coreware D M S

for admins

Revision 3 / Updated on Nov 23, 2017

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About CoreWare DMS

The Donor Management System (DMS) is built on over 30 years of experience designing and building donor processing software for large and small non-profits, handling from a few hundred donations to tens of thousands of transactions per week. CoreWare DMS is trusted by the following non profit organizations.

Some of the organizations that use CoreWare DMS

The goal behind this software was to build a DMS that meets the needs of non-profits at a price that is affordable. Having worked with Youth With a Mission (YWAM) for over 30 years, CoreWare understands not only the needs of non-profits, but also the financial limitations. Additionally, many non-profits have unique needs that are not often met by the big commercial donor software packages.

Definition of Terms

While there tend to be industry standards on terms used in the non-profit world, these are not always known or used. For that reason, this list of definition of terms will make the remainder of this document more understandable.

Donor – The person or company making a donation to the non-profit.

Designation – The specific purpose for which the donation has been made. Every donation requires a designation. Typically, the non-profit will create a "catch-all" designation for general undesignated gifts. The designation might be for a specific staff person or a project.

Donation Source – This is what prompted the donor to give. It could be an email, a printed newsletter, or a magazine ad. Typically, the non-profit records this with the donation in order to track the effectiveness of marketing strategies and plans.

Donation – A gift made to a single designation. It is important to understand that a donation is to only one designation. If a donor makes a gift of $100, $50 to designation A and $50 to designation B, that will be treated as two donations in the system.

Contact – In Coreware, a contact is a name and/or contact information stored in the DMS. Other systems might call these partners or constituents.

User – A contact that also has a user name and password, allowing them to log in to the system and get features and capabilities that are not available to the general public.

Administrator – A User that is flagged to be able to use backend, administrator tools.

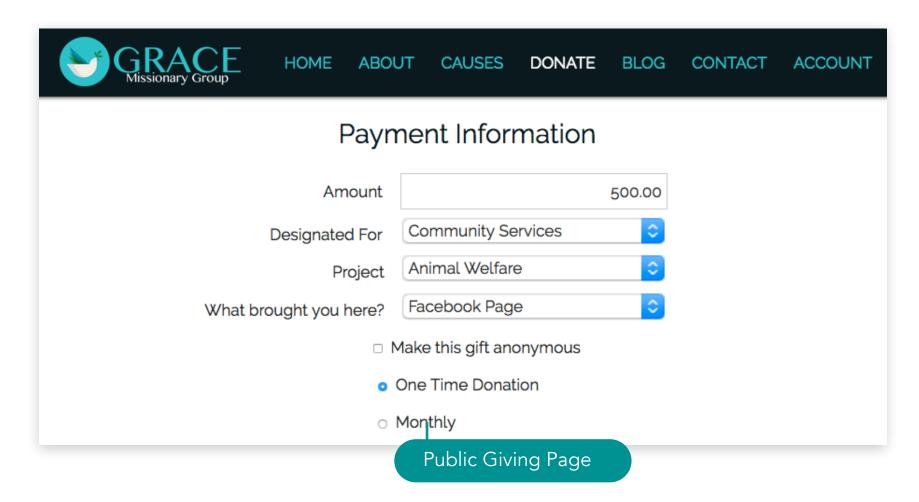**Batch** – A grouping of donations that are manually entered by an administrator. The purpose of the batch is simply to put the donations into manageable chunks for convenience of entry and verification.

Recurring Donation – A donation that happens automatically on a regular basis.

Payment Method – The way that the donation is made. Examples are cash, check, VISA card, and eCheck.

Donor Process

Public Giving Page

coreware DMS

1. The donor process begins with the donor visiting the public website of the non-profit and navigates to a donation page.

2. The amount of the donation is entered.

3. The designation of the donation is selected. There are two ways that a designation can be selected. Some designations can appear in a dropdown. However, some designations, because of security, do not appear on the website. These designations must be selected by having their code entered by the donor.

4. Enter additional information related to the designation. A designation can require or "project". These are explained in more depth later.

5. The type of donation is selected. The donation can be a one-time donation or any number of recurring donations, as created by the administrator of the site.

6. The donor enters their contact information, including name, address, email address and phone numbers. Some of these fields are required and some are optional. A selected.

7. The payment method will require additional information, depending on the type of payment method. For instance, a credit card will require details about the credit card while a bank account (eCheck) will require different details about the donor's bank account.

8. The donor has the option to create a User account when they make their donation. Creating a User will require the donor to select a unique user name and password and will save the donor time in making future donations.If the donor is creating a User account or is already logged in with a User account, the user will be presented with the option to save the entered payment method account or select an existing account

DONATE

AMOUNT:

$300.00

DONATE

DESIGNATION:

Community Service

DONATE

RECURRING?

YES - MONTHLY

DONATE

CONTACT INFO:

Name, Address etc.

DONATE

PAYMENT METHOD:

Credit Card
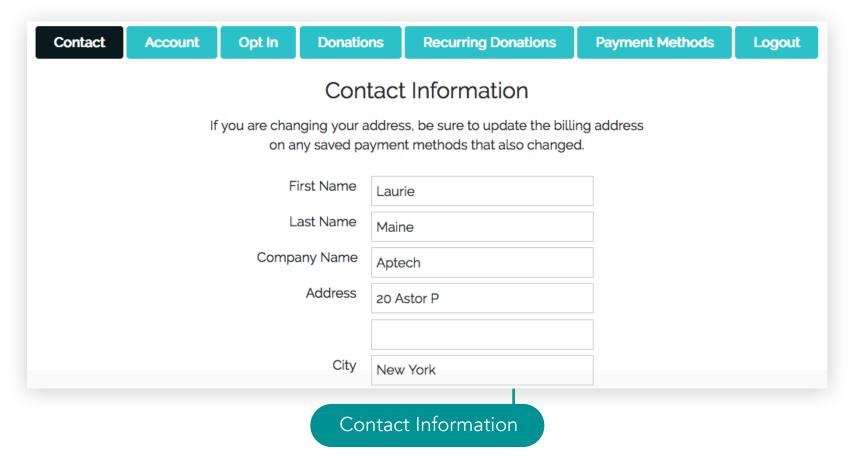
Donor Options

Account Maintenance

When a donor creates and account and log in, they have the ability to manage their information. They can manage their contact information and update their contact email and phone numbers. If they are changing their address, they are advised to update the billing address on any saved payment methods that were also changed.

| Contact | Account | Opt In | Donations | Recurring Donations | Payment Methods | Logout |

Contact Information

If you are changing your address, be sure to update the billing address on any saved payment methods that also changed.

First Name	Laurie
Last Name	Maine
Company Name	Aptech
Address	20 Astor P
City	New York

Contact Information

coreware **D** **M** **S**
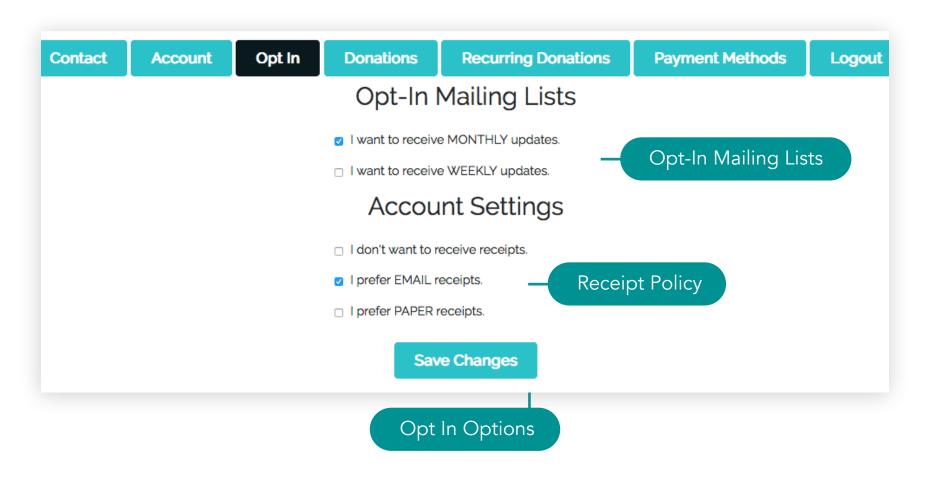
They can manage their account which is their username, password, that they reset. As an admin, these accounts are totally under your control. For donors that gave their payment information, you can set up their recurring and payment account from the admin menu.

Contact	**Account**	Opt In	Donations	Recurring Donations	Payment Methods	Logout

Account Information

User Name: laurie_maine

Current Password:

New Password:

Re-enter New Password:

For security reasons, we need you to select and answer a couple questions. If you ever forget your password, you'll need to remember which questions you chose and answer them.

Security Question: What was the last name of your third grade teacher?

Answer: Reid

Donor Account Information
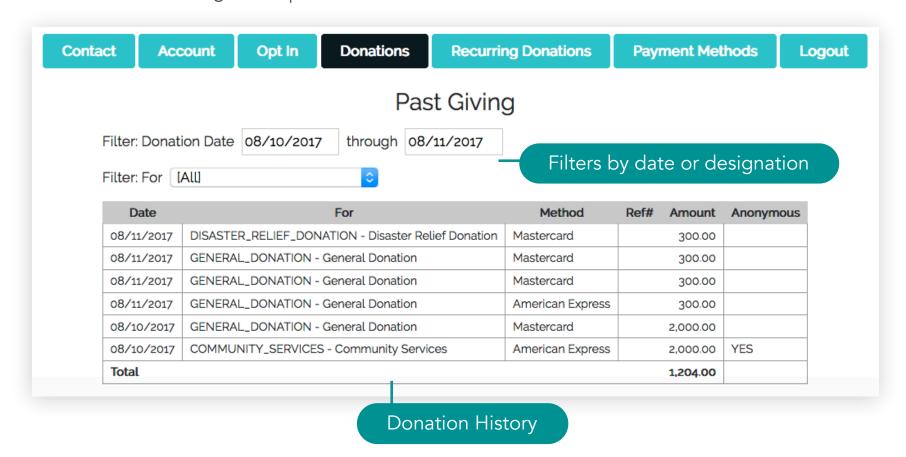
Donors can opt to join a mailing list and specify if they want to receive receipts or not and if they want to receive paper or email receipts.

Contact	Account	Opt In	Donations	Recurring Donations	Payment Methods	Logout

Opt-In Mailing Lists

☑ I want to receive MONTHLY updates.

☐ I want to receive WEEKLY updates.

Opt-In Mailing Lists

Account Settings

☐ I don't want to receive receipts.

☑ I prefer EMAIL receipts.

Receipt Policy

☐ I prefer PAPER receipts.

Save Changes

Opt In Options

coreware **D M S**
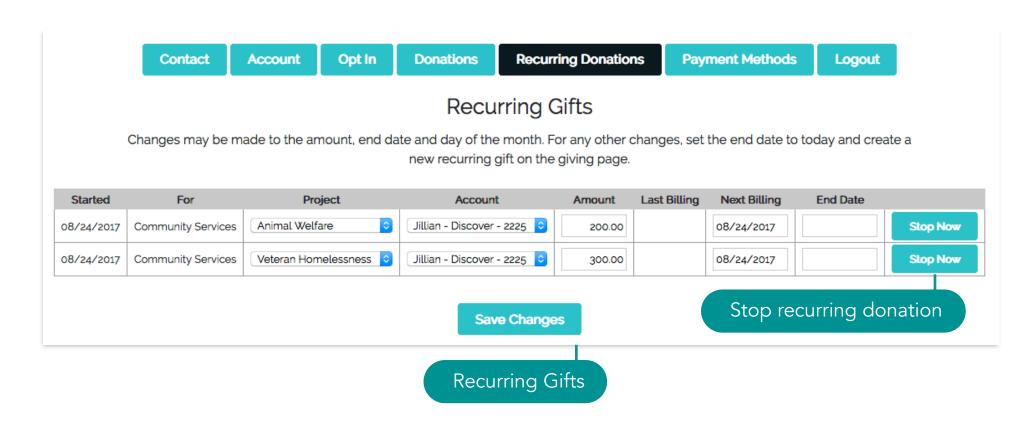
Donors can view their donation history since the beginning. If a donor has given monthly and has for years and years, their donation record would be really long that's why there is a filter. So if they want to see their donations from last year, they could do that easily. Donors can, for any reason, back out of donations made. They may contact someone in your your organization and ask to have the donations backed out. The donation is then reversed and a negative entry is created. The original and the negative donation are tied together. When a donation is tied to a back-out donation, the donor would not see it in their donation history, but it will be visible for the staff and admin through the reports.

| Contact | Account | Opt In | **Donations** | Recurring Donations | Payment Methods | Logout |

Past Giving

Filter: Donation Date 08/10/2017 through 08/11/2017

Filters by date or designation

Filter: For [All] ⬍

Date	For	Method	Ref#	Amount	Anonymous
08/11/2017	DISASTER_RELIEF_DONATION - Disaster Relief Donation	Mastercard		300.00	
08/11/2017	GENERAL_DONATION - General Donation	Mastercard		300.00	
08/11/2017	GENERAL_DONATION - General Donation	Mastercard		300.00	
08/11/2017	GENERAL_DONATION - General Donation	American Express		300.00	
08/10/2017	GENERAL_DONATION - General Donation	Mastercard		2,000.00	
08/10/2017	COMMUNITY_SERVICES - Community Services	American Express		2,000.00	YES
Total				**1,204.00**	

Donation History

If the donor has any recurring gifts, these would show on their account and they can manage those as well. They can update the credit card account to use for the recurring transaction, the amount of the donation and set an end date. They can choose to stop a recurring donation for the next billing cycle.

| Contact | Account | Opt In | Donations | **Recurring Donations** | Payment Methods | Logout |

Recurring Gifts

Changes may be made to the amount, end date and day of the month. For any other changes, set the end date to today and create a new recurring gift on the giving page.

Started	For	Project	Account	Amount	Last Billing	Next Billing	End Date	
08/24/2017	Community Services	Animal Welfare	Jillian - Discover - 2225	200.00		08/24/2017		Stop Now
08/24/2017	Community Services	Veteran Homelessness	Jillian - Discover - 2225	300.00		08/24/2017		Stop Now

Save Changes

Stop recurring donation

Recurring Gifts

If the donor has any payment methods on file, they would be able to manage those as well. Donors can use credit cards or e-Checks on the public giving page and save these payment accounts for reuse. They can add a new payment method or update their saved payment methods. They can deactivate a payment method any time.

| Contact | Account | Opt In | Donations | Recurring Donations | **Payment Methods** | Logout |

Payment Methods

Making a payment method inactive will also end any recurring gifts using that payment method.

Update account information

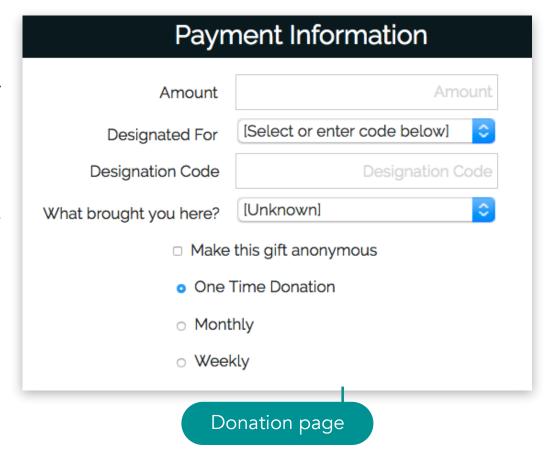| Label	Payment Method	Used in Recurring Gifts?	Make Inactive	
American Express - 2226	American Express	YES	☐	Update Account Information
Laurie - eCheck	eCheck	no	☐	
Discovery - 2227	American Express	no	☐	Update Account Information
Mastercard - 2224	Mastercard	YES	☐	Update Account Information
Mastercard - 2229	Mastercard	YES	☐	Update Account Information
Click here to add a new payment method				

Payment Methods

Accepted Donations

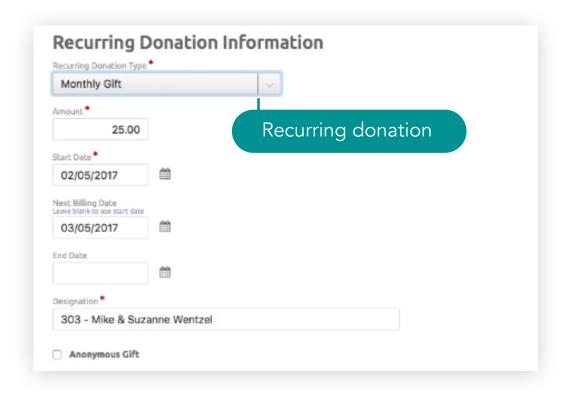Donors have the option to send in cash or check or send donations online via the giving page.

a. For one time and recurring gifts, donors can send in cash or check or go to the giving page to enter the preferred payment method. There is no additional processing required for one time or recurring donations processed directly in the system.

b. For one time gifts, donors can send in cash or check directly to the staff. Donations made with cash or check are manually entered into the system. These donations are grouped in a "batch" before entering them in the system.This is a way to double-check that the amounts you are entering are correct. A batch total will be entered initially and then the individuals donations would be entered. The system keeps track of what the total is and will not allow the user to process if the total amount of donations does not match the batch total that was entered at the beginning.

Payment Information

Amount	Amount
Designated For	[Select or enter code below]
Designation Code	Designation Code
What brought you here?	[Unknown]

☐ Make this gift anonymous

◉ One Time Donation

○ Monthly

○ Weekly

Donation page

Donation Entry

Donations entered here will not appear in list until save.

Contact			Payment Method		Ref #	Amount	Designation	Source		
10116	Aptech, Jack Faulkr	🔍	Check		1003	2000.00	GENERAL_DONATION - Gener	[None]		❌
10113	James Moore	🔍	Check		1004	3000.00	GENERAL_DONATION - Gener	[None]		❌
10118	Netbeans, Mary Bal	🔍	Cash			4000.00	GENERAL_DONATION - Gener	[None]		❌
10114	PhotoOp, John Mills	🔍	Check		1003	6000.00	GENERAL_DONATION - Gener	[None]		❌
										➕

Donation batch

c. Recurring donations can be set up in the system by staff for its donors by request. Credit card information is required for setting up recurring donations.
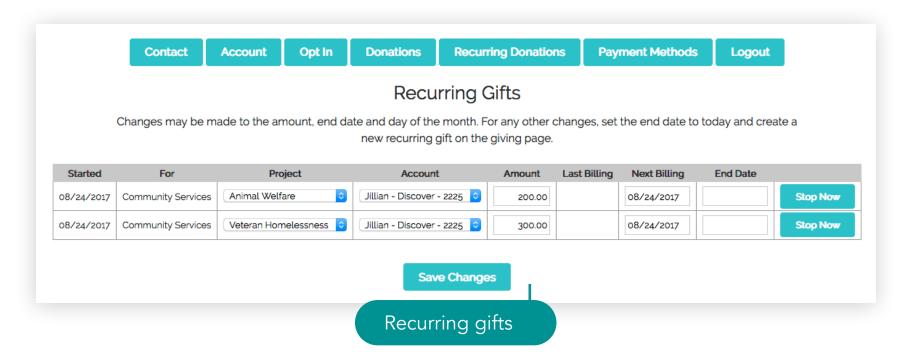
Recurring Donation Information

Recurring Donation Type *

Monthly Gift

Recurring donation

Amount *

25.00

Start Date *

02/05/2017

Next Billing Date
Leave blank to use start date

03/05/2017

End Date

Designation *

303 - Mike & Suzanne Wentzel

☐ Anonymous Gift

Recurring Gifts

As a user, donors can set up their recurring donations and let the system handle the giving process as they recur. They can also opt to cancel a recurring gift. Donors can set up their preferred payment method such as the credit card they would use and save it on file. They can modify the billing address or reset the expiration date. All donor information and payment information can be set up from the Account Information page.

Donors can set up the frequency of their recurring gifts and with the aid of a staff, choose to stop, resume or change the amount on the recurring gift. Any payment method that is set to create the recurring donation would be saved and would be used in processing the recurring donation.

Recurring donations from your current donor management system can be uploaded into the system. This way, you or the donors themselves won't have to set them up. You can also export transactions as well as import transactions from your other systems. Contact CoreWare management to import your recurring donations.

Contact	Account	Opt In	Donations	Recurring Donations	Payment Methods	Logout

Recurring Gifts

Changes may be made to the amount, end date and day of the month. For any other changes, set the end date to today and create a new recurring gift on the giving page.

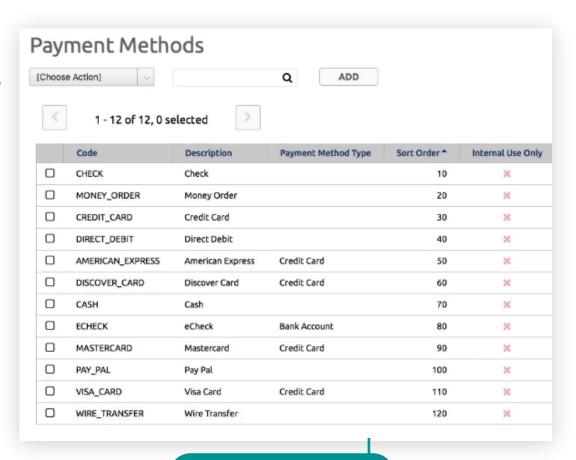| Started	For	Project	Account	Amount	Last Billing	Next Billing	End Date	
08/24/2017	Community Services	Animal Welfare	Jillian - Discover - 2225	200.00		08/24/2017		Stop Now
08/24/2017	Community Services	Veteran Homelessness	Jillian - Discover - 2225	300.00		08/24/2017		Stop Now

Save Changes

Recurring gifts

Payment Methods

Donors can donate online and offline. For donors who opt to donate online, you can make several options available to them. The public giving page would only accept credit cards as payment for recurring donations.

Supported payment methods in the system are:
a. Cash
b. Check
c. eCheck - ACH/EFT Bank Accounts
d. Credit Cards and Debit Cards
e. Money Order and Wire Transfer
f. PayPal (by request)

Supported payment gateways in the system:
a. USAePay - www.usaepay.info
b. Authorize.NET - www.authorize.net
c. Transnational - www.gotnpayments.com

Payment Methods

[Choose Action] ⌄		🔍	ADD

<   1 - 12 of 12, 0 selected   >

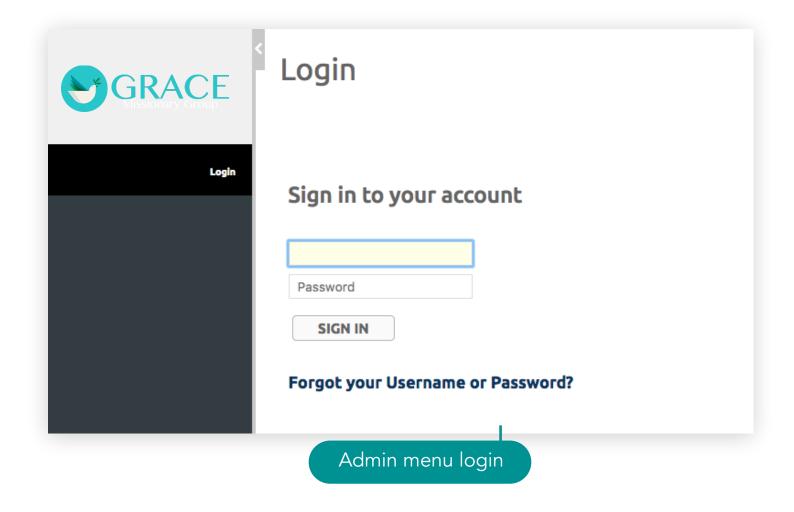|	Code	Description	Payment Method Type	Sort Order ▲	Internal Use Only
☐	CHECK	Check		10	✖
☐	MONEY_ORDER	Money Order		20	✖
☐	CREDIT_CARD	Credit Card		30	✖
☐	DIRECT_DEBIT	Direct Debit		40	✖
☐	AMERICAN_EXPRESS	American Express	Credit Card	50	✖
☐	DISCOVER_CARD	Discover Card	Credit Card	60	✖
☐	CASH	Cash		70	✖
☐	ECHECK	eCheck	Bank Account	80	✖
☐	MASTERCARD	Mastercard	Credit Card	90	✖
☐	PAY_PAL	Pay Pal		100	✖
☐	VISA_CARD	Visa Card	Credit Card	110	✖
☐	WIRE_TRANSFER	Wire Transfer		120	✖

Payment Methods

Administration Page

Administrator Login

The administration page is where admins can log in and access all the administrator options available to them. The administration page URL is provided when you receive your welcome email.

Registration

When using the CoreWare system, you will be provided with a client admin account with access to all the administration pages. Client admins can set up new admins and let staff or designation users create an account via the registration page. The system allows for self registration of admins, staff and donors.
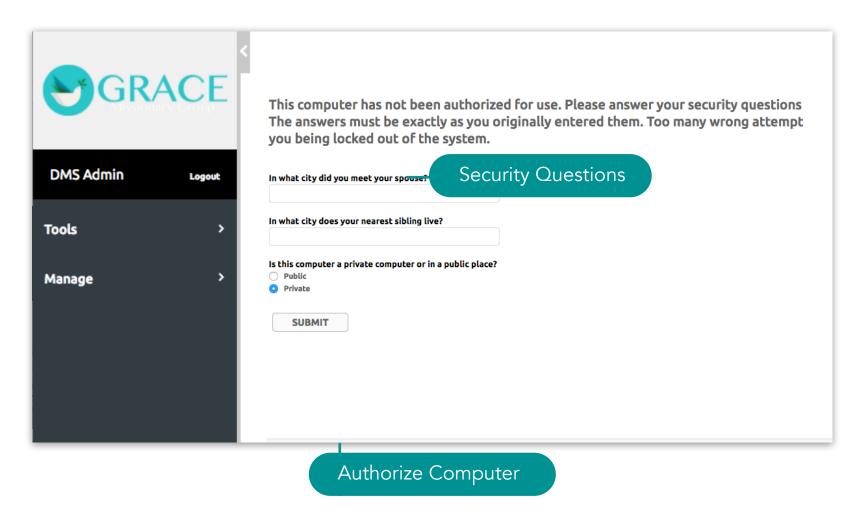
Logging In

When logging in to CoreWare for the first time on any new machine, you will be asked to authorize the computer you would log in to. Authorization requires answering the 2 security questions that you provided from the registration. If you have yet to create your security questions and answers, you will be brought to the User Self Maintenance page to create them.
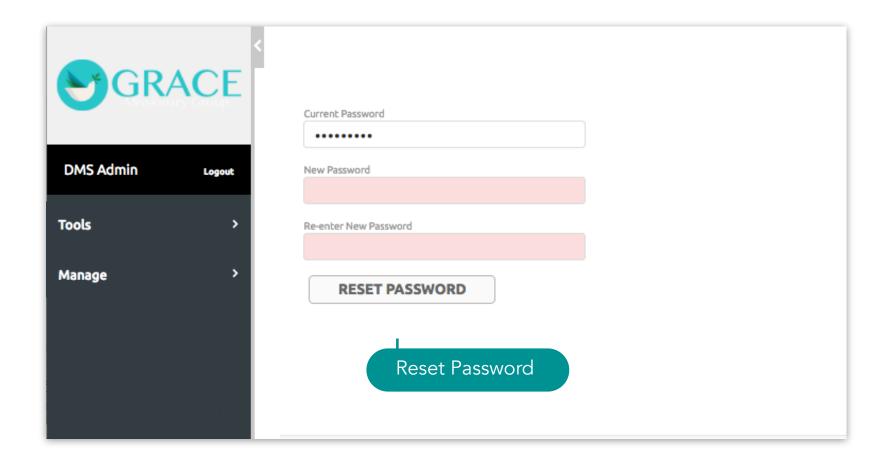
coreware **D M S**

From the authorization page, provide the answers to the security questions exactly as you have entered them in the registration. Specify if the computer is a public or private computer. Submit the information to authorize the computer. Contact the CoreWare admin if you get locked out by entering the wrong answers.

GRACE
Missionary Group

DMS Admin   **Logout**

Tools   >

Manage   >

This computer has not been authorized for use. Please answer your security questions
The answers must be exactly as you originally entered them. Too many wrong attempt
you being locked out of the system.

In what city did you meet your spouse?

Security Questions

In what city does your nearest sibling live?

Is this computer a private computer or in a public place?
○ Public
● Private

SUBMIT

Authorize Computer
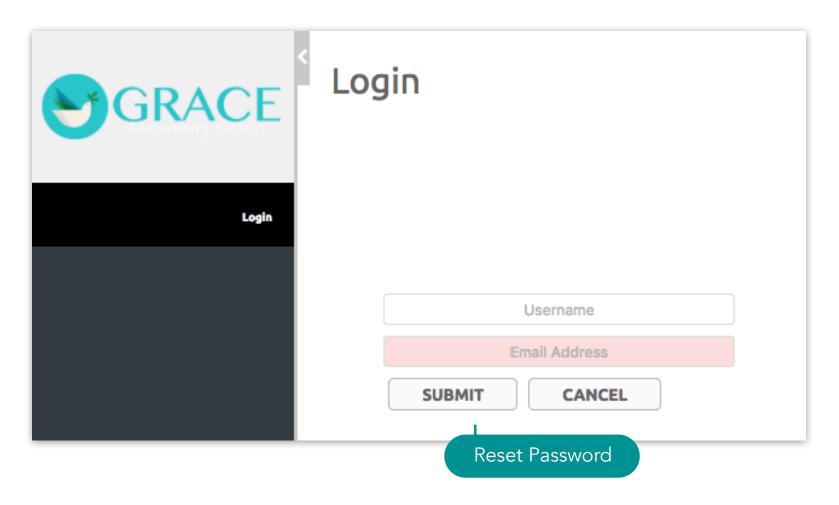
coreware **D M S**

After authorizing the computer, you will be asked to reset your password. Enter your new password. Passwords must be atleast 8 characters long and includes a number, lowercase and uppercase letters.

Forgot Password

In the event that you forget your password, you can set a new password by clicking on the "Forgot username or password" link from the login screen. You need your username and email to reset your password. An email would be sent to the email address on file. Follow the instructions in the email.

The link on the email will take you to the **Reset Password** page. Enter the security answers exactly how you have entered them. Then, set a new password. Confirm the new password then click **RESET PASSWORD**.
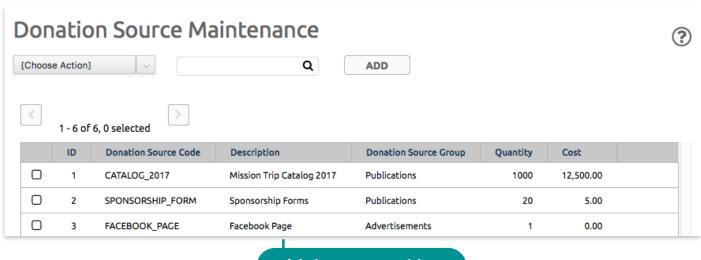
Reset Password

Security Question

Enter the security answers you have stored in your account.

In what city did you meet your spouse?

In what city does your nearest sibling live?

New Password

Re-enter New Password

RESET PASSWORD

Reset Password

Maintenance Pages

When you are logged in as a client admin, you will see all the donor management tools from the side menu that usually opens a "maintenance list". On the maintenance list, the following options are common:

a. **ADD** button - option to add a new record in the list.

b. **FILTER** button - option to filter the records shown on the list.

c. **HELP** button - option to open the context help document for the maintenance program.

d. **SEARCH** field - option to search for a record on the list.

e. **Choose Action** dropdown - shows a list of actions to:

- **Change Preferences** - set the list to stay on the record after save, show inactive records on the list, set number of rows to show on the list, set the maximum characters per column, select which columns to show on the list or columns to include in the exported CSV file.
- **Select records** - Select records to filter or export.
- **Export records to a CSV file** - exports the selected records to export.
- **Sort records on the list** - option to reset the sort order or sort records via drag and drop.

Donation Source Maintenance

[Choose Action] ⌄   🔍   ADD

<   >

1 - 6 of 6, 0 selected

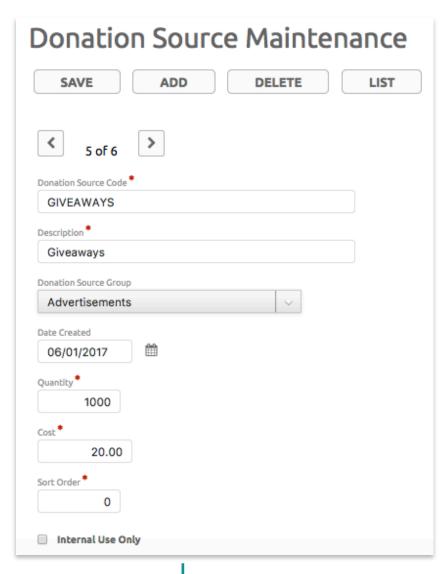|	ID	Donation Source Code	Description	Donation Source Group	Quantity	Cost
☐	1	CATALOG_2017	Mission Trip Catalog 2017	Publications	1000	12,500.00
☐	2	SPONSORSHIP_FORM	Sponsorship Forms	Publications	20	5.00
☐	3	FACEBOOK_PAGE	Facebook Page	Advertisements	1	0.00

Maintenance List

Clicking on a record from the list usually opens a "maintenance form".

On the maintenance list, the following buttons are common.
a. **ADD** - creates a new record.
b. **SAVE** - saves a new record or any changes to the record.
c. **DELETE** - deletes a record. If the record, for example the contact category, is linked to another record, the record would not be deleted unless the contact category is un-linked to the contact.
d. **LIST** - goes back to the maintenance list.
e. **Previous** and **Next** - navigate to the next or previous record from the list.

On the maintenance form, the following fields are common.

a. **Sort Order** - Generally, the sort order is going to be 0. If they are all 0, then in any dropdown where you can select that value, they would just be sorted by description. But if you want, for payment methods for example, for cash to always be the first option, you could set this order.

b. **Internal Use Only** - This only means that the record would not display on a public page. It will display in an internal page.

c. **Inactive** - This simply means that the record would not be used anymore and would not show on lists.

Donation Source Maintenance

SAVE   ADD   DELETE   LIST

< 5 of 6 >

Donation Source Code *
GIVEAWAYS

Description *
Giveaways

Donation Source Group
Advertisements

Date Created
06/01/2017

Quantity *
1000

Cost *
20.00

Sort Order *
0

☐ Internal Use Only

Maintenance Form

Keyboard shortcuts:

a. The **Add** button can be clicked with a quick key, **control-option-a** on Mac, **alt-shift-a** on Windows. The combination might be different in some browsers.

b. The **Save** button can be clicked with a quick key, **control-option-s** on Mac, **alt-shift-s** on Windows. The combination might be different in some browsers.

c. The **List** button can be clicked with a quick key, **control-option-l** on Mac, **alt-shift-l** on Windows. The combination might be different in some browsers.

d. Use the **page-up** and **page-down** keys to go to the next and previous pages or records.

e. If a record does not appear in a list, it might be inactive. Inactive records are hidden by default. Go to **[Choose Action]**, select **Preferences** and choose **Show Inactive Records**.

f. In any maintenance programs, you can change the fields that show up in the columns of the list. Go to the **[Choose Action]** drop down and select **Preferences**. Drag fields from **Available Fields** to **Fields** to include in list. You can also change the order in Fields to include in list.

g. In any date field, you can press **period (.)** to get the **current date**, **plus (+)** to **add one to the date** and **minus (-)** to **subtract one from the date**.

h. In a lot of maintenance programs, you can **command-click** on a record or click on the lightning icon to get a simple editable dialog box for that record.

i. For pages that you use often, you can add them to the sidebar by going to **Tools** > **My Account** > **My Menus**.

j. You can sort records in the list via drag and drop. Go to **[Choose Action]** drop down and select **Visual Sort**. Drag items up or down the list then save. When you save it, the order of the records will change where they appear.

k. For pages that you use often, you can add them to the sidebar by going to **Application** > **My Account** > **My Menus**.
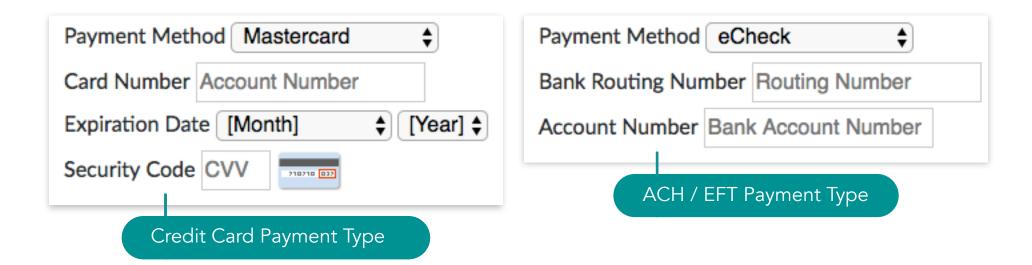
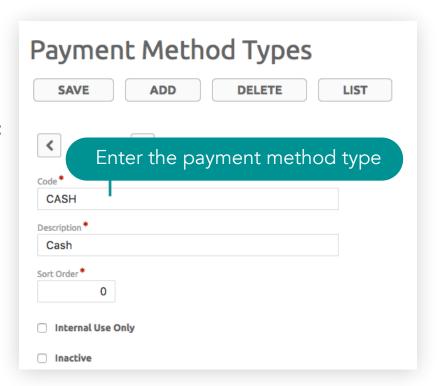## Administration Setup

Payment Setup

Payment Method Types

Payment methods types serve as a grouping for payment methods and determines the information to gather for the payment method. For example, payments made through MasterCard, VISA, and Discovery are grouped as Credit Cards and payment methods with the Credit Card type will ask for the credit card information. Payment method types are managed from **Tools** > **Donor Management** > **Payment Method Type**.
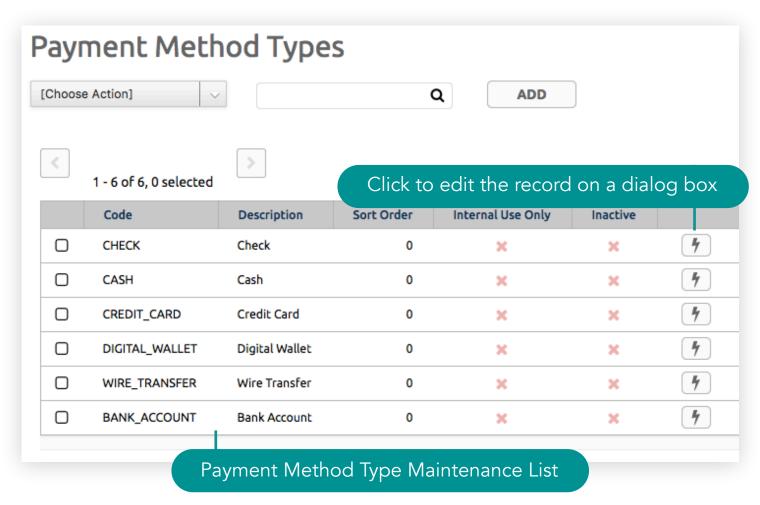
Payment Method	Mastercard
Card Number	Account Number
Expiration Date	[Month] [Year]
Security Code	CVV

Credit Card Payment Type

Payment Method	eCheck
Bank Routing Number	Routing Number
Account Number	Bank Account Number

ACH / EFT Payment Type

Create a new payment method type

1. From the **Payment Method Type Maintenance** list, click **ADD**.
2. To set up payment method types, go to **Donor Management > Payment Method Types**.
3. Enter the payment method type code and description e.g. **Cash**.
   a. For credit card payment method type, set the code to "CREDIT_CARD".
   b. For the ACH / EFT payment method type, set the code to "BANK_ACCOUNT".
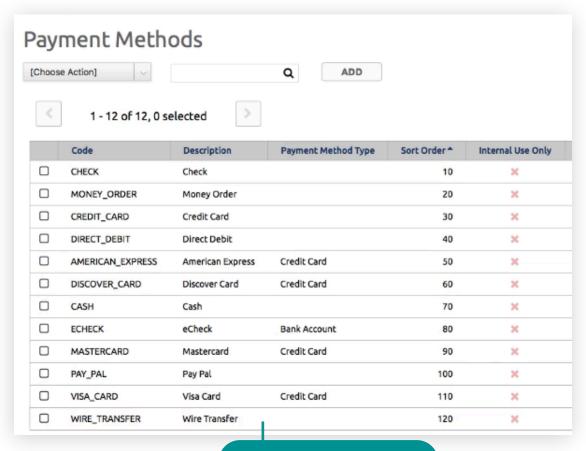4. Click **SAVE**. You will be brought back to the Payment Type Maintenance list.

Payment Method Types

| SAVE | ADD | DELETE | LIST |

<

Enter the payment method type

Code *
CASH

Description *
Cash

Sort Order *
0

☐ Internal Use Only

☐ Inactive

5. To easily make changes, you can click on the lightning icon ⚡ to get a simple editable dialog box for that record.

Payment Method Types

[Choose Action] ▾   🔍   ADD

< > 1 - 6 of 6, 0 selected

Click to edit the record on a dialog box

	Code	Description	Sort Order	Internal Use Only	Inactive	
☐	CHECK	Check	0	✖	✖	⚡
☐	CASH	Cash	0	✖	✖	⚡
☐	CREDIT_CARD	Credit Card	0	✖	✖	⚡
☐	DIGITAL_WALLET	Digital Wallet	0	✖	✖	⚡
☐	WIRE_TRANSFER	Wire Transfer	0	✖	✖	⚡
☐	BANK_ACCOUNT	Bank Account	0	✖	✖	⚡

Payment Method Type Maintenance List

Payment Methods

Set up all your accepted payment methods into the system. You can set up cash, check or credit cards but you can also set up gifts-in-kind. Typically, cash would be the first option on the list when a donor picks a payment method and the catch-all would be the last. When a donor chooses a payment method, they would need to provide additional information depending on the type of the payment method. For instance, a credit card will require details about the credit card while a bank account (eCheck) will require different details about the donor's bank account. Payment Methods are managed from **Tools** > **Donor Management** > **Payment Methods** or from **Manage** > **Products** > **Payment Methods**.

Payment Methods

[Choose Action]				ADD

< 1 - 12 of 12, 0 selected >

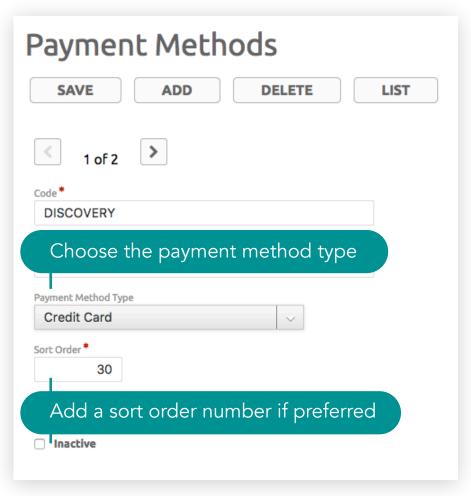|	Code	Description	Payment Method Type	Sort Order ▲	Internal Use Only
☐	CHECK	Check		10	✖
☐	MONEY_ORDER	Money Order		20	✖
☐	CREDIT_CARD	Credit Card		30	✖
☐	DIRECT_DEBIT	Direct Debit		40	✖
☐	AMERICAN_EXPRESS	American Express	Credit Card	50	✖
☐	DISCOVER_CARD	Discover Card	Credit Card	60	✖
☐	CASH	Cash		70	✖
☐	ECHECK	eCheck	Bank Account	80	✖
☐	MASTERCARD	Mastercard	Credit Card	90	✖
☐	PAY_PAL	Pay Pal		100	✖
☐	VISA_CARD	Visa Card	Credit Card	110	✖
☐	WIRE_TRANSFER	Wire Transfer		120	✖

Payment Methods

Create new payment methods

1. From the Payment Method Maintenance list, click **ADD**.

2. Enter the payment method code and description e.g. Cash.

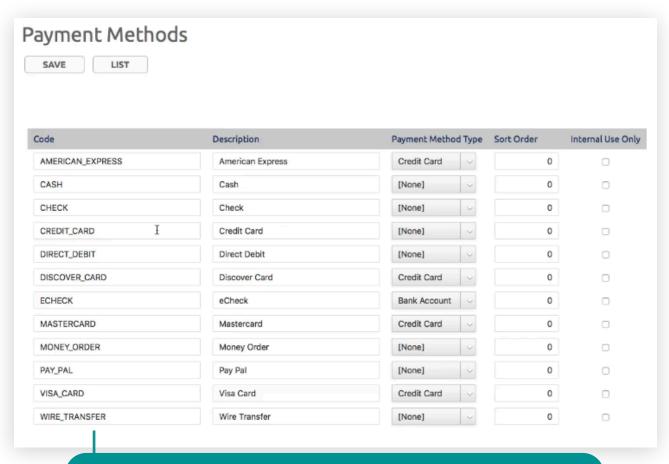3. Choose the payment method type that matches the payment method.
   Note: To create new payment method types, go to **Tools** > **Donor Management** > **Payment Method Types** or **Manage** > **Products** > **Payment Method Types**.

4. Add a sort order number if preferred. If you want cash or any other payment method to be at the top of the dropdown choices, assign a sort number and make it the first number on the sequence.

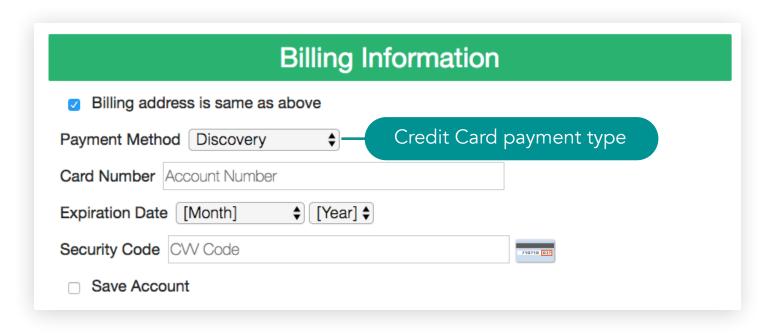5. Click **SAVE**. You will be brought back to the Payment Method Maintenance list.

Payment Methods

| SAVE | ADD | DELETE | LIST |

< 1 of 2 >

Code *
DISCOVERY

Choose the payment method type

Payment Method Type
Credit Card

Sort Order *
30

Add a sort order number if preferred

☐ Inactive

6. From the Payment Method Maintenance list, you can make bulk changes to the payment methods on an editable spreadsheet. To do this, click **[Choose Action]** then select **Editable Spreadsheet**. This will convert the list into an editable spreadsheet where you can make changes to the payment methods. Click **Save** when done making changes or click **List** to go back to the list view.

Payment Methods

SAVE   LIST

Code	Description	Payment Method Type	Sort Order	Internal Use Only
AMERICAN_EXPRESS	American Express	Credit Card	0	☐
CASH	Cash	[None]	0	☐
CHECK	Check	[None]	0	☐
CREDIT_CARD	Credit Card	[None]	0	☐
DIRECT_DEBIT	Direct Debit	[None]	0	☐
DISCOVER_CARD	Discover Card	Credit Card	0	☐
ECHECK	eCheck	Bank Account	0	☐
MASTERCARD	Mastercard	Credit Card	0	☐
MONEY_ORDER	Money Order	[None]	0	☐
PAY_PAL	Pay Pal	[None]	0	☐
VISA_CARD	Visa Card	Credit Card	0	☐
WIRE_TRANSFER	Wire Transfer	[None]	0	☐

Update payment methods in an editable spreadsheet

coreware **D M S**

7. For credit card payment methods e.g. Visa or MasterCard, make sure to set the payment method type to "Credit Card" so that it would display input fields for the credit card information on the payment information form.
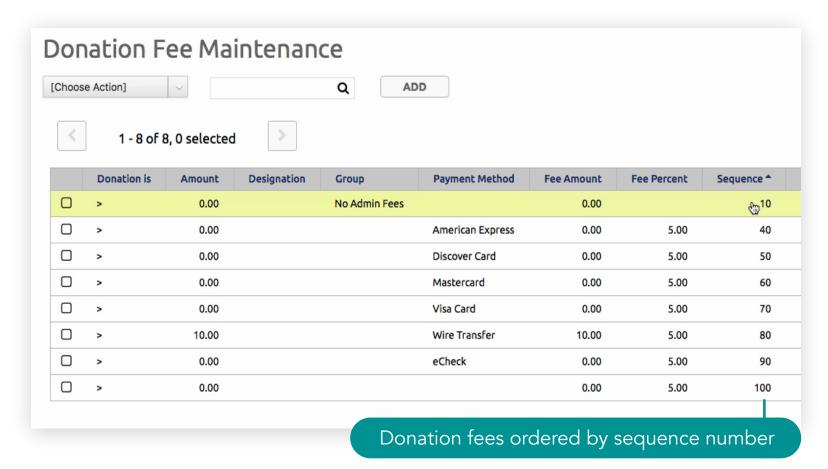
Billing Information

☑ Billing address is same as above

Payment Method [Discovery ▼] ──── Credit Card payment type

Card Number [Account Number]

Expiration Date [[Month] ▼] [[Year] ▼]

Security Code [CVV Code]

☐ Save Account

Donation Fee Setup

Donation Fees

Various fees are taken out of donations. You can set an unlimited level to the fees that you will set up. The sequence number is important because the way that the donation process works is, when an online gift is processed or a when a batch of manually entered donations is posted, the system would go through each donation fee in order by sequence number. Donation fees are managed from **Tools** > **Donor Management** > **Donation Fees**.

	Donation is	Amount	Designation	Group	Payment Method	Fee Amount	Fee Percent	Sequence ▲
☐	>	0.00		No Admin Fees		0.00		10
☐	>	0.00			American Express	0.00	5.00	40
☐	>	0.00			Discover Card	0.00	5.00	50
☐	>	0.00			Mastercard	0.00	5.00	60
☐	>	0.00			Visa Card	0.00	5.00	70
☐	>	10.00			Wire Transfer	10.00	5.00	80
☐	>	0.00			eCheck	0.00	5.00	90
☐	>	0.00				0.00	5.00	100

Donation fees ordered by sequence number
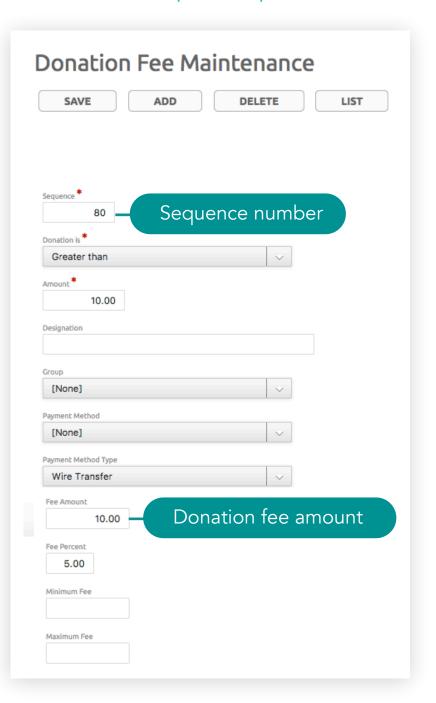
Set up donation fees
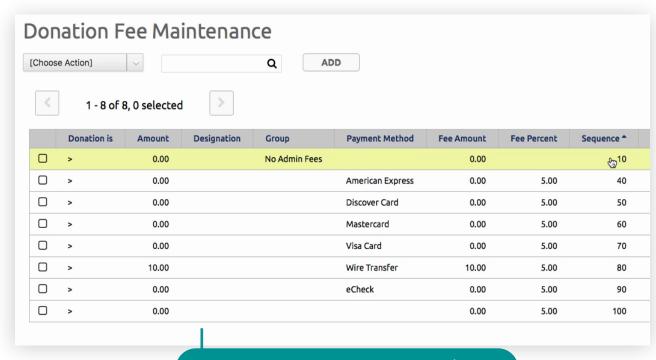
1. From the **Donation Fee Maintenance list**, click **ADD**.

2. Set the sequence number for this fee. Sequence numbers can be any number in a sequential order e.g. 1,2,3… or 10,20,30…

3. Indicate if the donation fee will be applied when the donation is greater or less than the specified amount.

4. You can set up a fee for a specific designation. For instance, you have a staff member who's behind on their staff fees, you can automatically deduct $5 out of their take every month. **Note:** To create new designation, go to **Tools** > **Donor Management** > **Designations**. To create a new designation group, go to **Tools** > **Donor Management** > **Designation Group**.

5. Choose either the **Payment Method** or the **Payment Method Type** where the fee applies. If applied to a payment method type, all payment methods with this type will have the same fee. **Note:** To create a payment method, go to **Tools** > **Payment Method**. To create a payment method type, go to **Tools** > **Payment Method Type**.

Donation Fee Maintenance

| SAVE | ADD | DELETE | LIST |

Sequence *
80 — Sequence number

Donation is *
Greater than

Amount *
10.00

Designation

Group
[None]

Payment Method
[None]

Payment Method Type
Wire Transfer

Fee Amount
10.00 — Donation fee amount

Fee Percent
5.00

Minimum Fee

Maximum Fee

6. Enter the fee amount or percentage. For example, "American Express" would have a 5% fee or "Credit Cards" would all have a 5% fee. The fee can be a combination of both. For example, Wire Transfer has a fee amount of $10 plus percentage.

7. You can set a minimum fee or a maximum fee for donations fee percentages. The minimum fee means that there is never going to be less and the maximum is never going to be more than the specified amount.

8. Click **SAVE**. You will be brought back to the Donation Fee Maintenance list.

9. Remember that the first fee that matches the donation is applied. There should be at least one fee that is zero-rated e.g. "No Admin Fees" and a "catch-all" fee with no criteria.

Donation Fee Maintenance

[Choose Action] ⌄   🔍   ADD

<   1 - 8 of 8, 0 selected   >

	Donation is	Amount	Designation	Group	Payment Method	Fee Amount	Fee Percent	Sequence ⌃
☐	>	0.00		No Admin Fees		0.00		10
☐	>	0.00			American Express	0.00	5.00	40
☐	>	0.00			Discover Card	0.00	5.00	50
☐	>	0.00			Mastercard	0.00	5.00	60
☐	>	0.00			Visa Card	0.00	5.00	70
☐	>	10.00			Wire Transfer	10.00	5.00	80
☐	>	0.00			eCheck	0.00	5.00	90
☐	>	0.00				0.00	5.00	100

Donation Fee Maintenance list
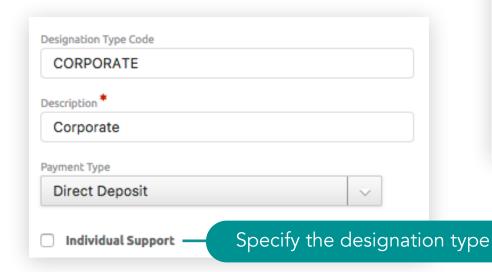
Designation Setup

Designation Type
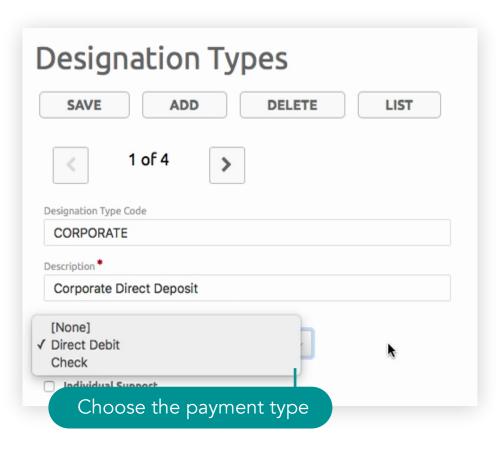
Designation types determines if the designation is for payroll purposes, whether its a direct deposit or check or if it's individual support or not. A designation has just one designation type and every designation has to have a designation type. Designation types are managed from **Tools** > **Donor Management** > **Designation Type**.

Create a new designation type
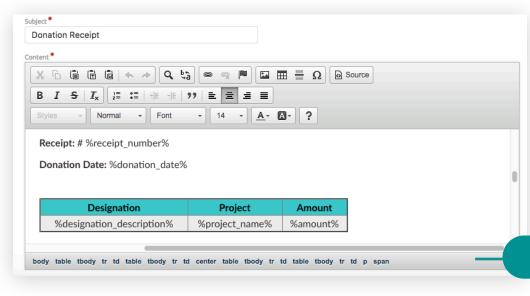
1. From the **Designation Type Maintenance list**, click **ADD**.

2. Enter the designation type code and description.

3. Choose the payment type e.g. check or direct debit.

4. Specify if the designation is for individual support.

Specify the designation type

Designation Types

| SAVE | ADD | DELETE | LIST |

< 1 of 4 >

Designation Type Code

CORPORATE

Description *

Corporate Direct Deposit

[None]
✓ Direct Debit
Check

☐ Individual Support

Choose the payment type
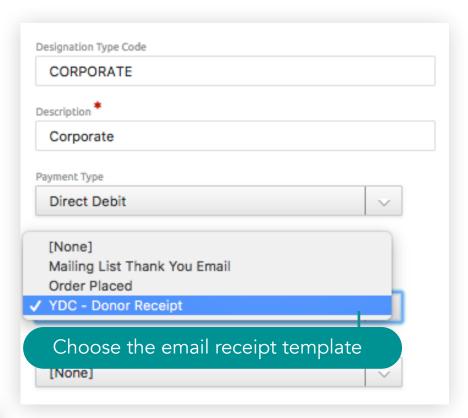
5. **Receipt**. Choose the email receipt. You can also set the receipt that assigned designation users will receive via email.

Designation Type Code

CORPORATE

Description *

Corporate

Payment Type

Direct Debit

[None]
Mailing List Thank You Email
Order Placed
✓ YDC - Donor Receipt

Choose the email receipt template

[None]

Subject *

Donation Receipt

Content *

Styles | Normal | Font | 14 | A- A- | ?

