
PeopleSoft Enterprise Contributor Relations 9.0 PeopleBook

March 2010

Copyright © 1988, 2010, Oracle and/or its affiliates. All rights reserved.

Trademark Notice

Oracle is a registered trademark of Oracle Corporation and/or its affiliates. Other names may be trademarks of their respective owners.

License Restrictions Warranty/Consequential Damages Disclaimer

This software and related documentation are provided under a license agreement containing restrictions on use and disclosure and are protected by intellectual property laws. Except as expressly permitted in your license agreement or allowed by law, you may not use, copy, reproduce, translate, broadcast, modify, license, transmit, distribute, exhibit, perform, publish or display any part, in any form, or by any means. Reverse engineering, disassembly, or decompilation of this software, unless required by law for interoperability, is prohibited.

Warranty Disclaimer

The information contained herein is subject to change without notice and is not warranted to be error-free. If you find any errors, please report them to us in writing.

Restricted Rights Notice

If this software or related documentation is delivered to the U.S. Government or anyone licensing it on behalf of the U.S. Government, the following notice is applicable:

U.S. GOVERNMENT RIGHTS

Programs, software, databases, and related documentation and technical data delivered to U.S. Government customers are "commercial computer software" or "commercial technical data" pursuant to the applicable Federal Acquisition Regulation and agency-specific supplemental regulations. As such, the use, duplication, disclosure, modification, and adaptation shall be subject to the restrictions and license terms set forth in the applicable Government contract, and, to the extent applicable by the terms of the Government contract, the additional rights set forth in FAR 52.227-19, Commercial Computer Software License (December 2007). Oracle USA, Inc., 500 Oracle Parkway, Redwood City, CA 94065.

Hazardous Applications Notice

This software is developed for general use in a variety of information management applications. It is not developed or intended for use in any inherently dangerous applications, including applications which may create a risk of personal injury. If you use this software in dangerous applications, then you shall be responsible to take all appropriate fail-safe, backup, redundancy and other measures to ensure the safe use of this software. Oracle Corporation and its affiliates disclaim any liability for any damages caused by use of this software in dangerous applications.

Third Party Content, Products, and Services Disclaimer

This software and documentation may provide access to or information on content, products and services from third parties. Oracle Corporation and its affiliates are not responsible for and expressly disclaim all warranties of any kind with respect to third party content, products and services. Oracle Corporation and its affiliates will not be responsible for any loss, costs, or damages incurred due to your access to or use of third party content, products or services.

Contents

Preface

PeopleSoft Enterprise Contributor Relations Preface	xxv
PeopleSoft Products	xxv
PeopleSoft Enterprise Campus Solutions Application Fundamentals	xxv
PeopleBook Structure	xxvi
PeopleBooks and the Online PeopleSoft Library	xxviii
Common Elements Used in This PeopleBook	xxviii

Chapter 1

Getting Started with Contributor Relations	1
Contributor Relations Overview	1
Contributor Relations Business Processes	1
Contributor Relations Integrations	2
Contributor Relations Implementation	2

Chapter 2

Setting Up Your Contributor Relations Framework	5
Completing a PeopleSoft Contributor Relations Installation	5
Page Used to Complete a PeopleSoft Contributor Relations Installation	6
Setting Up Contributor Relations Installation Defaults	6
Setting Up Institution Defaults	9
Pages Used to Set Up Institution Defaults	10
Setting Up Institution Default Values	10
Setting Up Bio Bit and Bio Brief Reports	12
Setting Up Additional Default Values for the Institution	13
Adding Resources	15
Understanding Resources	15
Pages Used to Add Resources	17
Defining Roles	18
Defining Staff and Volunteers	20
Defining Units	21

Chapter 3

General Functions Used Throughout the System	23
Linking a Spouse to a Constituent Record	23
Working with Worksets	23
Understanding Worksets	24
Pages Used to Work with Worksets	24
Creating a Workset	24
Joining Worksets	25
Building a Workset From a Page in the System	26
Creating Service Indicators	27
Reviewing Constituent Type and Class Year	27
Sending Email Notifications	27
Pages Used to Send Email Notifications	28
Creating and Viewing Attachments	28
Understanding Attachments	28

Chapter 4

Setting Up Constituent Data	31
Prerequisites	31
Defining Constituent Types	32
Understanding Constituent Types	32
Page Used to Define Constituent Types	33
Setting Constituent Types Values	34
Defining Involvement Categories	34
Page Used to Define Involvement Categories	34
Setting Involvement Category Definitions	35
Defining Involvement Types	35
Page Used to Define Involvement Types	36
Setting Involvement Types Values	36
Defining Involvement Codes	37
Understanding Involvement Codes	37
Page Used to Define Involvement Codes	37
Setting Involvement Codes Values	37
Defining Person and Organization Relationships	38
Page Used to Define Person and Organization Relationships	39
Defining Person/Org Relationships Values	39
Defining Organization Reciprocal Relationships	39
Page Used to Define Organization Reciprocal Relationships	40
Setting Reciprocal Relationship Values	40

Setting Up Contact Types	40
Setting Up Attachment Types	41
Page Used to Set Up Attachment Types	41
Defining Attachment Types	41

Chapter 5

Setting Up Prospects	43
Prerequisites	43
Setting Up Prospect Identifiers	43
Pages Used to Set Up Prospect Identifiers	44
Defining Asset Types	45
Defining Rating Types	46
Defining Rating Origins	46
Defining Rating Categories	47
Defining Rating Indicators	48
Defining Action Types	49
Defining Action Contact Types	50
Defining Action Status Codes	51
Defining Action Results	52
Defining Donor Appreciation Items	54

Chapter 6

Setting Up Initiatives	55
Understanding Initiatives	55
Prerequisites	55
Understanding General Initiatives	58
Understanding Campaigns	58
Understanding Membership Initiatives	59
Understanding Volunteer Efforts	59
Understanding Event Initiatives	59
Understanding Other Initiatives	59
Defining Initiative Types	59
Page Used to Define Initiative Types	60
Defining Initiative Types	60
Defining Audiences	61
Pages Used to Define Audiences	61
Setting Up Attribute Types	62
Setting Up Audience Criteria	63
Defining Initiative Goal Types	67
Page Used to Define Initiative Goal Types	67

Defining Goal Types	67
Defining Methods	68
Page Used to Define Methods	68
Setting Up Communication Methods	68
Using Action Components for Initiative Setup	69
Defining Action Types for Initiatives	69
Defining Action Contact Types for Initiatives	69
Defining Action Status Codes for Initiatives	70
Defining Action Results for Initiatives	70
Defining Budget Categories	70
Page Used to Define Budget Categories	70
Setting Up Budget Categories	70
Setting Up Appeal Information	71
Pages Used to Set Up Appeal Information	71
Setting Up Appeal Types	72
Setting Up Appeals	72
Setting Up Appeal Details	73
Setting Up Campaigns	74
Pages Used to Set Up Campaigns	75
Defining Donor Phases	75
Setting Up an Anticipated Gift Table	76
Defining Reporting Rules	77
Setting Up Membership Initiatives	79
Pages Used to Set Up Membership Initiatives	80
Setting Up Membership Types	80
Setting Up Membership Categories	81
Setting Up Volunteer Efforts	81
Common Elements Used in This Section	81
Pages Used to Set Up Volunteer Efforts	82
Setting Up Volunteer Resources	83
Defining Areas of Responsibility	83
Defining Assignment Types	84
Defining Leadership Types	85
Defining Volunteer Initiative Goals	86
Structuring the Leadership Group	86
Defining Subgroups	87
Setting Up Event Initiatives	88

Chapter 7

Setting Up Commitment Management	91
Prerequisites	91
Defining Gift Types	93

Page Used to Define Gift Types	93
Setting Up Gift Types	93
Defining Tender Types	94
Page Used to Define Tender Types	94
Setting Up Tender Types	94
Defining Designation Types	96
Understanding Designation Types	96
Page Used to Define Designation Types	96
Setting Up Designation Types	96
Defining Matching Gift Types for Designations	97
Understanding Matching Gift Types for Designations	97
Page Used to Define Matching Gift Types for Designations	97
Setting Up Matching Gift Types	98
Defining Designation Funds	98
Understanding Designation Funds	98
Page Used to Define Designation Funds	98
Setting Up a Designation Fund	99
Defining Recognition Types	102
Page Used to Define Recognition Types	102
Setting Up Recognition Types	102
Defining Adjustment Reasons	103
Page Used to Define Adjustment Reasons	103
Setting Up Adjustment Reasons	104
Preparing for Session Posting	104
Understanding Session Posting	104
Setting Up Item Types	105
Completing Item Type Initial Setup	106
Defining a GL Interface	108
Preparing for Acknowledgement Letters and Receipts	111
Defining Acknowledgement Rules	112
Common Elements Used in This Section	113
Pages Used to Define Acknowledgement Rules	113
Setting Up Acknowledgements	114
Continuing Acknowledgement Setup	115
Completing Acknowledgement Setup	116
Defining an Organization's Matching Gift Rules	116
Page Used to Define an Organization's Matching Gift Rules	116
Setting Up Matching Gift Rules, Restrictions, and Required Information	117
Defining Giving Club Information	121
Pages Used to Define Giving Club Information	121
Defining Giving Clubs	121
Defining Giving Club Levels	123
Setting Up Credit Card Processing	124
Pages Used to Set Up Credit Card Processing	125
Setting Up a Connection with a Third-Party Processor	125

Defining Payment Methods	126
Defining Credit Card Types	126
Defining Connection Parameters for a Third-Party Processor	127
Setting Up Self-Service Online Giving and Pledges	129
Pages Used to Set Up Self-Service Online Giving and Pledges	130
Defining Involvement Settings	131
Defining Web Designations	133
Defining Web Appeals	135
Defining Web Campaigns	136
Entering a Web Campaign Narrative	138
Defining Campaign Linked Designations	139
Defining Campaign Linked Appeals	140
Defining Giving Vehicles	141

Chapter 8

Managing Constituent Data	143
Searching for Records	144
Understanding Records	144
Pages Used to Search for Records	144
Using Search/Match Functionality	145
Adding People to the System	147
Pages Used to Add People to the System	147
Managing Addresses and Phone Numbers	148
Pages Used to Manage Addresses and Phone Numbers	148
Updating Linked Addresses	149
Reviewing Address Data	149
Entering Electronic Addresses	149
Tracking External System IDs	150
Managing Names	150
Maintaining Constituent Types	150
Understanding Constituent Types	150
Pages Used to Maintain Constituent Types	151
Assigning Constituent Types	151
Tracking Religious Preferences	152
Maintaining Photos	153
Adding Constituent Types to Graduates	153
Page Used to Add Constituent Types to Graduates	153
Running the Graduates to Alumni Process	153
Maintaining Degree Information	155
Pages Used to Maintain Degree Information	155
Maintaining External Degree Information	156
Viewing an Academic Summary	157

Setting a Constituent's Preferred Year	158
Entering Internal Legacy Degree Information	158
Maintaining Work Experience Information	159
Pages Used to Maintain Work Experience Information	159
Creating Constituent Attachments	160
Understanding Constituent Attachments	160
Page Used to Create Constituent Attachments	161
Creating Attachments	161
Adding Organizations	162
Entering Location Data for Organizations	163
Entering Department Data for Organizations	163
Entering Contact Data for Organizations	163
Maintaining an Organization's Financial Information	164
Page Used to Maintain Organization Financial Information	164
Entering an Organization's Financial Information	164
Defining an Organization's Foundation Information	166
Pages Used to Define Organization Foundation Information	167
Defining Basic Foundation Information	167
Defining Foundation Support Information	169
Defining Proposal Information	170
Viewing an Organization's Foundation Information	171
Pages Used to View an Organization's Foundation Information	172
Reviewing Foundation Information	172
Filtering Foundation Records	173
Defining an Organization's Matching Gift Rules	174
Viewing an Organization's Matching Gift Rules	175
Reviewing an Organization's Data	175
Viewing an Organization's Employee List	175
Page Used to View an Organization's Employee List	175
Viewing Employee Lists	176
Viewing a Person Profile	176
Understanding Person Profile Views	176
Page Used to View a Person Profile	178
Viewing General Person Profile Information	178
Viewing a Biographic Profile	181
Viewing a Commitment Profile	185
Viewing a Participation Profile	185
Viewing an Organization Profile	187
Understanding Organization Profile Views	187
Page Used to View an Organization Profile	188
Viewing a General Organization Profile	188
Viewing Organization Details	191
Viewing Organization Financial Details	193
Viewing Commitments	194
Viewing Organization Participation	196

Viewing a Prospect Profile	197
Understanding Prospect Profile Views	197
Page Used to View a Prospect Profile	198
Viewing a General Prospect Profile	199
Viewing Prospect Management Details	201
Viewing Prospect Philanthropic Interests	204
Updating a Donor's Record or Adding a Donor	205
Viewing a Constituent's Audience History	205
Page Used to View a Constituent's Audience History	206
Reviewing Audience History	206
Maintaining Involvement Information	207
Understanding Involvement	207
Pages Used to Maintain Involvement Information	207
Adding Involvement Records	209
Filtering Involvement Records	210
Creating an Involvement Roster	211
Establishing Relationships	213
Understanding Relationships	213
Common Elements Used in This Section	213
Pages Used to Establish Relationships	214
Establishing a Person-to-Person Relationship	215
Establishing an Organization-to-Organization Relationship	215
Establishing a Person-to-Organization Relationship	216
Establishing an Organization-to-Person Relationship	217

Chapter 9

Managing Prospects	219
Understanding Prospect Management	219
Prerequisites	219
Prospect Management	219
Creating Resource Assignments	220
Common Elements Used in This Section	220
Pages Used to Create Resource Assignments	221
Creating Mass Assignments	224
Creating Individual Staff Assignments	225
Creating Individual Volunteer Assignments	226
Creating Individual Unit Assignments	227
Viewing the Prospects Assigned to a Resource	228
Viewing Resource Assignments	229
Generating the Role Assignments Report	230
Creating Prospect Strategies	231
Understanding Prospect Strategies	232

Pages Used to Create Prospect Strategies	232
Creating an Overall Cultivation Strategy	233
Viewing Actions Linked to a Strategy	235
Viewing a Strategy Summary	236
Viewing Prospect Strategy Details	236
Tracking Prospect Data	236
Common Element Used in This Section	237
Pages Used to Track Prospect Data	237
Creating a Biographic Narrative	239
Maintaining Personal Assets	240
Viewing Personal Assets	242
Maintaining Ratings	242
Filtering Ratings	244
Viewing Ratings	245
Viewing a Prospect's Philanthropic Interests	246
Preparing and Generating a Biographic Profile Report	246
Implementing a Prospect Plan	247
Understanding Prospect Plans	248
Pages Used to Implement a Prospect Plan	249
Clearing a Prospect for Cultivation	253
Creating Mass Actions	254
Creating Actions for Individual Prospects	258
Entering Action Results	260
Maintaining Donor Appreciation Items	263
Viewing a List of Appreciation Items Given	265
Viewing Donor Appreciation Details	265
Viewing Clearances for a Prospect	266
Filtering Prospect Actions	267
Viewing Existing Actions for a Prospect	269
Managing an Action List	270
Viewing Action Details	271
Viewing Contact Reports	272
Viewing Contact Report Details	273
Viewing To Do Lists	273

Chapter 10

Managing Planned Giving Prospects	275
Understanding Planned Giving Prospect Management	275
Common Elements Used in This Chapter	275
Tracking Bequests	277
Understanding Bequests	277
Pages Used to Track Bequests	278

Defining Bequest Details	278
Defining Constituent Bequest Details	280
Defining Institutional Bequest Information	281
Tracking Trusts	282
Pages Used to Track Trusts	283
Defining Trust Details	283
Defining Trust Gift Information	285
Defining Trust Account Information	286
Defining Trust Beneficiaries	287
Defining Institutional Trust Information	288
Tracking Gift Annuities	289
Pages Used to Track Gift Annuities	290
Defining Gift Annuity Details	290
Defining Gift Annuity Beneficiaries	291
Defining Institutional Gift Annuity Information	292
Tracking Pooled Income Funds	293
Pages Used to Track Pooled Income Funds	294
Defining Pooled Income Fund Details	294
Defining Pooled Income Fund Beneficiaries	296
Defining Institutional Pooled Income Fund Information	297
Working with a Planned Giving Profile	298
Pages Used to Work with a Planned Giving Profile	299
Viewing a Planned Giving Profile	299
Viewing Bequest Details	300
Viewing Trust Details	302
Viewing Gift Annuity Details	304
Viewing Pooled Income Fund Details	305

Chapter 11

Managing Initiatives	309
Understanding Initiative Management	309
Prerequisites	310
Initiative Management	310
Defining an Initiative	310
Pages Used to Define an Initiative	311
Creating an Initiative	311
Defining an Initiative Audience	314
Understanding Audiences	314
Pages Used to Define an Initiative Audience	315
Defining the Audience	315
Building and Merging the Audience	317
Linking Related Initiatives	319

Page Used to Link Related Initiatives	320
Assigning Related Initiatives	320
Assigning Initiative Resources	321
Page Used to Assign Initiative Resources	321
Assigning Initiative Resources	322
Defining a Public Relations Plan	323
Page Used to Define a PR Plan	324
Defining a Public Relations Plan	324
Creating Initiative Attachments	326
Page Used to Create Initiative Attachments	327
Creating Attachments	327
Creating an Initiative Budget and Tracking Expenses	328
Pages Used to Create a Budget and Track Expenses	328
Creating a Budget	329
Tracking Budget Expenses	330
Creating Initiative Actions	331
Pages Used to Create Initiative Actions	332
Entering Initiative Action Information	333
Adding Action Information	334
Viewing Initiative Action Summary Information	335
Pages Used to View Action Summary Information	336
Viewing To Do Lists	336
Viewing Initiative Action Summary Information	336
Viewing Action Details	337
Viewing Related Goals	337
Page Used to View Related Goals	337
Viewing Related Goal Information	337
Viewing Responsible Staff for Related Initiatives	338
Page Used to View Responsible Staff for Related Initiatives	338
Using Mass Change for Initiative and Membership Letters	338
Understanding Mass Change	339
Understanding the Initiative Mass Change Template	339
Understanding the Membership Mass Change Template	341
Pages Used to Use Mass Change for Initiative and Membership Letters	343
Selecting Student Administration Criteria	343
Selecting Criteria and Defaults	344
Running the Mass Change SQR Process (MASSCHNG)	345

Chapter 12

Managing Campaigns	347
Understanding Campaign Management	347
Prerequisites	347

Campaign Management	347
Managing General Initiative Information	349
Setting Campaign Initiative Goals	349
Pages Used to Set Campaign Initiative Goals	349
Setting Intermediate Goals for Campaigns	350
Setting Annual Goals	351
Setting Department Goals	352
Setting Unit Goals	353
Viewing a Prospect List	354
Pages Used to View a Prospect List	355
Viewing Prospects	355
Generating the Campaign Progress Report	355
Page Used to Generate the Campaign Progress Report	356
Generating Campaign Progress Reports	356
Viewing the Top Donors to a Campaign	357
Page Used to View Top Donors to a Campaign	357
Viewing Top Donor Summaries	357
Viewing a Summary of Campaign Initiatives	358
Pages Used to View a Summary of Campaign Initiatives	358
Viewing Campaign Summary Information	359
Viewing Initiative Details	359

Chapter 13

Managing Membership	361
Understanding Membership	361
Prerequisites	361
Common Elements Used in This Chapter	362
Membership Management	362
Managing General Initiative Information	363
Creating a Member Organization	363
Understanding Member Organizations	363
Pages Used to Create a Member Organization	364
Defining the Member Organization	364
Setting Member Criteria	366
Defining Membership Objectives	367
Defining Membership Dues	367
Assigning Membership Resources	370
Building and Merging Membership Lists	371
Page Used to Build Membership Lists	372
Building and Merging Member Lists	372
Defining Membership Initiative Goals	374
Pages Used to Define Membership Initiative Goals	374

Setting Intermediate Goals for Membership Initiatives	374
Setting Annual Goals for Membership Initiatives	375
Entering Member Dues	377
Understanding Membership Dues	377
Understanding Gift Processing in Membership Sessions	378
Common Element Used in This Section	378
Pages Used to Enter Member Dues	379
Entering Dues Payment Detail	379
Entering Tender Type Details	385
Assigning Membership Designations and Associating Others with a Membership	389
Processing Member Credit Card Transactions	392
Adjusting Membership Dues Payments	392
Understanding Membership Dues Payment Adjustments	392
Pages Used to Adjust Membership Dues Payments	392
Selecting Posted Dues Transactions to be Adjusted	393
Adjusting Dues Payment Details	394
Adjusting Designation and Associated Constituent Information	395
Preparing for Membership Letters	398
Viewing Membership Progress	398
Page Used to View Membership Progress	398
Viewing Membership Progress	399
Viewing Membership History	400
Pages Used to View Membership History	400
Viewing Membership Benefit History	401
Page Used to View Membership Benefit History	401
Viewing a Membership Summary or a Supervisor's Membership Summary	401
Page Used to View a Membership Summary or a Supervisor's Membership Summary	402
Viewing Membership Summary Information	402

Chapter 14

Managing Volunteers	403
Understanding Volunteer Management	403
Prerequisites	403
Volunteer Management	403
Managing General Initiative Information	404
Assigning Volunteers to Roles	404
Pages Used to Assign Volunteers to Roles	405
Assigning Volunteers to Roles Within the Structure	405
Creating Subgroup Assignments	406
Assigning Volunteers to Specific Tasks	407
Prerequisites	407
Pages Used to Assign Volunteers to Specific Tasks	408

Assigning Volunteers and Groups to Tasks	408
Entering Constituent Data and Volunteer Evaluations	409
Creating a Biographical Bit or Brief	411
Reviewing Volunteer History	411
Pages Used to View Volunteer History	411
Reviewing Volunteer Involvement	412
Reviewing Volunteer Audience History	413

Chapter 15

Managing Event Initiatives	415
Understanding Event Initiative Management	415
Prerequisites	415
Event Initiative Management	416
Managing General Initiative Information	416
Preparing for Initiative Letters	416
Setting Intermediate Goals for Events	417
Page Used to Set Intermediate Goals for Events	417
Setting Event Goals	417
Creating Events	418
Assigning Meeting Details	419
Tracking Event Attendance	419
Creating Event Templates	419
Reviewing Events, Meetings, and Attendees	420
Viewing a To Do List	420

Chapter 16

Managing Other Initiatives	421
Understanding Other Initiatives	421
Prerequisites	421
Other Initiative Management	421
Managing General Initiative Information	422
Preparing for Initiative Letters	422
Setting Intermediate Goals	422
Page Used to Set Intermediate Goals	422
Setting Other Initiative Goals	422
Viewing To Do Lists	423

Chapter 17

Entering Commitments	425
Understanding the Gift and Pledge Process	425
Common Elements Used in This Chapter	426
Creating and Working with Sessions	427
Managing Sessions	427
Pages Used to Manage Sessions	428
Initializing and Balancing the Session	428
Selecting Session Defaults	431
Viewing Session Details and Selecting Transactions to Edit or Delete	432
Viewing a Session Tree	434
Entering Gifts and Pledge Payments	435
Understanding Gifts and Pledge Payments	436
Pages Used to Enter Gifts and Pledge Payments	436
Entering a Gift or Pledge Transaction	438
Creating Soft Gift Entries	445
Entering Tender Type Details	446
Entering Tribute Details	450
Identifying Potential Matching Gifts	452
Applying Matching Gifts	452
Receiving a Scheduled Pledge	454
Updating or Adding a Constituent Who is a Person	454
Updating or Adding a Constituent Who is an Organization	456
Loading Mass Gift and Pledge Transactions	458
Page Used to Load Mass Gift and Pledge Transactions	458
Loading Gifts and Pledges	458
Viewing Gift Session Transactions	461
Pages Used to View Gift Session Transactions	462
Viewing a Gift Summary	463
Viewing Gift Details	464
Viewing a Supervisor's Gift Session Summary	464
Adjusting Gifts and Matching Gifts	464
Understanding Gift Adjustment	465
Page Used to Adjust Gifts and Matching Gifts	466
Selecting a Transaction to Adjust	466
Entering a Gift Adjustment Transaction	466
Adjusting Matching Gift Information	468
Editing Matching Gift Information	469
Changing a Gift's Type	469
Adjusting Gift and Membership Credit Card Payments	469
Entering Conditional Pledges	472

Understanding Conditional Pledges	472
Pages Used to Enter Conditional Pledges	473
Entering Conditional Pledge Detail	474
Assigning Conditional Pledge Designations	475
Assigning Conditional Pledge Recognition	477
Entering Pledges	478
Understanding Pledges	478
Pages Used to Enter Pledges	479
Entering a Pledge Transaction	480
Determining a Pledge Payment Schedule Within a Session	483
Adjusting a Pledge Payment Schedule For a Constituent	485
Viewing Pledges	486
Pages Used to View Pledges	486
Viewing a Pledge Summary	487
Viewing Pledge Details	488
Viewing a Supervisor's Pledge Summary	488
Viewing an Open Pledge Register	489
Viewing a Pledge Payment Schedule	489
Adjusting Pledges	490
Understanding Pledge Adjustment	490
Pages Used to Adjust Pledges	491
Entering a Pledge Adjustment Transaction	491

Chapter 18

Processing Commitments	495
Understanding Credit Card Processing	495
Accessing the Credit Card Payment Pages	496
Common Elements Used in This Chapter	497
Queuing Sessions for Posting	498
Page Used to Queue Sessions for Posting	498
Queuing Balanced Sessions	498
Processing and Posting Sessions	499
Understanding Session Processing and Posting	499
Understanding the GL Interface Process	502
Understanding the Constituent Accumulators Process	504
Pages Used to Process and Post Sessions	506
Running the GL Interface Job (AVPOST and AVPOST2)	506
Running the GL Interface File Extract COBOL Process (AVPACCTL)	507
Running the Constituent Accumulators Process (AVPOST)	508
Viewing a Journal Generator Template	509
Processing Credit Card Transactions	509
Understanding Credit Card Transaction Processing	509

Pages Used to Process Credit Card Transactions	513
Selecting Gift and Membership Transactions for Processing	513
Authorizing Gift and Membership Transactions	515
Capturing Gift and Membership Transactions	517
Authorizing and Capturing Transactions as a Single Process	517
Handling Denied CyberSource Transactions	518
Purging Credit Card Security Data	518
Understanding Credit Card Security Code Purging	518
Pages Used to Purge Credit Card Security Data	519
Purging Security Codes for Gifts and Memberships	519
Reviewing Electronic Payment Results	520
Pages Used to Review Electronic Payment Results	520
Preparing to Run the EP Processing Audit	520
Generating the EP Processing Audit Report	520
Viewing EP Processing Audit Information Online	522
Working with Denied Credit Card Transactions	523
Understanding Denied Credit Card Transactions	523
Pages Used to Work with Denied Credit Card Transactions	524
Selecting Denied Gift and Membership Transactions for Processing	524
Authorizing and Capturing Denied Gift and Membership Transactions	525
Reviewing Credit Card Activity	526
Pages Used to Review Credit Card Activity	526
Selecting Gift and Membership Transactions for Review	527
Reviewing Gift and Membership Transactions	527
Reviewing Credit Card Processing Messages	530
Viewing Accounting Lines	531
Page Used to View Accounting Lines	531
Viewing Generated Accounting Lines	531
Viewing Suspended Sessions	533
Page Used to View Suspended Sessions	533
Viewing Suspended Session Information	533
Viewing Information About and Transferring Sessions	536
Pages Used to View Information About and Transfer Sessions	536
Filtering Sessions	537
Viewing a Session Summary	538
Transferring Sessions	539
Reopening and Editing Expected Counts and Amounts for Sessions	540
Managing the Acknowledgement Process	541
Understanding How the Acknowledgement Generation Process Works	542
Understanding Joint Acknowledgements and Spousal Relationships	543
Processing Acknowledgement Letters	544
Page Used to Process Acknowledgement Letters	545
Processing Acknowledgements Automatically Using a COBOL Process (AVPACKNL)	545
Generating Acknowledgement Letters	545
Working with Manually Generated Acknowledgements	546

Pages Used to Work with Manually Generated Acknowledgements	546
Viewing Acknowledgements in Suspense	547
Viewing Acknowledgement Details	548
Transferring an Acknowledgement	549
Viewing Acknowledgement Lists	549
Managing Joint Communications	550
Handling Matching Gifts	551
Understanding Matching Gifts	551
Understanding Matching Gift Processing and Foreign Currencies	552
Pages Used to Handle Matching Gifts	554
Viewing an Organization's Matching Gift Rules	555
Viewing Outstanding Matching Gifts	558
Viewing Expected Matching Gifts	558
Viewing Matching Gifts for People	559
Viewing Matching Gifts for Organizations	560
Managing Giving Clubs	561
Understanding Giving Clubs	561
Pages Used to Manage Giving Clubs	561
Manually Generating Giving Club Memberships	563
Generating Giving Club Memberships	564
Tracking Giving Club Progress	567
Viewing a Giving Club Summary	567
Viewing a Giving Club Membership Summary	568
Generating CAE Reports	569
Page Used to Generate CAE Reports	569
Running a CAE Report	570

Chapter 19

Analyzing Giving History	571
Analyzing Donor History	571
Common Elements Used in This Section	572
Pages Used to Analyze Giving History	572
Viewing a Donor's Giving Profile	576
Viewing an Organization's Giving Profile	579
Viewing a Donor's Commitment Summary	582
Viewing Commitment Summary Details	583
Filtering Donor Commitment Registers	583
Viewing Donor Commitment Registers	584
Filtering Donor Transaction Registers	585
Viewing Donor Transaction Registers	587
Comparing Profiles In a Workset	587
Generating Designation Donor Reports	588

Page Used to Generate Designation Donor Reports	589
Running a Designation Donor List Report	589

Chapter 20

Interfacing with PeopleSoft Enterprise Financials	593
Understanding the Interface	593
Understanding Messaging	594
Setting Up Integration with Financials 8.4 or 8.8	596
Pages Used to Set Up Integration with Financials 8.4 or 8.8	597
Identifying Financial Software Version	597
Defining Batch Publish Rules	598
Defining Batch Programs	598
Setting Up Business Unit Synchronization	599
Synchronizing Contributor Relations Business Unit Data with Financials	600
Publishing Accounting Line Information Automatically	602
Page Used to Publish Accounting Line Information Automatically	602
Running the AVPOST2 Job	602
Publishing Accounting Line Information Manually	603
Pages Used to Publish Accounting Line Information Manually	604
Entering AVPACCTL Parameters	604
Running the Batch Publish Application Engine Process (EOP_PUBLISHM)	604
Monitoring Message Results and Status	606
Viewing Accounting Lines	606
Understanding Interface Setup Best Practices	606
Avoiding Integration Setup Errors	607
Avoiding Queue Errors	607
Avoiding Messaging Errors	608

Chapter 21

Working with Self-Service Involvement	611
Understanding Involvement	611
Understanding the Self-Service Online Giving Life Cycle	612
Understanding Self-Service Online Pledges	612
Giving Online to the Institution	613
Understanding Secure Online Giving	614
Understanding Self-Service Involvement Navigations	614
Prerequisites	614
Pages Used to Give Online to the Institution	615
Selecting an Organization	616
Selecting a Way to Give	616

Starting the Online Giving Process	617
Entering Gift Information	617
Entering Payment Information	618
Confirming and Submitting Payment Information	618
Viewing Fund Information	618
Viewing Payment Results	618
Selecting an Existing Campaign	619
Donating to an Existing Campaign	619
Giving by Mail	619
Making a Pledge Online	619
Understanding Online Pledges	620
Pages Used to Make a Pledge Online	620
Selecting a Way to Give	621
Investing in an Existing Campaign	621
Making a Pledge Online	621
Entering Pledge Information	622
Entering Payment Information	622
Confirming and Submitting a Pledge	622
Monitoring Self-Service Commitment Summary	623
Pages Used to Monitor Self-Service Commitment Summary	623
Viewing a Commitment Summary	623
Monitoring Self-Service Giving Club Progress	623
Page Used to Monitor Self-Service Giving Club Progress	624
Monitoring Self-Service Membership History	624
Page Used to Monitor Self-Service Membership History	624
Generating Self-Service Gift and Pledge Sessions	624
Prerequisites	624
Page Used to Generate Self-Service Gift and Pledge Sessions	625
Creating Self-Service Gift and Pledge Sessions (AV_INV_SESS)	625
Balancing, Queuing, and Posting Self-Service Gift Sessions	625
Processing Self-Service Credit Card Transactions	626
Understanding Self-Service Transaction Types	626
Prerequisites	626
Pages Used to Process Self-Service Credit Card Transactions	627
Selecting Self-Service Gift Transactions for Processing	627
Capturing Self-Service Gift Transactions	628
Working with Denied Self-Service Transactions	630
Pages Used to Work with Denied Self-Service Transactions	630
Selecting Denied Self-Service Gift Transactions for Processing	630
Capturing Denied Self-Service Gift Transactions	631
Adjusting Self-Service Gift Credit Card Payments	632
Investigating Self-Service Gift and Pledge Transactions	633
Prerequisites	633
Pages Used to Investigate Self-Service Gift and Pledge Transactions	633
Filtering Self-Service Gifts	634

Viewing Self-Service Gift or Pledge Information	635
Viewing Self-Service Gift or Pledge Details	636
Viewing Self-Service Gift Log Details	636
Selecting Self-Service Gift Transactions for Review	636
Reviewing Self-Service Gift Transactions	637
 Appendix A	
AV_GP_LOAD_TBL Data Fields	639
Data Field Details	639
 Appendix B	
Delivered Workflows for Contributor Relations	651
Delivered Workflows for Contributor Relations	651
Send Action	651
Send BioDemo Update	652
Send Contact Report	653
 Appendix C	
Contributor Relations Reports	655
Contributor Relations Reports: A to Z	655
Contributor Relations Reports: Selected Reports	657
AV702 – Graduates To Alumni Report	657
AV703 – Pledge Schedule Aging Report	657
AV704 – Electronic Payment Processing Audit	658
AVBIOBIT, AVORGBIO – Biographic Profile	658
AVCAMPRO – Campaign Progress Report	659
AVDESDNR – Designation Donor Report	662
AVGCINIT – Giving Club Initialization Report	663
AVPCAE, GFTINC, GFTINCII, GFTINCIV – CAE Gift Income Report	663
AVROLE – Role Assignments	665
 Index	 667

PeopleSoft Enterprise Contributor Relations Preface

This preface discusses:

- PeopleSoft products.
- PeopleSoft Enterprise Campus Solutions application fundamentals.
- PeopleBook structure.
- Common elements used in this PeopleBook.

