutes, the notification screen appears again.

You can create notifications for groups of records in *Administration*. You can also create notifications for a record from the Documentation tab of the record.

Add Notifications to Specific Records

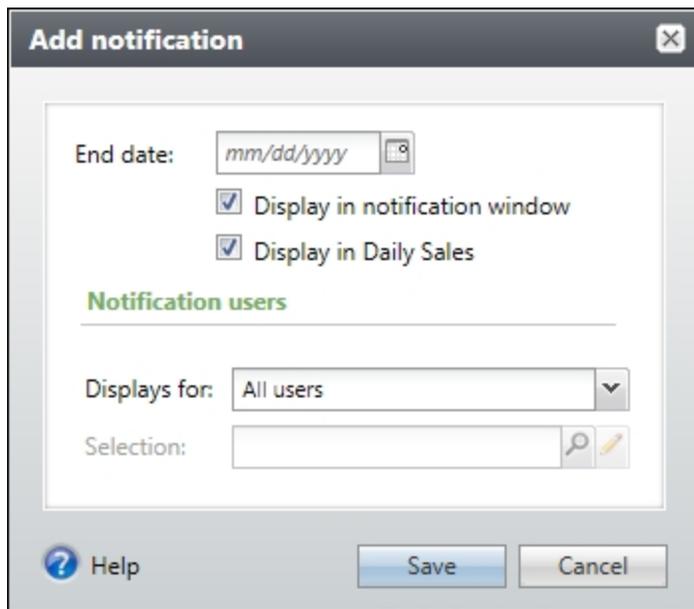
On the Documentation tab, you can add a notification to a note on a record. You can select or create a note with the notification's message and add the notification to the note.

> Add a notification

1. Go to the Documentation tab of a record.
2. Select a note to use for the notification. The note's title and text appear as the notification.

Note: You must add a note to the record before you can add a notification.

3. Click **Add notification**. The Add notification screen appears.



4. Select how long to display the notification, whether to display it in a notification window, and the users who view the notification.
5. Select how long to display the notification, whether to display it in a notification window and in Daily Sales, and the users who view the notification.

Note: When you select **Display in Daily Sales**, we recommend you avoid smart queries and complex query criteria for notifications because it could cause a degradation in performance.

6. Click **Save**. You return to the Documentation tab.

Media Links

On the Documentation tab, you can save links to websites or related materials stored outside of the program.

Add Media Links

When you add a media link, you enter the website address.

> Add a media link

1. Go to the Documentation tab of a record.
2. Click **Add media link**. The Add a media link screen appears.
3. Select a media link type. Enter the date, title, and author. Enter the URL for a website.
4. Click **Save**. You return to the Documentation tab.

Add a Media Link Screen

Screen Item	Description
Type	Select the type of media link. The system administrator configures media link types.
Date	Enter the date of the media link.
Title	Enter the title, or purpose, of the link.
Author	To search for an author, click the binoculars. A search screen appears.
Media URL	Enter the URL for a website.

Attachments

You can attach items to records. When you attach a file, the program stores a copy in the database.

Add Attachments

You can use attachments to track additional details about records. When you attach a file, the program stores a copy in the database.

> Add an attachment

1. Go to the Documentation tab of a record.
2. Click **Add attachment**. The Add an attachment screen appears.
3. Select an attachment type. Enter the date, title, and author. To search for the attachment, click **Choose file**.
4. Click **Save**. You return to the Documentation tab.

Add an Attachment Screen

Screen Item	Description
Type	Select the type of attachment. The system administrator configures attachment types.
Date	Enter the date of the attachment.
Title	Enter the title, or purpose, of the attachment.
Author	To search for the author, click the binoculars. A search screen appears.
File	To locate the attachment, click Choose file . To view an attachment, click Open file . To remove an attachment, click Clear file .

Daily Tasks and the Create Deposits Process

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From both *Sales* and *Treasury*, you can create and review deposit processes. With the create deposits process, you can create deposits for all eligible payments made through *Sales*, *Treasury* (miscellaneous payments), and the back office. Examples of back office revenue include payments made as part of a batch or from a revenue record outside of *Sales* and *Treasury*.

From *Sales*, you can perform a number of daily tasks that are necessary to begin and end sales shifts. To start a sales shift, you count the initial cash in your drawer. At the end of your shift, you close your drawer. You can also manually open the cash drawer if needed. In addition to the open and close day tasks typically performed by a ticket seller, there are a number of tasks a guest services manager will complete as part of their day, such as approving the closed drawer of ticket sellers.

For information about the tasks involved with creating and reviewing deposit processes from either *Sales* or *Treasury*, you can review either the *Sales Guide* or *Treasury Guide*. For information about the daily tasks necessary to begin and end sales shifts, refer to the *Sales Guide*.

Create Deposits Process

Payments can be linked to deposits in several ways. You can manually link a payment to a deposit, link multiple payments to deposits using the **Link multiple payments** task in *Treasury*, or link payments to deposits using the create deposits process.

With the create deposits process, you can create deposits for all eligible payments made through *Sales*, *Treasury* (miscellaneous payments), and the back office. Examples of back office revenue include payments made as part of a batch or from a revenue record outside of *Sales* and *Treasury*.

For non-online sales (daily sales, advance sales, and group sales) transactions, there is a close drawer process that must take place prior to creating deposits. During this process, a ticket seller calculates

the cash, checks, and credit card receipts in the drawer at the end of a shift and submits the closed drawer for approval. A supervisor then approves the closed drawer and creates a deposit for the payments. Typically, for non-online sales, a supervisor approves closed drawers at the end of the day and runs the deposit process to create deposits for the payments received. The deposit process adds approved payments to a deposit and assigns each payment a deposit ID.

With miscellaneous payments made from *Treasury* as well as back office and online sales payments, there is no close drawer process. Because online sales do not involve cash or checks and there are no receipts, there is no drawer to close. A supervisor creates a deposit for the sales processed online. For online sales, there is no online approval process needed before a supervisor creates deposits.

Before you can create deposits, you must create deposit templates. When you create deposit templates, you must select the revenue sources and payment methods that the template will use. You can create different deposit templates based on the revenue sources you need, such as advance sales or daily sales. For more information about deposit templates, refer to [Configure Deposit Templates on page 44](#).

For posting, it is important to note that the default post status for payments is "Not posted." If needed, you can access a payment record and edit the payment to change the status to "Do not post." When the deposit process runs, "Not posted" deposits are created for all payments with a "Not posted" status while "Do not post" deposits are created for all payments with a "Do not post" status. Refund payments and any cash over/short amounts are included in "Not posted" deposits. Also note that when payments are linked to deposits, either manually or through the deposit process, the payment post date is updated to the deposit post date. Deposit details appear in the Deposit Summary Report.

Note: Only a supervisor or user with proper security rights can manage deposit templates or run the deposit process.

It is important to note that any deposit corrections are generated the first time you create a deposit for an approved closed drawer. When you unlink a payment or refund from a deposit and recreate the deposit, the deposit does not recreate the deposit correction. The deposit correction continues to be associated with the original deposit unless it is deleted. To recreate the original deposit, including any deposit corrections, you must create the deposit and manually enter deposit corrections on the Deposit Corrections tab of the deposit.

You can work with deposit processes from *Sales* or *Treasury*. Use the **Review deposits** and **Create deposits** links to create and work with deposit templates, and review and run deposit processes automatically.

Configure Deposit Templates

A deposit template defines which revenue sources and payment methods you want to associate with a specific bank account. Deposit templates must be defined for all accepted payment methods that can be linked to deposits before you can run the deposit processes for non-online sales, online sales, miscellaneous payments added from *Treasury*, as well as back office revenue. Examples of back office revenue include payments made as part of a batch or from a revenue record outside of *Sales* and *Treasury*.

When you create deposit templates, you must select a revenue source that the template will use. You can create different deposit templates based on the revenue sources you need, such as advance sales or miscellaneous payments from *Treasury*.

When the Deposit process runs for non-online payments, it locates payments in approved closed drawers and links these payments to the bank account defined for the appropriate deposit template. For example, you create a deposit template for cash payments and select National Bank as the bank account for this template. When you run the deposit process, the deposit for National Bank includes all cash payments in approved closed drawers as well as any back office cash payments and miscellaneous cash payments from *Treasury*.

When the Deposit process runs for miscellaneous payments added from *Treasury* as well as back office and online sales payments, it locates these payments and links them to the bank account defined for the appropriate deposit template. Back office payments associated with uncommitted batches are excluded from this process.

Back office and miscellaneous payments added from *Treasury* can be combined with sales payments into a single deposit. When you want to include all payments of the same payment method into a single deposit, you can create a deposit template and include sales revenue sources, as well as back office payments and *Treasury* miscellaneous payments.

Before you create a deposit template, you must configure the bank accounts for your deposits.

> Add a deposit template

1. From *Sales*, under **Data and tasks**, click **Review deposits**. The Deposits page appears. For information about the Deposits page, refer to [View Deposit Process Information on page 49](#).

Note: You can also access the Deposits page from *Treasury*. On the Treasury page, under **Processing**, click **Review Deposits**.

2. Select the Deposit Templates tab and click **Add** on the action bar. The Add deposit template screen appears.

The screenshot shows the 'Add deposit template' dialog box. The 'Name' field is set to 'Cash - daily'. Under 'Deposit defaults', the 'Bank account' is 'Midland checking', 'Status' is 'Locked', and 'Reference' is 'Deposit template name'. Under 'Payment criteria', 'Revenue sources' is 'All revenue sources' and 'Payment methods' is 'All payment methods'. The dialog includes a 'Help' icon, a 'Save' button, and a 'Cancel' button.

3. Enter a name for the deposit template.
4. Enter the bank account associated with the deposit.

Note: You must configure a bank account to associate with the deposit before you can save a deposit template.

5. In the **Reference** field, select how to identify the deposit on the Register tab of the bank account record.
6. In the **Revenue sources** field, select all or specific revenue sources to include in the deposit template.

To select specific revenue sources, click the magnifying glass. The Revenue sources screen appears and lists the available revenue sources, such as advance sales and back office revenue.

7. In the **Payment methods** field, select all or specific payment methods to include in the deposit template.

To select specific payment methods, click the magnifying glass. The Payment methods screen appears and lists the available payment methods, such as cash.

Note: You can select "Credit card – card type not specified" to include credit card transactions that are not associated with specific credit card types.

8. Click **Save**. You return to the Deposits page. Repeat this process until you have added each deposit template you need.

> Edit a deposit template

1. From *Sales*, under **Data and tasks**, click **Review deposits**. The Deposits page appears. For information about the Deposits page, refer to [View Deposit Process Information on page 49](#).

Note: You can also access the Deposits page from *Treasury*. On the Treasury page, under **Processing**, click **Review Deposits**.

2. Click the Deposit Templates tab.
3. Select a deposit template and click **Edit** on the action bar. The Edit deposit template screen appears.

You can change the name for the deposit template as well as the bank account associated with the deposit.

Note: Before you can save a deposit template, you must configure a bank account to associate with the deposit.