Receipt: # %receipt_number%

Donation Date: %donation_date%

Designation	Project	Amount
%designation_description%	%project_name%	%amount%

body table tbody tr td table tbody tr td center table tbody tr td table tbody tr td p span

Email receipts are created from **Tools** > **Emails**.
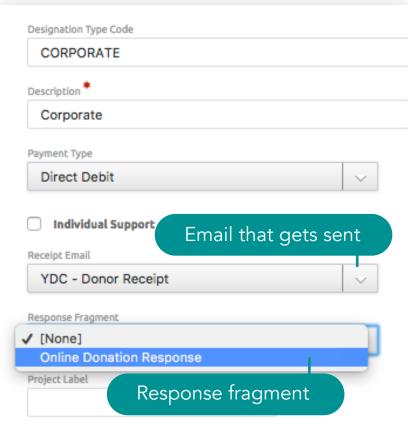
Sample email receipt that gets sent

6. **Response Fragment.** When donors give through the public giving pages and submit, it's going to come back with a blurb saying, "thank you for your gift".
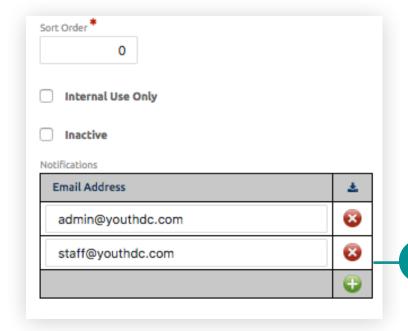
This blurb is called a response fragment. You can set up a default one that is used all the time or set up specific ones for designation types. Fragments are in HTML so you can put images or a link to a video besides the blurb text. Response fragments are created from **Tools** > **CMS Tools** > **Fragment**.

Fragments

| SAVE | ADD | DELETE | LIST |

< 1 of 1 >

Fragment Code *
ONLINE_DONATION_RESPONSE

Description *
Online Donation Response

Content
Thank you for your donation! We will send the receipt to your email as soon as we can.

Sort Order *
0

☐ Internal Use Only

☐ Inactive

Sample message fragment displayed when donation is made

Designation Type Code
CORPORATE

Description *
Corporate

Payment Type
Direct Debit

☐ Individual Support

Email that gets sent

Receipt Email
YDC - Donor Receipt

Response Fragment
✓ [None]
Online Donation Response

Response fragment

Project Label

7. **Project Label**. You can set up a project label for that so that the project linked to the designation is tagged and can easily be looked up. You can also make the project required. Designations with this designation type will have a list of projects that the donor can choose from.

Add a project label

Project Label

Set the project to required

☐ Project Required

☐ Internal Use Only

☐ Inactive

Notifications

Email Address	⬇
	➕

Sort Order *

0

☐ Internal Use Only

☐ Inactive

Notifications

Email Address	⬇
admin@youthdc.com	❌
staff@youthdc.com	❌
	➕

List the email address to send notifications to

8. You can set up notifications for when a donor gives to a designation with this type. For example, you want to notify the admin and staff when a donation comes in for corporate gifts. In the **Notifications** table, you can list all the email addresses to notify. This is so they can immediately respond to the donor and give thanks.

9. Click **SAVE**. You will be brought back to the Designation Maintenance list.

Designation Groups
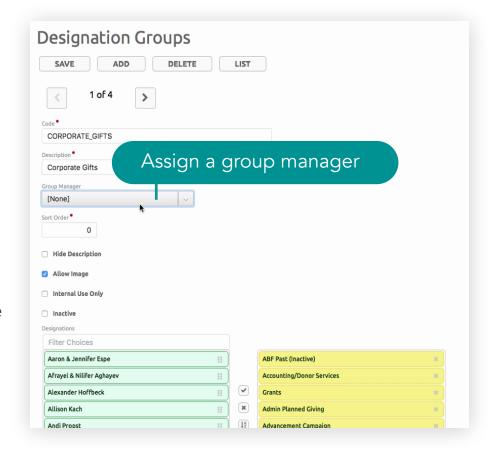
Designation groups is a grouping of designations. A designation can be in any number of groups. With designation groups you can set up a giving page that is meant for a group of designations. For example, you could set up a group for your staff from another country and a public giving page for a different cause. Both of the public pages can have all the designations and the person who's involved would be on both of these pages. Designation groups have other useful settings. Designation groups are managed from **Tools** > **Donor Management** > **Designation Groups**.

Create new designation groups

1. From the **Designation Group Maintenance list**, click **ADD**.

2. Enter the designation group code and description.

3. You can set up the group manager, which is one of your staff. They would get notifications of gifts that come in for all the designations that belong in the same group.

4. You will see that on the public giving page, you can add an image, a blurb-like texts or links of what the designation is all about. You can have a small update on what the team is doing.
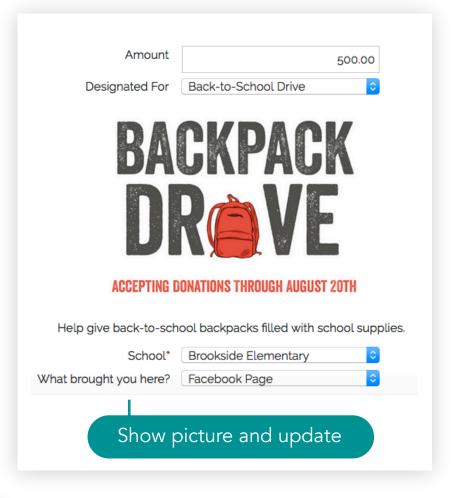
5. Designation groups can allow or disallow images. If you want to, for security reasons, not show images for a particular group, you can simply turn off the **Allow images** option.

   Note: If a designation is in more than one group, all the groups need to allow images. If any one group doesn't allow images, then no images will be shown. If you want designations in the group to only show an image and no update, you can hide the description as well by checking the **Hide Description** option.

6. **Internal Use Only** - For designations that need to be secured, you will need a designation group that is set for internal use. This way, the designation will not show up on the designation choices for the public and instead have an input field for the designation that only people with the designation code can use.

Amount	500.00
Designated For	Back-to-School Drive
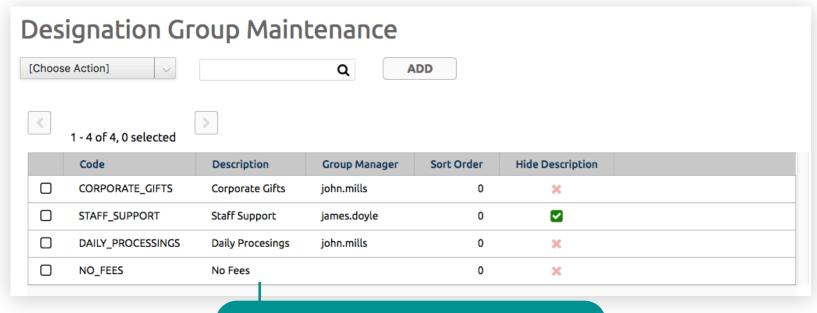
BACKPACK DRIVE

ACCEPTING DONATIONS THROUGH AUGUST 20TH

Help give back-to-school backpacks filled with school supplies.

School*	Brookside Elementary
What brought you here?	Facebook Page

Show picture and update

Amount	500.00
Designated For	[Select or enter code below]
Designation Code	ASBAILEY

Designation Input field

7. Save the designation group. You will be brought back to the Designation Group Maintenance list.

Designation Group Maintenance

[Choose Action] ⌄   🔍   ADD

‹   ›
1 - 4 of 4, 0 selected

	Code	Description	Group Manager	Sort Order	Hide Description	
☐	CORPORATE_GIFTS	Corporate Gifts	john.mills	0	✗	
☐	STAFF_SUPPORT	Staff Support	james.doyle	0	☑	
☐	DAILY_PROCESSINGS	Daily Procesings	john.mills	0	✗	
☐	NO_FEES	No Fees		0	✗	
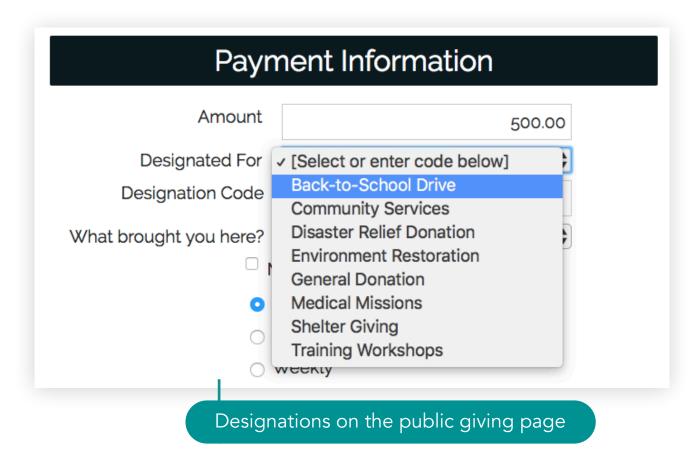
Designation Group Maintenance List

Designations
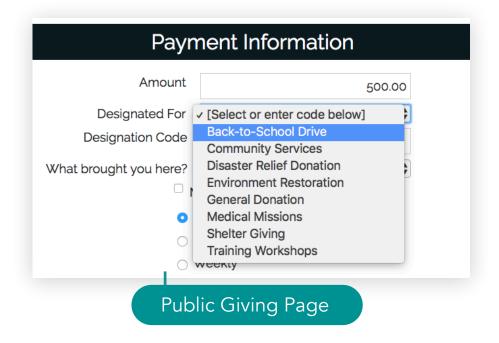
Designations refer to the program, event, cause, individual or any purpose that the donations would go out to. There should always be one designation for "catch-alls" that all other unrestricted or uncategorized donations would go out to. Designations are managed from **Tools** > **Donor Management** > **Designations**.

Payment Information

Amount	500.00
Designated For	✓ [Select or enter code below]
Designation Code	Back-to-School Drive
	Community Services
What brought you here?	Disaster Relief Donation
	Environment Restoration
	General Donation
	Medical Missions
	Shelter Giving
	Training Workshops
	Weekly

Designations on the public giving page
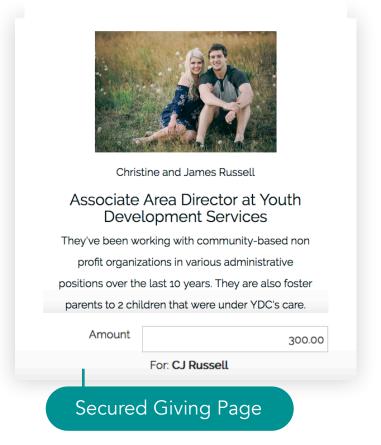
Types of designations

Designations can be set up in a number of ways. As a default, you have a giving page where donors can choose a designation from a dropdown list. You can set designations to show up for the public or for signed in donors. You can have internal giving pages for secure designations such as staff support through links or designation codes sent to donors. There should be at least one "catch all" designation where all unspecified donations would go out to.

Payment Information

Amount	500.00
Designated For	✓ [Select or enter code below]
Designation Code	Back-to-School Drive
	Community Services
What brought you here?	Disaster Relief Donation
	Environment Restoration
☐	General Donation
●	Medical Missions
○	Shelter Giving
○ Weekly	Training Workshops

Public Giving Page

Christine and James Russell

Associate Area Director at Youth Development Services

They've been working with community-based non profit organizations in various administrative positions over the last 10 years. They are also foster parents to 2 children that were under YDC's care.

Amount	300.00

For: **CJ Russell**

Secured Giving Page

Create public designations
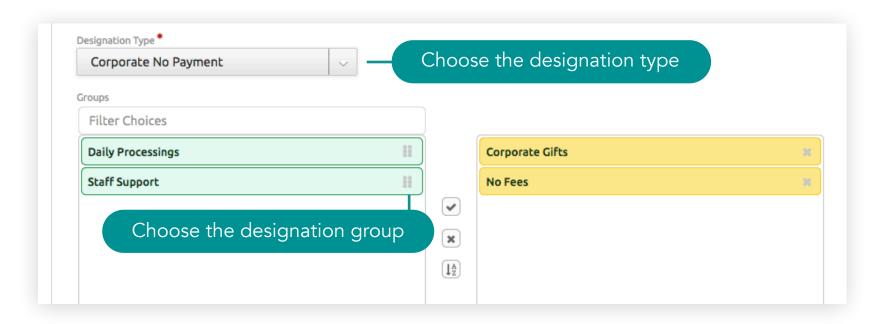
1. From the **Designation Maintenance list**, click **ADD**.

2. In the **Details tab**, enter the designation code used to associate to the designation. This can be any combination of uppercase letters and numbers.

3. Enter the designation description.

4. **Public Description** - You can add a public description that donors can read on the giving page. If the designation group doesn't allow descriptions, the public description would be hidden.

5. **Alias** - You can set a designation alias so that this would show in the designation choices instead of the description e.g. show "BTSDRIVE2017" instead of "Back-To-School Drive". This can be used for designations that need to be secured. If a donor gives to a staff person they know personally, they will see the group or staff designation code from their choices.

Designation Maintenance

SAVE   ADD   DELETE   LIST

Details | Contact | Accounting | Payroll | Projects

Designation Code *
BACK_TO_SCHOOL

Description *
Back-to-School Drive

Public Description
Help give back-to-school backpacks filled with school supplies.

Public Description

Alias

Designation Alias

6. **Designation Type** - the designation type that matches the designation. Choose the designation type from the dropdown list. Designation types determine the donation receipt to send to the donor.
   Note: To create new designation types, go to **Tools** > **Donor Management** > **Designation Type**.
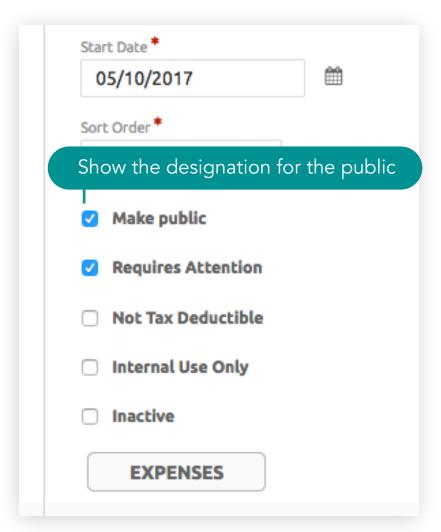
7. **Groups** - Choose the designation group or groups to include the designation to. Drag the designation group to the right to select. Designation groups determine if the designation would be selected from a dropdown list or the designation code is entered in the input field, if the designation would show an image and description when selected from the dropdown field.
   Note: To create new designation groups, go to **Tools** > **Donor Management** > **Designation Groups**.
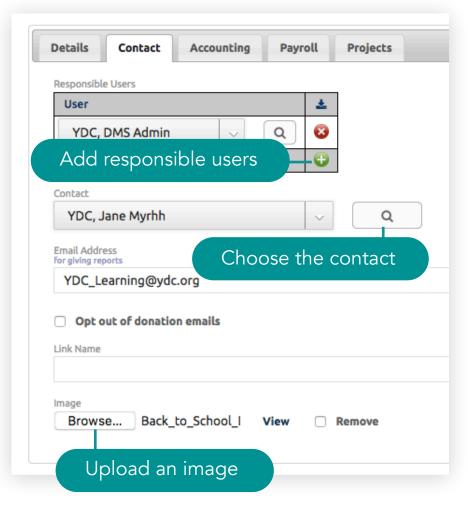
8. Add a sort order number if preferred. This will set the order of the designation in the designation dropdown.

9. **Requires Attention** - When a designation is tagged as requires attention, it means that you will need to address the designation before you are able to process payroll. Typically, this is set for general purpose designations or "catch-alls" where you would re-assign the donations to the proper designations.

10. **Make Public** - If enabled, the designation would be available as an option for donors who do not have an account. If disabled, only logged in donors would be able to see and select the designation.

11. **Tax Deductible** - If a designation is non-tax deductible, it will be listed in the receipts as non-tax deductible. Admins or staff that can see the reports would be able to see non-tax deductible donations for these designations. Any designation that is setup in the system can be set as not tax deductible.

Start Date *

05/10/2017

Sort Order *

Show the designation for the public

☑ **Make public**

☑ **Requires Attention**

☐ **Not Tax Deductible**

☐ **Internal Use Only**

☐ **Inactive**

EXPENSES

12. **Contacts tab** - Designations can be assigned to responsible users and contacts. To set up responsible users and contacts click on the **Contact tab**.

13. **Responsible Users** - These are users in the system admins, group managers or staff that has access to or is responsible for the designation. To add a user, click on the add ⊕ button. Click on the search 🔍 button to search and select the user.

14. **Contact** - Contacts, in this sense, is the contact that this designation is actually going to. This could either be a staff, group managers, or an individual. To add a contact, click on the search 🔍 button to search and select the contact.

15. **Email Address** - The group email address of the designation users. This specifies where the Giving Report emails would go out to at the end of the payroll period.
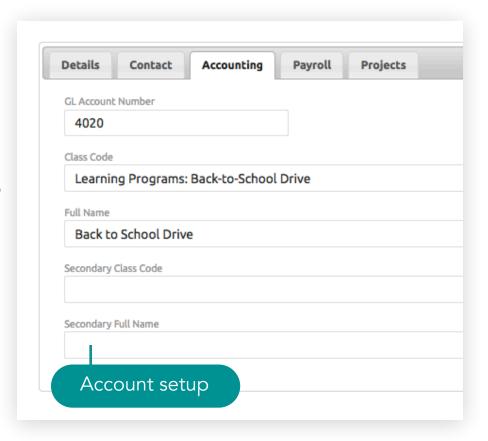
16. **Opt out of donation emails** - Every time a gift comes in, the person who is responsible for the designation gets an email. When enabled, email notifications about the donation would no longer be delivered to the responsible users.

17. **Image** - On the giving page for this designation, you can put up a picture so that when people donate, they would see the selected picture. To upload a picture, click **Browse** and select the picture to upload.

18. **Accounting tab** - If you are using QuickBooks or PeachTree Accounting, you can specify a General Ledger code for each designation. An export file can be generated to be imported into your accounting system.

19. **Payroll tab** - Each pay period you can setup an export from CoreWare which you can then import into your payroll system. If you use payroll processing systems to process your payroll, you can set up the payroll schedule in the system. You can set up **Payroll Groups** that would determine things like deductions.
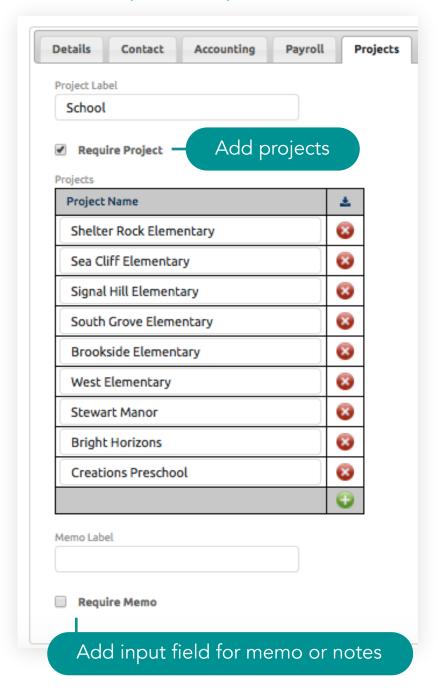
    This is another way to deduct an amount from the designation apart from the donation fee.This is an additional feature and you would need to contact CoreWare to get this feature set up for you.

| Details | Contact | **Accounting** | Payroll | Projects |

GL Account Number

4020

Class Code

Learning Programs: Back-to-School Drive

Full Name

Back to School Drive

Secondary Class Code

Secondary Full Name

Account setup
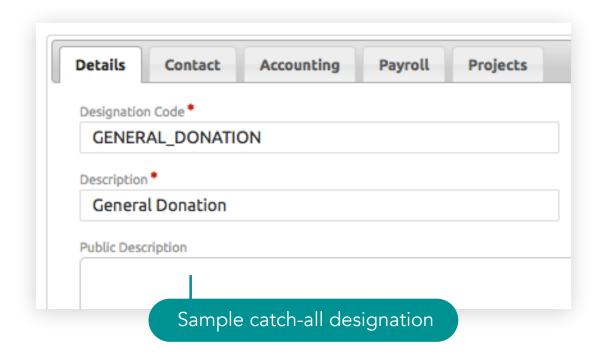
20. **Projects tab** - A designation can be a project or it can have projects or sub-designations. For reporting purposes, you can add projects or sub-designations. For example, you have a student outreach that involves schools from all over the area. These schools can be listed as projects or sub-designations. Donors can choose which school to give to and it would show on the reports where donations are given specifically to. To add projects, click on the **Projects tab**.

21. **Project Label** - If you are adding projects to the designation, add the project label. This can be any label you wish to put on your giving page.

22. **Projects** - List all the projects for this designation. Click on the green Add button to add a project.

23. **Require Project** - if enabled, it would require donors to choose from the projects.

24. **Memo Label** - if you want donors to leave a memo or note, you can add a text input field and label it "Note" or "Memo".

25. **Require Memo** - if enabled, it would require donors to leave a note when donating.

| Details | Contact | Accounting | Payroll | Projects |

Project Label

School

☑ Require Project — Add projects

Projects

Project Name	⤓
Shelter Rock Elementary	❌
Sea Cliff Elementary	❌
Signal Hill Elementary	❌
South Grove Elementary	❌
Brookside Elementary	❌
West Elementary	❌
Stewart Manor	❌
Bright Horizons	❌
Creations Preschool	❌
	➕

Memo Label

☐ Require Memo

Add input field for memo or notes

Create a catch-all designation
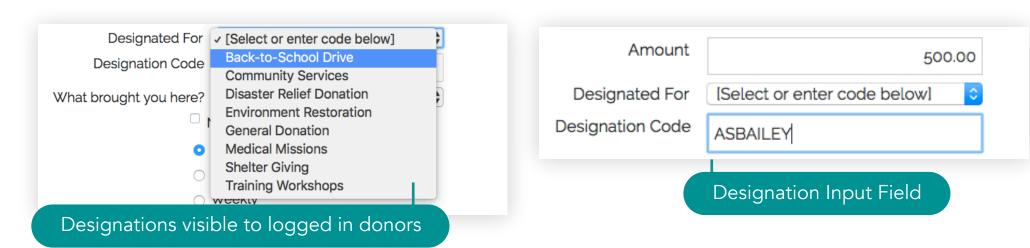
1. There should be at least one "catch-all" designation that all unspecified donations would go to and there should be internal-only designations such as payroll or other operating expenses that only admins and staff can view and only they can assign to. A catch-all designation should be an option in the public giving page to let donors give without having to choose a specific designation or project.

2. We recommend setting the catch-all designation to require attention. This would allow you to check and move the donations to another designation. To do this, enable the **Require Attention** option.

Sample catch-all designation

Set up secured designations

For designations that need to be secured, there are several ways to make the designation available only to the people you need to, such as donors you know personally or your staff. You can show designations only for those logged in, let donors input the designation code, let donors go to the giving page via a link, or let staff assign the donations to specific designations.

Designated For   [Select or enter code below]
Back-to-School Drive
Designation Code   Community Services
Disaster Relief Donation
What brought you here?   Environment Restoration
General Donation
Medical Missions
Shelter Giving
Training Workshops
Weekly

Designations visible to logged in donors

Amount   500.00

Designated For   [Select or enter code below]

Designation Code   ASBAILEY

Designation Input Field

https://gmg.com/support/community-service

Custom designation page

GRACE
Missionary Group

Designations visible to logged in donors only

1. To show the designation for donors that are logged in, make sure that the **Make Public** option is disabled for the designation.

☐ **Make public**

Hide the designation from the public

☐ **Not Tax Deductible**

☐ **Internal Use Only**

☐ **Inactive**

EXPENSES
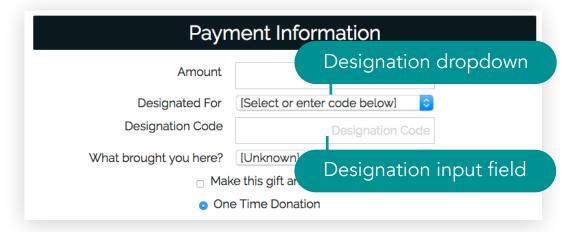
Designation visible to logged in donors

Payment Information

Amount	3000.00
Designated For	Disaster Relief Donation
Instructions	I wish for my designation to go to tl
What brought you here?	Facebook Page

☐ Make this gift anonymous

● One Time Donation
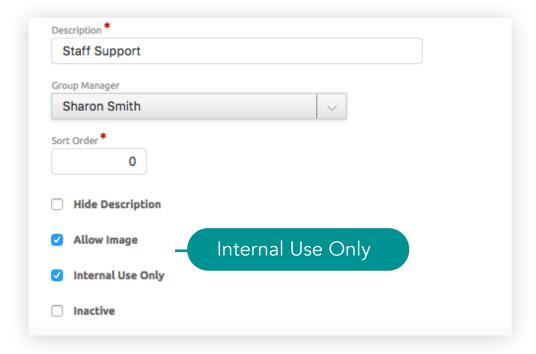
Create a designation input field

1. For designations that need to be secured, you can create a designation group that is set for internal use. This way, the designation will not show up on the designation choices for the public and instead have an input field for the designation that only people with the designation code can use.

Payment Information

Amount

Designated For   [Select or enter code below] ▾

Designation Code   Designation Code

What brought you here?   [Unknown]

☐ Make this gift ar

● One Time Donation

Designation dropdown

Designation input field
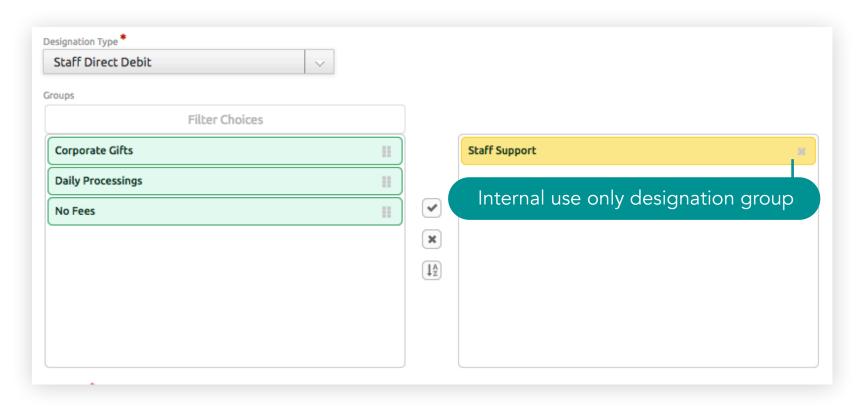
2. Go to **Tools** > **Donor Management** > **Designation Groups**. Create the designation group and enable **Internal Use Only**.

Description *

Staff Support

Group Manager

Sharon Smith ▾

Sort Order *

0

☐ **Hide Description**

☑ **Allow Image**

☑ **Internal Use Only**

☐ **Inactive**

Internal Use Only

3. Go to **Tools** > **Donor Management** > **Designations**. Assign the internal use only and and assign the internal use only designation group.

Create internal use designations

1. For donations that go into the unspecified or catch-all designation, you could create designations that are visible only to your staff and let them assign the donations to the designations where it is needed.

2. To make a designation available only to your staff, you can set the designation to **Internal Use Only**.

3. The **Make public** option should be disabled.

Details	Contact	Accounting	Payroll	Projects

Designation Code *

TRAINING

Description *

Training Workshops

Public Description

Management and board training workshops.

Alias

☐ **Make public**

☐ **Requires Attention**

☐ **Not Tax Deductible**

☑ **Internal Use Only**

Set the designation for internal use

☐ **Inactive**

EXPENSES
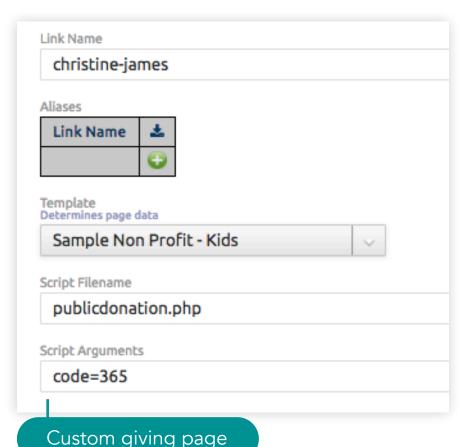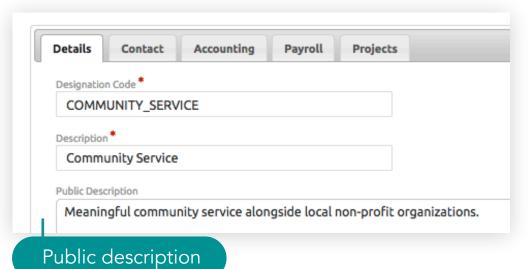
Create designations with a custom giving page

1. Your public giving page is usually where the **Donate** link on your site is linked to and the URL usually looks like e.g. http://gmg.com/donate. Donors who use the public giving page can choose designations. You can set up a custom link to let donors click on and go to a custom giving page. This can be set up for staff support designations where staff may have their own custom page for donors to give to.

2. The giving page is created from the **Pages** program (**Tools** > **CMS Tools** > **Pages**). Setting up a giving page is easy and staff can do this themselves. This can be done by creating a duplicate of the public giving page. Then, add the code=(designation code) URL parameter in the **Script Arguments** field.

   Contact CoreWare if you need help setting up the giving pages.

Link Name

christine-james

Aliases

Link Name	⬇
	➕

Template
Determines page data

Sample Non Profit - Kids ⌄

Script Filename

publicdonation.php

Script Arguments

code=365

Custom giving page
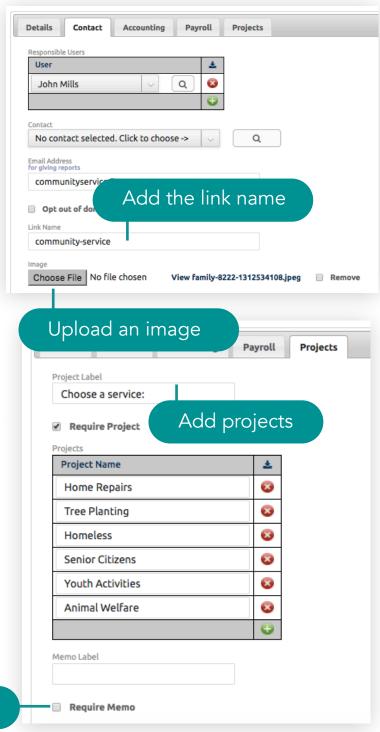
3. **URL Alias Type** - Set up URL Alias Type to give a proper URL for your giving page. For example, you can set "donate" or "support" as URL alias to customize your URL. Set up your URL Alias Type if you do not have one yet. To set up a custom URL, go to **Tools** > **CMS Tools** > **URL Alias Types**. Click **Add**. Set up the **URL Code** e.g. support. Set the **Table** to "Designations" then set the page to your default giving page. This way, the URL would look something like this: http://gmg.com/support?.

| Details | Contact | Accounting | Payroll | Projects |

Designation Code *

COMMUNITY_SERVICE

Description *

Community Service

Public Description

Meaningful community service alongside local non-profit organizations.

Public description

4. By default, the whole designation page URL is set to e.g. http://gmg.com/support?code=365 where 365 is the designation code.

5. You can set up a custom URL that's easier to remember e.g. http://gmg.com/support/community-service. It is also called "prettyURLs" and for SEO purposes, it's much better to use because Google uses the URL for indexing.
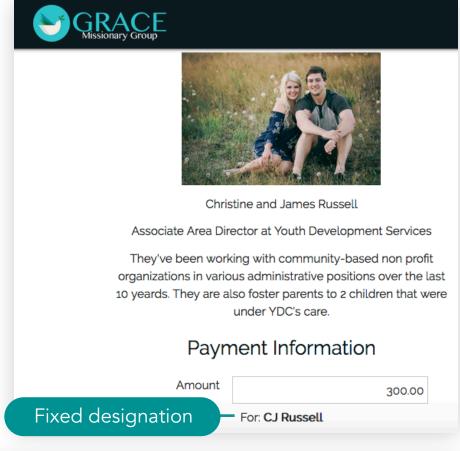
URL Alias Type Maintenance

| SAVE | ADD | DELETE | LIST |

< 1 of 1 >

URL Alias Type

Code *

support

Description *

Support a Designation

Table *

Designations

Page *

GMG - Donate

Parameter Name *

id

6. Open the designation for the giving page and click on the **Contact tab**. Create a **Link Name** for the designation e.g. community-service. This way, the designation URL will include this instead of the designation code. Your designation page URL will look like e.g.,http://gmg.com/support/community-service.

7. **Image** - On the giving page for this designation, you can put up a picture so that when people donate, they would see a picture and update. To upload an image, click **Browse** then look for the image you want to upload.

8. You can set up project to let donors select a sub-designation. From the **Projects tab**, you can set up projects or sub-designations. A designation can be a project and a project is a sub designation. This will show on the report that the gifts are designated to the project. If a staff is going to go on an outreach, they could put up a project that they can monitor and see if the people are giving specifically for the project.

9. Similarly, you can add a memo field that donors can put notes into. Add a **Memo Label**, e.g. Notes. Set it to required by enabling **Require Memo**.

| Details | Contact | Accounting | Payroll | Projects |

Responsible Users

User	🔽
John Mills ⌄ 🔍	❌
	➕

Contact
No contact selected. Click to choose -> ⌄ 🔍

Email Address for giving reports
communityservice

Add the link name

☐ Opt out of do

Link Name
community-service

Image
Choose File   No file chosen   View family-8222-1312534108.jpeg   ☐ Remove

Upload an image

| | | Payroll | **Projects** |

Project Label
Choose a service:

Add projects

☑ **Require Project**

Projects

Project Name	🔽
Home Repairs	❌
Tree Planting	❌
Homeless	❌
Senior Citizens	❌
Youth Activities	❌
Animal Welfare	❌
	➕

Memo Label

Add an input field for memo or notes

☐ **Require Memo**

10. The custom URLs are sent to the donors and where they would click on to get to the giving page. On the giving page, they will notice that the designation is fixed.

GRACE
Missionary Group

Christine and James Russell

Associate Area Director at Youth Development Services

They've been working with community-based non profit organizations in various administrative positions over the last 10 yeards. They are also foster parents to 2 children that were under YDC's care.

Payment Information

Amount   300.00

Fixed designation — For: **CJ Russell**

11. Another use of having multiple giving pages is you can have a giving page for each designation and you can have one page or menu that contain links to the different designations or menu items to show the designations. Donors can click on these links instead of the dropdown.

Youth Development Center

HOME   ABOUT   VOLUNTEER   DONATE   PROJECTS   BLOG   CONTACT   MY ACCOUNT

Back-to-School Drive
Donate to this Cause

Learning Resources
Donate to this Cause

Sporting Events
Donate to this Cause
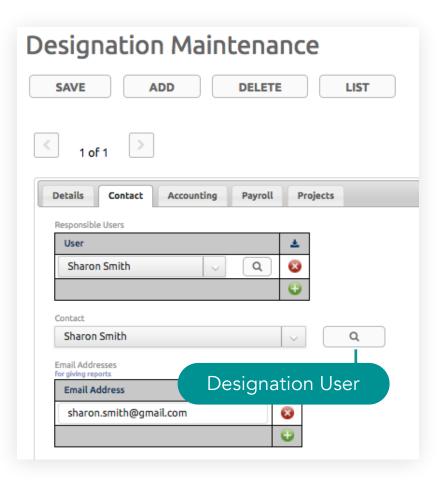
Links to different giving pages

Designation Users

Designations without responsible users assigned but have a contact and an email address assigned can be sent an email to create a user account. Designation users can be emailed from **Tools** > **Donor Management** > **Email Designation Users**.

As an admin, you can allow staff to have as much control over the designations as you choose. If you want your staff to make changes to the alias, change the email address where they are getting reports or opt out of the emails themselves, there are options in the **Users** program that allows you to turn these capabilities on or off. User access can be managed from **Tools** > **Users** > **Users**.

coreware D M S
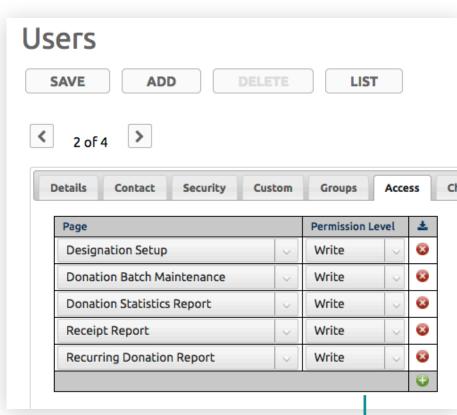
Manage designation user access

Admins and staff both have access to the Designation setup program. As an admin, you will see all the designations. The staff will only see designations that they are responsible for and would have the ability to make changes to the designation.

1. From the **User Maintenance list**, look for your staff's user record. Click on the user account from the list to open.

2. Click on the **Access tab**. Add the DMS pages that the user will have access to.

3. Set the permission for the user on the page. Define the user permissions of the user group. In the **Access** table, click on the green Add button. Select the page you want to allow access. Donor management pages are found under the "DMS" category. Set the permission level on the page.

   a. **No Access** - Users will not be able to see the page and the menu.

   b. **Read only** - Users will only be able to see the page and the menu.

   c. **Write** - Users will only be able to create and save records.

   d. **All** - Users will be able to create, save and delete records.

5. Click **SAVE**. You will be brought back to the maintenance list.

Users

SAVE	ADD	DELETE	LIST

< 2 of 4 >

| Details | Contact | Security | Custom | Groups | **Access** | Ch |

Page		Permission Level	📥
Designation Setup	⌄	Write ⌄	❌
Donation Batch Maintenance	⌄	Write ⌄	❌
Donation Statistics Report	⌄	Write ⌄	❌
Receipt Report	⌄	Write ⌄	❌
Recurring Donation Report	⌄	Write ⌄	❌
			➕
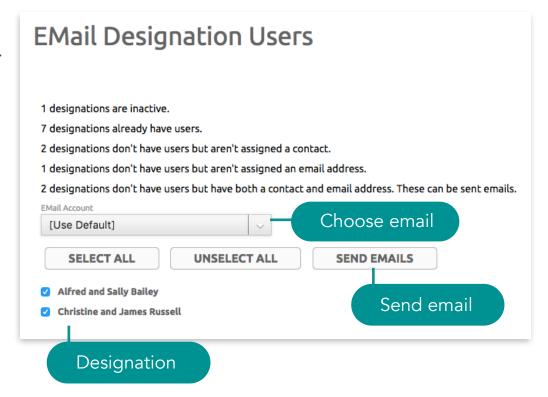
User permissions on a page

Email Designation Users
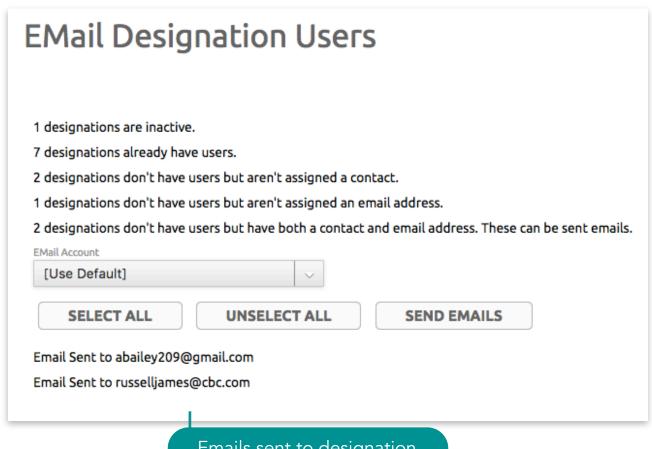
If a designation does not have a responsible user, but does have an email and a contact assigned, the contact can be emailed with the Email Designation Users program. The email would have instructions for the contact to create a user account and be assigned as a responsible user for the designations. Designation users can be emailed from **Tools** > **Donor Management** > **Email Designation**.

1. The Email Designation Users program would indicate if:

    b. There are inactive designations.

    c. There are designations that already have users.

    d. There are designations that don't have users and not assigned a contact.

    e. There are designations that don't have users and not assigned an email address.

    f. There are designations that don't have users but have a contact and email address. These can be sent emails.

2. Choose the email account to use in sending the email or skip to use the default.

3. Select the designations or click **SELECT ALL**.

4. Click **SEND EMAIL**.

EMail Designation Users

1 designations are inactive.

7 designations already have users.

2 designations don't have users but aren't assigned a contact.

1 designations don't have users but aren't assigned an email address.

2 designations don't have users but have both a contact and email address. These can be sent emails.

EMail Account

[Use Default]   Choose email

SELECT ALL   UNSELECT ALL   SEND EMAILS

Send email

☑ **Alfred and Sally Bailey**

☑ **Christine and James Russell**

Designation

5. The email with the email code, **EMAIL_DESIGNATION_USER** will be sent to the email addresses.

EMail Designation Users

1 designations are inactive.

7 designations already have users.

2 designations don't have users but aren't assigned a contact.

1 designations don't have users but aren't assigned an email address.

2 designations don't have users but have both a contact and email address. These can be sent emails.

EMail Account

[Use Default]   ∨

| SELECT ALL | UNSELECT ALL | SEND EMAILS |

Email Sent to abailey209@gmail.com

Email Sent to russelljames@cbc.com

Emails sent to designation

Reimbursable Expenses

The CoreWare system has a reimbursable expense system that you can use to track how much money was allotted out of the designation, how much was spent on something and when it was spent. A reimbursable expenses report gives a summary of all reimbursable expenses. This is an optional feature for those who want to keep track of expenditures within the DMS system. Reimbursable expenses are managed from the **Tools** > **Donor Management** > **Designations** > **Reimbursable Expenses**.

Set up expenses and log use

1. Go to **Tools** > **Donor Management** > **Designations**.

2. Choose the designation from the list e.g. Training Workshop.

3. Click on the **Expenses** button. This would open the **Reimbursable Expenses Maintenance** screen on a new tab. Click **ADD**.

4. The **Designation** and **Created By** fields would be filled in with the designation name and current logged in user's name.

5. Enter the **Date Created** or the date that the amount was allotted to the expense.

6. Enter the **Log Date** or the date that an amount from the expense was used.

Reimbursable Expenses

| SAVE | ADD | DELETE | LIST |

Enter the expense description

Designation
Training Workshops

Created By
Jenny Cunanan

Date Created *
06/22/2017

Log Date *
06/23/2017

Expiration Date
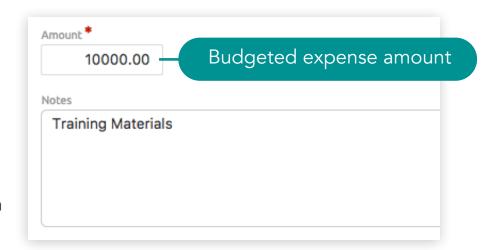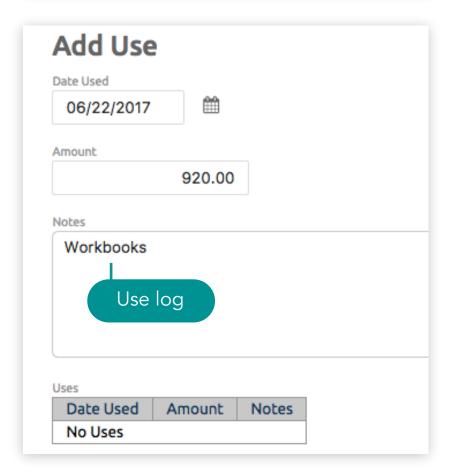
7. You can optionally add an expiration date for the expense.

8. Enter the total amount of the expense.

9. Add notes or description for the expense.

10. Click **SAVE**.

11. As the expense is used up, you can create a log for each use to know how much was spent.

12. In the **Add Use** section, list the uses of the expense. Enter the date used, the amount and add notes.

13. Click **SAVE**. You can log other uses of the budgeted expense as they are used.

Amount *

10000.00 — Budgeted expense amount

Notes

Training Materials

Add Use

Date Used

06/22/2017

Amount

920.00

Notes

Workbooks

Use log

Uses

Date Used	Amount	Notes
No Uses		
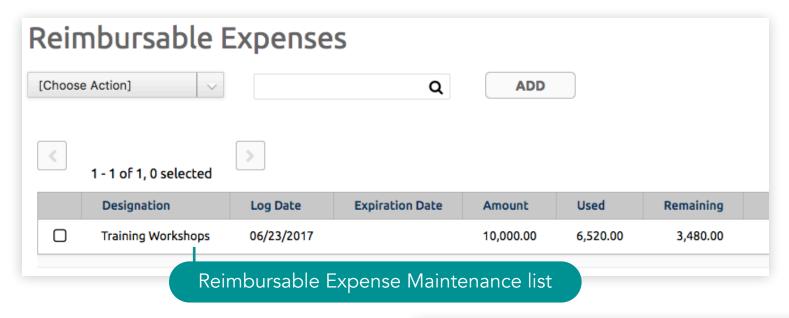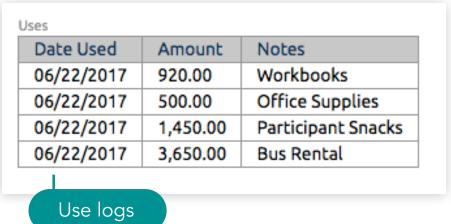
14. To go back to the Reimbursable Expense Maintenance list, open the designation from **Tools** > **Donor Management** > **Designations** then click on the **Expenses** button. From the Reimbursable Expenses Maintenance list, you will see the total amount spent and the remaining amount of the expense.

Reimbursable Expenses

[Choose Action] ▾   🔍   ADD

<
1 - 1 of 1, 0 selected
>

	Designation	Log Date	Expiration Date	Amount	Used	Remaining
☐	Training Workshops	06/23/2017		10,000.00	6,520.00	3,480.00

Reimbursable Expense Maintenance list

15. You can create another expense or log uses for an existing expense.

16. You can view or print the reimbursable expenses report. Go to **Tools** > **Donor Management** > **Reimbursable Expenses Report** to view this report.

Uses

Date Used	Amount	Notes
06/22/2017	920.00	Workbooks
06/22/2017	500.00	Office Supplies
06/22/2017	1,450.00	Participant Snacks
06/22/2017	3,650.00	Bus Rental

Use logs

Payroll Deductions
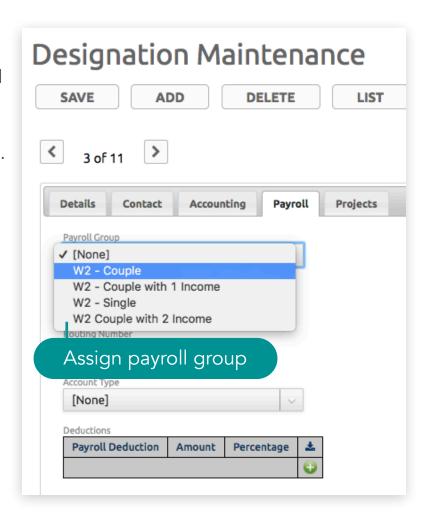
The system has the capability to export a payroll file for import into your payroll system. Payroll parameters and preferences need to be set up to properly implement this in CoreWare. This in an additional feature and you would need to contact CoreWare to implement this.

Set up payroll deductions

Set up payroll group in the designation to determine the payroll deductions for the designation.

1. From the **Designation Maintenance**, click on the **Payroll tab**.

2. Look for the designation from the list and then click to open.

3. Click on the **Payroll tab**. To assign a payroll group, choose the **Payroll Group** from the dropdown.
   Note: To create new payroll groups, go to **Tools** > **Donor Management** > **Payroll Group**.

Designation Maintenance

| SAVE | ADD | DELETE | LIST |

< 3 of 11 >

| Details | Contact | Accounting | **Payroll** | Projects |

Payroll Group
- ✓ [None]
- W2 - Couple
- W2 - Couple with 1 Income
- W2 - Single
- W2 Couple with 2 Income

Routing Number

Assign payroll group

Account Type
[None]

Deductions

Payroll Deduction	Amount	Percentage	⬇
			⊕
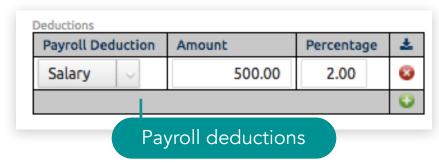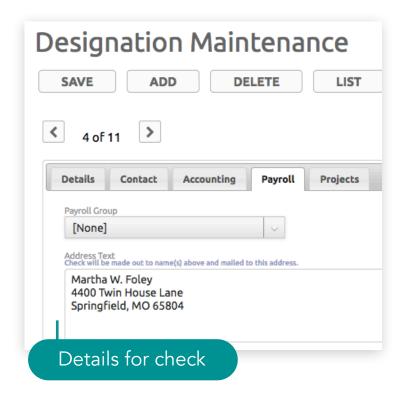
4. Based on the **Designation Type** assigned to the designation, additional input fields would appear:

    a. If designation type is set to pay out by **Direct Deposit** - enter the **Account Number**, **Routing Number** and **Account Type**.

    b. If the designation type is set to pay out by **Check** - enter the **Payee Name** and **Address**.

    c. If payment type is not set for the designation type, no additional input fields would appear.

5. List the payroll deductions from the **Deductions** table list. Click on the **Add** button. Enter the payroll item to deduct e.g. Salary, Employee Benefits etc.
    Note: To create payroll deductions, go to **Tools** > **Donor Management** > **Payroll Deductions**.

6. Enter the amount for each payroll item. Add the percentage to add to the payroll item.

Payroll deductions

7. Click **SAVE**.

Details for check
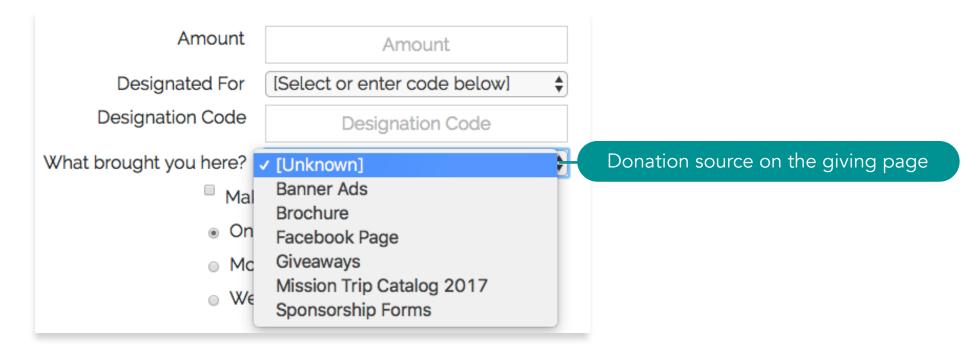
Donation Source Setup

Donation sources refer to the method used to engage prospective donors as well as existing ones to donate. Examples of donation source groups are: web ads, emails, magazines, brochures, cards, letters or printed ads. You can set up a source for every ad you placed as well publications and any other source that you want to track. The source ID, when placed in the URL allows you to track donations that came in from online sources like banner ads.

When setting up sources, you can also track the cost of that source so you can determine if a particular source has been successful. CoreWare has a statistic report that show the performance of each donation source, when the source peaked, the amount of the donations that came in and where the investment in the source turned profitable.

Amount	Amount
Designated For	[Select or enter code below]
Designation Code	Designation Code
What brought you here?	✓ [Unknown]
	Banner Ads
	Brochure
	Facebook Page
	Giveaways
	Mission Trip Catalog 2017
	Sponsorship Forms

Donation source on the giving page

Donation Source Group
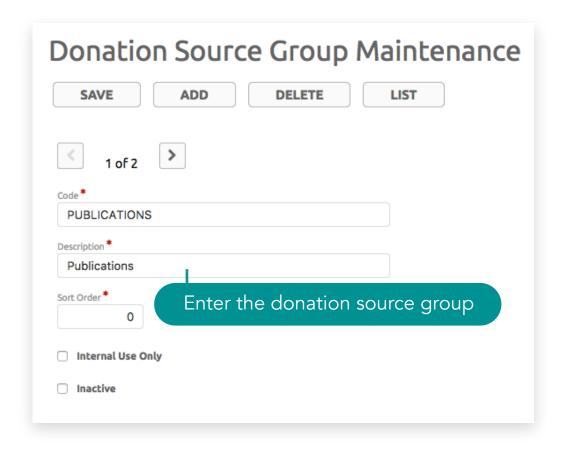
Donation source groups is a way of grouping donation sources. If you use different mediums for fundraising, you can group them in a donation source group. Donation source groups are managed from **Tools** > **Donor Management** > **Donation Source Groups**.
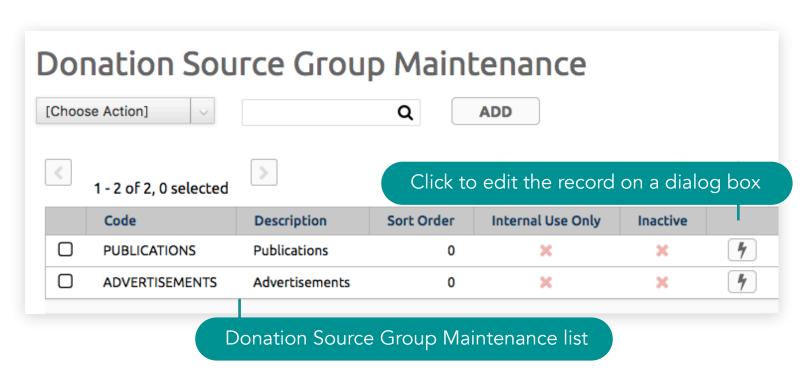
Create a donation source group

1. From the **Donation Source Group Maintenance list**, click **ADD**.

2. Enter the donation source code and description e.g. **Publications**.

3. Add a sort order number if preferred

4. Click **SAVE**. You will be brought back to the Donation Source Group Maintenance list.

Donation Source Group Maintenance

SAVE	ADD	DELETE	LIST

< 1 of 2 >

Code *
PUBLICATIONS

Description *
Publications

Sort Order *
0

Enter the donation source group

☐ **Internal Use Only**

☐ **Inactive**

5. To easily make changes, you can click on the lightning icon ⚡ to get a simple editable dialog box for that record.

Donation Source Group Maintenance

| [Choose Action] ⌄ | | 🔍 | ADD |

< ❮ >

1 - 2 of 2, 0 selected

Click to edit the record on a dialog box

	Code	Description	Sort Order	Internal Use Only	Inactive	
☐	PUBLICATIONS	Publications	0	✗	✗	⚡
☐	ADVERTISEMENTS	Advertisements	0	✗	✗	⚡

Donation Source Group Maintenance list
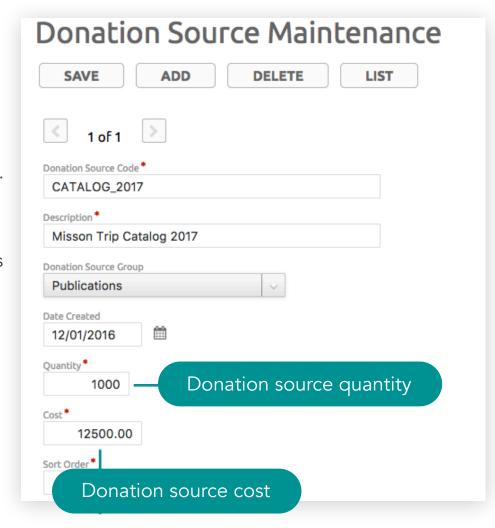
Donation Source

Donation sources are viewable from the public giving page, letting donors choose the sources that brought their attention to your organization and prompted them to donate. Donation sources are managed from **Tools** > **Donor Management** > **Donation Source**.

Create a new donation source
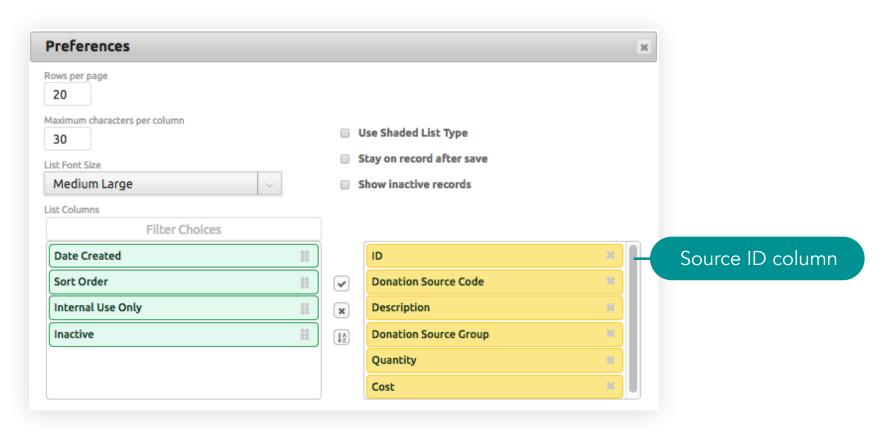
1. From the **Donation Source Maintenance list**, click **ADD**.

2. Enter the donation source code and description e.g. **Catalog 2017**.

3. Choose the donation source group e.g. **Publications**. **Note:** To create new donation source groups, go to **Tools** > **Donor Management** > **Donation Source**.

4. You can optionally add the date that the material was created or published.

5. Add the the quantity of the materials and the total cost.

6. Add a sort order number if preferred.

7. Click **SAVE**. You will be brought back to the Donation Source Maintenance list.

Donation Source Maintenance

| SAVE | ADD | DELETE | LIST |

< 1 of 1 >

Donation Source Code *
CATALOG_2017

Description *
Misson Trip Catalog 2017

Donation Source Group
Publications

Date Created
12/01/2016

Quantity *
1000 — Donation source quantity

Cost *
12500.00

Sort Order *
Donation source cost

Automatically track donation sources

1. You will need the source ID of the donation source. From the **Donation Source Maintenance list**, click **[Choose Action]**.

2. Include the ID in the list of columns to show on the list then click **SAVE**.

coreware D M S
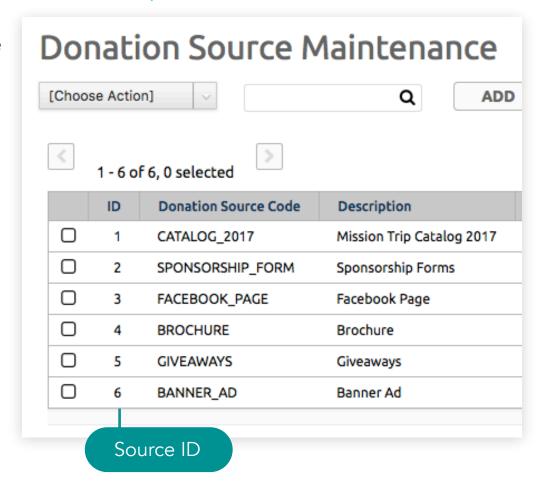
3. You should now see the **Source ID** column on the **Donation Source Maintenance** list.