Important! This PeopleBook documents only page elements that require additional explanation. If a page element is not documented with the process or task in which it is used, then either it requires no additional explanation or it is documented with common elements for the section, chapter, PeopleBook, or product line.

PeopleSoft Products

This PeopleBook refers to the following PeopleSoft product: PeopleSoft Enterprise Contributor Relations.

PeopleSoft Enterprise Campus Solutions Application Fundamentals

Additional, essential information describing the setup and design of the system appears in two companion volumes of documentation called *PeopleSoft Enterprise Campus Solutions 9.0 Application Fundamentals PeopleBook* and *PeopleSoft Enterprise Campus Community Fundamentals 9.0 PeopleBook*. Each PeopleSoft product line has its own version of this documentation.

Note. One or more pages in Contributor Relations operate in deferred processing mode. Deferred processing is described in the preface in the *PeopleSoft Enterprise Campus Solutions 9.0 Application Fundamentals PeopleBook*.

See Also

PeopleSoft Enterprise Campus Solutions 9.0 Application Fundamentals PeopleBook, "PeopleSoft Enterprise Campus Solutions Preface"

PeopleBook Structure

PeopleSoft PeopleBooks follow a common structure. By understanding this structure, you can use this PeopleBook more efficiently.

The PeopleBooks structure conveys a task-based hierarchy of information. Each chapter describes a process that is required to set up or use the application. Chapter sections describe each task in the process. Subsections within a section describe a single step in the process task.

Some PeopleBooks may also be divided into parts. PeopleBook parts can group together similar implementation or business process chapters within an application or group together two or more applications that integrate into one overall business solution. When a book is divided into parts, each part is divided into chapters.

The following table provides the order and descriptions of chapters in a PeopleBook:

<i>Chapters</i>	<i>Description</i>
Preface	<p>This is the chapter you're reading now. It explains:</p> <ul style="list-style-type: none"> • How to use the Application Fundamentals book. • How PeopleBooks are structured. • Common elements used in the PeopleBook, if necessary.
Getting Started With...	<p>This chapter discusses product implementation guidelines. It explains:</p> <ul style="list-style-type: none"> • The business processes documented within the book. • Integrations between the product and other products. • A high-level documentation to how our documentation maps to the overall implementation process; it doesn't offer step-by-step guidance on how to perform an actual implementation.
Navigation	<p>(Optional) Some PeopleSoft applications provide custom navigation pages that contain groupings of folders that support a specific business process, task, or user role. When an application contains custom navigation pages, this chapter provides basic navigation information for these pages.</p> <p>Note. Not all applications have delivered custom navigation pages.</p>

Chapters	Description
Understanding...	(Optional) This is an introductory chapter that broadly explains the product and the functionality within the product.
Setup and Implementation	<p>This can be one or more chapters. These chapters contain documentation to assist you in setting up and implementing the product. For example, if functionality X is part of a product, this chapter would be devoted to explaining how to set up functionality X, not necessarily how to use functionality X. You would look to the corresponding business process chapter to learn how to use the functionality.</p> <p>Note. There may be times when a small amount of business process information is included in a setup chapter if the amount of business process documentation was insufficient to create a separate section in the book.</p>
Business Process	<p>This can be one or more chapters. These chapters contain documentation that addresses specific business processes with each chapter generally devoted to a specific functional area. For example, if functionality X is part of a product, this chapter would be devoted to explain how the functionality works, not necessarily how to set up functionality X. You would look to the corresponding setup and implementation chapter to learn how to set up the functionality.</p> <p>Note. There may be times when a small amount of setup and implementation information is included in a business process chapter if the amount of setup and implementation documentation was insufficient to create a separate chapter in the book.</p>
Appendixes	(Optional) If the book requires it, one or more appendixes might be included in the book. Appendixes contain information considered supplemental to the primary documentation.
Delivered Workflow Appendix	<p>(Optional) The delivered workflow appendix describes all of the workflows that are delivered for the application.</p> <p>Note. Not all applications have delivered workflows.</p>
Reports Appendix	(Optional) This appendix contains an abbreviated list of all of the product's reports. The detailed documentation on the use of these reports is usually included in the related business process chapter.

PeopleBooks and the Online PeopleSoft Library

A companion PeopleBook called PeopleBooks and the Online PeopleSoft Library contains general information, including:

- Understanding the PeopleSoft online library and related documentation.
- How to send PeopleSoft documentation comments and suggestions to Oracle.
- How to access hosted PeopleBooks, downloadable HTML PeopleBooks, and downloadable PDF PeopleBooks as well as documentation updates.
- Understanding PeopleBook structure.
- Typographical conventions and visual cues used in PeopleBooks.
- ISO country codes and currency codes.
- PeopleBooks that are common across multiple applications.
- Common elements used in PeopleBooks.
- Navigating the PeopleBooks interface and searching the PeopleSoft online library.
- Displaying and printing screen shots and graphics in PeopleBooks.
- How to manage the PeopleSoft online library including full-text searching and configuring a reverse proxy server.
- Understanding documentation integration and how to integrate customized documentation into the library.
- Glossary of useful PeopleSoft terms that are used in PeopleBooks.

You can find this companion PeopleBook in your PeopleSoft online library.

Common Elements Used in This PeopleBook

Start Date and End Date	Enter a start and end date for the action, campaign, initiative, role assignment, and so on. When you click the prompt button for this field, the pop-up calendar appears. Use the arrow keys at the bottom of the calendar to locate the appropriate month and year, then click the specific date. The start date populates by default to the current date, but can be overridden.
Person/Org	Select either <i>Person</i> or <i>Organization</i> to determine the constituent you want to work with or view information about.
Currency Code	Select a currency code for the values you enter on a page, which may differ from your institution's or business unit's default currency.

Amount/Pct/Total (amount/percent/total)	The format of this field changes depending on whether you are tracking percentages, amounts, or total numbers. Enter the appropriate amount.
Time Frame	Select <i>Current</i> , <i>Historical</i> , or <i>All</i> to determine the time frame for which you want to view information. If you select <i>All</i> , current records appear as well as those for which the end date has passed.
Cnst Type (constituent type)	View the relationships a constituent has with your institution, such as <i>Alumni</i> , <i>Friend</i> , <i>Parent</i> , <i>Faculty</i> , <i>Staff</i> and so on. These values are shipped with the system in the Constituent Type table and should not be altered.

Chapter 1

Getting Started with Contributor Relations

This chapter discusses:

- Contributor Relations overview.
- Contributor Relations business processes.
- Contributor Relations integrations.
- Contributor Relations implementation.

Contributor Relations Overview

Contributor Relations enables you to enter, track, and maintain biographic and demographic information about your constituents, as well as create and monitor comprehensive strategic and cultivation activity plans for prospects. For all prospects in the system, you can create, manage, and evaluate fund-raising efforts such as campaign initiatives, membership programs, and volunteer activities. You can track and acknowledge all types of commitments made by constituents and analyze donors' giving. In addition, you can manage and process gift payments made by credit card and through online giving sessions. Self-service Involvement enables online gifts and pledges for constituents and Self-Service Outreach provides tools for development officers at an institution.

This PeopleBook reviews the concepts behind Contributor Relations business processes and presents procedures for setting up and using this part of the PeopleSoft Enterprise Campus Solutions system.

Contributor Relations Business Processes

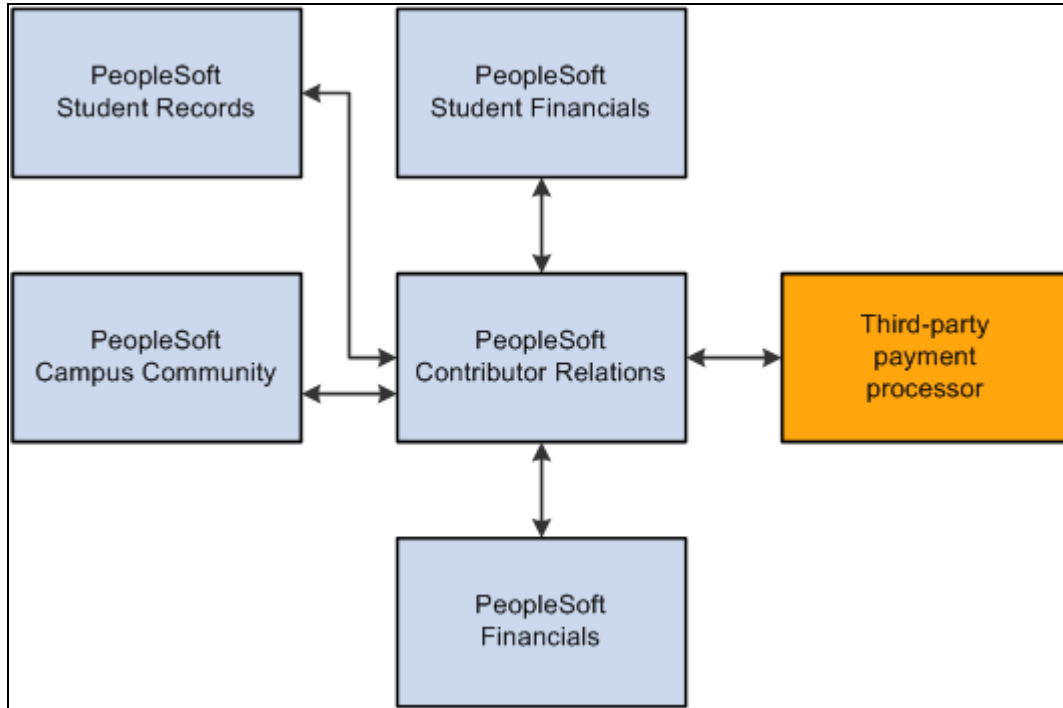
Contributor Relations provides these business processes:

- Manage prospects and planned giving prospects.
- Manage campaigns and other initiatives.
- Enter and process commitments.

We discuss these business processes in the business process chapters in this PeopleBook.

Contributor Relations Integrations

The following graphic illustrates the other PeopleSoft applications that Contributor Relations integrates with and the flow of data between those applications:



Contributor Relations integrations between other PeopleSoft applications

We discuss integration considerations in the implementation chapters in this PeopleBook. Supplemental information about third-party application integrations is located on the My Oracle Support website.

Contributor Relations Implementation

PeopleSoft Setup Manager enables you to generate a list of setup tasks for your organization based on the features that you are implementing. The setup tasks include the components that you must set up, listed in the order in which you must enter data into the component tables, and links to the corresponding PeopleBook documentation.

Other Sources of Information

In the planning phase of your implementation, take advantage of all PeopleSoft sources of information, including the installation guides, data models, business process maps, and troubleshooting guidelines.

See Also

PeopleSoft Enterprise Components for PeopleSoft Enterprise HRMS and Campus Solutions 9.0 PeopleBook

Enterprise PeopleTools PeopleBook: PeopleSoft Component Interfaces

Enterprise PeopleTools PeopleBook: PeopleSoft Setup Manager

Chapter 2

Setting Up Your Contributor Relations Framework

This chapter discusses how to:

- Complete a PeopleSoft Contributor Relations installation.
- Set up institution defaults.
- Add resources.

See Also

PeopleSoft Enterprise Campus Solutions 9.0 Application Fundamentals PeopleBook, "Securing Contributor Relations"

PeopleSoft Enterprise Campus Solutions 9.0 Application Fundamentals PeopleBook, "Setting User Defaults,"
Defining Contributor Relations User Defaults

Completing a PeopleSoft Contributor Relations Installation

To set up Contributor Relations installation defaults, use the Contributor Rel Installation component (AV_INSTALLATION).

This section discusses how to set up Contributor Relations installation defaults.

Page Used to Complete a PeopleSoft Contributor Relations Installation

Page Name	Definition Name	Navigation	Usage
CR Installation	AV_INSTALLATION	Set Up SACR, Install, Contributor Rel Installation	Define system-wide business rules for many functional areas within the Contributor Relations system. In addition, specify the most recently used numbers for strategies, assets, ratings, actions, gifts, sessions, and so forth to eliminate problems with duplicate data after the conversion is complete.

Setting Up Contributor Relations Installation Defaults

Access the CR Installation page (Set Up SACR, Install, Contributor Rel Installation).

CR Installation

Assignment Role Option
☐ Defined ☒ Class ☐ All

Spouse Recognition Split

	Credit Type	Percent
Donor Record:	Hard Credit	100.00
Donor Record 2:		
Spouse Record:	Soft Credit	100.00
Spouse Record 2:		

Default Soft Credit Type: Soft Credit

Payment Schedule: S-Annual

Feed Gift to GL: ☒

Feed Pledge to GL: ☒

Allow Pledge Payment Override: ☒

Require Contact Report: ☐

Financials Release
7.5 Release 7.5

Strategy Number: 8
Asset Number: 8
Rating Number: 14
Action Number: 115
Initiative Action Number: 49
Gift Number: 360
Session Number: 191
Relation Number: 60
Planned Giving Number: 6
Volunteer Group: 10
Volunteer Structure Number: 16
Membership Number: 63
Member Payment Number: 58
Last Receipt Number: 2
Last Reference Number: 2

CR Installation page

Assignment Role Option

Use this group box to determine how roles are made available in fields throughout the system.

Defined	<p>Select this option if resources can only be assigned with the roles that you select for them on the Staff Roles, Unit Roles, or Volunteer Roles pages.</p> <p>For example, if staff member Darla Perkins is a Prospect Manager, you must first define <i>Prospect Manager</i> as a staff role, and then select that role for Darla Perkins on the Staff Roles page. Then, if this is her only defined role, only the <i>Prospect Manager</i> role will appear as an available option when Darla Perkins is selected.</p>
Class	<p>Select this option if all the roles defined for a resource type are available to every person or unit that is part of that resource type.</p> <p>For example, if you define the role of <i>Prospect Manager</i> and select the Staff check box on the Define Roles page, then all the staff members at the institution can be assigned as Prospect Managers, regardless of whether they have been assigned that role.</p>
All	<p>Select this option if any resource at the institution (whether staff, unit, or volunteer) can be assigned to any defined role. This option enables you to assign a unit as a Prospect Manager; no restrictions prevent you from doing so.</p> <p>See Chapter 2, "Setting Up Your Contributor Relations Framework," Defining Roles, page 18.</p>

Spouse Recognition Split

Use the Spouse Recognition Split group box to set up the default hard and soft credit splits that occur when a person gives a gift and credits the spouse. These values are used to calculate spouse recognition on the Recognition page, but they can be overwritten.

Donor Record	Select a credit type and the percent of the gift to allocate to that credit type as the default for the donor who makes the commitment.
Donor Record 2	(Optional) Select a credit type and the percent of the gift to allocate to that credit type as the default.
Spouse Record	Select a credit type and the percent of the gift to allocate to that credit type as the default for the spouse's recognition.
Spouse Record 2	(Optional) Select a credit type and the percent of the gift to allocate to that credit type as the default.

Note. The two rows of donor recognition defaults and two rows of spouse recognition defaults enable you to set up both a hard credit and soft credit recognition default for each person. The total percentage of hard credit types between the donor record and the spouse record must equal 100 percent.

Default Soft Credit Type, Payment Schedule, Pledge Feed, and Pledge Payment Override

You can determine the default type of soft credit recognition that will appear in the Default Soft Credit Type field when entering gift and pledge recognition information. Soft credits are defined by your institution.

Default Soft Credit Type Select the soft credit type that will appear by default in the Soft Credit field when entering gift and pledge recognition information. This default can be overwritten. The valid soft credits at your institution appear in this prompt dialog box. *Hard Credit* is a delivered credit type. All other credit types are considered soft credit.

Payment Schedule Select the payment schedule that will appear by default in the Payment Schedule field on the Pledge Detail page when entering a pledge. This default can be overridden. Field values are delivered with the system as translate values. Do not modify these values in any way. Any modifications to these values require a substantial programming effort.

Feed Gift to GL and Feed Pledge to GL Select these check boxes for the ability to send gifts and pledges to the financial system for recording as a receivable. This process is not automatic. Selecting this check box activates the Feed Pledge check box on the Gift Entry and Adjust Gift Entry pages. The decision to send a particular gift or pledge occurs when you enter each transaction individually. The system includes only pledges with the Feed Pledge check box selected in the AV_ACCTG_LN record that is created through the GL Interface process.

Allow Pledge Payment Override Select this check box to allow data entry staff to change recognition or designation information for a pledge at the time of pledge payment.

Important! Pledge payment overrides can only be made if the pledge has not been sent to the financial system.

Contact Reports

You determine whether contact reports are required for each completed action in the system.

Require Contact Report Select this option if contact reports are required for each completed action at the institution. When you select this check box, you are required to write a contact report before saving an action as *Completed*.

Financials Release

Identify the version of financial software in use at your institution.

Your selection determines which path the Contributor Relations system uses to transfer accounting line information. The values *7.5* and *Other* trigger a flat-file approach, in which the system creates a flat file that can be picked up and used both by older versions of PeopleSoft Enterprise Financials and by an external financial application. The value *8.4 or 8.8* triggers an integrated messaging interface.

See [Chapter 20, "Interfacing with PeopleSoft Enterprise Financials," page 593](#).

Last Record Numbers

You can enter the last record number that was assigned to items such as strategies, actions, gifts, and so on. When you create new records in the system, they are numbered consecutively beginning with the number that follows the one that you enter here. As new records are added, the last record numbers on this page increase so that you always know the number of the last record entered.

Important! After you set these numbers, you should never reset them or decrease them. Resetting or decreasing these numbers could result in duplicate key errors. However, you can increase these numbers.

Enter these default values:

- The last number assigned to the most recent prospect strategy in the Strategy Number field.
- The last number assigned to the most recent personal asset in the Asset Number field.
- The last number assigned to the most recent prospect rating in the Rating Number field.
- The last number assigned to the most recent constituent action in the Action Number field.
- The last number assigned to the most recent initiative action in the Initiative Action Number field.
- The last number assigned to the most recent commitment in the Gift Number field.
- The last number assigned to the most recent session in the Session Number field.
- The last number assigned to the most recent organization relationship record in the Relation Number field.
- The last number assigned to the most recent planned gift in the Planned Giving Number field.
- The last number assigned to the most recent volunteer group in the Volunteer Group field.
- The last number assigned to the most recent volunteer structure in the Volunteer Structure Number field.
- The last number assigned to the most recent membership in a member organization in the Membership Number field.
- The last number assigned to the most recent membership dues payment in the Membership Payment Number field.
- The last number assigned to the most recent online gift or pledge in the Last Receipt Number field.
- The last number assigned to the most recent credit card transaction processed in the Last Reference Number field.

Setting Up Institution Defaults

To set up institution defaults that are used throughout the system, use the Institution Defaults component (AV_INSTALL_INST).

This section discusses how to:

- Set up institution default values.

- Set up the Bio Bit and Bio Brief reports.
- Set up additional default values for the institution.

Pages Used to Set Up Institution Defaults

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Institution Installation	AV_INSTALL_INST	Set Up SACR, Product Related, Contributor Relations, Install Contributor Relations, Institution Defaults, Institution Installation	Set institution default values that are used throughout the system.
Bio Bit Setup	AV_BIO_BIT_SP	Click the Bio Bit button on the Institution Installation page.	Select the attributes to include in the standard Bio Bit report that is generated by the institution.
Bio Brief Setup	AV_BIO_BIT_SP	Click the Bio Brief button on the Institution Installation page.	Select the attributes to include in the standard Bio Brief report that is generated by the institution.
Institution Installation 2	AV_INSTALL_INST2	Set Up SACR, Product Related, Contributor Relations, Install Contributor Relations, Institution Defaults, Institution Installation 2	Set up acknowledgement and receipt defaults for your institution.

Setting Up Institution Default Values

Access the Institution Installation page (Set Up SACR, Product Related, Contributor Relations, Install Contributor Relations, Institution Defaults, Institution Installation).

Institution Installation		Institution Installation 2	
Institution: PSUNV PeopleSoft University			
Distribute Overpayment <input type="radio"/> Next Payment <input checked="" type="radio"/> Equally <input type="radio"/> Ignore		Distribute Underpayment <input checked="" type="radio"/> Next Payment <input type="radio"/> Equally	
Membership Allow Gifts in Membership <input checked="" type="checkbox"/> Membership Days: 60		Financials Link SetID: MODEL Calendar ID: 01 Clearing Account: 000001000055 Maximum Retrieval: 9999 <div style="float: right;"> Bio Bit Bio Brief </div>	
Alumni Member Organization Member Organization Code: ALUMASSN Alumni Association			

Institution Installation page

Distribute Overpayment

Use this group box to determine how pledge overpayments are distributed.

- | | |
|---------------------|--|
| Next Payment | Select this option to deduct the amount of the overpayment from the next scheduled pledge payment. |
| Equally | Select this option to evenly distribute the overpayment throughout all remaining expected pledge payments. |
| Ignore | Select this option to retain the pledge schedule as is, without being affected by the additional amount paid by the donor. |

Distribute Underpayment

Select the appropriate option from this group box to determine how pledge underpayments are distributed.

- | | |
|---------------------|--|
| Next Payment | Select this option to add the amount of the underpayment to the next scheduled pledge payment. |
| Equally | Select this option to evenly add the underpayment throughout all remaining pledge payments. |

Financials Link

SetID	This value appears by default throughout the system. It is used when entering gift annuities, pooled income funds, or trusts in planned giving. It is also used to determine the calendar that defines the fiscal year in commitment and membership entry.
Calendar ID	Select the default ID for the institutional calendar that determines the fiscal year.
Clearing Account	Enter the default clearing account to be used when processing membership and gift transactions. The clearing account holds refunds for donors. The available values for this field include all the valid item types that you can use for a clearing account. Clearing accounts must have a journal set of 0 with an indicator of <i>credit</i> . When a refund is manually issued, this clearing account should be debited and the tender account should be credited.

Membership

Allow Gifts in Membership	Enables you to enter additional gifts on the Membership Entry page.
Membership Days	<p>Enter the number of days before a membership period ends. This number represents the period of time during which payments are credited to the next membership period.</p> <p>For example, a member organization resets membership every June 1, and you set the Membership Days field to 31 days. Therefore, any dues payments that are received for that membership organization after May 1 are credited toward the next membership period.</p>

Other Page Elements

Maximum Retrieval	Enter the maximum number of records that the system retrieves on the involvement roster at one time. If this number is exceeded, the system displays a warning message telling the user that additional records exist but cannot be retrieved without limiting the search criteria.
Bio Bit	Click to access the Bio Bit Setup page, where you select the attributes to include in the standard Bio Bit report.
Bio Brief	Click to access the Bio Brief Setup page, where you select the attributes to include in the standard Bio Brief report.

Setting Up Bio Bit and Bio Brief Reports

Access the Bio Bit Setup page or the Bio Brief Setup page (Click the Bio Bit button on the Institution Installation page).

Select the check boxes next to the attributes that you want to include in the standard Bio Brief report. The report that you define here prints when a you select a Bio Brief rather than a specialized report on the Biographic Profile page.

See Also

PeopleSoft Enterprise Campus Solutions 9.0 Application Fundamentals PeopleBook, "Setting User Defaults," Specifying Custom Setup for the Bio Bit and Bio Brief Reports

[Appendix C, "Contributor Relations Reports," Contributor Relations Reports: Selected Reports, page 657](#)

Setting Up Additional Default Values for the Institution

Access the Institution Installation 2 page (Set Up SACR, Product Related, Contributor Relations, Install Contributor Relations, Institution Defaults, Institution Installation 2).

Institution Installation		Institution Installation 2	
Institution: PSUNV PeopleSoft University			
Receipt			
Event ID:	CR_AVAK	CR Acknowledgements	
Acknowledgement Priority		Acknowledgement	Currency Default
Srvc Ind:	1	<input type="checkbox"/> Soft Credit	*Base Currency: USD
Gift:	2	<input type="checkbox"/> Adjusted Gift	*Rate Type: OFFIC
Honor:	3	<input type="checkbox"/> Adjusted Pledge	
Memory:	4	To Do List	Action Commitments
Deceased:	5	Reminder Days: 60	Gift Days: 60
			Pledge Days: 60
Attachment Type			
Attachment Type:			

Institution Installation 2 page

Receipt

Event ID

Select the event ID that contains the letter code for the default receipt that your institution issues.

Acknowledgement Priority

Enter numbers to represent the priority for sending acknowledgement letters. The priority that you set determines which acknowledgement setup parameters the system reviews first to determine which letter a donor receives. This priority is used in the Acknowledgements COBOL process to produce a single letter for the commitment.

Acknowledgement

Soft Credit

Select to send acknowledgement letters for soft credit. The system sends acknowledgement letters to donors with only soft credit on a gift based on the rules set up on the Acknowledgement Setup pages. If a donor has soft credit on a gift, no soft credit acknowledgement is produced unless this option is selected. The system never generates a receipt for recognition of soft credit only, even if this option is selected or the gift is joint with a hard credit donor.

Adjusted Gift and Adjusted Pledge

Select to indicate that you want the system to generate acknowledgements for adjusted gifts or adjusted pledges.

If you select either of these two check boxes, the system generates acknowledgements for adjustments based on the rules from the Acknowledgement Setup2 page. If you clear these check boxes, the system does not require acknowledgement rules for adjustments on the Acknowledgement Setup2 page.

Note. If a designation has its own acknowledgement defined, the system creates a letter acknowledging a gift to that designation as well.

To Do List

Reminder Days

Enter the number of days before the planned date of an action that the item should appear on the current view of the assigned resource's to do list.

Currency Default

Base Currency

Although business units may operate under different default currencies, all calculations performed by the system translate to the institution base currency that you select here. To protect historical data, you cannot make further changes after you select a value for this field and save this page.

Rate Type

Select the exchange rate to use when translating amounts to the base currency. Examples of rate type are *Official Rate*, *Spot Market Rate*, and *Free Market Rate*. To protect historical data, you cannot make further changes after you select a value for this field and save this page.

Action Commitments

This group box enables you to determine how far back in time your institution wants the system to go when returning gifts and pledges for display on the Action Results page. The system will display all gifts with an age of [current date] minus [Gift Days value]. The same rule applies to Pledge Days. The default value for both fields is set to 60 but can be changed to include gifts or pledges beyond 60 days.

Adding Resources

To add resources, use these components: Roles (AV_PRPS), Staff (AV_STAFF), Volunteers (AV_VOLUNTEERS), and Units (AV_UNIT_TBL).

This section provides an overview of resources and discusses how to:

- Define roles.
- Define staff and volunteers.
- Define units.

Understanding Resources

You can add staff members, volunteers, and business units to the system and you can assign the roles they play at your institution. Resources are used throughout the system for managing prospects, controlling gift sessions, and so on.

Important! A person must have an ID in the system before she or he can be added as a staff member or volunteer. Adding a person is required to enable access to functions throughout the Contributor Relations system. You should carefully decide on the roles at your institution and assign resources to the roles.

This table lists the editable pages that are affected by roles throughout the Contributor Relations system. The values in the Role field depend on how you assign roles. In some cases, the values also depend on the settings on the CR Installation page. Titles preceded by an asterisk contain a Role field that is dependent on the settings on the CR Installation page.

<i>Page Name</i>	<i>Page Title</i>
AV_ACKNLDG_SETUP	Acknowledgement Setup1
AV_ACKNLDG_SETUP2	Acknowledgement Setup2
AV_ACKNLDG_SETUP3	Acknowledgement Setup3
AV_BEQUEST_INFO	* Bequest Information

Page Name	Page Title
AV_CNST_ACTN2	* Action Info (for Prospect Actions)
AV_DESIGNATION	Designation Funds
AV_GIFTAN_INFO	* Gift Annuity Information
AV_INTV_ACTN2	* Action Info (for Initiative Actions)
AV_INTV_CMPGN_RSRC	* Campaign Resources
AV_INTV_EVNT_RSRC	* Event Resources
AV_INTV_MEMBR_RSRC	* Membership Resources
AV_INTV_OTHR_RSRC	* Other Resources
AV_INTV_VOL_RSRC	* Volunteer Resources
AV_LDR_TYPE_TBL	Leadership Types
AV_MASS_PRSN	* Mass Assign Staff
AV_MASS_PRSN_WS	* Mass Assign Staff (workset version)
AV_MASS_UNIT	* Mass Assign Units
AV_MASS_UNIT_WS	* Mass Assign Units (workset version)
AV_MASS_VOL	* Mass Assign Volunteers
AV_MASS_VOL_WS	* Mass Assign Volunteers (workset version)
AV_OUTR_ACTN_ASGN	* Outreach Constituent Action
AV_PINC_INFO	* Pooled Income Information

Page Name	Page Title
AV_RUNCTL_ROLE	* Role Assignments Report
AV_STAFF_ASGN	* Staff Assignment
AV_TRUST_INFO	* Trust Information
AV_UNIT_ASGN	* Unit Assignment
AV_VOL_ASGN	* Volunteer Assignment
AV_VOL_GRP1_ASGN	Volunteer Group Assignments
AV_VOL_GRP2_ASGN	Sub-Group Assignments
AV_VOL_LDR_GRP	Volunteer Structure
AV_VOL_LDR_GRP_M	Volunteer Structure 2
AV_VOL_SUB_GRP	Sub-Groups
AV_VOL_SUB_GRP_M	Sub-Groups 2

Pages Used to Add Resources

Page Name	Definition Name	Navigation	Usage
Roles	AV_PRPS_TBL	Set Up SACR, Product Related, Contributor Relations, CR Common Definitions, Resources, Roles	Set up the resource roles at your institution.

Page Name	Definition Name	Navigation	Usage
Define Staff, Define Volunteers	AV_STAFF_TBL	<ul style="list-style-type: none"> Set Up SACR, Product Related, Contributor Relations, CR Common Definitions, Resources, Staff Set Up SACR, Product Related, Contributor Relations, CR Common Definitions, Resources, Volunteers 	Add staff members and volunteers to the system individually, and assign roles to them.
Units	AV_UNIT_TBL	Set Up SACR, Product Related, Contributor Relations, CR Common Definitions, Resources, Units	Define the formal and informal organizational units at your institution for fund-raising and cultivation purposes, and assign roles to them.
View Staff, View Volunteers	AV_INST_STAFF AV_INST_VOL	Contributor Relations, Initiatives, Volunteer Initiatives, Volunteer Listing	View a list of all the staff members and volunteers defined for your institution.

Defining Roles

Access the Roles page (Set Up SACR, Product Related, Contributor Relations, CR Common Definitions, Resources, Roles).

Roles

Role: CM

Find | View All First 1 of 1 Last

Effective Date: 01/01/1900

***Status:** Active

***Description:** Campaign Manager

Short Description: Campaigns

***Purpose Type:** Assignment

☒ Staff
☐ Volunteer
☐ Unit

Roles page

A role is a description of the undertakings in which a resource participates at your institution. Examples of roles include Prospect Manager, Solicitor, Campaign Manager, and so on. Roles are used throughout the system in assigning resources to prospects and initiatives.

This table lists values that are required in the PURPOSE_CD field that resides in the AV_PRPS_TBL table:

<i>Code</i>	<i>Value</i>	<i>Where Used</i>	<i>Purpose</i>
<i>PM</i>	Prospect Manager	Prospect Management	Only one prospect manager can be assigned to a constituent for a specific period. Assignment periods must be unique.
<i>SOL</i>	Solicitor	Prospect Management	When assigning solicitors, only staff or volunteers who are identified as a solicitor appear as available values.
<i>GPS</i>	Gift and Pledge Supervisor	Session Management	Assigning the GPS role to an individual gives special authority in session management to reopen session expected amounts and counts, reopen a balanced session, or transfer sessions among users on the Session Summary page.
<i>GE</i>	Gift Entry Operator	Session Management	Assigning the GE role to a user provides the ability to access the user's sessions in session management and on the Session Summary page. The user cannot view another user's sessions. This limitation is based on user ID.
<i>GCA</i>	Giving Club Administrator	Giving Club Management	Only a user with this role can add members to a giving club.

Code	Value	Where Used	Purpose
<i>MS</i>	Membership Supervisor	Membership Management	Assigning the MS role to an individual gives special authority in session management to reopen membership session expected amounts and counts, reopen a balanced membership session, or transfer membership sessions among users on the Session Summary page.