4. In the **Reference** field, select how to identify the deposit on the Register tab of the bank account record.
5. In the **Revenue sources** field, select all or specific revenue sources to include in the deposit template.

To select specific revenue sources, click the magnifying glass. The Revenue sources screen appears and lists the available revenue sources, such as advance sales or back office revenue.

6. In the **Payment methods** field, select all or specific payment methods to include in the deposit template.

To select specific payment methods, click the magnifying glass. The Payment methods screen appears and lists the available payment methods, such as cash.

Note: You can select "Credit card – card type not specified" to include credit card transactions that are not associated with specific credit card types.

7. Click **Save**. Your return to the Deposits page.

> Delete Deposit Templates

1. From *Sales*, under **Data and tasks**, click **Review deposits**. The Deposits page appears. For information about the Deposits page, refer to [View Deposit Process Information on page 49](#).

Note: You can also access the Deposits page from *Treasury*. On the Treasury page, under **Processing**, click **Review Deposits**.

2. Click the Deposit Templates tab.

3. Select a deposit template and click **Delete** on the action bar. Click **Yes** on the confirmation message. The deposit template is deleted.

Run Deposit Process

After the deposit templates are created, you can run deposit processes for non-online sales, online sales, miscellaneous payments from *Treasury*, and back office payments. Examples of back office revenue include payments made as part of a batch or from a revenue record outside of *Sales* and *Treasury*.

When you run the deposit process, deposits are created. Payments with a "Not posted" status are linked to "Not posted" deposits and payments with a status of "Do not post" are linked to "Do not post" deposits. Refund payments and any cash over/short amounts created during the close drawer process are included in "Not posted" deposits. Note that when payments are linked to deposits, either manually or through the deposit process, the payment post date is updated to the deposit post date. Deposit details appear in the Deposit Summary Report. Only payments that are not associated with a deposit are eligible to be included in a deposit.

When you run the deposit process for non-online sales, only payments included in approved closed drawers are pulled into the deposit. Before running the deposit process for non-online sales, all ticket sellers should submit their closed drawers and a supervisor should approve them. If a user submits a closed drawer and then starts a new sale, the new sale will not be included in the total amounts submitted with the closed drawer.

Because online sales do not involve cash or checks and there are no receipts, there is no drawer to close and approve. A supervisor runs the deposit process to create a deposit for sales processed online.

With miscellaneous payments made from *Treasury* and back office payments, there is no close drawer process. A supervisor runs the deposit process to create a deposit for payments processed from *Treasury* and the back office.

Note: If you run the deposit process for non-online sales and the projected cash amount is greater or less than the expected cash amount, a deposit correction is created. The corrections appear on the Deposit Corrections tab of the Deposits page. For more information about the Deposits page, refer to the *Treasury Guide*.

Warning: If a payment in a deposit process is associated with a payment method or revenue source that is not defined in a deposit template, a message appears letting you know that the deposit process cannot run. You must assign the payment method or revenue source to an existing deposit template or create a new template that includes the payment method or revenue source. For more information about how to add a deposit template, refer to [Configure Deposit Templates on page 44](#).

It is important to note that when a payment or refund is included in a deposit process and later unlinked from that deposit, the unlinked payment or refund is considered eligible for inclusion the next time the deposit process is run. Similarly, when a payment or refund is manually added to a deposit and later unlinked, that payment or refund is considered eligible for inclusion the next time the deposit process is run.

Also note that any deposit corrections are generated the first time you create a deposit for an approved closed drawer. When you unlink a payment or refund from a deposit and recreate the deposit, the deposit does not recreate the deposit correction. The deposit correction continues to be associated with the original deposit unless it is deleted. To recreate the original deposit, including any deposit corrections, you must create the deposit and manually enter deposit corrections on the Deposit Corrections tab of the deposit.

➤ Run the Deposit Process

1. From *Sales*, click **Create deposits**. The Run deposit process screen appears.

Note: You can also access the Run deposit process screen from *Treasury*. On the Treasury page, under **Processing**, click **Create Deposits**.

Run deposit process

Process name: Deposits

Select the payment date cutoff

Payment dates up to: Today 1/9/2012

Select the deposits to be created

Sales deposit template	Bank account	Conflicting templates	Revenue sources	Payment methods
<input checked="" type="checkbox"/> All	Midland checking		All revenue sources	All payment methods
<input type="checkbox"/> All payments	Midland checking	⚠ All	Daily Sales; Advance Sales; Group Sales	Cash; Check; Visa; MasterCard; American Express; Discover; Diner's Club; Check (Debit) Card
<input type="checkbox"/> Back office	Midland checking	⚠ All	Back Office Revenue	All payment methods
<input type="checkbox"/> Treasury	Midland checking	⚠ All	Treasury	All payment

Possible number of deposits: 3

Assign the deposit date

Deposit date: Payment date

Help Start Cancel

Note: If you run the deposit process and there is a cash deposit that is over or under the expected amount or short, a deposit correction is created.

2. In the **Payment dates up to** field, select to include transactions based on a specific time frame. For example, when you select "Yesterday," the process includes transactions made prior to and including yesterday's date. When you select "Specific date," the **Date** field is enabled.

Warning: When transactions in an approved closed drawer are included in the deposit process, the payment date cutoff is considered. For example, when you select "Yesterday" in the **Payment dates up to** field, and the approved closed drawer includes transactions with dates of yesterday and today, transactions in that closed drawer are excluded from the deposit process. It is important to note that you can only create a deposit process for an approved closed drawer once.

3. In the deposit templates grid, select deposit templates you want to include in the deposit process. For each deposit template, you can view the associated bank account, revenue sources, and payment methods.

As you select deposit templates, the **Conflicting templates** column displays any template that conflicts with a template you select. You can only select each payment method once for each revenue source for a deposit template process.

4. In the **Deposit date** field, select a date to associate with the deposit.

When you select "Specific day," the calendar field is enabled. Click this field to select a date.

5. **Possible number of deposits** displays the number of deposits the program could create based on the number of deposit templates you select.

This number can change based on the option you select in the **Deposit date** field. For example, when you select "Payment date" in the **Deposit date** field, the possible number of deposits displays the number of deposit templates multiplied by the number of payment dates.

6. To create the deposits, click **Start**. Once the process completes, the Deposit Process page appears. For information about the Deposit Process page, refer to [View Deposit Process Information on page 49](#).

The program uses the selections you make on the Run deposit process screen as defaults for the next deposit process.

Warning: If a payment in a deposit process is associated with a payment method or revenue source that is not defined in a deposit template, a message appears letting you know the deposit process cannot run. You must assign the payment method or revenue source to an existing deposit template or create a new template that includes the payment method or revenue source. For more information about how to add a deposit template, refer to [Configure Deposit Templates on page 44](#).

View Deposit Process Information

After you run a deposit process, the Deposits page appears. The Recent Status tab displays information about the most recently run process instance. Under **Undeposited transactions**, you can view approved, undeposited transactions. The History tab displays information about all past instances. The information you can view includes the status, duration, total records processed, and any exceptions.

When the deposit process runs, payments with a "Not posted" status are linked to "Not posted" deposits and payments with a status of "Do not post" are linked to "Do not post" deposits. Refund

payments and any cash over/short amounts are included in “Not posted” deposits. Also note that when payments are linked to deposits, either manually or through the deposit process, the payment post date is updated to the deposit post date. These deposits and the payments included in each are listed in the Deposit Summary report.

You can view this report from both the Recent Status tab and History tab. To view the report from the Recent Status tab, click **View report**. To view the report from the History tab, select the process to view and click **View report**. To delete history, select the process and click **Delete**.

On the Deposits page, you can also access the Deposit Templates tab, where you can add, edit, or delete deposit templates created for the deposit process. Additionally, you can access the Job schedules tab to configure a job schedule that automates the deposit process. Using the job schedule and *SQL Server*, the program runs the process at a scheduled time and interval.

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**.

Depending on your security rights and system role, you can delete a status record from the grid on the History tab.

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.

> 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.

Schedule a Deposit Process Job

The Deposits page has a Job schedules tab that provides the capability to automate the deposit process.

From the Deposits page, you can create a job schedule for a deposit process. When you create a job schedule for a deposit process, you specify the frequency and scheduled time of the occurrence. Using the job schedule and *SQL Server*, the program runs the process at the scheduled time and interval.

You add, edit, and delete job schedules on the Job schedules tab. Additionally, this tab contains a grid that displays information about each existing schedule, including the name of the job, whether a job schedule is enabled, the frequency of the job schedule, the start date and time and end date and time of the scheduled jobs, and the dates the job schedule is added and last changed in the database.

> Create a job schedule

1. Select the process to schedule.
2. From the Job schedules tab click **Add** or from **Tasks** click **Create job schedule**. The Create job screen appears.

Create job

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

Start date: End date: No end date

3. In the **Job name** field, enter a descriptive name for the scheduled process.
4. To suspend the scheduled process, unmark **Enabled**. To make the process active, mark **Enabled**. By default, this checkbox is marked.
5. In the **Schedule Type** field, select the desired frequency on which to run the process.
6. Make any necessary changes to the job's frequency and duration.
7. To save the changes, click **Save**.

Reconcile Credit Card Transactions to Merchant Disbursements

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From *Revenue* and *Financials*, your organization can submit credit card transactions for authorization through a credit card payment processor such as **Blackbaud Merchant Services**. After your processor authorizes credit card transactions, it disburses the net proceeds from these transactions into your bank account. In addition, your processor provides a disbursement report that includes information about the disbursement amount and associated details.

To verify all transactions process successfully and are deposited into your bank accounts, on the Reconcile transactions and disbursements page, you can reconcile credit card transactions based on your disbursement report and transaction activity. To access this page from *Treasury*, click **Reconcile transactions and disbursements** under **Credit card reconciliation**.

Transaction date	Card type	Cardholder name	Authorization code	Last 4 digits	Amount	Status	Date Reconciled	Gateway ID
5/1/2013	Visa	Ben Field	888888	1111	\$125.00	Reconciled	5/6/2013	PTLR98AltruS1BBPS
5/2/2013	Visa	Frank Abrahms	888888	1111	\$23.00	Reconciled	5/4/2013	PTLR98AltruS1BBPS
5/2/2013	Visa	Ben Field	888888	1111	\$599.00	Reconciled	5/4/2013	PTLR98AltruS1BBPS
5/2/2013	MasterCard	AAA	888888	5100	\$0.74	Suspect		PTLR98AltruS1BBPS
5/3/2013	Visa	AAA	888888	1111	\$15.00	Reconciled	5/5/2013	PTLR98AltruS1BBPS
5/3/2013	MasterCard	AAA Concrete	888888	5100	\$5.00	Reconciled	5/5/2013	PTLR98AltruS1BBPS
5/3/2013	Visa	Ben Field	888888	1111	\$999.00	Reconciled	5/5/2013	PTLR98AltruS1BBPS
5/6/2013	Visa	Test 1	888888	1111	\$20.00	Pending		PTLR98AltruS1BBPS
5/6/2013	MasterCard	Test 1	888888	5100	\$25.00	Pending		PTLR98AltruS1BBPS
5/6/2013	Visa	Test 1	888888	1111	\$65.00	Pending		PTLR98AltruS1BBPS
5/6/2013	Visa	Test 1	888888	1111	\$237.50	Pending		PTLR98AltruS1BBPS
5/6/2013	Visa	Test 1	888888	1111	\$40.00	Pending		PTLR98AltruS1BBPS
5/6/2013	Visa	Test 1	888888	1111	\$23.75	Pending		PTLR98AltruS1BBPS

Note: When your organization first accesses the Reconcile transactions and disbursements page, the credit card reconciliation screen appears. On this screen, you select whether to assign a reconciliation date to existing transactions, such as the date of your most recent reconciliation. For more information, refer to [Set the Default Reconciliation Date for Existing Transactions on page 57](#).