4. Add the source ID to the giving page URL in the following formats: donation_source_id=6 or donation_source_code=6. Where 6 is the Donation Source ID.

5. If you have the giving page URL, https://sandbox.coreware.com/donate, the Source ID can be added in this way, https://sandbox.coreware.com/donate?donation_source_id=1. The link with the source ID can be added to banner ads, email links, or other websites you may have.

6. When donors donate via the link, the donation source will be recorded along with the donation. The donor doesn't need to choose the source from the dropdown.

Donation Source Maintenance

[Choose Action] ⌄   🔍   **ADD**

<   1 - 6 of 6, 0 selected   >

	ID	Donation Source Code	Description
☐	1	CATALOG_2017	Mission Trip Catalog 2017
☐	2	SPONSORSHIP_FORM	Sponsorship Forms
☐	3	FACEBOOK_PAGE	Facebook Page
☐	4	BROCHURE	Brochure
☐	5	GIVEAWAYS	Giveaways
☐	6	BANNER_AD	Banner Ad

Source ID
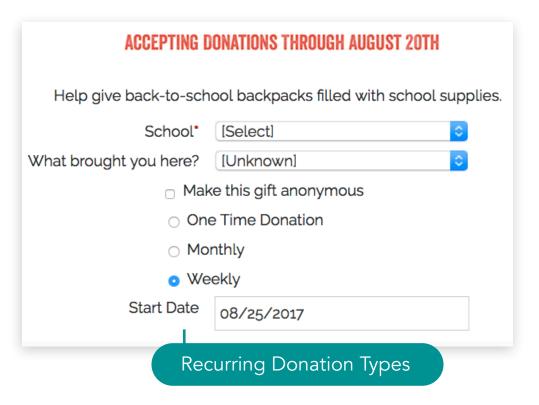
Recurring Donation Setup

You can set different types of recurring donations with different intervals. Recurring donation types will automatically show on the public giving page unless they are set as an internal-only option. Recurring donations are processed automatically on the recurring interval.
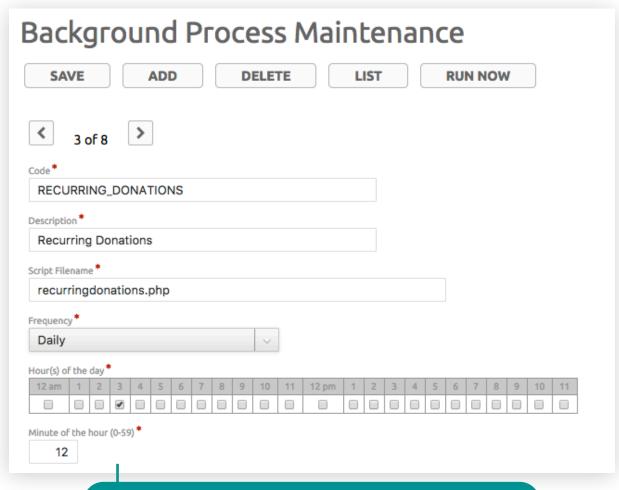
Donations can recur annually, monthly, quarterly and weekly. You can set up every other week of recurring gifts. There's a manual processing option for the ones that are tagged for manual processing e.g. donations that recur every 5th of the month or every first Monday of the month. The system will not process donations that are tagged as manual processing but there is a way to go in and say that a batch of manual processing donations are now processed and it would create the donations. Recurring donation types are managed from **Tools** > **Donor Management** > **Recurring Donation Types**.

ACCEPTING DONATIONS THROUGH AUGUST 20TH

Help give back-to-school backpacks filled with school supplies.

School* [Select]

What brought you here? [Unknown]

☐ Make this gift anonymous

○ One Time Donation

○ Monthly

● Weekly

Start Date 08/25/2017

Recurring Donation Types

The system has a process that runs every night and it goes through all the recurring gifts. It looks at all the criteria and if it passes, it processes it and if it doesn't, it skips it. The automated processing typically runs around 3am daily.

Background Process Maintenance

| SAVE | ADD | DELETE | LIST | RUN NOW |

< **3 of 8** >

Code *
RECURRING_DONATIONS

Description *
Recurring Donations

Script Filename *
recurringdonations.php

Frequency *
Daily

Hour(s) of the day *

12 am	1	2	3	4	5	6	7	8	9	10	11	12 pm	1	2	3	4	5	6	7	8	9	10	11
☐	☐	☐	☑	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

Minute of the hour (0-59) *
12
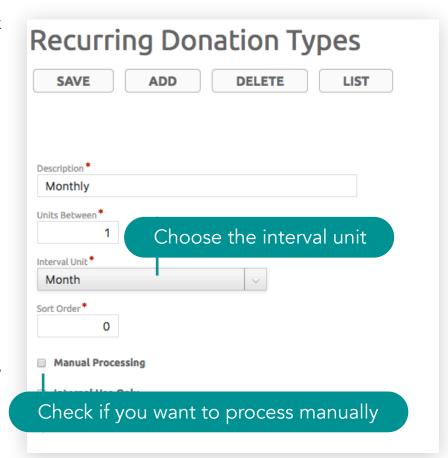
Background process for recurring donations

Create new recurring donation types

1. From the **Recurring Donation Types Maintenance list**, click **ADD**.

2. Enter the recurring donation type description e.g. Monthly.

3. Set the interval unit - if Month or Week.

4. Set the number of units in between. Example units are:

    a. 1 - Monthly or weekly.

    b. 2 - Every other week or month.

    c. 6 - Semi-annually.

    d. 12 - Annually.

5. If you want to process the recurring donation manually, e.g. for donations that recur every nth day of the month or every nth week of the month, enable the **Manual Processing** option.

6. Click **SAVE**. You will be brought back to the Recurring Donation Type Maintenance list.delete.

Recurring Donation Types

| SAVE | ADD | DELETE | LIST |

Description *
Monthly

Units Between *
1   Choose the interval unit

Interval Unit *
Month

Sort Order *
0

☐ **Manual Processing**

Check if you want to process manually

Payroll Setup
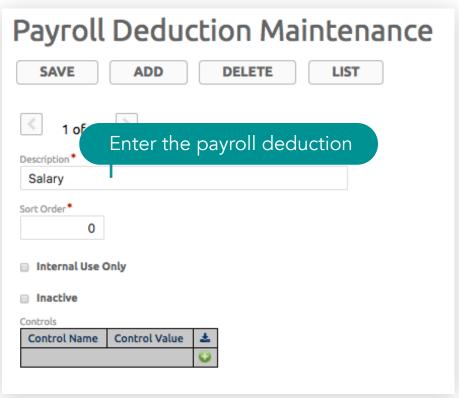
The CoreWare system has the capability to export a payroll file for import into your payroll system. Payroll parameters and preferences need to be set up properly to be implemented in CoreWare. Payroll deductions is an additional feature and you would need to contact CoreWare to implement this.

Payroll Deductions

Payroll deductions itemizes the deductions from the designations into the payroll. You can set up payroll groups and set a minimum salary for each individual in the group.

Create a new payroll deduction
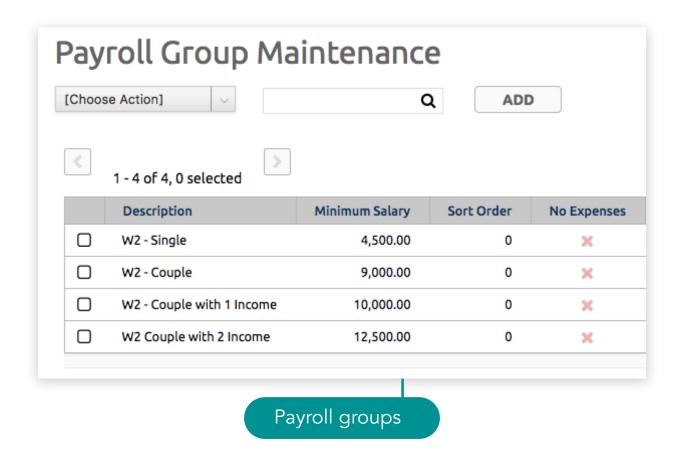
1. From the **Payroll Deductions Maintenance list**, click **ADD**.

2. Enter the payroll deduction description e.g. Salary.

3. Click **SAVE**. You will be brought back to the Payroll Deduction Maintenance list.

Payroll Deduction Maintenance

| SAVE | ADD | DELETE | LIST |

< 1 of

Enter the payroll deduction

Description *

Salary

Sort Order *

0

☐ Internal Use Only

☐ Inactive

Controls

Control Name	Control Value	⬇
		➕

Payroll Groups
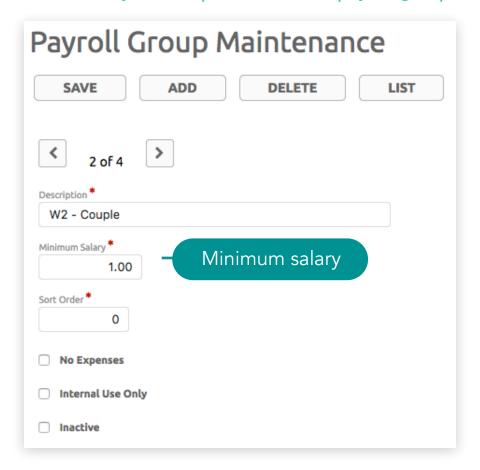
Payroll Groups is a way of grouping designations. They determine things like payroll deductions. You can set a minimum salary for a payroll group and you can set up so they cannot use expenses. The system includes reimbursable expense system. There are expenses that you could claim as reimbursable and those expenses will not show up in the W2. Payroll groups are managed from **Tools** > **Donor Management** > **Payroll Groups**.

Payroll Group Maintenance

[Choose Action] ⌄   🔍   ADD

< >   1 - 4 of 4, 0 selected

Description	Minimum Salary	Sort Order	No Expenses
☐ W2 - Single	4,500.00	0	✖
☐ W2 - Couple	9,000.00	0	✖
☐ W2 - Couple with 1 Income	10,000.00	0	✖
☐ W2 Couple with 2 Income	12,500.00	0	✖

Payroll groups

Create a new payroll group

1. From the **Payroll Group Maintenance list**, click **ADD**.

2. Enter the payroll group, e.g. W2 single.

3. Set the minimum salary for the payroll group e.g. 4,500.

4. If you use the reimbursable expense system, you can set up the payroll group to not use expenses by checking the **No Expenses** checkbox. The reimbursable expenses will not show up in the W2.

5. Click **SAVE**. You will be brought back to the Payroll Group Maintenance list.

Payroll Group Maintenance

| SAVE | ADD | DELETE | LIST |

< **2 of 4** >

Description *
W2 - Couple

Minimum Salary *
1.00   — Minimum salary

Sort Order *
0

☐ No Expenses

☐ Internal Use Only

☐ Inactive
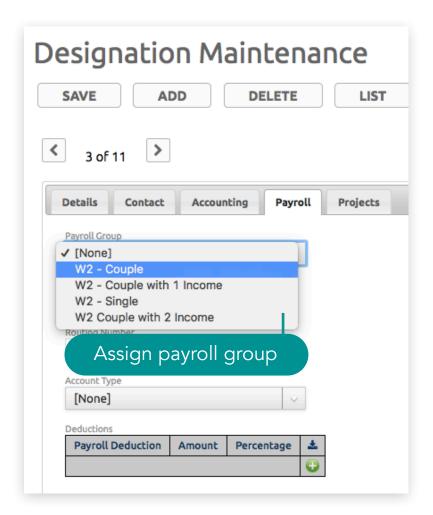
Assign payroll deductions from the payroll group

Set up payroll group in the designation to determine the payroll deductions for the designation.
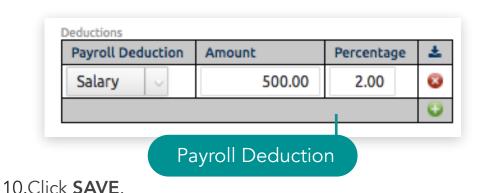
1. To assign payroll deductions or payroll groups to designations, go to **Tools** > **Donor Management System** > **Designations**.

2. Look for the designation from the list and then click to open.

3. Click on the **Payroll tab**. To assign a payroll group, choose the **Payroll Group** from the dropdown.

Designation Maintenance

SAVE	ADD	DELETE	LIST

< 3 of 11 >

| Details | Contact | Accounting | **Payroll** | Projects |

Payroll Group
✓ [None]
W2 - Couple
W2 - Couple with 1 Income
W2 - Single
W2 Couple with 2 Income

Routing Number

Assign payroll group

Account Type
[None]

Deductions

Payroll Deduction	Amount	Percentage	⬇
			➕

4. Based on the **Designation Type**, additional input fields would appear:

   e. If designation type is set to pay out by **Direct Deposit** - enter the **Account Number**, **Routing Number** and **Account Type**.

   f. If the designation type is set to pay out by **Check** - enter the **Payee Name** and **Address**.

   g. If payment type is not set for the designation type, no additional input fields would appear.

8. Enter the **Deductions** from the **Deductions** table list. Click on the **Add** button. Enter the payroll item to deduct e.g. Salary, Employee Benefits etc.

9. Enter the amount for each payroll item. Add the percentage to add to the payroll item.

10. Click **SAVE**.

| Details | Contact | Accounting | **Payroll** | Projects |

Payroll Group
[None]

Account Number
108989283949

Routing Number
102000021

Account Type
Checking

Pay out by direct deposit

Designation Maintenance

| SAVE | ADD | DELETE | LIST |

< 4 of 11 >

| Details | Contact | Accounting | **Payroll** | Projects |

Payroll Group
[None]

Address Text
Check will be made out to name(s) above and mailed to this address.

Martha W. Foley
4400 Twin House Lane
Springfield, MO 65804

Pay out by check

Deductions

Payroll Deduction	Amount	Percentage	
Salary	500.00	2.00	❌
			➕

Payroll Deduction

Contact Setup

In CoreWare, a contact is not necessarily a user or donor, but a user or donor is always a contact. For non-profits, contacts are usually called constituents. Contacts can be your staff, donors, partners, and board members. Contact details such as categories and custom contact details are defined from the **Contact Admin** tools. Contacts are created and managed from the **Contacts** program. The contact list can be synched to MailChimp contacts for mass mailings.

Contacts

| [Choose Action] ⌄ | 🔍 | FILTERS ON | ADD |

< > 1 - 20 of 46, 0 selected

	ID	First ▲	Last	Company	Address 1	City	State	Postal Code
☐	10190	Aaron	Anderson	Strategy Consulting	1823 West Fork Drive	Deerfield Bch	FL	33441
☐	10113	Alfred	Maine	GMG Inc - East	1546 Rockford Road	Reno	NV	89501
☐	10131	Andrea	Cooper	NetCo	2744 Circle Drive	Houston	TX	77056
☐	10231	Carmen	Spencer	Oshman's	4080 Hewes Avenue	Salisbury	MD	21875
☐	10122	Chanel	Hoffman	Copeland Sports	1291 Highland Drive	New York	NY	10002
☐	10125	Christine and James	Russell	Gart Sports	598 Beeghley Street	Schenectady	NY	12345
☐	10233	Courtney	Miller	Handy Andy	55 Rinehart Rd	Miami	FL	33128
☐	10224	Elisa	Pierre	Elm Farm	3440 Meadow Lane	Oakland	CA	94612
☐	10227	Eric	Peters	Sportswest	3413 Burton Ave	Memphis	TN	38117
☐	10095	Henry	Mills	Hanover Shoe	1344 Pine Tree Lane	Washington	DC	20036

Contacts Maintenance list

Contact Category Group

Contact category groups is a way to define the main or parent category of contact categories. Contact category groups are managed from **Manage** > **Contact Admin** > **Contact Category Groups**.
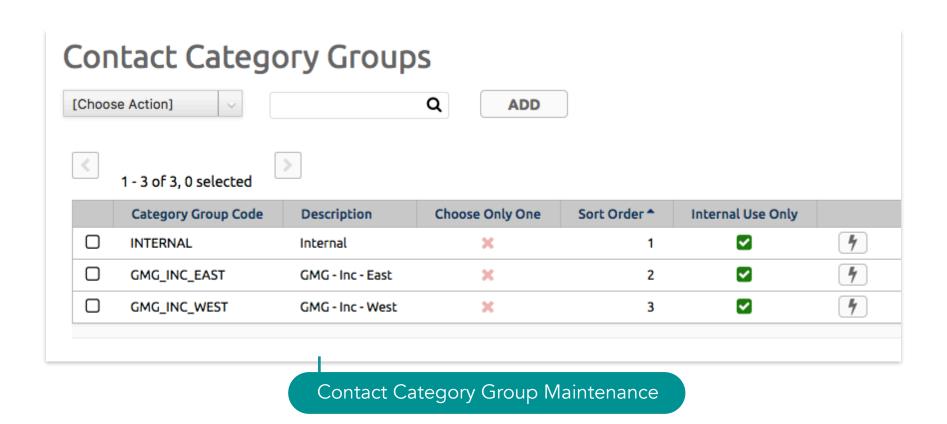
Create a new category group

1. From the **Contact Category Group Maintenance** list, click **ADD**.

2. Enter the category group code and description.

3. By default, multiple contact categories can be assigned to contact categories. If you want contact categories to belong to only one category group, enable the **Choose Only One** option.

4. Add a sort order number if preferred.

5. As a default, category groups would show on the Account Maintenance and is viewable to the public. To make the contact category viewable only to the staff, enable the **Internal Use Only** option.

6. Click **SAVE**. You will be brought back to the **Contact Category Group Maintenance** list.

Contact Category Groups

| SAVE | ADD | DELETE | LIST |

< 2 of 3 >

Category Group Code *
GMG_INC_EAST

> Contact category group

Description *
GMG - Inc - East

☐ Choose Only One → Choose only one

Sort Order *
2

☑ Internal Use Only

☐ Inactive

7. To easily make changes, you can click on the lightning icon ⚡ to get a simple editable dialog box for that record.

Contact Category Groups

[Choose Action] ▾   🔍   ADD

‹   ›   1 - 3 of 3, 0 selected

	Category Group Code	Description	Choose Only One	Sort Order ▲	Internal Use Only	
☐	INTERNAL	Internal	✖	1	☑	⚡
☐	GMG_INC_EAST	GMG - Inc - East	✖	2	☑	⚡
☐	GMG_INC_WEST	GMG - Inc - West	✖	3	☑	⚡

Contact Category Group Maintenance
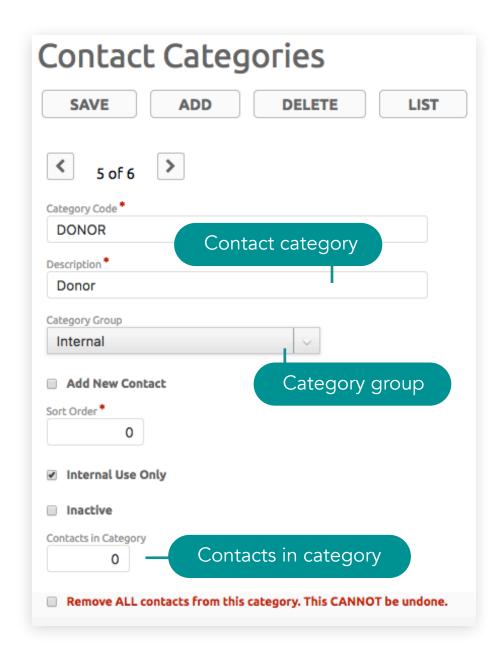
Contact Categories

Contacts can be your business partners, customers, staff and users in the system. They don't necessarily need to have a user account in the system but users are always considered a contact. Contacts can be categorized into your custom contact categories. Contact categories are managed from **Manage** > **Contact Admin** > **Contact Categories**.
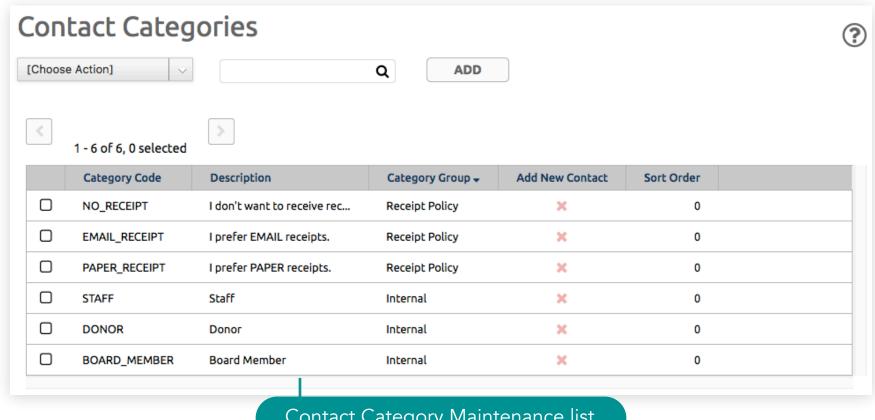
Create Contact Categories

1. From the **Contact Category Maintenance** list, click **ADD**.

2. Enter the contact category code and description.

3. Select the contact category group.
   Note: To create new contact category groups, go to **Manage** > **Contact Admin** > **Contact Category Groups**.

4. To have every new contact added to the contact category, check the option, **Add new contact**.

5. As contacts are assigned to the contact category, the number of contact would show in the **Contacts in Category** field.

Contact Categories

| SAVE | ADD | DELETE | LIST |

< 5 of 6 >

Category Code *
DONOR — Contact category

Description *
Donor

Category Group
Internal — Category group

☐ Add New Contact

Sort Order *
0

☑ Internal Use Only

☐ Inactive

Contacts in Category
0 — Contacts in category

☐ Remove ALL contacts from this category. This CANNOT be undone.

6. Add a sort order number if preferred.

7. Click **SAVE**. You will be brought back to the Contact Category Maintenance list.

8. If for some reason, you need to change the contact category or delete, you can remove all contacts from the category. To do this, check the option, "Remove All contacts from this category. This cannot be undone."

Contact Categories
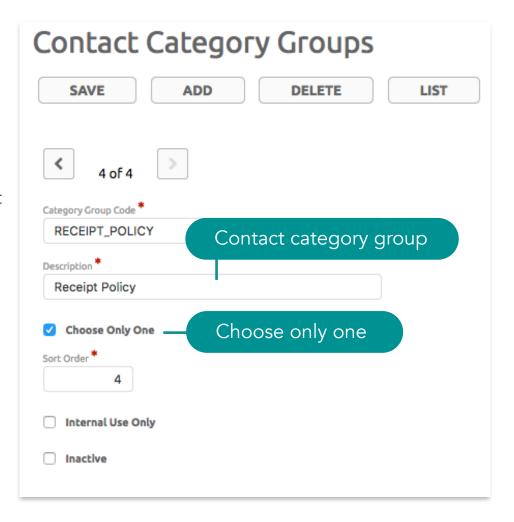
[Choose Action] ⌄   🔍   ADD

< > 1 - 6 of 6, 0 selected

	Category Code	Description	Category Group ▾	Add New Contact	Sort Order
☐	NO_RECEIPT	I don't want to receive rec...	Receipt Policy	✖	0
☐	EMAIL_RECEIPT	I prefer EMAIL receipts.	Receipt Policy	✖	0
☐	PAPER_RECEIPT	I prefer PAPER receipts.	Receipt Policy	✖	0
☐	STAFF	Staff	Internal	✖	0
☐	DONOR	Donor	Internal	✖	0
☐	BOARD_MEMBER	Board Member	Internal	✖	0

Contact Category Maintenance list

Receipt Policy

The default receipt policy is that receipts will always be emailed when possible and when a receipt cannot be emailed, it will be printed. You can let your donors choose if they will receive emails. We recommend defining contact categories for the Receipt Policy category group so that donors can specify if they want to receive email or paper receipts and if they don't want to receive receipts.
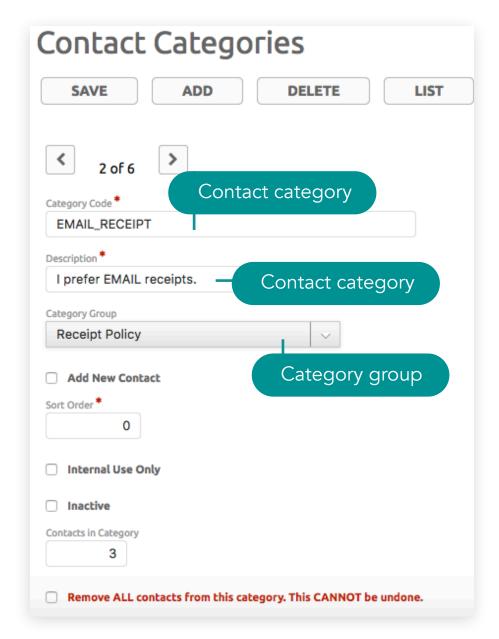
Create the receipt policy categories

1. Create the contact category group. Go to **Manage** > **Contact Admin** > **Contact Category Groups**. Click **ADD**.

2. Set the category group code to "RECEIPT_POLICY".

3. Enable the **Choose only one** option. This would limit the selection of the receipt policy to just one.

4. Make sure the **Internal Use Only** option is unchecked to have the contact category group show on the Account Maintenance for donors to see.

Contact Category Groups

SAVE	ADD	DELETE	LIST

< 4 of 4 >

Category Group Code *
RECEIPT_POLICY

Contact category group

Description *
Receipt Policy

☑ Choose Only One — Choose only one

Sort Order *
4

☐ Internal Use Only

☐ Inactive

5. Create the contact categories. Go to **Manage** > **Contact Admin** > **Contact Categories**.

6. Create the categories with the following category codes and assign the "Receipt Policy" category group.

   a. EMAIL_RECEIPT

   b. PAPER_RECEIPT

   c. NO_RECEIPT

4. Set the category description to anything you want. The description is what the donor will see on the opt in options.

Contact Categories

| SAVE | ADD | DELETE | LIST |

< 2 of 6 >

Contact category

Category Code *

EMAIL_RECEIPT

Description *

I prefer EMAIL receipts.   **Contact category**

Category Group

Receipt Policy

Category group

☐ **Add New Contact**

Sort Order *

0

☐ **Internal Use Only**

☐ **Inactive**

Contacts in Category

3

☐ **Remove ALL contacts from this category. This CANNOT be undone.**
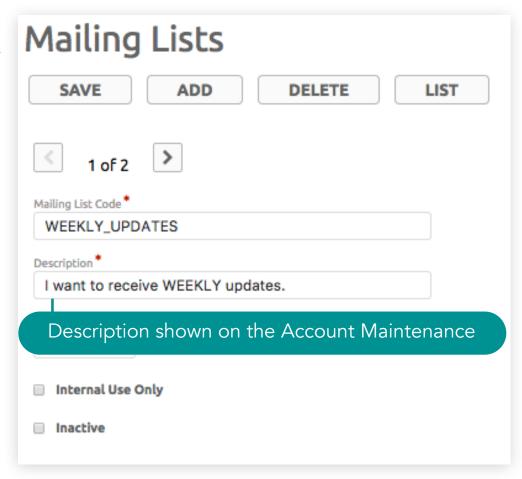
Mailing List

You can create mailing lists that your users can opt in to when they create an account. CoreWare has the ability to sync contacts and mailing lists to the mailing application, MailChimp. Mailing lists are created from **Manage** > **Contact Admin** > **Mailing Lists**.
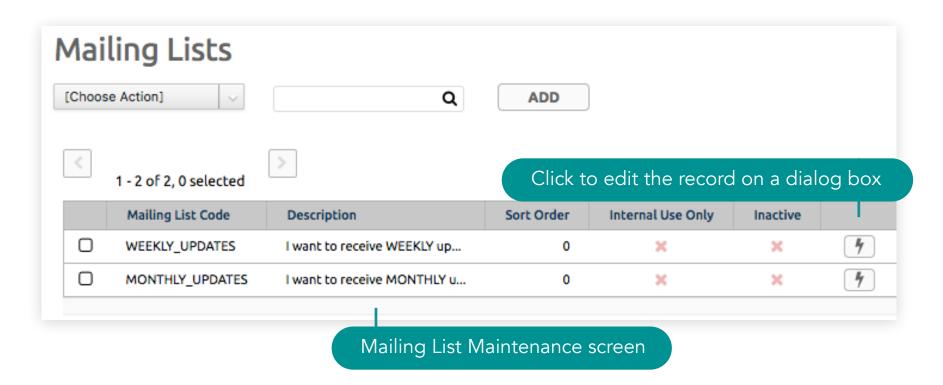
Create a new mailing list

1. From the **Mailing List Maintenance** list, click **ADD**.

2. Enter the mailing list code and description. Mailing lists are visible to the donors from the Account Maintenance unless otherwise set for internal use.

3. Add a sort order number if preferred.

4. Click **SAVE**. You will be brought back to the Mailing List maintenance page.

Mailing Lists

| SAVE | ADD | DELETE | LIST |

< 1 of 2 >

Mailing List Code *
WEEKLY_UPDATES

Description *
I want to receive WEEKLY updates.

Description shown on the Account Maintenance

☐ **Internal Use Only**

☐ **Inactive**

5. To easily make changes, you can click on the lightning icon ⚡ to get a simple editable dialog box for that record.

Mailing Lists

[Choose Action] ⌄   [🔍]   [ADD]

< >   1 - 2 of 2, 0 selected

Click to edit the record on a dialog box

	Mailing List Code	Description	Sort Order	Internal Use Only	Inactive	
☐	WEEKLY_UPDATES	I want to receive WEEKLY up...	0	✖	✖	⚡
☐	MONTHLY_UPDATES	I want to receive MONTHLY u...	0	✖	✖	⚡

Mailing List Maintenance screen

Assign contact categories or mailing lists

1. There are several ways to assign contacts to contact categories and mailing lists. Donors can opt in to contact categories themselves from the Account Maintenance. It can be assigned manually for each contact or automatically with custom actions or form submissions.

   a. Donors can opt to join a mailing list and specify if they want to receive receipts or not and if they want to receive paper or email receipts. Make sure that the category groups are set to show for the public.

Opt In tab of the Account Maintenance

coreware **D** **M** **S**
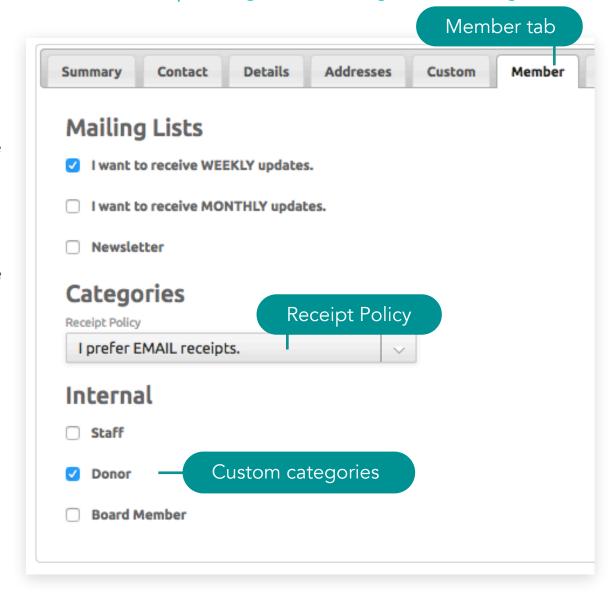
b. Manually add contacts to the contact category. To do this, go to **Tools** > **Contacts**.

Choose the contact from the list. From the **Contact Maintenance** screen, go to the **Members tab**.

Choose the contact category to assign to the contact. You can assign more than one contact category to a contact.

Member tab

| Summary | Contact | Details | Addresses | Custom | **Member** |

Mailing Lists

☑ I want to receive WEEKLY updates.

☐ I want to receive MONTHLY updates.

☐ Newsletter

Categories

Receipt Policy

| I prefer EMAIL receipts. | ⌄ |

Receipt Policy

Internal

☐ Staff

☑ Donor — Custom categories

☐ Board Member

c. You can create a custom action to add contacts to a category when they order a product or donate to a particular designation.

To do this, go to **Manage** > **Actions** > **Actions**. Choose from one of the actions taken e.g. ordered product, submitted a form or made a donation.

Then choose the resultant action, **Add to contact** category.

Choose the contact category to add the contact to.

Actions

| SAVE | ADD | DELETE | LIST |

‹ 2 of 4 ›

Action Taken

Action Type *

Donation made to designation

Choose the action taken

Designations

General Donation

Resultant Action

Action Result *

Add to category

Categories

Donor

☐ Inactive

Choose the contact category
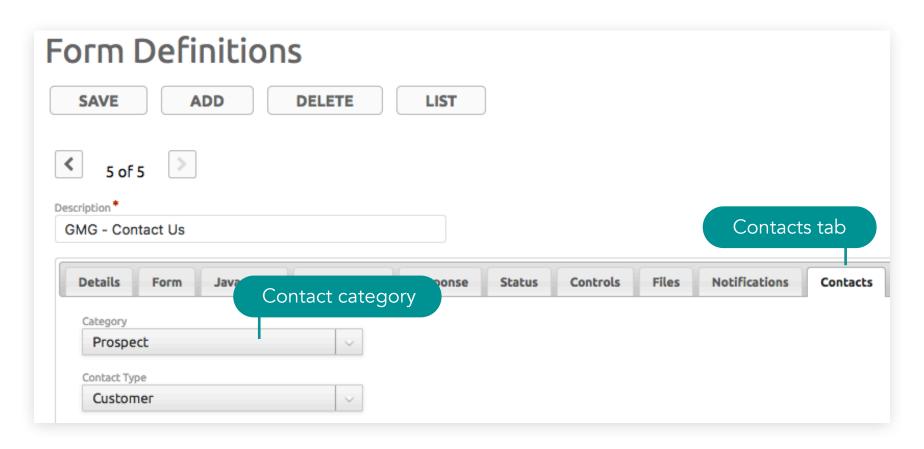
d. If you have a form for registration, contact or subscription, you can set in the form, a default contact category to add the contact to when they fill up and submit the form.
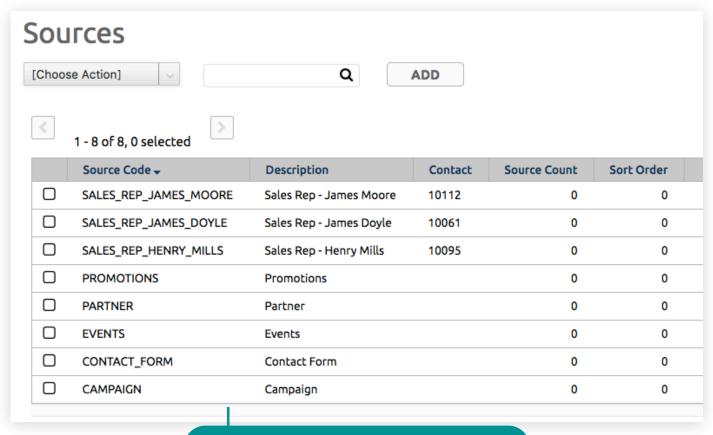
To do this, go to **Tools** > **Forms** > **Form Definitions**. Select the form from the list to open. In the **Contacts tab**, choose the default contact category.

Form Definitions

SAVE   ADD   DELETE   LIST

<   5 of 5   >

Description *
GMG - Contact Us

Contacts tab

| Details | Form | Java | | | ponse | Status | Controls | Files | Notifications | Contacts |

Contact category

Category
Prospect

Contact Type
Customer

Contact Source

Contact sources can be any means with which a person became a contact. Contact sources such as emails can be tracked to know how effective the email campaign was. For instance, a non-profit sends out 5000 emails with a link to sign up for their mailing list. The source count for the email would be 5000. Then, you can see how effective the email was by looking at how many contacts have that source code compared to how many were emailed. This would give you a percentage of response. So if 150 contacts signed up, then you would have a 3% response rate. Contact sources are managed from **Manage** > **Contact Admin** > **Contact Sources**.

Sources

[Choose Action] ⌄   🔍   ADD

< > 1 - 8 of 8, 0 selected

	Source Code ▾	Description	Contact	Source Count	Sort Order
☐	SALES_REP_JAMES_MOORE	Sales Rep - James Moore	10112	0	0
☐	SALES_REP_JAMES_DOYLE	Sales Rep - James Doyle	10061	0	0
☐	SALES_REP_HENRY_MILLS	Sales Rep - Henry Mills	10095	0	0
☐	PROMOTIONS	Promotions		0	0
☐	PARTNER	Partner		0	0
☐	EVENTS	Events		0	0
☐	CONTACT_FORM	Contact Form		0	0
☐	CAMPAIGN	Campaign		0	0
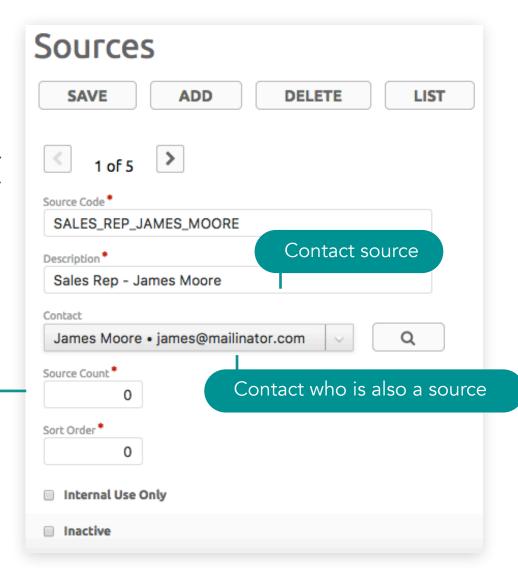
Contact Source Maintenance list

Create contact sources
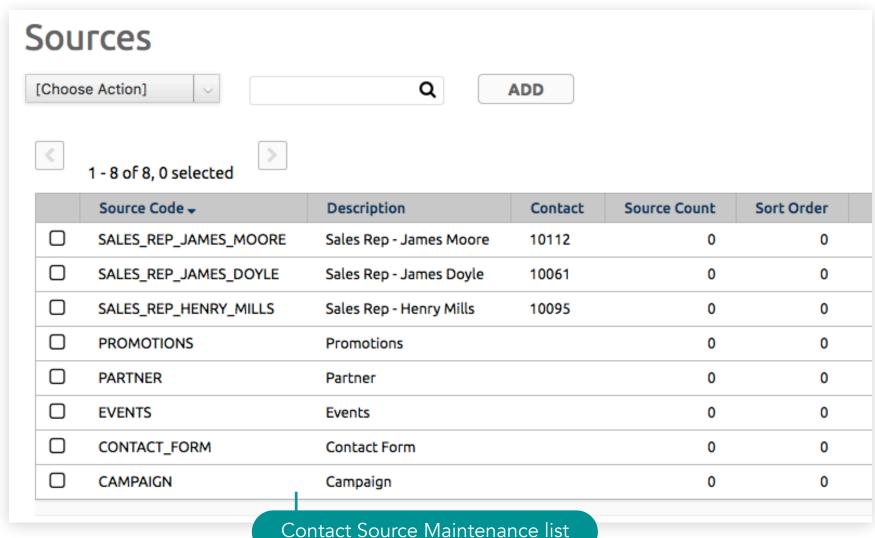
1. From the **Contact Source Maintenance** list, click **ADD**.

2. Enter the source code and description.

3. New contacts may be referred by a person or entity. You can set a person in your contact list as a source.

4. Add a sort order number if preferred.

5. When the source code is tracked, in an email for example, the **Source Count** field would sum up all of the emails that went out.

Sources

| SAVE | ADD | DELETE | LIST |

< 1 of 5 >

Source Code *
SALES_REP_JAMES_MOORE

Contact source

Description *
Sales Rep - James Moore

Contact
James Moore • james@mailinator.com

Source Count *
0

Contact from the source

Contact who is also a source

Sort Order *
0

☐ **Internal Use Only**

☐ **Inactive**

6. Click **SAVE**. You will be brought back to the Contact Source Maintenance list.

Sources

[Choose Action] ▾ | 🔍 | ADD

< | > | 1 - 8 of 8, 0 selected

	Source Code ▾	Description	Contact	Source Count	Sort Order
☐	SALES_REP_JAMES_MOORE	Sales Rep - James Moore	10112	0	0
☐	SALES_REP_JAMES_DOYLE	Sales Rep - James Doyle	10061	0	0
☐	SALES_REP_HENRY_MILLS	Sales Rep - Henry Mills	10095	0	0
☐	PROMOTIONS	Promotions		0	0
☐	PARTNER	Partner		0	0
☐	EVENTS	Events		0	0
☐	CONTACT_FORM	Contact Form		0	0
☐	CAMPAIGN	Campaign		0	0

Contact Source Maintenance list

Assign contact sources to contacts

1. Go to **Tools** > **Contacts**.

2. Choose the contact from the list. From the **Contact Maintenance** screen, go to the **Details tab**.

3. Choose the contact source to assign to the contact.
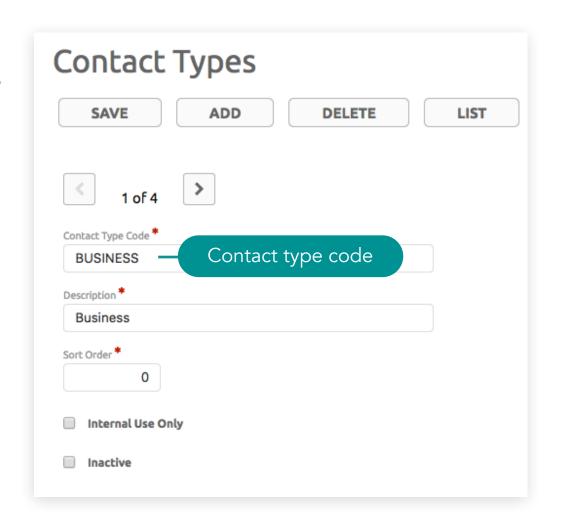
Contact Type

Contact types is a way to segment contacts into any class or type you choose. Contact types are managed from **Manage** > **Contact Admin** > **Type**.
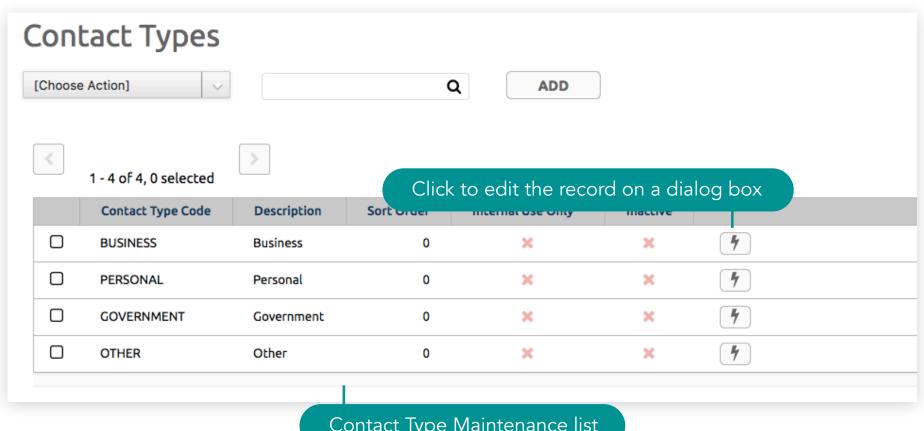
Create a new contact type

1. From the **Contact Category Type Maintenance** list, click **ADD**.

2. Enter the contact type code and description.

3. Add a sort order number if preferred.

4. Click **SAVE**. You will be brought back to the Contact Category Type Maintenance list.

Contact Types

| SAVE | ADD | DELETE | LIST |

< 1 of 4 >

Contact Type Code *

BUSINESS —— Contact type code

Description *

Business

Sort Order *

0

☐ Internal Use Only

☐ Inactive

5. To easily make changes, you can click on the lightning icon ⚡ to get a simple editable dialog box for that record.

Contact Types

[Choose Action] ▾   [🔍]   ADD

<   >   1 - 4 of 4, 0 selected

	Contact Type Code	Description	Sort Order	Internal Use Only	Inactive	
☐	BUSINESS	Business	0	✕	✕	⚡
☐	PERSONAL	Personal	0	✕	✕	⚡
☐	GOVERNMENT	Government	0	✕	✕	⚡
☐	OTHER	Other	0	✕	✕	⚡

Click to edit the record on a dialog box

Contact Type Maintenance list

Custom Contact Data
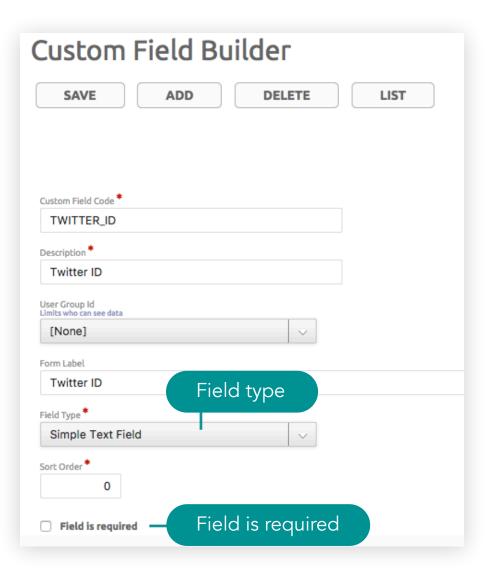
Custom contact fields can be created to accommodate additional contact information. Custom contact fields are added instantly to the Custom tab in the maintenance screens for the contact, customer and users. Custom contact data can be grouped into a questionnaire for the contact to fill up.

You are Sarah Moore. If this is not you, please close this window and contact customer service.

☐ **Allowed to Contact?**

Preferred Mode of Contact [None] ▲▼

Facebook URL [   ]

Twitter ID [@samplename]

SUBMIT ANSWERS

Custom Field Questionnaire

Create new custom contact fields

1. From the **Custom Field Builder Maintenance** list. Click **ADD**.

2. Enter the custom field code and description.

3. You can limit who can see the custom fields by user group. For example, you can set a custom field to only show for users in the "Admin"group.

4. Enter the form label or the field label e.g. Twitter ID.

5. Choose the field type from the choices. For this example, set the field type to "Simple Text Field".

6. Add a sort order if preferred. The sort order number will determine the order that the custom fields would appear on the **Custom tab**.

7. You can set the field as required by turning on the option, **Field is required**.

Custom Field Builder

SAVE	ADD	DELETE	LIST

Custom Field Code *

TWITTER_ID

Description *

Twitter ID

User Group Id
Limits who can see data

[None]

Form Label

Twitter ID

Field type

Field Type *

Simple Text Field

Sort Order *

0

☐ **Field is required** — **Field is required**

8. Click **Save**. You will be brought back to the Custom Field Builder Maintenance list.

9. You can add the custom field to a custom field group to let contacts fill up the custom fields with information on a separate page. To select a custom field group, drag the custom field group to the right. To create custom field groups, go to **Manage** > **Contact Admin** > **Custom Field Groups**. Custom fields in a custom field group would no longer show on the **Custom tab** and instead, would show on a separate page.

10. If the custom field is a multi-choice dropdown, you can list the choices in the **Choices** table.
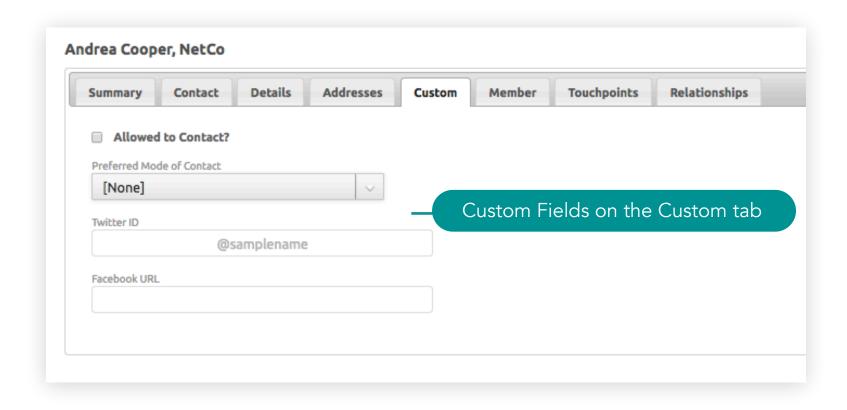
11. You can customize the field further by adding field controls. Go to **Manage** > **Contact Admin** > **Custom Fields**. You can set a default value on the field, set the field as required or change the field type (data type). As an example, you can add placeholder text to a custom field by using the "placeholder" control and setting a control value.

Custom Field Group

Dropdown choices

Control field

Control Value

12. Open the **Contact Maintenance** screen. Go to **Tools** > **Contacts**. Choose any contact from the list.

13. Click on the **Custom tab**.
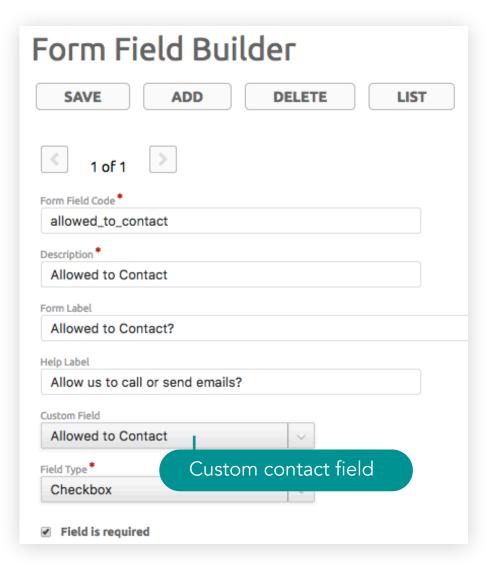
14. You should see the custom fields are in this tab. You will find the same fields in the **Custom tab** of the **Customer form**.

Add the custom contact fields to forms
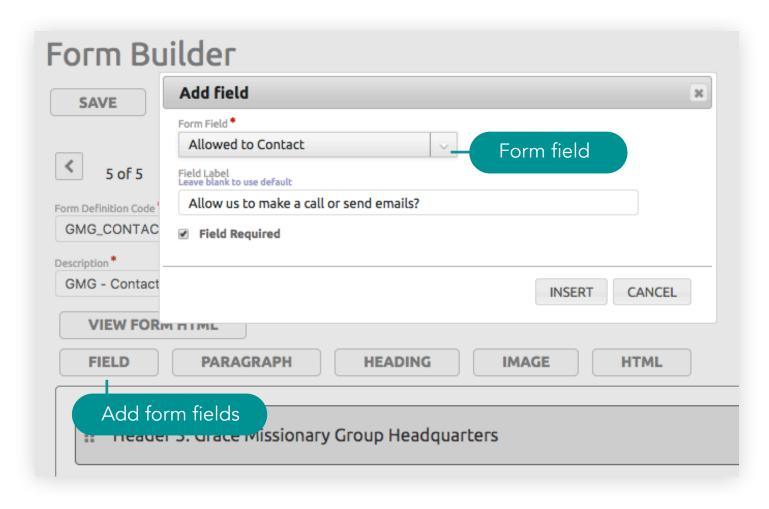
1. CoreWare has the capability to build forms that submits feedback or create a contact in the backend. You can add custom contact fields to these forms. Forms are managed from **Tools** > **Forms** > **Form Definitions**.

2. Say you have a Contact Us form and want to add custom contact fields. For this, you need to link the custom contact field to a form field. To create the form field, go to **Tools** > **Forms** > **Field Builder**. Click **ADD**.

3. Enter the form field code and description. The form label is what will be displayed on the form. The help label should contain instructions or more information about the field.

4. Select the custom contact field. This field would appear on the form and would be filled in by the contact.

5. The field type should be the same as the field type of the custom contact field.

6. You can set the field as required.

Form Field Builder

| SAVE | ADD | DELETE | LIST |

< 1 of 1 >

Form Field Code *
allowed_to_contact

Description *
Allowed to Contact

Form Label
Allowed to Contact?

Help Label
Allow us to call or send emails?

Custom Field
Allowed to Contact

Custom contact field

Field Type *
Checkbox

☑ **Field is required**
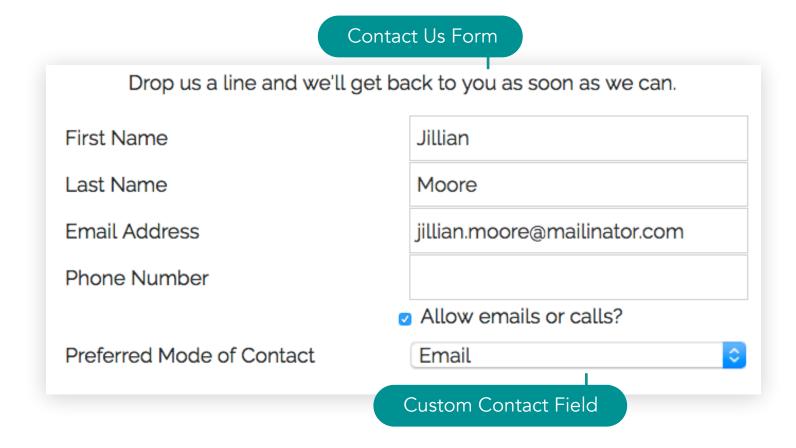
7. To add the form field on the form, go to **Tools** > **Forms** > **Form Builder**. Choose the form from the list.

8. Click on the **FIELD** button. Select the form field. You can add a different label or use the default label on the field. You can set the field as required.

9. Click **INSERT**. As a default, newly added form fields would show at the bottom of the form. You can drag the fields to change their order.

10. Click **SAVE**.
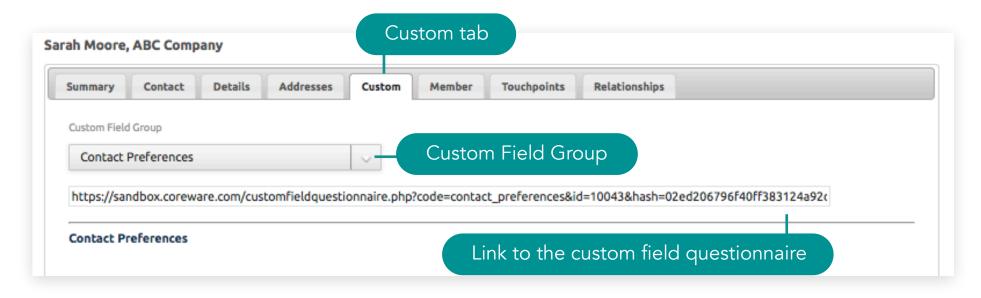
11. View the form on your website. You should be able to see the custom contact fields on the form. When a contact fills in submits the form it would be shown on the form submission that is either emailed to the admin or logged on the form definition. Note that the information on the fields would not populate the custom contact fields in the **Custom tab**. You can use the form submission to update the contact record. To add custom contact data easily, go to **Manage** > **Contact Admin** > **Custom Contact Data**.

Contact Us Form

Drop us a line and we'll get back to you as soon as we can.

First Name   Jillian

Last Name   Moore

Email Address   jillian.moore@mailinator.com

Phone Number

☑ Allow emails or calls?

Preferred Mode of Contact   Email

Custom Contact Field

Custom Field Group

When custom fields are created, they usually show instantly on the Custom tab of the Contact Maintenance and the Customer Maintenance screens. When a custom field is in a custom field group, they no longer appear in the Custom tab but are accessed from a different program. With custom field groups, you can build a form with custom fields that the contact can fill out and submit. The URL link to these forms are usually sent to the contact to fill out. Custom field groups are managed from **Manage** > **Contact Admin** > **Custom Field Groups**.
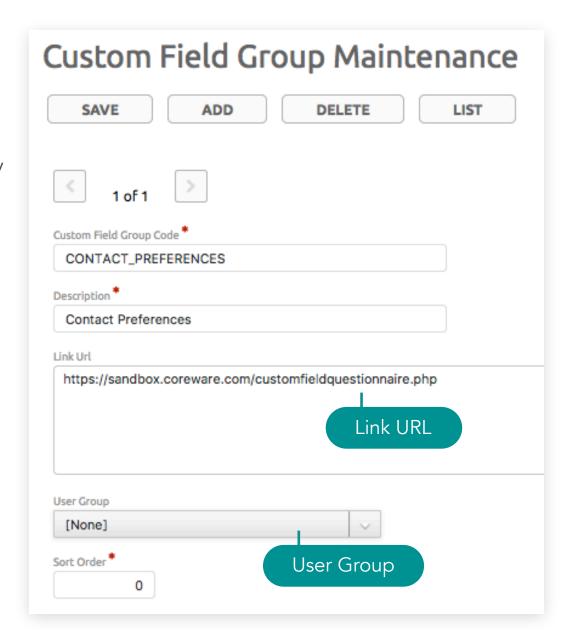
Create a new custom field group

1. From the **Custom Field Group Maintenance** list, click **ADD**.

2. Enter the custom field group and description.

3. Enter the link URL of the page that will display the custom field group as a form that the contact would fill out.

   The page URL is https://mywebsite.com/customfieldquestionnaire.php. Where "mywebsite" is your domain name.
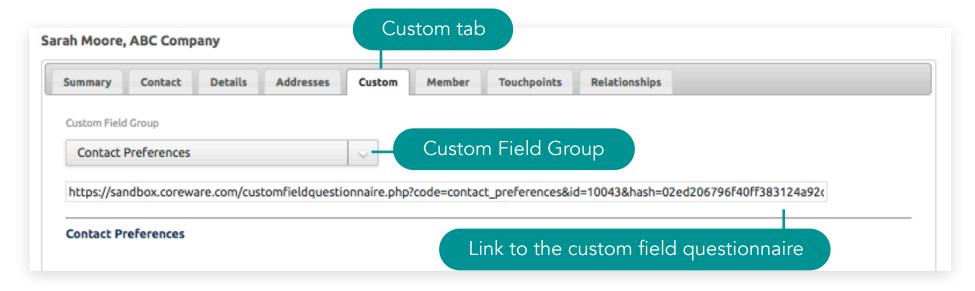
   On the **Custom tab** of the **Contact form**, a unique link would be generated for each custom field group and contact.