Purpose Type	Select <i>Administrative</i> when creating internal assignments, such as Gift and Pledge Supervisor, that are not used when assigning a resource to a prospect. Select <i>Assignment</i> , such as Prospect Manager, to assign a resource to a prospect.
Staff	Select this check box to indicate that this role applies to staff resources. For example, if a Prospect Manager must always be a staff member, select this check box and clear the others.
Volunteer	Select this check box to indicate that this role applies to volunteer resources.
Unit	Select this check box to indicate that this role applies to unit resources.

Warning! The Staff, Volunteer, and Unit check boxes only affect the system if you have selected the Class option on the CR Installation page. When you select the Class option, you indicate that all the role codes for a resource type are available to every person or unit that is part of that resource type. For example, if you define the role of Prospect Manager and select the Staff check box, then all the staff members at the institution can be assigned as prospect managers. If you select the Defined option on the CR Installation page, then resources can only be assigned to prospects for the roles that you select for them on the Staff Roles, Unit Roles, or Volunteer Roles pages. For example, if staff member Darla Perkins is a Prospect Manager, you must first define Prospect Manager as a role code, and then select that role code for Darla Perkins on the Staff Roles page. You should select the appropriate Staff, Volunteer, or Unit check box on this page, regardless of the option that you select on the CR Installation page. If you do so and your institution decides to switch from Defined to Class installation mode, your role codes will already be set up.

Defining Staff and Volunteers

Access the Define Staff or the Define Volunteers page (Set Up SACR, Product Related, Contributor Relations, CR Common Definitions, Resources, Staff or Set Up SACR, Product Related, Contributor Relations, CR Common Definitions, Resources, Volunteers).

Define Staff

Whitley,Christopher

Staff ID: AV0007

Institution: PSUNV

Define Staff

Find | View All

First 1 of 1 Last

*Effective Date:

01/01/1990

31

*Status:

Active

+

-

Description:

QA Manager

Short Description:

QA Mgr

End Date:

31

Staff Roles

Find | View All

First 1 of 1 Last

*Role

SOL

+

-

Define Staff page

The appearance of this page changes, depending on whether you are adding staff or volunteers.

Staff Roles

Role	Select one or more roles to associate with the resource. The description of the role appears to the right of the code.
------	--

Important! The system uses individual staff and volunteer roles if you select the Defined installation mode for assignments on the CR Installation page.

Defining Units

Access the Units page (Set Up SACR, Product Related, Contributor Relations, CR Common Definitions, Resources, Units).

Units

Unit Code: ANNLGVG **Institution:** PSUNV

Detail Find | View All First 1 of 1 Last

Effective Date: 01/01/1900 **Status:** Active

***Description:** Annual Giving

Short Description: Annual Gvg

Department: ADVANCEMNT University Advancement

Unit Roles Find | View All First 1 of 1 Last

***Role**

SOL

Units page

The units that you define here are used by this application only; they are different from the business units that are used to differentiate between sectors of your institution throughout the system. Using prospect management functionality, you have the ability to assign institutional units to prospects for particular cultivation purposes. Common examples of units include *Annual Fund*, *College of Fine Arts*, and *Development Office*.

Department Select the department at your institution to which the unit belongs.

Note. This field is optional and is provided for use in reports only.

Unit Roles

Role Select one or more roles to associate with the resource. The description of the role appears to the right of the code.

Important! The system uses individual unit roles if you select the Defined installation mode for assignments on the CR Installation page.

Chapter 3

General Functions Used Throughout the System

This chapter discusses how to:

- Link a spouse to a constituent record.
- Work with worksets.
- Create service indicators.
- Modify constituent type and class year.
- Send email notifications.
- Create and view attachments.

Linking a Spouse to a Constituent Record

When you have established the constituent's relationship with the spouse, the Spouse link appears in the top right-hand corner of many pages when the constituent's record is retrieved.



Click to retrieve the constituent's spousal record on the current page. When the spouse record is retrieved, that record carries forward as you navigate from page to page.

To return to the constituent's record, click the link. This link acts as a toggle switch, enabling you to move back and forth between spouse records.

Working with Worksets

This section provides an overview of worksets and discusses how to:

- Create a workset.
- Join worksets.
- Build a workset from a page in the system.

Understanding Worksets

On many pages throughout the system you can create worksets, or groups of records that you review or update simultaneously. Worksets are a powerful tool when your work revolves around a group of constituents, because you do not have to retrieve each record individually to review or update information. Worksets can contain both people and external organizations within a single workset.

You can load a workset into a page to work with a set of records at one time, rather than individually accessing each record. You can also save, update, join, and reuse worksets.

Pages Used to Work with Worksets

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Manage Worksets	AV_WORKSET	Contributor Relations, Constituent Information, Workset, Manage Worksets	Create or update worksets.
Join Worksets	AV_WSET_JOIN	Contributor Relations, Constituent Information, Workset, Join Worksets	Join two or more worksets by either adding the records from two worksets together or by excluding the records in the worksets that are not common.

Creating a Workset

Access the Manage Worksets page (Contributor Relations, Constituent Information, Workset, Manage Worksets).

Manage Worksets

Workset Code: BOTH

Total Members: 6

Description: People/Orgs

Short Description: People/Org

Workset Detail

Find | View All First 1-6 of 6 Last

*ID Type	ID			
Org	AV1000		Ford Motor Company	<div>+ -</div>
Org	AV2000		Lambert Manufacturing	<div>+ -</div>
Person	AV0001		Gallegher,Shawn	<div>+ -</div>
Person	AV0010		Kuney,Dara	<div>+ -</div>
Person	AV0020		Johnson,Shaqua L	<div>+ -</div>
Person	AV0021		Randle,Sally	<div>+ -</div>

Manage Worksets page

- Total Members

The number of records in the workset.
- Description

A free-text field that describes the contents of the workset.
- Short Description

The first 10 characters of the Description field. You can modify this text.
- ID TypeandID

Select the ID type and ID for each constituent to include in the workset.

Joining Worksets

Access the Join Worksets page (Contributor Relations, Constituent Information, Workset, Join Worksets).

Join Worksets

Workset To Be Built

Workset Code: UNWAY

Description: United Way Volunteers

Method: Add

Build

Worksets To Be Joined

Workset Code: MINE

People

Workset Code: ORG

Orgs

Join Worksets page

Workset To Be Built

Workset Code	Select the code for the first workset in the set to join. You define workset codes when you create a workset.
Description	The description of the workset that appears when you press TAB from the Workset Code field. The resulting joined workset inherits the name of the workset that you select.
Method	Select a method for joining the two worksets. <i>Add:</i> Select to add the records in the selected workset to the records in another workset without excluding any records. <i>Exclusive:</i> Select to remove nonmatching records from both worksets.
Build	Click to create the workset.

Worksets To Be Joined

Workset Code	Select the code for each workset to be joined.
---------------------	--

Building a Workset From a Page in the System

There are several pages in Contributor Relations that you can use to build a workset:

- Prospect List
- Employee List
- Involvement Roster
- Acknowledge Suspense
- Acknowledgement List
- Top Donors
- Giving Club Membership Summary
- Resource Assignments

To build a workset while you are using one of these pages:

1. Select the Workset check box to include the prospect in a workset.
2. To include all the records on the page, click *All*.
3. To create a new workset, add to an existing workset, or override an existing workset with the selected prospects, type or select the short name for the workset in the Workset field.

If you are creating a new workset, type text describing the workset in the Description field.

4. Select *Add* to add the selected prospects to an existing workset without changing the existing workset records.
5. Select *Overwrite* to overwrite the records in an existing workset with the records that you selected.
6. Select *Exclusive* to remove records from an existing workset that do not match the records that you selected.
7. Click Build to create the workset.

Creating Service Indicators

You can create and review service indicators, or tags that provide important information about a constituent. For example, service indicators might be *Verified Deceased*, *Do Not Call*, *Do Not Solicit*, *Do Not Mail*, and so on.

The pages and process that you use to create and review service indicators are identical to those used in the PeopleSoft Enterprise Campus Community application.

See Also

PeopleSoft Enterprise Campus Community 9.0 Fundamentals PeopleBook, "Setting Up Service Indicators"

Reviewing Constituent Type and Class Year

On many pages in Contributor Relations, the system displays a person's constituent type as a link, as well as class year. When you click the Constituent Type link, you access the Constituent Type Summary page, where you can review historical constituent types for that person. Click the Class Year link to display the constituent's Academic Information Summary page.

Sending Email Notifications

On many pages in Contributor Relations, you have the option to send an email to constituents. For example, after reviewing a person's Person Profile, you might send an email to the constituent to request an information update, or to invite the constituent to participate in a special event of interest, based on information on their record.

Pages Used to Send Email Notifications

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Send Notification	PT_WF_NOTIFY	Click the Notify button on any page in the system where it is available.	Enter email details, such as addresses and message content.
Send Notification - Lookup Address	PT_WF_NOTIFY_LOOKUP	Click the Lookup Recipient link on the Send Notification page.	Create an email recipient list or search for email addresses.
Send Notification - Delivery Options	PT_WF_NOTIFY_DOPTNS	Click the Delivery Options link on the Send Notification page.	View or change the delivery method of the email.

Creating and Viewing Attachments

This section provides an overview of new attachment functionality in Contributor Relations and discusses how to create and view attachments throughout the system.

Understanding Attachments

File attachments provide the ability to upload, modify, view and delete files in several areas of the product. The following table provides a high-level overview of where file attachments can be used in Contributor Relations:

<i>Area</i>	<i>Functionality</i>
Persons and Organizations	<p>A number of components can manage an overall set of file attachments for both people and organizations. Each attachment uploaded is assigned an attachment type. This type is defined by the user and is used for grouping and filtering attachments.</p> <p>The Person Profile and Organization Profile pages list the attachments created for the constituent where they can be subsequently downloaded and viewed on demand.</p>
Gift Entry and Pledge Entry	Files can be attached to individual gift and pledges within a session. Attachments in posted gift and pledge sessions can be viewed and managed without the need to create an adjusted session.
Planned Giving	Files can be attached to individual bequests, trusts, gift annuities, and pooled income funds. The planned giving profile and prospect profile components list the attachments where they can be subsequently downloaded and viewed on demand.

Area	Functionality
Prospects	A common set of attachments can be managed for a prospect using the Prospect Attachments components. The attachments created can be viewed from the Prospect Profile page. Attachments can also be added to Strategies.
Designations	Attachments can be created and managed for each individual designation fund. Any attachments created can be viewed using the designation fund details components.
Action Entry	Attachments can be created and managed for each individual action assigned to people and organizations in Contributor Relations. The attachments created can be viewed using the Action Details secondary page.
Matching Gift	Attachments can be created and managed using the Matching Rules component. The attachments created can be viewed using the View Matching Rules component.
Initiatives	Attachments can be created and managed for each initiative (campaign, event, membership, volunteer, and other initiatives). The campaign attachments created can be viewed from the Campaign Summary component.

There are four categories of attachments that you can create and view:

- Constituent attachments.
- Transactional attachments.
- Planned giving attachments.
- Initiative attachments.

See Also

[Chapter 8, "Managing Constituent Data," Creating Constituent Attachments, page 160](#)

[Chapter 11, "Managing Initiatives," Creating Initiative Attachments, page 326](#)

[Chapter 17, "Entering Commitments," Attachments, page 444](#)

[Chapter 10, "Managing Planned Giving Prospects," page 275](#)

Chapter 4

Setting Up Constituent Data

This chapter lists prerequisites and discusses how to:

- Define constituent types.
- Define involvement categories.
- Define involvement types.
- Define involvement codes.
- Define person and organizational relationships.
- Define organization reciprocal relationships.
- Set up contact types.
- Set up attachment types.

Note. This portion of Contributor Relations is intended to expand on the functionality provided in PeopleSoft Enterprise Campus Community to further meet the needs of development officers in accessing information.

Prerequisites

Nothing is more important than knowing who your constituents are. Constituents provide resources, support and promote programs, and *advance* your institution through their gifts of time, ideas, and financial support.

Before you begin the process of setting up the system for processing people and organization data, consider the following questions:

- How do you plan to set up staff members and roles?

Consider creating a spreadsheet that includes staff member names, job titles, and roles.

- How does your institution want to assign roles to staff, volunteer, and unit resources for prospect and initiative management?
- What relationships between people and organizations does your institution record?
- What relationships between organizations does your institution track?
- How do you want to use service indicators?

The values that you set up are used for both people and organizations.

- What constituent involvement does your institution track?

Consider creating a spreadsheet of involvement categories, types, and codes to refine your scheme before entering it in the system.

- What type of contacts does your institution use at organizations?

Defining Constituent Types

To set up constituent types, use the Constituent Types component (AV_CTYP_CD_TBL).

This section provides an overview of constituent types and discusses how to set up constituent data.

Understanding Constituent Types

Constituent types describe the relationships between a constituent and an institution. When you define constituent types, the number you enter in the Constituent Type field defines the order of priority for the type according to CASE.

Constituent types are shipped with the system and should only be changed if CASE codes change because the system uses them to produce the annual CASE gift income report.

Constituent Types Required Values

The following table describes the values that are required in the CNST_TYPE field that resides in the AV_CTYP_CD_TBL table:

<i>Code</i>	<i>Value</i>
1	Alumni
2	Alumni, Non-Degreed
3	Student
4	Parent
5	Friend
6	Faculty
7	Staff

<i>Code</i>	<i>Value</i>
8	Non-Alum Spouse of Alumni
9	Other Person Type
10	Corporation
11	Corporate Foundation
12	Foundation
13	Personal, Family Foundation
14	Fund-Raising Consortia
15	Association
16	Religious Organization
17	Government
18	Government Foundation
19	Other Organization Type

Important! When you define constituent types, the number that you enter in the Constituent Type field defines the priority for the type according to CASE. When people and organizations have multiple constituent types assigned to them, the type with the highest priority (lowest constituent type number) appears throughout the system.

Page Used to Define Constituent Types

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Define Constituent Types	AV_CTYP_CD_TBL	Set Up SACR, Product Related, Contributor Relations, Constituent Information, Constituent Types	Define the valid relationships between a person or organization (a constituent) and an institution.

Setting Constituent Types Values

Access the Define Constituent Types page (Set Up SACR, Product Related, Contributor Relations, Constituent Information, Constituent Types).

Define Constituent Types

Constituent Type: 1

Find | View All

First 1 of 1 Last

Effective Date: 01/01/1900

Status: Active

ID Type: Person

Description: Alumni

Short Description: Alumni

Define Constituent Types page

Examples of constituent types are alumni, friend, parent, and faculty.

ID Type

Specify whether this constituent type applies to people or organizations. Available options are *Person* and *Org ID*. If a constituent type can apply to both people and organizations, enter the constituent type twice, selecting *Person* for one ID type, and then selecting *Org ID* for the other ID type.

Defining Involvement Categories

To set up involvement categories, use the Involvement Categories component (AV_INVLV_C_TBL).

This section discusses how to define involvement categories.

Page Used to Define Involvement Categories

Page Name	Definition Name	Navigation	Usage
Involvement Categories	AV_INVLV_C_TBL	Set Up SACR, Product Related, Contributor Relations, Constituent Information, Involvement Categories	Define the various categories used to sort involvement information.

Setting Involvement Category Definitions

Access the Involvement Categories page (Set Up SACR, Product Related, Contributor Relations, Constituent Information, Involvement Categories).

The screenshot shows the 'Involvement Categories' page. At the top, the title 'Involvement Categories' is displayed. Below it, the 'Involvement Category:' is set to 'ACAD'. The page has a navigation bar with 'Find | View All' and 'First 1 of 1 Last'. The main form contains the following fields:

- *Effective Date:** 01/01/1900 (with a calendar icon)
- *Status:** Active (dropdown menu)
- *Description:** Academic (text input)
- Short Description:** Academic (text input)

Involvement Categories page

Involvement refers to a constituent's activities, affiliations, interests, and awards and honors. When you create an involvement record, you identify the involvement type, a description of the involvement, a category, an institution, and start and end dates. Examples of involvement categories are professional, charitable, academic, social, and religious.

Involvement Categories Required Values

The following values are required in the AV_CTGY_CD field that resides in the AV_INVLV_C_TBL table:

Code	Value
CHAR	Charitable

Defining Involvement Types

To set up involvement types, use the Involvement Types component (AV_INVLV_T_TBL).

This section discusses how to define involvement types.

Page Used to Define Involvement Types

Page Name	Definition Name	Navigation	Usage
Involvement Types	AV_INVLV_T_TBL	Set Up SACR, Product Related, Contributor Relations, Constituent Information, Involvement Types	Define the various types of constituent involvement to track.

Setting Involvement Types Values

Access the Involvement Types page (Set Up SACR, Product Related, Contributor Relations, Constituent Information, Involvement Types).

Involvement Types page

Examples of involvement types are activities, interests, awards and honors, and affiliations.

Use Date Received

Select if the involvement type is associated with a particular date, rather than a date range. For example, an honor or award is received on one date, and does not involve a date range. If you select this check box, the Date Received field on the Involvement page is available for input and the Start Date and End Date fields are not available for input.

Use Start/End Dates

Select if the involvement type is associated with a date range. For example, an affiliation with a club or other organization can span a date range. If you select this check box, the Start Date and End Date fields on the Involvement page are available for input and the Date Received field is not available for input.

Defining Involvement Codes

To set up involvement codes, use the Involvement Codes component (AV_INVLV_CD_TBL).

This section provides an overview of involvement codes and discusses how to set involvement code values.

Understanding Involvement Codes

Involvement is a constituent's participation tracked as activities, affiliations, interests, and awards and honors. When you create an involvement record, you identify the involvement type, a code for the actual involvement and its related description, a category such as charitable or political, an institution, and start and end dates. For example, you might set up an involvement code called GOLF, for which the related description might read "Avid Golfer."

Page Used to Define Involvement Codes

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Involvement Codes	AV_INVLV_CD_TBL	Set Up SACR, Product Related, Contributor Relations, Constituent Information, Involvement Codes	Define the different types of involvement to track at the institution.

Setting Involvement Codes Values

Access the Involvement Codes page (Set Up SACR, Product Related, Contributor Relations, Constituent Information, Involvement Codes).

Involvement Codes

Involvement Code: BAND

Find | View All

First 1 of 1 Last

***Effective Date:** 01/01/1900

***Status:** Active

***Description:** Marching Band

Short Description: Band

Valid Involvement Types

Find | View All

First 1-2 of 2 Last

ACTActivity

AFFAffiliation

Add all Types

Valid Involvement Categories

Find | View All

First 1 of 1 Last

Add all Categories

Involvement Codes page

All involvement codes are required to be tied to at least one involvement type and one involvement category. Click the Add all Types or Add all Categories buttons to quickly associate commonly used codes between all types and categories as appropriate.

- Valid Involvement Types**

Select the involvement types that can use this involvement code. Involvement Types to choose from include *Interest, Activity, Affiliation, Award*, and *Honor*, as well as any institution-defined involvement types.
- Valid Involvement Categories**

Select the involvement categories to which the involvement code applies.

See Also

- Chapter 4, "Setting Up Constituent Data," Defining Involvement Types, page 35
- Chapter 4, "Setting Up Constituent Data," Defining Involvement Categories, page 34

Defining Person and Organization Relationships

To set up person and organization relationships, use the Person/Org Relationships component (AV_PE_RELATION_TBL).

This section discusses how to define person and organization relationships.

Page Used to Define Person and Organization Relationships

Page Name	Definition Name	Navigation	Usage
Person/Org Relationships	AV_PE_RELATION_TBL	Set Up SACR, Product Related, Contributor Relations, Constituent Information, Person/Org Relationships	Define the relationships that can exist between people and organizations in the system.

Defining Person/Org Relationships Values

Access the Person/Org Relationships page (Set Up SACR, Product Related, Contributor Relations, Constituent Information, Person/Org Relationships).

Person/Org Relationships setup page

Person Description Enter the relationship that the person has with the organization. For example, if you are defining a relationship between a trustee and a foundation, the description of the person that you enter is *Trustee*.

Org Description Enter the relationship that the organization has with the person. For example, if you are defining a relationship between a trustee and a foundation, the description of the organization that you enter is *Trustee*.

Note. Because the relationship always depicts the person's role in relation to the organization, the setup values on this page should always reflect the person's relationship type for both person and organization. Using this convention, regardless of whether you are reviewing the record of the person or the organization, you will understand the relationship that the person has to that organization.

Defining Organization Reciprocal Relationships

To set up organization reciprocal relationships, use the Org Reciprocal Relationships component (AV_ORG_RELATE_TBL).

This section discusses how to define organization reciprocal relationships.

Page Used to Define Organization Reciprocal Relationships

Page Name	Definition Name	Navigation	Usage
Reciprocal Relationship	AV_ORG_RELATE_TBL	Set Up SACR, Product Related, Contributor Relations, Constituent Information, Org Reciprocal Relationships	Set up the valid reciprocal relationships that you can create when you establish relationships between organizations.

Setting Reciprocal Relationship Values

Access the Reciprocal Relationship page (Set Up SACR, Product Related, Contributor Relations, Constituent Information, Org Reciprocal Relationships).

Reciprocal Relationship page

Reciprocal Relation Select the valid relations that can be reciprocal to this relationship.

Default Select the reciprocal relationship that appears by default on the Organization Relationships page.

Setting Up Contact Types

Use the Contact Type Table page to define the valid contact types at organizations. An example of a contact type is matching gift coordinator.

See Also

PeopleSoft Enterprise Campus Community 9.0 Fundamentals PeopleBook, "Setting Up Organization Data," Defining Contact Types

Setting Up Attachment Types

This section discusses how to define attachment types.

Page Used to Set Up Attachment Types

Page Name	Definition Name	Navigation	Usage
Attachment Types	AV_ATCH_TYPE	Set Up SACR, Product Related, Contributor Relations, CR Common Definitions, Attachment Types	Define attachment types, which are available to select when attaching files to person, organization, and prospect records on the respective Person-Attachments, Organization Attachments, or Workset Attachments components.

Defining Attachment Types

Access the Attachment Types page (Set Up SACR, Product Related, Contributor Relations, CR Common Definitions, Attachment Types).

Attachment Types

Attachment Type: LTR

Find | View All
First 1 of 1 Last

Effective Date: 12/17/2009
Status: Active

Description: Custom letter

Short Description: LTR

Last Update Date/Time: 12/17/2009 11:34:45AM By: PS

Attachment Types page

See Also

[Chapter 3, "General Functions Used Throughout the System," Creating and Viewing Attachments, page 28](#)

Chapter 5

Setting Up Prospects

This chapter lists prerequisites and discusses how to set up prospect identifiers.

Prerequisites

Before you set up Contributor Relations to manage prospects, consider the following questions:

- How are setIDs, record groups, and business units set up at your institution?

Define the donor appreciation items by setID.

- Do your business rules specify that a contact report is required for each completed action?

Specify this option on the CR Installation page.

- Which elements do you want to include in standard biographic (bio bit and bio brief) reports?

Review the standard bio bit and bio brief reports to determine which elements to set up as standard for each report. Each user can define custom bio bit and bio brief reports in addition to the standard reports that you format for your operations as a whole.

- How do you plan to assign resources?

Set up parameters for resource assignments using the CR Installation page.

Setting Up Prospect Identifiers

To set up prospect identifiers, use these components: Asset Types (AV_ASSET_TBL), Rating Types (AV_R_TYPE_TBL), Rating Categories (AV_R_CAT_TBL), Rating Indicators (AV_R_IND_TBL), Action Types (AV_ACTN_TYPE_TBL), Action Contact Types (AV_ACTN_CNTRC_TBL), Action Status Codes (AV_ACTN_STAT_TBL), Action Results (AV_ACTN_RSLT_TBL), Appreciation Items (AV_ITEM_TBL), Trust Categories (AV_TRUST_C_TBL), Trust Terms (AV_TRUST_R_TBL), Trust Types (AV_TRUST_T_TBL).

This section discusses how to:

- Define asset types.
- Define rating types.
- Define rating origins.

- Define rating categories.
- Define rating indicators.
- Define action types.
- Define action contact types.
- Define action status codes.
- Define action results.
- Define donor appreciation items.

Pages Used to Set Up Prospect Identifiers

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Assets	AV_ASSET_TBL	Set Up SACR, Product Related, Contributor Relations, Prospect Management, Asset Types	Define the types of assets that your institution tracks.
Rating Type	AV_R_TYPE_TBL	Set Up SACR, Product Related, Contributor Relations, Prospect Management, Rating Type	Define the valid rating types to track.
Rating Origin	AV_R_ORIGIN_TBL	Set Up SACR, Product Related, Contributor Relations, Prospect Management, Rating Origin	Define where the rating indicator or category was originated.
Rating Categories	AV_R_CAT_TBL	Set Up SACR, Product Related, Contributor Relations, Prospect Management, Rating Categories	Define the types of prospect ratings to track.
Rating Indicators	AV_R_IND_TBL	Set Up SACR, Product Related, Contributor Relations, Prospect Management, Rating Indicators	Define the indicators that you use to measure the rating of a constituent.
Action Types	AV_ACTN_TYPE_TBL	Set Up SACR, Product Related, Contributor Relations, CR Common Definitions, Actions, Action Types	Define the action types that your institution uses.

Page Name	Definition Name	Navigation	Usage
Action Contact Type	AV_ACTN_CNTC_TBL	Set Up SACR, Product Related, Contributor Relations, CR Common Definitions, Actions, Action Contact Types	Define the valid contact types for actions or volunteer assignments.
Action Status Codes	AV_ACTN_STAT_TBL	Set Up SACR, Product Related, Contributor Relations, CR Common Definitions, Actions, Action Status Codes	Define the valid statuses for prospect actions.
Action Results	AV_ACTN_RSLT_TBL	Set Up SACR, Product Related, Contributor Relations, CR Common Definitions, Actions, Action Results	Define the valid results for actions.
Donor Appreciation Items	AV_ITEM_TBL	<ul style="list-style-type: none"> Set Up SACR, Product Related, Contributor Relations, CR Common Definitions, Appreciation Items Set Up SACR, Product Related, Contributor Relations, Prospect Management, Appreciation Items 	Define the various items of appreciation that constituents receive throughout the cultivation and membership process.
Trust Types	AV_TRUST_T_TBL	Set Up SACR, Product Related, Contributor Relations, Prospect Management, Trust Types	Define the valid types of trusts at your institution.
Trust Categories	AV_TRUST_C_TBL	Set Up SACR, Product Related, Contributor Relations, Prospect Management, Trust Categories	Define the valid categories for trusts at your institution.
Trust Terms	AV_TRUST_R_TBL	Set Up SACR, Product Related, Contributor Relations, Prospect Management, Trust Terms	Define the valid terms for trusts at your institution.

Defining Asset Types

Access the Assets page (Set Up SACR, Product Related, Contributor Relations, Prospect Management, Asset Types).

Assets

Asset Category: BOAT

Find | View All First 1 of 1 Last

*Effective Date: 01/01/1900

*Status: Active

*Description: Boat

Short Description: Boat

Assets page

Assets are items of value owned by a prospect. Assets that are typically tracked include real estate, fine art, and securities.

Defining Rating Types

Access the Rating Types page (Set Up SACR, Product Related, Contributor Relations, Prospect Management, Rating Type).

Rating Types

Rating Type: STAFF

Find | View All First 1 of 1 Last

*Effective Date: 01/01/1900

*Status: Active

*Rating Origin: INST

*Description: Staff

Short Description: Staff

Rating Types page

Rating types indicate the type of entity that is providing a prospect's rating. Examples of rating types are *Peer*, *Vendor*, and *Staff*. For example, if an institution purchases census information from an outside party, the rating type that is associated with those ratings would probably be *Vendor* because the information comes from an outside source.

Defining Rating Origins

Access the Rating Origin page (Set Up SACR, Product Related, Contributor Relations, Prospect Management, Rating Origin).

Rating Origin

Rating Origin: INST

Find | View All First 1 of 1 Last

*Effective Date: 01/01/1900

*Status: Active

*Description: Institution

Short Description: Instr

Rating Origin page

The Ratings Origin identifies the source of the rating indicator or category. PeopleSoft delivers one rating origin value: *Institution*. This value indicates that the category or indicator was initiated by the institution using Contributor Relations. Additional rating origins can be created to identify rating indicators and categories originating from external sources that are being used to rate constituents.

Defining Rating Categories

Access the Rating Categories page (Set Up SACR, Product Related, Contributor Relations, Prospect Management, Rating Categories).

Rating Categories

Rating Category: GIFTCP

Find | View All First 1 of 1 Last

*Effective Date: 01/01/1900

*Status: Active

*Rating Origin: INST

*Description: Gift Capacity

Short Description: Gift Capac

Create a New Indicator

Valid Indicators

Find | View All First 1 of 1 Last

DM3	\$1,000,000 - \$1,499,999
-----	---------------------------

Rating Categories page

Rating categories are descriptive classifications of a rating and are defined by your institution. They are used in prospect management to qualify prospects for giving. You assign ratings to a constituent on the Ratings page.

Examples of rating categories are *Household Income*, *Gift Capacity*, and *Overall Readiness*.

Valid Indicators

Valid indicators allow the appropriate values to appear for the category when entering a rating on the Ratings Indicator Page. Select the indicators that are applicable to the ratings category. For example, if the Ratings Category is *Survey Results*, only those ratings indicators pertinent to surveys would be valid indicators.

Create a New Indicator

Click to access the Rating Indicators page, where you can add a new rating indicator code.

Defining Rating Indicators

Access the Rating Indicators page (Set Up SACR, Product Related, Contributor Relations, Prospect Management, Rating Indicators).

The screenshot shows the 'Rating Indicators' page in a web application. At the top, the title 'Rating Indicators' is displayed. Below the title, the 'Indicator Code' is set to '50-100'. A navigation bar includes 'Find | View All' and pagination controls showing '1 of 1' records. The main form contains several fields: '*Effective Date' with a date picker set to '01/01/1900', '*Rating Origin' with a dropdown set to 'INST' and a search icon, '*Description' with a text box containing '50,000-100,000', and 'Short Description' with a text box containing '50-100,000'. On the right, the '*Status' dropdown is set to 'Active', and there is a checkbox for 'Valid Values' which is currently unchecked. Plus and minus icons are visible next to the status dropdown.

Rating Indicators page

Rating indicators are the names and descriptions of a specific screening indicator used by the institution. They are used in prospect management to help qualify the potential of a prospect to support the philanthropic organization. Assign ratings to a constituent on the Ratings page.

Examples of rating indicator descriptions are *75,000-100,000 for Household Income*, *Lifestyle-01B for a vendor rating*, and *25,000+ for Giving Capacity*.

Valid Values	Select this check box to indicate that the indicator code requires certain values to be returned in the Value field on the Ratings page. If you select this check box, the system displays the Valid Values group box.
Valid Value and Description	Enter a brief description of the valid value for the indicator code. Valid Values allow the indicator to be refined to a more specific level than the indicator itself. For example, the rating indicator may be Self-employed and the valid values may be Owner, Consultant, Proprietor.
Vendor Code	Select this check box to indicate whether the value is supplied by a vendor.

Defining Action Types

Access the Action Types page (Set Up SACR, Product Related, Contributor Relations, CR Common Definitions, Actions, Action Types).

Action Types

Action Type Code: ASK

Find | View All First 1 of 1 Last

*Effective Date: 01/01/1900

*Status: Active

*Description: Ask

Short Description: Ask

☒ Constituent Action

☒ Initiative Action

Valid Result Codes

Find | View All First 1 of 1 Last

PLEDGE	Pledge
--------	--------

Add All Result Codes

Action Types page

An action type is the form of action that is taken with a particular donor prospect or for a particular initiative. For donor prospects, action types might include an ask, invitation, information gathering, or presentation proposal. For initiatives, action types might include a design session, vendor selection, or layout meeting.

When you create an action, you associate it with an action type. You can then track the information that is specific to that action type. For example, if the action type is *Ask*, you can enter an ask amount.

- Valid Result Codes** Action types have certain expected outcomes. Result codes might be Accepted, Rejected, Submitted, Gift, or Pledge, for example. However, these are not all valid for every action type. Valid Result Codes are linked directly to Action Types.
- Add All Result Codes** Select the Add All Result Codes button to add all existing result codes to the action type. Once all are selected, the user may delete rows that are not pertinent. This is useful if more result codes apply than do not.

Action Type Required Values

The following table describes the values that are required in the ACTN_TYPE_CD field that resides in the AV_ACTN_TYP_TBL table:

<i>Code</i>	<i>Value</i>
ASK	<i>Ask</i>

- Action Type Code** Displays the code for the action type.
-
- Note.** This value comes from the ACTN_TYPE_CD field in the AV_ACTN_TYP_TBL table.
-
- Constituent Action** Select if the action type applies to actions that are associated with prospects or constituents.
- Initiative Action** Select if the action type applies to actions that are generated through an initiative.

The selections that you make on this page determine the values in the Action Type field prompt when you create an action.

Defining Action Contact Types

Access the Action Contact Type page (Set Up SACR, Product Related, Contributor Relations, CR Common Definitions, Actions, Action Contact Types).

Action Contact Type page

When you create an action or a volunteer assignment in Contributor Relations, you select a contact type. The contact type determines whether the person performs the action using a telephone call, a letter, an email, a personal visit, or some other method. For the purpose of managing prospects, a contact type could be a personal visit. For the purpose of managing initiatives, a contact type could be a meeting or phone call.

The selections that you make on this page determine the available values in the Contact Type field on the Volunteer Assignments 2 page, which you use when creating an action or a volunteer assignment.

Constituent Action Select if the contact type applies to prospect actions.

Initiative Action Select if the contact type applies to actions that are generated through an initiative.

Volunteer Select if the contact type applies to volunteer assignments.