From the Reconcile transactions and disbursements page, under **Tasks**, you can reconcile transactions using an automated process or a manual upload. Click **Enable BBMS auto reconcile** to enable the automated process only available with **Blackbaud Merchant Services**. For more information about how to automatically reconcile transactions, refer to [Automatically Reconcile Transactions Through Blackbaud Merchant Services on page 58](#). Alternatively, you can click **Upload disbursement report** to manually upload a disbursement report. When you upload the report and select a report format, the program searches for and compares the credit card transactions in the report with transactions in your database. For more information about how to upload a disbursement report, refer to [Upload a Disbursement Report on page 58](#).

➤ View by transaction tab

On the View by transaction tab, you can view all or specific credit card transactions entered into the database during a selected time period. Use the **Show** field to specify transactions such as Reconciled or Pending. In the **Transactions for** field, select the date range of the transactions to view, such as Today, This month, or Specific dates. Use the **Gateway ID** field to display transactions associated with a specific gateway ID or all gateway IDs. From this tab, you can manually mark transactions as Reconciled or Pending, and view transaction details. For transactions processed through **Blackbaud Merchant Services**, you can also approve or refund suspect transactions.

Note: 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 any refunds.

> View by disbursement tab

On the View by disbursement tab, you can view all or specific credit card transactions entered into the database during a selected time period, grouped by merchant disbursement date. Use the **Disbursements for** and **Gateway ID** filters to further narrow your results. For transactions processed through **Blackbaud Merchant Services**, click **BBMS Report** next to a disbursement date header to access the **Blackbaud Merchant Services** Disbursement Detail Report. You can also view gateway details for automatically reconciled transactions processed through **Blackbaud Merchant Services**.

> Unmatched disbursements tab

On the Unmatched disbursements tab, after you upload a disbursement report, you can view any transactions in the report that do not match corresponding transactions in your database, such as a transaction submitted to a payment processor from outside the program. In the **Transactions for** field, select the date range of the transactions to view, such as Today, This month, or Specific dates. With the **Gateway ID** field, display transactions associated with a specific gateway ID or all gateway IDs.

> Suspect charges tab

On the Suspect charges tab, review transactions processed through **Blackbaud Merchant Services** and flagged as suspect when they meet specific criteria. Transactions flagged as suspect help avoid costly fees associated with potentially unnecessary transactions. Examples of suspect criteria include a questionable IP address or multiple identical transactions from the same credit card within a short amount of time. From the Suspect charges tab, you filter transactions by gateway ID, view transaction details, and select to approve or refund transactions.

> Card chargebacks tab

On the Card chargebacks tab, use the **Status** filter to review specific chargeback requests processed through **Blackbaud Merchant Services**. A chargeback transaction occurs when a card holder disputes the validity of a transaction with the credit card company. For example, if the credit card used is reported stolen or the card holder does not recognize the transaction, the credit card company issues a chargeback request to **Blackbaud Merchant Services**. From this tab, you can filter transactions by gateway ID, view transaction details, and select to accept or challenge transactions.

Credit Card Reconciliation Workflow

To successfully reconcile your credit card transactions, we recommend you perform the following.

- From *Revenue* or *Financials*, create and run the credit card processing process to automatically submit credit card transactions to a payment processor such as **Blackbaud Merchant Services** for authorization. As the processor authorizes the transactions, it may flag some as suspect which temporarily delays further processing until you resolve the issue. After authorization, the processor deposits the funds from approved transactions as a disbursement in your bank account.
- From *Treasury*, access the Reconcile transactions and disbursements page to view all credit card transactions entered during a selected time period. For information about the items on this page, refer to [Reconcile Credit Card Transactions to Merchant Disbursements on page 53](#).

Note: When your organization first accesses the Reconcile transactions and disbursements page, the Credit card reconciliation screen appears. On this screen, you select whether to assign a reconciliation date to existing transactions, such as the date of your most recent reconciliation. For information, refer to [Set the Default Reconciliation Date for Existing Transactions on page 57](#).

- After the processor deposits the disbursement, access the disbursement report that provides information about the transactions included in the disbursement. Most credit card processors offer the option to download the disbursement report from the web portal. To automatically reconcile transactions, you must receive or download the report as a comma-separated values (*.csv) file.
- If your organization processes credit card transactions through **Blackbaud Merchant Services**, on the Reconcile transactions and disbursements page, select to enable the automatic reconciliation of transactions based on your disbursement activity. For information about how to automatically reconcile transactions processed through **Blackbaud Merchant Services**, refer to [Automatically Reconcile Transactions Through Blackbaud Merchant Services on page 58](#).
- If your organization uses a processor other than **Blackbaud Merchant Services**, you can upload the disbursement report. When you upload the report and select the report format, the program searches for and compares the credit card transactions in the report with transactions in your database. For information about how to upload the report, refer to [Upload a Disbursement Report on page 58](#).
- If you cannot receive the report as an *.csv file, or if pending transactions remain after you upload the report, manually reconcile transactions and adjust the reconciliation status as necessary. For information about how to manage the reconciliation status on the Reconcile transactions and disbursements page, refer to [View Reconciliation Details by Transaction on page 63](#) and [View Reconciliation Details by Disbursement on page 65](#).
- After you upload a disbursement report, any transactions in the report that do not match transactions in your database appear on the View by disbursement tab and Unmatched disbursements tab of the Reconcile transactions and disbursements page. For example, you might submit a transaction to the processor from outside the program, or information about a transaction in the disbursement report may not match its revenue transaction record exactly. For information about how to manage these transactions, refer to [View Unmatched Disbursements on page 67](#).
- If your organization processes transactions through **Blackbaud Merchant Services**, you can view and manage any suspect transactions or chargeback requests associated with your account. For information, refer to [Blackbaud Merchant Services Suspect and Chargeback Transactions on page 69](#).
- To analyze the reconciliation and transaction history for a specific time period, generate the

Credit Card Transaction Settlement Status Report. For information about this report, refer to [Credit Card Transaction Settlement Status Report on page 81](#).

- For information about reconciliation considerations for transactions, refer to [Reconciliation and Status Considerations on page 76](#).
- For information about the various status indicators that may appear, refer to [Status Overview on page 75](#).

Set the Default Reconciliation Date for Existing Transactions

On the Reconcile transactions and disbursements page, you can reconcile your credit card transactions with a disbursement report from the payment processor and manage the reconciliation status of your transactions. To access this page from *Treasury*, click **Reconcile transactions and disbursements**. When your organization first accesses this page, the Credit card reconciliation screen appears so you can select whether to automatically mark existing transactions as reconciled.

Credit card reconciliation [X]

From *Treasury*, you can now reconcile credit card transactions against the disbursement from your credit card processor. This page displays all credit card transactions that have not been marked as reconciled.

To start to use this feature, please select whether to automatically mark existing reconciled transactions as reconciled. To automatically mark transactions as reconciled, enter the date when your organization last reconciled credit card transactions with its bank account.

Recommended: Automatically mark credit card transactions as of this date as reconciled:

5/6/2013 [calendar icon]

Manually reconcile existing credit card transactions. *If you select to manually reconcile, all existing credit card transactions will appear marked as pending.*

[?] Help [Save] [Cancel]

Warning: On the Reconcile transactions and disbursements page, all pending credit card transactions for the selected time period appear on the View by transaction tab by default. To help reduce the number of existing transactions that first appear in this grid, we recommend you select to automatically mark existing transactions as Reconciled and enter the most recent reconciliation date.

- If you select to automatically mark existing reconciled transactions with a reconciliation date, select the date of your most recent reconciliation. The program automatically marks any transactions entered as of that date with a status of Reconciled.
- If you select to manually reconcile existing credit card transactions, all credit card transactions appear marked as Pending. On the Reconcile transactions and disbursements page, you can manually adjust the reconciliation status as you reconcile transactions. For information about

how to manage the reconciliation status of a transaction, refer to [Mark a Transaction as Reconciled or Pending on page 64](#).

Automatically Reconcile Transactions Through Blackbaud Merchant Services

If your organization processes credit cards through **Blackbaud Merchant Services**, you can select to automatically reconcile transactions based on your disbursement activity. When you enable the program to automatically reconcile transactions, it automatically receives information from **Blackbaud Merchant Services** about the transactions included in your disbursement and marks those transactions as Reconciled. To automatically reconcile transactions processed through **Blackbaud Merchant Services**, on the Reconcile transactions and disbursements page, click **Enable BBMS auto reconcile** under **Tasks**.

Warning: When you first select to automatically reconcile transactions processed through **Blackbaud Merchant Services**, all previous transactions are marked with a status of Pending. We suggest you mark these transactions as Reconciled before or just after the first automated reconciliation process occurs.

To disable the automatic reconciliation of transactions processed through **Blackbaud Merchant Services**, click **Disable BBMS auto reconcile** under **Tasks**. To verify your credit card transactions process successfully, you must reconcile your transaction activity with an uploaded disbursement report from your payment processor or select to re-enable **BBMS auto reconcile**. For information about how to upload the report to reconcile transactions, refer to [Upload a Disbursement Report on page 58](#).

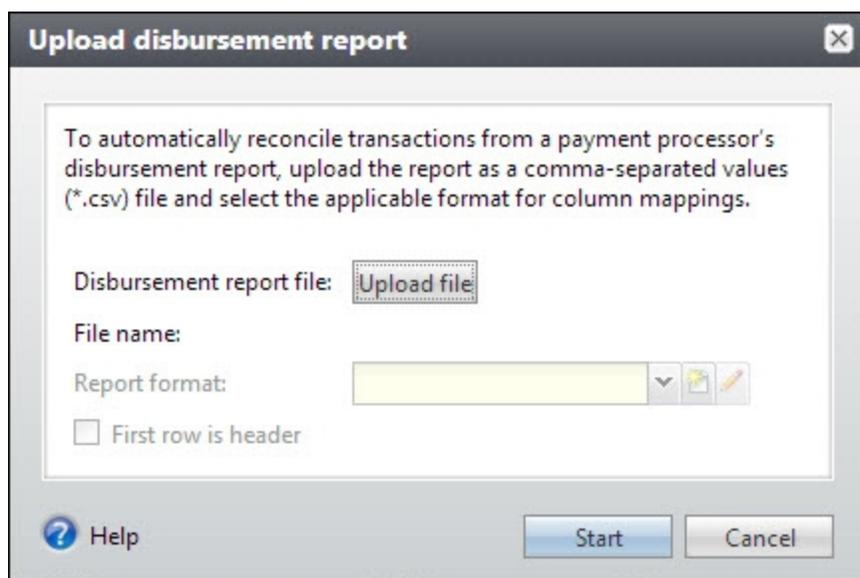
Upload a Disbursement Report

If your organization uses a processor other than **Blackbaud Merchant Services**, you can reconcile your credit card transaction activity by uploading a disbursement report to verify your credit card transactions process successfully. To reconcile your credit card activity with the transactions included in a disbursement report, you can import the report as a comma-separated values (*.csv) file.