4. If you want the custom field group to only show for a specific group of users, select the user group.

5. Click **SAVE**. You will be brought back to the Custom Field Group Maintenance page.

Custom Field Group Maintenance

| SAVE | ADD | DELETE | LIST |

‹   1 of 1   ›

Custom Field Group Code *

CONTACT_PREFERENCES

Description *

Contact Preferences

Link Url

https://sandbox.coreware.com/customfieldquestionnaire.php

Link URL

User Group

[None]

User Group

Sort Order *

0

6. Go to **Tools** > **Contacts** and choose a contact from the list.

7. Click on the **Custom tab**. You should be able to see a **Custom Field Group** dropdown.

8. Click on this dropdown to view the shareable link for the contact. When contacts go to this link, it would show the custom field group as a form for them to fill out.

9. You can create a notification for questionnaire submissions. Any email assigned in the notification will get an email when a questionnaire is submitted. Notifications are created from **Manage** > **Notifications**. The notification code should be set to "CUSTOM_FIELD_QUESTIONNAIRE" and emails should be assigned to it in order for notification emails to be sent.
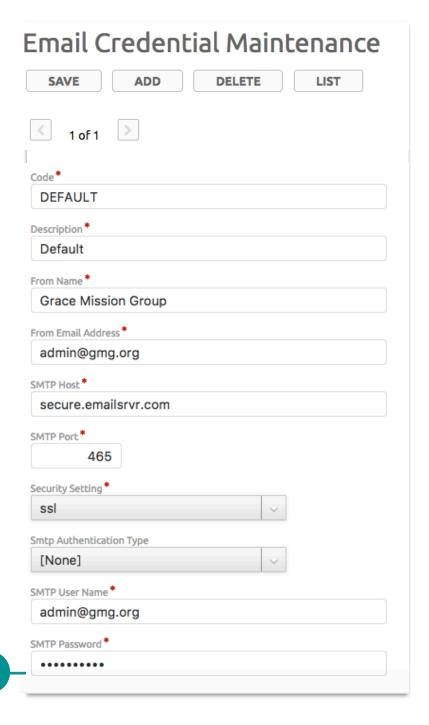
Email and Notification Setup

Email Credential

The email account from which emails are sent is managed from the Email Credentials program. When you have the email account set up, you can use it anywhere in the system that has the ability to send out notifications such as pages, forms or blog posts. You can set up a new email account from **Manage** > **Preferences** > **Email Credentials**.

Create a new email credential

1. Go to **Manage** > **Preferences** > **Email Credentials**.
2. Add the email code, e.g. DEFAULT and description.
3. Add a From Name e.g. My Company Inc.
4. Enter the From Email Address e.g. admin@mycompany.com
5. Determine the SMTP host for the email account and enter in the SMTP Host email.
6. Enter the SMTP (Outgoing) Port e.g. 465.
7. Enter the Security Setting or the encryption method to use for the email e.g. SSL or TSL.
8. Enter the SMTP Authentication to use e.g. Cram MD5 or Plain. The recommended option is Cram MD5.
9. Enter the SMTP User Name e.g. admin@mycompany.com.
10. Enter the SMTP Password.
11. Click **SAVE**.

Email Credential Maintenance

SAVE   ADD   DELETE   LIST

< 1 of 1 >

Code*
DEFAULT

Description*
Default

From Name*
Grace Mission Group

From Email Address*
admin@gmg.org

SMTP Host*
secure.emailsrvr.com

SMTP Port*
465

Security Setting*
ssl

Smtp Authentication Type
[None]

SMTP User Name*
admin@gmg.org

SMTP Password*
••••••••••

Email credentials

Email Messages

The system sends out emails in many situations. Some of these emails are optional and some are sent of necessity. Outgoing emails to donors or contacts are managed from the **Email** program. Notifications for both contacts and internal employees are managed from the **Notifications** program.

The system chooses emails based on email code or notification code. The following email and notification codes are used by the system. Described below the email code is to whom the email is sent, the circumstances under which it is sent, what happens if the email doesn't exist and substitution values that can be used in the email. Substitution values are simply surrounded by percent signs, such as %first _name%.

Standard Email Messages

The following are the standard set email messages sent with the Donor Management System. If you need to send these emails, you would need to create them with the appropriate code from the Email program.

ALL_DONATIONS

- **What this email is for:** Notifies the administrator that a donation is made.

- **When this email is sent:** Whenever a donation is received on the public giving page.

- **Who receives this email:** All email addresses assigned to the notification, ALL_DONATIONS. Typically, this would only be sent to an administrator. Using this email is rare, because an email is sent for every donation.

- **If this email is not created:** No email is sent.

- **Substitutions:** All contact donation information. For this email, contact information is NOT removed even if the donation is anonymous.

Sample HTML

<p>This email is to inform you that the following donation has been made for %designation_description% (%designation_code%).</p>

<p>%address_block%</p>

<p>Amount: $%amount%</p>

Sample Output

This email is to inform you that the following one-time donation has been made for General Donations (GENERAL_DONATIONS).

220 Candlelight Drive
Houston, TX 77024

Amount: 3000.00

ALL_RECURRING_DONATIONS

- **What this email is for:** Notifies administrators that a recurring donation is made.

- **When this email is sent:** Whenever a recurring donation is received on the public giving page.

- **Who receives this email:** All email addresses assigned to the notification, ALL_RECURRING_DONATIONS. This email is typically set up for Administrators.

- **If this email is not created:** No email is sent.

- **Substitutions:** All fields of the public giving form, excluding the payment information fields. Donor information is NOT hidden even if the donation is anonymous.

Sample HTML

<p>This email is to inform you that the following recurring donation set up on the public giving page:</p>

<p>%address_block%</p>

<p>Amount: $%amount%</p>

<p>Designation: %designation_description% (%designation_code%)</p>

<p>Project: %project_name%</p>

<p>Recurring day of the month: %day_of_month%</p>

Sample Output

This email is to inform you that the following recurring donation set up on the public giving page:

220 Candlelight Drive
Houston, TX 77024

Amount: 3000.00

Designation: Community Service

Project: Home Repair

Recurring day of the month: 5

DONATION_RECEIVED

- **What this email is for:** Notifies the group manager, designation email or designation user that a donation is received for a designation.

- **When this email is sent:** Whenever a donation is received.

- **Who receives this email:** The email address of the designation to which the donation was given, the group manager of any designation groups to which the designation belongs and any notification email address for the designation type.

- **If this email is not created:** No email is sent.

- **Substitutions:** All fields of the contact information and donation. If the donation is anonymous, identifying fields are removed.

Sample HTML

<p>This email is to inform you that the following one-time donation has been made for %designation_description% (%designation_code%).</p>

<p>%address_block%</p>

<p>Amount: $%amount%</p>

Sample Output

This email is to inform you that the following one-time donation has been made for General Donations (GENERAL_DONATION).

220 Candlelight Drive
Houston, TX 77024

Amount: 3000.00

EMAIL_DESIGNATION_USER

- **What this email is for:** Notifies the designation user that a donation is received for the designation.

- **When this email is sent:** Whenever a donation is received for the designation.

- **Who receives this email:** The email address assigned to the designation.

- **If this email is not created:** A default, hard-coded email is sent.

- **Substitutions:**

  - http_host – the domain name of the link

  - office_code – needed by the user to create account

  - designation_code

  - contact_id

  - email_address

Sample HTML

<p>We are excited to let you know that you can now create an account on the Donor Management System, with which you can check your past and pending giving reports. This is a supplement to the normal giving report that you receive at each payroll. With this new program, you can see past giving reports and see gifts that will be included in the next payroll. To create y`our user account, go to http://domainname.com/emailuserdesignation.php</p>

<p>This site is SSL secure. It is as secure as your bank's website.</p>

<p>This will not replace your e-mailed giving reports, but rather serves as an additional tool.</p>

<p>PLEASE do not use spaces in your user name. If you do the system will make a space into an underscore.</p>

<p>The information you will need to create this account is:</p>

<p>Office Code: %office_code%

Designation Code: %designation_code%

Your Contact ID: %contact_id%

Email Address: %email_address%</p>

<p>Please let us know if you have any questions.</p>

Sample Output

We are excited to let you know that you can now create an account on the Donor Management System, with which you can check your past and pending giving reports. This is a supplement to the normal giving report that you receive at each payroll. With this new program, you can see past giving reports and see gifts that will be included in the next payroll. To create your user account, go to http://domainname.com/emailuserdesignation.php.

This site is SSL secure. It is as secure as your bank's website.

This will not replace your e-mailed giving reports, but rather serves as an additional tool.

PLEASE do not use spaces in your user name. If you do, the system will make a space into an underscore.

The information you will need to create this account is:

Office Code: GRACE
Designation Code: ASB
Your Contact ID: 10245
Email Address: adam.bailey@mailinator.com

Please let us know if you have any questions.

ERECEIPT

- **What this email is for:** Sent to the donor when a donation is received. Serves as the receipt of their donation.

- **When this email is sent:** Whenever a donation is successfully processed from the public giving page.

- **Who receives this email:** Sent to the donor email address.

- **If this email is not created:** No email receipt is sent. Note that a specific donation type can have a different email receipt. This email is the default for those not specifically set.

- **Substitutions:** All the donor contacts information and the donation information.

Sample HTML

<p><img src="https://www.domainname.com/getimage.php?code=receipt_logo"></p>

<p>Dear %first_name%,</p>

<p>Thank you for your donation to the our organization. By partnering with us, you are joining us in our mission to do what we do.</p>

<p>Our organization is primarily funded by generous donors like you, and every dollar you give allows us to do the work we do.</p>

<p>This is your email confirmation that your donation was a success.</p>

<p>Donation designated for: %designation_description%

Sample HTML (continued)

%project_name%

%memo%

Donation Amount: $%amount%</p>

<p>Donor Information:</p>

<p>%full_name%

%address_1%

%city%, %state% %postal_code%</p>

<p>If you selected a recurring giving option, your account will be continued to be charged the amount specified according to the frequency specified. If you need to make any changes to your giving account, please email us at partners@domainname.com or login to manage your donation at https://www.domainname.com/my-account. If you have not created an account, you will be prompted to.</p>

<p>If you have any questions, please feel free to contact us.

Thank you again for your generous gift!</p>

<p>Sincerely,</p>

<p>Accounting Department</p>

Sample Output

GRACE
Missionary Group

Dear James,

Thank you for your donation to our organization. By partnering with us, you are joining us in our mission to do what we do.

Our organization is primarily funded by generous donors like you, and every dollar you give allows us to do the work we do.

This is your email confirmation that your donation was a success.

Donation designation for: Community Service

Project: Home Repairs

Memo: Thank you for the tour. The experience was fulfilling and everyone that I met has been wonderful.

Donation Amount: $4500.00

Donor Information:

James Faulkner

1331 Main Road

New York, NY 10018

If you selected a recurring giving option, your account will be continued to be charged the amount specified according to the frequency specified. If you need to make any changes to your giving account, please email us at partners@domainname.com or login to manage your donation at https://domainname.com/my-account. If you have not created an account, you will be prompted to.

If you have any questions, please feel free to contact us.

Thank you again for your generous gift!

Sincerely,

Accounting Department

Additional Substitution Values for Donation Receipts

- **%receipt_number%** - shows the receipt number of the donation receipt.

- **%donation_date%** - shows the date that the donation was made.

- **%amount%** - shows the amount of the donation.

- **%payment_method%** - shows the payment method used to donate.

- **%designation%** - shows the specific designation e.g. Disaster Relief

- **%designation_code%** - shows the designation code of the designation e.g. TGH

- **%not_tax-deductible%** - indicates if the donation is not tax deductible.

- **%year_to_date_donations%** - shows the year-to-date donations.

- **%last_year_donations% -** shows the total donations from the past year.

- **%full_name%** - shows the full name of the donor.

- **%address_1%** - shows the main address of the donor.

- **%address_2%** - shows the second address if applicable.

- **%city%**, **%state%**, **%postal_code%** - shows the city, state and postal code.

- **%salutation%** - shows the donor salutation e.g. Sir or Ma'am.

- **%month_1_donations%**, **month_2_donations%**, etc - shows the amount of donations given for each month.

NEW_ACCOUNT

- **What this email is for:** Notifies the user that new account is created using the public signup page.

- **When this email is sent:** Whenever a new account is created from the public signup page.

- **Who receives this email:** Sent to the user who created the account. Presumably, the email is a welcome message for the new user or donor.

- **If this email is not created:** No email is sent.

- **Substitutions:** All contact information.

Sample HTML

<p>Thank you for creating a user account. Your user name is %user_name%. Now that you have a user account, you can manage your giving and contact information at https://domainname.com/my-account.</p>

Sample Output

Thank you for creating a user account. Your user name is james.faulkner. Now that you have a user account, you can manage your giving and contact information at https://domainname.com/my-account.

RECURRING_DONATION_RECEIVED

- **What this email is for:** Notifies the designation user when a recurring donation is processed.

- **When this email is sent:** Whenever the recurring donation is successfully processed.

- **Who receives this email:** Sent to the designation email address.

- **If this email is not created:** No email is sent.

- **Substitutions:** All contact and donation information. If the donor is anonymous, all identifying information is removed.

Sample HTML

```
<p>This email is to inform you that the following recurring donation has been processed for designation %designation_description% (%designation_code%).</p>

<p>%address_block%</p>

<p>Amount: $%amount%</p>
```

Sample Output

This email is to inform you that the following recurring donation has been processed for the designation, General Donations (GENERAL_DONATIONS).

220 Candlelight Drive
Houston, TX 77024

Amount: 3000.00

RECURRING_GIFT_ADDED

- **What this email is for:** Notifies the designation email that a recurring donation is created on the pubic giving page.

- **When this email is sent:** Whenever a recurring donation is created on the public giving page.

- **Who receives this email:** Sent to the designation email address.

- **If this email is not created:** No email is sent.

- **Substitutions:** All contact and donation information. If the contact is anonymous, all identifying information is removed.

Sample HTML

<p>This email is to inform you that the following recurring donation has been made for designation %designation_description% (%designation_code%).</p>

<p>%address_block%</p>

<p>Amount $%amount%</p>

<p>Project: %project_name%</p>

<p>Recurring day of the month: %day_of_month%</p>

Sample Output

This email is to inform you that the following recurring donation has been made for designation, Community Service (COMMUNITY_SERVICE).

220 Candlelight Drive
Houston, TX 77024

Amount: 3000.00

Project: Home Repairs

Recurring day of the month: 5

RECURRING_GIFT_CHANGED

- **What this email is for:** Notifies the email address in the designation that a recurring donation is changed on the public donor page.

- **When this email is sent:** Whenever a recurring donation is changed on the public donor page.

- **Who receives this email:** Sent to the designation email address.

- **If this email is not created:** No email is sent.

- **Substitutions:** All contact information and donation information. If the donor is anonymous, all identifying information is removed.

Sample HTML

<p>This email is to inform you that the following recurring donation has changed for designation %designation_description% (%designation_code%).</p>

<p>From: %full_name%</p>

<p>New Amount: $%amount% (old amount was $%old_amount%)</p>

<p>New Day of Month: %day_of_month% (old day of month was %old_day_of_month%)</p>

<p>New Project: '%project_name%' (old project was '%old_project_name%')</p>

<p>New End Date: %end_date% (old end date was %old_end_date%)</p>

Sample Output

This email is to inform you that the following recurring donation has changed for designation Community Service (COMMUNITY_SERVICE).

From: James Faulkner

New Amount: $300.00 (old amount was $200.00)

New Day of Month: 20 (old day of month was 5)

New Project: Home Repair (old project was 'Home Repair')

New End Date: 09/19/2018 (old end date was 09/19/2018)

RECURRING_GIFT_ERROR_EMAIL

- **What this email is for:** Notifies the donor when the recurring donation fails.

- **When this email is sent:** Whenever a donor's recurring donation fails.

- **Who receives this email:** Sent to the donor's email address.

- **If this email is not created:** No email is sent.

- **Substitutions:** All contact information and donation information, error_message - the error that was returned by the Merchant Services.

Sample HTML

<p>Dear %first_name%,</p>

<p>We unfortunately ran into an error regarding your monthly donations of %amount% to %designation_code% due to your payment method being declined. The only step required to reinstate the monthly donation is to update your current account information.</p>

<p>The error we received from the credit card processing company was: %error_message%.</p>

<p>At your convenience, please either:</p>

If you have an account, log in to your account at https://domainname.com/login to update your payment method.

Follow the link in order to create a new monthly automatic withdrawal: https://domainname.com/support,

Call us at (719) 555-6666, or

If just an expiration date or billing address needs updating, reply to this email with your updated information.

<p>We apologize for any inconveniences this may have caused. Thank you for your patience and generous partnership! </p>

<p>We look forward to hearing from you,</p>

<p>Accounting Department</p>

Sample Output

Dear James,

We unfortunately ran into an error regarding your monthly donations of 300.00 to COMMUNITY_SERVICE due to your payment method being declined. The only step required to reinstate the monthly donation is to update your current account information.

The error we received from the credit card processing company was: You entered an expiration date that has already passed.

At your convenience, please either:

1. If you have an account, log in to your account at https:/domainname.com/login to update your payment method.

2. Follow the link in order to create a new monthly automatic withdrawal: https://domainname.com/support,

3. Call us at (729) 565-7839, or

4. If just an expiration date or billing address needs updating, reply to this email with your updated information.

We apologize for any inconveniences this may have caused. Thank you for your patience and generous partnership!

We look forward to hearing from you,

Accounting Department

ADMIN_RECURRING_GIFT_ERROR

- **What this email is for:** Notifies the group manager, designation email or designation user that a donation is received for a designation.

- **When this email is sent:** Whenever there was an error in processing a recurring donation for the designation.

- **Who receives this email:** Sent to the email address of the designation to which the donation was given, the group manager of any designation groups to which the designation belongs and any notification email addresses for the designation type.

- **If this email is not created:** A default, hard-coded text is sent.

- **Substitutions:**

  - full_name

  - designation_description

  - amount

  - error_text

Sample HTML

<p>This email is to inform you that an error occurred with the following recurring donation.</p>

<p>From: %full_name%</p>

<p>Amount: $%amount%</p>

<p>The error from the credit card processing company was: %error_text%.</p>

<p>This gift will not be processed again unless the donor updates their payment method. Please contact the donor to let them know they need to make this change.</p>

Sample Output

This email is to inform you that an error occurred with the following recurring donation.

From: James Faulkner

Amount: 300.00

The error from the credit card processing company was: You entered an expiration date that has passed.

This gift will not be processed again unless the donor updated their payment method. Please contact the donor to let them know that they need to change this.

Standard Notifications

Notifications are set up from **Manage** > **Notifications**. The email address assigned to the following notification codes will receive an email when the associated action happen. The following is the standard set notifications to set up.

ALL_DONATIONS

- Email addresses to receive the email code ALL_DONATIONS.

ALL_RECURRING_DONATIONS

- Email addresses to receive the email code ALL_RECURRING_DONATIONS.

BCC_ALL_EMAILS

- Blind copied ALL emails being sent from the system.

CC_ALL_EMAILS

- Copied on ALL emails being sent from the system.

COPY_PAYROLL

- Copied on all giving reports sent out at payroll processing.

CUSTOM_FIELD_QUESTIONNAIRE

- Notification that a custom field questionnaire has been filled out.

DAILY_DONATION _REPORT

- Daily summary of donations received. The preference DAILY_DONATION_REPORT can specify what designations appear in this report.

SECURITY_EMAIL

- Notification of a suspected security attempt in the system.

USER_MANAGEMENT

- Notification that an administrator or user account is inactive because of inactivity.

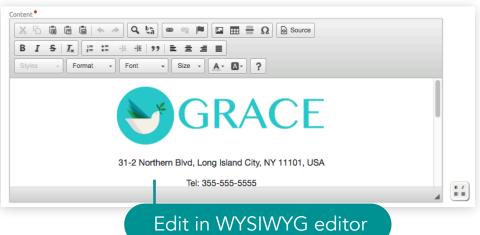- Notification when a user account is created on a public site.
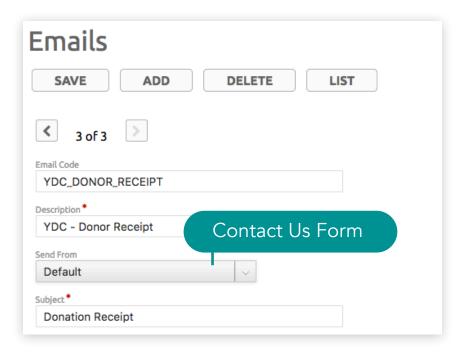
Create email message

1. Go to **Tools** > **Emails**. Click **ADD**.

2. Enter the email code e.g. ERECEIPT. See **Standard Emails** for a list of appropriate email codes to use.

3. Choose the email account to send it with. Email accounts can be set up from **Manage** > **Preferences** > **Email Credentials**.

4. Enter the subject of the email e.g. Thank for your recent donation.

5. Write the email body in the content editor. You can create the email with HTML or using the WYSIWYG editor. Click

on the **Toggle WYSIWYG** [icon] icon to switch editors. Add the substitution symbols to let the system fill in the information for you. See **Standard Emails** list for the sample HTML messages and substitutions.

Emails

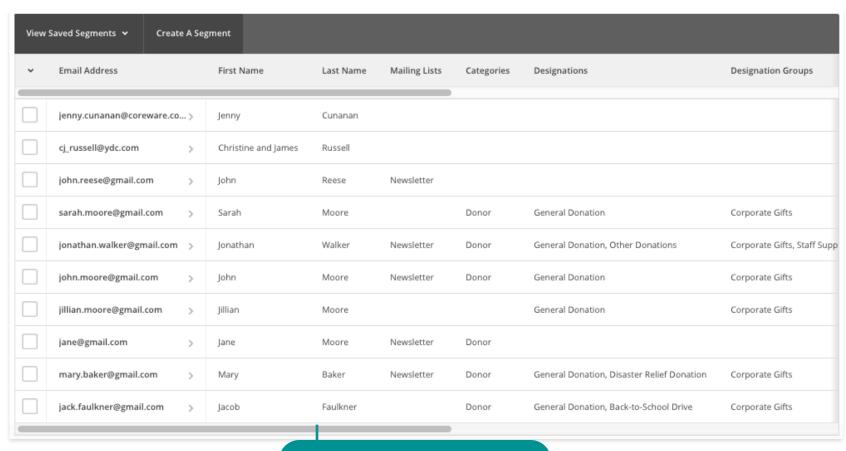SAVE   ADD   DELETE   LIST

< 3 of 3 >

Email Code
YDC_DONOR_RECEIPT

Description *
YDC - Donor Receipt

Contact Us Form

Send From
Default

Subject *
Donation Receipt

Content *
```
<p style="text-align: center;"><img alt="" src="/getimage.php?
code=HEADER_LOGO" style="width: 50%;" /> </p>

<p style="box-sizing: inherit; margin-top: 0px; margin-bottom: 1rem; color: rgb(41,
43, 44); font-family: &quot;Helvetica Neue&quot;, serif; font-size: 18.4px;
background-color: rgb(255, 255, 255); text-align: center;"><span style="font-
size:16px;">31-2 Northern Blvd, Long Island City, NY 11101, USA</span></p>
```

Edit in HTML

Content *

GRACE

31-2 Northern Blvd, Long Island City, NY 11101, USA

Tel: 355-555-5555

Edit in WYSIWYG editor

coreware D M S

Set up notifications

1. Go to **Manage** > **Notifications**. Click **ADD**.

2. Enter the notification code e.g. ALL_DONATIONS. See **Standard Notifications** for the list of appropriate notification codes to use.

3. Enter the description e.g. All Donations.

4. List the email addresses that will receive the notification email. Click on the green Add button then enter the email address.

5. Click **SAVE**.

Notification Maintenance

| SAVE | ADD | DELETE | LIST |

Notification Code

Notification Code *
ALL_DONATIONS

Description *
All Donations

Sort Order *
0

☐ **Internal Use Only**

☐ **Inactive**

Emails

Email Address	⬇
jeremy.doyle@ydc.org	❌
samuel.linden@ydc.org	❌
admin@ydc.org	❌
	➕

Email addresses

MailChimp Sync

CoreWare has the ability to sync your CoreWare database with your MailChimp database for mass mailings. The categories, contacts and lists that you create in CoreWare will be synched to MailChimp. Once synched, you can send mass emails to the contact lists using MailChimp.

	Email Address	First Name	Last Name	Mailing Lists	Categories	Designations	Designation Groups
☐	jenny.cunanan@coreware.co... >	Jenny	Cunanan				
☐	cj_russell@ydc.com >	Christine and James	Russell				
☐	john.reese@gmail.com >	John	Reese	Newsletter			
☐	sarah.moore@gmail.com >	Sarah	Moore		Donor	General Donation	Corporate Gifts
☐	jonathan.walker@gmail.com >	Jonathan	Walker	Newsletter	Donor	General Donation, Other Donations	Corporate Gifts, Staff Supp
☐	john.moore@gmail.com >	John	Moore	Newsletter	Donor	General Donation	Corporate Gifts
☐	jillian.moore@gmail.com >	Jillian	Moore			General Donation	Corporate Gifts
☐	jane@gmail.com >	Jane	Moore	Newsletter	Donor		
☐	mary.baker@gmail.com >	Mary	Baker	Newsletter	Donor	General Donation, Disaster Relief Donation	Corporate Gifts
☐	jack.faulkner@gmail.com >	Jacob	Faulkner		Donor	General Donation, Back-to-School Drive	Corporate Gifts

View Saved Segments ⌄   Create A Segment

MailChimp Contact List

Create a MailChimp API key

You will need to create your MailChimp API key in order to integrate MailChimp with CoreWare.

1. Go MailChimp.com and register if you don't have an account yet.
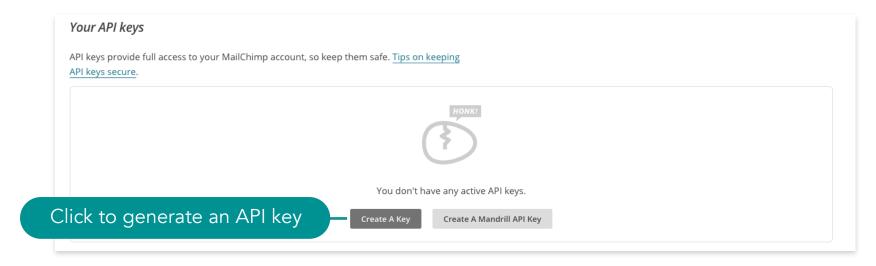
2. Click on your username then select **Account**.
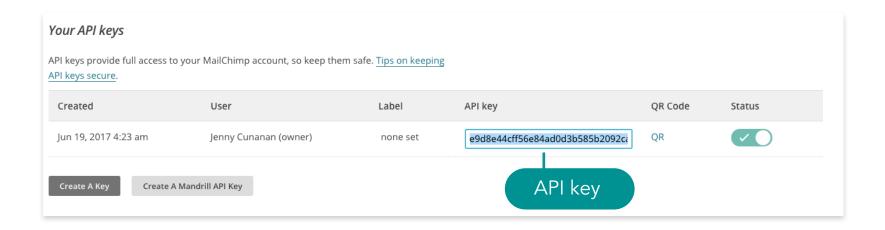
3. Click on the **Extras** menu then select **API Keys**.

coreware **D M S**

4. Click **Create API Key**. This will generate a MailChimp API key. You can optionally add a label to the API key.

Your API keys

API keys provide full access to your MailChimp account, so keep them safe. Tips on keeping API keys secure.

HONK!

You don't have any active API keys.

Click to generate an API key → Create A Key   Create A Mandrill API Key

Your API keys

API keys provide full access to your MailChimp account, so keep them safe. Tips on keeping API keys secure.

Created	User	Label	API key	QR Code	Status
Jun 19, 2017 4:23 am	Jenny Cunanan (owner)	none set	e9d8e44cff56e84ad0d3b585b2092c:	QR	✓

Create A Key   Create A Mandrill API Key

API key

Create a MailChimp List

You will need to create your MailChimp list in order to synchronize your contracts.

1. Go MailChimp.com and click **List** from the top menu.

2. Click **Create List**.

3. Enter the list name e.g. Master List.

4. Enter the default From email address and the default From name.

5. Enter a reminder for people for how they got the email e.g. You are getting these emails because you opted in to our website.

6. Click **SAVE**.
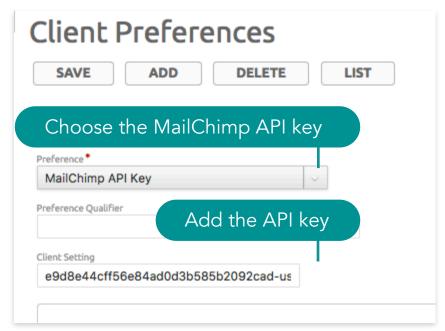
Create List

List details

List name

FROM email address

Default *From email address*

admin@gracemissiongroup.com

Default *From name*

Grace Mission Group

Campaign URL settings

http://mailchi.mp/[xxxxxx] (generate randomly)

To customize your campaign URLs, upgrade to a paid account and verify a domain.

Remind people how they signed up to your list

You are getting these emails because you opted in to our website.

Contact information for this list · Why is this necessary?

Grace Mission Group
123 Main
Dallas, Texas 75202

Edit
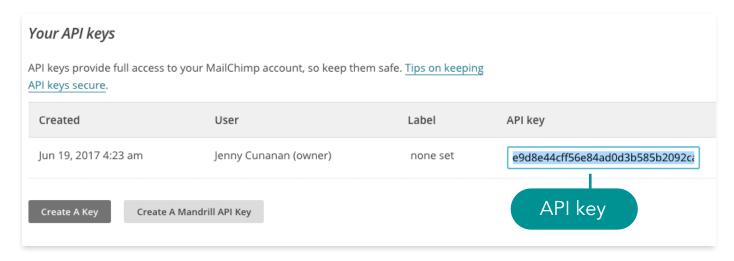
Set up your MailChimp client preference

To begin synching with MailChimp, you will need to set up your MailChimp API and MailChimp List ID in the client preferences.

1. Get your MailChimp API Key. Go to MailChimp.com. Click on the username then select **Accounts**. Click **Extras** then select **API Keys**.

2. Find your API key and copy.

3. Go to the CoreWare admin menu. Go to **Manage** > **Client Preferences**. Click **ADD**.

4. Click on the **Preference** dropdown and select **MailChimp API Key**.

5. Copy the **MailChimp API Key** in MailChimp and paste in the **Client Setting** field then click **SAVE**.

Client Preferences

SAVE   ADD   DELETE   LIST

Choose the MailChimp API key

Preference *
MailChimp API Key

Preference Qualifier

Add the API key

Client Setting
e9d8e44cff56e84ad0d3b585b2092cad-us

Your API keys

API keys provide full access to your MailChimp account, so keep them safe. Tips on keeping API keys secure.

Created	User	Label	API key
Jun 19, 2017 4:23 am	Jenny Cunanan (owner)	none set	e9d8e44cff56e84ad0d3b585b2092ca

Create A Key   Create A Mandrill API Key

API key

6. Get your **MailChimp List ID**. Go to MailChimp.com. Click **Lists** from the top menu.

7. Click on the list to open. Click **Preferences** and select **List Name and Campaign Defaults**.

Master List

Stats ⌄   Manage contacts ⌄   Add contacts ⌄   Signup forms   Settings ⌄   🔍

List name and campaign defaults

List name

Master List

List ID

Some plugins and integrations may request your List ID.

Typically, this is what they want: 4b8f898ee4.

Want to change your signup form title?
The signup forms and confirmation emails for your list use the original list name as a title. You can update this text (or replace it with an image) in the signup form editor.

Get the list ID

8. Copy the List ID for the list.

9. Go to the CoreWare admin menu. Go to **Manage** > **Client Preferences**. Click **ADD**.

10. Click on the **Preference** dropdown and select **MailChimp List ID**.

11. Paste the List ID in the **Client Setting** field.

12. Click **SAVE**.

13. Once you have the 2 preferences set up, CoreWare can connect to MailChimp.

Client Preferences

SAVE   ADD   DELETE   LIST

Select the MailChimp List ID preference

Preference *

MailChimp List ID

Preference Qualifier

Add the list ID

Client Setting

4b8f898ee4
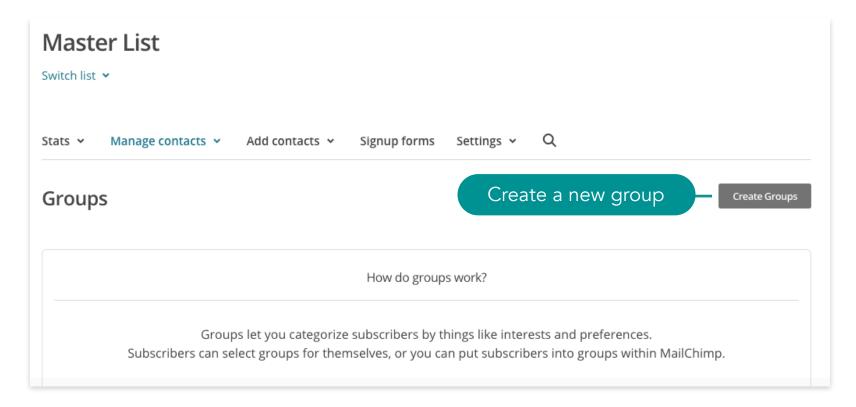
Segment your MailChimp list into groups

To get your contacts synched properly in MailChimp, you need to divide the MailChimp list into groups.
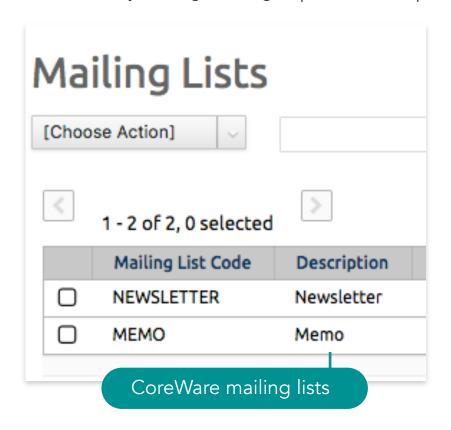
You will need to create the top level group categories and groups for each list.
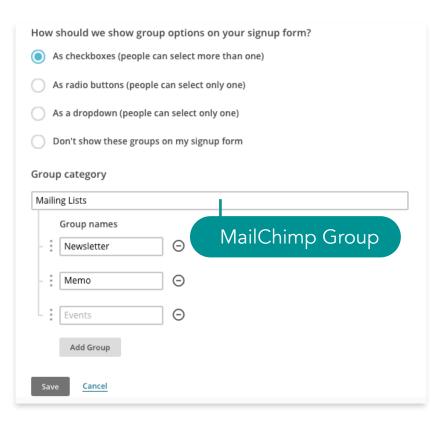
1. There are about 7 group categories that CoreWare will look for in MailChimp. It is important that the group category and group descriptions matches the ones in CoreWare.

2. To create a category group, open the MailChimp list. Click **Manage Contacts** then select **Groups**.

3. Click **Create Groups**.

Master List

Switch list ⌄

Stats ⌄   Manage contacts ⌄   Add contacts ⌄   Signup forms   Settings ⌄   🔍

Groups

Create a new group —— Create Groups

How do groups work?

Groups let you categorize subscribers by things like interests and preferences.
Subscribers can select groups for themselves, or you can put subscribers into groups within MailChimp.
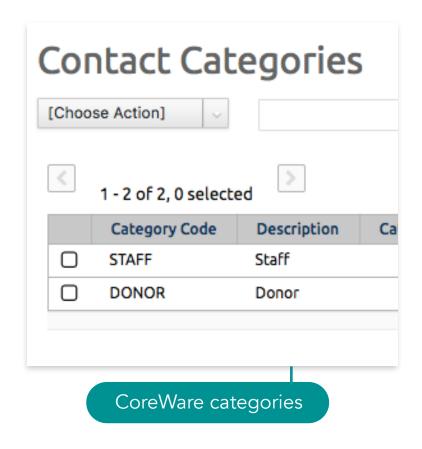
4. Create the following category group names e.g. Mailing List then define the group for each one e.g. Newsletter and Memo. So if you have a mailing list in CoreWare with the description, "Newsletter", the group name description in MailChimp should also be "Newsletter". **Note:** If a MailChimp category group or category description does not match anything in CoreWare, CoreWare will ignore it.

   a. **Mailing List** - This category group corresponds with CoreWare's mailing list that is managed from **Manage** > **Contact Admin** > **Mailing Lists**. All contacts that opted to the CoreWare mailing list will automatically belong to the group in MailChimp.

CoreWare mailing lists

MailChimp Group
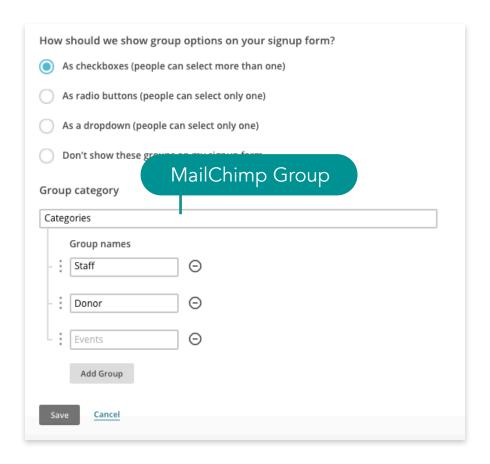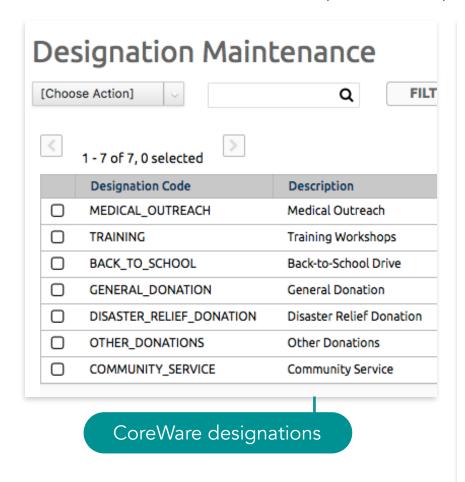
b. **Categories** - This category group corresponds with CoreWare's contact categories that are managed from **Manage** > **Contact Admin** > **Categories**. All contacts that are assigned to the contact category in CoreWare will automatically belong to the group in MailChimp.

Contact Categories

[Choose Action] ⌄

< > 1 - 2 of 2, 0 selected

	Category Code	Description	Ca
☐	STAFF	Staff	
☐	DONOR	Donor	

CoreWare categories

How should we show group options on your signup form?

⦿ As checkboxes (people can select more than one)

○ As radio buttons (people can select only one)

○ As a dropdown (people can select only one)

○ Don't show these groups on my signup form

MailChimp Group

Group category

Categories

Group names

⋮ Staff ⊖

⋮ Donor ⊖

⋮ Events ⊖

Add Group

Save   Cancel

c. **Designations** - This category group corresponds with CoreWare's designations that are managed from **Tools** > **Donor Management** > **Designations**. All contacts that have donated to the designation will automatically belong to the group in MailChimp.

Designation Maintenance

[Choose Action] ▾   🔍   FILT

‹   1 - 7 of 7, 0 selected   ›

	Designation Code	Description
☐	MEDICAL_OUTREACH	Medical Outreach
☐	TRAINING	Training Workshops
☐	BACK_TO_SCHOOL	Back-to-School Drive
☐	GENERAL_DONATION	General Donation
☐	DISASTER_RELIEF_DONATION	Disaster Relief Donation
☐	OTHER_DONATIONS	Other Donations
☐	COMMUNITY_SERVICE	Community Service

CoreWare designations

How should we show group options on your signup form?

◉ As checkboxes (people can select more than one)

○ As radio buttons (people can select only one)

○ As a dropdown (people can select only one)

○ Don't show these groups on my signup form

Group category

Designations

Group names

⋮ General Donation   ⊖   **MailChimp Group**

⋮ Disaster Relief Donatio   ⊖

⋮ Community Service   ⊖

⋮ Medical Outreach   ⊖

⋮ Back-to-School Drive   ⊖

⋮ Training Workshops   ⊖

⋮ Other Donations   ⊖

Add Group

Save   Cancel

d. **Designation Groups** - This category group corresponds with CoreWare's designation groups that are managed from **Tools** > **Donor Management** > **Designation Groups**. All contacts that have donated to designations that are assigned to the designation group will automatically belong to the group in MailChimp.

Designation Group Main

[Choose Action] ⌄

< >

1 - 4 of 4, 0 selected

	Code	Description
☐	CORPORATE_GIFTS	Corporate Gifts
☐	STAFF_SUPPORT	Staff Support
☐	DAILY_PROCESSINGS	Daily Processings
☐	NO_FEES	No Fees

CoreWare designation group

How should we show group options on your signup form?

◉ As checkboxes (people can select more than one)

◯ As radio buttons (people can select only one)

◯ As a dropdown (people can select only one)

◯ Don't show these groups on my signup form

Group category

Designation Groups

Group names

⋮ Corporate Gifts ⊖   **MailChimp Group**

⋮ Staff Support ⊖

⋮ Daily Processings ⊖

⋮ No Fees ⊖

Add Group

Save   Cancel

e. **Form Definitions** - This category group corresponds with CoreWare's form definitions that is managed from **Tools** > **Forms** > **Definitions**. Any contact that filled up the form will automatically belong to the group in MailChimp.

CoreWare Form Definitions

MailChimp Group
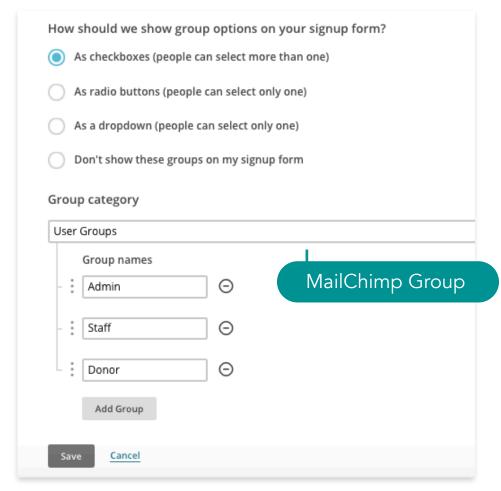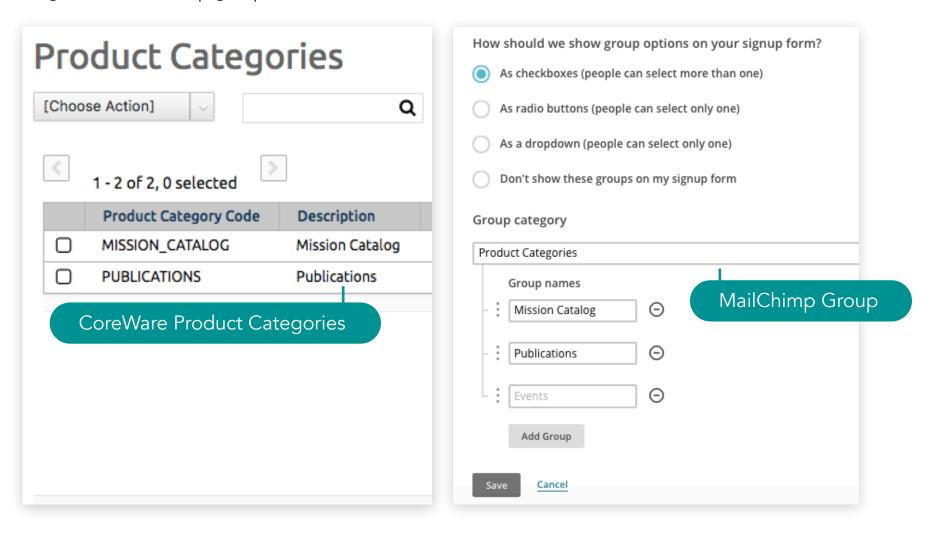
f. **User Groups** - This category group corresponds with CoreWare's user groups that are managed from **Tools** > **Users** > **Groups**. Any contact that is also a user that is assigned to a User Group in CoreWare will automatically belong to the group in MailChimp.

CoreWare User Groups

MailChimp Group

g. **Product Categories** - This category group corresponds with CoreWare's product that are managed from **Manage** > **Product** > **Category**. Any contact that purchased a product in this category will automatically belong to the MailChimp group.

Sync the CoreWare database to the MailChimp database

Synching is done easily from the MailChimp Sync menu. Remember that the sync is one-directional and it goes from CoreWare to MailChimp only. Anything that you update from MailChimp will not reflect on CoreWare so updates to the category groups, contact etc. need to be done in CoreWare.

1. Make all the changes that you need in CoreWare before synching.

2. Go to **Contact Admin** > **Mail Chimp Sync**.

3. There are 3 options to set a limit to the product purchases or donations made.

   a. **Limit product purchases in the last x days** - If you want to, for example, send emails to contacts who made purchases within the last 90 days, enter the number 90. If you want to include all contacts that made a purchase, leave this field blank.

   b. **Limit donations in the last x days** - If you want to, for example, send emails to contacts who made donations within the last 30 days, enter the number 30. If you want to include all contacts that made donations, leave this field blank.

Limit Product Purchases to last X Days
leave blank to include all

Limit Donations to last X Days
leave blank to include all

☑ Include ALL contacts (not just those in MailChimp groups)

Sync is sent as a batch to MailChimp. Results may not appear in your MailChimp right away.

Currently, the list has 18 members

SYNC CONTACTS

Sync contacts

   c. **Include (ALL) contacts (not just those in MailChimp groups)** - If you want to send an email to all contacts.
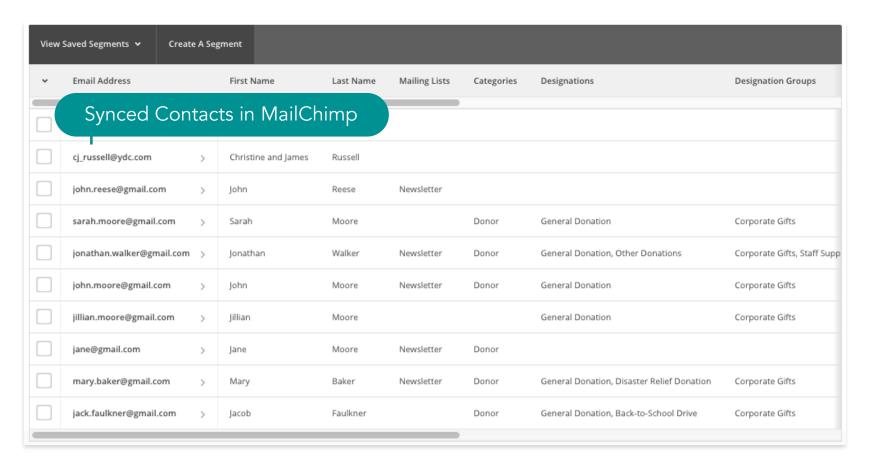
4. Click **SYNC CONTACTS**. The sync is sent as a batch to MailChimp. Results may not appear in your MailChimp right away.

Mail Chimp Sync

MailChimp Group	Coreware Contacts
Mailing Lists->Newsletter	Mailing List 'Newsletter'
Mailing Lists->Memo	Mailing List 'Memo'
Categories->Staff	Contact Category 'Staff'
Categories->Donor	Contact Category 'Donor'
Designations->General Donation	Donors who gave toward 'General Donation'
Designations->Disaster Relief Donation	Donors who gave toward 'Disaster Relief Donation'
Designations->Community Service	Donors who gave toward 'Community Service'
Designations->Medical Outreach	Donors who gave toward 'Medical Outreach'
Designations->Back-to-School Drive	Donors who gave toward 'Back-to-School Drive'
Designations->Training Workshops	Donors who gave toward 'Training Workshops'
Designations->Other Donations	Donors who gave toward 'Other Donations'
Designation Groups->Corporate Gifts	Donors who gave toward designations in the designation group 'Corporate Gifts'
Designation Groups->Staff Support	Donors who gave toward designations in the designation group 'Staff Support'
Designation Groups->Daily Processings	Donors who gave toward designations in the designation group 'Daily Processings'
Designation Groups->No Fees	Donors who gave toward designations in the designation group 'No Fees'
User Groups->Admin	Users in the User Group 'Admin'
User Groups->Staff	Users in the User Group 'Staff'
User Groups->Donor	Users in the User Group 'Donor'

3 contacts skipped because of duplicate email addresses.

0 MailChimp members deleted.

0 errors occurred because of duplicate email addresses.

0 MailChimp members updated.   — Sync results

17 MailChimp members added.

Sync is sent as a batch to MailChimp. Results may not appear in your MailChimp right away.

Currently, the list has 2 members

SYNC CONTACTS

5. Go to MailChimp.com and refresh the screen to see the updated mailing list.

6. **IMPORTANT** If you don't see the changes in MailChimp, try again after a few minutes. MailChimp queues up the import so please be patient.
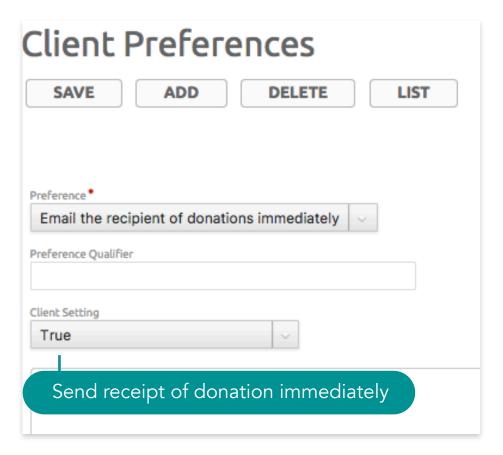

View Saved Segments ⌄	Create A Segment						
⌄ Email Address		First Name	Last Name	Mailing Lists	Categories	Designations	Designation Groups
☐	*Synced Contacts in MailChimp*						
☐ cj_russell@ydc.com	›	Christine and James	Russell				
☐ john.reese@gmail.com	›	John	Reese	Newsletter			
☐ sarah.moore@gmail.com	›	Sarah	Moore		Donor	General Donation	Corporate Gifts
☐ jonathan.walker@gmail.com	›	Jonathan	Walker	Newsletter	Donor	General Donation, Other Donations	Corporate Gifts, Staff Supp
☐ john.moore@gmail.com	›	John	Moore	Newsletter	Donor	General Donation	Corporate Gifts
☐ jillian.moore@gmail.com	›	Jillian	Moore			General Donation	Corporate Gifts
☐ jane@gmail.com	›	Jane	Moore	Newsletter	Donor		
☐ mary.baker@gmail.com	›	Mary	Baker	Newsletter	Donor	General Donation, Disaster Relief Donation	Corporate Gifts
☐ jack.faulkner@gmail.com	›	Jacob	Faulkner		Donor	General Donation, Back-to-School Drive	Corporate Gifts

Client Preferences

Client Preferences are system preferences that you can set specifically for your CoreWare account. Some of these preferences are donor-related and as an admin, you can enable or disable these preferences.

Email receipt of donations immediately

There is a background process that runs every 5 minutes that sends emails in the queue. When this preference is enabled, the recipient will be emailed of donations receipts immediately. This preference requires the email with email code, "DONATION_RECEIVED".

1. Go to **Manage** > **Client Preferences**. Click **ADD**.

2. Click on the **Preferences** dropdown and select **Email recipient of donations immediately**.

3. Click on the **Client Setting** dropdown and select **True**.

4. Click **SAVE**.

Client Preferences

| SAVE | ADD | DELETE | LIST |

Preference *
Email the recipient of donations immediately

Preference Qualifier

Client Setting
True

Send receipt of donation immediately

Minimum donation amount

Consider setting a minimum donation amount if you deduct processing fees from donations. This can be set in the client preferences. When donors give through the giving page, they would be notified of the minimum donation amount if they are giving less than the minimum amount.

1. Go to **Manage** > **Client Preferences**. Click **ADD**.

2. Click on the **Preferences** dropdown and select, **Minimum donation**.

3. Enter the minimum donation amount e.g. 10.00 in the **Client Setting** field.

4. Click **SAVE**.

Client Preferences

SAVE	ADD	DELETE	LIST

Preference *

Minimum Donation

Preference Qualifier

Client Setting

10.00
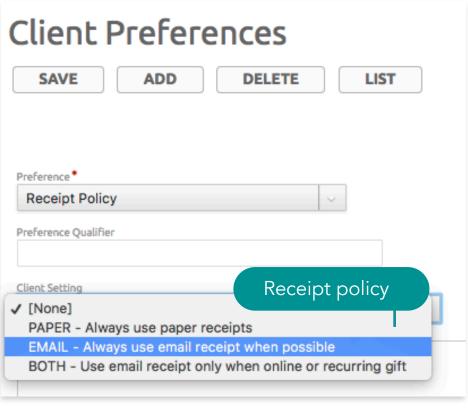
Minimum donation amount — 5.00

Receipt Policy

The default receipt policy is that receipts will always be emailed when possible. And if a receipt cannot be emailed, it will be printed. You can set the system to not send email receipts if you want to print all receipts or send emails only for online and recurring gifts.

1. Go to **Manage** > **Client Preferences**. Click **ADD**.

2. Click on the **Preferences** dropdown and select, **Receipt Policy**.

3. Click on the **Client Preferences** dropdown and select the receipt policy:

   a. **PAPER** - With this policy, all receipts will be printed and email receipts are never used. Choose this policy to always use paper receipts. No email receipts will be sent to the donors.

   b. **EMAIL** - This is the default policy. With this policy, the receipt is always emailed when possible. If a receipt cannot be emailed it will be printed. This policy requires the email with the email code, "ERECEIPT". See **Standard Email Messages**.

   c. **BOTH** - With this policy, all donations that are not in a batch (made online or by the recurring process) will get an email receipt if possible. If a receipt cannot be emailed, it will be printed. This policy requires the email with the email code, "ERECEIPT". See **Standard Email Messages**.

5. Click **SAVE**.

Client Preferences

| SAVE | ADD | DELETE | LIST |

Preference *
Receipt Policy

Preference Qualifier

Client Setting

Receipt policy

✓ [None]
PAPER - Always use paper receipts
EMAIL - Always use email receipt when possible
BOTH - Use email receipt only when online or recurring gift
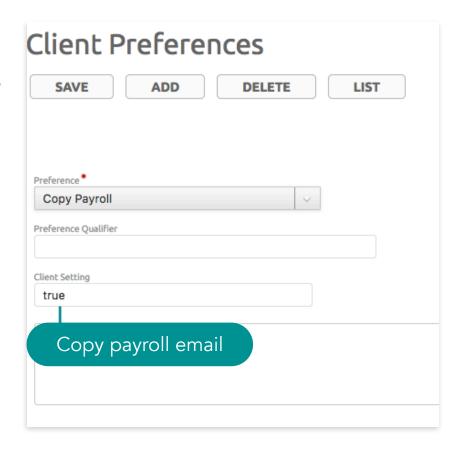
Copy Payroll Email

Giving reports are sent out to designation email addresses during payroll processing. The Copy Payroll client preference sends a copy of all giving reports to the emails in the notification, "COPY_PAYROLL".

1. Go to **Manage** > **Client Preferences**. Click **ADD**.

2. Click on the **Preferences** dropdown and select, **Copy Payroll**.

3. In the **Client Setting** field, set the value to "true".

4. Click **SAVE**.

5. This client setting requires the notification, "COPY_PAYROLL". See **Standard Notifications**.

Client Preferences

| SAVE | ADD | DELETE | LIST |

Preference *
Copy Payroll

Preference Qualifier

Client Setting
true

Copy payroll email
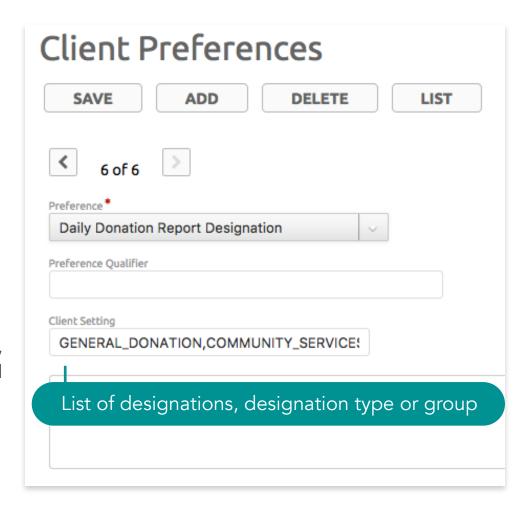
Daily Donation Report Designation

You can send daily donation report to any email in the notification with the notification code, DAILY_DONATION_REPORT. If you want a daily report of donations for selected designations, contact the CoreWare admin to add the Daily Donation Report preference.

1. Go to **Manage** > **Client Preferences**. Click **ADD**.

2. Click on the **Preferences** dropdown and select, **Daily Donation Report Designation**.

3. In the **Client Setting** field, you can determine which designations to include in the report by adding any number of lines of either comma-separated designation codes, designation types. ("type:") and comma-separated list of designation group codes.

4. Click **SAVE**.

5. This client preference requires the notification, "DAILY_DONATION_REPORT". See **Standard Notifications**.

Client Preferences

SAVE	ADD	DELETE	LIST

< 6 of 6 >

Preference *

Daily Donation Report Designation

Preference Qualifier

Client Setting

GENERAL_DONATION,COMMUNITY_SERVICE:

List of designations, designation type or group
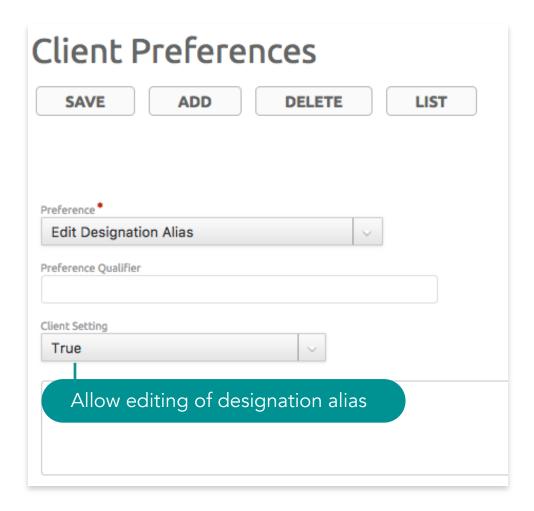
Edit Designation Alias

The responsible user of a designation has the ability to edit some of the fields in their designation. You can allow designation users to change their designation alias.