Defining Action Status Codes

Access the Action Status page (Set Up SACR, Product Related, Contributor Relations, CR Common Definitions, Actions, Action Status Codes).

Action Status page

As you create, schedule, and complete an action, its status changes. This page enables you to define the status codes that appear in the Action Status prompt dialog boxes throughout the system.

The selections that you make on this page determine the values in the Action Status field on the Prospect Action page, which you use when creating an action.

Action Status Codes Required Values

The following values are required in the ACTN_STAT_CD field that resides in the AV_ACTN_STA_TBL table:

Code	Value
CMP	<i>Complete</i>
SCH	<i>Scheduled</i>

Constituent Action Select if the action status applies to prospect actions.

Initiative Action Select if the action status applies to actions that are generated through an initiative.

Examples of action status include scheduled, on hold, and suspended.

Defining Action Results

Access the Action Results page (Set Up SACR, Product Related, Contributor Relations, CR Common Definitions, Actions, Action Results).

Action Results

Result Code: DECL

Find | View All
First 1 of 1 Last

*Effective Date:
01/01/1900

*Status:
Active

*Description:
Declined

Short Description:
Declined

☒ Constituent Action
☒ Initiative Action

Action Results page

The selections that you make on this page determine the values in the Result field on the Action Results page (Contributor Relations, Prospect Management, Stewardship Plans, Constituent Actions, Actions-Person (or Actions-Org), Action Results tab, or Self Service, Outreach, My Prospects, My Stewardship Plans, Complete an Action) used when completing a prospect action.

Constituent Action Select if the action result applies to prospect actions. Examples include accepted, proposal presented, gift, pledge, and declined.

Initiative Action Select if the action result applies to actions that are generated through an initiative. Examples of action results include confirmed, contract pending, and vendor selected.

Action Results Required Values

The following values are required in the ACTN_RSLT_CD field that resides in the AV_ACTN_RSLT_TBL table:

Code	Value
DECL	<i>Declined</i>
GIFT	<i>Gift</i>
PLEDGE	<i>Pledge</i>

Note. Use the ACTN_RSLT_CD field for reporting action results in the Campaign Progress report.

Defining Donor Appreciation Items

Access the Donor Appreciation Items page (Set Up SACR, Product Related, Contributor Relations, CR Common Definitions, Appreciation Items).

Donor Appreciation Items

SetID: MODEL Item Code: AER01

Find | View All First 1 of 1 Last

*Effective Date: 01/01/1900

*Status: Active

*Item Description: Aerial Photo of Campus

Item Value: 6.66 Currency Code: USD

*Item Category: Donor Appreciation

Donor Appreciation Items page

Donor appreciation items are keyed by setID, so different business units can present different items to donors. A gift from a business unit might differ in look and cost, depending on the location that distributes it.

Examples of appreciation items are key chains, T-shirts, and pens.

Item Category

Select the item category to indicate whether the item is distributed for donor appreciation or as a membership benefit. The item category determines whether the item appears as an available item on the Donor Appreciation page or as a standard benefit on the Member Dues page.

Note. If you use the same item for both purposes, the item should be entered twice with different codes so that it appears correctly as an available option.

Chapter 6

Setting Up Initiatives

This chapter provides an overview of initiatives and discusses how to:

- Define initiative types.
- Define audiences.
- Define initiative goal types.
- Define methods.
- Use action components for initiative setup.
- Define budget categories.
- Set up appeal information.
- Set up campaigns.
- Set up membership initiatives.
- Set up volunteer efforts.
- Set up event initiatives.

See Also

[Chapter 11, "Managing Initiatives," page 309](#)

Understanding Initiatives

This section lists prerequisites and discusses initiatives in general, as well as specific initiative types.

Prerequisites

In general, before you set up initiatives in the system, consider these questions:

- What type of goals does the institution track for initiatives?

Goal types will differ, depending on the initiative type, but may be number of attendees, volunteers, or members, or percent increase over the previous year.

- What types of audiences do you appeal to for each initiative that the institution runs?

Create a spreadsheet of attributes and audiences for each of the initiatives to help you plan the setup. An attribute is the system field or view containing the information that you use to segment the audience.

- What communication methods do you use to evoke participation in the initiatives?

Examples of methods are letters, emails, and personal visits, which are set up as communication methods.

- What types of appeals do you use to reach constituents during initiatives?

Appeal types are categories of appeals such as direct mail, phonathons, and personal solicitations. What specific appeals does the institution use for each type of initiative? Create a spreadsheet of each appeal and its type to use when you go live and as part of the conversion of gifts and pledges. Appeals can be linked to all types of initiatives and to gifts and pledges, depending on the check boxes selected on the Setup Appeal Code page.

- What categories of expenses do you track for the initiative budgets?

These are set up as budget categories.

- What aspects of actions do you want to track?

You can track four aspects of actions with the system. These action components are used for both initiatives and prospect management. You must set them up carefully. Create a spreadsheet of all four action components. Make sure that each action type can be linked to appropriate action contact types, statuses, and results.

- Action types are the general kinds of actions that you use when tracking initiatives and prospects, such as an ask or cultivation.
- Action contact types are the specific actions that the initiative staff engages in for initiatives, such as mass mailings, phonathon calls, and personal visits.
- Action status and action results are necessary for each action type and action contact type.
- What types of contact does your staff have with constituents, and for what purposes?

Create a spreadsheet of all four action components.

- What types of communications does the institution engage in for each initiative?

Much setup is necessary to produce communications from the system that are tailored to the needs of the company. Communications is part of PeopleSoft Enterprise Campus Community, which is shared by all areas on campus. You might establish some naming conventions for each office that uses communications, to make communications more manageable.

In addition to the questions above, which are prerequisites for setting up any type of initiative, you should consider additional questions for each major type of initiative.

Before you set up the system to manage a campaign, consider this question: What phases, such as leadership gifts, major gifts, and general campaign gifts, do your campaigns encompass?

Before you set up the system to manage memberships, consider these questions:

- How are setIDs, record groups, and business units set up at your institution?

Membership types and membership categories are defined by setID. When you set up membership organizations and view information by business unit, the values that you see depend upon the values that you define for the setID and the setID that you associate with the AV01_MBR record group.

See *PeopleSoft Enterprise Campus Solutions 9.0 Application Fundamentals PeopleBook*, "Securing Contributor Relations," Defining and Securing PeopleSoft Enterprise Contributor Relations Business Units and SetIDs.

- Does your institution allow gift entry to be completed when membership dues are processed?

You specify this information on the Institution Installation page.

- How many days before a membership period ends do you need to roll dues over to the following year's membership period?

You specify this information on the Institution Installation page.

- What types of memberships can constituents have with a member organization?

Examples of membership types are life, annual, and sustaining.

- What are the various categories for membership in an organization?

Examples of membership categories are single, joint, family, and complimentary.

Before you set up the system to manage volunteers, consider the following:

- What phases do your volunteer initiatives encompass?
- What specific appeals does your institution use for volunteer recruitment?

Examples of volunteer appeals are an invitation to participate in a career network or a request to help with the annual alumni phonathon. Create a spreadsheet of each appeal and its type. You can link appeals to all types of initiatives.

- What responsibilities does your institution assign to volunteers?

These are set up as areas of responsibility. Responsibilities include programs, food, and entertainment.

- What areas of responsibility do you want to categorize?

For instance, event logistics might be an assignment type that comprises registration, entertainment, food, and program.

- What volunteer structures does your institution use to accomplish its goals?

You can set up leadership types that act as templates. When you create a new leadership structure for an initiative or member organization, you can import the volunteer structure. Examples of leadership types are *Board of Directors*, *Reunion Committee*, and *Fund Raising Team*.

Before you set up the system to manage events, consider this question: What phases do your event initiatives encompass?

Understanding General Initiatives

When developing a strategic plan for Contributor Relations, an institution must identify the initiatives that will be the basis from which the plan will be carried out. An initiative is any organized effort with an expressed purpose. It can be a campaign, a membership initiative, an organized volunteer effort, an event initiative, or any other type of initiative defined by the institution. Initiatives can consist of multiple parts with other initiatives related to them, enabling the institution to track individual parts or the initiative as a whole.

To create an initiative, regardless of its type, you:

- Define a time frame.
- Define participation and financial goals.
- Assign responsible resources.
- Define the target audiences.
- Determine how this function relates to others at the institution.
- Develop a communications or public relations plan to reach the target audiences.

The four main initiative types are:

- Campaign.

An organized institutional effort targeted to a specific constituency that occurs over a specified period of time, with specific purposes and goals.

- Membership initiative.

A campaign focused primarily on membership.

- Volunteer effort.

After you create an initiative or define a membership organization, you can create the volunteer structure necessary for the effort to succeed. You then assign volunteers to the positions within the volunteer structure and assign additional volunteers to perform specific tasks.

- Event.

Any occurrence that you set up to achieve a particular result.

Events are one of the most effective ways for the institution to reach both existing and new constituents.

Understanding Campaigns

A campaign is an organized institutional effort targeted to a specific constituency that occurs over a specified period of time, with specific purposes and goals. Although all initiatives in Contributor Relations share common setup pages, a campaign initiative has its own audience, resources, related initiatives, and PR plan. Some initiatives, such as campaigns, require additional setup that is specific to their purpose.

Understanding Membership Initiatives

A membership initiative is a campaign focused primarily on membership. Although all initiatives in Contributor Relations share common setup pages, a membership initiative has its own audience, resources, related initiatives, and PR plan. Some initiatives, such as membership initiatives, require additional setup that is specific to their purpose.

Understanding Volunteer Efforts

After you create an initiative or define a membership organization, you can create the volunteer structure necessary for the effort to succeed. You then assign volunteers to the positions within the volunteer structure and assign additional volunteers to perform specific tasks. Volunteer efforts are associated with both volunteer initiatives and member organizations, and are set up as initiatives. Although all initiatives in Contributor Relations share some common setup pages, a volunteer effort has its own audience, resources, related initiatives, and PR plan. Some initiatives, such as volunteer efforts, require additional setup that is specific to their purpose. The volunteer-specific setup is covered in this chapter; overview information for all types of initiatives is discussed elsewhere in this PeopleBook.

Understanding Event Initiatives

An event initiative is any occurrence that you set up to achieve a particular result. It is a combination of processes. Events are one of the most effective ways for the institution to reach both existing and new constituents.

Although all initiatives in Contributor Relations share some common setup pages, an event initiative has its own audience, resources, related initiatives, and PR plan. Some initiatives, such as events, require additional setup that is specific to their purpose. The event-specific setup is covered in this chapter; overview information applicable to all initiatives is located elsewhere in this PeopleBook.

Understanding Other Initiatives

Other-type initiatives refer to initiatives that do not fall within the boundaries of a campaign, event initiative, membership initiative, or volunteer effort. Although all initiatives in Contributor Relations share some common setup pages, other-type initiatives have their own audiences, resources, related initiatives, and PR plans. Setup information applicable to all initiatives is located elsewhere in this PeopleBook.

Defining Initiative Types

To set up initiative types, use the Initiative Type Table component (AV_INTV_TYPE_TABLE).

Before you can create and manage an initiative, you must define the types of initiatives used by the institution.

This section discusses how to define initiative types.

Page Used to Define Initiative Types

Page Name	Definition Name	Navigation	Usage
Initiative Types	AV_INTV_TYPE_TABLE	Set Up SACR, Product Related, Contributor Relations, Initiatives, Initiative Type Table	Define institution-specific initiative types.

Defining Initiative Types

Access the Initiative Types page (Set Up SACR, Product Related, Contributor Relations, Initiatives, Initiative Type Table).

Initiative Types

Initiative Type: CAMPAIGN

Find | View All
First 1 of 1 Last

*Effective Date: 01/01/1900

*Status: Active

*Description: Campaign

Short Description: Campaign

Initiative Types page

There are five delivered initiative types, which you should not modify. Institutions can define additional initiative types that fulfill their needs. Institution-defined initiative types are classified as *OTHER*.

Initiative Type Required Values

These values are required in the INTV_TYPE field that resides in the AV_INTV_TYPE_TBL table:

Code	Value
CAMPAIGN	Campaign
EVENT	Event
VOLUNTEER	Volunteer
MEMBERSHIP	Membership

Code	Value
OTHER	Other Initiative

The system treats any initiative types that you add in addition to those listed in the preceding table as Other Initiative types. Other Initiative types appear as options in the Initiative Type field on the Other Initiatives page.

Defining Audiences

To set up audiences, use the Attribute Type component (AV_ATTR_TYP), and the Audience Criteria component (AV_AUD_CRIT).

The values that you define here are used when creating an initiative audience.

This section discusses how to:

- Set up attribute types.
- Set up audience criteria.

Pages Used to Define Audiences

Page Name	Definition Name	Navigation	Usage
Attribute Type	AV_ATTR_TYP_TBL	Set Up SACR, Product Related, Contributor Relations, Initiatives, Attribute Type	Set up the various attributes in the system from which to build audiences. For example, you might include involvement information as a possible attribute type that is used to build an audience of constituents.
Audience Criteria	AV_AUD_CRIT	Set Up SACR, Product Related, Contributor Relations, Initiatives, Audience Criteria	Create selection criteria statements or statements that provide the variables needed to identify qualified audience members when a COBOL process is run. When you assign an audience to an initiative or member organization, the actual list of audience members is generated through this COBOL process.

Setting Up Attribute Types

Access the Attribute Type page (Set Up SACR, Product Related, Contributor Relations, Initiatives, Attribute Type).

Attribute Type

Attribute Code: INVLV

Person / Organization: Person

Attribute Type

Find | View All

First 1 of 1 Last

*Effective Date:

01/01/1900

31

*Status:

Active

Description:

Campus/Community Involvement

Short Description:

Involvement

Attribute Prompt Table:

AV_INVLV_CD_TBL

*Attribute Process Table:

AV_INVLV_TBL

[Attribute Field](#)

INVLV_CD

Attribute Type page

An attribute type is a characteristic that you can use to identify someone to communicate with in the system for an initiative or member organization.

Attribute Prompt Table

Enter a table or view name, which the system uses to populate the options in the Valid Value field on the Audience Criteria page. If you leave this field blank, the Valid Value field becomes a free-form field, and you can enter any value. However, you won't know if the value that you enter is valid until you run the process.

You might not want to use a prompt table that does not have a setup page associated with it, such as POSTAL_CODE or CLASS_YEAR. System performance improves if you add the free-form value rather than prompting against a large table.

Attribute Process Table

Enter a table name. This table contains the attribute that appears on the constituent's record.

Warning! If you are defining an attribute for a person, the EMPLID field must exist in the Attribute Process table. If you are defining an attribute for an organization, the EXT_ORG_ID field must exist in the Attribute Process table.

Attribute Field

Click this link to select the actual field in the process table where the attribute resides on a constituent's record.

The system supports these types and lengths of fields for attribute types:

Type	Maximum Field Length
Character	15
Number	10
Signed Number (decimal fields)	12.2
Date	10

The system searches for the attribute that you selected in the locations that you entered in the previous fields. The system generates an actual audience through the Initiative Audience Build COBOL process (AVPINT), which retrieves the attributes that you select. You can access the Initiative Audience Build page to run this process.

Example

To maximize the potential of audience attributes, a view could be created for all mailable alumni by selecting people who have constituent types of 1 and 2, an active address, and no date of death. By using this view as the first row in an audience criteria record, multiple tables are combined in a single view, leaving five more rows in audience criteria to narrow the audience selection.

Another way to maximize audience attributes is to create worksets and use the AV_WORKSET_MBR record as the process table to select members into an audience.

Attribute Type

Attribute Code: WRKSET
Person / Organization: Person

Attribute Type Find | View All First 1 of 1 Last

***Effective Date:** 06/06/2006

***Status:** Active

Description: Workset Members

Short Description: Worksets

Attribute Prompt Table: AV_WORKSET_SRCH

***Attribute Process Table:** AV_WORKSET_MBR

[Attribute Field](#) WORKSET_CD

Selecting workset members into an audience

Setting Up Audience Criteria

Access the Audience Criteria page (Set Up SACR, Product Related, Contributor Relations, Initiatives, Audience Criteria). The appearance of this page changes, depending on the audience Selection Process you use.

Audience Criteria

Audience Code: ENGLISH **Pers/Org:** Person **Institution:** PSUNV

Audience Detail Find | View All First 1 of 1 Last

***Effective Date:** 01/01/1900 ***Status:** Active ☒ **Approved**

Description: English Department Alumni

Selection Process

☐ Population Selection ☒ **Build/Merge Process**

Selection Criteria Find | View All First 1-6 of 6 Last

(Attribute Type	Oper	Valid Value	Range	Valid From	Valid To)	Logical	
<input type="checkbox"/>	CNSTIT	=					<input type="checkbox"/>	And	
<input checked="" type="checkbox"/>	ACPLAN	=	ENG-MIN				<input type="checkbox"/>	Or	
<input type="checkbox"/>	ACPLAN	=	ENG-QTR				<input type="checkbox"/>	Or	
<input type="checkbox"/>	ACPLAN	=	ENGL-BA				<input type="checkbox"/>	Or	
<input type="checkbox"/>	ACPLAN	=	ENGL-MA				<input type="checkbox"/>	Or	
<input type="checkbox"/>	ACPLAN	=	ENGL-PHD				<input checked="" type="checkbox"/>		

Audience Criteria page using the Build/Merge process

Audience Criteria

Audience Code: ENGLISH **Pers/Org:** Person **Institution:** PSUNV

Audience Detail Find | View All First 1 of 2 Last

***Effective Date:** 06/13/2006 ***Status:** Active ☒ **Approved**

Description: English Department Alumni

Selection Process

☒ **Population Selection** ☐ Build/Merge Process

Population Selection

Selection Tool External File

File Path and Name

File Mapping [Create File Mapping](#)

Audience Criteria page using the Population Selection process

Audience Detail Common Fields

Approved

Select to indicate that the audience criteria is approved for use. Select only if you have completed the test search (by clicking the Test Search button) and are sure that you entered the selection criteria correctly.

Important! The audience that you define appears as an Audience option when assigning an audience to an initiative or member organization, if you selected the Approved check box.

Description

Enter a descriptive name for the audience. You can enter up to 60 characters in this field. This is a required field.

Selection Process

When you add a new audience criteria using the Audience Criteria search page, your selection process options here depend on the value you enter in the Person/Organization field. If you select *Person* or *Organization* in that field, you can select either the *Build/Merge Process* or *Population Selection* on this page. If you select *Both*, you must use the Population Selection process.

Population Selection

Select this option to use flexible methods to load audience data into the system. This group box appears when the *Population Selection* process is selected.

Population selection is a method for selecting the IDs to process for a specific transaction. The Population Selection group box is a standard group box that appears on run control pages when the Population Selection process is available or required for the transaction. Selection tools are available based on the selection tools that your institution selected in the setup of the Population Selection process for the application process and on your user security. Fields in the group box appear based on the selection tool that you select. The fields behave the same way from within the group box on all run control pages and application processes.

If your institution uses a specific delivered selection tool (PS Query, Equation Engine equation, or external file) to identify IDs for a specific transaction, you must use it.

Warning! Any query you select for audience criteria cannot contain prompts.

See *PeopleSoft Enterprise Campus Community 9.0 Fundamentals PeopleBook*, "Using the Population Selection Process."

Selection Criteria

Select this option to combine various attributes to narrow the audience. To retrieve the expected results, place the largest set of records in the first row, because the system selects that population first. Subsequent rows select populations from within the first group. For example, to select all alumni in Denver or Miami, first select all constituents with alumni as the constituent type, then select those with Denver postal codes, and then select those with Miami postal codes.

(Select if the selection statement requires parentheses to separate it from subsequent selection criteria. If more than one opening parenthesis is selected, an initial opening parenthesis and subsequent closing parenthesis are assumed as part of the selection statement. Every opening parenthesis requires a closing parenthesis.
Attribute Type	<p>Select an attribute type.</p> <p>The institution can define attribute types, but the setup must include a process table that includes the information on a constituent's record and, if appropriate, a prompt table for values.</p> <p>See Chapter 6, "Setting Up Initiatives," Defining Audiences, page 61.</p>
Oper(operator)	<p>Select an operator for the selection criteria statement. Values are: =, <, <=, <>, >, and >=.</p> <p>= includes all constituents with the attribute on their records.</p> <p><> includes all constituents without the attribute on their records.</p> <p>Use <, <=, >, and >= to select a range, such as for an attribute of gift amount or postal code.</p>
Valid Value	If you select a single value for the attribute type, only the constituents that share that specific value are included in the audience selection. To specify a value range, select the Range check box and enter the valid from and valid to range for the attribute in the Valid From and Valid To fields.
)	Select to indicate the end of a selection criteria statement.
Logical	Select (<i>AND</i>) to indicate that both attribute types are required or (<i>OR</i>) to indicate that either attribute type is acceptable.
Test Search	Click to run a background process that determines how many constituents would be included in the audience based on the criteria that you selected.

Note. You can create up to six rows of selection criteria. A single criterion can be based on a view that combines multiple attributes in a single view. For example, mailable alumni could be based on a process view that combines constituents with a constituent type of 1 or 2 who have active addresses and do not have a date of death. Further, other views combining multiple process tables can be used in the additional five criteria rows to expand the selection ability of the audience process.

Technical Information for Build/Merge Process

These rules apply when you specify audience criteria:

- The ID or EXT_ORG_ID is selected from the first table that you specify in the Selection Criteria group box.

For example, if you selected an attribute from the Involvement table as the first row of criteria and included an attribute from the Ethnicity table, then the result would include anyone in the Involvement table who also matched the ethnicity type in the second row of criteria. All IDs come from the table associated with the first row of criteria.

- All attribute types using the *OR* operator must be grouped together with parentheses in the Selection Criteria group box.
- Whenever two different attribute types are immediately linked by *AND*, they are joined by their ID or EXT_ORG_ID.
- When you link two values with *OR*, they must be part of the same attribute.

For example, you cannot select all constituents with a constituent type of *Alumnus* or an ethnicity of *African American*. In cases such as these, create two separate audiences and assign them both to the initiative or member organization to achieve the results that you want.

- When no prompt values are available, enter dates, using the format MM/DD/CCYY.

Round decimal numbers to whole numbers. Do not enter decimal points.

Defining Initiative Goal Types

To set up goal types, use the Goal Type Table component (AV_GOAL_TYPE_TABLE).

This section discusses how to define goal types for the initiative.

Page Used to Define Initiative Goal Types

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Goal Types	AV_GOAL_TYPE_TABLE	Set Up SACR, Product Related, Contributor Relations, Initiatives, Goal Type Table	Define the types of goals that the institution tracks.

Defining Goal Types

Access the Goal Types page (Set Up SACR, Product Related, Contributor Relations, Initiatives, Goal Type Table).

Goal Types

Goal Type: ATTN

Find | View All First 1 of 1 Last

***Effective Date:** 01/01/1900

***Status:** Active

☐ Amount ☒ Number ☐ Percentage

***Description:** Attendance

Short Description: Attend

Goal Types page

Examples of goal types are attendance levels, percentage of participation, and financial goals.

Select the appropriate option to make the goal appear as an Amount,Number, or Percentage.

Defining Methods

To set up methods, use the Method Table component (AV_METHOD_TABLE).

This section discusses how to define communication vehicles that are used to distribute public relations plans.

Page Used to Define Methods

Page Name	Definition Name	Navigation	Usage
Methods	AV_METHOD_TABLE	Set Up SACR, Product Related, Contributor Relations, Initiatives, Method Table	Set up communication methods, by defining the valid communication vehicles that are used to distribute public relations plans to various audiences.

Setting Up Communication Methods

Access the Methods page (Set Up SACR, Product Related, Contributor Relations, Initiatives, Method Table).

Methods

Method: E-ML

Find | View All First 1 of 1 Last

*Effective Date: 07/17/1998

*Status: Active

*Description: E-Mail

Short Description: E-Mail

Methods page

Using Action Components for Initiative Setup

The Prospect Management feature in Contributor Relations contains four action components that are useful when you set up an initiative: action types, action contact types, action status codes, and action results. Use these components with campaigns, membership initiatives, and event initiatives, as well as for prospect management.

This section discusses how to:

- Define action types for initiatives.
- Define action contact types for initiatives.
- Define action status codes for initiatives.
- Define action results for initiatives.

Defining Action Types for Initiatives

Use the Action Types page to define general types of actions taken for a particular initiative, such as an ask.

See [Chapter 5, "Setting Up Prospects," Defining Action Types, page 49.](#)

Defining Action Contact Types for Initiatives

Use the Action Contact Types page to define the actions that the initiative staff can engage in. When you create an assignment, you select the contact type. The contact type determines whether the action will occur through a telephone call, letter, email, personal visit, and so on.

See [Chapter 5, "Setting Up Prospects," Defining Action Contact Types, page 50.](#)

Defining Action Status Codes for Initiatives

Use the Action Status page to define the status codes that appear in the Action Status prompt dialog boxes throughout the system. Action status codes and action results are necessary for each action type and action contact type.

See [Chapter 5, "Setting Up Prospects," Defining Action Status Codes, page 51.](#)

Defining Action Results for Initiatives

Use the Action Results page to define the values in the Result field on the page used when completing an initiative action. Action status codes and action results are necessary for each action type and action contact type.

See [Chapter 5, "Setting Up Prospects," Defining Action Results, page 52.](#)

Defining Budget Categories

To set up budget categories, use the Budget Table component (AV_BUDGET_TABLE).

This section discusses how to define the valid categories within an initiative budget.

Page Used to Define Budget Categories

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Budget Table	AV_BUDGET_TABLE	Set Up SACR, Product Related, Contributor Relations, Initiatives, Budget Table	Define the categories within an initiative budget.

Setting Up Budget Categories

Access the Budget Table page (Set Up SACR, Product Related, Contributor Relations, Initiatives, Budget Table).

Budget Table

Budget Category: POST

Find | View All
First 1 of 1 Last

***Effective Date:** 01/01/1900

***Status:** Active

***Description:** Postage

Short Description: Postage

Budget Table page

When creating a budget, you can allocate funds to each category that you include in an initiative budget. Budget expenses are subsequently applied to the categories within the established initiative budget.

Setting Up Appeal Information

To set up appeals, use the Appeal Type Table component (AV_APPEAL_TYPE_TBL) and the Appeal Code Table component (AV_MTVTN_TBL).

This section discusses how to:

- Set up appeal types.
- Set up appeals.
- Set up appeal details.

Pages Used to Set Up Appeal Information

Page Name	Definition Name	Navigation	Usage
Appeal Types	AV_APPEAL_TYPE_TBL	Set Up SACR, Product Related, Contributor Relations, Initiatives, Appeal Type Table	Set up appeal types by defining the vehicles that are used to communicate an appeal or request, such as a phone call, a visit, and so on.
Appeal	AV_MTVTN_TBL	Set Up SACR, Product Related, Contributor Relations, Initiatives, Appeal Code Table	Set up appeals or specific activities that generate commitments at the institution.

Page Name	Definition Name	Navigation	Usage
Appeal Detail	AV_MTVTN2_TBL	Set Up SACR, Product Related, Contributor Relations, Initiatives, Appeal Code Table, Appeal Detail	Set up appeal details by defining the expected results and benefits for particular appeals.

Setting Up Appeal Types

Access the Appeal Types page (Set Up SACR, Product Related, Contributor Relations, Initiatives, Appeal Type Table).

Appeal Types page

Setting Up Appeals

Access the Appeal page (Set Up SACR, Product Related, Contributor Relations, Initiatives, Appeal Code Table).

Appeal page

Examples of appeals are an annual phonathon, a publication insert, a capital campaign flyer, an honor roll, and so on.

Appeal Type	Select a vehicle that is used to communicate the appeal, such as phonathon, direct mail, and so on.
Campaign Appeal	Select to indicate that this appeal is a campaign appeal.
Event Appeal	Select to indicate that this appeal is an event appeal.
Membership Appeal	Select to indicate that this appeal is a membership appeal.
Volunteer Appeal	Select to indicate that this appeal is a volunteer appeal.
Other Appeal	Select to indicate that this appeal is an other appeal.

When you select one or more of these check boxes, the appeals appear as values in the Appeal field when entering an appeal code throughout the system. Campaign appeals appear in Gift and Pledge Entry. Membership and campaign appeals appear in Membership Entry.

In the previous example, ALUMAN appears only in the Membership Initiatives and Membership Entry components. When you select more than one check box, this appeal appears as a value in the Appeal field for initiatives whose type is the same as any you selected here. For example, if you also selected Campaign Appeal, the ALUMAN appeal would appear as available options in Appeal fields for all campaigns as well as in the Membership Initiatives component.

Setting Up Appeal Details

Access the Appeal Detail page (Set Up SACR, Product Related, Contributor Relations, Initiatives, Appeal Code Table, Appeal Detail).

Appeal

Appeal Detail

SetID:MODEL

Appeal Code:ALUMAN

Find | View All

First1 of 1Last

Effective Date:01/01/1900

Status:Active

+

-

Appeal Goal:

250,000.00

USD

Start Date:

08/28/2000

31

Number of Pieces:

0

End Date:

31

Appeal Budget:

0.00

Find | View All

First1 of 1Last

Institution

Initiative Type

Initiative

PSUNV

MEMBERSHIP

MBRPHONE

Member Phonathon

+

-

Appeal Detail page

- Appeal Goal

Enter the amount of revenue that you expect this appeal to generate.
- Number of Pieces

Enter the number of pieces or contacts that you expect to make through the appeal. For example, if the appeal involves sending a letter, this value should be the total number of letters that you expect to send.
- Appeal Budget

Enter the overall expense budget for the appeal.
- Institution

Select the institution associated with the initiative.
- Initiative Type and Initiative

Select each initiative type and initiative that uses the appeal.

Note. If a membership appeal is attached to initiatives, the Membership Progress page for the initiative displays the appeal and its results for that initiative.

Setting Up Campaigns

To set up campaigns, use the Campaign Donor Phase Table component (AV_DONOR_PHASE_TBL).

This section discusses how to:

- Define donor phases.
- Set up an anticipated gift table.
- Define reporting rules.

Pages Used to Set Up Campaigns

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Donor Phase Table	AV_DONOR_PHASE_TBL	Set Up SACR, Product Related, Contributor Relations, Initiatives, Campaign Donor Phase Table	Define the valid donor phases used to create gift tables for campaigns at an institution. Phases identify the various gift (such as major gifts or leadership gifts) levels that you track.
Gift Table	AV_CMPGN_GIFT_TBL	Contributor Relations, Initiatives, Campaign Initiatives, Manage Campaigns, Gift Table	Estimate the number of donors and prospects that you need at each gift level to reach a campaign goal.
Reporting Rules	AV_CAMPAIGN_TABLE	Contributor Relations, Initiatives, Campaign Initiatives, Manage Campaigns, Reporting Rules	<p>Define the rules used in reporting campaign activity to the Council for the Advancement and Support of Education (CASE).</p> <p>Rules can vary from campaign to campaign, but cannot vary within a single campaign. After a campaign initiative is approved, the rules that you define cannot be altered. You use the approval process when you print the CASE campaign report.</p>

Defining Donor Phases

Access the Donor Phase Table page (Set Up SACR, Product Related, Contributor Relations, Initiatives, Campaign Donor Phase Table).

Donor Phase Table

Donor Phase: GC

Find | View All First 1 of 1 Last

***Effective Date:** 01/01/1900

***Status:** Active

***Description:** General Campaign

Short Description: Gen Cmpgn

Donor Phase Table page

After you define donor phases, you can use them in the Gift Table page.

Setting Up an Anticipated Gift Table

Access the Gift Table page (Contributor Relations, Initiatives, Campaign Initiatives, Manage Campaigns, Gift Table).

Gift Table

Campaign: ANNFUND Annual Fund Campaign **Institution:** PSUNV

Gift Table Find | View All First ◀ 1 of 1 ▶ Last

***Eff Date:** 06/05/2006 **Status:** Active

Created by: KU0007 Locherty, Betty

Gift Table Detail Find | View All First ◀ 1-2 of 2 ▶ Last

*Donor Phase	*Gift Level	*Nbr Donors	Nbr Prspcts	Total
Leadership Gifts	1,000,000.00	5	10	500,000.00
General Campaign	200,000.00	3,000	10,000	1,000,000.00

Financial Goal: 5,000,000.00 USD **Gift Table Total:** 1,500,000.00

Gift Table page

Created By	Select the ID number of the person creating the gift table. The default value is the ID of the person entering the gift table information but can be overridden.
Donor Phase	Select which section of the campaign, such as <i>Major Gifts</i> , <i>Leadership Gifts</i> , <i>Special Gifts</i> , or <i>General Campaign</i> is being defined in the gift table. Donor phases are defined by your institution.
Gift Level	Enter the minimum amount of a gift required at this level. Gift levels cannot be duplicated, and the amount generally decreases by donor phase when you create a table from the major gifts level down to the general campaign level.
Nbr Donors (number of donors)	Enter the number of donors needed at this gift level for the campaign to be successful. This number generally increases with lower gift levels. For example, you can project a need for five major gifts, and a need for 5,000 general campaign gifts.
Nbr Prspcts (number of prospects)	Enter the number of prospects needed at this gift level to generate the required number of donors. This number generally increases with lower gift levels and is generally greater than the number of donors.
Total	Enter the amount expected from the gift level.

Financial Goal Displays the financial goal of a campaign.

Gift Table Total Displays the sum of the Total column.