Tip: If your organization processes credit card transactions through **Blackbaud Merchant Services**, you can enable the program to automatically reconcile transactions based on your disbursement activity without a *.csv file of your disbursement report. For information about how to automatically reconcile Blackbaud Merchant Services transactions, refer to [Automatically Reconcile Transactions Through Blackbaud Merchant Services on page 58](#).

> Upload a disbursement report

1. From *Treasury*, click **Reconcile transactions and disbursements**. The Reconcile transactions and disbursements page appears.
2. Under **Tasks**, click **Upload disbursement report**. The Upload disbursement report screen appears.



Note: You can also upload a disbursement report from the Treasury page. Under **Credit card reconciliation**, click **Upload disbursement report**.

Warning: The disbursement report file must be a comma-separated values (*.csv) file, and its header row must contain the field names. If your processor includes other information in the header of its disbursement report, copy and paste the disbursement information into a new file to upload.

3. Upload the *.csv file of the disbursement report to use to reconcile credit card transactions.
 - a. Click **Upload file**. The Upload file screen appears.
 - b. In the **Disbursement report file** field, click **Choose file**.
 - c. Browse to the disbursement report file to upload and click **Open**. You return to the Upload file screen. In the **File name** field, the selected disbursement report file appears.
 - d. Click **OK**. You return to the Upload disbursement report screen.

Tip: To select a different disbursement report file, click **Clear file**, and then click **Choose file** to browse to and select the correct file.

4. In the **Report format** field, select the type of disbursement report to upload.

Tip: If you upload a disbursement report from **Blackbaud Merchant Services**, select BBMS as the report format.

You can add and edit report formats as necessary. For example, you can add a new format or edit the columns included in a format. For information about how to manage report format, refer to [Manage Column Mappings for Disbursement Report Formats on page 60](#).

5. Select whether the first row of the report file is the header row.
6. Click **Save**. The program automatically searches the database for the transactions included in the disbursement report and marks them as Reconciled. You return to the Reconcile transactions and disbursements page.

Note: The View by transaction, View by disbursement, Suspect charges, and Card chargebacks tabs display any pending credit card transactions in your database not included in the disbursement report. These transactions may indicate transactions that the payment processor marked as suspect, transactions held or refunded by the processor due to a chargeback request from the cardholder, or transactions to be processed in a separate disbursement. We recommend you investigate these transactions to determine why they are pending. For information about how to manually mark a transaction as pending, refer to [Mark a Transaction as Reconciled or Pending on page 64](#).

Note: The Unmatched disbursements tab displays any transactions in the disbursement report that do not match a revenue transaction. Your organization may have submitted these transactions to the processor from outside of the program, or the automatic reconciliation may not have successfully matched these transactions with their counterparts in the database. For information about how to manage these transactions, refer to [View Unmatched Disbursements on page 67](#).

Manage Column Mappings for Disbursement Report Formats

From *Treasury*, you can upload a disbursement report from a payment processor to reconcile credit card transactions in your database with the transactions included in the report. To reconcile transactions, the program searches for transactions that meet the criteria of the report's transactions.

Tip: The program automatically provides column mappings for the disbursement report from **Blackbaud Merchant Services**. To use this format, select BBMS in the **Report format** field on the Upload disbursement report screen.

If necessary, you can add an additional column mapping for a payment processor when you upload a disbursement report. You can also edit an existing column mapping. For example, if the payment processor adjusts the columns included in the disbursement report, you may need to edit the column mappings.

You may need to edit the column mapping created for a disbursement report format, for example, if the payment processor adjusts the information included in the report file. You can edit the column mapping as necessary when you upload the disbursement report.

> Map columns for a disbursement report

1. From *Treasury*, click **Reconcile transactions and disbursements**. The Reconcile transactions and disbursements page appears.
2. Under **Tasks**, click **Upload disbursement report**. The Upload disbursement report screen appears.
3. In the **Disbursement report file** field, click **Upload file** and browse to and select the disbursement report to upload.
4. In the **Report format** field, click **Add new**. The Add a column mapping screen appears.

Add a column mapping
✕

Name:

For each field below, select the name of the column that contains the applicable information. At a minimum, select columns for the Transaction date field and the Authorization code field or the Last 4 digits and Amount fields. The program uses this information to automatically reconcile transactions with the settlement report. Select columns for additional fields as necessary to ease manual reconciliation.

Transaction date: ▼

Card type: ▼

Name on card: ▼

Last 4 digits: ▼

Authorization code: ▼

Amount: ▼

Gateway ID: ▼

Help
Save
Cancel

Edit a column mapping

Name:

For each field below, select the name of the column that contains the applicable information. At a minimum, select columns for the Transaction date field and the Authorization code field or the Last 4 digits and Amount fields. The program uses this information to automatically reconcile transactions with the disbursement report. Select columns for additional fields as necessary to ease manual reconciliation.

Transaction date:

Card type:

Name on card:

Last 4 digits:

Authorization code:

Amount:

Gateway ID:

Help Save Cancel

5. In the Name field, enter a unique name to help identify the disbursement report format, such as the name of its processor.
6. For each field, select the name of the column in the disbursement report that contains the applicable information.
 - a. In the **Transaction date** field, select the column that contains the date the transaction was processed.
 - b. In the **Card type** field, select the column that contains the type of card used.
 - c. In the **Name on card** field, select the column that contains the name of the person on the card.
 - d. In the **Last 4 digits** field, select the column that contains the last 4 digits of the card.
 - e. In the **Authorization** field, select the column that contains the authorization code for the card.
 - f. In the **Amount** field, select the column that contains the amount charged.
 - g. In the **Gateway ID** field, select the column that contains the gateway ID for the transaction.

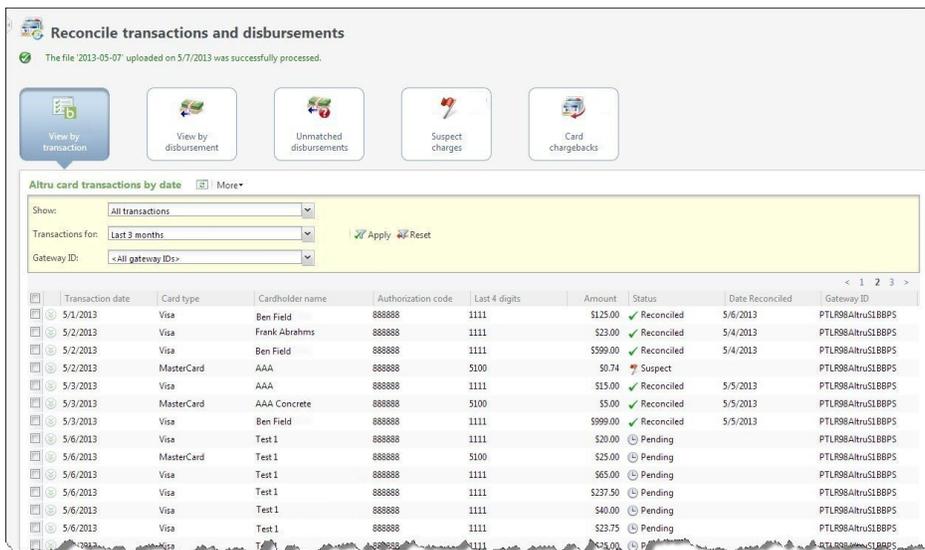
Warning: At a minimum, select columns for the **Transaction date** field and the **Authorization code** field or the **Amount** and **Last 4 digits** fields. The program uses these criteria to automatically

reconcile revenue transactions that match this information. You can select columns for additional fields as necessary to ease manual reconciliation.

7. Click **Save**. You return to the Upload disbursement report screen. In the **Report format** field, the new format appears.

View Reconciliation Details by Transaction

On the View by transaction tab of the Reconcile transactions and disbursements page, you can view all or specific credit card transactions entered into the database during a selected time period. Use the **Show** field to specify transactions, such as Reconciled or Pending. In the **Transactions for** field, select the date range of the transactions to view, such as Today, This month, or Specific dates. With the **Gateway ID** field, you can display transactions associated with a specific gateway ID or all gateway IDs. After you specify filter criteria, click **Apply** to update the page.



For each transaction, you can view information such as transaction date, credit card type, cardholder, authorization code, last four digits of the credit card, amount, reconciliation status, and gateway ID. For a reconciled transaction, you can also view its reconciliation date.

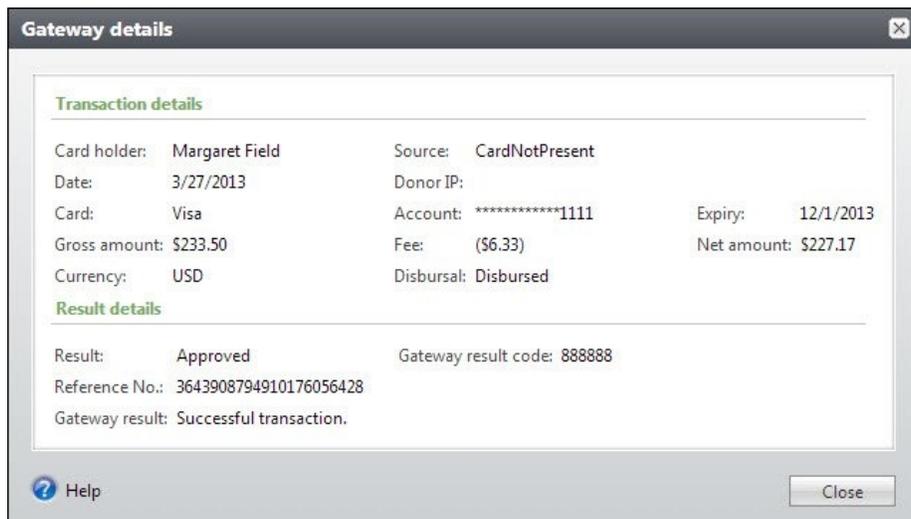
After you upload a disbursement report, any transactions that display on this tab may indicate transactions that the payment processor marked as suspect, or pending transactions that need to be processed in a separate disbursement. For information about the various status indicators that may appear, refer to [Status Overview on page 75](#).

You can manually manage the reconciliation status of a credit card transaction as necessary. Click the double arrows next to a transaction to expand its row and display an action bar. From here, you can select to mark a transaction as Reconciled or Pending. For transactions processed through **Blackbaud Merchant Services**, you can also approve or refund a suspect transaction. For more information, refer to [Suspect Transactions on page 69](#).