1. Go to **Manage** > **Client Preferences**. Click **ADD**.

2. Click on the **Preferences** dropdown and select, **Edit Designation Alias**.

3. From the **Client Setting** dropdown, choose **True**.

4. Click **SAVE**.
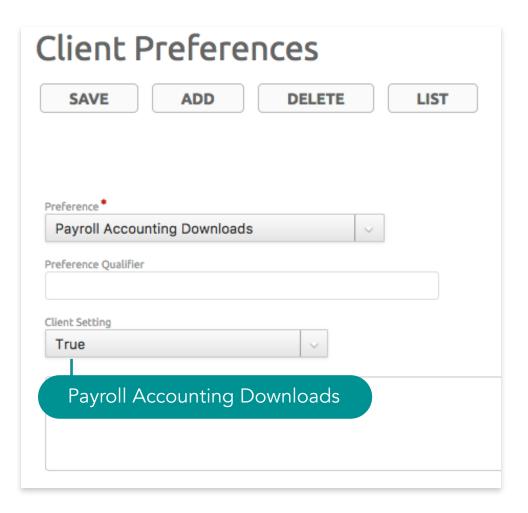
Payroll Accounting Downloads

At payroll time, you can export files to import into Quickbooks and enter into the GL accounts. The QuickBooks export is an additional feature and you will need to contact CoreWare admin to implement the QuickBooks export properly.

1. Go to **Manage** > **Client Preferences**. Click **ADD**.

2. Click on the **Preferences** dropdown and select, **Payroll Accounting Downloads**.

3. From the **Client Setting** dropdown, choose **True**.

4. Click **SAVE**.

5. This client preference will make the the files - QUICKBOOKS CHECKS FILE and QUICKBOOKS GL FILE available for download during payroll processing

Client Preferences

SAVE	ADD	DELETE	LIST

Preference *

Payroll Accounting Downloads

Preference Qualifier

Client Setting

True

Payroll Accounting Downloads

Donor Services Procedures
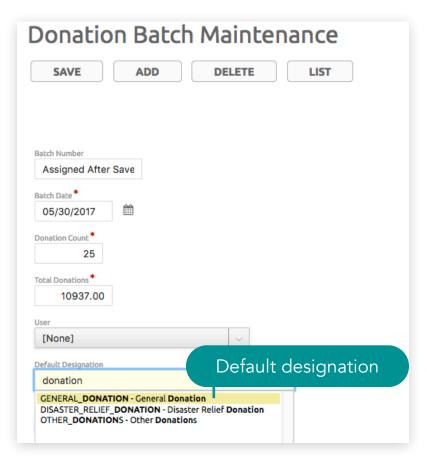
Donation Batch

The batch creation procedure is done for manual entry of donations. Any donation that is not processed from the public giving page goes into a batch. Online donations don't go into a batch. When you get the batches done, you can close or post them. Closing usually means the batch would not be changed or added to unless it is reopened. Posting makes the donations entered final. When entering donation batches, you can use the detailed donation entry or the quick entry of donations. Donation batches are managed from **Tools** > **Donor Management** > **Donation Batches**.

Create a new batch
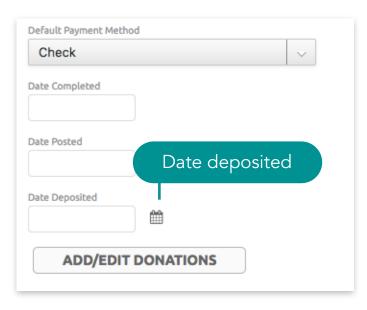
1. From the **Donation Batch Maintenance** list, click **ADD**.

2. Note that the **Batch Number** will be assigned after saving.

3. Choose the batch date or use the default batch date.

4. The current donation count will appear in the **Donation Count** field.

5. Enter the total number of donations in this batch in the **Total Donations** field. By default, this is set to 25.

6. Enter the total amount of donations.

7. Assign defaults for the donations. This would fill in the the donations with default information. Assign a default

Donation Batch Maintenance

SAVE	ADD	DELETE	LIST

Batch Number
Assigned After Save

Batch Date *
05/30/2017

Donation Count *
25

Total Donations *
10937.00

User
[None]

Default Designation
donation

Default designation

GENERAL_DONATION - General Donation
DISASTER_RELIEF_DONATION - Disaster Relief Donation
OTHER_DONATIONS - Other Donations

designation. Type in the designation name in the **Default Designation** field then select the designation from the choices.

8. Assign a default donation source. e.g. Web Ads.

9. Assign the default payment method e.g. Check.

10. The **Date Completed** and the **Date Posted** will be generated once the batch is closed or posted.

11. Enter the date when the donations were deposited.

12. Click **SAVE**. You will be brought back to the **Donation Batch Maintenance** list.

13. You should see the new batch you created at the bottom of the list. Notice that the batch number is now assigned.
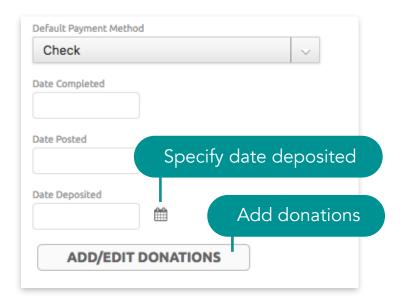
☐	1010	06/23/2017	5	1,000.00	jenny.cunanan	06/23/2017	06/23/2017	5 / 1,000.00
☐	1011	06/28/2017	2	4,000.00	jenny.cunanan	07/19/2017	07/19/2017	2 / 4,000.00
☐	1012	07/19/2017	5	3,000.00				0 / 0.00

New donation batch
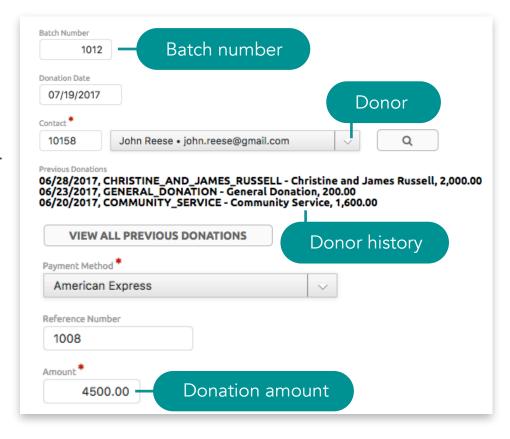
14. Once you've created a batch and defaults, then you can start entering donations for the batch. There are two ways to add donations to the batch.
   a. **Detailed Entry** - Allows you to enter donations with project details and additional notes.
   b. **Quick Entry** - Allows you to enter donations with less details.
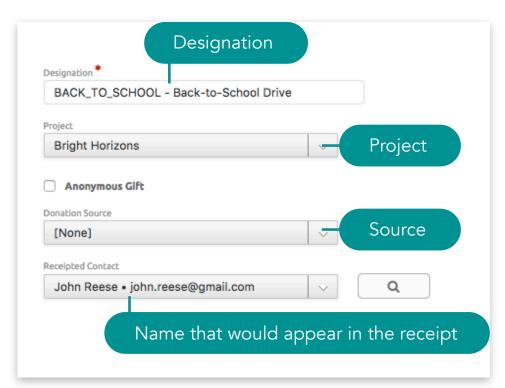
Add Donations to the Batch - Detailed Entry

1. From the **Donation Batch Maintenance** screen, click on the **ADD/EDIT DONATIONS** button.

2. This will open the **Donation Maintenance** screen in a new browser tab. Click **ADD**.

3. The batch number and donation date is set for the donation.

4. To choose the contact (in this case, the donor) for the donation, click on the **Search** icon. Look for the contact in the list then click **Choose**. **Note:** To add a new contact, click on the **Search** button, then click on the **ADD CONTACT** button.

5. Once the contact is selected, their recent donations will be displayed. If you want to see all previous donations, click **VIEW ALL PREVIOUS DONATIONS**.

6. Choose the payment method. A default is set by the donation batch.

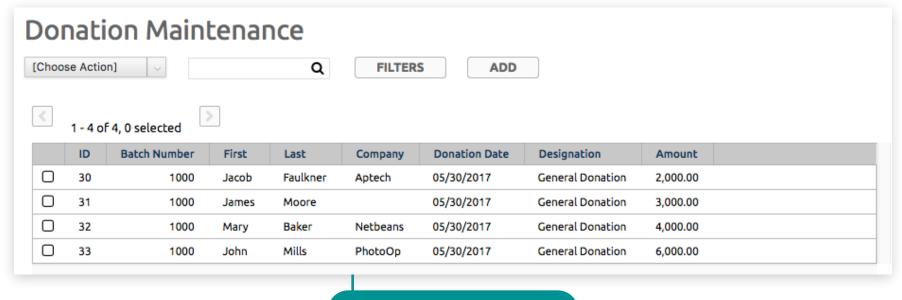7. Enter the payment reference number and amount. For check payments, the reference number is the check number.

Default Payment Method
Check

Date Completed

Date Posted

Date Deposited
Specify date deposited

Add donations

ADD/EDIT DONATIONS

Batch Number
1012
Batch number

Donation Date
07/19/2017

Contact *
10158   John Reese • john.reese@gmail.com   🔍
Donor

Previous Donations
06/28/2017, CHRISTINE_AND_JAMES_RUSSELL - Christine and James Russell, 2,000.00
06/23/2017, GENERAL_DONATION - General Donation, 200.00
06/20/2017, COMMUNITY_SERVICE - Community Service, 1,600.00

VIEW ALL PREVIOUS DONATIONS
Donor history

Payment Method *
American Express

Reference Number
1008

Amount *
4500.00
Donation amount

8. A default designation is set. Change the designation by typing in the designation name in the **Designation** field. When you leave the designation field, it would show the donor's. previous donations or if the donor has never donated to the selected designation.

9. If the designation requires project, the **Project** dropdown would appear to let you assign the project.

10. If the donor asks for the donation to be anonymous, check the **Anonymous Gift** checkbox. Anonymous donations will make the donation details hidden from the staff person but will be visible for the donor.

11. Sometimes people will give through foundations and you want the donation to actually be applied to the person who gave it, so that they will have a record that they donated. When a donor gives through a foundation, you'd want to put the donation on the contact's name but the tax deductible receipt, for legal purposes, is going to go to the organization. In the **Receipted Contact**, you can add the foundation name. Click on the **Search** button to search contacts or create contacts.

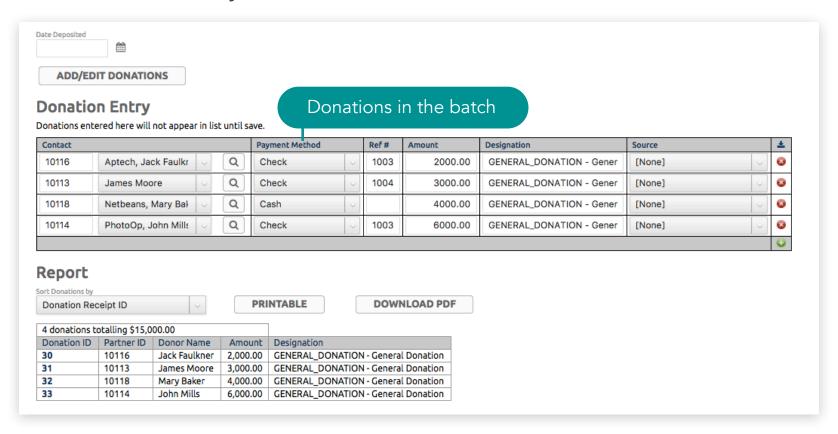12. You can put a note on a gift or donation. These are just internal notes.

Designation

Designation *
BACK_TO_SCHOOL - Back-to-School Drive

Project
Bright Horizons   Project

☐ **Anonymous Gift**

Donation Source
[None]   Source

Receipted Contact
John Reese • john.reese@gmail.com   🔍

Name that would appear in the receipt

13. The donation fee appears in the **Donation Fee** field when the batch is posted.

14. Click **SAVE**. Add all other donations making sure that the number of donations and total amount of donations match the donations entered for the batch.

Donation Maintenance

	ID	Batch Number	First	Last	Company	Donation Date	Designation	Amount
☐	30	1000	Jacob	Faulkner	Aptech	05/30/2017	General Donation	2,000.00
☐	31	1000	James	Moore		05/30/2017	General Donation	3,000.00
☐	32	1000	Mary	Baker	Netbeans	05/30/2017	General Donation	4,000.00
☐	33	1000	John	Mills	PhotoOp	05/30/2017	General Donation	6,000.00

[Choose Action]   🔍   FILTERS   ADD

1 - 4 of 4, 0 selected

Donations in the batch

15. Go back to the **Donation Batch Maintenance** screen. You will notice the donations you entered for the batch is listed in the **Donation Entry** table.

Date Deposited

ADD/EDIT DONATIONS

Donation Entry

Donations in the batch

Donations entered here will not appear in list until save.

Contact				Payment Method		Ref #	Amount	Designation	Source		
10116	Aptech, Jack Faulkr		🔍	Check		1003	2000.00	GENERAL_DONATION - Gener	[None]		❌
10113	James Moore		🔍	Check		1004	3000.00	GENERAL_DONATION - Gener	[None]		❌
10118	Netbeans, Mary Bak		🔍	Cash			4000.00	GENERAL_DONATION - Gener	[None]		❌
10114	PhotoOp, John Mills		🔍	Check		1003	6000.00	GENERAL_DONATION - Gener	[None]		❌
											➕

Report

Sort Donations by

Donation Receipt ID		PRINTABLE	DOWNLOAD PDF

4 donations totalling $15,000.00

Donation ID	Partner ID	Donor Name	Amount	Designation
30	10116	Jack Faulkner	2,000.00	GENERAL_DONATION - General Donation
31	10113	James Moore	3,000.00	GENERAL_DONATION - General Donation
32	10118	Mary Baker	4,000.00	GENERAL_DONATION - General Donation
33	10114	John Mills	6,000.00	GENERAL_DONATION - General Donation

16. You can print the batch report or download the PDF file. You can sort the donations in the report by Donation Receipt ID, Donor ID or Donor Name.

17. When the batch is completed, you can close the batch or post.
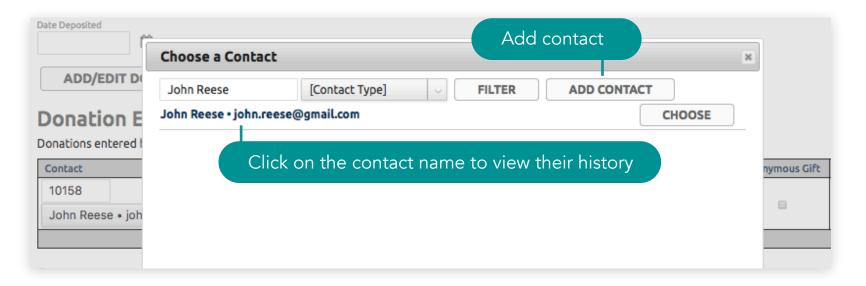
Add Donations - Quick Entry

1. If you added donations via the **Donation Maintenance** screen, these donations would appear in the **Donation Entry** table list of the **Donation Batch** screen.

2. You could also enter donations from the **Donation Entry** list. All you need to do is select the contact, choose the payment method, add the reference number, amount, designation, and donation source. You can even set the donation to anonymous. The quick entry can be used if you don't need the extra features such as projects.

3. From the quick entry, before. you click **CHOOSE**, you can look at the donor's gift history by clicking on their name. Let's say that from the quick entry, you need to look at a donor's history. There's a couple of ways to see the donor history from the **Donation Batch Maintenance** screen. You can see that directly, but what you can do is you can go in here and you can click on the donor that pulls up a second window with their contact record.

Then, you can go to the **Donations tab** and you can see their history. It shows everybody that they give to at a glance. The list is going to show only the last 30. If you need more than that, you can run a report.

4. On a daily basis, you can have hundreds of batches. If you forget a check, you can do another batch for it. If there's one check and there's multiple designations, those 2 designations will show up when you save the batch. There's no limit to users and contacts. Unlike in many systems, there are no fees involved with how many users, how many contacts, and how many donations.
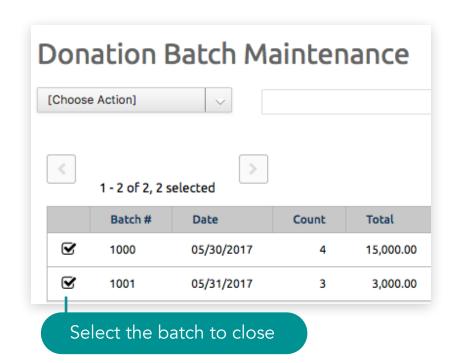
Batch Closing and Posting
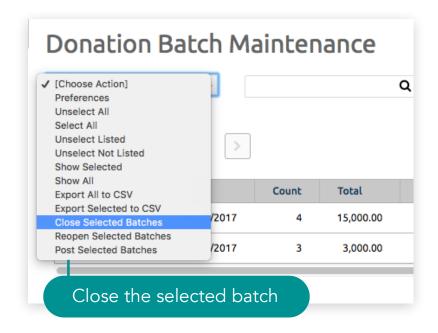
When you get all of your batches done, you could close them all. Closing a batch basically means that you can't make any changes - you can't change or add to the donations that are in it. You can re-open closed donation batches. Posting the donation batches calculates the donation fees. Also note that the receipt doesn't go out after you post it. Sending donation receipts is a separate process.

Close a Donation Batch

You can close the batch to keep changes or donations from being added.
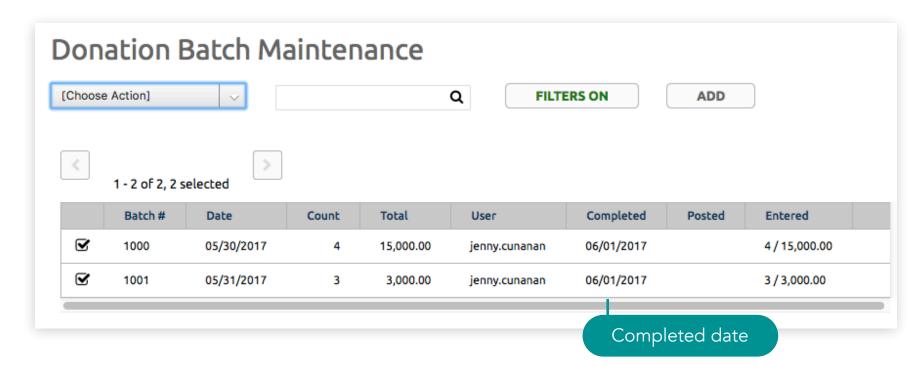
1. From the **Donation Batch Maintenance list**, select the batch to close.

2. Click on the **[Choose Action]** dropdown. Select **Close Selected Batches**.

3. If the total donation amount or total donations don't match, it will tell you the batch number. You would have to go in and check if the total donations add up or if the total number of donations are correct.

4. When closed, the closed date would appear in the **Completed** column.

Donation Batch Maintenance

| [Choose Action] ⌄ | | 🔍 | FILTERS ON | ADD |

‹ ›

1 - 2 of 2, 2 selected

	Batch #	Date	Count	Total	User	Completed	Posted	Entered	
☑	1000	05/30/2017	4	15,000.00	jenny.cunanan	06/01/2017		4 / 15,000.00	
☑	1001	05/31/2017	3	3,000.00	jenny.cunanan	06/01/2017		3 / 3,000.00	

Completed date
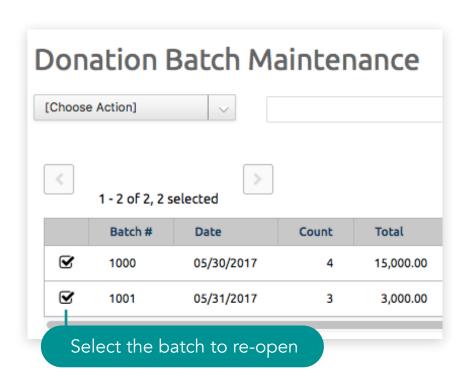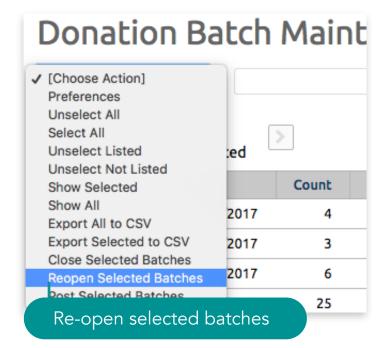
Re-open a Donation Batch

You can re-open a batch for editing. Note that a batch that has been posted cannot be re-opened.

1. From the **Donation Batch Maintenance list**, select the closed batch to re-open.
2. click on the **[Choose Action]** dropdown. Select **Re-open Selected Batches**.
3. You may then open and make changes or add donations.

Donation Batch Maintenance

[Choose Action] ⌄

< >

1 - 2 of 2, 2 selected

	Batch #	Date	Count	Total
☑	1000	05/30/2017	4	15,000.00
☑	1001	05/31/2017	3	3,000.00

Select the batch to re-open

Donation Batch Maint

✓ [Choose Action]
Preferences
Unselect All
Select All
Unselect Listed
Unselect Not Listed
Show Selected
Show All
Export All to CSV
Export Selected to CSV
Close Selected Batches
Reopen Selected Batches
Post Selected Batches

	Count
2017	4
2017	3
2017	6
	25

Re-open selected batches

Post a batch

After verifying that the donation batch is correct, post the batch. The batch should be closed first before posting. Posted batches will not be editable so if a check bounced or the donor backs out of their donation, you can do a back-out donation that would create a negative donation amount in a new batch.

1. From the **Donation Batch Maintenance list**, select the batch to post.

2. Click on the **[Choose Action]** dropdown. Select **Post Selected Batches**.

☐	1006	06/08/2017	3
☐	1007	06/08/2017	2
☐	1008	06/20/2017	5
☐	1009	06/21/2017	5
☐	1010	06/23/2017	5
☐	1011	06/28/2017	2
☑	1012	07/19/2017	5

Select the batch post

✓ [Choose Action]
Preferences
Unselect All
Select All
Unselect Listed
Unselect Not Listed
Show Selected
Show All
Export All to CSV
Export Selected to CSV
Close Selected Batches
Reopen Selected Batches
Post Selected Batches

	Count
2017	4
2017	3
2017	6
2017	25

Post selected batch
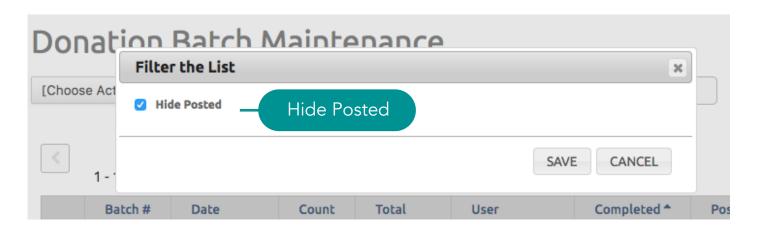
3. When posted, the posted batches will be hidden from the list of donation batches. To show the posted batches, click on the **FILTERS ON** button and uncheck the **Hide Posted** option.

4. For posted batches, the posted date would appear in the **Posted** column.

	Batch #	Date	Count	Total	User	Completed	Posted	Entered
☐	1008	06/20/2017	5	8,000.00	jenny.cunanan	06/21/2017	06/21/2017	5 / 8,000.00
☐	1009	06/21/2017	5	1,500.00	jenny.cunanan	06/21/2017	06/21/2017	3 / 900.00
☐	1010	06/23/2017	5	1,000.00	jenny.cunanan	06/23/2017	06/23/2017	5 / 1,000.00
☐	1011	06/28/2017	2	4,000.00	jenny.cunanan	07/19/2017	07/19/2017	2 / 4,000.00
☐	1012	07/19/2017	3	3,000.00	jenny.cunanan	07/20/2017	07/20/2017	3 / 3,000.00

Posted date

5. To work on the remaining unposted batches, hide the posted batches from the list. Click on the **FILTERS ON** button and check the **Hide Posted** option.

Donation Batch Maintenance

[Choose Act

Filter the List ✕

☑ **Hide Posted** — Hide Posted

SAVE CANCEL

1 -

| Batch # | Date | Count | Total | User | Completed ▲ | Pos |
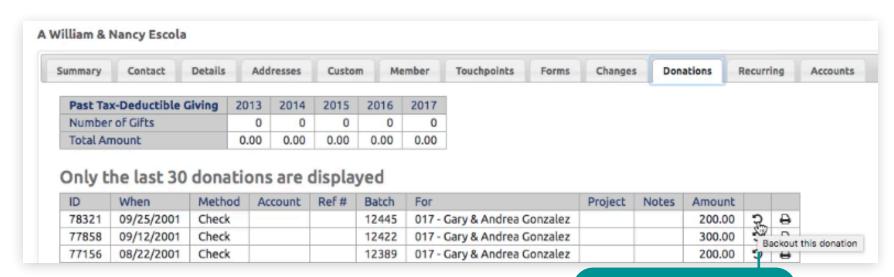
Backing Out Donations

If you created a donation and posted it, it comes in online and if for some reason, the check bounces or the donor said to take the donation out, and you can't make changes for historical or legal reasons, all you have to do is create a "negative batch" and you can create the "negative donations". This can also be the case for online donations that were donated to the wrong designation. You can make a negative donation for the one you gave it to and then deposit it. This is to prevent any issues to the IRS if making changes to the donations.
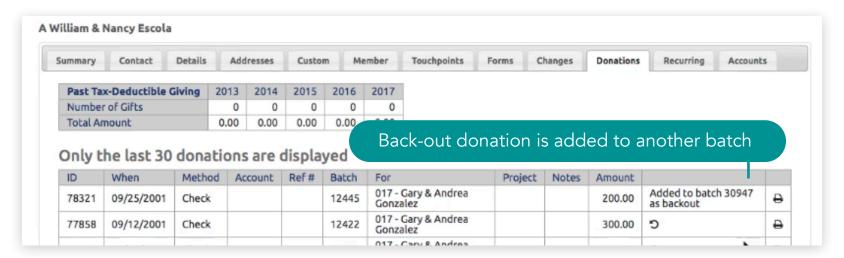
1. To back out a donation, you would need to create a batch for the back out. It doesn't have to be in it's own batch but it would be better for record keeping. The total in the batch would be negative.

2. Go to **Tools** > **Donor Management** > **Donation Batch**. Open any batch that is open (not closed or posted). This would become the current batch.

3. Go to **Tools** > **Contacts**. Look for and open the record for the contact that made the donation that needs to be backed out. Find the donation that needs to be backed out then click the **Backout** option. Click **SAVE**. There will now be a negative donation in the batch.

A William & Nancy Escola

Summary	Contact	Details	Addresses	Custom	Member	Touchpoints	Forms	Changes	Donations	Recurring	Accounts

Past Tax-Deductible Giving	2013	2014	2015	2016	2017
Number of Gifts	0	0	0	0	0
Total Amount	0.00	0.00	0.00	0.00	0.00

Only the last 30 donations are displayed

ID	When	Method	Account	Ref #	Batch	For	Project	Notes	Amount		
78321	09/25/2001	Check			12445	017 - Gary & Andrea Gonzalez			200.00		
77858	09/12/2001	Check			12422	017 - Gary & Andrea Gonzalez			300.00	Backout this donation	
77156	08/22/2001	Check			12389	017 - Gary & Andrea Gonzalez			200.00		

Back out a donation

4. The donation batch needs to be open in order to add the negative donation to it and if not, a new batch will be created for it.

A William & Nancy Escola

Summary	Contact	Details	Addresses	Custom	Member	Touchpoints	Forms	Changes	Donations	Recurring	Accounts

Past Tax-Deductible Giving	2013	2014	2015	2016	2017
Number of Gifts	0	0	0	0	0
Total Amount	0.00	0.00	0.00	0.00	0.00

Only the last 30 donations are displayed

> Back-out donation is added to another batch

ID	When	Method	Account	Ref #	Batch	For	Project	Notes	Amount	
78321	09/25/2001	Check			12445	017 - Gary & Andrea Gonzalez			200.00	Added to batch 30947 as backout
77858	09/12/2001	Check			12422	017 - Gary & Andrea Gonzalez			300.00	↺
						017 - Gary & Andrea				

5. When you go to the **Donation Batch Maintenance** screen. You will notice that the negative donation is added to the batch.

Report

Sort Donations by

| Donation Receipt ID | ⌄ |

[PRINTABLE] [DOWNLOAD PDF]

1 donation totalling $-200.00

Donation ID	Partner ID	Donor Name	Amount	Designation
564884	1000006	A William & Nancy Escola	-200.00	017 - Gary & Andrea Gonzalez

> Negative donation amount

6. Backing out of another donation simply means that you need to look up the contact or donor and back out another donation. You can't manually enter a negative donation. The original and the negative donation are tied together. When a donation is tied to a back-out donation, the donor would not see it in their donation history, but it will be visible for the staff and admin through the reports.

7. For historical purposes, you can find the original document, the back-out donation and the correct check in the reports. This is something that an auditor is going to want to see and is one of the reasons you can't make changes to posted donations in the system.
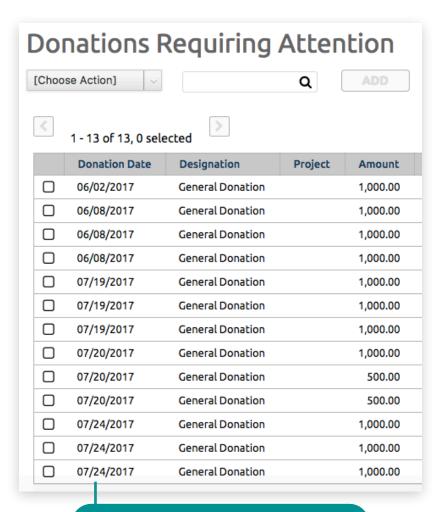
Donations Requiring Attention

You need to check regularly, if not daily, for donations requiring attention. Notifications of donations requiring attention is sent to the admin prompting them to correct or take action on these donations.

If a donation is made to a designation that requires attention, an admin needs to determine the correct designation, typically by looking at the notes or comments supplied by the donor when the donation was made. Donations that belong to designations requiring attention and donations are managed from **Tools** > **Donor Management** > **Donations Requiring Attention**.

If a recurring donation is made to a designation that requires attention, the admin can manage it from **Tools** > **Donor Management** > **Recurring Donations**. The same process is applied to recurring donations.

A recurring donation will be flagged as Requiring Attention whenever there is an error in processing the credit card or bank account. The reason will be indicated in the Error Message field. Typically, the admin would correct the reason for the failure by contacting the donor and making a change to the credit card or bank account information.

Donations Requiring Attention

[Choose Action] 🔍 ADD

‹ ›
1 - 13 of 13, 0 selected

	Donation Date	Designation	Project	Amount
☐	06/02/2017	General Donation		1,000.00
☐	06/08/2017	General Donation		1,000.00
☐	06/08/2017	General Donation		1,000.00
☐	06/08/2017	General Donation		1,000.00
☐	07/19/2017	General Donation		1,000.00
☐	07/19/2017	General Donation		1,000.00
☐	07/19/2017	General Donation		1,000.00
☐	07/20/2017	General Donation		1,000.00
☐	07/20/2017	General Donation		500.00
☐	07/20/2017	General Donation		500.00
☐	07/24/2017	General Donation		1,000.00
☐	07/24/2017	General Donation		1,000.00
☐	07/24/2017	General Donation		1,000.00

Donations requiring attention

Once the correction is made or if the problem was caused by the system, the requires attention flag can be turned off. The background process that runs the recurring donations will attempt it again the next time it is run.
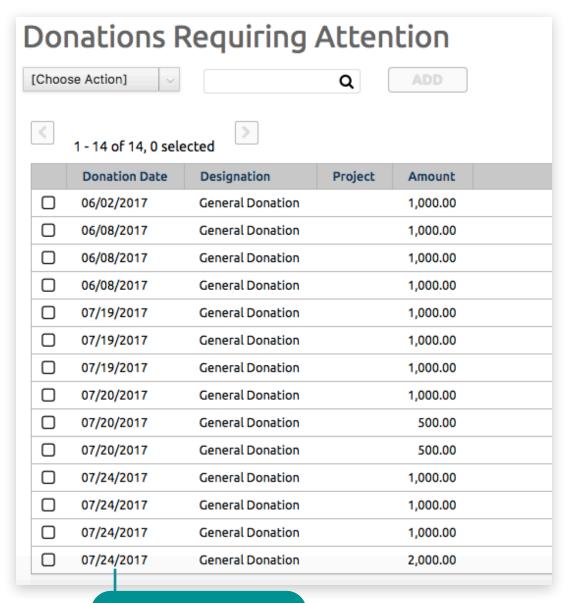
Payroll processing cannot continue until all donations requiring attention has been resolved.

Payroll Processing

[SEARCH AGAIN]   [HELP]

Donation Processing

Select: Donation Batch is empty

Run on 08-15-2017 by Jenny Cunanan

Found 23 gifts for 12,500.00

Payroll cannot be processed because one donation requires attention. Click here to work on it.

Payroll processing

Resolve donations requiring attention

1. Go to **Tools** > **Donor Management** > **Donations Requiring Attention**.

2. Open a donation requiring attention.

Donations Requiring Attention

| [Choose Action] ⌄ | | 🔍 | ADD |

‹ › 1 - 14 of 14, 0 selected

	Donation Date	Designation	Project	Amount
☐	06/02/2017	General Donation		1,000.00
☐	06/08/2017	General Donation		1,000.00
☐	06/08/2017	General Donation		1,000.00
☐	06/08/2017	General Donation		1,000.00
☐	07/19/2017	General Donation		1,000.00
☐	07/19/2017	General Donation		1,000.00
☐	07/19/2017	General Donation		1,000.00
☐	07/20/2017	General Donation		1,000.00
☐	07/20/2017	General Donation		500.00
☐	07/20/2017	General Donation		500.00
☐	07/24/2017	General Donation		1,000.00
☐	07/24/2017	General Donation		1,000.00
☐	07/24/2017	General Donation		1,000.00
☐	07/24/2017	General Donation		2,000.00

Select the donation

coreware **D M S**

3. Look for the donor's notes or instructions.

Donations Requiring Attention

| SAVE | ADD | DELETE | LIST |

< **14 of 14** >

Donation Date
07/24/2017

Donor
John Reese, , ,

Previous Donations
07/24/2017, GENERAL_DONATION - General Donation, 2,000.00
07/24/2017, GENERAL_DONATION - General Donation, 1,000.00
07/20/2017, GENERAL_DONATION - General Donation, 1,000.00

VIEW ALL PREVIOUS DONATIONS

Amount
2000.00

Designation *
GENERAL_DONATION - General Donation

Notes
To help children in the community.

Donor's notes

4. Based on the donor's notes, set the proper designation for the donation.

Donations Requiring Attention

| SAVE | ADD | DELETE | LIST |

< 14 of 14 >

Donation Date
07/24/2017

Donor
John Reese, , ,

Previous Donations
07/24/2017, **GENERAL_DONATION** - General Donation, 2,000.00
07/24/2017, **GENERAL_DONATION** - General Donation, 1,000.00
07/20/2017, **GENERAL_DONATION** - General Donation, 1,000.00

VIEW ALL PREVIOUS DONATIONS

Amount
2000.00

Designation *
back

BACK_TO_SCHOOL - **Back**-to-School Drive

Choose the correct designation

5. Click **SAVE**. You will notice that the donation is now removed from the donations requiring attention.

Donations Requiring Attention

[Choose Action] ▾   🔍   ADD

‹   1 - 13 of 13, 0 selected   ›

	Donation Date	Designation	Project	Amount
☐	06/02/2017	General Donation		1,000.00
☐	06/08/2017	General Donation		1,000.00
☐	06/08/2017	General Donation		1,000.00
☐	06/08/2017	General Donation		1,000.00
☐	07/19/2017	General Donation		1,000.00
☐	07/19/2017	General Donation		1,000.00
☐	07/19/2017	General Donation		1,000.00
☐	07/20/2017	General Donation		1,000.00
☐	07/20/2017	General Donation		500.00
☐	07/20/2017	General Donation		500.00
☐	07/24/2017	General Donation		1,000.00
☐	07/24/2017	General Donation		1,000.00
☐	07/24/2017	General Donation		1,000.00

Donation is removed from list
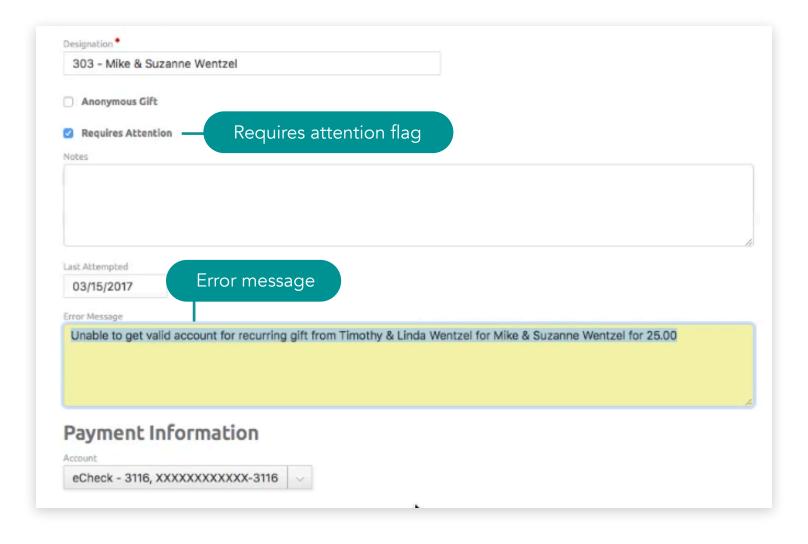
Resolve recurring donations requiring attention

1. Go to **Tools** > **Donor Management** > **Recurring Donations**.

2. From the **Recurring Donations Maintenance** list, click on the **FILTERS ON** button.

3. Check the **Show Requires Attention** checkbox to see the recurring donations requiring attention. These are donations that failed to process successfully. Click **SAVE**.

Recurring Donations

[Choose Action]

Filter the List   ✖

☑ **Show Requires Attention** —   Show donations requiring attention

<

1 - 18 of 18, 0

☐ **Corporate Gifts**

☐ **Daily Processings**

Amount				
☐ 2,000.00	☐ **No Fees**			
☐ 200.00	☐ **Staff Support**			
☐ 300.00			SAVE	CANCEL
☐ 300.00	08/06/2017	Community Services	Kimberly	Jackson
☐ 500.00	08/01/2017	Community Services	Joan	Marshall
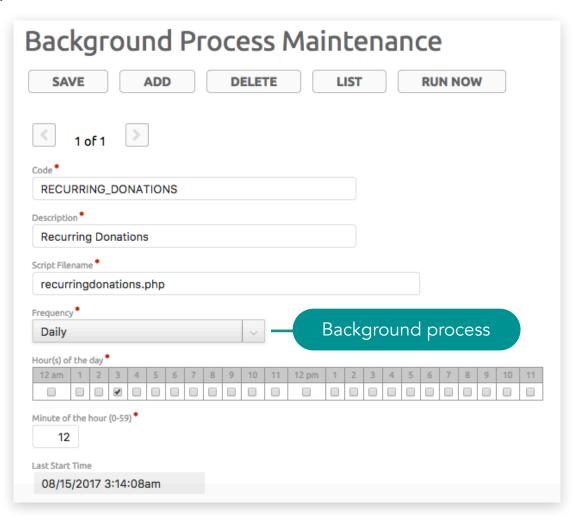
4. Open a donation that requires attention. You will notice that the donation is flagged as requires attention and the reason is indicated in the **Error Message** field. A donation would fail if e.g. unable to get a valid account, declined, not honored or signed in to an account that is made inactive. For failed credit card payments, messages would come from the merchant services.

5. Contact the donor to update the credit card or bank account information. Once the correction is made, or if the problem was caused by the system, the requires attention flag can be turned off. Uncheck the **Requires Attention** checkbox then click **SAVE**.

6. The background process that runs the recurring donations will attempt processing the donation again the next time it is run.

Background Process Maintenance

SAVE	ADD	DELETE	LIST	RUN NOW

< | 1 of 1 | >

Code *
RECURRING_DONATIONS

Description *
Recurring Donations

Script Filename *
recurringdonations.php

Frequency *
Daily ⌄ ——— Background process

Hour(s) of the day *

12 am	1	2	3	4	5	6	7	8	9	10	11	12 pm	1	2	3	4	5	6	7	8	9	10	11
☐	☐	☐	☑	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

Minute of the hour (0-59) *
12

Last Start Time
08/15/2017 3:14:08am
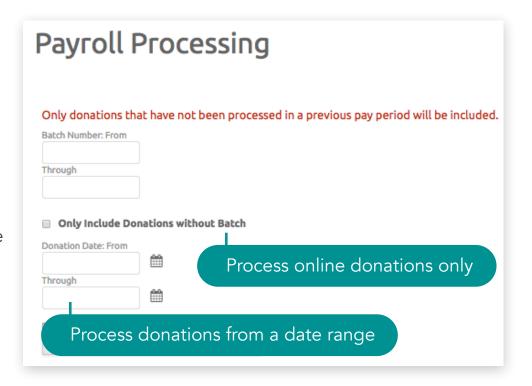
Payroll Processing
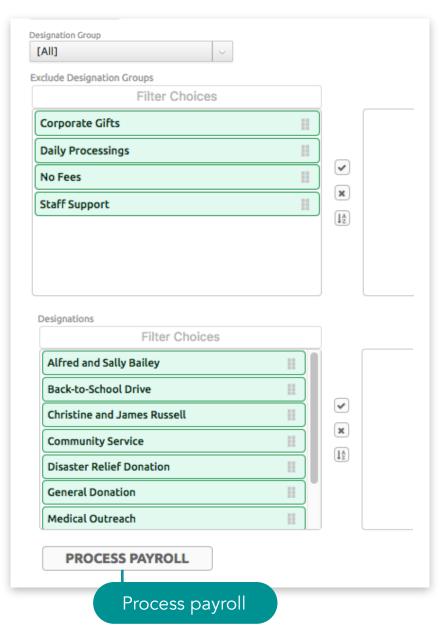
At payroll time, you can calculate for the donation fees that have incurred for the current payroll period. The Payroll Processing program will calculate for the total donation fees to process for payroll. The system also has the capability to export a file for direct deposit that you can submit to your bank so you don't need to re-enter the payment information. If you forget to include donations to process, you can remove and re-run the payroll. Donations that require attention should be checked and corrected first in order to include them in the payroll. Payroll processing is managed from the **Tools** > **Donor Management** > **Payroll Processing**.

1. When on the **Payroll Processing** screen, you will be prompted when the payroll is recently processed. Remember that only donations that have not been processed in a previous pay period will be included.

2. Set the filter for donations to process. You can use one or a combination of any criteria to filter the donations:
   a. **Batch Number From** and **Through** - specify the starting batch number and the end batch number.

   b. **Only Include Donations Without a Batch** - when enabled, it will only include online donations.

Payroll Processing

Only donations that have not been processed in a previous pay period will be included.

Batch Number: From

Through

☐ **Only Include Donations without Batch**

Donation Date: From 📅

Through 📅

Process online donations only

Process donations from a date range
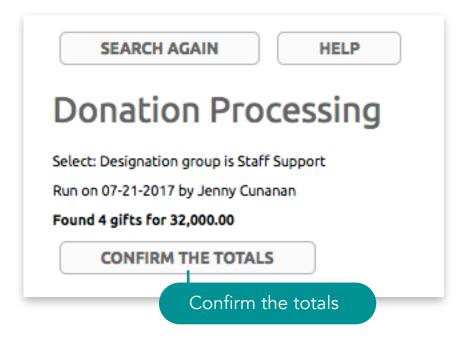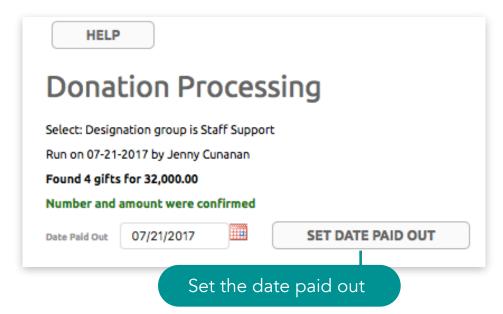
c. **Donation Date From** and **Through** - specify the starting batch number date and the end batch number date.

d. **Designation Group** - You can choose to select a specific designation group from the list e.g. staff support.

e. **Exclude Designation Groups** - If All designation groups is selected, you can exclude some of the designation groups. Drag the designation group to the right area to exclude them.

f. **Designation** - You can choose a specific designation by placing the designation on the right section. Not selecting a designation means all designations will be included.

7. After choosing the criteria, click **PROCESS PAYROLL**.

Designation Group

[All]

Exclude Designation Groups

Filter Choices

Corporate Gifts

Daily Processings

No Fees

Staff Support

Designations

Filter Choices

Alfred and Sally Bailey

Back-to-School Drive

Christine and James Russell

Community Service

Disaster Relief Donation

General Donation

Medical Outreach

PROCESS PAYROLL

Process payroll

8. The payroll summary preview will display. You can change the criteria by clicking **SEARCH AGAIN** to go back to the previous screen. If you need help in the process, click **HELP**.

9. Confirm the number of gifts and the total amount. To continue processing the payroll, click **CONFIRM THE TOTALS**.

10. Set the pay out date or leave the default current date. Click **SET PAID OUT** to continue.

| SEARCH AGAIN | HELP |

Donation Processing

Select: Designation group is Staff Support

Run on 07-21-2017 by Jenny Cunanan

Found 4 gifts for 32,000.00

| CONFIRM THE TOTALS |

Confirm the totals

| HELP |

Donation Processing

Select: Designation group is Staff Support

Run on 07-21-2017 by Jenny Cunanan

Found 4 gifts for 32,000.00

Number and amount were confirmed

Date Paid Out 07/21/2017 | SET DATE PAID OUT |

Set the date paid out

11. The system has a capability to record entries into fund accounts or bucket accounts that you can export at payroll time and import to Quickbooks and enter them into the general ledger accounts. The QuickBooks export file takes from the bucket account and puts it into the designation accounts. You can also have accounts for admin fees that would get pulled out of the bucket accounts and would go into the designation account during import. In QuickBooks, you can have an account set up for each staff designation.

At the end of the year for instance, you can produce W2s in QuickBooks to know how much you were paying. QuickBooks will take from the bucket account and put it in the hospitality fund, training fund etc. so you can produce an accounting report and know how much you have for each account. The staff would total up the batches and do the manual entry on QuickBooks and this would only be one entry into the bucket account and an entry into the staff account. This would be a total of 2 weeks and not all the individual donations.

After the export is done, that means that at payroll time, the general ledger entries that would take out from the bucket account and put into the designation should be done manually. All that is really needed in your accounting is the total but if, for example, you have over 300 1099 forms, you will need to manually enter the forms. The amount that is recorded in the system may not be the same amount as in the 1099 because there may be admin fees included.

12. Download the payroll files - the CSV for Direct Deposit and QuickBooks import files.

Donation Processing

Select: All unprocessed donations

Run on 07-25-2017 by Jenny Cunanan

Found 12 gifts for 30,000.00

Number and amount were confirmed

12 donations have had date paid out set to 07/25/2017

Fund account contributions:
Housing Fund - 1,000.00
Travel Fund - 200.00
Vehicle Fund - 400.00
Partner Communications Fund - 600.00
Insurance Fund - 600.00
Travel Emergency Fund - 900.00
Medical and Dental Fund - 600.00

Fund account contributions

Downloads

QUICKBOOKS GL FILE	QUICKBOOKS CHECKS FILE	PAYROLL FILE

Download the payroll files

a. To download the CSV file for direct deposit, click **PAYROLL FILE**. This would download the CSV file. Verify if the totals are correct by opening the file in a text or spreadsheet program.


```
● ● ●                          directdeposit.20170720.txt ⌄
CHRISTINE_AND_JAMES_RUSSELL,108989283949,C,102000021,2000.00,Christine and James Russell
GENERAL_DONATION,108989283949,C,102000021,2865.00,General Donation
```

CSV file for direct deposit

b. To download the QuickBooks check and GL import files, click **QUICKBOOKS CHECK FILE** and **QUICKBOOKS GL FILE**. This would download the 2 IIF files. Verify if the information are correct by opening the file in Excel or QuickBooks.
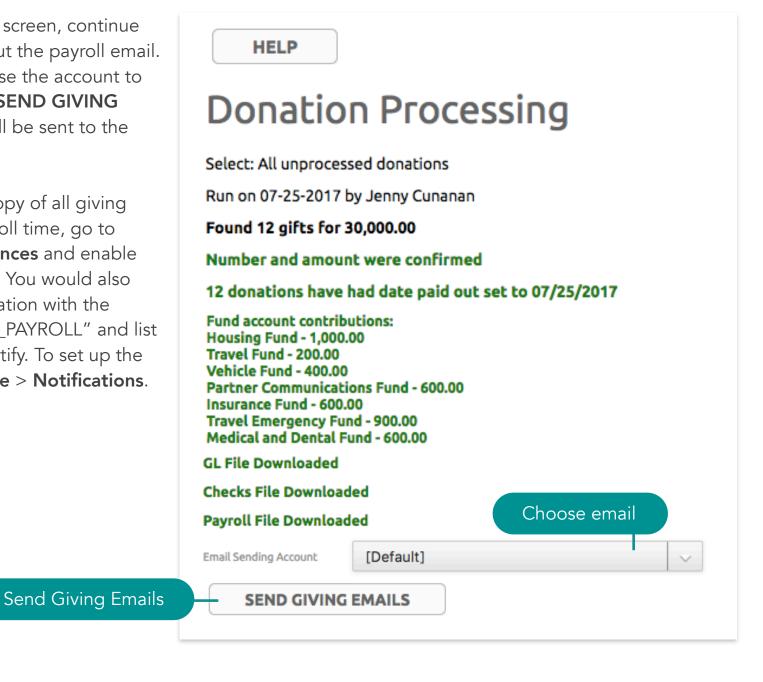
!TRNS	TRNSTYPE	ACCNT	TOPRINT	NAME	ADDR1	ADDR2	ADDR3	ADDR4	ADDR5	MEMO	DOCNUM	AMOUNT	CLASS
!SPL	TRNSTYPE	ACCNT	TOPRINT	NAME	ADDR1	ADDR2	ADDR3	ADDR4	ADDR5	MEMO	DOCNUM	AMOUNT	CLASS
!ENDTRNS													
TRNS	GENERAL JOURNAL											0	
ENDTRNS													
TRNS	GENERAL JOURNAL											57000	
SPL	GENERAL JOURNAL	4070										-11000	Staff Support: Aaron Anderson
SPL	GENERAL JOURNAL	4060										-12000	Staff Support: Alfred and Sally Bailey
SPL	GENERAL JOURNAL	4080										-34000	Staff Support: Christine and James Russell
ENDTRNS													

IIF File fo GL import

Note: If you don't see the 2 buttons for downloading the QuickBooks file, go to **Tools** > **Donor Management** > **Client Preferences** and set the **Payroll Accounting Downloads** preference to **True**.
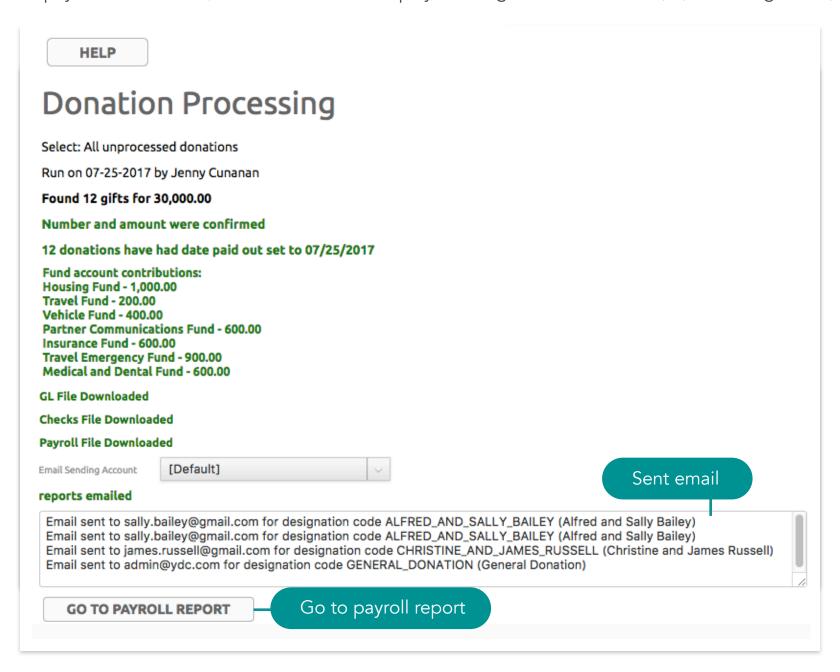
11. In the **Payroll Processing** screen, continue the process by sending out the payroll email. To send the emails, choose the account to use in sending then click **SEND GIVING EMAILS**. Giving report will be sent to the designation email.

If you want to receive a copy of all giving reports processed at payroll time, go to **Manage** > **Client Preferences** and enable the setting, **Copy Payroll**. You would also need to set up the notification with the notification code, "COPY_PAYROLL" and list the email addresses to notify. To set up the notification, go to **Manage** > **Notifications**.

HELP

Donation Processing

Select: All unprocessed donations

Run on 07-25-2017 by Jenny Cunanan

Found 12 gifts for 30,000.00

Number and amount were confirmed

12 donations have had date paid out set to 07/25/2017

Fund account contributions:
Housing Fund - 1,000.00
Travel Fund - 200.00
Vehicle Fund - 400.00
Partner Communications Fund - 600.00
Insurance Fund - 600.00
Travel Emergency Fund - 900.00
Medical and Dental Fund - 600.00

GL File Downloaded

Checks File Downloaded

Payroll File Downloaded

Choose email

Email Sending Account   [Default]

Send Giving Emails   **SEND GIVING EMAILS**

12. After the payroll email is sent, a confirmation will display showing the email address(es) and designation(s).

HELP

Donation Processing

Select: All unprocessed donations

Run on 07-25-2017 by Jenny Cunanan

Found 12 gifts for 30,000.00

Number and amount were confirmed

12 donations have had date paid out set to 07/25/2017

Fund account contributions:
Housing Fund - 1,000.00
Travel Fund - 200.00
Vehicle Fund - 400.00
Partner Communications Fund - 600.00
Insurance Fund - 600.00
Travel Emergency Fund - 900.00
Medical and Dental Fund - 600.00

GL File Downloaded

Checks File Downloaded

Payroll File Downloaded

Email Sending Account   [Default]   ▾

reports emailed

Email sent to sally.bailey@gmail.com for designation code ALFRED_AND_SALLY_BAILEY (Alfred and Sally Bailey) Email sent to sally.bailey@gmail.com for designation code ALFRED_AND_SALLY_BAILEY (Alfred and Sally Bailey) Email sent to james.russell@gmail.com for designation code CHRISTINE_AND_JAMES_RUSSELL (Christine and James Russell) Email sent to admin@ydc.com for designation code GENERAL_DONATION (General Donation)

Sent email

GO TO PAYROLL REPORT — Go to payroll report

coreware **D M S**

13. Click **GO TO PAYROLL REPORT**. You may print or download the giving report.

PRINTABLE REPORT   **DOWNLOAD PDF**

Payroll Report

Payroll Report

Designation Code	Description	Count	Amount
AARON_ANDERSON	**Aaron Anderson**	2	11,000.00
	Donation Fees		0.00
	Partner Communications Fund		200.00
	Insurance Fund		200.00
	Travel Emergency Fund		300.00
	Medical and Dental Fund		200.00
	Net Donations		10,100.00
ALFRED_AND_SALLY_BAILEY	**Alfred and Sally Bailey**	3	12,000.00
	Donation Fees		0.00
	Partner Communications Fund		200.00
	Insurance Fund		200.00
	Travel Emergency Fund		300.00
	Medical and Dental Fund		200.00
	Net Donations		11,100.00
CHRISTINE_AND_JAMES_RUSSELL	**Christine and James Russell**	6	34,000.00
	Donation Fees		0.00
	Housing Fund		1,000.00
	Travel Fund		200.00
	Vehicle Fund		400.00
	Partner Communications Fund		200.00
	Insurance Fund		200.00
	Travel Emergency Fund		300.00
	Medical and Dental Fund		200.00
	Net Donations		31,500.00
Report Total		3	57,000.00
	Total Donation Fees		0.00
	Total for fund - Partner Communications Fund		600.00
	Total for fund - Insurance Fund		600.00
	Total for fund - Travel Emergency Fund		900.00
	Total for fund - Medical and Dental Fund		600.00
	Total for fund - Housing Fund		1,000.00
	Total for fund - Travel Fund		200.00
	Total for fund - Vehicle Fund		400.00
	Total Net Donations		**52,700.00**

Donor Services Tasks

Contact Management

In CoreWare, a contact is not necessarily a user or customer, but a user or customer is always a contact. Most of the programs in CoreWare that relates to contacts can easily pull up the contact list. Contact details are mostly set up from the Contact Admin. Custom contact data can be added to the contact maintenance program.

Contact Maintenance screen

Create new contact information

A contact may be created in several ways. It can be manually created with the contact maintenance program. A contact record is created automatically for a new user or customer. Contact creation can be automated when a new user completes and submits a form. Contacts are managed from **Tools** > **Contacts**.

1. From the **Contacts Maintenance** list, click **ADD**.

2. In the **Contacts tab**, enter the contact name and last name. Include honorifics and nicknames or alternate names if needed.

3. Include the company name and job title. The company name will be included in the contact name on search lists.

4. Include the contact address if available. Enter the postal code in the **Postal Code** to fill in the **City** and **State** fields. If the city is incorrect, choose the correct city from the **City** dropdown. **Note**: Additional addresses can be added in the **Addresses tab**.

5. You can add the address coordinates in the **Longitude** and **Latitude** fields if necessary. This would allow you to look up the contact address on a map. Click here to learn how to search for and get the coordinates of an address.

6. If you only have the company information as the contact, you can add in the **Attention** field, the person or department that should receive the correspondence.