Example

This is an example of a standard gift table for a 25,000,000 USD campaign:

<i>Phase</i>	<i>Gift Level (USD)</i>	<i>Nbr Donors</i>	<i>Nbr Prosp</i>	<i>Total (USD)</i>
Major Gifts	2,500,000	1	5	2,500,000
	1,000,000	4	10	4,000,000
	500,000	4	10	2,000,000
	250,000	6	15	1,500,000
	150,000	10	20	1,500,000
	100,000	23	46	2,300,000
Special Gifts	50,000	42	84	2,100,000
	25,000	54	110	1,350,000
	10,000	135	350	1,350,000
General Campaign	5,000	420	1,000	2,100,000
	1,000	2,100	5,000	2,100,000
	50	33,000	60,000	2,200,000
Total		35,799	66,650	25,000,000

Defining Reporting Rules

Access the Reporting Rules page (Contributor Relations, Initiatives, Campaign Initiatives, Manage Campaigns, Reporting Rules).

Reporting Rules	
Campaign: ANNFUND	Annual Fund Campaign
Institution: PSUNV	
Length of Cmpgn Period Years: 1 Months: 0	Maximum Pledge Payment Period <input type="radio"/> 1 Year <input type="radio"/> 2 Years <input checked="" type="radio"/> 3 Years <input type="radio"/> 4 Years <input type="radio"/> 5 Years <input type="radio"/> Other (Please Explain)
Campaign Scope <input checked="" type="radio"/> Single Unit <input type="radio"/> Multiple Units <input type="radio"/> Comprehensive	Bequests <input type="radio"/> Include Bequests <input checked="" type="radio"/> Include Bequests by Exception
Life Insurance <input checked="" type="radio"/> Do Not Include Life Insurance <input type="radio"/> Cash Surrender Value Only <input type="radio"/> Face Value/Present Value <input type="radio"/> Realized Death Benefit Only	
Advance-Gifts Phase in Totals <input checked="" type="radio"/> Featured Objectives Only	
<input type="radio"/> All Gifts Rcvd by Institution	

Reporting Rules page

Note. The rules that you establish on this page are used for CASE campaign reporting. Setting up these rules enables you to create your own version of these reports; it does not affect the data that you view on inquiry pages throughout the system.

Campaign Scope

- Single Unit** Select to have only one unit (school, center) reflected in the campaign scope.
- Multiple Units** Select to have more than one but not all units reflected in the campaign scope.
- Comprehensive** Select to have all units reflected in the campaign scope.

Maximum Pledge Payment Period

This selection indicates an institution's preference for how long a pledge can be outstanding. When a campaign is in the post-campaign reporting phase, any pledges that have exceeded the maximum payment period and are not yet fulfilled should be subtracted from campaign totals. Select *Other* to indicate a maximum payment period greater than five years. Enter an explanation if you select *Other*. CASE recommends that no campaign period exceed seven years in duration.

Bequests

Include Bequests	Select this option to include in campaign totals only those bequests that meet the following criteria: <ul style="list-style-type: none"> • The will must have a specified amount or percentage of the estate, and the prospect's donor record must reflect a future value of the estate. • A written commitment to the institution must be on file.
Include Bequests by Exception	Select this option to include in campaign totals only those bequests that are specifically selected for inclusion.

Life Insurance

Indicate the institution's preference for accepting life insurance as contributions to the campaign. If you select any option other than *Do Not Include Insurance*, life insurance that has not been realized is included in campaign totals based on the selected value.

Cash Surrender Value	Select to have the life insurance counted as a current outright gift.
Face Value/Present Value	Select to have the life insurance reported as deferred gifts.
Realized Death Benefit Only	Select to have the life insurance reported in campaign totals if they have not been reported in another campaign.

Advance-Gifts Phase in Totals

Featured Objectives Only	Select this option to include in campaign totals only those gifts received by the institution in support of the campaign or its related initiatives.
All Gifts Rcvd by Institution (all gifts received by institution)	Select this option to include in campaign totals any gift received by the institution during the specified campaign period.

Important! All gifts to campaigns are counted. No featured objective totals are calculated.

Setting Up Membership Initiatives

To set up membership initiatives, use the Membership Type component (AV_MBR_TYP) and the Membership Category component (AV_MBR_CAT).

This section discusses how to:

- Set up membership types.

- Set up membership categories.

Pages Used to Set Up Membership Initiatives

Page Name	Definition Name	Navigation	Usage
Membership Type	AV_MBR_TYP_PNL	Set Up SACR, Product Related, Contributor Relations, Membership Organizations, Membership Type	Define the various types of memberships that constituents can have with a member organization.
Membership Category	AV_MBR_CAT_PNL	Set Up SACR, Product Related, Contributor Relations, Membership Organizations, Membership Category	Define the various classifications for membership in an organization.

Setting Up Membership Types

Access the Membership Type page (Set Up SACR, Product Related, Contributor Relations, Membership Organizations, Membership Type).

Membership Type

SetID: MODEL **Membership Type:** ANNUAL

Find | View All First 1 of 1 Last

***Effective Date:** 01/01/1980

Status: Active

Description: Annual Membership

Short Description: Annual

Membership Type page

Examples of membership types are *Annual*, *Sustaining*, and *Life*. Use membership classifications when setting up the dues levels for a member organization.

Membership Type Required Values

The following table describes the values that are required:

Code	Value
LIFE	Life

Setting Up Membership Categories

Access the Membership Category page (Set Up SACR, Product Related, Contributor Relations, Membership Organizations, Membership Category).

Membership Category page

Examples of membership categories are *Single*, *Dual*, and *Family*. Use membership classifications when setting up the dues levels for a member organization.

Setting Up Volunteer Efforts

To set up volunteer efforts, use the Areas of Responsibility component (AV_AREA_TYP_TBL), Assignment Types component (AV_ASGN_TYP_TBL), and the Leadership Types component (AV_LDR_TYPE_TBL).

This section discusses how to:

- Set up volunteer resources.
- Define areas of responsibility.
- Define assignment types.
- Define leadership types.
- Define volunteer initiative goals.
- Structure the leadership group.
- Define subgroups.

Common Elements Used in This Section

Role	Select the overall function needed for each position in the leadership structure. Your institution defines roles.
-------------	---

Nbr Needed (number needed)	Enter the number of volunteers needed in the role or capacity that you selected.
Term Length	<p>Select the expected length of service for volunteers serving in this capacity. The values <i>Less Than One Year</i> and <i>1-15 Years</i> are delivered with the system. The default value for this field is <i>Less Than One Year</i>.</p> <p>Values for this field are delivered with the system as translate values. You can modify these translate values.</p>
Selection Process	Indicate whether volunteers are elected or appointed to the position. This default value for this field is <i>Appointed</i> .
Required	Specify whether the position must be filled. You can enter two lines for each role; one for the number of required positions and one for the number of additional positions that can be filled.

Pages Used to Set Up Volunteer Efforts

Page Name	Definition Name	Navigation	Usage
Area of Responsibility	AV_AREA_TYP_TBL	Set Up SACR, Product Related, Contributor Relations, Initiatives, CR Volunteers, Areas of Responsibility	Define the valid areas of accountability assigned to volunteers.
Assignment Type	AV_ASGN_TYP_TBL	Set Up SACR, Product Related, Contributor Relations, Initiatives, CR Volunteers, Assignment Types	Define the valid types of volunteer assignments.
Leadership Types	AV_LDR_TYPE_TBL	Set Up SACR, Product Related, Contributor Relations, Initiatives, CR Volunteers, Leadership Types	Define a standard structure outline that you can import when you create a new leadership structure for an initiative or a member organization.
Volunteer Goals	AV_INTV_VOL_GOAL	Contributor Relations, Initiatives, Volunteer Initiatives, Manage Volunteer Initiatives, Volunteer Goals	Set up intermediate goals or milestones for an initiative.

Page Name	Definition Name	Navigation	Usage
Volunteer Structure	AV_VOL_LDR_GRP AV_VOL_LDR_GRP_M	<ul style="list-style-type: none"> Contributor Relations, Initiatives, Volunteer Initiatives, Initiative Volunteers, Initiative Volunteer Structure Contributor Relations, Initiatives, Volunteer Initiatives, Membership Org Volunteers, Member Org Volunteer Structure 	Define the overall leadership group for an initiative or a member organization.
Sub-Groups	AV_VOL_SUB_GRP	<ul style="list-style-type: none"> Contributor Relations, Initiatives, Volunteer Initiatives, Initiative Volunteers, Initiative Volunteer Sub-Group Contributor Relations, Initiatives, Volunteer Initiatives, Membership Org Volunteers, Member Org Volunteer Sub-Group 	Define a group of volunteers who report to the leadership group within the volunteer structure. Subgroups can be committees or specific individuals.

Setting Up Volunteer Resources

Use the Define Volunteers, Roles, and Volunteer Roles pages to create the volunteer resources that you require when managing volunteer efforts.

See Also

[Chapter 14, "Managing Volunteers," Assigning Volunteers to Roles, page 404](#)

Defining Areas of Responsibility

Access the Area of Responsibility page (Set Up SACR, Product Related, Contributor Relations, Initiatives, CR Volunteers, Areas of Responsibility).

Area of Responsibility

Area of Responsibility: CNGRS

Find | View All First 1 of 1 Last

Effective Date: 01/01/1900

Status: Active

Description: Congress Members

Short Description: Congress

Area of Responsibility page

Areas of responsibility are linked to assignment types. For example, when you define an assignment type of *Student Recruitment*, you can select *High Schools* as a valid area of responsibility for that assignment type.

The areas of responsibility that you define here determine the available selections on the Volunteer Assignments 1 page, on which you assign volunteers to specific tasks.

Defining Assignment Types

Access the Assignment Type page (Set Up SACR, Product Related, Contributor Relations, Initiatives, CR Volunteers, Assignment Types).

Assignment Type

Assignment Type: LEGIS

Find | View All First 1 of 1 Last

Effective Date: 01/01/1900

Status: Active

Description: Legislative

Short Description: Legislativ

Area of Responsibility

Congress Members

Assignment Type page

Before you can use this page, you must define areas of responsibility on the Area of Responsibility page.

Area of Responsibility Select the valid area of responsibility for this assignment type. Assignment types are associated with one or more areas of responsibility. For example, when you define an assignment type of *Student Recruitment*, you can assign an area of responsibility called *High Schools*. You can assign a specific high school if that area of responsibility has been so defined.

See Also

[Chapter 6, "Setting Up Initiatives," Defining Areas of Responsibility, page 83](#)

Defining Leadership Types

Access the Leadership Types page (Set Up SACR, Product Related, Contributor Relations, Initiatives, CR Volunteers, Leadership Types).

Leadership Types

Leadership Type: COM

Find | View All First 1 of 1 Last

Effective Date: 01/01/1998 Status: Active

Description: Alumni Committee

Volunteer Structure

Find | View All First 1 of 1 Last

Role	Nbr Needed	Term Length	Sel Process	Required
Committee Membe	10	One Year	Appointed	<input type="checkbox"/>

Leadership Types page

This page defines a template structure that can be used and built upon for an initiative or a member organization.

Examples of leadership types include *Board of Directors*, *Reunion Committee*, and *Fund Raising Team*.

You can assign two lines per Role in the volunteer structure—one for a required position, and one for an additional number of positions that can be filled.

Important! If you select the Required check box, the system prevents you from saving the volunteer structure without first assigning a volunteer to the position.

Defining Volunteer Initiative Goals

Access the Volunteer Goals page (Contributor Relations, Initiatives, Volunteer Initiatives, Manage Volunteer Initiatives, Volunteer Goals).

Volunteer Goals

Volunteer:10YRCOMM10 Year Reunion Committee

Institution:PSUNV

Financial Goal:400,000.00 USD

% Particptn Goal:60.00

Intermediate Goals/Milestones

Find | View All | First | 1 of 1 | Last

*Target Date	*Goal Type	Pers/Org	Audience Code	Amount/Pct/Total
06/06/2006	% Participation	Pers		55.00

Volunteer Goals page

- Financial Goal and % Particptn Goal**(percent participation goal)

The system displays the financial goal and the participation percentage goal for the initiative. These goals are defined on the initial page on which the initiative is defined.
- Target Date**

Enter the date by which the goal may be reached.
- Goal Type**

Select the measurement by which you track the progress toward the goal.
- Audience Code**

Specify the population to which the goal pertains. Available options include all of the populations that are defined by the institution on the Audience page with the type of *Segmentation* for this initiative.

Structuring the Leadership Group

After you have created an initiative or set up a membership organization at your institution, you might want to define the volunteer structure that is necessary for the effort to succeed. Volunteer structures outline the various leadership roles for volunteers within a group and specify how many volunteers are needed to fill each role. In addition, volunteer structures can contain subgroups or groups of volunteers that report to the initial leadership group.

Access the Volunteer Structure page (Contributor Relations, Initiatives, Volunteer Initiatives, Initiative Volunteers, Initiative Volunteer Structure).

Volunteer Structure

Initiative: ANNFUND **Intv Type:** CAMPAIGN **Institution:** PSUNV

Initiative Name: Annual Fund Campaign

Volunteer Structure Find | View All First 1 of 1 Last

Effective Date: 01/24/2001 **Status:** Active

Leadership Group: annfund group

Leadership Type: Advisory Board

Build Default Structure

Volunteer Structure Detail Find | View All First 1 of 1 Last

*Role	Nbr Needed	Term Length	Sel Process	Required
Vice-Chairperson	1	One Year	Appointed	<input type="checkbox"/>

Volunteer Structure page

Leadership Group Enter the name of the leadership group or the highest level of volunteer leadership for the initiative or member organization (up to 50 characters).

Leadership Type Select a volunteer structure defined on the Leadership Type page.

Build Default Structure Click to populate the Volunteer Structure Detail group box with the template structure specified by the leadership type that you selected. You can edit the structure if you use this choice.

If you do not use the default structure, make selections and enter values in the Role, Number Needed, Term Length, Selection Process, and Required areas of the page.

Important! If you select the Required check box, the system prevents you from saving the volunteer structure without assigning a volunteer to the position.

Defining Subgroups

Access the Sub-Groups page (Contributor Relations, Initiatives, Volunteer Initiatives, Initiative Volunteers, Initiative Volunteer Sub-Group).

Sub-Groups

Initiative: ANNFUND **Intv Type:** CAMPAIGN **Institution:** PSUNV
Initiative Name: Annual Fund Campaign

Find | View All
First 1 of 1 Last

Effective Date: 06/06/2006 31 **Status:** Active + -

Vol Sub-Group: 2005-06 Ann Fund Subgroup

Leadership Type: Advisory Board + -
Build Default Structure

Sub-Group Structure

Find | View All
First 1 of 1 Last

*Role	Nbr Needed	Term Length	Sel Process	Required	+ -
Vice-Chairperson	1	One Year	Appointed	<input checked="" type="checkbox"/>	+ -

Sub-Groups page

Subgroups are committees or groups of individuals that report directly to the leadership group.

Vol Sub-Group (volunteer subgroup) Enter a name for the volunteer subgroup (up to 50 characters).

Leadership Type Select a volunteer structure defined on the Leadership Type page.

Build Default Structure Click to populate the Sub-Group Structure group box with the structure template specified by the leadership type that you selected. You can edit the structure if you make this selection.

If you do not use the default structure, make selections and enter values in the Role, Number Needed, Term Length, Selection Process, and Required areas of the page.

Important! If you select the Required check box, the system prevents you from saving the volunteer structure without first assigning a volunteer to the position.

Setting Up Event Initiatives

To set up an event initiative, you must set up event types. Access the Event Type Table page in Campus Community to define the specific types of events at your institution, and to specify the event types that you want to use as default values in your system.

See Also

PeopleSoft Enterprise Campus Community 9.0 Fundamentals PeopleBook, "Setting Up Campus Event Planning"

Chapter 7

Setting Up Commitment Management

This chapter lists prerequisites for the gift and pledge process and discusses how to:

- Define gift types.
- Define tender types.
- Define designation types.
- Define matching gift types for designations.
- Define designation funds.
- Define recognition types.
- Define adjustment reasons.
- Prepare for session posting.
- Prepare for acknowledgement letters and receipts.
- Define acknowledgement rules.
- Define an organization's matching gift rules.
- Define giving club information.
- Set up credit card processing.
- Set up self-service online giving and pledges.

Prerequisites

Before you begin the process of setting up the system for gift and pledge processing, consider the following:

- How are setIDs, record groups, and business units set up at your institution?

Designation types, designation funds, tender types, and appeals are defined by setID. When you enter transactions and view information by business unit, the available values depend upon the values you define for the setID and which setID you associate with the Record Group for the business unit.

See Enterprise PeopleTools documentation.

- What types of pledges are most common at your institution?

What pledge reminder schedule do these pledges typically have? Set up the most common reminder schedule as your default.

- Does your institution feed certain key pledges to the General Ledger during capital campaigns?

You can elect whether or not to allow pledges to be fed to the GL Ledger using the Contributor Relations Installation page.

- Do you enable your gift processors to override pledge details?

If you enable your gift processors to override pledge details such as designation funds during the processing of pledge payments, you can set this up as the default using the Contributor Relations Installation page.

- For what reasons does your gift processing staff adjust gifts and pledges?

These reasons are set up in the system as adjustment reasons.

- How do you plan to set up item types?

Since item types are shared with PeopleSoft Enterprise Student Financials, your fund-raising department should request a range of item types to use. If your institution uses designation numbers, a convenient way to keep item types and designation funds in sync is to begin the item types with the range of your department and end them with the corresponding designation fund numbers.

- What are the ways your institution accepts gift payments?

These are set up in the system as tender types, such as cash, check, and credit card.

- How do you want to categorize designation funds?

Designation types are convenient ways of grouping designation funds for reporting purposes. Create a spreadsheet of all the categories of designation funds to use as designation types.

- What types of acknowledgements do you want to produce?

Create a spreadsheet of all the types of acknowledgements your institution sends to donors. Set these up as letter codes. Clone delivered letters for your gift receipt and for each of your acknowledgement letters. Also, create an Event ID for each acknowledgement type.

Your acknowledgement scheme must be carefully thought through to take advantage of all that the Contributor Relations system has to offer. You create standard default acknowledgement rules on the Acknowledgement Setup pages. In addition, you can set up special acknowledgements rules for each designation and for giving clubs.

- How do you want to assign staff roles?

All staff members who process gifts and pledges must be set up as Gift Entry personnel. All staff members who have supervisory responsibility for gift and pledge entry must be set up as Gift/Pledge Supervisors. All staff members who add giving club membership manually must be set up as Giving Club Administrators.

Defining Gift Types

To set up gift types, use the Gift Types component (AV_GFT_TYPE_TBL).

This section discusses how to set up gift types at your institution. You use gift types on the Gift Entry and Gift Adjustment pages.

Page Used to Define Gift Types

Page Name	Definition Name	Navigation	Usage
Gift Types	AV_GFT_TYPE_TBL	Set Up SACR, Product Related, Contributor Relations, Session Management, Gift Types	Set up the various types of gifts that donors make to the institution.

Setting Up Gift Types

Access the Gift Types page (Set Up SACR, Product Related, Contributor Relations, Session Management, Gift Types).

Gift Types

Gift Type: GIK

Find | View All First 1 of 1 Last

***Effective Date:** 01/01/1900

***Status:** Active

***Description:** Gift-in-Kind

Short Description: Gift-Kind

***CAE Type:** Gift In Kind

Gift Types page

The following values are required in the GIFT_TYPE field that resides in the AV_GFT_TYPE_TBL table:

Code	Value
GIFT	Gift
MG	Matching Gift

Code	Value
GIK	Gift-In-Kind
PP	Pledge Payment

CAE Type(Council for Aid to Education type)

Select the gift type that you are defining. The Council for Aid to Education (CAE) establishes the CAE gift types, which you use to produce the CAE report.

Gift In Kind gift types that do not have a *Real Estate* tender type assigned to them are reported in Part IV of the CAE report (II, C2a, Number and dollar value of company products).

See Also

Appendix C, "Contributor Relations Reports," AVPCAE, GFTINC, GFTINCII, GFTINCIV – CAE Gift Income Report, page 663

Defining Tender Types

To set up tender types, use the Tender Types component (AV_GFT_TNDR_TBL).

This section discusses how to set up tender types at your institution.

Page Used to Define Tender Types

Page Name	Definition Name	Navigation	Usage
Tender Types	AV_GFT_TNDR_TBL	Set Up SACR, Product Related, Contributor Relations, Session Management, Tender Types	Set up the monetary forms in which gifts are received. Examples are cash, credit card, check, and so on.

Setting Up Tender Types

Access the Tender Types page (Set Up SACR, Product Related, Contributor Relations, Session Management, Tender Types).

Tender Types page

Special Fields

Select *Credit Card* or *Check* if additional fields should appear when the tender type you are entering is selected during transaction entry. If you select *Credit Card*, fields for the card type, number, holder, and expiration date appear. If you select *Check*, a check number field appears.

Select *Allow Zero Amount* in this field to enable gifts to be entered on the Gift Entry page with no monetary value to the institution.

Note. When you enter a gift with a tender type that has the *Allow Zero Amount* field value selected, the Tender Detail button on the Gift Entry page does not appear for that gift. If any other gift is entered in the same session with a tender type that has a special field value of *Check* or *Credit Card*, then the Tender Detail button appears.

Item Type

Enter the item type to be used when processing a transaction with this tender to the financial system.

CAE Real Estate
(Council for Aid to
Education real estate)

Select if the tender type represents a property gift that you want included in the CAE report. When selected, this check box separates gifts-in-kind, such as equipment and applications, from other property, such as real estate. Gifts of property are reported in Part IV of the CAE report (II, C2b, Number and dollar value of other property).

See Also

[Appendix C, "Contributor Relations Reports," AVPCAE, GFTINC, GFTINCII, GFTINCIV – CAE Gift Income Report, page 663](#)

Defining Designation Types

To set up designation types, use the Designation Types component (AV_INST_TYP).

This section provides an overview of designation types and discusses how to set up valid designation types.

Understanding Designation Types

Designations are the projects, funds, or areas at the institution that receive appropriation from gift, pledge, or membership transactions. Designations are set up as allocation accounts that are linked to specific item types in the institution's financial structure.

When you define a designation fund, you can specify the type of designation for this particular fund. Examples of designation types are *Graduate School*, *Law School*, and so on. Designation types are used for custom reporting about designations that share a designation type. Designation types may vary from the standard CASE, FASB, and Matching Gift types.

Page Used to Define Designation Types

Page Name	Definition Name	Navigation	Usage
Designation Types	AV_INST_TYP_TBL	Set Up SACR, Product Related, Contributor Relations, Session Management, Designation Types	Set up valid designation types for a setID.

Setting Up Designation Types

Access the Designation Types page (Set Up SACR, Product Related, Contributor Relations, Session Management, Designation Types).

Designation Types

SetID: MODEL **Designation Type:** ATH

Find | View All First 1 of 1 Last

***Effective Date:** 01/01/1900

***Status:** Active

***Description:** Athletics

Short Description: Athletics

Designation Types page

Important! Use a designation type of *None* for those designations that do not match any of the other designation types.

Defining Matching Gift Types for Designations

To set up matching gift types, use the Matching Gift Types component (AV_MTCH_GFT_TYP).

This section provides an overview of matching gift types for designations and discusses how to set up valid matching gift types.

Understanding Matching Gift Types for Designations

The values you define on the Matching gift Types page are used when defining designation funds. When you define a designation fund, you can specify the types of matching gifts that matching gift companies do not match.

Matching gift types that are not matched by matching gift companies are found in the CASE Matching Gift Details book.

This table lists the values that are delivered based on CASE matching gift rules:

<i>For Designations</i>	<i>For Gift Types</i>
Athletic activities/program	Premiums for life insurance policies
Athletic scholarships	Deferred gifts
Athletic building projects	Gifts-in-kind
Non-athletic scholarships	Gifts of securities
Non-athletic building funds	Volunteer time

Page Used to Define Matching Gift Types for Designations

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Matching Gift Types	AV_MTCH_GFT_TBL	Set Up SACR, Product Related, Contributor Relations, Session Management, Matching Gift Types	Set up the valid matching gift types at your institution.

Setting Up Matching Gift Types

Access the Matching Gift Types page (Set Up SACR, Product Related, Contributor Relations, Session Management, Matching Gift Types).

Matching Gift Types

Matching Gift Type: ATHSCH

Find | View All

First 1 of 1 Last

*Effective Date:

01/01/1900

31

*Status:

Active

*Description:

Athletic Scholarships

Short Description:

Ath schs

Matching Gift Types page

Defining Designation Funds

To set up designation funds, use the Designation Funds component (AV_DESIGNATIONS).

This section provides an overview of the page used to define designation funds and discusses how to set up designation funds.

Understanding Designation Funds

The Designation Funds page helps you set up the specific allocation accounts for commitments made to an institution. Designations are the projects, funds, or areas at the institution that receive appropriation from gift, pledge, or membership transactions. Designations are linked to specific item types in the institution's financial structure. Designation Funds are defined for each setID at your institution.

Page Used to Define Designation Funds

Page Name	Definition Name	Navigation	Usage
Designation Funds	AV_DESIGNATION	Set Up SACR, Product Related, Contributor Relations, Session Management, Designation Funds	Set up designations to receive gifts from donors, and assign designation categories used when generating the CAE report. Also set up default acknowledgement, tribute, and original donor values used during gift entry.

Setting Up a Designation Fund

Access the Designation Funds page (Set Up SACR, Product Related, Contributor Relations, Session Management, Designation Funds).

Designation Funds

SetID:MODEL

Designation:ALUMNILIFE

Find | View All

First1 of 1Last

'Designation Name:

Alumni Assn Lifetime Membershp

'CASE Type:

Endowment & Similar

'CASE Purpose:

Non-Gift

'FASB Type:

Perm. Restricted

'Match Gift Type:

None

'Designation Type:

ENDOW

Endowment

'Item Type:

00000100002

Byerton Alumni Assn Scholarshi

Institution:

PSUNV

Responsible:

Formal Description:

Alumni Assn Lifetime Membershp

Comment:

'Effective Date:

01/01/1900

'Status:

Active

Campus:

Acad Org:

Department:

Designation Funds page (1 of 2)

Customize | Find | View All

First1 of 1Last

Attachments

Audit

Attached File

View

Add Attachment

View

Add Attachmen

Acknowledgements

Event ID

Role

Gift:

Pledge:

Tribute Recipient

Find | View All

First1 of 1Last

ID

Name

Original Donor

Find | View All

First1 of 1Last

ID Type

ID

Name

Person

Designation Funds page (2 of 2)

Copyright © 1988, 2010, Oracle and/or its affiliates. All Rights Reserved.

99

Designation Name	Enter the full name of the designation fund.
CASE Type (Council for the Advancement and Support of Education type)	<p>Select the specific purpose of the designation fund as defined by the Council for the Advancement and Support of Education (CASE). Valid CASE types are <i>Current Restricted</i>, <i>Current Unrestricted</i>, <i>Endowment & Similar</i>, <i>Loan Funds</i>, <i>Non-Gift</i>, and <i>Plant Funds</i>.</p> <p>CASE type values are delivered with the system as translate values, and they are used to generate the CAE report. Do not modify these translate values in any way. Any modifications to these values require a substantial programming effort.</p> <hr/> <p>Note. This field supports Part IA and Part II of the CAE report.</p> <hr/>
CASE Purpose (Council for the Advancement and Support of Education purpose)	<p>Select the specific utilization category of the designation fund as defined by the CASE. Valid CASE purposes are <i>Academic Divisions</i>, <i>Athletics</i>, <i>Chairs</i>, <i>Equipment</i>, <i>Faculty/Staff Compensation</i>, <i>Financial Aid</i>, <i>Land & Buildings</i>, <i>Library</i>, <i>Non-Gift</i>, <i>Other Restricted Purpose</i>, <i>Prizes</i>, <i>Public Service & Ext.</i>, <i>Special Programs</i>, <i>Student Projects</i>, <i>Research</i>, and <i>Unrestricted</i>.</p> <p>CASE purpose values are delivered with the system as translate values, and they are used to generate the CAE report. Do not modify these translate values in any way. Any modifications to these values require a substantial programming effort.</p> <hr/> <p>Note. This field supports Part II of the CAE report.</p> <hr/>
FASB Type (Financial Accounting Standards Board type)	<p>Select the accounting category for the designation fund as defined by the Financial Accounting Standards Board (FASB). This value is used to generate the CAE report.</p> <hr/> <p>Note. This field supports Part I of the CAE report.</p> <hr/>
Match Gift Type (matching gift type)	<p>Select the category to determine if matching gift companies match gifts to this designation. The CASE Matching Gift Details book provides the following eligibility categories: <i>Athletic Activities Programs</i>, <i>Athletic Building Funds</i>, <i>Athletic Scholarships</i>, <i>Non Athletic Building Funds</i>, and <i>Non Athletic Scholarships</i>.</p> <hr/> <p>Note. Define a matching gift type of <i>None</i> for those gifts that do not match any of the other matching gift types; this field is required and cannot be left blank. <i>None</i> indicates that matching gift companies put no restrictions on this designation.</p> <hr/>
Designation Type	<p>Select the type of account to which the designation applies. Designation types are defined by your institution and can be used for running reports on various account groupings. Examples of designation types are <i>Law School</i>, <i>Athletic Accounts</i>, and so on.</p> <hr/> <p>Note. Include a designation type of <i>None</i> for those designations that do not match any of the other designation types; this field is required and cannot be left blank. Designation types are defined by your institution and assist in categorizing accounts for internal purposes.</p> <hr/>

Item Type	Enter the specific reference to the chart of accounts within PeopleSoft Enterprise Student Financials.
Responsible	Enter the staff member responsible for managing this designation fund.
Formal Description	<p>Enter a long designation description, up to 254 characters. The value you enter here can be used when you generate acknowledgements.</p> <p>The Letter Generator process (CCLTRGEN) includes this field in the Comma Separated Values (.csv) data file that it creates to generate both joint and individual letters. The field name is "DesigFormalxxx." To use this field in acknowledgements, modify the acknowledgement template.</p>
Campus, Acad Org (academic organization), and Department	Select the value associated with this designation. The valid departments include those associated with the setID you select for this designation.

Attachments

Click the View link to open the attachment in a new window. Click the Add Attachment button to upload a new attachment from within the component.

Acknowledgements

You are not required to enter an event ID or a role. However, you may only enter one or the other. The system creates an acknowledgement communication record for a donor for each designation to which a gift is allocated if an event ID is entered.

Event ID	Select the event ID associated with the letter code to use for gifts and pledges made to this designation. To use the event IDs for acknowledgement letters selected on the acknowledgement setup pages rather than a specific letter for this designation, leave this field blank.
Role	If applicable, select the role for the type of person who should receive notification of the acknowledgement. Role codes are descriptions of undertakings people take on at your institution. Examples are <i>Prospect Manager</i> , <i>Campaign Manager</i> , <i>Gift and Pledge Supervisor</i> , and so on. To use the acknowledgement role selected on the acknowledgement setup pages rather than a specific role for this designation, leave this field blank.

Tribute Recipient

ID and Name	If the designation fund is set up in honor or in memory of a person, select the ID and name of the tribute recipient for this designation fund. If the person does not have an ID in the system, type their name.
--------------------	---

Note. The system does not make sure you do not enter a name or ID as a tribute recipient on more than one line. Be careful not to enter duplicate values.

Original Donor

ID Type Select whether the original donor is a *Person* or an *Org* (organization).

IDandName Enter the ID of the original donor to the designation fund. The person or organization must have an ID in the system. The name appears to the right.

See Also

Appendix C, "Contributor Relations Reports," AVPCAE, GFTINC, GFTINCII, GFTINCIV – CAE Gift Income Report, page 663

Defining Recognition Types

To set up recognition types, use the Recognition Types component (AV_RCG_TYPE_TBL).

This section discusses how to set up credit recognition types.

Page Used to Define Recognition Types

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Recognition Types	AV_RCG_TYPE_TBL	Set Up SACR, Product Related, Contributor Relations, Session Management, Recognition Types	Set up the various types of credit recognition that donors can receive when making commitments.

Setting Up Recognition Types

Access the Recognition Types page (Set Up SACR, Product Related, Contributor Relations, Session Management, Recognition Types). Recognition types are used during the gift and pledge entry acknowledgement processes to recognize donors who made commitments to the institution.

Recognition Types

Recognition Type: H

Find | View All
First 1 of 1 Last

*Effective Date: 01/01/1900

*Status: Active

*Description: Hard Credit

*Short Description: Hard

Recognition Types page

Note. When the system generates acknowledgement letters for gifts, it always acknowledges hard credit recognition first. If the Soft Credits check box is selected on the Institution Installation 2 page, then the system also looks at soft credit recognition to determine whether an acknowledgement should be generated.

Recognition Type Required Values

The following value is required in the RECOGNITION_TYPE field that resides in the AV_RCG_TYPE_TBL table:

Code	Value
H	Hard Credit

Defining Adjustment Reasons

To set up adjustment reasons, use the Adjustment Reasons component (AV_ADJ_REASON_TBL).

This section discusses how to set up valid reasons for transaction adjustment.

Page Used to Define Adjustment Reasons

Page Name	Definition Name	Navigation	Usage
Adjustment Reasons	AV_ADJ_REASON_TBL	Set Up SACR, Product Related, Contributor Relations, Session Management, Adjustment Reasons	Define your institution's valid reasons for making an adjustment to a commitment transaction.

Setting Up Adjustment Reasons

Access the Adjustment Reasons page (Set Up SACR, Product Related, Contributor Relations, Session Management, Adjustment Reasons). The adjustment reasons you define here become available for selection in the Reason field on the Gift Adjustment and Pledge Adjustment pages.