From the expanded row, you can view transaction details such as the revenue ID, Treasury deposit, and constituent associated with the transaction. Click a detail link, such as the constituent name, to go directly to the record.

> Gateway details

For transactions processed through **Blackbaud Merchant Services**, click a transaction to expand its row and display an action bar. Click **Gateway details** to access the Gateway details screen.



Under **Transaction details**, review the credit card used for the transaction, including the card holder, card type, the last four digits of the primary account number, and the expiration date. You can also view additional information about the transaction, such as the applicable rate and fee, its net amount, and whether it was or can be disbursed. Under **Result details**, review the processing result for the transaction, such as whether it was approved, as well as the code and reference number associated with the result. Click **OK** to return to the View by transaction tab.

Mark a Transaction as Reconciled or Pending

On the View by transaction tab of the Reconcile transactions and disbursements page, all credit card transactions from the selected time period appear. From this tab, you can manually reconcile your credit card transactions with your bank account statement or a disbursement report from your payment processor. After you upload a disbursement report, any transactions that display on this tab may indicate transactions that the payment processor marked as suspect, or pending transactions that need to be processed in a separate disbursement. You can manually manage the reconciliation status of a credit card transaction as necessary.

To indicate that a transaction reconciles with the disbursement report or bank account statement, click the transaction row to display an action bar. On the action bar, click **Mark reconciled**. On the Select Reconciliation Date screen, enter the date you reconcile the transaction with your account activity and click **Save**. A Reconciled status now appears in the **Status** column for the transaction.

To remove the Reconciled status from a transaction, on the action bar, click **Mark pending**.

Tip: To mark multiple transactions as Reconciled or Pending, select the checkbox in the column header to access an action bar.

➤ **Mark a credit card transaction as reconciled or pending**

1. From *Treasury*, click **Reconcile transactions and disbursements**. The Reconcile transactions and disbursements page appears.
2. On the View by transaction tab, click the transaction row for the transaction you want to mark as Reconciled or Pending. An action bar appears.
3. On the action bar, when you click **Mark reconciled**, the Select Reconciliation Date screen appears where you can select the reconciliation date of the transaction and click **Save**.
You return to the Reconcile transactions and disbursements page. The **Status** column for the transaction reflects a Reconciled status.
4. On the action bar, when you click **Mark pending**, the **Status** column changes to reflect a Pending status.

View Reconciliation Details by Disbursement

On the View by disbursement tab of the Reconcile transactions and disbursements page, you can view all or specific credit card transactions entered into the database during a selected time period, grouped by merchant disbursement date. In the **Disbursements for** field, select the date range of the disbursements to view, such as Today, This month, or Specific dates. With the **Gateway ID** field, you can display transactions associated with a specific gateway ID or all gateway IDs. After you specify filter criteria, click **Apply** to update the page.

Disbursement date	Transaction date	Card type	Cardholder name	Gross amount	Fee	Net amount	Status	Gateway ID
10/17/2013	BBMS Report			\$300.00	(\$8.42)	\$291.58		PTLR98AltruS1BBPS
10/17/2013	BBMS Report			\$11,948.17	(\$337.45)	\$11,610.72		PTLR98AltruS1BBPS
10/17/2013	BBMS Report			\$300.00	(\$55.43)	\$244.57		PTLR98AltruS1BBPS

For each disbursement, you can view the total gross amount, fee, net amount, and gateway ID of the transactions processed.

You can also view the **Blackbaud Merchant Services** Disbursement Detail Report for **Blackbaud Merchant Services** transactions. To view the report, click **BBMS Report** next to the disbursement date header. This report is provided by **Blackbaud Merchant Services** and displays information about all transactions included in the disbursement.

➤ **Transaction details**

To view each individual transaction within a disbursement, click the disbursement date. The

Disbursement details page appears.

The screenshot shows a web interface titled 'View by disbursement' with a sub-header 'Disbursement details'. Below this is a table of 'Disbursement transactions (4)'. The table has columns for Disbursement date, Transaction date, Card type, Cardholder name, Gross amount, Fee, Net amount, Status, and Gateway ID. One transaction is highlighted in blue. Below the table is a 'Gateway details' section with a 'Mark unmatched' button. At the bottom is a 'Transaction details' section with fields for Revenue ID, Treasury deposit, Constituent, and Date, followed by a table of transaction details.

Disbursement date	Transaction date	Card type	Cardholder name	Gross amount	Fee	Net amount	Status	Gateway ID
10/17/2013	10/17/2013	Visa	Melissa Hill	\$0.00	(\$0.05)	(\$0.05)	Fraud fee	PTLR98AltruS1BBPS
10/17/2013	10/17/2013	Visa	Alan Hayes	\$200.00	(\$5.46)	\$194.54	Chargeback resolved	PTLR98AltruS1BBPS

Disbursement date	Transaction date	Card type	Cardholder name	Gross amount	Fee	Net amount	Status	Gateway ID
10/17/2013	10/17/2013	Visa	Test	\$0.00	(\$0.05)	(\$0.05)	Fraud fee	PTLR98AltruS1BBPS
10/17/2013	10/17/2013	Visa	Test	\$100.00	(\$2.86)	\$97.14	Chargeback disputed	PTLR98AltruS1BBPS

After you upload a disbursement report, reconciled and unmatched transactions are included in the disbursement view as well as any transactions held as pending, disputed, resolved, or refunded due to a chargeback request from the cardholder. Fraud fee transactions signify a credit card processing fee associated with the **Fraud Management** service offered through **Blackbaud Merchant Services**. For information about the various status indicators that may appear, refer to [Status Overview on page 75](#).

You can manually manage the reconciliation status of credit card transactions as necessary. Click the double arrows next to a transaction to expand its row and display an action bar. The available options on the action bar depend on the status of the transaction. For example, you can mark Reconciled transactions as Unmatched and vice versa. For unmatched transactions, you can find a transaction match. Note that **Find transaction match** is only available when unmatched transactions exist on both the View by disbursement and Unmatched disbursements tabs. For more information about this option, refer to [Find a Transaction Match on page 68](#). You can also accept or challenge chargeback requests. For more information, refer to [Chargeback Transactions on page 71](#).

Additional transaction details such as the revenue ID, Treasury deposit, and constituent display. To go directly to the constituent record, for example, click the constituent name.

Note: Transaction details are only available for transactions reconciled in **Blackbaud Altru 3.1** or higher. Previously reconciled and unmatched transactions do not display transaction details.

Tip: For information about reconciliation considerations for Unmatched and Chargeback transactions, refer to [Reconciliation and Status Considerations on page 76](#).

➤ Gateway details

For automatically reconciled transactions processed through **Blackbaud Merchant Services**, click a transaction to expand its row and display an action bar. Click **Gateway details** on the action bar to access the Gateway details screen.

The screenshot shows a 'Gateway details' dialog box with the following information:

Transaction details		
Card holder:	Margaret Field	Source: CardNotPresent
Date:	3/27/2013	Donor IP:
Card:	Visa	Account: *****1111
Gross amount:	\$233.50	Fee: (\$6.33)
Currency:	USD	Disbursal: Disbursed
		Expiry: 12/1/2013
		Net amount: \$227.17
Result details		
Result:	Approved	Gateway result code: 888888
Reference No.:	3643908794910176056428	
Gateway result:	Successful transaction.	

At the bottom of the dialog box, there is a 'Help' button on the left and a 'Close' button on the right.

Under **Transaction details**, review the credit card used for the transaction, including the card holder, card type, the last four digits of the primary account number, and the expiration date. You can also view additional information about the transaction, such as the applicable rate and fee, its net amount, and whether it was or can be disbursed. Under **Result details**, review the processing result for the transaction, such as whether it was approved, as well as the code and reference number associated with the result. Click **Close** to return to the Disbursement details page.

Note: Gateway details do not display for manually uploaded transactions processed through **Blackbaud Merchant Services**.

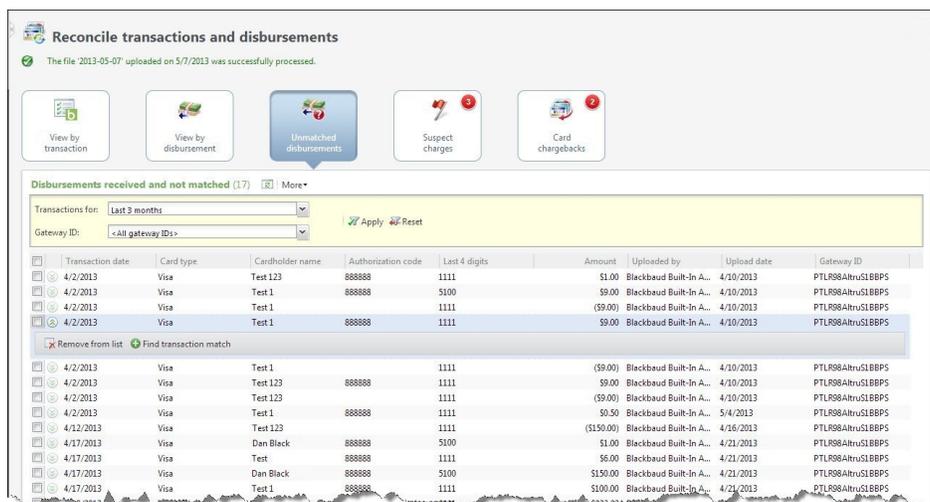
Note: Suspect transactions do not display through the View by disbursement tab.

View Unmatched Disbursements

After you upload the disbursement report, the Unmatched disbursements tab on the Reconcile transactions and disbursements page displays any transactions in the disbursement report that do not match corresponding transactions in your database. Use the **Transactions for** filter to review unmatched transactions grouped by transaction date. With the **Gateway ID** field, you can display transactions associated with a specific gateway ID or all gateway IDs. After you specify filter criteria, click **Apply** to update the page.

Unmatched disbursements exist for various reasons. For example, your organization may have submitted these transactions to the processor from outside of the program, or the automatic reconciliation may not have successfully matched these transactions with their counterparts in the database. An unmatched status may also occur when transactions successfully matched corresponding transactions, but were not automatically reconciled because time zone differences caused transaction date inconsistencies.

From the Unmatched disbursements tab, you can manage these transactions as necessary. You can remove a transaction from the list, or search the database for a transaction's match.



- If a transaction does not have a corresponding transaction in your database, you can remove the transaction from the list. To remove a transaction, click the double arrows next to a transaction to display an action bar. On the action bar, click **Remove from list**. When a message appears to ask whether to remove the transaction, click **Yes**.
- If a transaction has a corresponding transaction in your database, you can reconcile the two transactions. For information about how to reconcile the transactions, refer to [Find a Transaction Match](#) on page 68.

Tip: When a transaction is not relevant to the program, such as a miscellaneous transaction associated with an event, you can select to remove the transaction from the list. You can then mark the transaction as Reconciled on the View by disbursement tab.

Tip: To remove multiple transactions from the list, select the checkbox in the column header to access an action bar.