Kate Randall, Perinorth
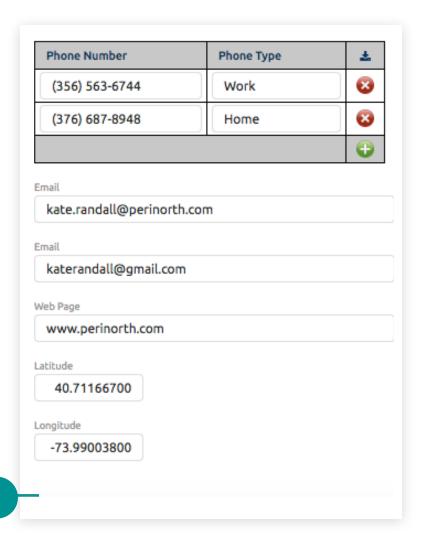
| Summary | Contact | Details | Addresses | Custom |

Title

First
Kate

Salutation

Nick Name
Kate

Alternate Name

Company
Perinorth

Job Title
Admin

Address 1
64 Rutgers St

Address 2

City
New York

State
NY

Postal Code
10002

Country *
United States

Attention

Contact tab

7. Add the contact numbers. Click on the green Add button to create a new contact number. Add the phone number and phone type e.g. Work or Home.
8. Add up 2 email addresses.
9. Add the contact web page if available.

Phone Number	Phone Type	⬇
(356) 563-6744	Work	❌
(376) 687-8948	Home	❌
		➕

Email

kate.randall@perinorth.com

Email

katerandall@gmail.com

Web Page

www.perinorth.com

Latitude

40.71166700

Longitude

-73.99003800
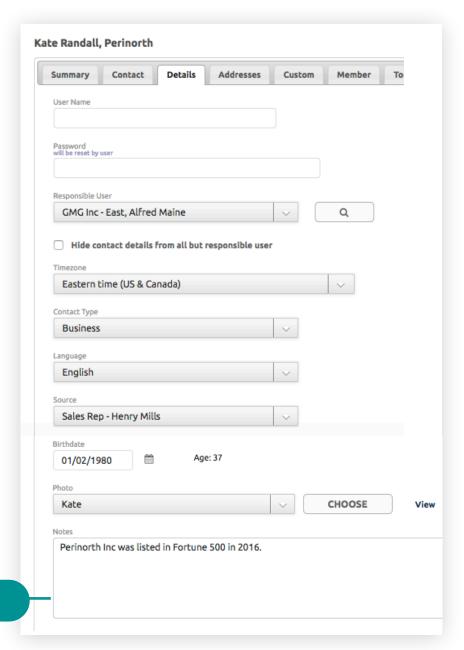
Contact tab

10. You can assign the user responsible for the contact. Click on the Search button. Look for the user from the list then click **CHOOSE**. If the contact is a personal contact, you can hide the contact details from all users except the responsible user.

11. Choose the contact type. Additional contact types can be defined.

12. Choose the contact source. Additional contact sources can be defined.

13. Add the contact birthdate if this information is available. The age will be automatically calculated and displayed.

14. Upload a photo of the contact. Click on the **CHOOSE** button then click **NEW IMAGE**. Add a description of the image file. Click **Choose File**. Click **Save**.

15. Enter additional notes about the contact.

Kate Randall, Perinorth

| Summary | Contact | Details | Addresses | Custom | Member | To |

User Name

Password
will be reset by user

Responsible User

GMG Inc - East, Alfred Maine

☐ **Hide contact details from all but responsible user**

Timezone

Eastern time (US & Canada)

Contact Type

Business

Language

English

Source

Sales Rep - Henry Mills

Birthdate

01/02/1980   Age: 37

Photo

Kate   CHOOSE   View

Notes

Perinorth Inc was listed in Fortune 500 in 2016.

Details tab
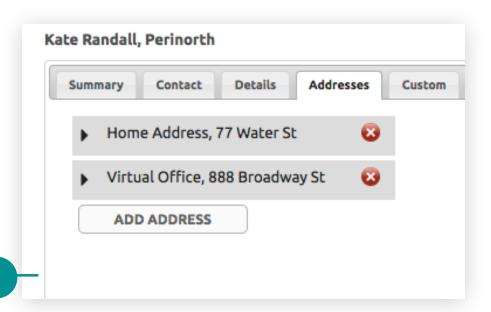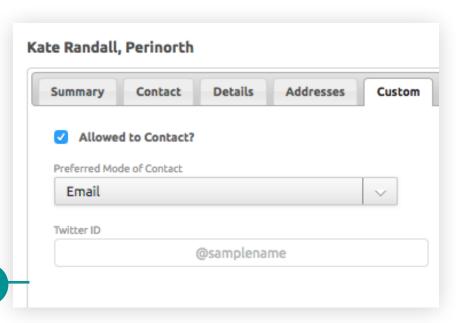
16. To add a new address, click on the **ADD ADDRESS** button. Add a label to the additional addresses e.g. Home Address. Enter the street address in the Address 1 and Address 2 fields. Select the country from the **Country** field then enter the postal code in the **Postal Code** field to fill in the **City** and **State** fields.

Kate Randall, Perinorth

| Summary | Contact | Details | Addresses | Custom |

▶ Home Address, 77 Water St ❌

▶ Virtual Office, 888 Broadway St ❌

ADD ADDRESS

Addresses tab

17. Custom contact data can be added to the **Custom tab**. **Note**: Custom contact fields can be created from **Contact Admin** > **Custom Fields**. New custom fields would appear in this tab.

Kate Randall, Perinorth

| Summary | Contact | Details | Addresses | Custom |

☑ **Allowed to Contact?**

Preferred Mode of Contact

Email

Twitter ID

@samplename

Custom tab

coreware **D M S**

18. You can add the contacts to mailing lists. Choose one or more mailing list to include. You can let contacts opt in to mailing lists from the Account Maintenance. Custom actions can be done to add contacts to a mailing list. Mailing lists are created from the **Contact Admin** > **Mailing Lists**.

19. Add the contacts to a contact category. Choose one or more contact categories. Custom actions can be done to add contacts to a category. Contact categories are created from **Contact Admin** > **Categories**.

20. Click on the **Relationship tab**. In the **Related Contact** column, click on the green Add button.

21. Click on the **Search** icon. Enter the contact name in the **Filter** box. Click on the **Choose** button next to the contact name.

Kate Randall, Perinorth

| Summary | Contact | Details | Addresses | Custom | Member |

Mailing Lists

☐ I want to receive WEEKLY updates.

☐ I want to receive MONTHLY updates.

☑ Newsletter

Categories

GMG - Inc

☐ Prospect

GMG - Inc - East
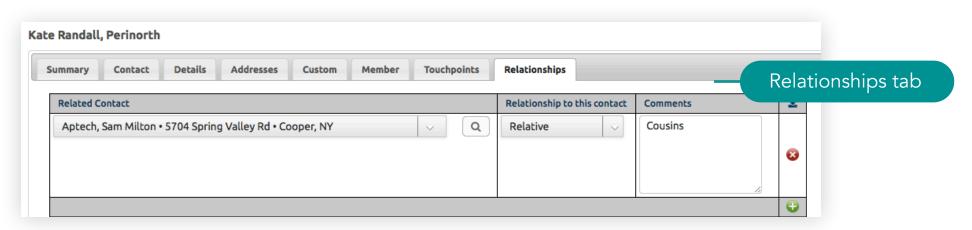
☐ GMG - Inc - East - Staff

☐ GMG - Inc - East Suppliers

☑ GMG - Inc - East Customers

Members tab
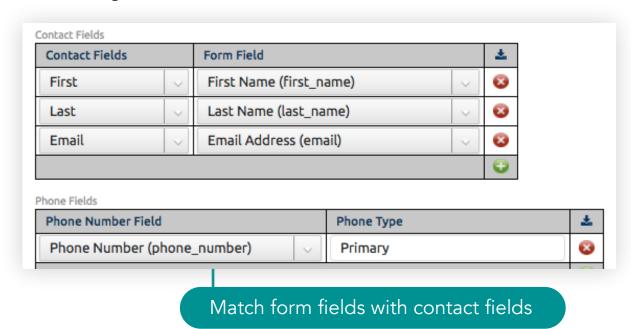
22. Click on the **Relationships tab**. Choose the relationship type that matches the contact relation to the other contact. You can include comments as needed.

Kate Randall, Perinorth

| Summary | Contact | Details | Addresses | Custom | Member | Touchpoints | Relationships |

Relationships tab

Related Contact			Relationship to this contact	Comments	
Aptech, Sam Milton • 5704 Spring Valley Rd • Cooper, NY	⌄	🔍	Relative ⌄	Cousins	❌
					➕
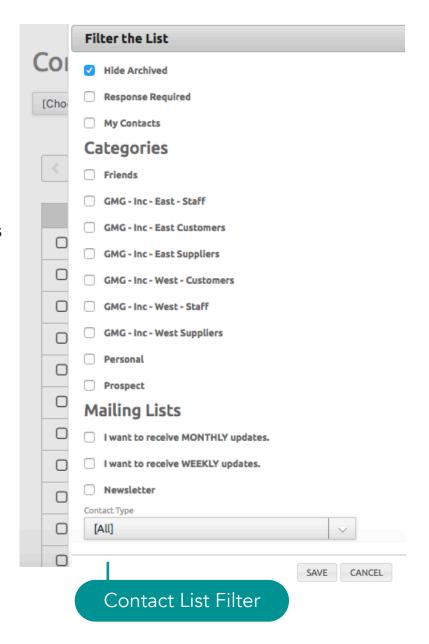
23. Review the contact information then click **SAVE**. You will be brought back to the Contacts Maintenance list.

24. If you have a contact form or subscription from in CoreWare, you can set up the form to create a contact file when someone fills up and submits the form. The form only needs to have fields that match the fields on the contact. Forms are managed from **Forms** > **Definitions**.

Match form fields with contact fields

Filter the contact list
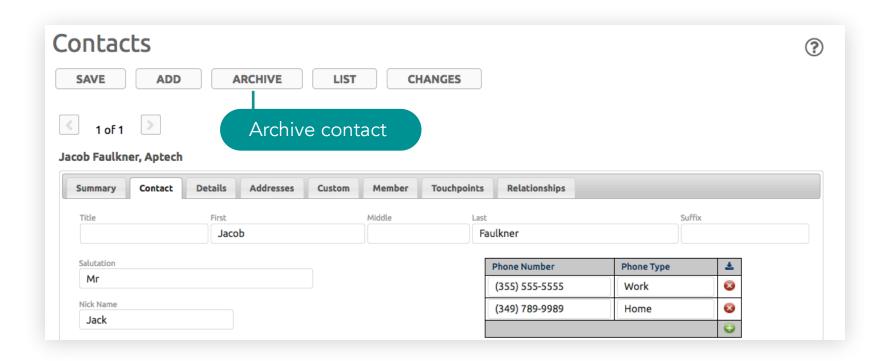
1. From the **Contacts Maintenance** list, click on the **FILTERS ON** button. The contact filter options will display.

2. The contact list may be filtered with any one or a combination of these criteria:

   a. **Hide archived** - As a default, archived contacts are hidden. You can show archived contacts from the list by unchecking the **Hide Archived** checkbox.

   b. **My Contacts** - As a default, contacts assigned to everyone is shown. You can set the **Contacts Maintenance** list to show only contacts that you are responsible for.

   c. **Categories** - You can limit contacts to show on the list by category. Choose the contact categories under **Categories** to show.

   d. **Mailing List** - You can limit contacts to show on the list by mailing list. Choose the mailing list(s) under **Mailing Lists** to show.

   e. **Contact Type** - You can limit contacts to show on the list by contact type. Choose the contact type from the **Contact Type** dropdown.

6. After setting a criteria, click **SAVE**.

Filter the List

- ☑ Hide Archived
- ☐ Response Required
- ☐ My Contacts

Categories

- ☐ Friends
- ☐ GMG - Inc - East - Staff
- ☐ GMG - Inc - East Customers
- ☐ GMG - Inc - East Suppliers
- ☐ GMG - Inc - West - Customers
- ☐ GMG - Inc - West - Staff
- ☐ GMG - Inc - West Suppliers
- ☐ Personal
- ☐ Prospect

Mailing Lists

- ☐ I want to receive MONTHLY updates.
- ☐ I want to receive WEEKLY updates.
- ☐ Newsletter

Contact Type

[All]

SAVE   CANCEL

Contact List Filter

Archive Contacts

1. From the **Contacts Maintenance** list, choose a contact from the list.

2. From the **Contacts Maintenance** screen, click on the **ARCHIVE** button.

Map contacts

You can view the contact location on a map. To view their location, the contact information must include the postal code or coordinates.
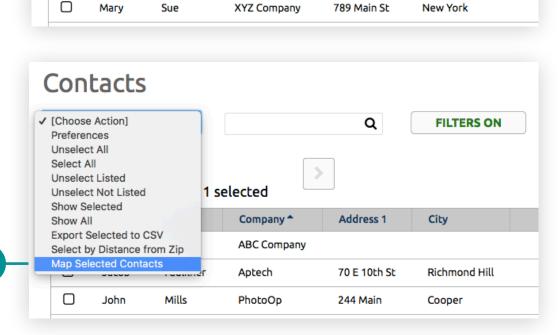
1. Go to **Tools** > **Contact**.

2. Look up the contact from the list and select.

Select contact

	First	Last	Company ▲	Address 1	City
☐	Sarah	Moore	ABC Company		
☑	Jacob	Faulkner	Aptech	70 E 10th St	Richmond Hill
☐	John	Mills	PhotoOp	244 Main	Cooper
☐	Mary	Sue	XYZ Company	789 Main St	New York

3. Click **Choose Action** then click **Map Selected Contacts**.

Map selected contact

Contacts

✓ [Choose Action]
Preferences
Unselect All
Select All
Unselect Listed
Unselect Not Listed
Show Selected
Show All
Export Selected to CSV
Select by Distance from Zip
Map Selected Contacts
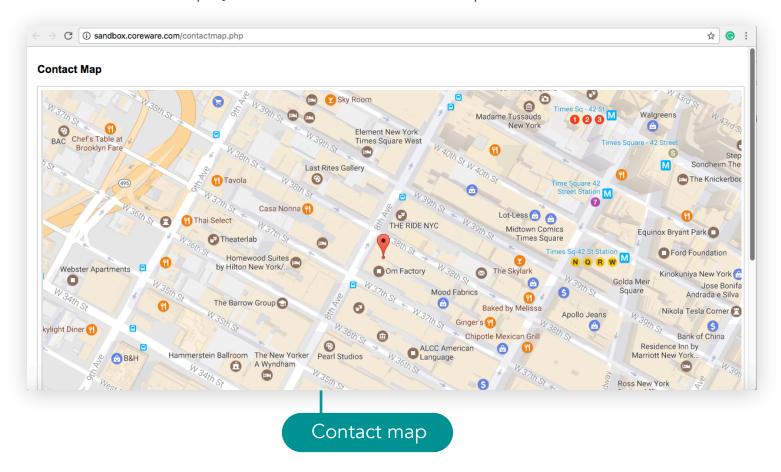
4. A new browser window will display the contact location on a map.

Contact map
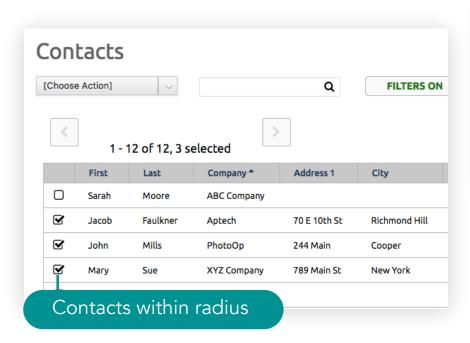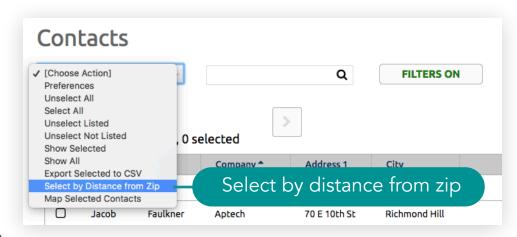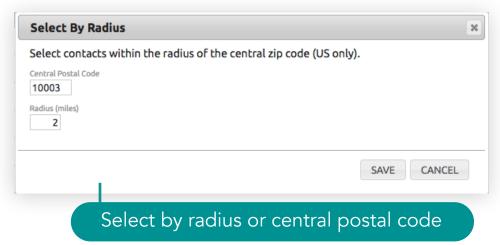
Select contacts within proximity

You can select contacts that are near each other or are in the same region.

1. Go to **Tools** > **Contacts**.
2. Click **Choose Action** then click **Select by Distance from Zip**.
3. Enter the central postal code then enter the radius (in miles) from the central postal code.
4. Click **SAVE**.
5. All contacts within the specified radius will be selected.
6. You can export the selected contacts. Click **Choose Action** then select **Export selected to CSV**.

Contacts

	[Choose Action]		Q	FILTERS ON
✓	[Choose Action]			
	Preferences			
	Unselect All			
	Select All			
	Unselect Listed	0 selected		
	Unselect Not Listed			
	Show Selected	Company ▲	Address 1	City
	Show All			
	Export Selected to CSV			
	Select by Distance from Zip		**Select by distance from zip**	
	Map Selected Contacts			
☐	Jacob	Faulkner	Aptech	70 E 10th St	Richmond Hill

Contacts

[Choose Action] ⌄   _____ 🔍   **FILTERS ON**

< >   1 - 12 of 12, 3 selected

	First	Last	Company ▲	Address 1	City
☐	Sarah	Moore	ABC Company		
☑	Jacob	Faulkner	Aptech	70 E 10th St	Richmond Hill
☑	John	Mills	PhotoOp	244 Main	Cooper
☑	Mary	Sue	XYZ Company	789 Main St	New York

Contacts within radius

Select By Radius ✖

Select contacts within the radius of the central zip code (US only).

Central Postal Code
10003

Radius (miles)
2

SAVE   CANCEL

Select by radius or central postal code

coreware D M S

Custom contact actions

Custom actions can be defined to automatically add contacts to a mailing list or contact category, send emails or start a workflow.

1. Let's say you have a sign up form for a newsletter that when submitted, the contact detail will be created and grouped into a category and the contact will be added to the mailing list. Let's say you have a form that creates a new contact record when submitted and you have a category where you want all contacts to initially belong to. You can define an action triggered by these events from **Manage** > **Actions** > **Actions**.

Actions

SAVE	ADD	DELETE	LIST

<   0 of 0   >

Action Taken

Action Type *

Form is submitted

Form Definitions

Sandbox - Newsletter Sign Up

Resultant Action

Action Result *

Add to mailing list

Mailing Lists

Weekly Subscriptions

Set up the custom contact action
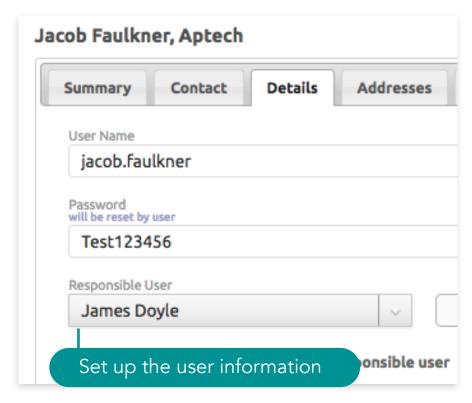
Convert contact record into user account

User information can easily be added to the contact record to create a user account with the contact details. A temporary user account and password can be nominated for the user account that the user can modify when they log in.

1. From the **Contact Maintenance**, click on the the **Details tab**.

2. Enter the temporary user name and password. Passwords must be 8 characters and include a number, lowercase letter and uppercase letter. When the contact logs in with the account for the first time, they will be prompted to change the password.

3. Go to **Tools** > **Users** > **Users**. You should now be able to see the contact's name from the list.

Jacob Faulkner, Aptech

| Summary | Contact | **Details** | Addresses |

User Name

jacob.faulkner

Password
will be reset by user

Test123456

Responsible User

James Doyle

Set up the user information   onsible user
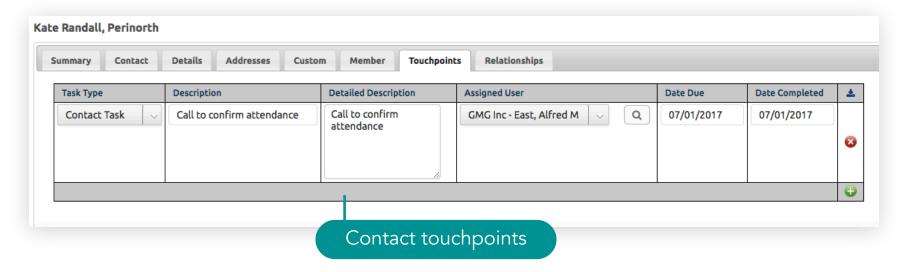
Record and manage contact interactions

CoreWare has a task manager program for managing project and contact related tasks. Contact-related tasks are created on the contact file. The Contact Maintenance form includes a Touchpoint tab that can be used to log and manage all tasks and activities related to the contact.

1. Go to **Tools** > **Contacts**. Open a contact file from the records.

2. Click on the **Touchpoint tab**. From here, you can record all activities such as calls, meet ups and deals with the contact.

3. To create a new contact task, choose the "Contact Task" contact type from the dropdown.

4. Add a description and a detailed description of the task.

5. If applicable, choose an assigned user.

6. Specify the due date of the task.

7. Click **SAVE**. When completed, open the contact record and enter the completed date for the task.

Kate Randall, Perinorth

| Summary | Contact | Details | Addresses | Custom | Member | Touchpoints | Relationships |

Task Type	Description	Detailed Description	Assigned User	Date Due	Date Completed	
Contact Task	Call to confirm attendance	Call to confirm attendance	GMG Inc - East, Alfred M	07/01/2017	07/01/2017	

Contact touchpoints

Search for and remove contact duplicates

When donors go to the public giving page and give, the process will create a contact in the system. The system will not look for an existing contact with the same name as there is no way to know that it is the same person. Even if their information is exactly the same, it is best to not assume that it's the same person because it may not be. Duplicate contacts can be checked and removed from the records by the admin if necessary.

You can tidy up your contact list with the Duplicate Search and Duplicate Processing programs. When you run the Duplicate Search program, it would create a list of potential duplicate contacts. Creating a list of potential duplicates is done from **Manage** > **Contact Admin** > **Duplicate Processing**. Duplicate contacts can be removed from **Manage** > **Contact Admin** > **Duplicate Processing**.

Create a list of potential duplicates
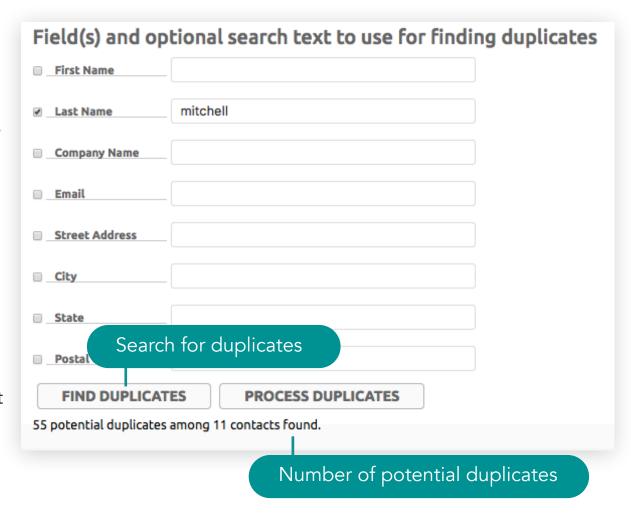
1. On the **Potential Duplicates** screen, the first option you will see is the **Remove Existing Potential Duplicate**. When checked, the Duplicate Search will overwrite the previous list of potential duplicates. When unchecked, the Duplicate Search will add any new potential duplicate to the previous list.

2. You can filter contacts to search by:

   a. **Range of Contact** IDs - Specify the starting contact ID and the end contact ID.

   b. **Limit to contacts created since** - Specify the starting created date for contacts.

Criteria for duplicate search

☑ **Remove Existing Potential Duplicates**

Contact IDs

Limit to contacts created since

08/01/2017

☐ **Ignore archived contacts**

☐ **Limit to selected contacts**

☐ **Limit to users**

☐ **Use phonetics on name**

Criteria for duplicate search
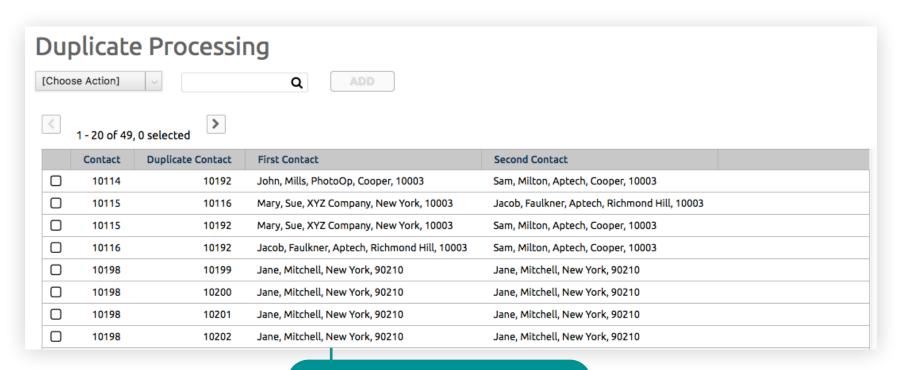
3. The **Ignore archived contacts** option will exclude any contacts that were archived.

4. The **Limit to selected contacts** option will limit the list of potential duplicates to contacts that match the criteria.

5. The **Limit to users** option will limit the list of potential contacts that are also users.

6. The **Use phonetics option** will include contacts that have names that sound similar e.g. Smith and Smyth.

7. You can limit contacts to search by first name, last name, company name, email, street address, state and postal code in any combination. Select the field then add a value to search.

Field(s) and optional search text to use for finding duplicates

☐ First Name

☑ Last Name   mitchell

☐ Company Name

☐ Email

☐ Street Address

☐ City

☐ State

☐ Postal

Search for duplicates

FIND DUPLICATES   PROCESS DUPLICATES

55 potential duplicates among 11 contacts found.

Number of potential duplicates

8. Click **FIND DUPLICATES**. The number of the of potential duplicates will be displayed. You can follow this up by processing the list of potential duplicates. To do this, click **PROCESS DUPLICATES**.

9. You can also find the list of potential duplicates from **Manage** > **Contact Admin** > **Duplicate Processing.**

Duplicate Processing

| [Choose Action] ▾ | | 🔍 | ADD |

<   >
1 - 20 of 49, 0 selected

	Contact	Duplicate Contact	First Contact	Second Contact
☐	10114	10192	John, Mills, PhotoOp, Cooper, 10003	Sam, Milton, Aptech, Cooper, 10003
☐	10115	10116	Mary, Sue, XYZ Company, New York, 10003	Jacob, Faulkner, Aptech, Richmond Hill, 10003
☐	10115	10192	Mary, Sue, XYZ Company, New York, 10003	Sam, Milton, Aptech, Cooper, 10003
☐	10116	10192	Jacob, Faulkner, Aptech, Richmond Hill, 10003	Sam, Milton, Aptech, Cooper, 10003
☐	10198	10199	Jane, Mitchell, New York, 90210	Jane, Mitchell, New York, 90210
☐	10198	10200	Jane, Mitchell, New York, 90210	Jane, Mitchell, New York, 90210
☐	10198	10201	Jane, Mitchell, New York, 90210	Jane, Mitchell, New York, 90210
☐	10198	10202	Jane, Mitchell, New York, 90210	Jane, Mitchell, New York, 90210

List of potential duplicates

Process a list of potential duplicates
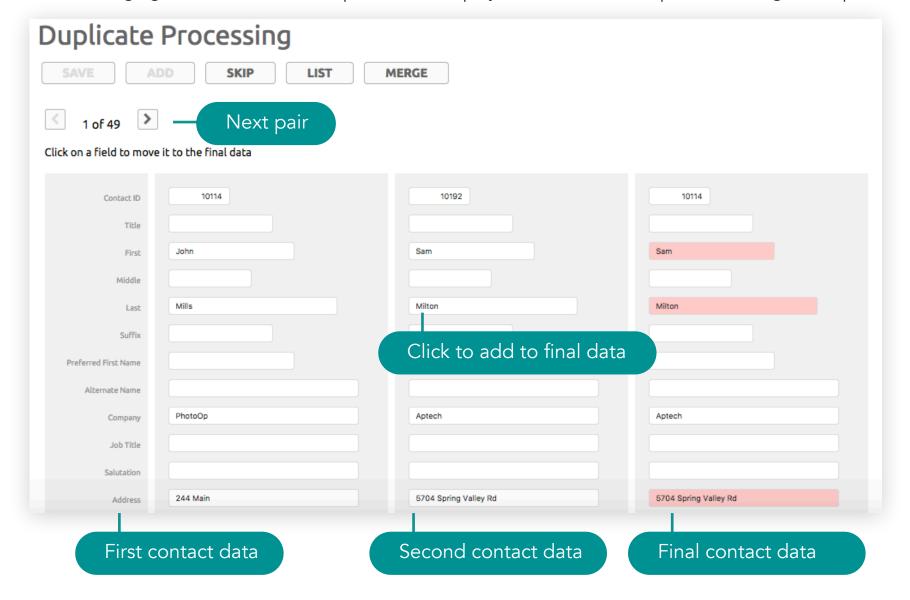
1. The Duplicate Processing program shows the list of potential duplicate contacts. From the **Duplicate Processing** list, you will see pairs of potentially duplicate contacts. Choose a pair from the list.

Duplicate Processing

[Choose Action] ▾   🔍   ADD

< 1 - 20 of 49, 0 selected >

	Contact	Duplicate Contact	First Contact	Second Contact
☐	10114	10192	John, Mills, PhotoOp, Cooper, 10003	Sam, Milton, Aptech, Cooper, 10003
☐	10115	10116	Mary, Sue, XYZ Company, New York, 10003	Jacob, Faulkner, Aptech, Richmond Hill, 10003
☐	10115	10192	Mary, Sue, XYZ Company, New York, 10003	Sam, Milton, Aptech, Cooper, 10003
☐	10116	10192	Jacob, Faulkner, Aptech, Richmond Hill, 10003	Sam, Milton, Aptech, Cooper, 10003
☐	10198	10199	Jane, Mitchell, New York, 90210	Jane, Mitchell, New York, 90210
☐	10198	10200	Jane, Mitchell, New York, 90210	Jane, Mitchell, New York, 90210
☐	10198	10201	Jane, Mitchell, New York, 90210	Jane, Mitchell, New York, 90210
☐	10198	10202	Jane, Mitchell, New York, 90210	Jane, Mitchell, New York, 90210

List of potential duplicates

2. Look carefully at the first contact data and second contact data. The second contact data usually has the more updated information. Click on the field to include in the final data. If the first and second data have different addresses, you can choose either one to be the final address. Click on the **MERGE** button. Then confirm merging the 2 records. A new pair will be displayed. Check the next pair then merge or skip.

Duplicate Processing

| SAVE | ADD | SKIP | LIST | MERGE |

< 1 of 49 > — Next pair

Click on a field to move it to the final data

	First contact data	Second contact data	Final contact data
Contact ID	10114	10192	10114
Title			
First	John	Sam	Sam
Middle			
Last	Mills	Milton	Milton
Suffix			
Preferred First Name			
Alternate Name			
Company	PhotoOp	Aptech	Aptech
Job Title			
Salutation			
Address	244 Main	5704 Spring Valley Rd	5704 Spring Valley Rd

Click to add to final data

Recurring Donations

If a donor sends in their information along with their payment information for you to set up a repeating donation in the system, the **Recurring Donations Maintenance** screen is where would set it up. Recurring donations are created every time a donor opts in to make their donation a recurring gift from the giving page. Recurring donations are managed from **Tools** > **Donor Management** > **Recurring Donations**.
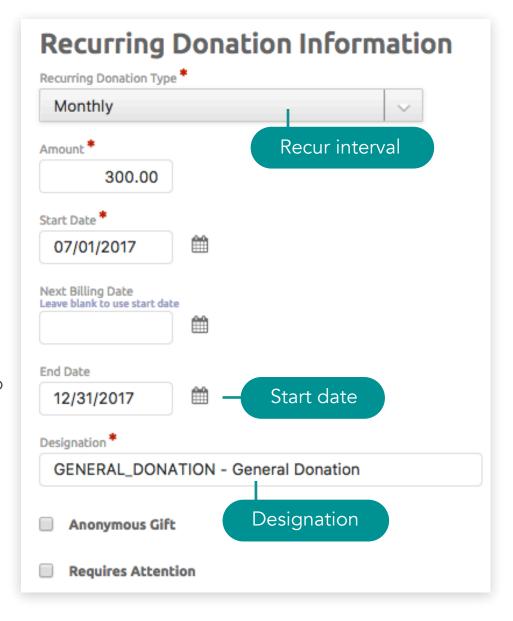
Update recurring donations

1. From the **Recurring Donations Maintenance** list, choose the recurring donation to update.

2. You can update the donor information and change their address or email. To do this, click on the **Search** button. This would open the the **Choose Contact** window.

3. Type the donor name in the **Filter** box then click on their name to open the **Contact Maintenance** screen on a new browser tab. After making changes, go back to the **Recurring Donations Maintenance** list. Click **Choose** next to the donor's name. This will update the donor information.

Contact

Contact *
10138 | NetCorp, Jeremy Burns • jeremy.burns@gmail.com

First Name
Jeremy

Update contact information

Last Name
Burns

Company Name
NetCorp

Address
601 Sherwood Ave.

City
Dallas

State
TX

Postal Code
75202

4. You can change the frequency of the donation by choosing the recurring donation type.
   Note: To create new recurring donation types, go to **Tools** > **Donor Management** > **Recurring Donation Type**.

5. Open a recurring donation from the list. You can change the frequency of the donation and the donation amount.

6. You can update the end date of the recurring donation.

7. You can change the designation for the recurring transaction.

8. If requested by the donor, you can set the donation to anonymous.

9. If a recurring donation failed to process, it will be flagged as requires attention.

Recurring Donation Information

Recurring Donation Type *

Monthly

Recur interval

Amount *

300.00

Start Date *

07/01/2017

Next Billing Date
Leave blank to use start date

End Date

12/31/2017

Start date

Designation *

GENERAL_DONATION - General Donation

Designation

☐ **Anonymous Gift**

☐ **Requires Attention**

10. You can add any notes or instructions from the donor.

11. If the recurring donation fails to process, the last attempt and the reason it failed will be indicated in the **Error Message** field. A donation would fail if e.g. unable to get a valid account, signed to an account that is made inactive, or inac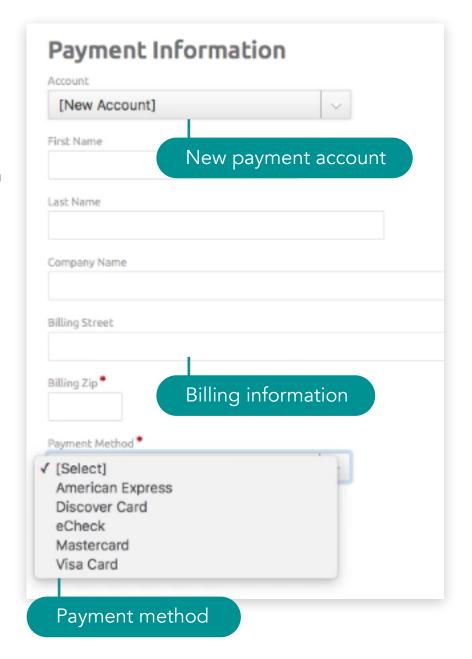tive, or declined, do not honor card etc. For failed credit card payments, messages would come from the merchant services.

Payment Information

Account
eCheck - 3116, XXXXXXXXXXX-3116

> Payment account information

First Name
Jeremy

Last Name
Burns

Company Name
NetCorp

> Billing information

Billing Street
601 Sherwood Ave.

Billing Zip *
75202

Payment Method *
Mastercard

> Payment method

Notes
To help in any cause with urgent needs.

> Donor notes

Last Attempted

Error Message

12. From the **Payment Information** section, you can update the payment information or create a new payment information. Note that the only payment methods that should be used on recurring donations are credit cards and ACH bank accounts.

    a. To update the payment information, choose the account from the **Account** dropdown. Then update the details of the donor billing information and payment method.

    b. To create a new payment information, click on the Account dropdown and select **[New Account]**. Enter the billing details and the payment method. When you click on the **First Name** field, the fields would be populated with the donor's contact information.

       Choose the **Payment Method**.
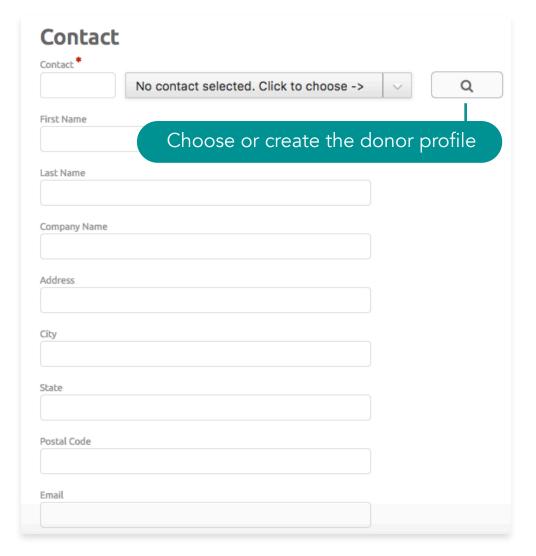
- If set to any of the credit card payment methods, enter the credit card information.

- If set to e-check, ACH or EFT payment methods, enter the bank account information.

13. Save the details of the recurring donation.

Payment Method *

Mastercard

Billing Street

601 Sherwood Ave.

Billing Zip *

75202

Billing information

Payment Method *

Mastercard

Payment method

Card Number *

5555555555554444

Expiration Month *

January

Expiration Year *

2018

Card Code

367
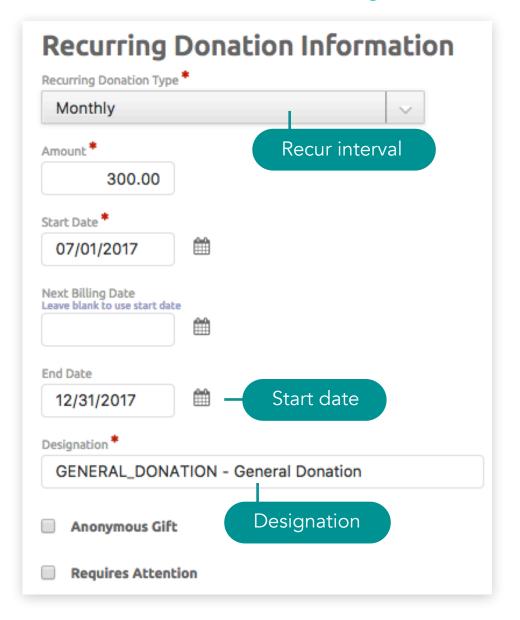
Set up a recurring donation

1. From the **Recurring Donations Maintenance** list, click **ADD**.

2. Choose the donor from the list of contacts or create a new contact file for the donor.

   a. To choose the donor from the list, click on the **Search** button. This would open the **Choose Contact** window. Type the donor name in the **Filter** box then click **Choose** next to the donor's name.

   b. To create a donor from the list, click on the Search button. This would open the **Choose Contact** window. Click **ADD** contact. This would open the **Contact Maintenance** screen on a new browser tab. Fill up the contact maintenance form and save the new contact details. Go back to the **Recurring Donations Maintenance**. Type the donor's name in the **Filter** box. Then click **Choose** beside the contact name.

Contact

Contact *

[ ] | No contact selected. Click to choose -> | ⌄ | 🔍

First Name

[ ]

Choose or create the donor profile

Last Name

[ ]

Company Name

[ ]

Address

[ ]

City

[ ]

State

[ ]

Postal Code

[ ]

Email

[ ]

3. You can change the frequency of the donation by choosing the recurring donation type.

4. You can change the frequency of the donation by choosing the recurring donation type.
   Note: To create new recurring donation types, go to **Tools** > **Donor Management** > **Recurring Donation Type**.

5. Open a recurring donation from the list. You can change the frequency of the donation and the donation amount.

6. You can update the end date of the recurring donation.

7. You can change the designation for the recurring transaction.

8. If requested by the donor, you can set the donation to anonymous.

9. If a recurring donation failed to process, it will be flagged as requires attention.

Recurring Donation Information

Recurring Donation Type *

Monthly

> Recur interval

Amount *

300.00

Start Date *

07/01/2017

Next Billing Date
Leave blank to use start date

End Date

12/31/2017 → Start date

Designation *

GENERAL_DONATION - General Donation

> Designation

☐ Anonymous Gift

☐ Requires Attention

10. You can add any notes or instructions from the donor.

11. If the recurring donation fails to process, the last attempt and the reason it failed will be indicated in the **Error Message** field.

A donation would fail if e.g. unable to get a valid account, signed to an account that is made inactive, or inactive, or declined, do not honor card etc.

For failed credit card payments, messages would come from the merchant services.

Notes

To help in any cause with urgent needs.

Donor notes

Last Attempted

Error Message

12. From the **Payment Information** section, you can set up the donor's payment information. Note that the only payment methods that should be used on recurring donations are credit cards and ACH bank accounts.

13. Enter the donor's billing information. When you click on the **First Name** field, the fields would be populated with the donor's contact information.

14. Choose the **Payment Method**.

    a. If set to any of the credit card payment methods, enter the credit card information.

    b. If set to e-check, ACH or EFT payment methods, enter the bank account information.

15. Save the details of the recurring donation.

Payment Information

Account

[New Account]

New payment account

First Name

Last Name

Company Name

Billing Street

Billing Zip *

Billing information

Payment Method *

✓ [Select]
American Express
Discover Card
eCheck
Mastercard
Visa Card

Payment method

Account Maintenance

If a donor has multiple payment methods on file, there are options for donors to manage and update them when they log in. If a donation fails to recur because of wrong or expired payment information, you can go to the Account Maintenance program to fix these issues. Donor accounts can be managed by the admin from **Tools** > **Donor Management** > **Account Maintenance**.

Contact	Account	Opt In	Donations	Recurring Donations	Payment Methods	Logout

Payment Methods

Making a payment method inactive will also end any recurring gifts using that payment method.

Label	Payment Method	Used in Recurring Gifts?	Make Inactive	
Jillian - Discover - 2225	Discover	YES	☐	**Update Account Information**
Jillian - eCheck	eCheck	no	☐	
Click here to add a new payment method				

Account Maintenance for Donors

Manage donor payment accounts

1. From the **Account Maintenance** list, choose the donor account to manage. A single donor may have multiple payment accounts.

2. Under **Contact Information**, update the contact information.

3. Update the contact information as needed.

Account Maintenance
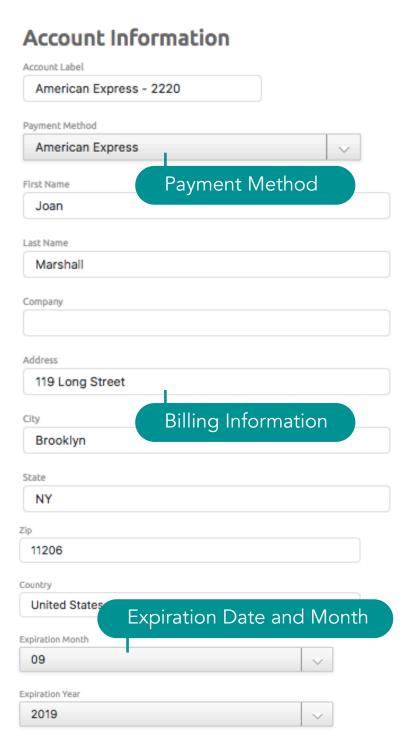
SAVE	ADD	DELETE	LIST

< 5 of 13 >

Contact Information — Contact Information

First
Joan

Last
Marshall

Address 1
119 Long Street

Address 2

City
Brooklyn

State
NY

Postal Code
11206

Country
United States

Merchant Identifier
7753522

4. Under the **Account Information**, update the payment account information. Contact the donor in order to update their information.

5. The **Account Label** would show the credit card type and the last 4-digits of the card unless an account nickname was added by the donor.

6. If the donor decides to make the billing information the same as the their account information, the billing information for the payment account would be blank. You can change the billing information as needed.

7. If a recurring transaction failed to process because of expired credit card information, contact the donor to get the updated expiration dates. Then update the expiration month and year information.

8. Click **SAVE**.

Account Information

Account Label

American Express - 2220

Payment Method

American Express

Payment Method

First Name

Joan

Last Name

Marshall

Company

Address

119 Long Street

Billing Information

City

Brooklyn

State

NY

Zip

11206

Country

United States

Expiration Date and Month

Expiration Month

09

Expiration Year

2019
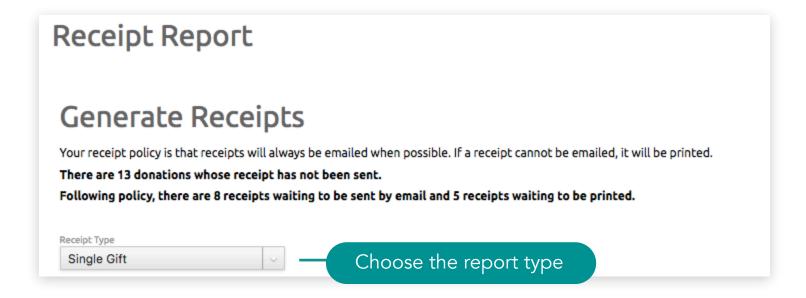
Generate Receipts

After donations requiring attention are cleared and batch donations have been posted, you can generate and send out receipts to donors via email. The default receipt policy is that receipts will always be emailed when possible and if a receipt cannot be emailed, it will be printed. You can change the receipt policy from **Manage** > **Client Preferences**. Donation receipts are created from **Tools** > **Donor Management** > **Generate Receipts**.
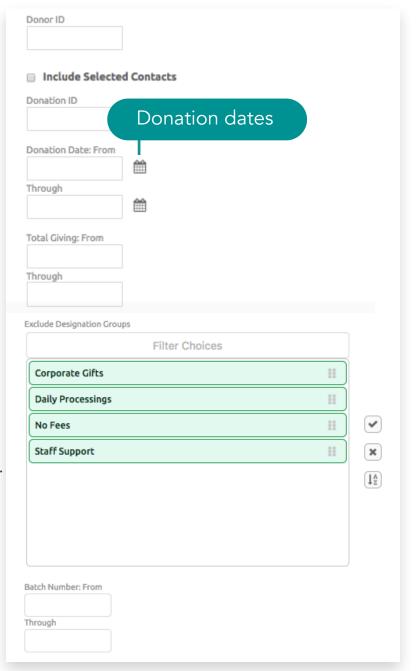
1. From the **Receipt Report** screen, set the criteria for the report.

2. Choose the receipt type you want to send or print.

   a. **Summary Receipts** shows the receipts for a range of donations.

   b. **Single Receipts** shows the receipts for a single receipt.
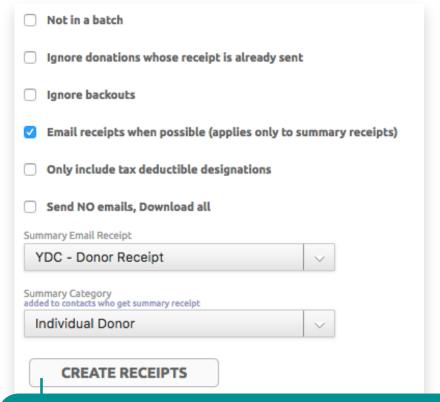
Receipt Report

Generate Receipts

Your receipt policy is that receipts will always be emailed when possible. If a receipt cannot be emailed, it will be printed.

There are 13 donations whose receipt has not been sent.

Following policy, there are 8 receipts waiting to be sent by email and 5 receipts waiting to be printed.

Receipt Type

Single Gift ⌄ ── Choose the report type

3. You can set the criteria to filter the donations and designations to show on the report.

   a. **Donor ID** - You can show donations from a donor if you want. All you need to set as a filter is the Donor ID. This is also known as the Partner ID or the Contact ID.

   b. **Donation ID** - You can show just one specific donation if you want. All you need to set as a filter is the Donation ID.

   c. **Donation Date From** and **Through** - filters donations to show on a specific date e.g. the 1st day of the month until the last day of the month. Required if Report Type is set to **Summary**.

   d. **Total Giving From and Through** - filters by giving total amount e.g. 2000 - 5000.

   e. **Exclude Designation Groups** - If All designation groups is selected, you can exclude some of the designation groups. Drag the designation group to the right area to exclude them.

   f. **Batch Number From and Through** - filters by batch number e.g. 1000 - 1020.

Donor ID

☐ **Include Selected Contacts**

Donation ID

Donation dates

Donation Date: From

Through

Total Giving: From

Through

Exclude Designation Groups

Filter Choices

Corporate Gifts

Daily Processings

No Fees

Staff Support

Batch Number: From

Through

g. **Not in a batch** - You can opt to send receipts for online donations only.

h. **Ignore donations whose receipt is already sent** - You can opt to exclude donations whose receipt is already sent. If enabled, emails will not be resent. **Note:** Regardless of the setting, emails will not be re-sent if the Report Type is set to **Single Receipt**.

i. **Ignore backouts** - You can opt to include donations that have been backed-out in the receipt.

j. **Email receipts when possible (applies only to summary receipts)** - If the Report Type is set to **Summary**, you can set the system to send the receipts when possible.

k. **Only include tax deductible designations** - You can opt to include only the tax deductible donations.

○ Not in a batch

○ Ignore donations whose receipt is already sent

○ Ignore backouts

☑ Email receipts when possible (applies only to summary receipts)

○ Only include tax deductible designations

○ Send NO emails, Download all

Summary Email Receipt

| YDC - Donor Receipt | ∨ |

Summary Category
added to contacts who get summary receipt

| Individual Donor | ∨ |

CREATE RECEIPTS

Send receipts to email or download for printing

l. **Send NO emails, Download All** - You can opt to just download all the receipts and not send any email.

m. If the Report Type is set to **Summary**, you can choose the **Summary Email** Receipt email from the list. To create a new donation receipt email, go to **Tools** > **Emails**. if nothing is selected, the default email receipt format will be used.

n. If the Report Type is set to **Summary**, you can choose the **Contact Category** that recipients will be added to when the receipt is sent.

4. Click **CREATE RECEIPTS**.

a. If the Receipt Type is set to **Single Gift**, the donations receipts will be itemized per month of giving and the year-to-date donations will show the current donation total. Receipts that have been sent in the email from when the donor made a donation will not be re-sent.

ContactId	FullName	CompanyName	ReceiptNumber	DonationDate	Designation	PaymentMethod	ReferenceNumber	GiftAmount	Month1Donations	Month2Donations	Year1
10118	Mary Baker	Netbeans	68	01/30/17	General Donation	Cash		4000			
10118	Mary Baker	Netbeans	39	01/31/17	Disaster Relief Donation	Check	1007	1000	5000		
10118	Mary Baker	Netbeans	57	02/30/17	General Donation	Check	2343	5000			
10118	Mary Baker	Netbeans	67	02/21/17	General Donation	Cash		300		5300	

Receipt Report (Single Gift)

b. If the Receipt Type is set to **Summary**, a summary list of donations will show the gift count, total gifts and amount of each donation. Summary receipts are sent in the email when possible.

ContactID	FullName	StartDonationDate	EndDonationDate	GiftCount	TotalGifts	GiftDetail
10144	Jillian Moore	06/01/17	07/20/17	5	5800	06/08/2017 GENERAL_DONATION - General Donation 1000.00 06/08/2017 GENERAL_DONATION - General Donation 1000.00 06/20/2017 COMMUNITY_SERVICE - Community Service 1600.00 06/23/2017 GENERAL_DONATION - General Donation 200.00 06/28/2017 ALFRED_AND_SALLY_BAILEY - Alfred and Sally Bailey 2000.00
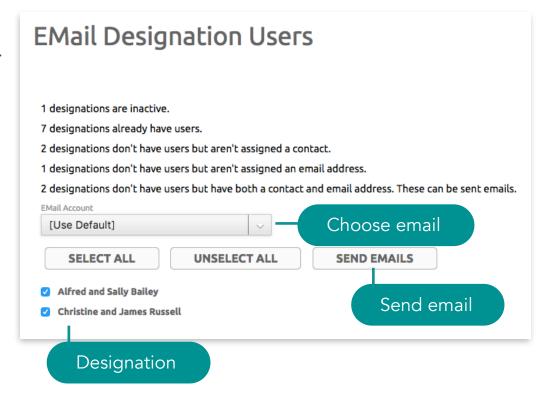
Receipt Report (Summary)

Email Designation Users

If a designation does not have a responsible user, but does have an email and a contact assigned, the contact can be emailed with the Email Designation Users program. The email would have instructions for the contact to create a user account and be assigned as a responsible user for the designations. Designation users can be emailed from **Tools** > **Donor Management** > **Email Designation**.

1. The Email Designation Users program would indicate if:

   a. There are inactive designations.

   b. There are designations that already have users.

   c. There are designations that don't have users and not assigned a contact.

   d. There are designations that don't have users and not assigned an email address.

   e. There are designations that don't have users but have a contact and email address. These can be sent emails.

2. Choose the email account to use in sending the email or skip to use the default.

3. Select the designations or click **SELECT ALL**.

4. Click **SEND EMAIL**.

EMail Designation Users

1 designations are inactive.

7 designations already have users.

2 designations don't have users but aren't assigned a contact.

1 designations don't have users but aren't assigned an email address.

2 designations don't have users but have both a contact and email address. These can be sent emails.

EMail Account

[Use Default] ▼ — Choose email

SELECT ALL   UNSELECT ALL   SEND EMAILS — Send email

☑ Alfred and Sally Bailey

☑ Christine and James Russell

Designation

5. The email with the email code, **EMAIL_DESIGNATION_USER** will be sent to the email addresses.

EMail Designation Users

1 designations are inactive.

7 designations already have users.

2 designations don't have users but aren't assigned a contact.

1 designations don't have users but aren't assigned an email address.

2 designations don't have users but have both a contact and email address. These can be sent emails.

EMail Account

[Use Default] ⌄

| SELECT ALL | UNSELECT ALL | SEND EMAILS |

Email Sent to abailey209@gmail.com

Email Sent to russelljames@cbc.com

Emails sent to designation

User Accounts

CoreWare provides a client admin account that has access to all administration pages and has the ability to create and manage user accounts. Admin and staff users can be set up by the client admin. Access to the maintenance pages can be restricted by user role.

Self-registration is allowed for designation users and donors. Designation users can be sent a link to create the user account. Donors are encouraged from the public giving page or the donation receipt to create a user account from the registration page especially if they would do recurring gifts. When they log in, they would be able to manage their donations and payment methods. This would also prevent having duplicate contacts in the system.

User Maintenance list
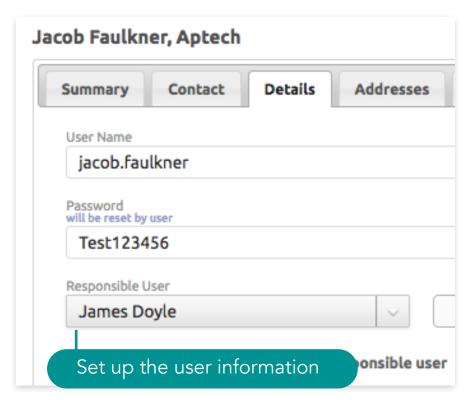
New user from existing contact

If the donor has given from the public giving page at least once, a contact information is now existing for the donor. You can easily add user account information for the donor using this contact information. A temporary user account and password can be nominated for the user account that the user can modify when they log in.

1. From the **Contact Maintenance**, click on the the **Details tab**.

2. Enter the temporary user name and password. Passwords must be 8 characters and include a number, lowercase letter and uppercase letter. When the contact logs in with the account for the first time, they will be prompted to change the password.

3. Go to **Tools** > **Users** > **Users**. You should now be able to see the contact's name from the list.

Jacob Faulkner, Aptech

| Summary | Contact | **Details** | Addresses |

User Name

jacob.faulkner

Password
will be reset by user

Test123456

Responsible User

James Doyle

Set up the user information   onsible user

coreware D M S
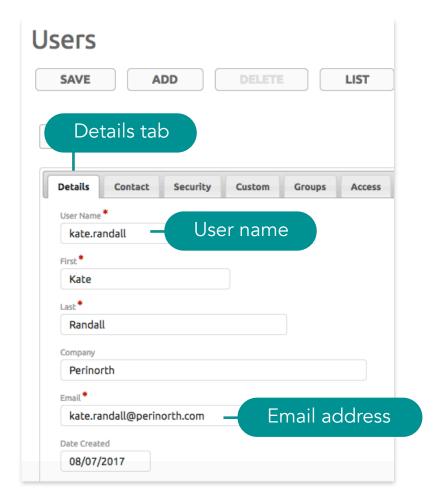
Create a new user account

Create a user account for the donor with the User Maintenance form.

1. Go to **Setup** > **Users**. Click **ADD**.

2. Enter the username, first and last name.

3. Enter the company name and email address.

4. Click on the **Security tab**. Enter the temporary user password. Passwords must be 8 characters and include a number, lowercase letter and uppercase letter. When the contact logs in with the account for the first time, they will be prompted to change the password.