Adjustment Reasons

Reason Code: ERR

Find | View All First 1 of 1 Last

*Effective Date: 01/01/1900

*Status: Active

*Description: Data entry error

Short Description: Error

Adjustment Reasons page

Examples of common adjustment reasons are *Data Entry Error*, *Donor Request*, and so on.

Preparing for Session Posting

This section provides an overview of session posting and discusses how to:

- Set up item types.
- Complete item type initial setup.
- Define a GL interface.

Note. You must set up both a journal source and a journal generator template for Contributor Relations.

See Also

PeopleSoft Financials, Enterprise Service Automation and Supply Chain Management Application Fundamentals 9.0 PeopleBook

Understanding Session Posting

Before processing transactions to an institution's financial system, you must set up designations, item types, and journal sets properly.

When you set up institution defaults using the Institution Installation page, you select the setID used to link to PeopleSoft Enterprise Student Financials. This setID is used to retrieve detail calendars and item types from Student Financials.

In simple terms, designations are a representation of accounts or fund codes at your institution. When a gift or pledge payment is applied to a designation, that designation updates the actual account associated with it through the GL Interface.

Designations are tied to an item type in Student Financials. You define chartfields and item types using the Student Financials system, and then associate them with designations in Contributor Relations when you define designation funds using the Designation Funds page.

In PeopleSoft Enterprise Financials, you must:

- Set up budget periods.
- Define journal entry definitions.
- Define a journal source.
- Define journal generator template defaults.

Note. You must set up both a journal source and a journal generator template for Contributor Relations.

See Also

PeopleSoft Financials, Enterprise Service Automation and Supply Chain Management Application Fundamentals 9.0 PeopleBook

Setting Up Item Types

Item types are classifications of charges and credits. Specifying item types differentiates the various debits and credits when you apply them to an account. Your institution's policies govern how item types are defined. The item type also contains the General Ledger Interface information, which is used to transmit the transaction from Contributor Relations to the General Ledger system.

An item type may have multiple journal sets. Journal sets enable you to generate a set of balanced entries into your journals.

Journal sets may be defined for Gift, Pledge, Pledge Payment, or Tender/Clearing account transactions. Each journal set requires different debit and credit definitions. For Contributor Relations, journal set fields must be defined with a specific value based on the type of transaction for which you are setting up the GL Interface. This table defines the values that must exist; otherwise, the posting process will not work:

<i>Journal Set</i>	<i>Data Entry Type</i>	<i>DB/CR Indicator</i>
0	Tender and AP Clearing Account	Always Debit to tender and CR to clearing account
1	Gift	Always Credit to designation account

<i>Journal Set</i>	<i>Data Entry Type</i>	<i>DB/CR Indicator</i>
2	Pledge	Always Debit to accounts receivable/Credit to designation account
3	Pledge Payment	Always Credit to accounts receivable

For example, when you enter a gift transaction into the system, you select a tender type that is tied to an item type with a journal set of 0, which represents the debit side of the transaction. Then, you select one or more designations that are each tied to an item type with a journal set of 1 (Gift), which specifies the credit side of the transaction.

If your institution plans to feed pledges, a pledge transaction has a debit to accounts receivable with a journal set of 2 and a credit to a designation account with a journal set of 2 (requiring two rows in the GL interface record).

If your institution plans to feed pledges, a pledge payment has a credit to accounts receivable with a journal set of 3. The tender entered during gift entry provides the debit side of the transaction.

Note. If you do not intend to feed pledges to the financial system, you do not need to create journal sets 2 and 3 for Contributor Relations item types. In this instance, an item type for a designation would have only a single row with a journal set of 1 and *Credit* in the DB/CR field.

See Also

Chapter 18, "Processing Commitments," Processing and Posting Sessions, page 499

Completing Item Type Initial Setup

Use the Initial Setup page (ITEM_TYPE_TBL) to begin the process of setting up item types at your institution. The Initial Setup page is part of PeopleSoft Enterprise Student Financials (Set Up SACR, Product Related, Student Financials, Item Types, Item Types, Initial Setup).

Initial Setup		Amount Edits	Miscellaneous	External Awards	Posting Restrictions	Account Types	GL Interface																
SetID:	PSUNV																						
Item Type:	000001000021																						
Find View All First 1 of 1 Last																							
*Effective Date:	01/01/1900	*Status:	Active																				
*Description:	Annual Fund																						
*Short Desc:	Annual Fun																						
Keywords:	1.		2.		3.																		
	<input type="checkbox"/> Tuition Deposit <input checked="" type="checkbox"/> GL Interface Required <input type="checkbox"/> Course Class Specific																						
Classification <table border="0"> <tr> <td><input type="radio"/> Application Fee</td> <td><input type="radio"/> Payment</td> </tr> <tr> <td><input type="radio"/> Billing</td> <td><input type="radio"/> Pay Plan Credit</td> </tr> <tr> <td><input type="radio"/> Charge</td> <td><input type="radio"/> Pre-Paid Tuition</td> </tr> <tr> <td><input checked="" type="radio"/> Contributor Relations</td> <td><input type="radio"/> Transfers</td> </tr> <tr> <td><input type="radio"/> Deposit</td> <td><input type="radio"/> Refund</td> </tr> <tr> <td><input type="radio"/> Financial Aid</td> <td><input type="radio"/> Waiver</td> </tr> <tr> <td><input type="radio"/> GL Interface Only</td> <td><input type="radio"/> Withholding</td> </tr> <tr> <td><input type="radio"/> Interest</td> <td><input type="radio"/> Write-off</td> </tr> </table>								<input type="radio"/> Application Fee	<input type="radio"/> Payment	<input type="radio"/> Billing	<input type="radio"/> Pay Plan Credit	<input type="radio"/> Charge	<input type="radio"/> Pre-Paid Tuition	<input checked="" type="radio"/> Contributor Relations	<input type="radio"/> Transfers	<input type="radio"/> Deposit	<input type="radio"/> Refund	<input type="radio"/> Financial Aid	<input type="radio"/> Waiver	<input type="radio"/> GL Interface Only	<input type="radio"/> Withholding	<input type="radio"/> Interest	<input type="radio"/> Write-off
<input type="radio"/> Application Fee	<input type="radio"/> Payment																						
<input type="radio"/> Billing	<input type="radio"/> Pay Plan Credit																						
<input type="radio"/> Charge	<input type="radio"/> Pre-Paid Tuition																						
<input checked="" type="radio"/> Contributor Relations	<input type="radio"/> Transfers																						
<input type="radio"/> Deposit	<input type="radio"/> Refund																						
<input type="radio"/> Financial Aid	<input type="radio"/> Waiver																						
<input type="radio"/> GL Interface Only	<input type="radio"/> Withholding																						
<input type="radio"/> Interest	<input type="radio"/> Write-off																						
Accounting Date Options																							
*Accounting Date Control:	Run Date																						
Accounting Date ID:																							

Initial Setup page

G/L Interface Required Select this check box to indicate that both a credit and debit side of each transaction are required.

Accounting Date Control If you select the GL Interface Required check box, this field becomes active. Specify the accounting date of the item type. Select from the following values:

Run Date: Select to use the current date as the accounting date.

Item Effective Date: Select to use the applicable gift date, pledge effective date, or membership start date as the accounting date.

The Accounting Date Control value that you select affects the Journal Line Date field on the Accounting Line page (Contributor Relations, Session Management, Supervise Sessions, Accounting Line Summary) as generated by the Contributor Relations GL Interface process.

Note. For both sides of your institution's dual line accounting to be generated correctly in the GL Interface process, you must select the Accounting Date Control for both tender and designation item types on the Item Type Setup page.

Classification Make sure the Contributor Relations classification is selected. This selection enables the specific processing of item types as required by the system and enables the GL Interface page to save with journal sets that do not have both a debit and credit.

See Also

PeopleSoft Enterprise Student Financials 9.0 PeopleBook, "Completing Student Financials General Setup,"
Setting Up Item Types and Item Type Groups

Defining a GL Interface

Use the GL Interface page to map an item type to a specific General Ledger account. When the General Ledger interface process is run, the transactions for the item type are entered in the GL Accounts you define on this page.

Enter an effective date. You must insert a new effective-dated row to change the budget period associated with this item type. The effective date must fall on or after the effective date for the associated budget period.

Note. To change the setID for which values the system displays on this page, select PeopleTools, Utilities, Administration, Table Set Control and then change the setID for FS-05 to the setID for which to view values.

The Term and Session fields are unavailable for input when the item type classification is set to Contributor Relations.

Contributor Relations uses the Journal Sets on the GL Interface page in combination to create dual-line accounting entries. Tender and clearing account item types should always be created with a journal set of 0 and one debit row for the tender account or clearing account. Gift designation item types should always be entered with a journal set of 1 and a credit row or rows for the designation account or accounts. Pledge designation item types should always be entered with a journal set of 2 and should have one debit row for the Accounts Receivable account and one credit row for the designation account. Pledge payment item types should be created with a journal set of 3 and one credit row to the Accounts Receivable account.

The following scenarios illustrate what occurs in GL Interface when the various journal sets are called.

Scenario 1

Donor makes a gift of 100 USD to a single designation:

Tender Asset Account		Designation Account		
Journal Set 0		Journal Set 1		
Debit	Credit	Debit	Credit	
100.00			100.00	Offsetting 100 US DB/100 US CR

Scenario 1, in which the gift results in a Tender Asset Account debit of 100.00 USD and a Designation Account credit of 100.00 USD

Scenario 2

Donor makes a gift of 100 USD to two designations:

Tender Asset Account		Designation Account 1		}
Journal Set 0		Journal Set 1		
Debit	Credit	Debit	Credit	
100.00			50.00	→
		Designation Account 2		
		Journal Set 1		
		Debit	Credit	
			50.00	

Offsetting 100 USD DB/
2 -50 USD CR

Offsetting 100 USD DB/
2 -50 USD CR

Scenario 2, in which the gift results in a Tender Asset Account debit of 100.00 USD and two Designation Account credits of 50.00 USD each

Scenario 3

Donor makes a semiannual pledge of 1000 USD to a single designation that is fed to the GL (multiple designations would be credited, as in Scenario 2):

Accounts Receivable		Designation Account		→
Journal Set 2		Journal Set 2		
Debit	Credit	Debit	Credit	
1000.00			1000.00	Offsetting 1000 USD DB/ 1000 USD CR

Offsetting 1000 USD DB/
1000 USD CR

Scenario 3 (1 of 3), in which the pledge results in an Accounts Receivable debit of 1000.00 USD and a Designation Account credit of 1000.00 USD

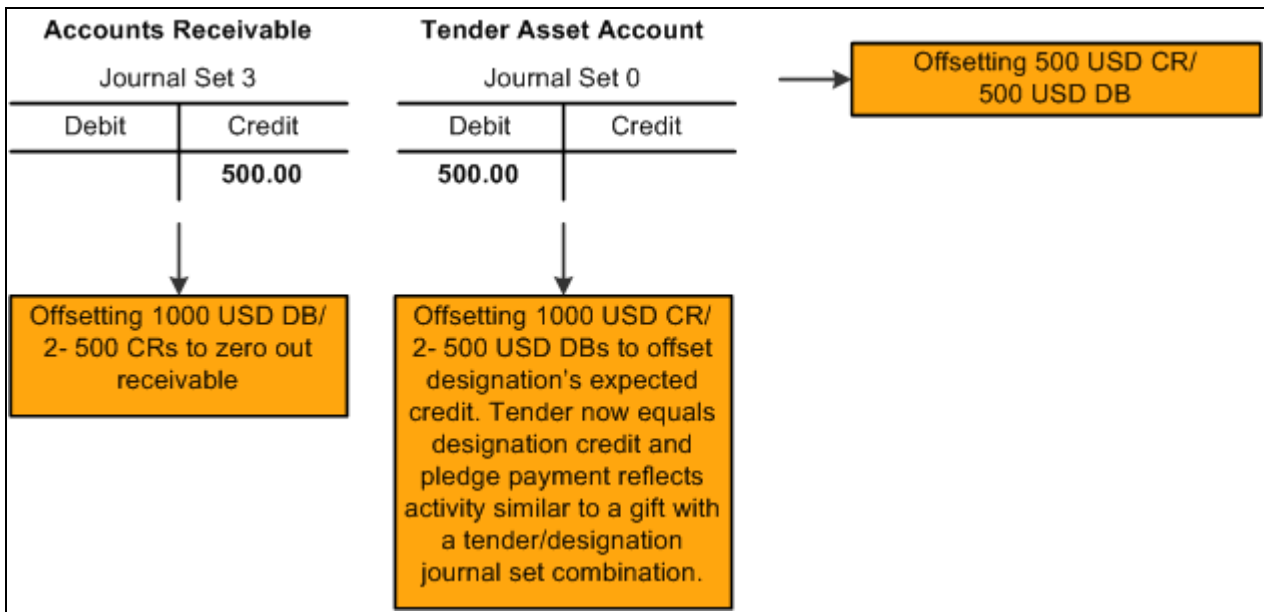
Donor makes a semiannual pledge payment of 500 USD for the previous pledge:

Accounts Receivable		Tender Asset Account		→
Journal Set 3		Journal Set 0		
Debit	Credit	Debit	Credit	
	500.00	500.00		Offsetting 500 USD CR/ 500 USD DB
	500.00	500.00		

Offsetting 500 USD CR/
500 USD DB

Scenario 3 (2 of 3), in which the pledge payment results in two Accounts Receivable credits of 500.00 USD each and two Tender Asset Account debits of 500.00 USD each

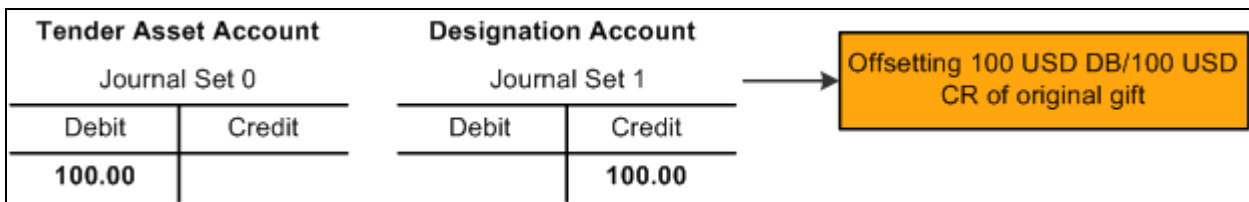
Donor makes final pledge payment of 500 USD for the previous pledge:



Scenario 3 (3 of 3), in which the pledge payment results in an Accounts Receivable credit of 500.00 USD and a Tender Asset Account debit of 500.00 USD

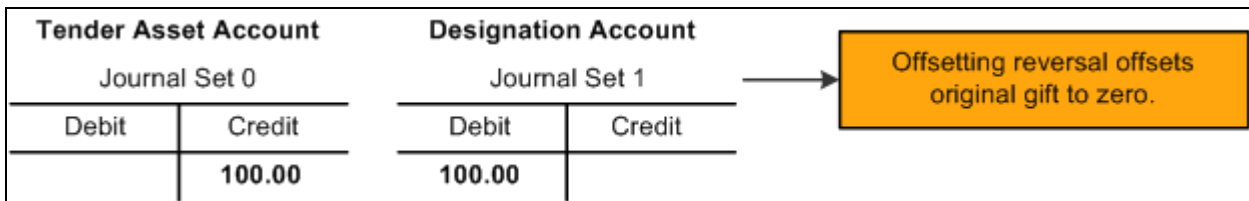
Scenario 4

The donor's gift in Scenario 1 is adjusted because the gift should have been 10 USD not 100 USD:



Scenario 4 (1 of 4), in which the gift results in a Tender Asset Account debit of 100.00 USD and a Designation Account credit of 100.00 USD

Original gift is backed out with offsetting reversal entries that takes the original gift to zero:



Scenario 4 (2 of 4), which the reversal results in a Tender Asset Account credit of 100.00 USD and a Designation Account debit of 100.00 USD

The refund amount is entered to be offset when a refund is generated manually:

Tender Asset Account		Clearing Account		
Journal Set 0		Journal Set 0		
Debit	Credit	Debit	Credit	
90.00			90.00	
Tender Asset Account		Clearing Account		
Journal Set 0		Journal Set 0		
Debit	Credit	Debit	Credit	
90.00			90.00	

Offsetting 90 USD DB to the tender account and 90 USD CR to the clearing account will be zeroed out with reversing entries when the refund is manually generated.

Scenario 4 (3 of 4), in which the offsetting 90.00 USD debit to the tender account and the 90.00 USD credit to the clearing account will be zeroed out with reversing entries when the refund is manually generated

The new corrected gift is created:

Tender Asset Account		Designation Account		Offsetting 10 USD DB /10 USD CR of correct gift
Journal Set 0		Journal Set 1		
Debit	Credit	Debit	Credit	
10.00			10.00	

Scenario 4 (4 of 4), in which the corrected gift results in a Tender Asset Account debit of 10.00 USD and a Designation Account credit of 10.00 USD

See Also

PeopleSoft Enterprise Student Financials 9.0 PeopleBook, "Using GL Interface Processing," Creating Accounting Entries Using the GL Interface Process

Preparing for Acknowledgement Letters and Receipts

Various pages in the system affect the setup of acknowledgement letter processing:

- On the Institution Installation 2 page, you select an Event ID to identify your institution's default receipt.
You also enter numbers to represent the priority the system looks at when identifying which acknowledgment letter to send to a donor. Finally, you select check boxes to indicate whether to acknowledge soft credits, adjusted gifts, and adjusted pledges.
- On the Recognition Types page, the system has included code to ensure that hard credits are always given top priority when determining what to acknowledge.

If you select the Soft Credits check box on the Institution Installation 2 page to acknowledge soft credit, that soft credit is only acknowledged when no hard credit exists for the donor of the gift.

- On the Designation Funds 2 page, you can select an event ID or a role to associate with a specific designation fund.

When the acknowledgement process runs, it checks to see if the commitment has been allocated to a designation fund that requires a separate acknowledgement. If so, it creates a communications record for the letter or assigns the acknowledgement to the ID of the person with the role.

- On the Acknowledgement Setup pages, you define the rules that determine what acknowledgement letter is sent to a donor in a particular situation.

The five items you prioritized on the Institution Installation 2 page are now assigned event IDs or roles.

Defining Acknowledgement Rules

To set up acknowledgement rules, use the Acknowledgement Setup component (AV_ACKNLDG_SETUP).

This section lists common elements and discusses how to:

- Set up acknowledgements.
- Continue Acknowledgement setup.
- Complete Acknowledgement setup.

Note. The rules you set up here enable the system to determine which letter a donor should receive or whether the acknowledgement should be assigned to a role so that a configurable acknowledgement can be produced. Acknowledgements assigned to a role can be viewed on the Acknowledgement List page for the resources assigned to that role. You set the priority in which the system looks at these rules using the Acknowledgement Priority group box on the Institution Installation 2 page.

Common Elements Used in This Section

No Receipt

This check box applies only to acknowledgement rules for gifts. The acknowledgement process never generates receipts for pledges. Select this check box for gift acknowledgements in either of the following situations:

- When you want the donor to receive another acknowledgement letter, in lieu of a receipt.

In this instance, you would select the No Receipt check box and select an event ID for a communication other than a receipt. The system will suppress the default receipt for gifts in this example.

- When you want the donor to receive an acknowledgement receipt only (no overall acknowledgement letter).

In this instance, you would select the check box and select the event ID for your default receipt.

Note. The system clears the No Receipt check box by default, acknowledging all gifts with a receipt (unless you specify otherwise).

Event ID and Role

Identify the event associated with the letter to send in the situation. Select the role for the type of person at your institution responsible for the action. Roles are descriptions of undertakings people take on at the institution.

You can either enter an event ID or select a role. Selecting a value for one field clears the other field.

Pages Used to Define Acknowledgement Rules

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Acknowledgement Setup1	AV_ACKNLDG_SETUP	Set Up SACR, Product Related, Contributor Relations, Session Management, Acknowledgement Setup, Acknowledgement Setup1	Set up acknowledgement rules based on service indicators and gift amounts.
Acknowledgement Setup2	AV_ACKNLDG_SETUP2	Set Up SACR, Product Related, Contributor Relations, Session Management, Acknowledgement Setup, Acknowledgement Setup2	Set up acknowledgement rules based on transaction adjustments, gifts in honor of a person, and gifts in memory of a person.

Page Name	Definition Name	Navigation	Usage
Acknowledgement Setup3	AV_ACKNLDG_SETUP3	Set Up SACR, Product Related, Contributor Relations, Session Management, Acknowledgement Setup, Acknowledgement Setup3	Set up acknowledgement rules based on deceased individuals and anonymous donors.

Setting Up Acknowledgements

Access the Acknowledgement Setup1 page (Set Up SACR, Product Related, Contributor Relations, Session Management, Acknowledgement Setup, Acknowledgement Setup1).

Acknowledgement Setup1 | Acknowledgement Setup2 | Acknowledgement Setup3

Institution: PSUNV PeopleSoft University

Service Indicator Find | View All First 1-3 of 4 Last

Service Indicator	*Type	Priority	Receipt	Event ID	Role
Planned Giving	Gift	3	<input type="checkbox"/>		
President	Gift	1	<input type="checkbox"/>		President's Office
Planned Giving	Pledge	4	<input type="checkbox"/>		

Gift Amount Find | View All First 1-3 of 12 Last

From Amount	To Amount	USD	*Type	Receipt	Event ID	Role
100.00	999.99	USD	Gift	<input type="checkbox"/>		
100.00	999.99	USD	Pledge	<input type="checkbox"/>		
1,000.00	9,999.99	USD	Gift	<input type="checkbox"/>		

Acknowledgement Setup1 page

The system looks at service indicators set on this page for both people and organizations when generating acknowledgements.

Service Indicator

Service Indicator and Type

Select a service indicator and an acknowledgement type. For example, you can select *Major Donor* and *Gift* from the fields to set up rules for acknowledging major donors' gifts.

Priority

Enter a service indicator priority. The value you enter determines the priority used to select which acknowledgement a donor receives. For example, say you indicate *President* as priority 1 and *Planned Giving* as priority 2. If a donor is both in the president's club and a planned giving donor and these service indicators are attached to the donor's record, the letter defined for *President* is the one the donor receives.

Gift Amount**From Amount, To Amount, and Type**

Enter an amount range and a commitment type. The amounts you enter define the monetary range for which to set up acknowledgement rules, and the commitment type indicates whether the rules apply to gifts or pledges.

Continuing Acknowledgement Setup

Access the Acknowledgement Setup2 page (Set Up SACR, Product Related, Contributor Relations, Session Management, Acknowledgement Setup, Acknowledgement Setup2).

Acknowledgement Setup1				Acknowledgement Setup2				Acknowledgement Setup3			
Institution: PSUNV PeopleSoft University											
Adjustments											
No	Receipt	Event ID				Role					
Gift:	<input type="checkbox"/>	<input type="text"/>				<input type="text" value="Acknowledgement Coordina"/>					
Pledge:		<input type="text"/>				<input type="text" value="Acknowledgement Coordina"/>					
In Honor											
No	Receipt	Event ID				Role					
Gift:	<input type="checkbox"/>	<input type="text"/>				<input type="text"/>					
Pledge:		<input type="text"/>				<input type="text"/>					
In Memory											
No	Receipt	Event ID				Role					
Gift:	<input type="checkbox"/>	<input type="text"/>				<input type="text"/>					
Pledge:		<input type="text"/>				<input type="text"/>					

Acknowledgement Setup2 page

If you select the Adjusted Pledge or Adjusted Gift check box on the Institution Installation 2 page and you do not specify any values in the Adjustments group box, then the system displays an error message when you attempt to save the page. If you receive this error, you must enter an event ID or role in the Adjustments group box to save successfully.

Completing Acknowledgement Setup

Access the Acknowledgement Setup3 page (Set Up SACR, Product Related, Contributor Relations, Session Management, Acknowledgement Setup, Acknowledgement Setup3).

Acknowledgement Setup1

Acknowledgement Setup2

Acknowledgement Setup3

Institution:

PSUNV

PeopleSoft University

Deceased

Event ID

Role

Acknowledgement Coordinator

Anonymous

Role

Acknowledgement Coordinator

Acknowledgement Setup3 page

All anonymous acknowledgements are configurable and do not have a standard letter generation option.

Defining an Organization's Matching Gift Rules

The Matching Rules component enables you to define the matching gift rules for an organization. You can maintain information about minimum match amounts and match ratios, the designations for which gifts can be matched, the annual matching gift budget, required information and contacts, and any matching gift restrictions the organization has.

This section discusses how to set up matching gift rules, restrictions, and required information.

Page Used to Define an Organization's Matching Gift Rules

Page Name	Definition Name	Navigation	Usage
Matching Gift Rules	AV_MTCH_ORG_RULES	<ul style="list-style-type: none">Contributor Relations, Session Management, Matching Gifts, Add/Update Matching Rules, Matching Gift RulesContributor Relations, Session Management, Matching Gifts, Matching Rules - Workset	Enter information about an organization's match amount, ratio, and budget rules; eligible and ineligible designation type, gift types, alumni statuses, and employee statuses; and contacts for an organization's matching gift program.

Setting Up Matching Gift Rules, Restrictions, and Required Information

Access the Matching Gift Rules page (Contributor Relations, Session Management, Matching Gifts, Add/Update Matching Rules, Matching Gift Rules).

Matching Gift Rules

Organization Testing Corp ID: AV5555

Minimum Match Amount: 25.00 Currency Code: USD Last Modification Date: 09/10/2006

MG Designation Type: Any Eligible

Receipts: Periodically

Distribution Schedule: Annually

Distribution Date:

Deadline Date:

Annual Matching Gift Budget

Overall Total:

Donor/Institution Total:

Institution Total:

Donor Total:

☐ Payroll Eligibility ☐ Duplicate Match

Match Detail					
Ratio	To Ratio	Minimum Match Amount	Maximum Match Amount		
1.00	2.00	0.00	1,000.00	+	-
1.00	1.00	1,000.01	2,500.00	+	-

Restrictions

Ineligible Designation Types

View All 1 of 1

Matching Gift Type

Athletic Building Funds

Eligible Alumni Status

View All 1 of 1

Alumni Status

Alumnus

Ineligible Gift Types

View All 1 of 1

Gift Type

Alumni Dues

Eligible Employee Status

View All 1 of 1

Employee Status

All Employees

Required Information

Customize | Find | View All | First 1 of 1 Last

Required Information

Form

Matching Gift Rules page (1 of 2)

The screenshot displays the 'Matching Gift Rules' page, specifically the second of two pages. It features a top navigation bar with 'Attachments' and 'Audit' tabs. Below this is a table for 'Attached File' with columns for 'View' and 'Add Attachment'. The 'Matching Gift Contacts' section shows details for 'Wale, Tanya', 'Director of Matching Gifts', and a 'Contacts' button. The 'Contact Phones' section includes a table with columns for 'Phone Type', 'Prefix', 'Phone', 'Extension', and 'Preferred'. A 'Comment' field is also present at the bottom.

Phone Type	Prefix	Phone	Extension	Preferred
Business		480/555-8909		<input checked="" type="checkbox"/>

Matching Gift Rules page (2 of 2)

Minimum Match Amount

Enter a minimum amount for gifts that the organization matches. The organization only matches gifts that are equal to or greater than the amount in this field. If the gift meets this amount, the matching gift program then considers if it is given to an appropriate designation (set up on the Restrictions page). If the gift passes this test, then the matching gift program considers the matching ratios.

Currency Code

Note. The currency you select here applies to all amount fields on this page.

The following fields are informational only and are not used in the automated matching gift process:

MG Designation Type (matching gift designation type)

Indicate the designation to which matching gift funds must be applied when they are received. Values for this field include *Any Eligible*, *Donor's Designation*, and *Gen'l Operating Budget*. This field information only field enables you to determine to what designations a matching gift company's payment should be allocated.

Values for this field are delivered with the system as translate values. You can modify these translate values.

Receipts

Select the appropriate option for receipts. *Periodically* means receipts may be combined and sent to the organization periodically. *Each Gift* means the organization requires a receipt from the institution for each company gift. This field is not included in automated acknowledgement process.

Values for this field are delivered with the system as translate values. You can modify these translate values.

Distribution Schedule	<p>Determine the frequency with which organizations make matching gift payments to your institution. Values include: <i>Annually, Continuously, Monthly, Quarterly, and Semiannually</i>.</p> <p>Values for this field are delivered with the system as translate values. You can modify these translate values.</p>
Distribution Date	<p>Enter a value if the organization only matches gifts once a year on a specific date. Enter the date as mm/dd.</p>
Deadline Date	<p>Enter the date on which a completed matching gift form must be received by the organization in order for it to match the gift. Enter the date as mm/dd.</p>
Payroll Eligibility	<p>Select if the organization offers employees the option of having payroll deduction gifts matched through its matching gift program.</p>
Duplicate Match	<p>Select if the organization matches gifts that are matched by other organizations. For example, if a donor's gift is also matched by his or her spouse's employer, the donor's employer matches the gift as well.</p>
Required Information	<p>Select the items an organization must receive prior to matching a gift. Examples are <i>Matching Gift Form, Original Check to Company, Donor Calls Company, and Receipt</i>.</p> <p>Values for this field are delivered with the system as translate values. You can modify these translate values.</p>
Comment	<p>Enter any additional information about the organization's matching gift program. You can use this field to compile complex facts as appropriate for matching gift organizations so that you have access to specific decision-making information. This is a free-form text field.</p>

Annual Matching Gift Budget

Overall Total	<p>Enter the organization's total annual matching gift budget. This amount represents the total amount the organization will donate in matching gift payments to your institution as well as other institutions for the current year.</p>
Donor/Institution Total	<p>Enter the maximum monetary amount the organization will match toward one donor's gifts to your institution this year.</p>
Institution Total	<p>Enter the maximum monetary amount the organization will give to your institution in matching gift payments this year.</p>
Donor Total	<p>Enter the maximum amount the organization will pay in matching gifts for donations made by one donor to your institution as well as other institutions this year.</p>

Match Detail

The following fields are used in the automated matching gift process.

Ratio and To Ratio

Enter the formula by which an organization calculates the amount it matches for each regular donor gift to your institution. Ratio ranges can include fractions such as 1.25:1. This field is used in the automatic calculation of the expected matching gift amount.

You can enter multiple match ratios as long as the amount ranges associated with each ratio do not overlap.

Minimum Match Amount and Maximum Match Amount

For each ratio, enter a minimum amount and maximum amount. These fields are used in the automatic calculation of the expected matching gift amount.

For example, if the matching gift organization matches 100 percent of gifts from 25 to 25,000 USD, then the first minimum amount field on this page should be set to 25 USD and the first Ratio Minimum Amount field should be left blank or set to 0 USD. The maximum amount field should include the cap for the match ratio, or 25,000 USD. The system calculates that all qualified gifts are met at 100 percent up to 25,000 USD.

If the organization matches gifts larger than 25,000 USD at a different ratio (perhaps 0.5:1) then the minimum amount for the next ratio would be 25,000.01 with the appropriate cap entered in the maximum amount field.

Restrictions**Ineligible Designation Types**

Select the designation types that are not eligible for an organization's matching gift program. This field is used in the automatic calculation of the expected matching gift amount.

Ineligible Gift Types

Select the ineligible gift types that your organization does not match, such as dues or deferred gifts. This field is used in the automatic calculation of the expected matching gift amount.

Eligible Alumni Status

Select the appropriate eligible alumni status. Alumni status refers to the status a donor must have as a formal student of your institution in order for the organization to match gifts made to your institution. Values for this field include *Alumnus*, *Attendance Requirement*, *Child or Spouse Attended*, and *Graduate*.

Values for this field are delivered with the system as translate values. You can modify these translate values.

Eligible Employee Status

Select the appropriate eligible employee status. Employee status refers to the status a donor must have as an employee at the organization for it to match gifts. Values for this field include *All Employees*, *All Full-Time Employees*, *Employees in US or Possessions*, *Full-Time Salaried Employees*, *Non-Employee Directors*, *Period of Service*, *Permanent Part-Time*, *Retired Employees*, *Spouses of Eligible Employees*, *Spouses of Eligible Retirees*, and *Widows/Widowers of Eligible Retirees*.

Values for this field are delivered with the system as translate values. You can modify these translate values.

Attachments

You can view existing attachments to the organization's matching gift rules record and add new ones. Click the View link to open the attachment in a new window. Click the Add Attachment button to upload a new attachment from within the component.

Matching Gift Contacts

This group box displays the name of each organization contact at the organization with an ORG_CONTACT code of MG or matching gift coordinator, and his or her job title and telephone numbers. The ORG_CONTACT code is a delivered value and should not be deleted.

Contacts Click this button to access the page where contact information can be updated.

Contact Information This area displays phone types and phone numbers for matching gift contacts.

Defining Giving Club Information

This section discusses how to:

- Define giving clubs.
- Define giving club levels.

Pages Used to Define Giving Club Information

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Giving Club Rules	AV_GCLUB_TBL	Contributor Relations, Session Management, Giving Clubs, Giving Club Management, Giving Club Rules	Define the giving clubs at your institution.
Giving Club Levels	AV_GCLUB_LVL	Contributor Relations, Session Management, Giving Clubs, Giving Club Management, Giving Club Levels	Define the various membership levels for a club based on a donor's giving.

Defining Giving Clubs

Access the Giving Club Rules page (Contributor Relations, Session Management, Giving Clubs, Giving Club Management, Giving Club Rules).