Find a Transaction Match

After you upload a disbursement report, the Unmatched disbursements tab on the Reconcile transactions and disbursements page displays any transactions in the report that do not match transactions in the database.

For example, an unmatched status may occur when transactions match corresponding transactions in your database, but were not automatically reconciled because time zone differences caused transaction date inconsistencies. If a transaction has a corresponding transaction in your database, you can reconcile the two transactions.

➤ Match a disbursement report transaction to an unmatched transaction

1. From *Treasury*, click **Reconcile transactions and disbursements**. The Reconcile transactions and disbursements page appears.
2. On the Unmatched disbursements tab, click and expand the transaction to match to a pending credit card transaction.

3. On the action bar, click **Find transaction match**. The Pending Credit Card Transaction Search screen appears.
4. Enter the search criteria for the pending credit card transaction, such as cardholder name, credit card type, or the last four digits of the credit card number.
5. Click **Search**. Under **Results**, the transactions that match the search criteria appear.
6. Select the transaction that matches the disbursement report transaction.
7. Click **Select**. You return to the Reconcile transactions and disbursements page.

Blackbaud Merchant Services Suspect and Chargeback Transactions

If your organization sets up a merchant account for **Blackbaud Merchant Services**, you can view information about any suspect transactions or chargeback requests received by your account. You can view this information from the Suspect charges and Card chargebacks tabs on the Reconcile transactions and disbursements page in *Treasury*.

Note: If your organization has multiple accounts with **Blackbaud Merchant Services**, suspect and chargeback transaction information displays from all accounts.

Suspect Transactions

Blackbaud Merchant Services automatically flags transactions as suspect when they meet specific criteria. Transactions flagged as suspect help avoid costly fees associated with potentially unnecessary transactions. Examples of suspect transactions include a questionable IP address or multiple, identical transactions from the same credit card within a short amount of time. **Blackbaud Merchant Services** does not disburse funds from a suspect transaction until you approve it. To view suspect transactions, click the Suspect charges tab on the Reconcile transactions and disbursements page in *Treasury*. Use the **Gateway ID** field to display transactions associated with a specific gateway ID or all gateway IDs. After you specify filter criteria, click **Apply** to update the page.

The screenshot shows the 'Reconcile transactions and disbursements' page. At the top, there is a message: 'The file '2013-05-07' uploaded on 5/7/2013 was successfully processed.' Below this are five tabs: 'View by transaction', 'View by disbursement', 'Unmatched disbursements', 'Suspect charges' (which is highlighted), and 'Card chargebacks'. Under the 'Suspect charges' tab, there is a filter for 'Gateway ID' with a dropdown menu set to '<All gateway IDs>' and buttons for 'Apply' and 'Reset'. Below the filter is a table with the following data:

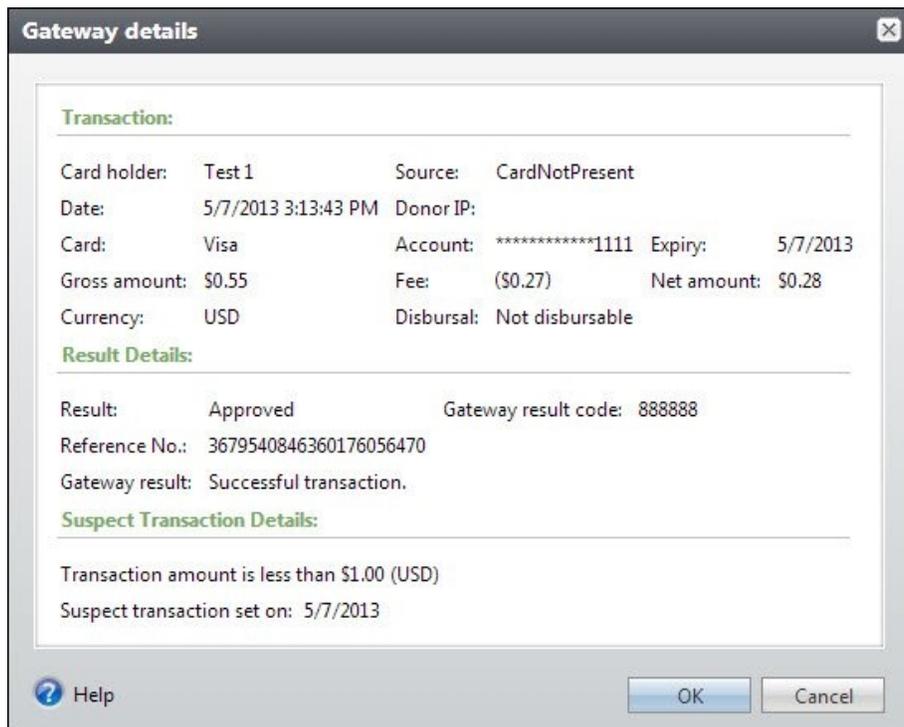
Date	Card holder	Account	Amount	Reason	Gateway ID
5/7/2013 3:14:13 PM	Test1	*****S100	\$0.62	Transaction amount is less than S...	PTLR98AltruS1BBPS
5/7/2013 3:13:43 PM	Test1	*****1111	\$0.55	Transaction amount is less than S...	PTLR98AltruS1BBPS
5/2/2013 3:27:03 PM	AAA	*****S100	\$0.74	Transaction amount is less than S...	PTLR98AltruS1BBPS

On the Suspect charges tab, the transactions that **Blackbaud Merchant Services** has flagged as suspect appear. For each transaction, you can view its date, card holder, account, amount, as well as the reason for its suspect status and the gateway ID.

From the tab, you can select whether to approve or refund each transaction. To help determine whether to approve or refund a suspect transaction, you can access details about the transaction.

➤ Gateway details

To view gateway details, click the double arrows next to a transaction to display an action bar. On the action bar, click **Gateway details**.



The screenshot shows a dialog box titled "Gateway details" with a close button (X) in the top right corner. The dialog is divided into three sections: "Transaction:", "Result Details:", and "Suspect Transaction Details:".

Transaction:

Card holder:	Test 1	Source:	CardNotPresent
Date:	5/7/2013 3:13:43 PM	Donor IP:	
Card:	Visa	Account:	*****1111 Expiry: 5/7/2013
Gross amount:	\$0.55	Fee:	(\$0.27) Net amount: \$0.28
Currency:	USD	Disbursal:	Not disbursable

Result Details:

Result:	Approved	Gateway result code:	888888
Reference No.:	3679540846360176056470		
Gateway result:	Successful transaction.		

Suspect Transaction Details:

Transaction amount is less than \$1.00 (USD)
Suspect transaction set on: 5/7/2013

At the bottom left is a "Help" button with a question mark icon. At the bottom right are "OK" and "Cancel" buttons.

On the Gateway details screen under **Transaction**, you can view information to help determine the validity of the transaction. Review the credit card used for the transaction, including the card holder, card type, the last four digits of the primary account number, and the expiration date. You can also view additional information about the transaction, such as the applicable rate and fee, its net amount, and whether it was or can be disbursed. When disbursement details are available for the transaction, you can click the disbursement link to access a Disbursement Summary Report provided by **Blackbaud Merchant Services**. Under **Result Details**, review the processing result for the transaction, such as whether it was approved, as well as the code and reference number associated with the result. Under **Suspect Transaction Details**, review when and why the transaction was flagged as suspect. Click **OK** to return to the Suspect charges tab.

If you determine that a suspect transaction is a valid transaction, you can approve the transaction. When you approve a transaction, it returns to **Blackbaud Merchant Services** for processing. To approve a transaction, click **Approve** on the action bar. When a message appears to ask whether to approve the transaction, click **Yes**.

If you determine that a suspect transaction is fraudulent, you can refund it to the card holder which cancels that transaction.

Refund Suspect Transactions

Blackbaud Merchant Services automatically flags transactions as suspect when they meet specific criteria. Examples of suspect transactions include a questionable IP address or multiple, identical transactions from the same credit card within a short amount of time. If you determine that a suspect transaction is fraudulent, you can refund its full amount or a partial amount to the card holder.

Warning: When you refund a **Blackbaud Merchant Services** transaction from the Suspect charges tab, the program does not automatically create a corresponding refund in your database. To ensure accurate giving or revenue totals and proper reconciliation through your general ledger, you can refund the transaction from *Revenue* or *Sales*.

> Refund a suspect transaction

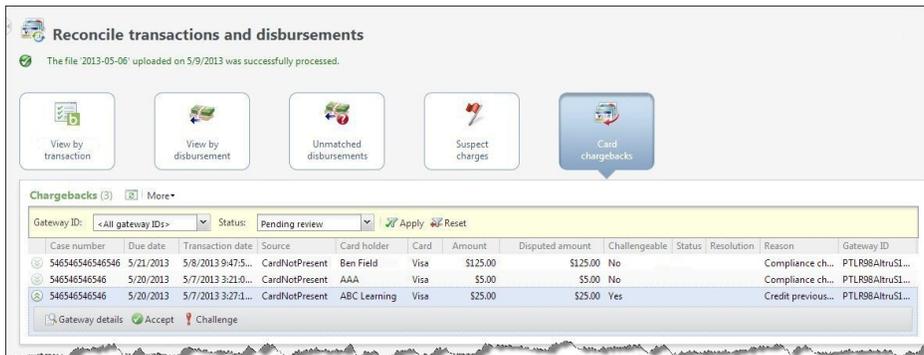
1. From *Treasury*, click **Reconcile transactions and disbursements** under **Credit card reconciliation**. The Reconcile transactions and disbursements page appears.
2. From the Suspect charges tab, click the transaction to display an action bar. On the action bar, click **Refund**. The Refund transaction screen appears.
3. In the **Refund amount** field, enter how much of the transaction amount to refund to the card holder. The refund amount cannot exceed the transaction amount.
4. Click **Save**. You return to the Suspect charges tab.

Chargeback Transactions

When a card holder disputes the validity of a transaction with the credit card company (for example, if the credit card used is reported stolen or the card holder does not recognize the transaction), the credit card company issues a chargeback request to **Blackbaud Merchant Services**. In some cases (for example, when the credit card company determines fraudulent activity), **Blackbaud Merchant Services** must automatically refund the transaction to the card holder. In other cases, **Blackbaud Merchant Services** may automatically challenge the chargeback when your organization has already issued a refund for the disputed transaction. Another type of chargeback that requires your attention may occur when a card holder does not recognize a transaction.

Note: For information about additional reconciliation considerations for chargeback transactions, refer to [Reconciliation and Status Considerations on page 76](#). For information about the various status indicators that may appear, refer to [Status Overview on page 75](#).

On the Card chargebacks tab of the Reconcile transactions and disbursements page, you can view any pending or disputed chargeback transactions that require your attention. You can also view chargeback transactions that have been resolved.



The Card chargebacks tab displays chargeback transactions flagged by **Blackbaud Merchant Services**. With the **Gateway ID** field, you can display transactions associated with a specific gateway ID or all gateway IDs. Use the **Status** filter field to refine the types of transactions that display, such as Pending review, Under dispute, or Resolved. For transactions with a Pending review status, you can select whether to accept or challenge each transaction. Transactions under dispute are essentially challenged chargeback requests. Resolved transactions are accepted or successfully challenged chargeback requests. After you specify filter criteria, click **Apply** to update the page.