Users

SAVE | ADD | DELETE | LIST

Details tab

Details | Contact | Security | Custom | Groups | Access

User Name *
kate.randall — User name

First *
Kate

Last *
Randall

Company
Perinorth

Email *
kate.randall@perinorth.com — Email address

Date Created
08/07/2017

coreware D M S
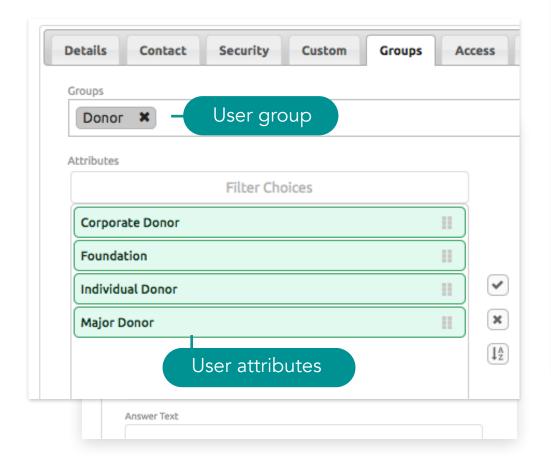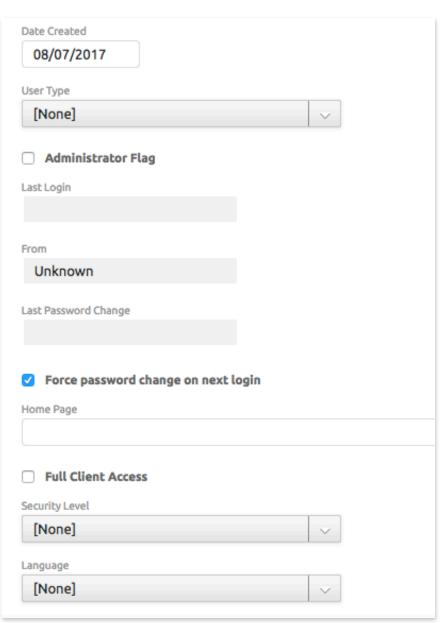
5. To let the user change their password after logging in, click the **Details tab** and enable "Force password change on next login".

6. Assign user group. Click on the **Access tab**. Type in the group user group in the **Groups** field.
   Note: To create a new user group, go to **Tools** > **User Groups**.

7. Click **SAVE**.

Date Created

08/07/2017

User Type

[None]

☐ Administrator Flag

Last Login

From

Unknown

Last Password Change

☑ **Force password change on next login**

Home Page

☐ **Full Client Access**

Security Level

[None]

Language

[None]

| Details | Contact | Security | Custom | Groups | Access |

Groups

Donor ✖ — User group

Attributes

Filter Choices

Corporate Donor

Foundation

Individual Donor

Major Donor

User attributes

✔

✖

⇅ᴬ

Answer Text

Unlock user account

For security purposes, user accounts get locked out after 3 failed login attempts. Users are advised to contact the admin to unlock their account.

1. Go to **Tools** > **Users** > **Users**.

2. Look for the user account from the list and select to open.

3. Uncheck the **Locked** option.

4. Click **SAVE**.

Filter user accounts

Filter the user account from the User Account Maintenance list.

1. Go to **Tools** > **Users** > **Users**.

2. Click on the **FILTER** button.

3. Choose the **User Group** from the dropdown.

4. Click **SAVE**.

☐ Full Client Access

Security Level

[None]

Language

[None]

☑ Locked — Uncheck to unlock

☐ Inactive

Force password change

Users

[Choose Act

Filter the List

User Group

✓ [All]
Accounting
Admin
Donor
Donor Services Staff
Sales
Staff

U:

☐ aar...

Filter by user group
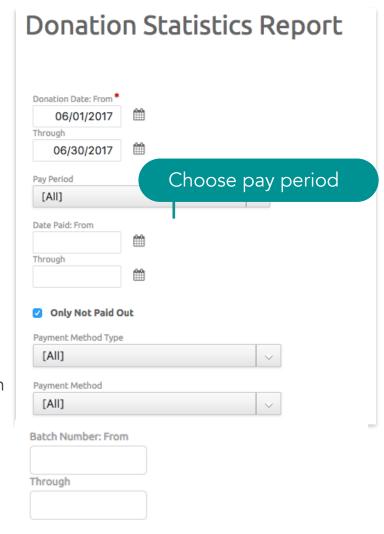
Reports

Donation Statistics Report

The Donation Statistics Report gives all kinds of statistics about giving. Included in the report is the total of gifts, total donors, the smallest, largest, the average, the smallest gift and the largest gifts, the number of gifts and the gifted amounts. The report also shows the ratio of gifts to donors, the range of gifts, number of gifts and donors. The Donation Statistics Report is created from **Tools** > **Donor Management** > **Donation Statistics Report**.

1. From the **Donation Statistics Report** screen, set the criteria for the report.

2. You can set a criteria to filter donations that would go into the report.

    a. **Donation Date From** and **Through** - filters donations for a specific period, e.g. the 1st day until the last day of the month. Setting the donation date is required.

    b. **Pay Period** - You can choose to filter donations processed for a specific pay period.

    c. **Date Paid Form** and **Through** - filters donations that have ben paid out for a specific period.

    d. **Only Not Paid Out** - filters donations that were paid out.

    e. **Payment Method Type** - filters donation by payment method.

Donation Statistics Report

Donation Date: From *
06/01/2017

Through
06/30/2017

Pay Period
[All]

Choose pay period

Date Paid: From

Through

☑ **Only Not Paid Out**

Payment Method Type
[All]

Payment Method
[All]

Batch Number: From

Through
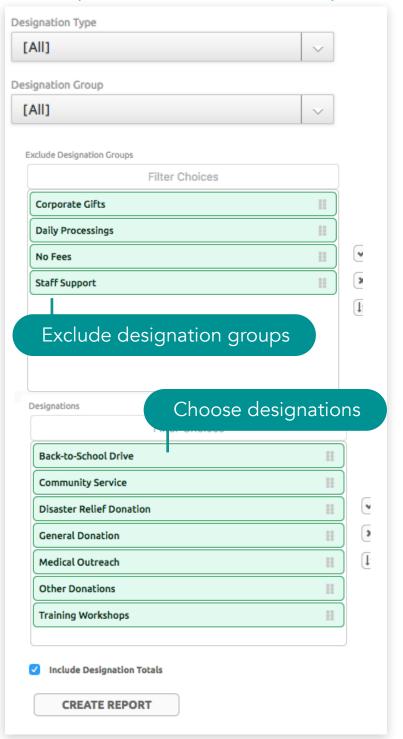
☐ **Include Donations without Batch**

f. **Payment Method** - filters donations by payment method type.

g. **Batch Number From and Through** - filters donations by batch number e.g. 1001-1020.

h. **Include Donations without a Batch** - filters donations without a batch.

i. **Designation Type** - filters donations by designation type. If All is selected, donations from all designation types will be shown.

j. **Designation Groups** - filters donations by designation group. If All is selected, donations from all designation groups will be shown.

k. **Exclude Designation Groups** - exclude designation groups. If nothing is selected, all designations groups will be included.

l. **Designations** - filters donations by designations. If nothing is selected, then all designations will be included.

m. **Include Designation Totals** - includes the designation totals in the report.

3. After a criteria is set, click **CREATE REPORT**.

Designation Type

[All]

Designation Group

[All]

Exclude Designation Groups

Filter Choices

| Corporate Gifts |
| Daily Processings |
| No Fees |
| Staff Support |

Exclude designation groups

Designations

Choose designations

| Back-to-School Drive |
| Community Service |
| Disaster Relief Donation |
| General Donation |
| Medical Outreach |
| Other Donations |
| Training Workshops |

☑ **Include Designation Totals**

CREATE REPORT

coreware **D M S**

4. The Donation Statistics Report shows various donation statistics. If the Include the Designation Totals is checked, you will see the Designation Totals in the report. To change the criteria and run the report again, click **SEARCH AGAIN**. You can print the report or download the PDF file.

SEARCH AGAIN	PRINTABLE REPORT	DOWNLOAD PDF

Donation Statistics Report

Donation date is between 05/01/2017 and 06/30/2017 and Pay Period is from 06/01/2017

Run on 06-04-2017 by Jenny Cunanan

Gift Count	7
Total Donors	6
Total Donations	$18,000.00
Smallest Donor	$1,000.00
Largest Donor	$6,000.00
Average Donor	$3,000.00
Smallest Gift	$1,000.00
Largest Gift	$6,000.00
Average Gift	$2,571.43

Number of Gifts

Gifts Given	Donors	Avg Amount
1 gift	5	$2,600.00
2-3 gifts	1	$5,000.00

Gift Amounts

Amount	# of Gifts	Donors	Total Amount
$1,000.00 - $1,999.99	3	3	$3,000.00
$2,000.00 - $2,999.99	1	1	$2,000.00
$3,000.00 - $3,999.99	1	1	$3,000.00
$4,000.00 - $4,999.99	1	1	$4,000.00
$6,000.00 - $6,999.99	1	1	$6,000.00

Designation Amounts

Designation	# of Gifts	Donors	Total Amount
DISASTER_RELIEF_DONATION - Disaster Relief Donation	1	1	$1,000.00
GENERAL_DONATION - General Donation	6	6	$17,000.00
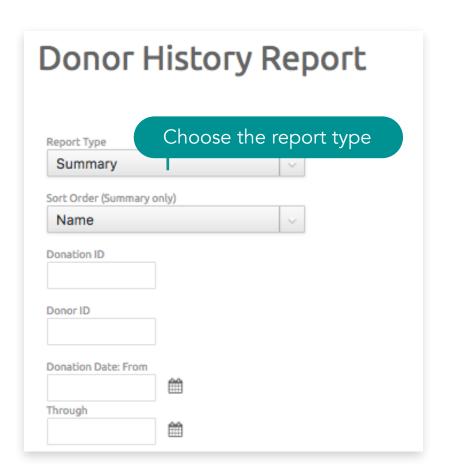
Donation Statistics Report

Donor History Report
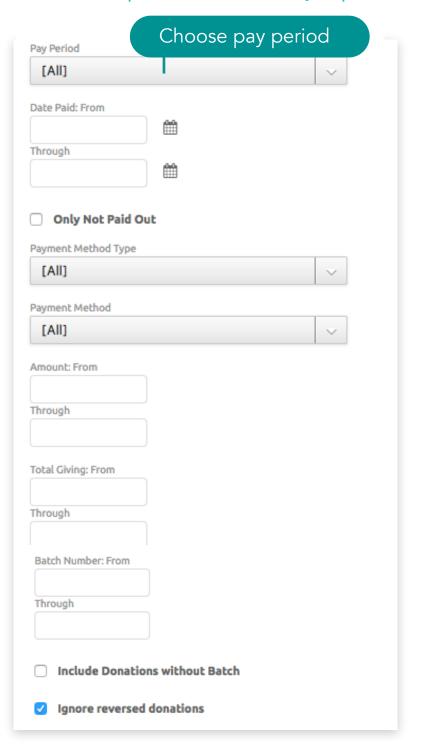
The Donor History Report shows the donors giving history of donors. It includes the donor's name and information as well as their gift totals. This report can be viewed in summary, in detail and can be exported. Note that anonymous donations would not get included in the report. The Donor History Report is created from **Tools** > **Donor Management** > **Donor History Report**.

1. From the **Donor History Report** screen, set the report criteria.

2. Select the report type you want to view or print.

   a. **Summary** - Shows the donor information and their donation totals.

   b. **Detailed** - Shows the detailed donation report and their donation totals.

   c. **Export** - Shows the report to export.

3. You can set criteria to filter donations to show on the report.

   a. **Sort Order** - If the report type is set to **Summary**, choose the sort order of the donors. You can sort donors by name or by total gifts.

   b. **Donation ID** - You can show just one specific donation if you want. All you need to set as a filter is the Donation ID.

   c. **Donor ID** - You can show donations from a donor if you want. All you need to set as a filter is the Donor ID.

Donor History Report

Report Type
Summary

Choose the report type

Sort Order (Summary only)
Name

Donation ID

Donor ID

Donation Date: From

Through
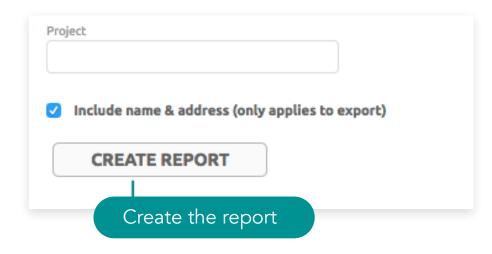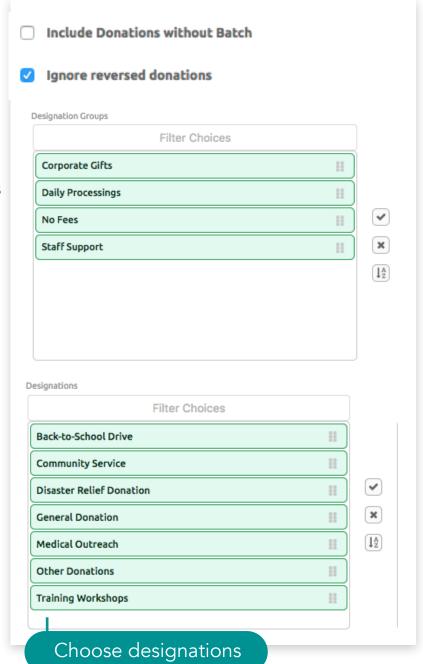
d. **Donation Date From** and **Through** - filters donations to show on a specific date e.g. the 1st day of the month until the last day of the month

e. **Pay Period** - You can choose donations processed for a specific pay period

f. **Date Paid From** and **Through** - filter donations to show on a specific date

g. **Only Paid Out** - filter donations that were paid out.

h. **Payment Method Type** - filters donations by payment method type e.g. all donations made by credit card

i. **Payment Method** - filters donation by payment method e.g. all donations made with Visa

j. **Amount From** and **Amount To** - filters by donations amount e.g. 20 - 200

k. **Total Giving From** and **Through** - filters by giving total amount e.g. 2000 - 5000

l. **Batch Number From** and **Through** - filters by batch number e.g. 1000 - 1020.

m. **Include Donations without a Batch** - includes donations not included in a batch. These will include all donations made from the giving page.

Pay Period

[All]

Choose pay period

Date Paid: From

Through

☐ **Only Not Paid Out**

Payment Method Type

[All]

Payment Method

[All]

Amount: From

Through

Total Giving: From

Through

Batch Number: From

Through

☐ **Include Donations without Batch**

☑ **Ignore reversed donations**

n. **Ignore reversed donations** - reversed donations or backed out donations will not be included in the report.

o. **Designation Groups** - filters donations by designation group. If nothing is selected, donations from all designations will be shown.

p. **Designations** - filters donations by designation. If nothing is selected, all designations will be included in the report.

q. **Projects** - filters donations by specific project.

r. **Include name and address (only applies to report)** - If the Report Type is set to **Export**, the donor name and address will be included in the report.

4. After a criteria is set, click **CREATE REPORT**.

Create the report

coreware DMS

a. If the report type is set to **Summary**, the report would display the donor name and donation totals. To change the criteria and run the report again, click **SEARCH AGAIN**. You can print and download the PDF file.

Donor History Report (Summary)

| SEARCH AGAIN | PRINTABLE REPORT | DOWNLOAD PDF |

Donor History Summary Report

Donation not reversed

Run on 06-05-2017 by Jenny Cunanan

Donor ID	Donor	Count	Total
10118	Mary Baker 5665667876 Mobile mary.baker@mailinator.com	3	10,000.00
10131	Andrea Cooper 2744 Circle Drive Houston, TX 77056	2	21,000.00
10116	Jack Faulkner 70 E 10th St Richmond Hill, NY 10003 (349) 789-9989 Home (355) 555-5555 Work jack@mailinator.com	2	52,000.00
10114	John Mills 244 Main Cooper, NY 10003	2	9,000.00
10113	James Moore	1	3,000.00
10043	Sarah Moore 1850 Rinehart Road Miami, FL 33179 (555) 555-5555 Mobile (563) 344-7834 Office sarah.moore@mailinator.com	1	2,999.00
10124	Jane Myrhh	1	1,000.00
10128	Jonathan Walker 1682 August Lane Alexandria, LA 71301 jonathan@mailinator.com	2	3,334.00
8 Donors			
Total for Report		14 gifts	102,333.00

![coreware DMS logo]

SEARCH AGAIN   PRINTABLE REPORT   DOWNLOAD PDF

b. If the Report Type is set to **Details**, the report will show each donation total per donor. To change the criteria and run the report again, click **SEARCH AGAIN**. You may print the report or download the PDF file.

Donor History Details Report

Donation not reversed

Run on 06-05-2017 by Jenny Cunanan

Donor	Date	For	Batch #	Amount
Mary Baker 5665667876 Mobile mary.baker@mailinator.com	05/30/2017	GENERAL_DONATION	1000	4,000.00
	05/31/2017	DISASTER_RELIEF_DONATION	1001	1,000.00
	06/01/2017	GENERAL_DONATION	1002	5,000.00
Total for Mary Baker			3 gifts	10,000.00
Andrea Cooper 2744 Circle Drive Houston, TX 77056	06/01/2017	GENERAL_DONATION	1002	20,000.00
	06/02/2017	GENERAL_DONATION	1004	1,000.00
Total for Andrea Cooper			2 gifts	21,000.00
Jack Faulkner 70 E 10th St Richmond Hill, NY 10003 (349) 789-9989 Home (355) 555-5555 Work jack@mailinator.com	05/30/2017	GENERAL_DONATION	1000	2,000.00
	06/01/2017	BACK_TO_SCHOOL	1002	50,000.00
Total for Jack Faulkner			2 gifts	52,000.00
John Mills 244 Main Cooper, NY 10003	05/30/2017	GENERAL_DONATION	1000	6,000.00
	06/01/2017	COMMUNITY_SERVICE	1002	3,000.00
Total for John Mills			2 gifts	9,000.00
James Moore	05/30/2017	GENERAL_DONATION	1000	3,000.00
Total for James Moore			1 gift	3,000.00
Sarah Moore 1850 Rinehart Road Miami, FL 33179 (555) 555-5555 Mobile (563) 344-7834 Office sarah.moore@mailinator.com	06/01/2017	GENERAL_DONATION	1002	2,999.00
Total for Sarah Moore			1 gift	2,999.00
Jane Myrhh	05/31/2017	GENERAL_DONATION	1001	1,000.00
Total for Jane Myrhh			1 gift	1,000.00
Jonathan Walker 1682 August Lane Alexandria, LA 71301 jonathan@mailinator.com	05/31/2017	GENERAL_DONATION	1001	1,000.00
	06/01/2017	OTHER_DONATIONS	1002	2,334.00
Total for Jonathan Walker			2 gifts	3,334.00
Total for Report		14 gifts		102,333.00

Donor History Report (Details)

c. If the Report Type is set to **Export**, the detailed report CSV file will be downloaded. Open the downloaded file in a spreadsheet application. To change the criteria and run the report again, click **SEARCH AGAIN**.

Contact ID	Donation Date	Amount	Designation Code	Designation	Payment Method	Recurring Gift
10144	07/24/17	1000	="GENERAL_DONATION"	General Donation	Check	
10138	07/24/17	1000	="GENERAL_DONATION"	General Donation	Check	
10158	07/24/17	2000	="BACK_TO_SCHOOL"	Back-to-School Drive	Cash	
10222	08/10/17	2000	="GENERAL_DONATION"	General Donation	Mastercard	YES
10223	08/10/17	200	="COMMUNITY_SERVICES"	Community Services	Visa	YES
10224	08/10/17	300	="GENERAL_DONATION"	General Donation	Discover	YES
10225	08/10/17	300	="COMMUNITY_SERVICES"	Community Services	American Express	YES
10226	08/10/17	500	="COMMUNITY_SERVICES"	Community Services	American Express	YES
10227	08/10/17	300	="COMMUNITY_SERVICES"	Community Services	Mastercard	YES
10228	08/10/17	300	="COMMUNITY_SERVICES"	Community Services	Discover	YES
10229	08/10/17	300	="COMMUNITY_SERVICES"	Community Services	Mastercard	YES
10230	08/10/17	500	="COMMUNITY_SERVICES"	Community Services	Mastercard	YES
10231	08/10/17	1000	="COMMUNITY_SERVICES"	Community Services	Visa	YES
10232	08/10/17	600	="COMMUNITY_SERVICES"	Community Services	Mastercard	YES
10233	08/10/17	300	="COMMUNITY_SERVICES"	Community Services	American Express	YES
10234	08/10/17	300	="COMMUNITY_SERVICES"	Community Services	Mastercard	YES
10222	08/10/17	2000	="COMMUNITY_SERVICES"	Community Services	American Express	
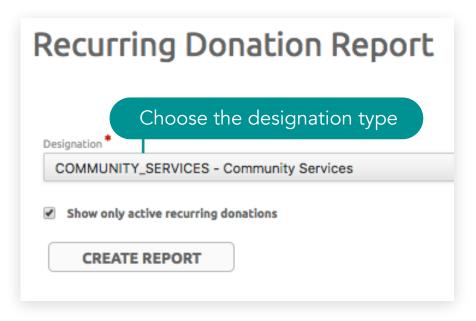
Donor History Report (Export)

Recurring Donation Report
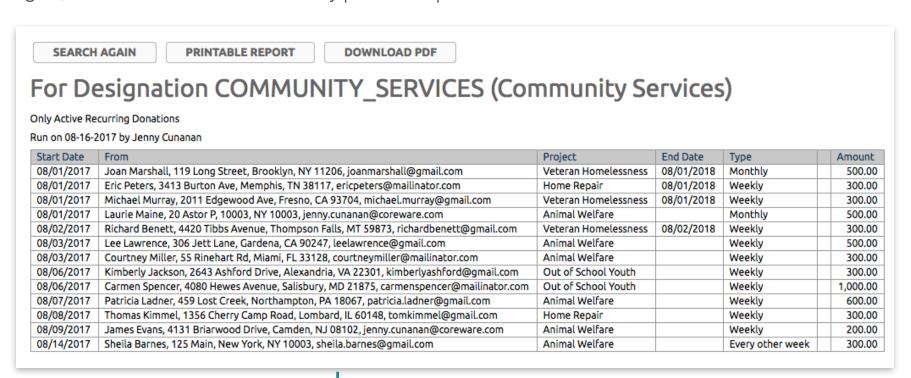
The Recurring Donation Report shows the donor's active (and inactive) recurring donations for a designation with details on the start and end dates, donation amount, recurring interval, and the project it was designated to. The Recurring Donation Report is created from the **Tools** > **Donor Management** > **Recurring Donation Report**.

1. From the **Recurring Donation Report** screen, set the filter criteria for the report.

2. You can set a criteria to filter donations to show on the report.

   a. **Designation** - filters the donations by designation. Setting the designation is required.

   b. **Show only active recurring donations** - as a default, only active recurring donations are shown. You can include inactive donations by the unchecking the "Show only active recurring donations" checkbox.

3. After the criteria is set, click **CREATE REPORT**.

Recurring Donation Report

Choose the designation type

Designation *

COMMUNITY_SERVICES - Community Services

☑ Show only active recurring donations

CREATE REPORT

4. The Recurring Donation Report will show the details of each donation with details on the start and end date, project, recurring donation, recurring donation type and amount. To change the criteria and run the report again, click **SEARCH AGAIN**. You may print the report or download the PDF file.

| SEARCH AGAIN | PRINTABLE REPORT | DOWNLOAD PDF |

For Designation COMMUNITY_SERVICES (Community Services)

Only Active Recurring Donations

Run on 08-16-2017 by Jenny Cunanan

Start Date	From	Project	End Date	Type	Amount
08/01/2017	Joan Marshall, 119 Long Street, Brooklyn, NY 11206, joanmarshall@gmail.com	Veteran Homelessness	08/01/2018	Monthly	500.00
08/01/2017	Eric Peters, 3413 Burton Ave, Memphis, TN 38117, ericpeters@mailinator.com	Home Repair	08/01/2018	Weekly	300.00
08/01/2017	Michael Murray, 2011 Edgewood Ave, Fresno, CA 93704, michael.murray@gmail.com	Veteran Homelessness	08/01/2018	Weekly	300.00
08/01/2017	Laurie Maine, 20 Astor P, 10003, NY 10003, jenny.cunanan@coreware.com	Animal Welfare		Monthly	500.00
08/02/2017	Richard Benett, 4420 Tibbs Avenue, Thompson Falls, MT 59873, richardbenett@gmail.com	Veteran Homelessness	08/02/2018	Weekly	300.00
08/03/2017	Lee Lawrence, 306 Jett Lane, Gardena, CA 90247, leelawrence@gmail.com	Animal Welfare		Weekly	500.00
08/03/2017	Courtney Miller, 55 Rinehart Rd, Miami, FL 33128, courtneymiller@mailinator.com	Animal Welfare		Weekly	300.00
08/06/2017	Kimberly Jackson, 2643 Ashford Drive, Alexandria, VA 22301, kimberlyashford@gmail.com	Out of School Youth		Weekly	300.00
08/06/2017	Carmen Spencer, 4080 Hewes Avenue, Salisbury, MD 21875, carmenspencer@mailinator.com	Out of School Youth		Weekly	1,000.00
08/07/2017	Patricia Ladner, 459 Lost Creek, Northampton, PA 18067, patricia.ladner@gmail.com	Animal Welfare		Weekly	600.00
08/08/2017	Thomas Kimmel, 1356 Cherry Camp Road, Lombard, IL 60148, tomkimmel@gmail.com	Home Repair		Weekly	300.00
08/09/2017	James Evans, 4131 Briarwood Drive, Camden, NJ 08102, jenny.cunanan@coreware.com	Animal Welfare		Weekly	200.00
08/14/2017	Sheila Barnes, 125 Main, New York, NY 10003, sheila.barnes@gmail.com	Animal Welfare		Every other week	300.00

Recurring Donation Report

User Gift Report

The User Gift Report shows the donation totals and average for a specific designation. This report can be generated at any time and can include past pay periods and gifts from anonymous donors. You can view the monthly chart or export the report CSV file. The User Gift Report is created from **Tools** > **Donor Management** > **User Gift Report**.

1. From the **User Gift Report** screen, set the filter criteria for the report.

2. Select the report type you want to view or print.

   a. **Giving Details** - Shows the giving details.

   b. **Monthly Chart** - Shows the detailed donation report and their donation totals.

   c. **CSV Export** - Shows the report to export.

4. You can set a criteria to filter donations to show on the report.

   a. **Designation** - filters the donation by designation. Setting a designation is required.

   b. **Donation Date From** and **Through** - filters donations by date e.g. 1st day of the month until the last day of the month.

   c. **Pay Period** - filters donations by pay period.

User Gift Report

Choose the report type

Report Type
Giving Details

Designation *
GENERAL_DONATION - General Donation

Choose the designation

Donation Date: From

Through

Pay Period
[All]

Date Paid: From

Through

☐ Only Not Paid Out

CREATE REPORT

    d. **Date Paid From** and **Through** - filters donations that were processed in the payroll.

    e. **Only Paid Out** - shows only donations that were processed in the payroll and paid out.

    f. **Year** - If the Report Type is set to **Monthly Chart**, choose the year.

7. After the criteria is set, click **CREATE REPORT**.

a. If the report type is set to **Giving Details**, the donation totals for the designation are shown. To change the criteria and run the report again, click **SEARCH AGAIN**. You may print the report or download the PDF file.

For Designation COMMUNITY_SERVICES (Community Services)

Run on 08-10-2017 by Jenny Cunanan

Date	From	Project	Recurring	Amount	Fee	Net
08/10/2017	James Evans, 4131 Briarwood Drive, Camden, NJ 08102, james.evans@gmail.com	Animal Welfare	YES	200.00	0.00	200.00
08/10/2017	Kimberly Jackson, 2643 Ashford Drive, Alexandria, VA 22301, kimberlyashford@gmail.com	Out of School Youth	YES	300.00	0.00	300.00
08/10/2017	Joan Marshall, 119 Long Street, Brooklyn, NY 11206, joanmarshall@gmail.com	Veteran Homelessness	YES	500.00	0.00	500.00
08/10/2017	Eric Peters, 3413 Burton Ave, Memphis, TN 38117, ericpeters@mailinator.com	Home Repair	YES	300.00	0.00	300.00
08/10/2017	Michael Murray, 2011 Edgewood Ave, Fresno, CA 93704, michael.murray@gmail.com	Veteran Homelessness	YES	300.00	0.00	300.00
08/10/2017	Richard Benett, 4420 Tibbs Avenue, Thompson Falls, MT 59873, richardbenett@gmail.com	Veteran Homelessness	YES	300.00	0.00	300.00
08/10/2017	Lee Lawrence, 306 Jett Lane, Gardena, CA 90247, leelawrence@gmail.com	Animal Welfare	YES	500.00	0.00	500.00
08/10/2017	Carmen Spencer, 4080 Hewes Avenue, Salisbury, MD 21875, carmenspencer@mailinator.com	Out of School Youth	YES	1,000.00	0.00	1,000.00
08/10/2017	Patricia Ladner, 459 Lost Creek, Northampton, PA 18067, patricia.ladner@gmail.com	Animal Welfare	YES	600.00	0.00	600.00
08/10/2017	Courtney Miller, 55 Rinehart Rd, Miami, FL 33128, courtneymiller@mailinator.com	Animal Welfare	YES	300.00	0.00	300.00
08/10/2017	Thomas Kimmel, 1356 Cherry Camp Road, Lombard, IL 60148, tomkimmel@gmail.com	Home Repair	YES	300.00	0.00	300.00
08/10/2017	Anonymous	Animal Welfare		2,000.00	0.00	2,000.00
Total for 12 gifts				6,600.00	0.00	6,600.00
Average Gift Amount				550.00		
Project Totals						
Given for animal welfare				3,600.00		
Given for out of school youth				1,300.00		
Given for veteran homelessness				1,100.00		
Given for home repair				600.00		

User Gift Report (Giving Details)

b. If the report type is set to **Monthly Chart**, the donation totals per month for the designation are shown. To change the criteria and run the report again, click **SEARCH AGAIN**. You can print the report or download the PDF file.

| SEARCH AGAIN | PRINTABLE REPORT | DOWNLOAD PDF |

2017 Gifts for designation GENERAL_DONATION (General Donation)

Run on 06-05-2017 by Jenny Cunanan

	Jan	Feb	Mar	Apr	May	Jun	Total
	Jul	Aug	Sep	Oct	Nov	Dec	
Mary Baker	0.00	0.00	0.00	0.00	4,000.00	5,000.00	9,000.00
	0.00	0.00	0.00	0.00	0.00	0.00	
Anonymous	0.00	0.00	0.00	0.00	0.00	1,000.00	1,000.00
	0.00	0.00	0.00	0.00	0.00	0.00	
Andrea Cooper	0.00	0.00	0.00	0.00	0.00	21,000.00	21,000.00
	0.00	0.00	0.00	0.00	0.00	0.00	
Jack Faulkner	0.00	0.00	0.00	0.00	2,000.00	0.00	2,000.00
	0.00	0.00	0.00	0.00	0.00	0.00	
John Mills	0.00	0.00	0.00	0.00	6,000.00	0.00	6,000.00
	0.00	0.00	0.00	0.00	0.00	0.00	
James Moore	0.00	0.00	0.00	0.00	3,000.00	0.00	3,000.00
	0.00	0.00	0.00	0.00	0.00	0.00	
Sarah Moore	0.00	0.00	0.00	0.00	0.00	2,999.00	2,999.00
	0.00	0.00	0.00	0.00	0.00	0.00	
Jane Myrhh	0.00	0.00	0.00	0.00	1,000.00	0.00	1,000.00
	0.00	0.00	0.00	0.00	0.00	0.00	
Jonathan Walker	0.00	0.00	0.00	0.00	1,000.00	0.00	1,000.00
	0.00	0.00	0.00	0.00	0.00	0.00	
Total	0.00	0.00	0.00	0.00	17,000.00	29,999.00	46,999.00
	0.00	0.00	0.00	0.00	0.00	0.00	

User Gift Report (Monthly Chart)

c. If the report type is set to **CSV Export**, the report will be downloaded as a CSV file. Open the downloaded file in a spreadsheet application. To change the criteria and run the report again, click **SEARCH AGAIN**.

Date	Donor	Project	Recurring	Amount	Fee	Net
08/15/2017	Sheila Barnes, 125 Main, New York, NY 10003, sheila.barnes@gmail.com	Animal Welfare	YES	300	0	300
08/13/2017	Kimberly Jackson, 2643 Ashford Drive, Alexandria, VA 22301, kimberlyashford@gmail.com	Out of School Youth	YES	300	0	300
08/13/2017	Carmen Spencer, 4080 Hewes Avenue, Salisbury, MD 21875, carmenspencer@mailinator.com	Out of School Youth	YES	1000	0	1000
08/12/2017	Laurie Maine, 20 Astor P, 10003, NY 10003, jenny.cunanan@coreware.com	Animal Welfare	YES	500	0	500
08/10/2017	James Evans, 4131 Briarwood Drive, Camden, NJ 08102, jenny.cunanan@coreware.com	Animal Welfare	YES	200	0	200
08/10/2017	Kimberly Jackson, 2643 Ashford Drive, Alexandria, VA 22301, kimberlyashford@gmail.com	Out of School Youth	YES	300	0	300
08/10/2017	Joan Marshall, 119 Long Street, Brooklyn, NY 11206, joanmarshall@gmail.com	Veteran Homelessness	YES	500	0	500
08/10/2017	Eric Peters, 3413 Burton Ave, Memphis, TN 38117, ericpeters@mailinator.com	Home Repair	YES	300	0	300
08/10/2017	Michael Murray, 2011 Edgewood Ave, Fresno, CA 93704, michael.murray@gmail.com	Veteran Homelessness	YES	300	0	300
08/10/2017	Richard Benett, 4420 Tibbs Avenue, Thompson Falls, MT 59873, richardbenett@gmail.com	Veteran Homelessness	YES	300	0	300
08/10/2017	Lee Lawrence, 306 Jett Lane, Gardena, CA 90247, leelawrence@gmail.com	Animal Welfare	YES	500	0	500
08/10/2017	Carmen Spencer, 4080 Hewes Avenue, Salisbury, MD 21875, carmenspencer@mailinator.com	Out of School Youth	YES	1000	0	1000
08/10/2017	Patricia Ladner, 459 Lost Creek, Northampton, PA 18067, patricia.ladner@gmail.com	Animal Welfare	YES	600	0	600
08/10/2017	Courtney Miller, 55 Rinehart Rd, Miami, FL 33128, courtneymiller@mailinator.com	Animal Welfare	YES	300	0	300
08/10/2017	Thomas Kimmel, 1356 Cherry Camp Road, Lombard, IL 60148, tomkimmel@gmail.com	Home Repair	YES	300	0	300
08/10/2017	Anonymous	Animal Welfare		2000	0	2000
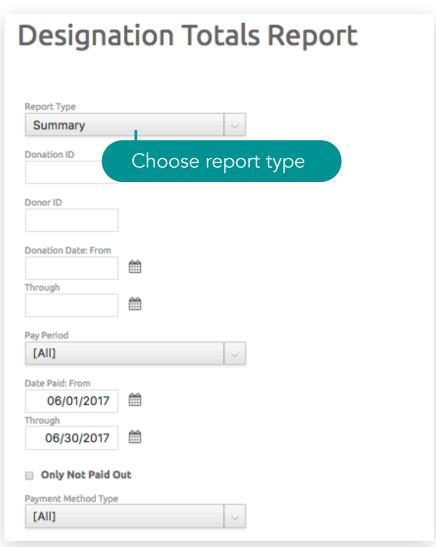
User Gift Report (CSV Export)

Designation Totals Report

The Designation Totals Report shows the total donations for a group of donations or a specific donation on a pay period basis. This report can be generated at any time and can include past pay periods. You can view the summary, detailed report or export the CSV file. The Designation Totals Report is created from **Tools** > **Donor Management** > **Designation Totals Report**.

4. From the **Designation Totals Report** screen, set the filter criteria for the report.

5. Select the report type you want to view or print.

   a. **Summary** - Shows the total of the donations for each designation.

   b. **Detailed** - Shows the donation details for the selected designation.

   c. **Delimited** - Downloads the summary report delimited text file.

   d. **Delimited Detail** - Downloads the detailed report delimited text file.

3. You can set the criteria to filter the donations and designations to show on the report.

   a. **Donation ID** - You can show just one specific donation if you want. All you need to set as a filter is
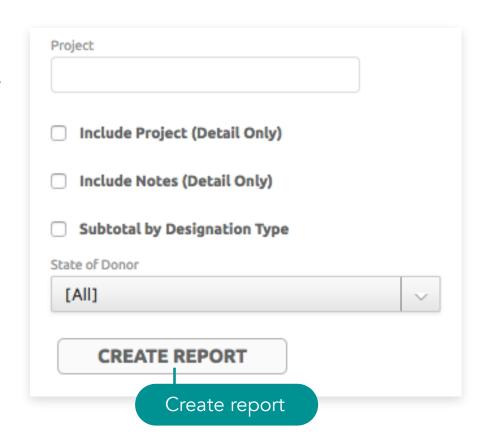
e.g. 1000 - 1020.

l.   **Include Donations without a Batch** - includes donations not included in a batch. These will include all donations made from the giving page.

m. **Designation Type** - filters donations by designation type. If All is selected, donations from all designation types will be shown.

n.   **Designation Groups** - filters donations by designation group. If All is selected, donations from all designations groups will be shown.

o.   **Exclude Designation Groups** - If All designation groups are selected, you can exclude some of the designation groups. Drag the designation group to the right area to exclude them.

p.   **Designations** - filters donations by designation. If nothing is selected, all designations will be included in the report.

☐ **Include Donations without Batch**

Designation Type

[All]

Designation Group

[All]

Exclude Designation Groups

Filter Choices

Corporate Gifts

Daily Processings

No Fees

Staff Support

Exclude designation groups

Designations

Filter Choices

Back-to-School Drive

Community Service

Disaster Relief Donation

General Donation

Medical Outreach

Other Donations

Training Workshops

Choose designations

q. **Projects** - filters donations by specific project.

r. **Include Project (Detail Only)** - If the Report Type is set to **Detailed**, you may include the project designation.

s. **Include Notes (Detail Only)** - If the Report Type is set to **Detailed**, you may include the project designation.

t. **Subtotal by Designation Type** - you can divide the donation totals by designation type.

u. **State of Donor** - you can filter the donations by state where donors are located.

4. After a criteria is set, click **CREATE REPORT**.

Project

☐ **Include Project (Detail Only)**

☐ **Include Notes (Detail Only)**

☐ **Subtotal by Designation Type**

State of Donor

[All]   ⌄

CREATE REPORT

Create report

e. If the Report Type is set to **Summary**, the report will show the total donations per designation. To change the criteria and run the report again, click **SEARCH AGAIN**. You may print the report or download the PDF file.

SEARCH AGAIN   PRINTABLE REPORT   DOWNLOAD PDF

Designation Code Totals Summary Report

This report includes the following unposted batches: 1007,1015

Run on 08-16-2017 by Jenny Cunanan

Designation Code	Description	Count	Total	Fees	Net
AARON_ANDERSON	Aaron Anderson	3	21,000.00	0.00	21,000.00
ASBAILEY	Alfred and Sally Bailey	6	34,000.00	0.00	34,000.00
AT_RISK_YOUTH	At-risk Youth	7	11,300.00	0.00	11,300.00
BACK_TO_SCHOOL	Back-to-School Drive	2	52,000.00	0.00	52,000.00
CHRISTINE_AND_JAMES_RUSSELL	Christine and James Russell	6	34,000.00	0.00	34,000.00
COMMUNITY_SERVICES	Community Services	16	8,700.00	0.00	8,700.00
DISASTER_RELIEF_DONATION	Disaster Relief Donation	2	1,300.00	0.00	1,300.00
GENERAL_DONATION	General Donation	39	65,099.00	2,384.96	62,714.04
OTHER_DONATIONS	Other Donations	1	2,334.00	0.00	2,334.00
Total for Report		**82 gifts**	**229,733.00**	**2,384.96**	**227,348.04**

Designation Totals Summary Report (Summary)

b. If the Report Type is set to **Summary**, and the **SubTotal by Designation** option is enabled, the designation totals would be grouped by designation type on the report. To change the criteria and run the report again, click **SEARCH AGAIN**. You may print the report or download the PDF file.

SEARCH AGAIN   PRINTABLE REPORT   DOWNLOAD PDF

Designation Code Totals Summary Report

This report includes the following unposted batches: 1007,1015

Run on 08-16-2017 by Jenny Cunanan

Designation Code	Description	Count	Total	Fees	Net
DISASTER_RELIEF_DONATION	Disaster Relief Donation	2	1,300.00	0.00	1,300.00
GENERAL_DONATION	General Donation	39	65,099.00	2,384.96	62,714.04
OTHER_DONATIONS	Other Donations	1	2,334.00	0.00	2,334.00
Total for designation type Corporate		**42**	**68,733.00**	**2,384.96**	**66,348.04**
AT_RISK_YOUTH	At-risk Youth	7	11,300.00	0.00	11,300.00
BACK_TO_SCHOOL	Back-to-School Drive	2	52,000.00	0.00	52,000.00
COMMUNITY_SERVICES	Community Services	16	8,700.00	0.00	8,700.00
Total for designation type Corporate No Payment		**25**	**72,000.00**	**0.00**	**72,000.00**
AARON_ANDERSON	Aaron Anderson	3	21,000.00	0.00	21,000.00
ASBAILEY	Alfred and Sally Bailey	6	34,000.00	0.00	34,000.00
CHRISTINE_AND_JAMES_RUSSELL	Christine and James Russell	6	34,000.00	0.00	34,000.00
Total for designation type Staff Direct Debit		**15**	**89,000.00**	**0.00**	**89,000.00**
Total for Report		**82 gifts**	**229,733.00**	**2,384.96**	**227,348.04**

Designation Totals Summary Report (Summary) - Sub Total by Designation Type

c. If the Report Type is set to **Details**, the report will show each donation total per designation. To change the criteria and run the report again, click **SEARCH AGAIN**. You may print the report or download the PDF file.

| SEARCH AGAIN | PRINTABLE REPORT | DOWNLOAD PDF |

Designation Code Totals Details Report

This report includes the following unposted batches: 1004,1007

Run on 07-18-2017 by Jenny Cunanan

Designation	Date	From	Project	Notes	Payment Method	Batch #	Recur	Amount
BACK_TO_SCHOOL	06/01/2017	Jack Faulkner	Bright Horizons		eCheck	1002		50,000.00
Total for BACK_TO_SCHOOL - Back-to-School Drive						**1 gift**		**50,000.00**
COMMUNITY_SERVICE	06/01/2017	John Mills	Veteran Homelessness		Check	1002		3,000.00
	06/20/2017	John Reese	Veteran Homelessness		Check	1008		1,600.00
	06/20/2017	Jillian Moore	Veteran Homelessness		Check	1008		1,600.00
	06/20/2017	Jeremy Burns	Veteran Homelessness		Check	1008		1,600.00
	06/20/2017	Jonathan Walker	Animal Welfare		Check	1008		1,600.00
	06/20/2017	Aptech Inc	Veteran Homelessness		Check	1008		1,600.00
	06/21/2017	Jane Moore	Animal Welfare		Cash	1009		300.00
Total for COMMUNITY_SERVICE - Community Service						**7 gifts**		**11,300.00**
DISASTER_RELIEF_DONATION	05/31/2017	Mary Baker			Check	1001		1,000.00
Total for GENERAL_DONATION - General Donation						**25 gifts**		**54,599.00**
OTHER_DONATIONS	06/01/2017	Jonathan Walker			Check	1002		2,334.00
Total for OTHER_DONATIONS - Other Donations						**1 gift**		**2,334.00**
Total for Report						**35 gifts**		**119,233.00**

Designation Totals Summary Report (Detailed)

d. If Report Type is set to **Details**, and the donations without batch (online donations) is included from the filter, the report will show each donation total per designation. To change the criteria and run the report again, click **SEARCH AGAIN**. You may print the report or download the PDF file.

| SEARCH AGAIN | PRINTABLE REPORT | DOWNLOAD PDF |

Designation Code Totals Details Report

Donation Batch is empty and Designation Code in (COMMUNITY_SERVICES)

Run on 08-10-2017 by Jenny Cunanan

Designation	Date	From	Project	Payment Method	Batch #	Recur	Amount
COMMUNITY_SERVICES	08/10/2017	James Evans	Animal Welfare	Visa		YES	200.00
	08/10/2017	Kimberly Jackson	Out of School Youth	American Express		YES	300.00
	08/10/2017	Joan Marshall	Veteran Homelessness	American Express		YES	500.00
	08/10/2017	Eric Peters	Home Repair	Mastercard		YES	300.00
	08/10/2017	Michael Murray	Veteran Homelessness	Discover		YES	300.00
	08/10/2017	Richard Benett	Veteran Homelessness	Mastercard		YES	300.00
	08/10/2017	Lee Lawrence	Animal Welfare	Mastercard		YES	500.00
	08/10/2017	Carmen Spencer	Out of School Youth	Visa		YES	1,000.00
	08/10/2017	Patricia Ladner	Animal Welfare	Mastercard		YES	600.00
	08/10/2017	Courtney Miller	Animal Welfare	American Express		YES	300.00
	08/10/2017	Thomas Kimmel	Home Repair	Mastercard		YES	300.00
	08/10/2017	Laurie Maine - ANONYMOUS	Animal Welfare	American Express			2,000.00
Total for COMMUNITY_SERVICES - Community Services						**12 gifts**	**6,600.00**
Total for Report						**12 gifts**	**6,600.00**

Designation Totals Summary Report (Detailed)

e. If the Report Type is set to **Delimited Detail**, the detailed report text file will be downloaded. Open the downloaded file in a text editor or spreadsheet application. To change the criteria and run the report again, click **SEARCH AGAIN**.

| Designation Code	Date	Donor	Batch Number	Amount
DISASTER_RELIEF_DONATION	05/31/17	Mary Baker	1001	1000
GENERAL_DONATION	05/30/17	Jack Faulkner	1000	2000
GENERAL_DONATION	05/30/17	James Moore	1000	3000
GENERAL_DONATION	05/30/17	Mary Baker	1000	4000
GENERAL_DONATION	06/02/17	Andrea Cooper	1004	1000
GENERAL_DONATION	06/05/17	Andrea Cooper - ANONYMOUS	1005	500
GENERAL_DONATION	06/05/17	James Doyle - ANONYMOUS	1005	500
GENERAL_DONATION	06/08/17	Jillian Moore	1006	1000
GENERAL_DONATION	06/08/17	John Moore	1006	1000
GENERAL_DONATION	06/08/17	Jeremy Burns	1006	1000
GENERAL_DONATION	06/08/17	Jillian Moore	1007	1000
GENERAL_DONATION	06/08/17	Andrea Cooper	1007	1000
GENERAL_DONATION	06/08/17	Jeremy Burns	1007	1000
OTHER_DONATIONS	06/01/17	Jonathan Walker	1002	2334
BACK_TO_SCHOOL	06/01/17	Jack Faulkner	1002	50000
COMMUNITY_SERVICE	06/01/17	John Mills	1002	3000
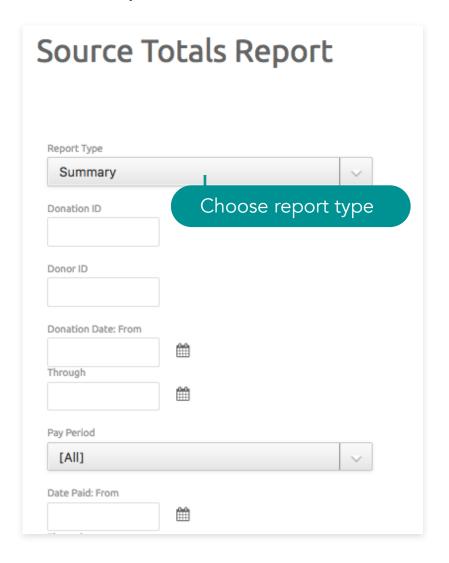
Designation Totals Summary Report (Delimited Detail)
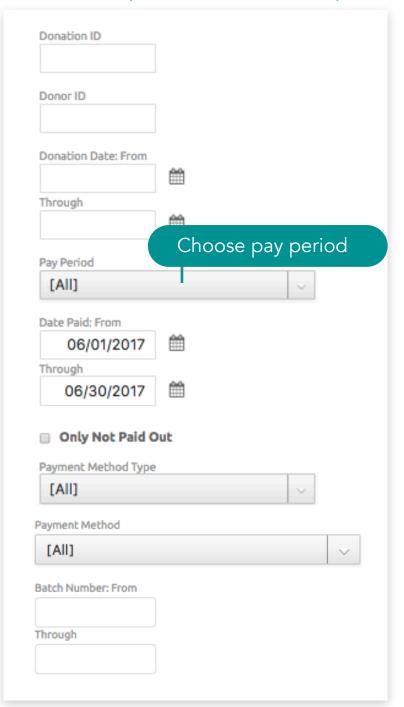
Source Totals Report

The Source Totals Report shows the total donations that came in for each donation source allowing you to track donation peaks and the effectiveness of your marketing strategies. This report can be generated at any time and can include past pay periods. You can view the summary, detailed report or export the CSV file. The Source Totals Report is created from **Tools** > **Donor Management** > **Source Totals Report**.

1. From the **Source Totals Report** screen, set the criteria for the report

2. Select the report type you want to view or print.

   a. **Summary** - Shows the total of the donations for each source.

   b. **Details** - Shows the donation details for each source.

   c. **Delimited** - Downloads the summary report delimited text file.

   d. **Delimited Detail** - Downloads the detailed report delimited text file.

3. You can set the criteria to filter the donations and designations to show on the report.

   a. **Donation ID** - You can show just one specific donation if you want. All you need to set as a filter is the Donation ID.
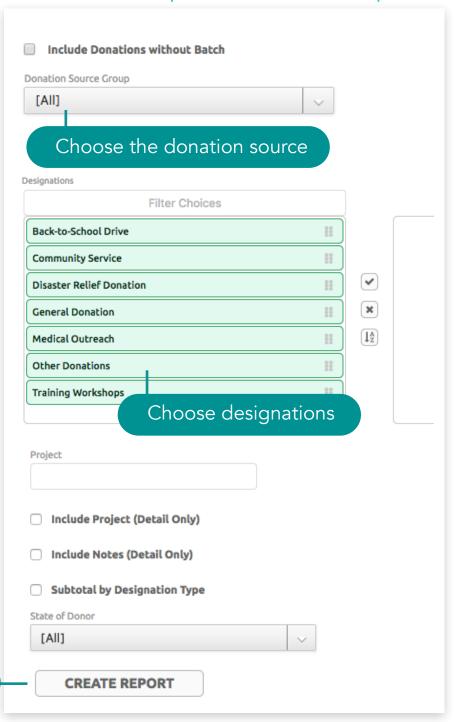
Source Totals Report

Report Type
Summary

Choose report type

Donation ID

Donor ID

Donation Date: From

Through

Pay Period
[All]

Date Paid: From

b. **Donor ID** - You can show donations from a donor if you want. All you need to set as a filter is the Donor ID.

c. **Donation Date From** and **Through** - filters donations to show on a specific date e.g. the 1st day of the month until the last day of the month.

d. **Pay Period** - You can choose donations processed for a specific pay period.

e. **Date Paid From** and **Through** - filter donations to show on a specific date.

f. **Only Paid Out** - filter donations that were paid out.

g. **Payment Method Type** - filters donations by payment method type e.g. all donations made by credit card

h. **Payment Method** - filters donation by payment method e.g. all donations made with Visa

i. **Amount From** and **Amount To** - filters by donations amount e.g. 20 - 200.

j. **Total Giving From and Through** - filters by giving total amount e.g. 2000 - 5000.

k. **Batch Number From and Through** - filters by batch number e.g. 1000 - 1020.

Donation ID

Donor ID

Donation Date: From

Through

Choose pay period

Pay Period
[All]

Date Paid: From
06/01/2017

Through
06/30/2017

☐ **Only Not Paid Out**

Payment Method Type
[All]

Payment Method
[All]

Batch Number: From

Through

l. **Include Donations without a Batch** - includes donations not included in a batch. These will include all donations made from the giving page.

m. **Donation Source Group** - filters donations by donation source group. If All is selected, all donations from all source groups will be included in the report.

n. **Designations** - filters donations by designation. If nothing is selected, all designations will be included in the report.

o. **Projects** - filters donations by specific project.

p. **Include Project (Detail Only)** - If the Report Type is set to **Details**, you may include the project designation.

q. **Include Notes (Detail Only)** - if the Report Type is set to **Details**, you may include the donation notes left by the donor.

r. **State of Donor** - you can filter the donations by state where donors are located.

4. After a criteria is set, click **CREATE REPORT**.

Include Donations without Batch

Donation Source Group
[All]

Choose the donation source

Designations
Filter Choices

Back-to-School Drive
Community Service
Disaster Relief Donation
General Donation
Medical Outreach
Other Donations
Training Workshops

Choose designations

Project

Include Project (Detail Only)

Include Notes (Detail Only)

Subtotal by Designation Type

State of Donor
[All]

Create report

CREATE REPORT

a. If the Report Type is set to **Summary**, the report will show the total donations per source. If you want the change the criteria and run the report again, click **SEARCH AGAIN**. You can print the report or download the PDF.

| SEARCH AGAIN | PRINTABLE REPORT | DOWNLOAD PDF |

Donation Source Code Totals Summary Report

This report includes the following unposted batches: 1007

Run on 08-16-2017 by Jenny Cunanan

Donation Source Code	Description	Count	Total	Fees	Net
BANNER_AD	Banner Ads	1	300.00	0.00	300.00
FACEBOOK_PAGE	Facebook Page	19	10,300.00	0.00	10,300.00
GIVEAWAYS	Giveaways	6	4,600.00	45.00	4,555.00
Total for donation source group Advertisements		**26**	**15,200.00**	**45.00**	**15,155.00**
BROCHURE	Brochure	5	6,300.00	90.00	6,210.00
CATALOG_2017	Mission Trip Catalog 2017	11	10,000.00	45.00	9,955.00
SPONSORSHIP_FORM	Sponsorship Forms	7	4,400.00	135.00	4,265.00
Total for donation source group Publications		**23**	**20,700.00**	**270.00**	**20,430.00**
Total for Report		**49 gifts**	**35,900.00**	**315.00**	**35,585.00**

Source Totals Report (Summary)

b. If the Report Type is set to **Details**, the report will show the details of the donation from each source. If you want to change the criteria and run the report again, click **SEARCH AGAIN**. You can print the report or download the PDF.

Donation Source Code Totals Details Report

Designation Code in (COMMUNITY_SERVICES)

Run on 08-16-2017 by Jenny Cunanan

Donation Source	Date	From	Project	Batch #	Recur	Amount
BANNER_AD	08/10/2017	Thomas Kimmel	Home Repair		YES	300.00
Total for BANNER_AD - Banner Ads					**1 gift**	**300.00**
FACEBOOK_PAGE	08/10/2017	James Evans	Animal Welfare		YES	200.00
	08/10/2017	Kimberly Jackson	Out of School Youth		YES	300.00
	08/10/2017	Joan Marshall	Veteran Homelessness		YES	500.00
	08/10/2017	Michael Murray	Veteran Homelessness		YES	300.00
	08/10/2017	Richard Benett	Veteran Homelessness		YES	300.00
	08/10/2017	Carmen Spencer	Out of School Youth		YES	1,000.00
	08/10/2017	Patricia Ladner	Animal Welfare		YES	600.00
	08/10/2017	Courtney Miller	Animal Welfare		YES	300.00
	08/13/2017	Kimberly Jackson	Out of School Youth		YES	300.00
	08/13/2017	Carmen Spencer	Out of School Youth		YES	1,000.00
Total for FACEBOOK_PAGE - Facebook Page					**10 gifts**	**4,800.00**
GIVEAWAYS	08/15/2017	Sheila Barnes	Animal Welfare		YES	300.00
Total for GIVEAWAYS - Giveaways					**1 gift**	**300.00**
		Total for donation source group Advertisements			**12 gifts**	**5,400.00**
BROCHURE	08/10/2017	Eric Peters	Home Repair		YES	300.00
	08/10/2017	Laurie Maine - ANONYMOUS	Animal Welfare			2,000.00
Total for BROCHURE - Brochure					**2 gifts**	**2,300.00**
SPONSORSHIP_FORM	08/10/2017	Lee Lawrence	Animal Welfare		YES	500.00
Total for SPONSORSHIP_FORM - Sponsorship Forms					**1 gift**	**500.00**
		Total for donation source group Publications			**3 gifts**	**2,800.00**
Total for Report					**15 gifts**	**8,200.00**

Source Totals Report (Details)

c. If the Report Type is set to **Delimited**, the report will be downloaded as a text file. Open the downloaded file in a spreadsheet application. To change the criteria and run the report again, click **SEARCH AGAIN**.

Designation Code	Designation	Amount
CATALOG_2017	Mission Trip Catalog 2017	9000
SPONSORSHIP_FORM	Sponsorship Forms	3900
GROUP_A_PRESENTATION	Group A Presentation	3900
GROUP_B_PRESENTATION	Group B Presentation	2300
GROUP_C_PRESENTATION	Group C Presentation	2600
ONLINE_VIDEO	Online Video	200
FACEBOOK_PAGE	Facebook Page	12000
BROCHURE	Brochure	3000
WEBSITE_AD	Website Ad	50000
GIVEAWAYS	Giveaways	8900

Source Totals Report (Delimited)

d. If the Report Type is set to **Detail Delimited**, the report will be downloaded as a text file. Open the downloaded file in a text editor or spreadsheet application. To change the criteria and run the report again, click **SEARCH AGAIN**.