Giving Club Rules		Giving Club Levels	
Giving Club:	ANNUAL	Institution:	PSUNV
Name:	<input type="text" value="Annual Giving Club"/>	Start Date:	<input type="text" value="01/01/1900"/>
Description:	<input type="text" value="Annual Giving Club"/>	End Date:	<input type="text"/>
Administrator:	<input type="text" value="AV0027"/> Boudreaux,Lisele	Status:	<input type="text" value="Active"/>
Campaign:	<input type="text"/>		

Club Rules		Eligible Designations	
<input checked="" type="checkbox"/> Reset Membership at Fiscal Yr		<input type="radio"/> All	<input type="radio"/> Type
<input checked="" type="checkbox"/> Notify Staff Assigned to Donor		<input checked="" type="radio"/> Specific	
<input type="checkbox"/> Special Acknowledgement			

Include in Calculations	
<input checked="" type="checkbox"/> Hard Credits	<input type="checkbox"/> Soft Credits
<input checked="" type="checkbox"/> Matching Gifts	<input checked="" type="checkbox"/> Spouse Giving

Customize Find View All First 1-3 of 4 Last			
*Business Unit		*Designation	
LAWBU		LAW SCHOOL	<input type="button" value="+"/> <input type="button" value="-"/>
LAWBU		LIBRARYEND	<input type="button" value="+"/> <input type="button" value="-"/>
MEDBU		ANNUALFUND	<input type="button" value="+"/> <input type="button" value="-"/>

Giving Club Rules page

- Name** Name the giving club (up to 30 characters).
- Administrator** Select a valid club administrator at your institution. Administrators are defined when you create Staff Assignments of Giving Club Administrator (GCA). This value is delivered in the AV_PRPS_TBL and should not be deleted.
- Campaign** Select the campaign to associate with this giving club, if applicable. A campaign is an organized institutional effort targeted to a specific constituency that occurs over a specified period of time with specific purposes and goals. This prompt box contains a list of all the campaigns defined at your institution.
- Club Rules**
- Reset Membership at Fiscal Yr**(reset membership at fiscal year) Select to make the system recalculate and regenerate membership at the beginning of each new fiscal year.
- Notify Staff Assigned to Donor** Select to have the ability to set up workflow to send a notification to the assigned staff when a donor is added to the giving club. Your institution would set up the appropriate workflow to generate notifications.
- Special Acknowledgement** Select to have each new member of the giving club receive a custom acknowledgement letter announcing his or her membership status. This field is not used currently in the automated acknowledgement process.

Include in Calculations

Hard Credits	Select to include hard credit when calculating a donor's eligibility for this giving club.
Soft Credits	Select to include soft credit when calculating a donor's eligibility for this giving club.
Matching Gifts	Select to include matching gifts when calculating a donor's eligibility for this giving club.
Spouse Giving	Select to include spouse giving when calculating a donor's eligibility for this giving club.

Eligible Designations

All	Select to include all designations in giving club calculations.
Type	Select to include particular designations such as Law School, Scholarships, and so on. These values are defined on the Designation Type page.
Specific	Select to include specific designations in giving club calculations.

Remaining Fields

Business Unit	If you select <i>Type</i> or <i>Specific</i> , select the business unit associated with the designations to include in giving calculations. This field populates by default to the default business unit you selected when setting up user defaults.
Type Code	If you select <i>Type</i> , select a designation type from the list of valid designation types at your institution. The designation types for the setID associated with the business unit you select appear in the prompt box.
Designation	If you select <i>Specific</i> , select each designation to which gifts count toward a donor's giving club membership eligibility. The designations associated for the setID with the business unit you select appear in the prompt box.

Defining Giving Club Levels

Access the Giving Club Levels page (Contributor Relations, Session Management, Giving Clubs, Giving Club Management, Giving Club Levels).

Giving Club Rules

Giving Club Levels

Giving Club:ANNUALInstitution:PSUNV

Name:Annual Giving Club

Find | View AllFirst1 of 1Last

Level:SILVER

Members:0

Minimum:1,000.00USDMaximum:0.00

Find | View AllFirst1 of 1Last

Benefit

Aerial campus photo

Giving Club Levels page

- Level

Name the giving club (up to 10 characters). Level names are usually very specific for each institution, but an example might include a giving club with levels of *Bronze*, *Silver*, *Gold*, and *Platinum*.
- Members

Displays the number of members in the club at this level.
- Minimum and Maximum

Enter a giving amount range. This range determines the low and high end giving totals that make donors eligible for this giving club level. For multiple levels there can be no gaps in the ranges. If all gifts above a certain level qualify a donor for membership in the club at the highest level, the maximum amount for this level should be left blank.
- Benefits

Enter descriptions of any giving level benefits associated with this giving club level. Benefits are privileges given to the members of the giving club at a particular level. Examples might be library privileges, event tickets, and other donor appreciation items. The information you enter in this field is for your reference only. No benefits processing occurs as a result of your entry.

Setting Up Credit Card Processing

To set up credit card processing, use the Credit Card Type component (AV_CR_CARD_TYPE), Merchant Table component (AV_MERCHANT_TBL), and Business Unit CR component (AV_BUS_UNIT).

Before you can enter gift or membership payments, or enable self-service online giving, you must set up the system for credit card processing.

This section discusses how to:

- Set up a connection with a third-party processor.
- Define payment methods.
- Define credit card types.
- Define connection parameters for a third-party processor.

Pages Used to Set Up Credit Card Processing

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Credit Card Type	AV_CR_CARD_TYPE	Set Up SACR, Product Related, Contributor Relations, Session Management, Credit Card Type	Define which credit cards are acceptable for credit card processing for each setID.
CR Merchants (Contributor Relations merchants)	AV_MERCHANT_TBL	Set Up SACR, Product Related, Contributor Relations, Session Management, Merchant Table	Specify site-specific service provider information for each institution in your organization. This information is sent to the defined service provider as part of every credit card transaction.
Business Unit CR (business unit Contributor Relations)	AV_BUS_UNIT_TBL	Set Up SACR, Product Related, Contributor Relations, Install Contributor Relations, Business Unit CR	Associate a merchant table with a business unit. There is a 1:1 relationship between a Merchant ID and Business Unit.

Setting Up a Connection with a Third-Party Processor

To accept credit card payments over the internet, you must have an account with a merchant bank that offers internet credit card processing. In addition, you must establish a relationship with a credit card processing agency, such as CyberSource, and provide the identifying numbers for your bank account. After you have established these two relationships, you must configure the system to connect with the credit card processing agency.

CyberSource supports all major credit cards including: Visa, MasterCard, American Express, Discover/Novus, Diners Club, Carte Blanche, EuroCard, JCB, Visa delta, EDC/Maestro, Style, and various private label cards.

See Also

"PeopleSoft Credit Card Interlink Installation and Technical Notes" on My Oracle Support

Defining Payment Methods

To specify credit card payments, you must use the Tender Types page to define a credit card tender type. The Tender Types page enables you to set up the monetary forms in which your organization receives gifts.

See Also

Chapter 7, "Setting Up Commitment Management," Defining Tender Types, page 94

Defining Credit Card Types

Access the Credit Card Type page (Set Up SACR, Product Related, Contributor Relations, Session Management, Credit Card Type).

Credit Card Type

SetID: GLAKE

Credit Card Type: 01

Credit Card Name:

VISA

Credit Card Number Length:

16

Credit Card Status:

Active

Credit Card Valid Prefixes:

4

Use Check Digit Algorithm:

Y

Credit Card Type page

Credit Card Name	Enter the credit card name. This name becomes an available value on the Tender Type Detail page and the Make a Donation - Payment Information page and also is available in self-service Involvement functionality.
Credit Card Number Length	<div>Enter the number of digits for this credit card number. Users must enter a credit card account number for this credit card that is equal in length to the value you specify. Separate valid card length values with a comma.</div> <div>Common number length values are as follows:</div> <div><ul style="list-style-type: none">Visa: 13 or 16MasterCard: 16American Express: 15Discover/Novus: 16</div>

Credit Card Status	Select <i>Active</i> to make this credit card available for selection on credit card entry pages. Select <i>Inactive</i> to make this credit card unavailable for selection on credit card entry pages.
Credit Card Valid Prefixes	<p>Enter all valid prefix numbers for this credit card. Separate valid prefixes with a comma.</p> <p>Common prefix values are as follows:</p> <ul style="list-style-type: none"> • Visa: 4 • MasterCard: 51,52,53,54, or 55 • American Express: 37 or 34 • Discover/Novus: 6011
Use Check Digit Algorithm	Select <i>Y</i> (yes) to have the system check the validity of the credit card numbers during the credit card entry process. Select <i>N</i> (no) to not have the system check credit card numbers for validity.

Defining Connection Parameters for a Third-Party Processor

Access the CR Merchants page (Set Up SACR, Product Related, Contributor Relations, Session Management, Merchant Table).

CR Merchants

Merchant ID: CR_MERCHANT

***Description:** Contributor Relations Merchant

***Payment Merchant:** CyberSource Int Broker 1

☒ **Security Code Supported**

Credit Card

☒ **Security Code - Self Service**
☒ **Security Code - Batch**

Credit Card Tracing: Production

Default Options

***Type of Name:** Primary
 ***Phone Type:** Home

***Address Type:** Home
 ***Email Type:** Home

***Email Address:** ps@ps.com

CR Merchants page

Payment Merchant	<p>Select a third-party payment merchant to be used for processing credit card transactions. There are no delivered values for this field.</p> <p>Consult the <i>Campus Solutions 9.0 Electronic Payment Integration Developer's Reference Guide</i> on the My Oracle Support website to determine how to set up your electronics payments implementation. The document explains how to set up the lower levels of the Integration Broker-based solutions, up to and including the payment merchant, which is referred to in this section.</p> <p>Payment merchants are defined on the Payment Merchant page (Set Up SACR, Common Definitions, Electronic Payments, Payment Merchant).</p>
Security Code Supported	<p>This read-only check box field reflects the setting of the corresponding field on the underlying Payment Merchant page. It controls the display of the Security Code entry field and the What is a security code? link on the self-service and session entry pages. When this check box is selected, the Security Code - Self Service and Security Code - Batch check boxes appear on this page.</p>
Credit Card	
Security Code - Self Service	<p>Select this check box to enable the display of the Security Code field and associated message in the self-service Involvement payment pages.</p>
Security Code - Batch	<p>Select this check box to enable the display of the Security Code field and associated message in the Tender Type Detail pages for gift and membership entry.</p>
Credit Card Tracing	<p>Select a control for the output files the system produces during each transaction. Your choices are:</p> <ul style="list-style-type: none"> • <i>Connect with Trace</i>: Connect with service provider and produce a trace file in C:\temp directory. • <i>No Connect with Trace</i>: Do not connect with service provider, but produce a trace file in C:\temp directory. • <i>Production</i>: No tracing of any kind. • <i>Vendor Trace</i>: Connect with service provider and turn on service provider tracing.
Default Options	
Type of Name	<p>Select the type of name (<i>Primary, Preferred, Legal</i>, and so on) that will be used as the default when the name fields are initially populated on the Credit Card Entry page. Name type is specified on the Names page.</p>
Phone Type	<p>Select the type of phone (<i>Business, Home</i>, and so on) that will be used as the default when the name fields are initially populated on the Credit Card Entry page. Phone type is specified on the Phone Detail page.</p>

Address Type	Select the type of address (<i>Primary, Preferred, Business</i> , and so on) that will be used as the default when the name fields are initially populated on the Credit Card Entry page. Address type is specified on the Addresses page.
Email Type	Select the type of email address (<i>Home, Business</i> , and so on) that will be used as the default when the name fields are initially populated on the Credit Card Entry page. Email type is specified on the Electronic Addresses page.
Email Address	CyberSource requires an email address to be sent with each transaction. If an ID does not have an email address, the email address entered in this field is sent with the transmission.

See Also

PeopleSoft Enterprise Campus Community 9.0 Fundamentals PeopleBook, "Adding a Person to Your Campus Solutions Database," Adding or Updating Biographical Details Data

PeopleSoft Enterprise Campus Solutions 9.0 Application Fundamentals PeopleBook, "Securing Contributor Relations," Creating Contributor Relations Business Units

Setting Up Self-Service Online Giving and Pledges

To set up self-service online giving and pledges, use the Involvement component (AV_INST_WEB_INV) and the Giving Vehicles component (AV_GIVE_VEHICLE).

In addition to credit card interface setup requirements, you must complete eight pages to set up the system for online giving. These same pages enable you to set up self-service online pledge capability.

This section discusses how to:

- Define Involvement settings.
- Define web designations.
- Define web appeals.
- Define web campaigns.
- Enter a web campaign narrative.
- Define campaign linked designations.
- Define campaign linked appeals.
- Define giving vehicles.

Although the pages above are not required by record definition or by code, self-service donors cannot make a gift or pledge unless information has been set up on those pages.

Pages Used to Set Up Self-Service Online Giving and Pledges

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Involvement Setup	AV_INST_WEB_INV	Set Up SACR, Common Definitions, Self Service, Involvement, Involvement, Involvement Setup	Set institution-specific settings for online gift and pledge sessions.
Web Designations	AV_INST_WEB_DES	Set Up SACR, Common Definitions, Self Service, Involvement, Involvement, Web Designations	Set up the web designations available to self-service donors during online gift and pledge sessions.
Web Appeals	AV_INST_WEB_MTVTN	Set Up SACR, Common Definitions, Self Service, Involvement, Involvement, Web Appeals	Set up the web appeals available to self-service donors during online gift and pledge sessions.
Web Campaigns	AV_INST_WEB_CMP	Set Up SACR, Common Definitions, Self Service, Involvement, Involvement, Web Campaigns	Set up web campaigns available to self-service donors during online gift and pledge sessions. To facilitate campaign-specific giving, link available designations and appeals to each campaign.
Web Campaign Narrative	AV_WEB_CMP_NARR_SP	Click the Narrative link on the Web Campaigns page.	Provide donors with more descriptive information about your available web campaigns.
Involvement Setup - Campaign Linked Designations	AV_WEB_CMP_DES	Click the Link Desig link on the Web Campaigns page.	Link specific designations to a selected web campaign and select a specific campaign designation default.
Campaign Linked Appeals	AV_WEB_CMP_MTVTN	Click the Link Appeal link on the Web Campaigns page.	Link specific appeals to a selected web campaign and select a specific campaign appeal default.
Giving Vehicles	AV_GIVING_VEHICLE	Set Up SACR, Product Related, Contributor Relations, CR Product-Related, Gift and Pledge, Involvement, Giving Vehicles	Define and describe alternative methods of giving.

Defining Involvement Settings

Access the Involvement Setup page (Set Up SACR, Common Definitions, Self Service, Involvement, Involvement, Involvement Setup).

Involvement Setup		Web Designations	Web Appeals	Web Campaigns
Institution: PSUNV PeopleSoft University				
Find View All First 1 of 1 Last				
*Effective Date:	01/01/2001	*Status:	Active	+ -
*Constituent Type:	Friend			
*Payable to name:	Peoplesoft Foundation c/o John Jacob			
<input checked="" type="checkbox"/> Online Gifts <input checked="" type="checkbox"/> Linked Gifts <input checked="" type="checkbox"/> Online Pledges				
*Default Payment Schedule:		Monthly		
Mail in address information				
Country:	USA United States			
Address:	300 Northeastern Attn: John Jacob Phoenix, AZ 85250 Edit Address			

Involvement Setup page (1 of 2)

Additional information contact	
User ID:	PS
Email ID:	ps@ps.com
*Telephone:	602/282-3035
Session Defaults	
*User ID:	PS
*Business Unit:	MEDBU Medical Business Unit
*Session Count:	10
*Tender Type:	Credit Card

Involvement Setup page (2 of 2)

Constituent Type	<p>Select the constituent type assigned to the visitor when the system is processing a self-service gift or pledge and the donor does not have an existing constituent type. Examples include <i>Friend, Alumni, Faculty, Parent, Staff</i>, and so on. These values are defined by the organization on the Constituent Type page.</p> <p>See Chapter 8, "Managing Constituent Data," Maintaining Constituent Types, page 150.</p>
Payable to name	Enter the institution or department name to which the donation or pledge will be sent.
Online Gifts, Linked Gifts, Online Pledges	<p>These three check boxes control the links that appear on the Donations - Ways to Give page:</p> <p><i>Online Gifts:</i> If selected, the system displays the Make your gift securely online link. This link takes donors directly to the Make a Donation - Welcome page to start the online giving process.</p> <p><i>Linked Gifts:</i> If selected, the system displays the Invest in existing campaigns link. This link takes donors to the Donations - Campaigns page, where they receive web-specific campaign information and can choose whether to make a gift or a pledge to the campaign.</p> <p><i>Online Pledges:</i> If selected, the system displays the Make a pledge online link. This link takes donors to the Make a Donation - Welcome page to start the online pledge process.</p>
Default Payment Schedule	<p>Select the default payment schedule value to appear on the Make a Donation - Payment Information page for pledges. Delivered values are <i>Semi-Annual, Annual, Bi-Monthly, Monthly, Quarterly</i>, and <i>Weekly</i>.</p>

Mail in address information

The address information you define here appears on the Donations - Ways to Give page and on the Mail In Donation Form. Mail in address information is used by online visitors who prefer to make a gift or pledge through the mail.

Additional information contact

You must enter either a staff ID or an email ID in this section.

User ID	Select the ID of a staff member that corresponds to the email address that you want to appear as a link on the Donations - Ways to Give page to be used for inquiries. Only staff members set up as PeopleSoft users with email addresses appear in the list.
Email ID	Enter an email address to be used for inquiries. If the staff ID entered above has a defined email address, the system populates it by default.

Session defaults

User ID	Enter the user ID assigned to the online gift or pledge sessions. When a gift entry user creates a session, their ID is associated with that session. They can only view or change sessions that they have entered, unless given more access through their defined role. Only users with the role of gift entry operator or gift and pledge supervisor appear in the list.
Business Unit	<p>Select the default business unit that the system assigns to the online gift or pledge session.</p> <p>For online giving, this business unit must have an assigned merchant ID to correctly authorize online donations. Use the Business Unit CR page to associate a merchant table with a business unit.</p> <p>See Chapter 7, "Setting Up Commitment Management," Setting Up Credit Card Processing, page 124.</p>
Session Count	Enter a maximum number of gifts or pledges to be included in a single self-service session. The minimum number of gifts in a session is <i>1</i> .
Tender Type	<p>Select the tender type assigned to the self-service gift for online giving. Only tender types with a Special Fields value of <i>Credit Card</i> appear in the list.</p> <hr/> <p>Note. This field does not apply to pledges.</p> <hr/> <p>See Chapter 7, "Setting Up Commitment Management," Defining Tender Types, page 94.</p>

Defining Web Designations

Access the Web Designations page (Set Up SACR, Common Definitions, Self Service, Involvement, Involvement, Web Designations).

Involvement Setup

Web Designations

Web Appeals

Web Campaigns

Institution: PSUNV PeopleSoft University

Find | View All First 1 of 1 Last

Effective Date: 01/01/2001

Available Designations Find | View All First 1 of 2 Last

***Sequence:** 10
 ***Designation Business Unit:** MEDBU
 ***Designation:** LAW SCHOOL
 + -

***Description:** Law School Dean's Fund

☒ Gifts
 ☒ Pledges

Default Gift Designation

Sequence	Des BU	Designation	Description
10	MEDBU	ALUMNIANNL	Alumni Assn Annual Memberships

Default Pledge Designation

Sequence	Des BU	Designation	Description
20	PSUNV	ANNUALFUND	Annual Fund

Web Designations page

Available Designations

Sequence	Enter a numeric identifier for all unique combinations of designation business unit and designation.
Designation Business Unit	Enter the operational unit to which the gift or pledge is designated.
Designation	Enter the designation or fund for distribution.
Description	Describe the designation (up to 80 characters). The system populates the long description as defined for the designation, but you can edit the text. The descriptions appear as available values on the Make a Donation - Gift Information and Make a Donation - Pledge Information pages.
Gifts	Select to make the designation available for self-service gifts. If this check box is selected for a designation, it appears when donors apply their gift to specific funds, rather than to the institution's greatest need.
Pledges	Select to make the designation available for self-service pledges. If this check box is selected for a designation, it appears when donors apply their pledge to specific funds, rather than to the institution's greatest need.

Important! You must save the designations entered above, for the system to populate the list of available default gift and pledge designations below.

Default Gift Designation

The sequence number of the designation you select here becomes the default designation business unit and designation for a gift. The default designation also appears on the Make a Donation - Gift Information page. If a donor does not select a specific designation fund and selects the option to *Apply my gift to the greatest need*, the donation goes to this assigned default designation.

Default Pledge Designation

The sequence number of the designation you select here becomes the default designation business unit and designation for a pledge. The default designation also appears on the Make a Donation - Pledge Information page. If a donor does not select a specific designation fund and selects the option to *Apply my pledge to the greatest need*, the donation goes to this assigned default designation.

If you do not select a default pledge designation here, donors will be required to select pledge distribution information on the Make a Donation - Pledge Information page.

Defining Web Appeals

Access the Web Appeals page (Set Up SACR, Common Definitions, Self Service, Involvement, Involvement, Web Appeals).

Involvement Setup	Web Designations	Web Appeals	Web Campaigns
Institution: PSUNV PeopleSoft University			
Find View All First 1 of 1 Last			
Effective Date: 01/01/2001			
Available Appeals Find View All First 1 of 2 Last			
*Appeal Code: ACASCH <input type="text"/> <input type="button" value="Search"/> <input checked="" type="checkbox"/> Gifts <input checked="" type="checkbox"/> Pledges <input type="button" value="+"/> <input type="button" value="-"/>			
*Description: Academic Scholarship Mailing <input type="text"/>			
Default Gift Appeal			
Appeal Code		Description	
ALSCHL <input type="text"/> <input type="button" value="Search"/>		Alumni Scholarships	
Default Pledge Appeal			
Appeal Code		Description	
ANNUAL <input type="text"/> <input type="button" value="Search"/>		Annual Fund	

Web Appeals page

Available Appeals

Appeal Code	Enter the code for an appeal that motivates a donor to respond and donate. The appeals you set up here appear as values on the Make a Donation - Gift Information and Make a Donation - Pledge Information pages.
Description	Describe the appeal (up to 80 characters). The system populates this field with the default value assigned to the Appeal Code, but you can edit the text. This description appears on the Make a Donation - Gift Information and Make a Donation - Pledge Information pages.
Gifts	Select to make the appeal available for self-service gifts. These selections become available when donors select which appeal they are responding to.
Pledges	Select to make the appeal available for self-service pledges. These selections become available when donors select which appeal they are responding to.

Important! You must save the appeals entered above, for the system to populate the list of available default gift and pledge appeals below.

Default Gift Appeal

The appeal code you select here becomes the default appeal description assigned to an online gift on the Make a Donation - Gift Information page. The self-service donor can change this from the default to another available value.

If you do not select a default gift appeal here, donors will be required to select how they heard about your organization on the Make a Donation - Gift Information page.

Default Pledge Appeal

The appeal code you select here becomes the default appeal description assigned to an online pledge on the Make a Donation - Pledge Information page. The self-service donor can change this from the default to another available value.

If you do not select a default pledge appeal here, donors will be required to select how they heard about your organization on the Make a Donation - Pledge Information page.

Defining Web Campaigns

Access the Web Campaigns page (Set Up SACR, Common Definitions, Self Service, Involvement, Involvement, Web Campaigns).

Involvement Setup	Web Designations	Web Appeals	Web Campaigns
Institution: PSUNV PeopleSoft University			
Find View All First 1 of 1 Last			
Effective Date: 01/01/2001			
Available Campaigns Find View All First 1 of 2 Last			
*Initiative Code: ANNFUND <input checked="" type="checkbox"/> Gifts <input checked="" type="checkbox"/> Pledges Link Desig Link Appeal + Narrative			
*Description: Annual Fund Campaign			
Default Gift Campaign			
Campaign		Description	
ANNFUND		Annual Fund Campaign	
Default Pledge Campaign			
Campaign		Description	
<input type="text"/>			

Web Campaigns page

Available Campaigns

Initiative Code	Enter the code for a campaign that motivates a donor to respond and donate. The campaign you set up here appears on the Make a Donation - Gift Information and Make a Donation - Pledge Information pages.
Description	Describe the campaign (up to 80 characters). The system populates this field with the default value assigned to the Initiative Code, but you can edit the text. This description appears on the Make a Donation - Gift Information and Make a Donation - Pledge Information pages.
Gifts	Select to make the campaign available for self-service gifts. Additionally, the campaign will appear on the Donations - Campaigns page with a Give to this campaign link next to it.
Pledges	Select to make the campaign available for self-service pledges. Additionally, the campaign will appear on the Donations - Campaigns page with a Pledge to this campaign link next to it.
Link Design (link designations)	Click to open the Involvement Setup - Campaign Linked Designations page, where you can associate specific designations with the campaign. You must link at least one designation to each selected campaign.
Link Appeal	Click to open the Involvement Setup - Campaign Linked Appeals page, where you can associate specific appeals with the campaign. You must link at least one appeal to each selected campaign.

Narrative

Click to access the Web Campaign Narrative page, where you can enter a longer description of the campaign that self-service donors will see on the Donations - Campaigns page.

Important! You must save the campaigns entered above, for the system to populate the list of available default gift and pledge campaigns below.

Default Gift Campaign

The campaign you enter here becomes the default campaign description assigned to an online gift on the Make a Donation - Gift Information page. The self-service donor can change this from the default to another available value.

If you do not select a default gift campaign here, donors will be required to select a campaign code on the Make a Donation - Gift Information page.

Default Pledge Campaign

The campaign you enter here becomes the default campaign description assigned to an online pledge on the Make a Donation - Pledge Information page. The self-service donor can change this from the default to another available value.

If you do not select a default pledge campaign here, donors will be required to select a campaign code on the Make a Donation - Pledge Information page.

Entering a Web Campaign Narrative

Access the Web Campaign Narrative page (Click the Narrative link on the Web Campaigns page).

Web Campaign Narrative

Initiative Code: SCHOLARSHP

Description: Scholarship Campaign

HTML Narrative:

Web Campaign Narrative page

HTML Narrative

Enter a description of any length, to provide donors with more detailed information about your available web campaigns. You can enter basic HTML markup tags to format the text that appears on the Donations - Campaigns page.

Defining Campaign Linked Designations

Access the Involvement Setup - Campaign Linked Designations page (Click the Link Desig link on the Web Campaigns page).

Involvement Setup

Campaign Linked Designations

Institution: PSUNV PeopleSoft University **Effective Date:** 01/01/2001

Campaign: ANNFUND Annual Fund Campaign

Available Designations for this Campaign								Customize	First	1-2 of 2	Last
*Sequence	Designation Business Unit	Designation	Description	Gifts	Pledges	Gift Default	Pledge Default				
10	MEDBU	ALUMNIANNL	Alumni Assn Annual Memberships	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>			+	-
20	PSUNV	ANNUALFUND	Annual Fund	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			+	-

[Copy All Web Designations](#)

Involvement Setup - Campaign Linked Designations page

The selections you make on this page control the designation options that appear on the Make a Donation - Gift Information and Make a Donation - Pledge Information pages.

Sequence	Select a designation sequence number; this designation is linked to the selected campaign. The Designation Business Unit, Designation, and Description fields appear to the right.
Gifts	Select to link a designation to the campaign for self-service gifts. The Gifts column appears here only if the Gifts check box is selected on the Web Campaigns page. Also, if the Gifts check box is cleared on the Web Designations page for a particular designation, then the check box appears here but is unavailable for input.
Pledges	Select to link a designation to the campaign for self-service pledges. The Pledges column appears here only if the Pledges check box is selected on the Web Campaigns page. Also, if the Pledges check box is cleared on the Web Designations page for a particular designation, then the check box appears here but is unavailable for input.
Gift Default and Pledge Default	You must define one default gift designation and one default pledge designation for the campaign from the list of available designations for this campaign. This default value appears when donors decide to apply their gift or pledge to specific funds, rather than the greatest need.
Copy All Web Designations	Click to populate this page with all designation values defined on the Web Designations page.

Defining Campaign Linked Appeals

Access the Involvement Setup - Campaign Linked Appeals page (Click the Link Appeal link on the Web Campaigns page).

Involvement Setup

Campaign Linked Appeals

Institution: PSUNV PeopleSoft University **Effective Date:** 01/01/2001
Campaign: ANNFUND Annual Fund Campaign

Available Appeals for this Campaign
Customize | Find |
First 1-2 of 2 Last

*Appeal Code	Description	Gifts	Pledges	Gift Default	Pledge Default		
ALSCHL	Alumni Scholarships	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	+	-
ANNUAL	Annual Fund	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	+	-

Copy All Web Appeals

Involvement Setup - Campaign Linked Appeals page

The selections you make on this page control the appeal options that appear on the Make a Donation - Gift Information and Make a Donation - Pledge Information pages.

Appeal Code	Select an appeal code; this appeal code is linked to the selected campaign. Its Description field appears to the right.
Gifts	Select to link an appeal to the campaign for self-service gifts. The Gifts column appears here only if the Gifts check box is selected on the Web Campaigns page. Also, if the Gifts check box is cleared on the Web Appeals page for a particular appeal, the check box appears here but is unavailable for input.
Pledges	Select to link an appeal to the campaign for self-service pledges. The Pledges column appears here only if the Pledges check box is selected on the Web Campaigns page. Also, if the Pledges check box is cleared on the Web Appeals page for a particular appeal, the check box appears here but is unavailable for input.
Gift Default and Pledge Default	You must define one default gift appeal and one default pledge appeal for the campaign from the list of available appeals for this campaign. This default value appears when donors select which appeal they are responding to.
Copy All Web Appeals	Click to populate this page with all appeal values defined on the Web Appeals page.

Defining Giving Vehicles

Access the Giving Vehicles page (Set Up SACR, Product Related, Contributor Relations, CR Product-Related, Gift and Pledge, Involvement, Giving Vehicles).

Giving Vehicles

Institution: PSUNV **Giving Code:** 0006

Giving Vehicle Detail		
*Effective Date:	01/01/2001	*Status: Active
*Description:	Gift of Securities	
*Description:	Gifts of appreciated securities may be deducted at full-market value on the date of transfer to the College. (Securities which you have held for one year or more are deductible up to 30% of your adjusted	

Additional information contact

User ID: PS

Email ID: ps@ps.com

Telephone:

Giving Vehicles page

These methods appear under the Other Ways to Give heading on the Ways to Give page.

Giving Code	Displays the unique identifying code entered when the vehicle was created on the Add a New Value page.
Description	Enter a short description of the giving vehicle (up to 30 characters), which appears as a subtitle on the Ways to Give page.
Description	Enter a longer description of the alternative giving method. This text follows the short title displayed on the Ways to Give page.

Additional information contact

User ID	Select the ID of the defined staff member listed as a contact name for inquiries about this giving vehicle.
Email ID	Enter the email address to be used for inquiries about this giving vehicle. The system populates this field.

Chapter 8

Managing Constituent Data

This chapter discusses how to:

- Search for records.
- Add people to the system.
- Manage addresses and phone numbers.
- Track external system IDs.
- Manage names.
- Maintain constituent types.
- Track religious preferences.
- Maintain photos.
- Add constituent types to graduates.
- Maintain degree information.
- Maintain work experience information.
- Create constituent attachments.
- Add organizations.
- Enter location data for organizations.
- Enter department data for organizations.
- Enter contact data for organizations.
- Maintain an organization's financial information.
- Define an organization's foundation information.
- View an organization's foundation information.
- Define an organization's matching gift rules.
- View an organization's matching gift rules.
- Review an organization's data.
- View an organization's employee list.

- View a person profile.
- View an organization profile.
- View a prospect profile.
- Update a donor's record or add a donor.
- View a constituent's audience history.
- Maintain involvement information.
- Establish relationships.

See Also

[Chapter 4, "Setting Up Constituent Data," page 31](#)

Searching for Records

This section provides an overview of records and discusses how to use Search/Match functionality.

Understanding Records

Contributor Relations uses Search/Match functionality to search for constituent records. The search and results pages are identical to those used by Campus Community, and they enable you to search for specific people based on basic information such as name and address. Use this page to ensure that a person does not already have an existing record before you add the person to the system.

Pages Used to Search for Records

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Search Criteria	HCR_SM_SEARCH	Contributor Relations, Constituent Information, People, Search/Match	Specify sets of criteria and arrange them in order for searching for duplicate or multiple records.
Search Results	HCR_SM_RESULTS	Click the Search button on the Search Criteria page.	View search results that are based on the criteria you entered on the Search Criteria page.

Using Search/Match Functionality

To avoid entering duplicate personal records, use Search/Match functionality any time that you are entering a new person in the database. Search/Match criteria is utilized when you save a *new* person, but if a potential duplicate is detected, use Search/Match anyway to investigate the existing person records. Start with Search/Match to look for the person before adding them to the database. Search/Match also is used to search for external organizations.

To set up Search/Match for Contributor Relations, use the delivered search parameters and result codes. These predefined sample searches are PSCS_CR SEARCH for Person and Org. These delivered search parameters enable you to include fields specific to Contributor Relations in your search results set.