Note: To challenge chargeback requests, the request must be associated with a Pending review status and flagged as Challengeable.

For each transaction, you can view its case number, due date and transaction date, source, cardholder and card type, and the amount. The disputed amount, resolution, reason for its suspect status, and gateway ID also display.

➤ Gateway details

You can access gateway details about all transactions listed on the tab regardless of their status. This is especially helpful for transactions pending review as these details help determine the validity of the transaction and whether to challenge or accept a chargeback request. To view details, click the double arrows next to a transaction to display an action bar. On the action bar, click **Gateway details**.

Gateway details

Transaction:

Card holder:	ABC Learning	Source:	CardNotPresent
Date:	5/7/2013 3:27:14 PM	Donor IP:	
Card:	Visa	Account:	*****1111 Expiry: 5/7/2013
Gross amount:	\$25.00	Fee:	(\$0.91) Net amount: \$24.09
Currency:	USD	Disbursal:	Not disbursable

Result Details:

Result:	Approved	Gateway result code:	888888
Reference No.:	3679548966730176056470		
Gateway result:	Successful transaction.		

Chargeback Details:

Credit previously issued

Help OK Cancel

On the Gateway details screen under **Transaction**, review the credit card used for the transaction, including the card holder, card type, the last four digits of the primary account number, and the expiration date. You can also view additional information about the transaction, such as the applicable rate and fee, its net amount, and whether it was or can be disbursed. When disbursement details are available for the transaction, you can click the disbursement link to access a Disbursement Summary Report provided by **Blackbaud Merchant Services**. Under **Result Details**, review the processing result for the transaction, such as whether it was approved, as well as the code and reference number associated with the result. Under **Chargeback Details**, review why the transaction was flagged as a chargeback. Click **OK** to return to the Card chargebacks tab.

Tip: For convenience, you can also work with Chargeback pending requests from the View by disbursement tab.

Accept Chargeback Requests

To view and manage open chargeback requests, from the Card chargebacks tab of the Reconcile transactions and disbursements page, select "Pending review" in the **Status** filter field and click **Apply**.

If you determine that a disputed transaction is not a valid transaction, you can accept the chargeback request. When you accept a chargeback, it returns to **Blackbaud Merchant Services**, which then refunds the disputed amount to the card holder. To accept a chargeback, click a transaction and then click **Accept** on the action bar. When a message appears to ask whether to accept the chargeback, click **OK**.

If you determine that a disputed transaction is a valid transaction, you can challenge the chargeback request. For information about how to challenge a chargeback, refer to [Challenge Chargeback Requests on page 74](#).

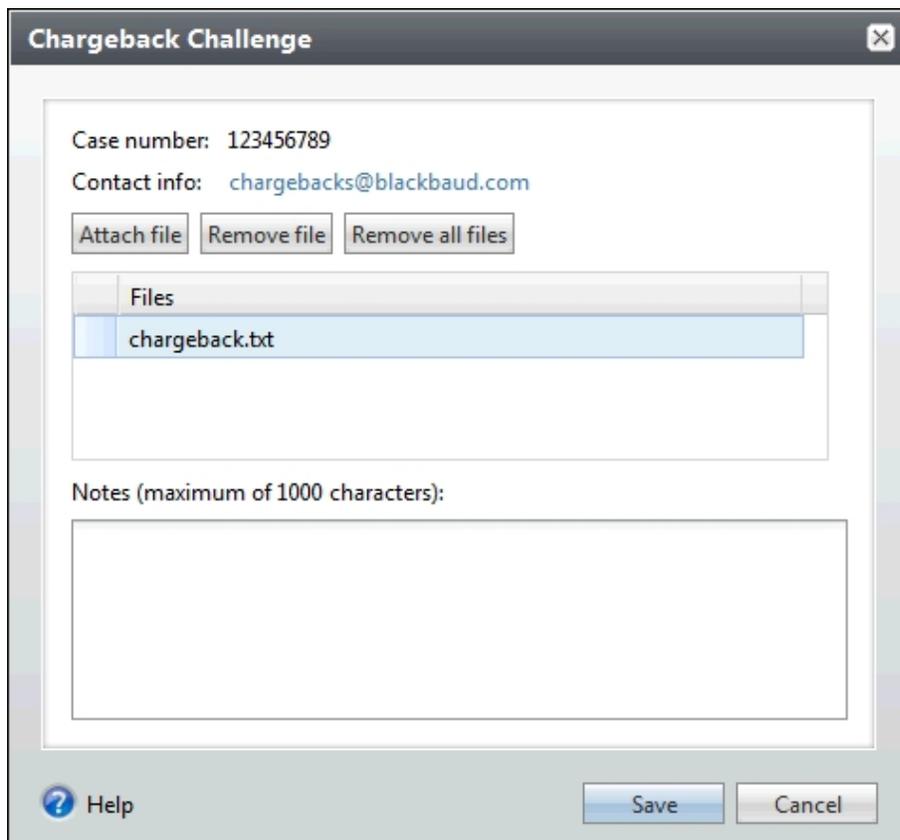
Challenge Chargeback Requests

When a card holder disputes the validity of a transaction with the credit card company (for example, if the credit card is reported stolen or the card holder does not recognize the transaction), the credit card company issues a chargeback request to **Blackbaud Merchant Services**. If you determine that a transaction disputed by a chargeback is valid, you can challenge the chargeback request. When you challenge the chargeback, you must provide relevant evidence to support the validity of the transaction, such as a screen capture of the transaction record. When you create a chargeback challenge, you can attach the evidence as document and image files.

Tip: For assistance with a chargeback challenge, you can email **Blackbaud Merchant Services** at chargebacks@blackbaud.com for consultation.

➤ Challenge a chargeback request

1. From *Treasury*, click **Reconcile transactions and disbursements** under **Credit card reconciliation**. The Reconcile transactions and disbursements page appears.
2. From the Card chargebacks tab, select "Pending review" for the **Status** filter and click **Apply**.
3. Click the chargeback request to challenge. On the action bar that appears, click **Challenge**. The Chargeback Challenge screen appears and displays the case number assigned the chargeback request.



The screenshot shows a dialog box titled "Chargeback Challenge" with a close button (X) in the top right corner. The dialog contains the following information and controls:

- Case number: 123456789
- Contact info: chargebacks@blackbaud.com
- Buttons: "Attach file", "Remove file", and "Remove all files"
- Files list: A table with a header "Files" and one entry "chargeback.txt" which is highlighted.
- Notes (maximum of 1000 characters): A large empty text area.
- Bottom left: A "Help" button with a question mark icon.
- Bottom right: "Save" and "Cancel" buttons.

4. Under **Files**, attach the documents or images necessary to support your challenge, such as screen captures of the transaction record. To upload a file, click **Attach file** and browse to the file to upload.

Note: To remove an attachment, select it in the grid and click **Remove file**. To remove all attachments, click **Remove all**.

5. In the **Notes** field, enter any additional notes about the challenge or disputed transaction.
6. Click **Save**. You return to the Card Chargebacks tab. The selected chargeback request now appears with an "Under dispute" status.

Status Overview

On the View by transaction and View by disbursement tabs of the Reconcile transactions and disbursements page, you can view various status indicators in the **Status** column for a transaction.

> Reconciled

Reconciled signifies that transactions in the disbursement report correspond to transactions in your database.

> Pending

Pending signifies that transactions exist in your database, but have not been reconciled to a disbursement transaction. This status only displays on the View by transaction tab.

> Suspect

Suspect transactions are automatically flagged by **Blackbaud Merchant Services** when they meet specific criteria. Transactions flagged as suspect help avoid costly fees associated with potentially unnecessary transactions. **Blackbaud Merchant Services** does not disburse funds from a suspect transaction until you approve it. You can view suspect transactions from the View by transaction tab and Suspect charges tab.

> Unmatched

Unmatched disbursements display any transactions in the disbursement report that do not match corresponding transactions in your database. Unmatched transactions display on both the View by disbursement and Unmatched disbursements tabs.

> Fraud fee

Fraud fee is a credit card processing fee associated with the **Fraud Management** service offered through **Blackbaud Merchant Services**. These fees display on the View by disbursement tab for informational purposes.

> Chargeback pending

Chargeback pending signifies chargeback requests. When a card holder disputes the validity of a transaction with the credit card company, the credit card company issues a chargeback request to **Blackbaud Merchant Services**.

> Chargeback disputed

Chargeback disputed signifies chargeback requests that have been challenged.

> Chargeback resolved

Chargeback resolved signifies chargebacks requests that have been addressed. This is the final status applied to a chargeback.

> Chargeback refund

Chargeback refund signifies a refund transaction. After **Blackbaud Merchant Services** issues a refund, a chargeback refund transaction is generated and displays on the View by disbursement tab. If a corresponding transaction exists in the program, you can update the original transaction as necessary.

Reconciliation and Status Considerations

The following list includes examples and considerations to help determine the cause of pending, unmatched, suspect, or chargeback transactions, and how best to handle them.

> Why do unmatched disbursements exist?

Unmatched disbursements exist for various reasons. For example, your organization may have submitted these transactions to the processor from outside of the program, or the automatic reconciliation may not have successfully matched these transactions with their counterparts in the database. An unmatched status may also occur when transactions successfully matched corresponding transactions, but were not automatically reconciled because time zone differences caused transaction date inconsistencies.

> Reconciliation of unmatched disbursements

In some cases, you may not need to reconcile unmatched disbursements. To manage these disbursements, you can use the **Remove from list** option on the Unmatched disbursements tab of the Reconcile transactions and disbursements page. You can then mark the unmatched disbursement as Reconciled on the View by disbursement tab.

> Suspect transactions

Blackbaud Merchant Services automatically flags transactions as suspect when they meet specific criteria. Transactions flagged as suspect help avoid costly fees associated with potentially unnecessary transactions. Examples of suspect transactions include a questionable IP address or multiple, identical transactions from the same credit card within a short amount of time. **Blackbaud Merchant Services** does not disburse funds from a suspect transaction until you approve it.

> Card holder disputes

When a card holder disputes the validity of a transaction with the credit card company (for example, if the credit card used is reported stolen or the card holder does not recognize the transaction), the credit card company issues a chargeback request to **Blackbaud Merchant Services**. In some cases (for example, when the credit card company determines fraudulent activity), **Blackbaud Merchant Services** must automatically refund the transaction to the card holder. In other cases, **Blackbaud Merchant Services** may automatically challenge the chargeback, if your organization has already issued a refund for the disputed transaction. Another type of chargeback that requires your attention may occur when a card holder does not recognize a transaction.

> Chargeback requests that cannot be challenged

For chargeback requests that cannot be challenged, the status changes from Chargeback pending to Chargeback resolved. After **Blackbaud Merchant Services** issues a refund, a Chargeback refund transaction is generated and displays on both the View by disbursement and Unmatched disbursements tabs.