Designation Code	Date	Donor	Batch Number	Amount
BROCHURE	06/20/17	John Reese	1008	1600
BROCHURE	06/20/17	Jillian Moore	1008	1600
CATALOG_2017	06/20/17	Jeremy Burns	1008	1600
CATALOG_2017	06/20/17	Jonathan Walker	1008	1600
FACEBOOK_PAGE	06/20/17	Sam Milton	3000	3000
GIVEAWAYS	06/23/17	John Reese	1010	200
GIVEAWAYS	06/23/17	Jillian Moore	1010	200
GIVEAWAYS	06/23/17	Jeremy Burns	1010	200
GROUP_A_PRESENTATION	06/23/17	Jonathan Walker	1010	200
GROUP_B_PRESENTATION	06/23/17	Sally Burns	1010	200
SPONSORSHIP_FORM	06/21/17	Jeremy Burns	1009	300
SPONSORSHIP_FORM	06/21/17	Mary Baker	1009	300
SPONSORSHIP_FORM	06/21/17	Jane Moore	1009	300
WEBSITE_AD	07/19/17	John Reese	1012	1000
WEBSITE_AD	07/19/17	Jillian Moore	1012	1000
WEBSITE_AD	07/19/17	Jeremy Burns	1012	1000
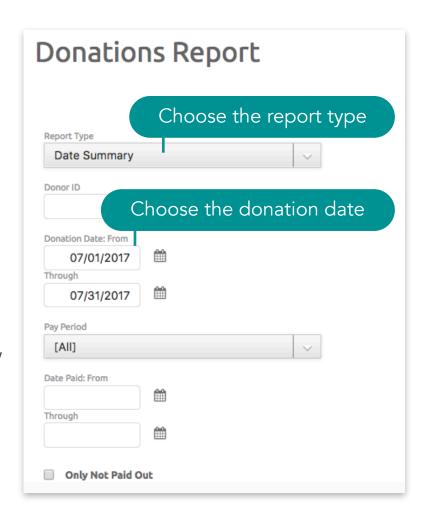
Source Totals Report (Delimited Detail)

Donations Report
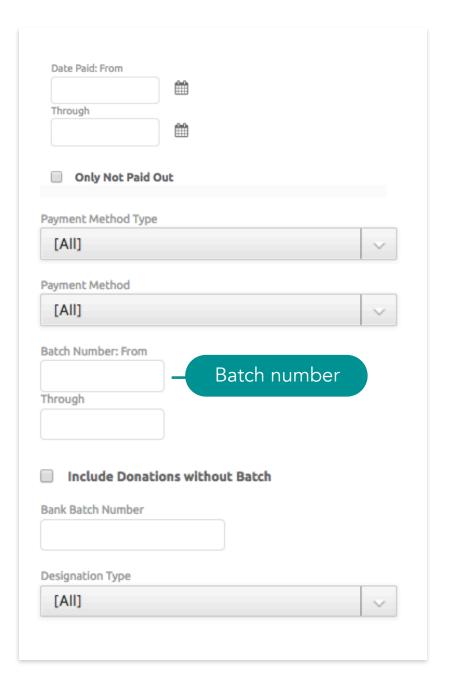
The Donations Report shows all donations arranged by donation date. This report can be generated at any time and can include past pay periods. You can view the summary or detailed report or export the CSV file. The Donations Report is created from **Tools** > **Donor Management** > **Donations Report**.

1. From the **Donations Report** screen, set the criteria for the report.

2. Select the report type you want to view or print.

   a. **Bank Batch** - Shows donations processed with USAePay.

   b. **Date Summary** - Shows a total of donations per donation date.

   c. **Date Details** - Shows each donation made on each donation date.

3. You can set the criteria to filter the donations and designations to show on the report.

   a. **Donor ID** - You can show donations from a donor if you want. All you need to set as a filter is the Donor ID.

   b. **Donation Date From** and **Through** - filters donations to show on a specific date e.g. the 1st day of the month until the last day of the month.

   c. **Pay Period** - You can choose donations processed for a specific pay period.

Donations Report

Choose the report type

Report Type
Date Summary

Donor ID

Choose the donation date

Donation Date: From
07/01/2017
Through
07/31/2017

Pay Period
[All]

Date Paid: From

Through

☐ **Only Not Paid Out**
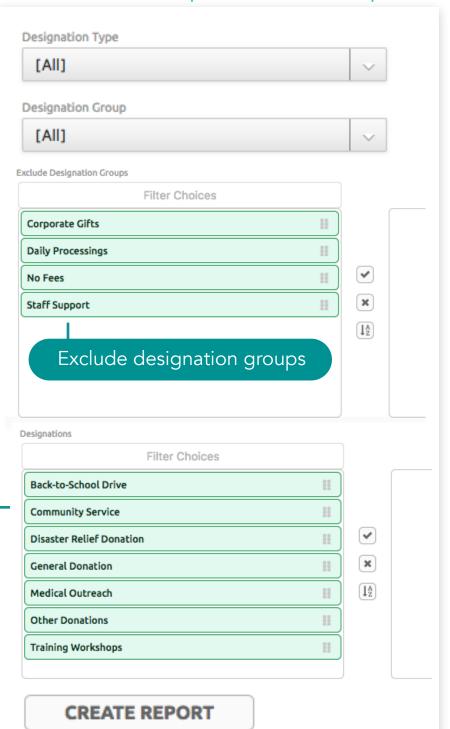
d. **Date Paid From** and **Through** - filter donations to show on a specific date

e. **Only Paid Out** - filter donations that were paid out.

f. **Payment Method Type** - filters donations by payment method type e.g. all donations made by credit card

g. **Payment Method** - filters donation by payment method e.g. all donations made with Visa

h. **Amount From** and **Amount To** - filters by donations amount e.g. 20 - 200.

i. **Total Giving From and Through** - filters by giving total amount e.g. 2000 - 5000.

j. **Batch Number From and Through** - filters by batch number e.g. 1000 - 1020.

k. **Include Donations without a Batch** - includes donations not included in a batch. These will include all donations made from the giving page.

l. **Bank Batch Number** - Batch number assigned by USAePay for the transaction.

m. **Designation Type** - filters donations by designation type. If All is selected, donations from all designation types will be shown.

Date Paid: From

Through

☐ **Only Not Paid Out**

Payment Method Type

[All]

Payment Method

[All]

Batch Number: From

Batch number

Through

☐ **Include Donations without Batch**

Bank Batch Number

Designation Type

[All]
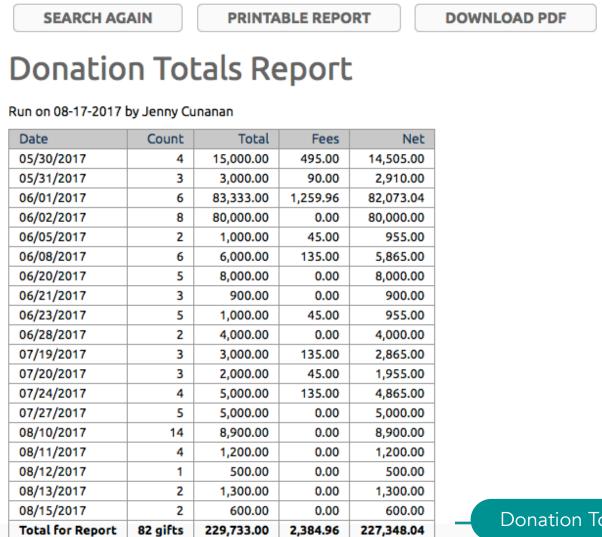
n. **Designation Group** - filters donations by designation group. If All is selected, donation from all designation groups.

o. **Exclude Designation Groups** - If All designation groups are selected, you can exclude some of the designation groups. Drag the designation group to the right area to exclude them.

p. **Designations** - filters donations by designation. If nothing is selected, all designations will be included in the report.

4. After all criteria is set, click **CREATE REPORT**.

Designation Type

[All]

Designation Group

[All]

Exclude Designation Groups

Filter Choices

| Corporate Gifts |
| Daily Processings |
| No Fees |
| Staff Support |

Exclude designation groups

Designations

Filter Choices

| Back-to-School Drive |
| Community Service |
| Disaster Relief Donation |
| General Donation |
| Medical Outreach |
| Other Donations |
| Training Workshops |

Choose designations

CREATE REPORT

a. If the Report Type is set to **Summary Date**, the report will show the total donations per donation date. If you want the change the criteria and run the report again, click **SEARCH AGAIN**. You can print the report or download the PDF file.

| SEARCH AGAIN | PRINTABLE REPORT | DOWNLOAD PDF |

Donation Totals Report

Run on 08-17-2017 by Jenny Cunanan

Date	Count	Total	Fees	Net
05/30/2017	4	15,000.00	495.00	14,505.00
05/31/2017	3	3,000.00	90.00	2,910.00
06/01/2017	6	83,333.00	1,259.96	82,073.04
06/02/2017	8	80,000.00	0.00	80,000.00
06/05/2017	2	1,000.00	45.00	955.00
06/08/2017	6	6,000.00	135.00	5,865.00
06/20/2017	5	8,000.00	0.00	8,000.00
06/21/2017	3	900.00	0.00	900.00
06/23/2017	5	1,000.00	45.00	955.00
06/28/2017	2	4,000.00	0.00	4,000.00
07/19/2017	3	3,000.00	135.00	2,865.00
07/20/2017	3	2,000.00	45.00	1,955.00
07/24/2017	4	5,000.00	135.00	4,865.00
07/27/2017	5	5,000.00	0.00	5,000.00
08/10/2017	14	8,900.00	0.00	8,900.00
08/11/2017	4	1,200.00	0.00	1,200.00
08/12/2017	1	500.00	0.00	500.00
08/13/2017	2	1,300.00	0.00	1,300.00
08/15/2017	2	600.00	0.00	600.00
Total for Report	**82 gifts**	**229,733.00**	**2,384.96**	**227,348.04**

Donation Totals Report (Date Summary)

b. If the Report Type is set to **Date Details**, the report will show the details of each donation from each donation date. If you want to change the criteria and run the report again, click **SEARCH AGAIN**. You can print the report or download the PDF file.

| SEARCH AGAIN | PRINTABLE REPORT | DOWNLOAD PDF |

Donation Totals Details Report

Donation date is between 06/14/2017 and 07/31/2017 and Designation Code in (COMMUNITY_SERVICE, DISASTER_RELIEF_DONATION CHRISTINE_AND_JAMES_RUSSELL, BACK_TO_SCHOOL, ALFRED_AND_SALLY_BAILEY)

Run on 07-24-2017 by Jenny Cunanan

Date	Designation	From	Payment Method	Batch #	Recur	Amount
06/20/2017	Community Service	John Reese	Check	1008		1,600.00
	Community Service	Jillian Moore	Check	1008		1,600.00
	Community Service	Jeremy Burns	Check	1008		1,600.00
	Community Service	Jonathan Walker	Check	1008		1,600.00
	Community Service	Jenny Joy Cunanan	Check	1008		1,600.00
Total for 06/20/2017					**5 gifts**	**8,000.00**
06/21/2017	Community Service	Jane Moore	Cash	1009		300.00
Total for 06/21/2017					**1 gift**	**300.00**
06/28/2017	Christine and James Russell	John Reese	Cash	1011		2,000.00
	Alfred and Sally Bailey	Jillian Moore	Cash	1011		2,000.00
Total for 06/28/2017					**2 gifts**	**4,000.00**
07/24/2017	Back-to-School Drive	John Reese	Cash	1015		2,000.00
Total for 07/24/2017					**1 gift**	**2,000.00**
Total for Report					**9 gifts**	**14,300.00**

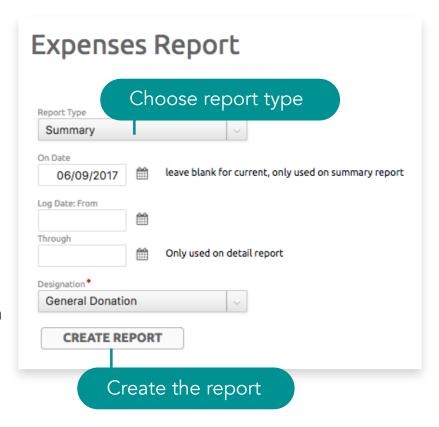Donation Totals Report (Date Details)

Expenses Report

If you use the expense system, you can use the Expenses Report that shows the reimbursable expenses from allotted expenses or excesses returned from donations from a specific designation. This report can be generated at any time and can include past pay periods and gifts from anonymous donors. You can view the summary detailed report or export the text file. The Expenses Report is created from **Tools** > **Donor Management** > **Expenses Report**.
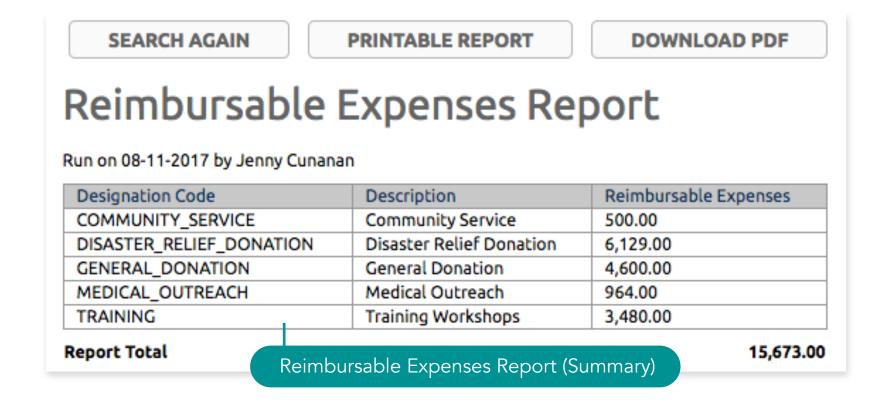
1. From the **Expenses Report** screen, set the criteria for the report.

2. Select the report type you want to view or print.

   a. **Summary** - Shows the total of the reimbursable expense for the designation.

   b. **Detailed** - Shows the detailed donation report and their donation totals.

   c. **Delimited** - Downloads the report delimited text file.

3. You can set the criteria to filter the donations to show on the report.

   a. **On Date** - If the report type is set to **Summary**, you can set the specific date.

   b. **Log Date From** and **Through** - If the report type is set to **Detailed**, you can filter the expenses by log date e.g. 1st day of the month until the last day of the month.

Expenses Report

Choose report type

Report Type
Summary

On Date
06/09/2017   leave blank for current, only used on summary report

Log Date: From

Through
Only used on detail report

Designation *
General Donation

CREATE REPORT

Create the report

c. **Designation** - filters expenses by designation. If no designation is selected, expenses from all designations would be shown. The designation must have expenses logged for it and the expenses must not be expired for it to show on the report otherwise, the report would be blank. If the Report Type is set to **DETAIL**, setting a designation is required.

4. After the criteria is set, click **CREATE REPORT**.

a. If the Report Type is set to **Summary**, the report will show the total expenses for the designation. To change the criteria and run the report again, click **SEARCH AGAIN**. You can print or download the PDF file.

SEARCH AGAIN	PRINTABLE REPORT	DOWNLOAD PDF

Reimbursable Expenses Report

Run on 08-11-2017 by Jenny Cunanan

Designation Code	Description	Reimbursable Expenses
COMMUNITY_SERVICE	Community Service	500.00
DISASTER_RELIEF_DONATION	Disaster Relief Donation	6,129.00
GENERAL_DONATION	General Donation	4,600.00
MEDICAL_OUTREACH	Medical Outreach	964.00
TRAINING	Training Workshops	3,480.00

Report Total   **15,673.00**

Reimbursable Expenses Report (Summary)

coreware D M S

b. If the Report Type is set to **Detailed**, the report will show the total expenses and the use logs of each expense. To change the criteria and run the report again, click **SEARCH AGAIN**. You can print the report or download the PDF file.

SEARCH AGAIN   PRINTABLE REPORT   DOWNLOAD PDF

Reimbursable Expenses Report

Designation code is GENERAL_DONATION

Run on 08-11-2017 by Jenny Cunanan

Designation Code	Description	Reimbursable Expenses
GENERAL_DONATION	General Donation	4,600.00

Log Date	Expiration Date	Amount	Used	Remaining
06/13/2017		10,000.00	7,800.00	2,200.00
		$7,800.00 used on 06/20/2017		
06/09/2017		1,000.00	300.00	700.00
		$300.00 used on 06/21/2017		
06/06/2017		3,000.00	1,300.00	1,700.00
		$300.00 used on 06/07/2017		
		$1,000.00 used on 06/07/2017		

Reimbursable Expenses Report (Detailed)

c. If the Report Type is set to **Delimited**, the report will export the report in a text file. Open the downloaded file in a text editor or spreadsheet application. To change the criteria and run the report again, click **SEARCH AGAIN**.

COMMUNITY_SERVICE	Community Service	services@gmg.org	500
DISASTER_RELIEF_DONATION	Disaster Relief Donation	relief@gmg.org	6129
GENERAL_DONATION	General Donation	donations@gmg.org	4600
MEDICAL_OUTREACH	Medical Outreach	medicaid@gmg.org	964
TRAINING	Training Workshops	training@gmg.org	3480
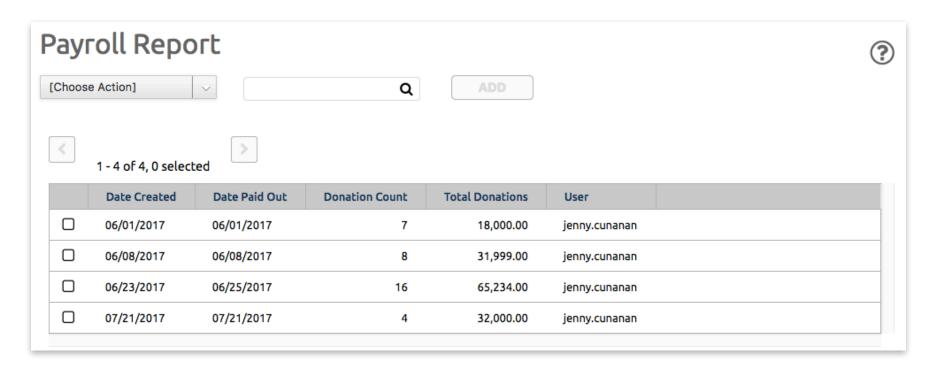
Reimbursable Expenses Report (Delimited)

Payroll Report

The Payroll Report shows the donation totals, administration fees and fund account contributions if any. This report is usually printed or emailed to admins as a last step in the payroll process. The Payroll Report can be reviewed or re-printed from the **Tools** > **Donor Management** > **Payroll Report**.

1. From the **Payroll Report** screen, you will see the payroll report for each pay out.

2. Choose the payroll report to print or email.

Payroll Report

[Choose Action] ⌄   🔍   ADD

< >

1 - 4 of 4, 0 selected

	Date Created	Date Paid Out	Donation Count	Total Donations	User
☐	06/01/2017	06/01/2017	7	18,000.00	jenny.cunanan
☐	06/08/2017	06/08/2017	8	31,999.00	jenny.cunanan
☐	06/23/2017	06/25/2017	16	65,234.00	jenny.cunanan
☐	07/21/2017	07/21/2017	4	32,000.00	jenny.cunanan

3. The Payroll Report will list each designation included in the payroll calculation, donation count and total per designation, donation fees and fund account contributions if any.

PRINTABLE REPORT   DOWNLOAD PDF

Payroll Report

Designation Code	Description	Count	Amount
AARON_ANDERSON	Aaron Anderson	2	11,000.00
	Donation Fees		0.00
	Partner Communications Fund		200.00
	Insurance Fund		200.00
	Travel Emergency Fund		300.00
	Medical and Dental Fund		200.00
	Net Donations		10,100.00
ALFRED_AND_SALLY_BAILEY	Alfred and Sally Bailey	3	12,000.00
	Donation Fees		0.00
	Partner Communications Fund		200.00
	Insurance Fund		200.00
	Travel Emergency Fund		300.00
	Medical and Dental Fund		200.00
	Net Donations		11,100.00
CHRISTINE_AND_JAMES_RUSSELL	Christine and James Russell	6	34,000.00
	Donation Fees		0.00
	Housing Fund		1,000.00
	Travel Fund		200.00
	Vehicle Fund		400.00
	Partner Communications Fund		200.00
	Insurance Fund		200.00
	Travel Emergency Fund		300.00
	Medical and Dental Fund		200.00
	Net Donations		31,500.00
Report Total		3	57,000.00
	Total Donation Fees		0.00
	Total for fund - Partner Communications Fund		600.00
	Total for fund - Insurance Fund		600.00
	Total for fund - Travel Emergency Fund		900.00
	Total for fund - Medical and Dental Fund		600.00
	Total for fund - Housing Fund		1,000.00
	Total for fund - Travel Fund		200.00
	Total for fund - Vehicle Fund		400.00
	Total Net Donations		52,700.00

Payroll Report

Pay Period Log
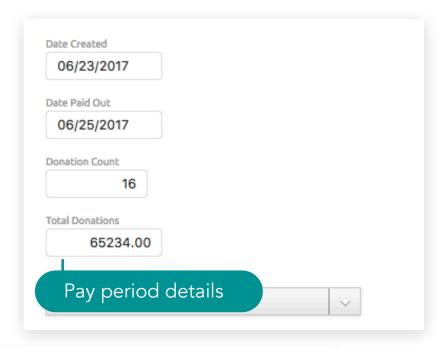
The Pay Period Log shows the pay period logs that contains details of things like when the payroll was processed, the criteria for calculating for the payroll amount, the number of donations, and where the payroll report was sent. The Pay Period Log is created from **Tools** > **Donor Management** > **Pay Period Log**.
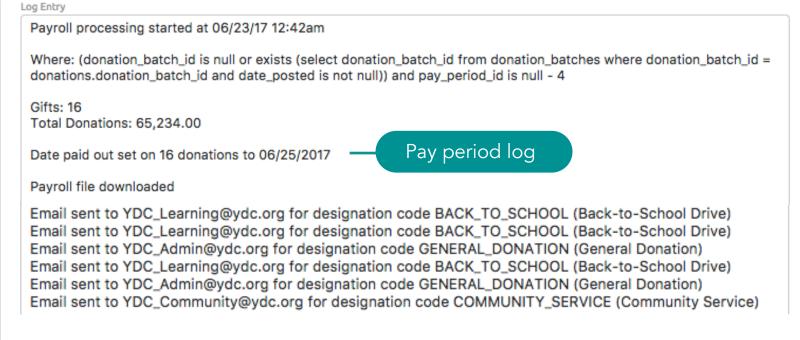
1. From the **Pay Period Log** screen, you will see the logs for each payout.

2. Choose the pay period log you want to review.

Pay Period Log

| [Choose Action] ⌄ | | 🔍 | ADD |

< >
1 - 3 of 3, 0 selected

	Date Created	Date Paid Out	Donation Count	Total Donations	User	
☐	06/01/2017	06/01/2017	7	18,000.00	jenny.cunanan	
☐	06/08/2017	06/08/2017	8	31,999.00	jenny.cunanan	
☐	06/23/2017	06/25/2017	16	65,234.00	jenny.cunanan	

Choose the pay period log

3. The **Date Created** shows when the pay period was created.

4. The **Date Paid** shows when the payroll was paid out.

5. The **Donation Count** shows the total number of donations.

6. The **Total Donations** shows the total amount of donations.

7. The **Log Entry** shows when the payroll processing was started, the batches that were processed, total number of gifts, the total amount of donations, the date paid out on the donations, if the payroll file was downloaded and where the payroll emails were sent.

Date Created
06/23/2017

Date Paid Out
06/25/2017

Donation Count
16

Total Donations
65234.00

Pay period details

Log Entry

Payroll processing started at 06/23/17 12:42am

Where: (donation_batch_id is null or exists (select donation_batch_id from donation_batches where donation_batch_id = donations.donation_batch_id and date_posted is not null)) and pay_period_id is null - 4

Gifts: 16
Total Donations: 65,234.00

Date paid out set on 16 donations to 06/25/2017

Pay period log

Payroll file downloaded

Email sent to YDC_Learning@ydc.org for designation code BACK_TO_SCHOOL (Back-to-School Drive)
Email sent to YDC_Learning@ydc.org for designation code BACK_TO_SCHOOL (Back-to-School Drive)
Email sent to YDC_Admin@ydc.org for designation code GENERAL_DONATION (General Donation)
Email sent to YDC_Learning@ydc.org for designation code BACK_TO_SCHOOL (Back-to-School Drive)
Email sent to YDC_Admin@ydc.org for designation code GENERAL_DONATION (General Donation)
Email sent to YDC_Community@ydc.org for designation code COMMUNITY_SERVICE (Community Service)
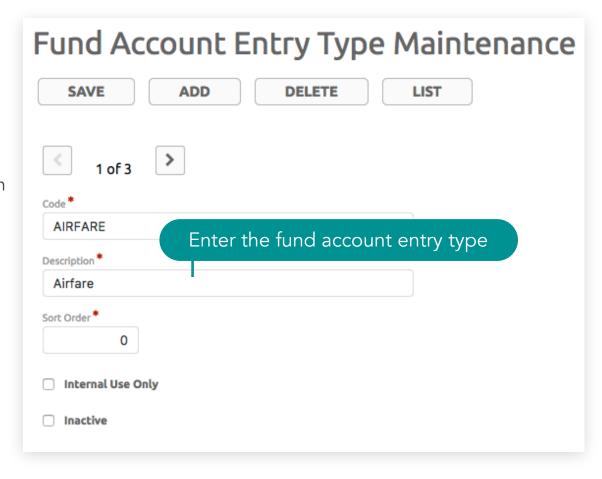
Additional Functionality

Fund Account Entry Type

Fund account entry types allows you to define other sources of funding other than donations such as sales and services and purchases and expenses of fund accounts. Fund account entry types are managed from **Tools** > **Donor Management** > **Fund Account Entry Type**.

Create a new fund account entry type

1. From the **Fund Account Entry Type Maintenance** list, click **ADD**.

2. Enter the fund account entry type code and description. Fund account entry types can be other sources of funds such as sales and services and the purchases and expenses of fund accounts.

3. Add a sort order number if preferred.

4. Click **SAVE**.

Fund Account Entry Type Maintenance

| SAVE | ADD | DELETE | LIST |

< 1 of 3 >

Code *
AIRFARE

Enter the fund account entry type

Description *
Airfare

Sort Order *
0

☐ Internal Use Only

☐ Inactive

5. To easily make changes, you can click on the lightning icon ⚡ to get a simple editable dialog box for that record.

Fund Account Entry Type Maintenance

[Choose Action] ⌄   🔍   ADD

< | 1 - 8 of 8, 0 selected | >

Click to edit the record on a dialog box

	Code	Description	Sort Order	Internal Use Only	Inactive	
☐	TRAINING_SERVICES	Training Services	0	✖	✖	⚡
☐	SALES	Sales	0	✖	✖	⚡
☐	RENTALS	Rentals	0	✖	✖	⚡
☐	GRANTS	Grants	0	✖	✖	⚡
☐	AIRFARE	Airfare	0	✖	✖	⚡
☐	PUBLICATIONS	Publications	0	✖	✖	⚡
☐	TAXES	Taxes	0	✖	✖	⚡
☐	SOCIAL_SECURITY	Social Security	0	✖	✖	⚡

Fund Account Entry Type Maintenance list

Fund Accounts

Fund accounts, in this sense, is similar to having a savings account for your non-profit staff. You can have the payroll process automatically deduct set amounts from the staff paycheck to be put into the fund accounts. An example use would be having an emergency travel fund for overseas staff so that they would have money set aside for such events. Fund accounts are created from **Tools** > **Donor Management** > **Fund Account**.
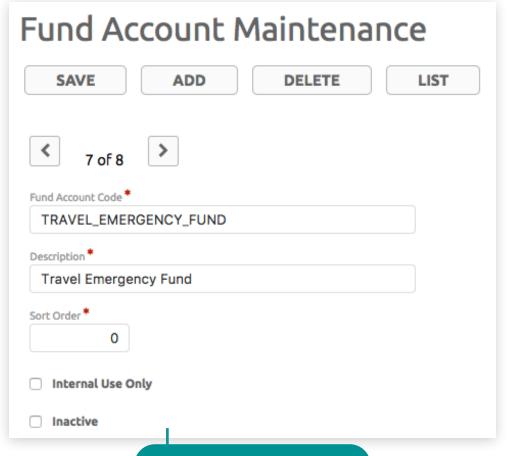
Create a new fund account
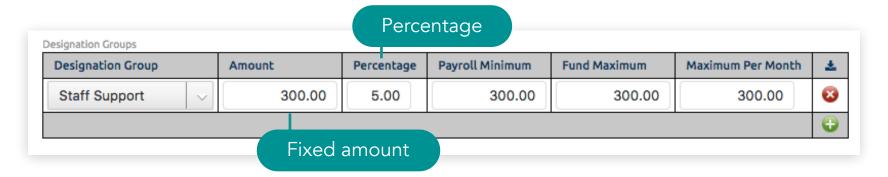
1. From the **Fund Account Maintenance** list, click **ADD**.

2. Enter the fund account and description.

3. Add a sort order number if preferred.
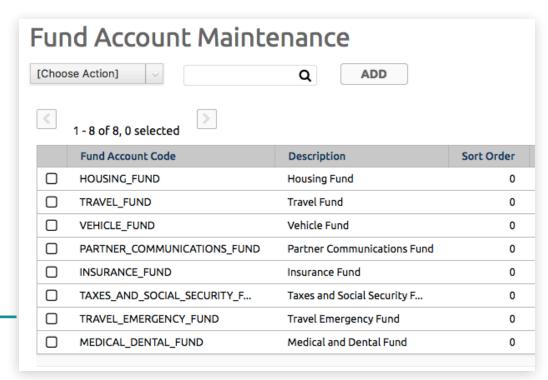
Fund Account Maintenance

| SAVE | ADD | DELETE | LIST |

< 7 of 8 >

Fund Account Code *

TRAVEL_EMERGENCY_FUND

Description *

Travel Emergency Fund

Sort Order *

0

☐ **Internal Use Only**

☐ **Inactive**

Fund account details

4. Set up the default amount that would be deducted every payroll from each designation group. This can be fixed amount plus percentage. You can set a different amount for each designation from **Tools** > **Donor Management** > **Designation Funds**.

5. You can set a minimum payroll amount to deduct. Payroll amounts that is less than specified will not be deducted from. You can set a maximum fund account deduction per month.

Percentage

Designation Groups						
Designation Group		**Amount**	**Percentage**	**Payroll Minimum**	**Fund Maximum**	**Maximum Per Month**
Staff Support	⌄	300.00	5.00	300.00	300.00	300.00

Fixed amount

6. Click **SAVE**. You will be brought back to the Fund Accounts Maintenance list.

Fund Account Maintenance

[Choose Action] ⌄   🔍   ADD

‹   1 - 8 of 8, 0 selected   ›

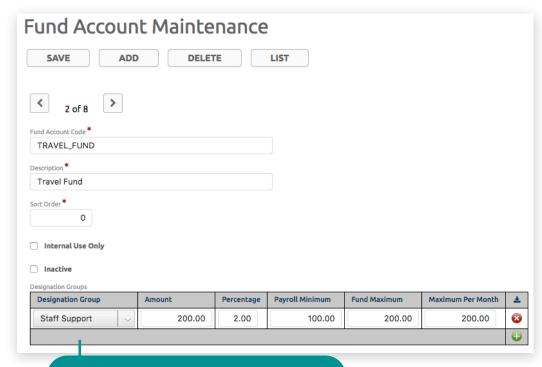|	Fund Account Code	Description	Sort Order
☐	HOUSING_FUND	Housing Fund	0
☐	TRAVEL_FUND	Travel Fund	0
☐	VEHICLE_FUND	Vehicle Fund	0
☐	PARTNER_COMMUNICATIONS_FUND	Partner Communications Fund	0
☐	INSURANCE_FUND	Insurance Fund	0
☐	TAXES_AND_SOCIAL_SECURITY_F...	Taxes and Social Security F...	0
☐	TRAVEL_EMERGENCY_FUND	Travel Emergency Fund	0
☐	MEDICAL_DENTAL_FUND	Medical and Dental Fund	0

Fund Account Maintenance List

Designation Fund Account

To deduct set amounts from the staff payroll into the fund accounts, you need to have fund account defaults for the designation group. Then, determine the amount to put into the fund account for each staff. You can set the amount to put into staff designations from **Tools** > **Donor Management** > **Designation Funds**.
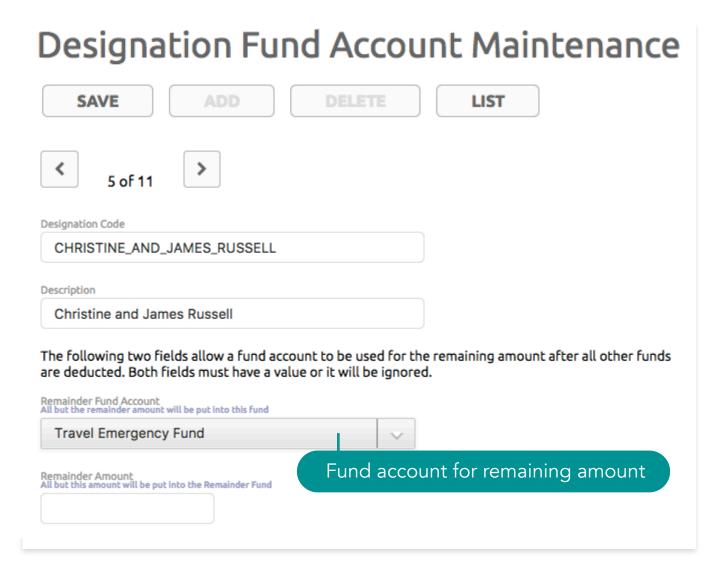
Set up the designation fund account

1. Set up the fund account defaults for the designation group from **Tools** > **Donor Management** > **Fund Accounts**.

2. Go to **Tools** > **Donor Management** > **Designation Funds**.

3. From the **Designation Fund Maintenance** list, choose the staff designation.

Fund Account Maintenance

| SAVE | ADD | DELETE | LIST |

< 2 of 8 >

Fund Account Code *
TRAVEL_FUND

Description *
Travel Fund

Sort Order *
0

☐ Internal Use Only

☐ Inactive

Designation Groups

Designation Group	Amount	Percentage	Payroll Minimum	Fund Maximum	Maximum Per Month	⬇
Staff Support ⌄	200.00	2.00	100.00	200.00	200.00	❌
						➕

Fund account maintenance

4. You can use the default values for each fund account or adjust them as needed. This will be the amount that will be deducted from the staff paycheck for the funds. It can be a fixed amount plus a percent. Save changes that you made.

Designation Fund Account Maintenance

| SAVE | ADD | DELETE | LIST |

< 5 of 11 >

Designation Code
CHRISTINE_AND_JAMES_RUSSELL

Description
Christine and James Russell

The following two fields allow a fund account to be used for the remaining amount after all other funds are deducted. Both fields must have a value or it will be ignored.

Remainder Fund Account
All but the remainder amount will be put into this fund
Travel Emergency Fund

Fund account for remaining amount

Remainder Amount
All but this amount will be put into the Remainder Fund

5. Choose a fund account where all remaining fund account to be used for the remaining amount after all other funds are deducted. Enter the remaining amount to be put into the fund account. If no fund account and amount is entered, no fund account will be deducted.

Define the amount that is deducted each payroll for these funds. It can be a fixed amount plus a percent. Changes made just before the payroll date may not take effect until the next payroll.

Use Defaults	Fund	Fixed Amount	Percentage
✔	Housing Fund	750.00	10.00
✔	Insurance Fund	200.00	5.00
✔	Medical and Dental Fund	200.00	2.00
✔	Partner Communications Fund	150.00	3.00
✔	Travel Emergency Fund	300.00	5.00
✔	Travel Fund	200.00	2.00
✔	Vehicle Fund	400.00	5.00

Use defaults

Adjust amount or percentage

6. Note that payroll may be calculated as much as a week before payroll date. Changes made before the payroll date may not take effect until the next payroll. Deductions for these funds would show on the Payroll Report.

Payroll Report

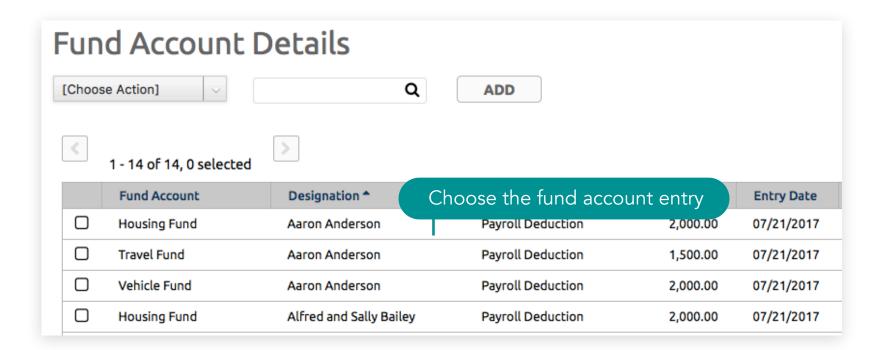| Designation Code	Description	Count	Amount
AARON_ANDERSON	**Aaron Anderson**	2	11,000.00
	Donation Fees		0.00
	Partner Communications Fund		200.00
	Insurance Fund		200.00
	Travel Emergency Fund		300.00
	Medical and Dental Fund		200.00
	Net Donations		**10,100.00**
ALFRED_AND_SALLY_BAILEY	**Alfred and Sally Bailey**	3	12,000.00
	Donation Fees		0.00
	Partner Communications Fund		200.00
	Insurance Fund		200.00
	Travel Emergency Fund		300.00
	Medical and Dental Fund		200.00
	Net Donations		**11,100.00**
CHRISTINE_AND_JAMES_RUSSELL	**Christine and James Russell**	6	34,000.00
	Donation Fees		0.00
	Housing Fund		1,000.00
	Travel Fund		200.00
	Vehicle Fund		400.00
	Partner Communications Fund		200.00
	Insurance Fund		200.00
	Travel Emergency Fund		300.00
	Medical and Dental Fund		200.00
	Net Donations		**31,500.00**
Report Total		3	57,000.00
	Total Donation Fees		0.00
	Total for fund - Partner Communications Fund		600.00
	Total for fund - Insurance Fund		600.00
	Total for fund - Travel Emergency Fund		900.00
	Total for fund - Medical and Dental Fund		600.00
	Total for fund - Housing Fund		1,000.00
	Total for fund - Travel Fund		200.00
	Total for fund - Vehicle Fund		400.00
	Total Net Donations		**52,700.00**

Payroll Report

Fund Account Details

Funds taken out of the donations as payroll deductions will have generated entries in the system. To record other income into the fund accounts from other sources such as sales, grants and payment for services, you can use the Fund Account Details program. Entries to fund accounts are managed from **Tools** > **Donor Management** > **Fund Account Details**.
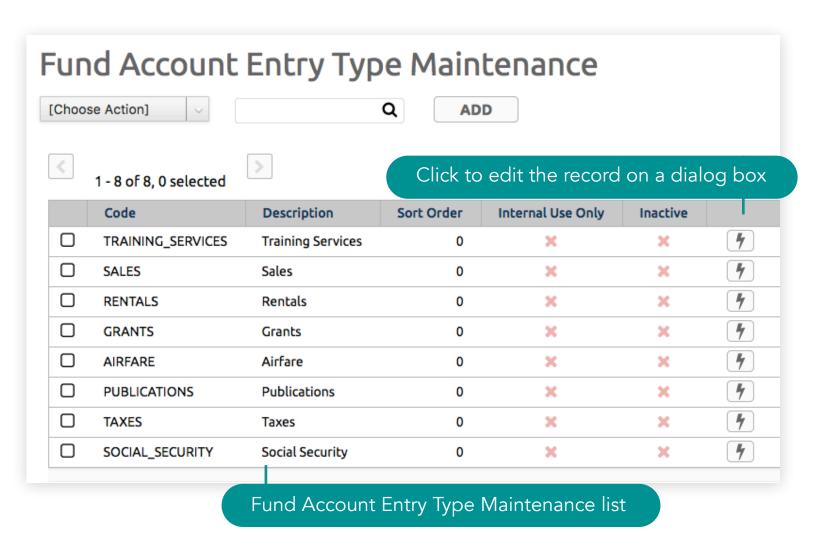
Manage fund account entries for payroll deductions

1. Fund account entries from payroll deductions are automatically generated whenever the **Payroll Processing** program is run. From the **Fund Account Details Maintenance** screen, choose the fund account detail to open.

Fund Account Details

	Fund Account	Designation ▲			Entry Date
☐	Housing Fund	Aaron Anderson	Payroll Deduction	2,000.00	07/21/2017
☐	Travel Fund	Aaron Anderson	Payroll Deduction	1,500.00	07/21/2017
☐	Vehicle Fund	Aaron Anderson	Payroll Deduction	2,000.00	07/21/2017
☐	Housing Fund	Alfred and Sally Bailey	Payroll Deduction	2,000.00	07/21/2017

Choose the fund account entry

coreware **D** **M** **S**

2. To easily make changes, you can click on the lightning icon [⚡] to get a simple editable dialog box for that record.

Fund Account Entry Type Maintenance

| [Choose Action] ⌄ | | 🔍 | ADD |

| ‹ | 1 - 8 of 8, 0 selected | › |

Click to edit the record on a dialog box

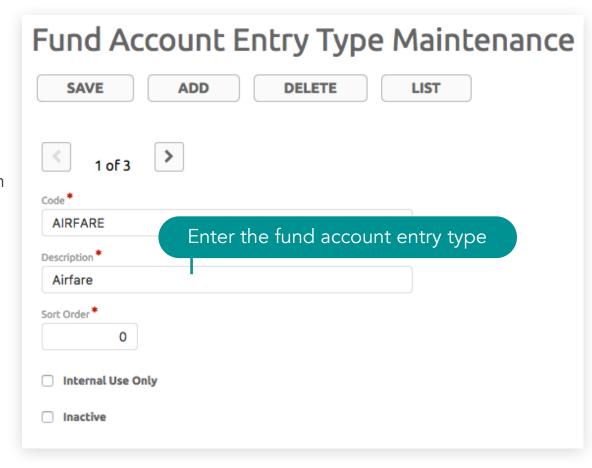|	Code	Description	Sort Order	Internal Use Only	Inactive	
☐	TRAINING_SERVICES	Training Services	0	✗	✗	⚡
☐	SALES	Sales	0	✗	✗	⚡
☐	RENTALS	Rentals	0	✗	✗	⚡
☐	GRANTS	Grants	0	✗	✗	⚡
☐	AIRFARE	Airfare	0	✗	✗	⚡
☐	PUBLICATIONS	Publications	0	✗	✗	⚡
☐	TAXES	Taxes	0	✗	✗	⚡
☐	SOCIAL_SECURITY	Social Security	0	✗	✗	⚡

Fund Account Entry Type Maintenance list

Fund Account Entry Type

Fund accounts entry types allows you to define other sources of funding other than donations such as sales and services and purchases and expenses of fund accounts. Fund account entry types are managed from **Tools** > **Donor Management** > **Fund Account Entry Type**.
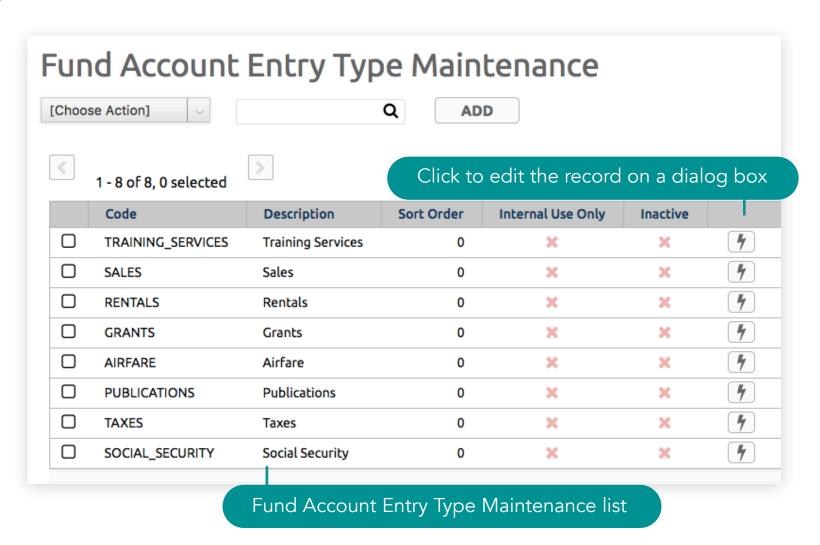
Create a new fund account entry type

1. From the **Fund Account Entry Type Maintenance** list, click **ADD**.

2. Enter the fund account entry type code and description. Fund account entry types can be other sources of funds such as sales and services and the purchases and expenses of fund accounts.

3. Add a sort order number if preferred.

4. Click **SAVE**.

Fund Account Entry Type Maintenance

SAVE	ADD	DELETE	LIST

< 1 of 3 >

Code *
AIRFARE

Enter the fund account entry type

Description *
Airfare

Sort Order *
0

☐ Internal Use Only

☐ Inactive

5. To easily make changes, you can click on the lightning icon [⚡] to get a simple editable dialog box for that record.

Fund Account Entry Type Maintenance
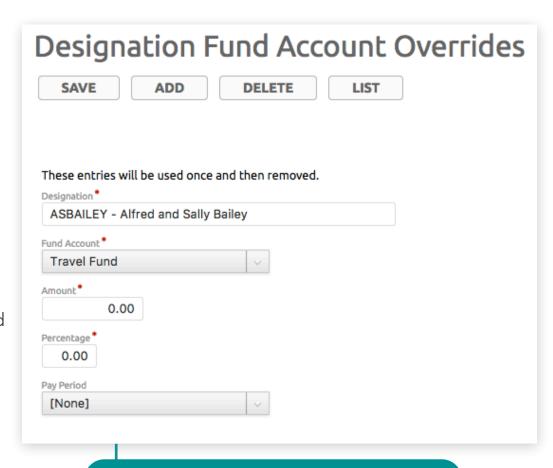
[Choose Action] ⌄		🔍	ADD

<   1 - 8 of 8, 0 selected   >

Click to edit the record on a dialog box

	Code	Description	Sort Order	Internal Use Only	Inactive	
☐	TRAINING_SERVICES	Training Services	0	✗	✗	⚡
☐	SALES	Sales	0	✗	✗	⚡
☐	RENTALS	Rentals	0	✗	✗	⚡
☐	GRANTS	Grants	0	✗	✗	⚡
☐	AIRFARE	Airfare	0	✗	✗	⚡
☐	PUBLICATIONS	Publications	0	✗	✗	⚡
☐	TAXES	Taxes	0	✗	✗	⚡
☐	SOCIAL_SECURITY	Social Security	0	✗	✗	⚡

Fund Account Entry Type Maintenance list

Designation Fund Account Overrides

Fund account overrides is basically an adjustment made to the fund account contribution. This adjustment can be done to increase or decrease the amount to contribute when the payroll is processed for the designation. Fund account overrides are used once and them removed afterwards. Fund accounts overrides are managed from **Tools** > **Donor Management** > **Designation Fund Account Override**.

Create new fund account override

1. From the **Designation Fund Account Override Maintenance** list, click **ADD**.

2. Choose the designation. Type in the name of the designation in the **Designation** field.

3. Select the fund account from the **Fund Account** field.

4. Enter the amount to override the current fund account setup. The amount can be less, it can be more or it can be set to 0.

5. Enter the percentage to override the current fund account setup. The amount can be less, it can be more or it can be set to 0.

6. Click **SAVE**. The entry would be used once on the next payroll period and then deleted.

Designation Fund Account Overrides

SAVE	ADD	DELETE	LIST

These entries will be used once and then removed.

Designation *
ASBAILEY - Alfred and Sally Bailey

Fund Account *
Travel Fund

Amount *
0.00

Percentage *
0.00

Pay Period
[None]

Designation Fund Account Override

Designation Fund Report

The Designation Fund Report shows the designation fund amounts set from the Designation Funds. Designations that use fund defaults will not be listed in the report. The Designation Fund Report is created from **Tools** > **Donor Management** > **Designation Fund Report**.

1. From the **Designation Fund Report** screen, you will see the fund amounts set for each designation. You may print the report or download the report PDF file.

PRINTABLE REPORT	DOWNLOAD PDF

Designation Funds

Designations not listed use fund defaults

AARON_ANDERSON - Aaron Anderson

Fund	Amount	Percentage
Housing Fund	750.00	15.00
Insurance Fund	500.00	5.00
Medical and Dental Fund	300.00	2.00
Travel Fund	300.00	2.00

ALFRED_AND_SALLY_BAILEY - Alfred and Sally Bailey

Fund	Amount	Percentage
Housing Fund	800.00	15.00
Insurance Fund	0.00	0.00
Medical and Dental Fund	300.00	2.00
Partner Communications Fund	250.00	3.00
Travel Fund	300.00	2.00
Vehicle Fund	500.00	5.00

SHEILA_AND_GEORGE_BROWN - Sheila and George Brown

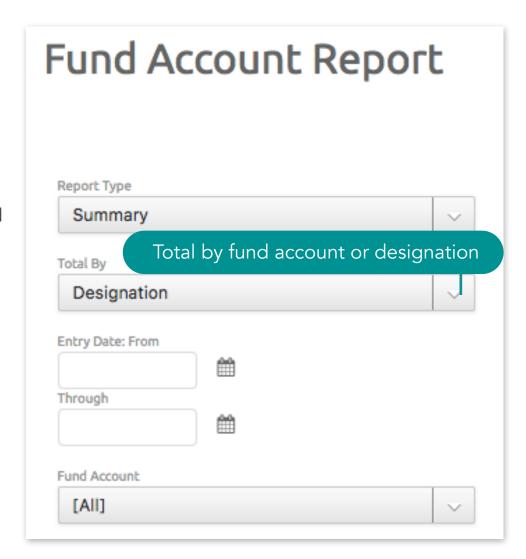| Fund	Amount	Percentage
Housing Fund	800.00	10.00
Insurance Fund	300.00	5.00
Medical and Dental Fund	300.00	2.00
Partner Communications Fund	200.00	3.00

Designation Fund Report

Fund Account Report

The Fund Account Report shows the total of funds set aside from the payroll. It totals up the funds by fund account or designation. You can view the summary and detailed report. The Fund Account Report is created from **Tools** > **Donor Management** > **Fund Account Report**.
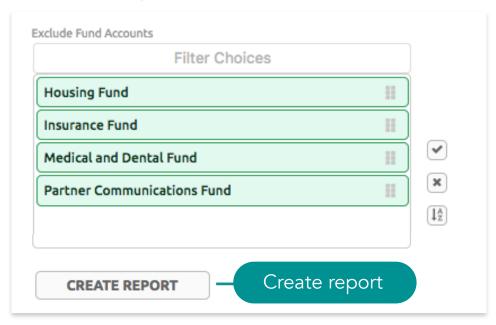
1. From the **Fund Account Report** screen, set the criteria for the report.

2. Select the report type you want to view or print.

    a. **Summary** - shows the fund account totals.

    b. **Detail** - shows the fund account totals and entry details.

3. Select how you want the fund account to be totaled by. It can be by **Fund Account** or **Designation**.

4. You can set a criteria to filter donations that would go into the report.

    a. **Entry Date From** and **Through** - filters fund account entries for a specific period, e.g. the 1st day until the last day of the month.

    b. **Fund Account** - filters donations by fund accounts. If All is selected, all fund accounts entries from all fund accounts will be shown.
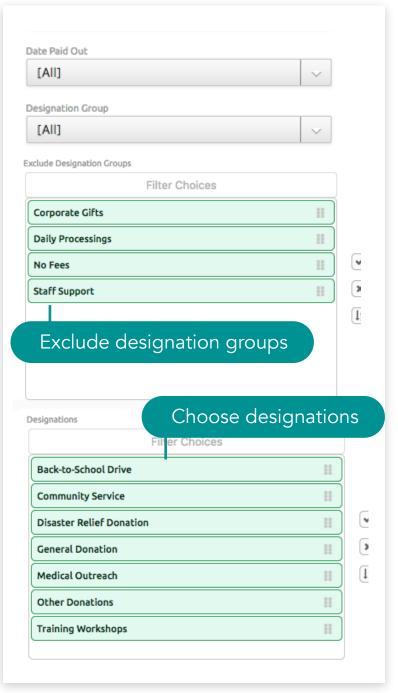
Fund Account Report

Report Type

Summary

Total by fund account or designation

Total By

Designation

Entry Date: From

Through

Fund Account

[All]

c. **Date Paid Form** and **Through** - filters fund account entries that have ben paid out for a specific period.

d. **Designation Groups** - filters donations by designation group. If All is selected, donations from all designation groups will be shown.

e. **Exclude Designation Groups** - exclude designation groups. If nothing is selected, all designations groups will be included.

f. **Designations** - filters donations by designations. If nothing is selected, then all designations will be included.

g. **Exclude Fund Accounts** - exclude fund accounts. If nothing is selected, then all fund accounts will be included.

3. After a criteria is set, click **CREATE REPORT**.

Date Paid Out
[All]

Designation Group
[All]

Exclude Designation Groups
Filter Choices
Corporate Gifts
Daily Processings
No Fees
Staff Support

Exclude designation groups

Choose designations

Designations
Filter Choices
Back-to-School Drive
Community Service
Disaster Relief Donation
General Donation
Medical Outreach
Other Donations
Training Workshops

Exclude Fund Accounts
Filter Choices
Housing Fund
Insurance Fund
Medical and Dental Fund
Partner Communications Fund

CREATE REPORT — Create report

a. If the Report Type is set to **Summary**, the report will show the fund account totals by designation or fund account. If you want to change the criteria and run the report again, click **SEARCH AGAIN**. You can print the report or download the PDF file.

| SEARCH AGAIN | PRINTABLE REPORT | DOWNLOAD PDF |

Fund Account Totals Summary Report

Run on 07-27-2017 by Jenny Cunanan group by designation

Fund Account Totals (Summary)

Designation	Fund	Total
AARON_ANDERSON - Aaron Anderson	Housing Fund	2,000.00
	Insurance Fund	200.00
	Medical and Dental Fund	200.00
	Partner Communications Fund	200.00
	Travel Emergency Fund	300.00
	Travel Fund	1,500.00
	Vehicle Fund	2,000.00
Total for AARON_ANDERSON - Aaron Anderson		6,400.00
ALFRED_AND_SALLY_BAILEY - Alfred and Sally Bailey	Housing Fund	3,000.00
	Insurance Fund	200.00
	Medical and Dental Fund	200.00
	Partner Communications Fund	200.00
	Travel Emergency Fund	300.00
	Travel Fund	4,000.00
	Vehicle Fund	2,000.00
Total for ALFRED_AND_SALLY_BAILEY - Alfred and Sally Bailey		9,900.00
CHRISTINE_AND_JAMES_RUSSELL - Christine and James Russell	Housing Fund	1,000.00
	Insurance Fund	200.00
	Medical and Dental Fund	200.00
	Partner Communications Fund	200.00
	Travel Emergency Fund	300.00
	Travel Fund	200.00
	Vehicle Fund	400.00
Total for CHRISTINE_AND_JAMES_RUSSELL - Christine and James Russell		2,500.00

b. If the Report Type is set to **Details**, the report will show the fund account totals by designation or fund account along with the fund account entry details. If you want to change the criteria and run the report again, click **SEARCH AGAIN**. You can print the report or download the PDF file.

SEARCH AGAIN	PRINTABLE REPORT	DOWNLOAD PDF

Fund Account Totals Details Report

Designation Code in (ALFRED_AND_SALLY_BAILEY)

Run on 07-27-2017 by Jenny Cunanan group by designation

Designation	Fund	Entered	Paid Out	Entry Description	Entry Type	Ref #	Amount	Total
ALFRED_AND_SALLY_BAILEY - Alfred and Sally Bailey	Housing Fund	07/21/2017	07/21/2017	Payroll Deduction		13	2,000.00	2,000.00
		07/21/2017	07/07/2017	Lodging - Daily Lodging	Lodging		1,000.00	3,000.00
	Total for Housing Fund							3,000.00
	Insurance Fund	07/27/2017	07/27/2017	Payroll Deduction		25	200.00	200.00
	Total for Insurance Fund							200.00
	Medical and Dental Fund	07/27/2017	07/27/2017	Payroll Deduction		25	200.00	200.00
	Total for Medical and Dental Fund							200.00
	Partner Communications Fund	07/27/2017	07/27/2017	Payroll Deduction		25	200.00	200.00
	Total for Partner Communications Fund							200.00
	Travel Emergency Fund	07/27/2017	07/27/2017	Payroll Deduction		25	300.00	300.00
	Total for Travel Emergency Fund							300.00
	Travel Fund	07/21/2017	07/21/2017	Payroll Deduction		13	1,500.00	1,500.00
		07/21/2017	07/07/2017	Plane Tickets	Airfare		2,000.00	3,500.00
		07/21/2017	07/07/2017	Airfare	Airfare		500.00	4,000.00
	Total for Travel Fund							4,000.00
	Vehicle Fund	07/21/2017	07/21/2017	Payroll Deduction		13	2,000.00	2,000.00
	Total for Vehicle Fund							2,000.00
Total for ALFRED_AND_SALLY_BAILEY - Alfred and Sally Bailey								9,900.00

Fund Account Totals (Details)

Security

Security is the topmost priority for Coreware. The system meets and exceeds the highest industry standards. Years of research were spent for security measures for both the software and the servers it runs on.

Safeguards implemented

- Administrators have to authenticate any computer that they log in to by answering security questions.
- Passwords must be changed every 90 days. None of the last 5 passwords can be used.
- Logout will happen automatically after 15 minutes of inactivity.
- Minimum password length is 8 and password must contain number, lowercase letter and uppercase letter.
- Any IP address that tries to submit 5 invalid passwords in a row will be blocked from the system.
- Certain countries, known for hacking, are completely blocked, including Afghanistan, North Korea, Pakistan, and Vietnam.
- Administrator accounts are locked after 5 failed log-in attempts.
- Administrator accounts are made inactive if not used for 90 days.
- Clients can set a minimum donation amount. Default minimum is $5. Hackers often attempt small donations.
- Two-factor authentication can be turned on by clients to add an extra layer of security.

FAQ

Q: Why does the donor keep getting failed credit card authentication?
A: The donor's credit card may be expired or entered incorrectly.

Q: How do I set up a merchant services account so I can accept credit card donations?
A: Sign up for a merchant services account from authorize.NET, PayPal, Transnational and USAePay. We recommend signing up for a USAePay merchant account. Once you have a merchant account, enter the merchant account in **Manage** > **Preferences** > **Merchant Accounts**.

Q: Can you host our whole website and not just the donation pages?
A: Yes. We can set up your website to run on the CoreWare system so you could make use of all the donor management system features and add more capabilities that you may need.

Q: I have a need that the system doesn't handle? Can changes be made?
A: Yes. Customizations that add to the functionality can be made. Contact the CoreWare management and provide all the requirements to meet your needs.

Q: A donation was entered wrong. How do I fix it?
A: Failed donations made online would not have a record in the system. If the donation was entered manually in batch, you can make changes to the donation as long as the donation is not posted. If the batch has been posted, you can back out a donation to create a negative entry.