> Accepting chargeback requests

When your organization accepts a chargeback request, the status changes from Chargeback pending to Chargeback resolved. After **Blackbaud Merchant Services** issues a refund, a Chargeback refund transaction is generated and displays on both the View by disbursement and Unmatched disbursements tabs.

> Challenging chargeback requests

When your organization challenges a chargeback request, the status changes from Chargeback pending to Chargeback disputed. Whether the dispute is accepted or rejected, a Chargeback resolved status is applied. For rejected disputes, **Blackbaud Merchant Services** issues a refund. A Chargeback refund transaction is generated and displays on both the View by disbursement and Unmatched disbursements tabs.

> Previously reconciled transactions

A previously Reconciled transaction may become associated with a Chargeback status. When this occurs, the Chargeback status takes precedence over the Reconciled status and displays as a

Chargeback on the View by disbursement tab.

➤ **Edit payment amount of processed credit cards**

For a credit card transaction processed through **Blackbaud Merchant Services**, when you edit the payment amount after the credit card is processed, it is important to note that the transaction reconciles with the original payment amount, not the edited payment amount.

Treasury Reports



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You can generate several reports within *Treasury*. You can run Deposit reports, as well as run Miscellaneous payments reports and print receipts for miscellaneous payments.

Deposit Report

The Deposit report includes information about a selection of deposits, including a summarized breakdown of payments methods and bank information such as the account number and routing number. When corrections exist for a deposit, you can view the correction date, method, type, and amount.

To access the report from *Treasury*, click **Deposit report** under **Reports**. The Deposit Report page appears.

Note: You can also access a Deposit report by clicking **Analysis** on the navigation bar and selecting **Treasury reports, Deposit report** from the menu.

Deposits

Include... ▾ All records

Date to use: Deposit date ▾

Date: All Dates ▾ Start date: [] End date: []

Include: Detail Summary Deposit slip Account distribution summary Group by account alias

8 of 23 Find | Next

Deposit Report

Deposit number: 8 Routing number: 123456780
 Deposit date: 4/30/2010 # of payments: 5
 Deposit post date: 4/30/2010 # of corrections/refunds: 0
 Account name: Bank One Deposit amount: \$265,243,414.00
 Bank name: Bank One Commercial Credit
 Address: 10 S Dearborn St Chicago, IL 60603-2300 Group by account alias: No
 Account number: 1029221

Deposit Detail

Payments

Payment date	Payment method	Reference	Authorization code	Amount
4/1/2009	Check			\$20,000,000.00
11/3/2008	Check			\$20,000,000.00
11/8/2005	Cash			\$404.00
10/22/2004	Cash			\$5,510.00
12/20/2002	Cash			\$45,237,500.00
Payment total:				\$85,243,414.00

Deposit Summary

Payment method	Type	Payments	Corrections/Refunds	Amount
Cash		3		\$45,243,414.00
Check		2		\$40,000,000.00
Deposit total:				\$85,243,414.00

At the top of the report, click **Include** and select "All records," "Selected records," or "Specific record." If you choose "Selected records," click the magnifying glass to search for the selection query to use. For more information about queries, refer to the *Query and Export Guide*. If you select "Specific record," click the magnifying glass to search for a single deposit. You can then select a deposit date or post date and a date range.

To include detail or summary information in the report, select the appropriate checkboxes. Your selections here apply to all deposits included in the report.

To create a deposit slip for each deposit included in the report, select **Deposit slip**. When you preview the report, the program generates a print-ready deposit slip for each deposit in the report.

Select **Account distribution summary** to view an account distribution summary for each deposit included in the report.

When you select **Account distribution summary**, the **Group by account alias** filter is enabled. Select this to group the report by account alias. If you do not select this option, the report is grouped by GL account.

Once you define parameters for the report, click **View Report**.

For each deposit included in the report, a deposit slip appears on the next consecutive page.

Deposits

Include... All records

Date to use: Deposit date

Date: All Dates Start date: End date:

Include: Detail Summary Deposit slip Account distribution summary Group by account alias

9 of 23 Find | Next

Deposit Report

DEPOSIT TICKET		Cash	\$45,243,414.00
Bank One		Check	\$40,000,000.00
DATE Friday, April 30, 2010		Subtotal	\$85,243,414.00
DEPOSITS MAY NOT BE AVAILABLE FOR IMMEDIATE WITHDRAWAL		LESS CASH RECEIVED	
SIGN HERE FOR CASH RECEIVED (IF REQUIRED)		Total	
Bank One Commercial Credit 10 S Dearborn St Chicago, IL 60603-2300		Total Items: 5	

After viewing, you can export the report in a number of different formats.

Credit Card Transaction Settlement Status Report

From *Treasury*, you can reconcile credit card transactions with a disbursement or settlement report from a payment processor. With the Credit Card Transaction Settlement Status report, you can analyze the settlement and transaction activity for a specific time period. The report provides a summary, by credit card type, of the transactions processed and the amount and quantity of transactions settled and not settled. The report also provides details about the credit card transactions, both settled and not, such as transaction date, cardholder, and amount. For each transaction date, you can view the total of the transactions settled and not settled. To access the report, from *Treasury*, click **Credit card transaction settlement status** under **Reports**.

Credit Card Transaction Settlement Status Report

Select by: transaction date for: This Year [View report](#)

1 of 1 100% Find | Next

Credit Card Transaction Settlement Status Report

Start: 1/1/2011 End: 12/31/2011 Selected by: Transaction date

Transactions by card type

Card type	Quantity settled	Amount settled	Quantity not settled	Amount not settled
Visa	2	\$625.00	9	\$945.20
American Express	0	\$0.00	1	\$67.00
MasterCard	1	\$1,000.00	1	\$500.00
Discover	0	\$0.00	1	\$43.23
Total	3	\$1,625.00	12	\$1,555.43

Settled transactions

Transaction date	Card type	Card holder name	Authorization code	Last 4 digits	Settled date	Amount	Total
9/7/2011	Visa	Charles Soderlund	00000	1111	9/29/2011	\$375.00	\$375.00
9/8/2011	Visa	Allison E. Andrews	00000	1881	9/29/2011	\$250.00	\$250.00
9/21/2011	MasterCard	Jill Davenport	00000	4444	9/29/2011	\$1,000.00	\$1,000.00

Transactions that are not settled

Transaction date	Card type	Card holder name	Authorization code	Last 4 digits	Amount	Total
						\$0.00

To generate the report, select the transactions to include, by settlement date or transaction date, and click **View report**.

Miscellaneous Payments Report

The Miscellaneous payments report displays selected miscellaneous payments. For each miscellaneous payment, the date, payment method, reference, and amount appear on the receipt.

To access the report, click **Miscellaneous payments report** under **Reports** on the Treasury page. The Miscellaneous Payments Report page appears.

Miscellaneous Payments			
Include... All records			
Date to use: Payment date			
Date: All Dates Start date: mm/dd/yyyy End date: mm/dd/yyyy			
1 of 1396 Find Next			
Miscellaneous Payments Report			
Date to use: Payment date			
Date range: All Dates			
Payment date	Payment method	Reference	Amount
3/19/2014	Credit card		\$999.00
8/31/2009	Check	payment #54744	\$998.00
8/31/2009	Check	payment #56553	\$862.00
8/31/2009	Check	payment #54678	\$67.00
8/31/2009	Check	payment #54549	\$67.00
8/31/2009	Check	payment #54344	\$862.00
8/31/2009	Check	payment #54308	\$67.00
8/31/2009	Check	payment #59733	\$998.00
8/31/2009	Check	payment #59497	\$67.00
8/31/2009	Check	payment #59265	\$67.00
8/31/2009	Check	payment #59197	\$862.00
8/31/2009	Check	payment #57704	\$998.00
8/31/2009	Check	payment #57409	\$862.00
8/31/2009	Check	payment #57307	\$67.00
8/31/2009	Check	payment #57133	\$998.00
8/31/2009	Check	payment #56765	\$67.00
8/30/2009	Cash	payment #54311	\$203.00

At the top of the report, click **Include** and select "All records," "Selected records," or "Specific record." If you choose "Selected records," click the magnifying glass to search for the selection query to use. For more information about queries, refer to the *Query and Export Guide*. If you select "Specific record," click the magnifying glass to search for a single miscellaneous payment. You can then select a miscellaneous payment date or date range. Once you define the parameters for the report, click **View Report**. After viewing, you can export the report in a number of different formats.

Note: You can also access the Miscellaneous payments report by clicking **Analysis** on the navigation bar and selecting **Treasury reports, Miscellaneous payments reports** from the menu.

Receipt for Miscellaneous Payment

The Receipt for Miscellaneous Payment Report displays the receipt for the selected miscellaneous payment. For each miscellaneous payment receipt, the receipt date and number, payment method, reference date, and amount appear on the receipt. When you run the Receipt for Miscellaneous Payment report, the payment is marked as "received."

To access the report, click **Receipt for miscellaneous payment** under **Reports** on the explorer bar of the Miscellaneous Payment page. The Miscellaneous Payments Report page appears.

Receipt for Miscellaneous Payment		
Receipt date:	9/3/2014	
Receipt number:	29	
Payment method:	Other	
Other description:	Gift card	
Reference date:		
Reference number:		
Payment date	Reference	Amount
3/25/2013		\$50,000.00

Deposit Summary Report

The Deposit Summary report displays a list of deposits created during a specific deposit process. When the deposit process runs, payments with a "Not posted" status are linked to one deposit and payments with a status of "Do not post" are linked to another deposit. Refund payments and any cash over/short amounts are included in the "Not posted" deposit.

On this report, you can view specific details about the deposit process you select. The details display the payment methods and amounts included in each deposit, grouped by bank account. You can view and print the Deposit Summary report for completed deposit processes only.

After you run the deposit process, you can view the Deposit Summary report on the Recent Status or History tabs. To view the Deposit Summary report, click **View report** on the action bar.

Deposit Summary

Summary Report | Cash Deposit | Check Report

View report

1 of 2 | 100% | Find | Next

Deposit Summary

Process: Today's deposits

Started by: Steve Smith | Started on: 1/9/2012 2:22:12 PM

Deposit date: 12/26/2011 | Ended on: 1/9/2012 2:22:16 PM

Deposit details

Bank account	Deposit number	Post date	Reference	Payment method	Quantity	Amount
Bank of America Account						
	33	12/26/2011	Treasury Misc Pmts			
				Green stamps	1	\$10.41
					1	\$10.41
	34	12/28/2011	Treasury Misc Pmts			
				Green stamps	1	\$93.38
				Savings Bonds	1	\$5.55
					2	\$98.93
	35	12/29/2011	Treasury Misc Pmts			
				American Express	1	\$46.73
				Discover	1	\$61.21
				Visa	2	\$84.06
					4	\$192.00

Depending on the payment methods included in the deposit, the report may display **Cash**, **Check**, or **Cash and Check** tabs beside the **Summary Report** tab. On these tabs, you can use filters to define the information you want to view in the report. You can select all or specific records to include, use date filters, and view additional information in the report, such as the deposit slip and the account distribution summary. After you define the filters, click **View Report**.

Note: When you select to group your deposits by day, all deposit information is separated by date.