Example

Here is an example of Contributor Relations-specific Search/Match functionality that an institution might use:

Search Criteria

Search Type: Person ☒ **Ad Hoc Search**

Search Parameter: PSCS_CR SEARCH CR Person Search









Search Result Rule

Search Result Code: PSCS_CR STNDRI CR Standard Results
[User Default](#)

Search
Clear All
Carry ID Reset

Search Criteria		
Search Fields	Operand	Value
National Id	Begins With	<input style="width: 80%;" type="text"/>
First Name Search	Begins With	<input style="width: 80%;" type="text"/>
Last Name Search	Begins With	<input style="width: 80%;" type="text"/>
City	Begins With	<input style="width: 80%;" type="text"/>

Search Criteria page (1 of 2)

State	Begins With	MS	
Country	Begins With		
Ethnic Group	Begins With		
Gender	Begins With		
Date of Death	Equals		
Date of Birth	Equals		
Constituent Type	Equals	1	
Class Year	Equals		

Search Criteria page (2 of 2)

Here are the results of the search in this example:

Search Results

Search Type: Person ☒ **Ad Hoc Search**

Search Parameter: PSCS_CR SEARCH CR Person Search

Result Code: PSCS_CR STNDRD CR Standard Results

Search Results Summary [Return to Search Criteria](#)

Number of ID's Found: 3

Search Order Number: 10 CR Person Search

Search Results								
Results		Results2	Additional Information					
			EmpID	Last Name	First Name	Middle Name	Constituent Type	Class Year
1	Carry ID	Detail	AV0007	Whitley	Christopher		Alumni	1942
2	Carry ID	Detail	AV0012	Waters	Twaya		Alumni	
3	Carry ID	Detail	AV0017	Graham	Tina		Alumni	

Search Results page

See Also

PeopleSoft Enterprise Campus Community 9.0 Fundamentals PeopleBook, "Setting Up Search/Match"

Adding People to the System

This section lists the pages used to add people to the system. These pages maintain all biographical information about the constituent.

Note. Contributor Relations uses Campus Community pages to maintain biographical information.

See *PeopleSoft Enterprise Campus Community 9.0 Fundamentals PeopleBook*, "Adding a Person to Your Campus Solutions Database."

Pages Used to Add People to the System

Page Name	Definition Name	Navigation	Usage
Biographical Details	SCC_BIO_DEMO_PERS	Contributor Relations, Constituent Information, People, Add/Update a Person, Biographical Details	Enter biographical information, such as name, addresses, phone, email, gender, citizenship information, and marital status.

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Regional	SCC_BIO_DEMO_REG	Contributor Relations, Constituent Information, People, Add/Update a Person, Regional	Enter regional biographical information, organized by country.

Managing Addresses and Phone Numbers

This section discusses how to:

- Update linked addresses.
- Review address data.
- Enter electronic addresses.

Note. Contributor Relations uses Campus Community pages to maintain addresses and phone numbers. You can use these pages to update linked addresses, track electronic addresses, and view address data.

Pages Used to Manage Addresses and Phone Numbers

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Update Linked Addresses	RUNCTL_ADDRLINK	<ul style="list-style-type: none"> • Campus Community, Personal Information, Biodemo Processes, Update Linked Addresses • Contributor Relations, Constituent Information, People, Process Biodemo Information, Update Linked Addresses 	Update linked addresses.
Addresses	ADDRESSES_89	Campus Community, Personal Information, Biographical, Addresses/Phones, Addresses	View or update a list of all addresses in the system for an individual.
Electronic Addresses	E_ADDR_PERS	Campus Community, Personal Information, Biographical, Addresses/Phones, Electronic Addresses	Enter or review email and URL addresses for an individual.

Page Name	Definition Name	Navigation	Usage
Seasonal Addresses	CC_ADDR_SEASONAL	Campus Community, Personal Information, Biographical, Addresses/Phones, Seasonal Addresses	Enter or review seasonal addresses for an individual.
Phones	PHONE_PERS	Campus Community, Personal Information, Biographical, Addresses/Phones, Phones	Enter or review phone details for an individual.

Updating Linked Addresses

When you update the address for someone who is linked to an individual, the address for the linked entity is not changed in the database on the Addresses page for the primary individual until you run the Update Linked Addresses process. When you run the process, the system finds the primary individual and updates the address data.

See Also

PeopleSoft Enterprise Campus Community 9.0 Fundamentals PeopleBook, "Managing Biographical Information," Updating Linked Addresses

Reviewing Address Data

Access the Addresses page to view information about a constituent who is a person.

See Also

PeopleSoft Enterprise Campus Community 9.0 Fundamentals PeopleBook, "Managing Biographical Information," Entering Addresses for an Individual

Entering Electronic Addresses

Access the Electronic Addresses page to maintain information about a constituent's email and URL addresses. You can specify a type for each address, such as work and home.

See Also

PeopleSoft Enterprise Campus Community 9.0 Fundamentals PeopleBook, "Managing Biographical Information," Entering Electronic Address Data

Tracking External System IDs

Use the External System IDs page to track constituent IDs by a number other than the Contributor Relations ID.

See Also

PeopleSoft Enterprise Campus Community 9.0 Fundamentals PeopleBook, "Managing System IDs," Changing Individual IDs

Managing Names

Use the Names page to specify a name type and name part for each full name and name part that an individual may use.

See Also

PeopleSoft Enterprise Campus Community 9.0 Fundamentals PeopleBook, "Managing Biographical Information," Managing Names Data

Maintaining Constituent Types

This section provides an overview of constituent types and discusses how to assign constituent types.

Understanding Constituent Types

Constituent types are the relationships that exist between a constituent and your institution. Constituent types are used extensively in reporting and in completing many business processes.

Pages Used to Maintain Constituent Types

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Constituent Type	AV_CNST_TYPE_TBL AV_CNST_TYPE_TBL_W	<ul style="list-style-type: none"> Contributor Relations, Constituent Information, People, Relationships, Constituent Types Contributor Relations, Constituent Information, Workset, Workset Constituent Info, Relationships - Workset, Constituent Types - Workset 	Assign constituent types to a constituent.
Constituent Type Summary	AV_CNST_TYPE_INQ AV_CNST_TYPE_INQ_W	<ul style="list-style-type: none"> Contributor Relations, Constituent Information, People, Relationships, Constituent Type Summary Contributor Relations, Constituent Information, Workset, Workset Constituent Info, Constituent Type Summary 	View a list of all the constituent types assigned to a constituent.





Assigning Constituent Types

Access the Constituent Type page (Contributor Relations, Constituent Information, People, Relationships, Constituent Types).

Constituent Type

Shawn Gallegher

ID: AV0001



Constituent Type: Alumni

Year: 2001 PSUNV

Prospect Manager: Mario Capozzelli

Constituent Types

Find | View All

First 1-5 of 5 Last

*Constituent Type	Start Date	Past	
<div>1</div> Alumni	07/20/1998	<input type="checkbox"/>	<div>+ -</div>
<div>3</div> Student	07/20/1998	<input checked="" type="checkbox"/>	<div>+ -</div>
<div>4</div> Parent	07/20/1998	<input type="checkbox"/>	<div>+ -</div>
<div>6</div> Faculty	07/20/1998	<input type="checkbox"/>	<div>+ -</div>
<div>7</div> Staff	07/20/1998	<input checked="" type="checkbox"/>	<div>+ -</div>

Constituent Type page

Your selections on this page indicate the relationships that exist between a constituent who is a person and your institution. An organization can be assigned one constituent type. You can assign an organization's constituent type on the Organization Financial Information page.

Past

Select if the constituent no longer has a relationship with your institution. For example, if a constituent has a value of *Parent* and the child graduates, then select the Past option for the constituent type of *Parent*.

Note.

When constituent types are assigned to a constituent, you cannot delete the last remaining constituent type assignment. For example, if a constituent is assigned values of *Alumni* and *Parent*, you can delete one of these constituent types, but one must remain in the system.

Tracking Religious Preferences

Use the Religious Preference page to indicate a constituent's religion, if any. You can view a constituent's religious preference on the Person Profile page.

See Also

PeopleSoft Enterprise Campus Community 9.0 Fundamentals PeopleBook, "Managing Biographical Information," Entering Religious Preferences

Maintaining Photos

You can store photographs of your constituents. Photographs are stored the same way that they are stored in any Microsoft Windows application.

See Also

PeopleSoft Enterprise Campus Community 9.0 Fundamentals PeopleBook, "Managing Personal Identification Data," Entering Photographs

Adding Constituent Types to Graduates

This section discusses how to run the Graduates to Alumni Application Engine process (AV_CONF_ALUM).

Contributor Relations provides a job process that searches for a group of graduates and adds to their records a constituent type of *Alumni*, based on each graduate's program completion date. Running the process also generates a report that lists the search results and notes any record changes.

Page Used to Add Constituent Types to Graduates

Page Name	Definition Name	Navigation	Usage
Graduates To Alumni	AV_RUNCTL_CONFR	Contributor Relations, Constituent Information, People, Process Biodemo Information, Graduates to Alumni	Run the process that adds a constituent type of <i>Alumni</i> to a graduate. The criteria entered on this page determine which graduates are selected for the process.

Running the Graduates to Alumni Process

Access the Graduates To Alumni page (Contributor Relations, Constituent Information, People, Process Biodemo Information, Graduates to Alumni).

Graduates To Alumni	
Run Control ID:	2004_2005
Report Manager Process Monitor Run	
<input checked="" type="checkbox"/> Report Only	
*Academic Institution:	<input type="text" value="PSUNV"/> PeopleSoft University
*Academic Career:	<input type="text" value="Undergraduate"/>
*Completion Term:	<input type="text" value="0535"/> 2005 Winter Qtr
Constituent Type:	Alumni

Graduates To Alumni page

Report Only	Select to generate the Graduates To Alumni report (AV702) without making any changes to the Constituent Type table (PS_AV_CNST_TYP_TBL). Clear to both generate the report and add the graduates to the Constituent Type table with a constituent type of <i>Alumni</i> .
Academic Institution	Enter the associated academic institution for the graduates.
Academic Career	Select the associated academic career for the graduates. These values are defined by the institution.
Completion Term	Enter the term in which the graduates were granted or will be granted their degrees. These values are defined by the institution.
Constituent Type	Displays <i>Alumni</i> , the only constituent type that is assigned by this process.

When users run this process, the system does the following:

1. Gathers all records that meet the institution, academic career, and completion term criteria from the Graduates to Alumni page, where the value in the Degree Confer Date field is not *Null* and the value in the Degree Status field is *Active*.
2. Determines whether these records already have a constituent type of *Alumni*.
3. If the Report Only check box is cleared, the system updates the Constituent Type table where required.

If the person is not already assigned a constituent type of *Alumni* (type = 1), then a record is inserted for the current date with a constituent type of *1*.
4. Regardless of whether the Report Only check box is selected, the system generates the Graduates To Alumni report AV702.

See Also

[Chapter 4, "Setting Up Constituent Data," Defining Constituent Types, page 32](#)

[Chapter 8, "Managing Constituent Data," Assigning Constituent Types, page 151](#)

PeopleSoft Enterprise Student Records 9.0 PeopleBook, "Graduating Students"

[Appendix C, "Contributor Relations Reports," Contributor Relations Reports: Selected Reports, page 657](#)

Maintaining Degree Information

This section discusses how to:

- Maintain external degree information.
- View an academic summary.
- Set a constituent's preferred year.
- Enter internal legacy degree information.

The system enables you to enter and track external degree information, or information about degrees earned from institutions other than your own. In addition, you can view information about both internal and external degrees.

Pages Used to Maintain Degree Information

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
External Degrees	AV_EXT_DEGR AV_EXT_DEGR_W	Contributor Relations, Constituent Information, People, Academic Information, External Degrees	Add information about degrees that a constituent earned at institutions other than your own.
Academic Information Summary	AV_ACAD_SUMM	Contributor Relations, Constituent Information, People, Academic Information, Academic Information Summary	View a summary of information about a constituent's internal, external, and legacy degrees.
Preferred Class Year	AV_INT_DEGREE	Contributor Relations, Constituent Information, People, Academic Information, Class Year, Preferred Class Year	Enter a constituent's class year at your institution. Preferred year appears on pages throughout the system when a person is the Level 0 key.

Page Name	Definition Name	Navigation	Usage
Internal Legacy Degrees	AV_LEGACY_DEG	Contributor Relations, Constituent Information, People, Academic Information, Class Year, Internal Legacy Degrees	Enter information about degrees earned at your institution without setting up the entire academic structure for each degree.

Maintaining External Degree Information

Access the External Degrees page (Contributor Relations, Constituent Information, People, Academic Information, External Degrees).

External Degrees

Shawn Gallegher ID: AV0001

Constituent Type: [Alumni](#) Year: [2001](#) PSUNV Prospect Manager: Mario Capozzelli

Academic History Find | View All First 1 of 1 Last

*Org ID: 000010120 Lewis-Clark State College

External Degrees Find | View All First 1 of 1 Last

*Degree Nbr: 1 *Degree Date: *Data Source: School

Degree: BA Bachelor of Arts

*Honors Category: None

*Degree Status: Complete

Ext Subj / Field of Study 1

Ext Subj / Field of Study 2

External Career: Undergrad Data Nbr: 1

Trans Date: Trans Type: Status:

[Org Primary Location](#)

External Degrees page

Org ID (organization ID) Select the institution from which the constituent earned the external degree.

Degree Nbr (degree number) This value is automatically calculated by the system. The first record that you enter has a degree number of 1, the next 2, and so on.

Data Source Select the name of the organization from which you obtained information about the degree. Data source values are delivered with the system as translate values. You can modify these translate values.

Degree	Select the type of external degree received or in progress. Degrees are defined on the Degree Table page. Note. To enter a degree that is not defined in the Degree table, leave the Degree field blank and type the appropriate information in the Description field.
Honors Category	If the person received an honor for this degree, select the appropriate value. Honors categories are delivered with the system as translate values. You can modify these translate values.
Degree Status	Select the current status of the degree. Degree statuses are delivered with the system as translate values. You can modify these translate values.
External Subject Area/Field of Study	If the constituent concentrated on specific subject areas or fields for this degree, enter them in these fields. You may prompt on these fields to access values from the External Subject table. Or, if you prefer to enter an external subject area that is not defined in the system, leave the field blank, tab to the related description field, and enter any text.
External Career	Select any external careers for the constituent. External careers are delivered with the system as translate values. You can modify these translate values.
Data Nbr (data number)	If this degree information is related to a particular transcript or source of information, enter the data number of the transcript or other source, from the External Data page. You cannot make a link to a data number until the External Data page is saved.
Org Primary Location (organization primary location)	Click to view the primary address of the school to which this degree is related. On that page, click the Detail button to view additional information about the school.

Viewing an Academic Summary

Access the Academic Information Summary page (Contributor Relations, Constituent Information, People, Academic Information, Academic Information Summary).

Academic Information Summary

Shawn Gallegher

ID: AV0001

Constituent Type: Alumni

Year: 2001 PSUNV

Prospect Manager: Mario Capozzelli

Academic Information

Customize | Find | First 1-4 of 4 Last

	Institution Name	Year	Degree	Major1	Major2	Minor1	Minor2
1	PeopleSoft University	2001	Bachelor of Arts	Classics-BA		Music Minor	
2	PeopleSoft University	2001	Bachelor of Arts	Philosophy (BA)			
3	Great Lakes University	1999	Associate of Applied Science				
4	PeopleSoft University	1998	Bachelor of Engineering				

Academic Information Summary page

This page displays a combined view of all degree information about a constituent in the system. This information includes degrees earned at your institution and at institutions other than your own.

Setting a Constituent's Preferred Year

Access the Preferred Class Year page (Contributor Relations, Constituent Information, People, Academic Information, Class Year, Preferred Class Year).

The screenshot shows the 'Preferred Class Year' page for a constituent named Shawn Gallegher (ID: AV0001). The page has two tabs: 'Preferred Class Year' (active) and 'Internal Legacy Degrees'. The constituent is of type 'Alumni' and is currently a 'Prospect' managed by Mario Capozzelli. The 'Preferred Class Yr' is set to 2001, and the 'Alumnus Type' is 'Undergrad'. Below this, the 'Academic Progress' section shows the constituent is an Undergraduate at Walnut Creek Campus, pursuing a Liberal Arts Undergraduate program. At the bottom, the 'Academic Plan' table lists two plans: a Major in Classics-BA and a Minor in Music Minor, both awarded on 05/23/2001.

Plan Type	Degree	Description	Confer Date	Degr Stat
Major	BA	Classics-BA	05/23/2001	Awarded
Minor	BA	Music Minor	05/23/2001	Awarded

Preferred Class Year page

Preferred Class Yr
(preferred class year) Enter the year that the constituent wants to use as class year. For example, a constituent with both an undergraduate and graduate degree may prefer to use the graduate degree as the preferred year. This year appears on many pages throughout the system.

Alumnus Type Select the constituent's alumnus type. This field supports Part IV of the CAE report.

The values for this field are shipped with the system. Values are:

G: Graduate.

N: Non-degree.

U: Undergraduate.

Additional information about the constituent's academic career at your institution appears on this page.

Entering Internal Legacy Degree Information

Access the Internal Legacy Degrees page (Contributor Relations, Constituent Information, People, Academic Information, Class Year, Internal Legacy Degrees).

Preferred Class Year		Internal Legacy Degrees	
Shawn Gallegher		ID: AV0001	
Constituent Type: Alumni		Year: 2001 PSUNV	Prospect Manager: Mario Capozzelli
Internal Legacy Degrees Find View All First 1 of 1 Last			
Class Year:	1998	Attended From:	1993 To: 1998
Degree:	BE	Bachelor of Engineering	
Major:	K000005	Physics	
Major 2:	F00009	Environmental Design	
Minor:	K000016	Economics	
Minor 2:	F00004	Political Economy	
Campus:	MAIN	Main Hacienda Campus	
Acad Org:	LIBARTS	College of Liberal Arts	
Distinction:			

Internal Legacy Degrees page

Enter values in the Class Year, Attended From and To dates, Degree, Major, Major 2, Minor, Minor 2, Campus, and Acad Org (academic organization) fields. List any distinctions earned with the degree in the Distinction field.

Note. The information on this page is stored in the PeopleSoft Enterprise Student Records system.

Maintaining Work Experience Information

This section lists the pages used to maintain a constituent's work experience information.

Pages Used to Maintain Work Experience Information

Page Name	Definition Name	Navigation	Usage
Work Experience	PRIOR_WORK_EXP	<ul style="list-style-type: none"> Contributor Relations, Constituent Information, People, Relationships, Work Experience Contributor Relations, Constituent Information, Workset, Workset Constituent Info, Work Experience - Workset 	View information about a constituent's current and past employment.

Page Name	Definition Name	Navigation	Usage
Work Experience	AV_EMPL_HIST	Contributor Relations, Constituent Information, People, Relationships, Work Experience History	View a constituent's employment history.
Employment History Detail	AV_EMPL_HIST_SP	Click the Detail link on the Work Experience inquiry page.	View detailed information about an employee's record.
Organization Locations	AV_ORG_LOC_DTL_SP	Click the Locations button on the Employment History Detail page.	View information about an organization's physical locations.
Phone Detail	AV_EMP_PHONE_SP	Click the Phones button on the Employment History Detail page.	View a list of all the valid phone numbers for an organization.
Email/URL	AV_EMP_EMAIL_SP	Click the Email/URL button on the Employment History Detail page.	View the email addresses and URL addresses for an organization.

Creating Constituent Attachments

This section provides an overview of constituent attachments discusses how to create and view attachments to constituent records.

Understanding Constituent Attachments

When you create an attachment to a person, organization, or prospect level, you are attaching the file to the highest level of the record; this is the most global level at which you can attach a file. However, prospects are slightly different because menu security can be assigned to prospect records, restricting access to prospect attachments.

Page Used to Create Constituent Attachments

Page Name	Definition Name	Navigation	Usage
Constituent Attachments	AV_CNST_ATCH, AV_CNST_ATCH_E	<ul style="list-style-type: none"> Contributor Relations, Constituent Information, People, Person Attachments Contributor Relations, Constituent Information, People, Organization Attachments 	Create and view attachments to a person or organization record.






Creating Attachments

Access the Constituent Attachments page (Contributor Relations, Constituent Information, People, Person Attachments).

Constituent Attachments

Shawn Gallegher ID: AV0001



Constituent Type: [Alumni](#) Year: [2001](#) PSUNV Prospect Manager: Mario Capozzelli




    

Filter Criteria







Attachment Type:

Document Date Range

From Date:  To Date: 

Customize | Find | View All |  First  1-2 of 2  Last

Attachments **Audit**

Attached File	*Document Date	Description	*Type	View
WP_Leung_10HotSkills.pdf	09/23/2009 	WP_Leung_10HotSkills.pdf	GEN 	View 
ipcfg.dat	09/23/2009 	ipcfg.dat	PROP 	View 

Constituent Attachments page, Attachments tab

Attachment Type

Select a value to filter the list of attachments that appear based on type. The values available in this drop-down list are driven by the constituent; the system only displays types that have been assigned to the ID.

Document Date	The system displays the date that the document was created or last updated. This is not the date that the file was attached.
Type	Select a value; the system only displays types that have been defined on the Attachment Types page.
View	Click the link to open the attachment in a new window.
Add	Click to access standard PeopleTools functionality to browse to a file and upload it.

Constituent Attachments

Shawn Gallegher
ID: AV0001

Constituent Type: [Alumni](#)
Year: [2001](#) PSUNV
Prospect Manager: Mario Capozzelli

Filter Criteria

Attachment Type:

Document Date Range

From Date: To Date:

Search

Attachments
Audit

Attached File	Created By	Created	Updated By	Updated	
WVP_Leung_10HotSkills.pdf	Betty Locherty	09/23/2009 11:52:43AM	Betty Locherty	09/23/2009 11:52:43AM	-
ipcfg.dat	Betty Locherty	09/23/2009 11:53:10AM	Betty Locherty	09/23/2009 11:53:10AM	-

Add

Constituent Attachments page, Audit tab

The Audit tab displays all updates to attachments, including user name and date/time. You can also filter attachments by a Document Date Range.

See Also

Chapter 8, "Managing Constituent Data," Attachments, page 184

Adding Organizations

Use the Organization Table component to add external organizations to the system.

See Also

PeopleSoft Enterprise Campus Community 9.0 Fundamentals PeopleBook, "Adding Organizations to Your Database"

Entering Location Data for Organizations

Use the Location Detail component to enter information about the addresses and phone numbers of the organizations in the system. Organization locations should be entered before organization departments and organization contacts.

See Also

PeopleSoft Enterprise Campus Community 9.0 Fundamentals PeopleBook, "Managing Organization Data," Entering Organization Location Data

Entering Department Data for Organizations

Use the Organization Department Detail component to record information at the department level for an organization. Organization departments should be entered after organization locations and before organization contacts.

See Also

PeopleSoft Enterprise Campus Community 9.0 Fundamentals PeopleBook, "Managing Organization Data," Entering Organization Department Data

Entering Contact Data for Organizations

Use the Contact Detail component to maintain information about the contacts that your institution uses at a particular organization. You may have several contacts at one organization that are used for specific purposes, such as a Matching Gift contact and a Community Relations contact.

See Also

PeopleSoft Enterprise Campus Community 9.0 Fundamentals PeopleBook, "Managing Organization Data," Entering Organization Contact Data

Maintaining an Organization's Financial Information





This section discusses how to enter an organization's financial information.

Page Used to Maintain Organization Financial Information

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Organization Financial Info (organization financial information)	AV_ORG_FIN_INFO AV_ORG_FIN_INFO_W	<ul style="list-style-type: none">Contributor Relations, Constituent Information, Organization, Organization Information, Organization Financial InfoContributor Relations, Constituent Information, Workset, Workset Constituent Info, Organization Financial Info	Maintain information about an organization's financial history and other statistical information about the organization.

Entering an Organization's Financial Information

Access the Organization Financial Info page (Contributor Relations, Constituent Information, Organization, Organization Information, Organization Financial Info).

Organization Financial Info			
Ford Motor Company		ID: AV1000	   
Constituent Type:	Corporation	Institution:	PSUNV Prospect Manager: NONE
Organization Information			
Employee Count:	63575	*Cnst Type:	10 Corporation
Alumni Count:	0	Stck Exch:	NYSE
Description:		Symbol:	FOMOCO
		SIC:	
Financial Information			
Fiscal Year:	1998	From Date:	01/01/1998
		To Date:	12/31/1998
Revenue Amount:	10.00	Assets Amount:	20.00
Expenses Amount:	30.00	Liability Amount:	40.00
Profit/Loss Amount:	-20.00	Equity Amount:	-20.00
Source Description:		Contributions Total:	0.00 USD
Date:			

Organization Financial Info page

Employee Count	Enter the number of people currently employed at the organization.
Alumni Count	Displays the total number of alumni who are employees of the organization. The system calculates the total of alumni based on both the number of work experience records and the number of relationships related to an organization ID. Define these relationships on the Person/Org Relationships page.
Stck Exch (stock exchange)	Select the name of the stock exchange in which the organization's stock trades, if applicable. Values are: <i>AMEX</i> , <i>NASDAQ</i> , and <i>NYSE</i> .
Symbol	Enter the stock exchange symbol under which the organization's stock trades, if applicable. You can enter up to 10 characters.
Description	Enter a description of the organization and the type of business it runs. You can enter up to 30 characters.
SIC	Select the Standard Industrial Code for the organization.
Fiscal Year	Enter the four-digit fiscal year for which you are recording financial information.
From Date and To Date	<p>Select the from date and to date that define the fiscal year that you selected. The fiscal year should reflect the organization's fiscal year and not necessarily that of your institution.</p> <p>If information on this page is entered in a currency other than base currency, the system calculates conversion based on the exchange rates on the date in the To Date field.</p>

Revenue Amount	Enter the total amount that the organization received in revenues during the fiscal year.
Base	Click to convert the amounts on this page to your institution's base currency. The system converts the values by using the exchange rate that is in effect on the date that you selected. The button label changes to Entry. Click the button again to toggle back to entry mode, where you can change the values.
Expenses Amount	Enter the total amount that the organization incurred as expenses during the fiscal year.
Profit/Loss Amount	Displays the organization's profit or loss for the fiscal year that you selected, based on revenue minus expenses.
Assets Amount	Enter the total worth of all assets held by the organization during the fiscal year.
Liability Amount	Enter the total amount of all liabilities owed by the organization during the fiscal year.
Equity Amount	Displays the organization's total equity for the fiscal year that you entered, based on assets minus liability.
Source Description and Date	Enter the person or publication that provides organization financial information to your institution, and the date on which organization financial information was obtained.
Contributions Total	Enter the total amount of all contributions made by the organization to your institution and other entities during the fiscal year.

Defining an Organization's Foundation Information

Use the Organization Foundation component to define and manage foundation-specific information for external organizations that may be approached for foundation support. You can track and view foundation interests and proposal requirements.

This section discusses how to:

- Define basic foundation information.
- Define foundation support information.
- Define proposal information.

See Also

[Chapter 8, "Managing Constituent Data," Viewing an Organization's Foundation Information, page 171](#)

Pages Used to Define Organization Foundation Information

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Foundation	AV_ORG_FND_INFO	Contributor Relations, Constituent Information, Organizations, Organization Information, Organization Foundation Information	The Foundation Information component assists in tracking philanthropic foundations that support or may support your institution. It also enables you to track specific interests of the foundation that can later be used to identify prospects for particular funding projects.
Support Areas	AV_ORG_FND_SUPP	Contributor Relations, Constituent Information, Organizations, Organization Information, Organization Foundation Information, Support Areas	Store data that can be used to data mine for foundation donors that have a good potential for funding a proposal for a specific project.
Proposal Info (proposal information)	AV_ORG_FND_PROP	Contributor Relations, Constituent Information, Organizations, Organization Information, Organization Foundation Information, Proposal Info	Enter information related to the application process for the foundation.

Defining Basic Foundation Information

Access the Foundation page (Contributor Relations, Constituent Information, Organizations, Organization Information, Organization Foundation Information).

Foundation		Support Areas		Proposal Info	
American Enrichment Foundation		ID: AV1012			
Constituent Type: Foundation		Institution: PSUNV		Prospect Manager: NONE	
Basic Information					
Parent Company:		<input type="text"/>			
Established:		05/14/1954		*Foundation Type: PRIVATE Private Foundation	
Purpose and Activities					
<div>Supports community activities</div> <div> </div>					
Financial Information Find View All First 1 of 1 Last					
*Fiscal Year:		2005		From Date: 01/01/2005 To Date: 12/31/2005	
Assets Amount:		10,000,000.00 USD		Grants Amount: 2,500,000.00	
Expenditures Amount:		5,000,000.00		Highest Grant Amount: 150,000.00	
Distribution Amount:		2,500,000.00		Lowest Grant Amount: 100,000.00	
Date:		03/06/2006		Average Grant Amount: 125,000.00	
Source:		Annual Report			

Foundation page

Basic Information

Parent Company Select the external organization that is the parent of the foundation. The Create Relationship link enables you to create an organization-to-organization relationship if one is not defined in the system.

Established The date on which the organization was established.

Foundation Indicate whether a foundation is company-sponsored, private, family-based, and so on. *Corporate*, *Family*, and *Private* are delivered values.

Purpose and Activities

Enter a brief description of the reason for the foundation's existence and the types of activities in which it engages.

Financial Information

Use the fields in this group box to enter the foundation's financial data.

Fiscal Year	The financial reporting year for which the financial data is pertinent.
From Date and To Date	The first and last date of the fiscal year to which the data pertains.
Assets Amount	The financial holdings of the foundation.
Expenditures Amount	The amount of expenses the foundation had in the related year.
Distribution Amount	The amount of funding available to be distributed as grants or funded proposals.
Date	The date the information was obtained from the source.
Source	The originator of the foundation financial information, for example the Foundation Directory.
Grants Amount	The amount actually funded, which may differ from the distribution amount if all funding is not awarded.
Highest Grant Amount	The largest grant awarded by the foundation.
Lowest Grant Amount	The smallest grant awarded by the foundation.
Average Grant Amount	The typical amount of a grant or proposal funded by the foundation.

Defining Foundation Support Information

Access the Support Areas page (Contributor Relations, Constituent Information, Organizations, Organization Information, Organization Foundation Information, Support Areas).

Foundation		Support Areas		Proposal Info	
American Enrichment Foundation		ID: AV1012			
Constituent Type: Foundation		Institution: PSUNV		Prospect Manager: NONE	
Fields of Interest Customize Find View All First ◀ 1 of 1 ▶ Last					
*Interest	Description				
<input type="text"/>	<input type="text"/>				
<input type="button" value="Add"/>					
Geographic Areas Customize Find View All First ◀ 1 of 1 ▶ Last					
*Area	Description				
NATIONAL	National Granting Agency				
<input type="button" value="Add"/>					
Types of Support Customize Find View All First ◀ 1 of 1 ▶ Last					
*Support Type	Description				
BUILDINGS	Buildings				
<input type="button" value="Add"/>					

Support Areas page

- Fields of Interest** Enter areas of charitable interest involvement that the foundation is known to support financially. The involvement code description appears at the right.
- Geographic Areas** Enter any geographic restrictions that the foundation considers when selecting proposals for funding. The description appears at the right.
- Types of Support** Indicate the kinds of activities the foundation will support. Delivered system values include: *Capital Campaigns, Building/Renovation, Equipment, Program Development, Seed Money, Curriculum Development, and Matching/Challenge.*

Defining Proposal Information

Access the Proposal Info page (Contributor Relations, Constituent Information, Organizations, Organization Information, Organization Foundation Information, Proposal Info).

Foundation
Support Areas
Proposal Info

American Enrichment Foundation
ID: AV1012

Constituent Type: Foundation
Institution: PSUNV
Prospect Manager: NONE

Proposal Application Info

Contact Type: LETTER Letter

Contact:

Deadlines
View All
First

Month	Day	
June	15	-
December	15	-
Add		

Board Meeting Dates
View All
First

Month	Day	
January	15	-
March	15	-
July	15	-
October	15	-
Add		

Notification Dates
View All
First

Month	Day	
February	1	-
August	1	-
Add		

Proposal Info page

Contact Type and Contact

The organization contact that is responsible for proposal reviews for the foundation.

Deadlines

The months and dates, such as March 15, each year that the foundation sets as the cutoff date for submitting proposals for consideration by the foundation.

Board Meeting Dates

The months and dates, such as March 15, when the foundation board meets to review proposals.

Notification Dates

The months and dates, such as March 15, by which the foundation will notify applicants of the success of their submitted proposals.

Viewing an Organization's Foundation Information

Use the Review Organization Foundation and Foundation Summary components to view foundation information entered in the system. You can review the data that was entered in the Organization Foundation component and you can also filter and review foundation information based on your criteria.

This section discusses how to:

- Review foundation information.

- Filter foundation records.

See Also

Chapter 8, "Managing Constituent Data," Defining an Organization's Foundation Information, page 166




Pages Used to View an Organization's Foundation Information

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Organization Foundation Information	AV_ORG_FND_INQ	Contributor Relations, Constituent Information, Organizations, Organization Information, Review Foundation Information	This component can be used to review foundation information or to search for foundations that might be prospects for a specific project based on foundation funding interests and timing.
Foundation Filter	AV_ORG_FND_INQ_F	Contributor Relations, Constituent Information, Organizations, Organization Information, Foundation Summary	Filter the types of foundations that you view on the Foundation Summary page.
Foundation Summary	AV_ORG_FND_INQ_D	Contributor Relations, Constituent Information, Organizations, Organization Information, Foundation Summary, Foundation Summary	View a list of the foundation records that match the filter criteria that you specify on the Foundation Filter page.

Reviewing Foundation Information

Access the Organization Foundation Information page (Contributor Relations, Constituent Information, Organizations, Organization Information, Review Foundation Information).

Organization Foundation Information







American Enrichment Foundation **ID:** AV1012


Constituent Type: Foundation **Institution:** PSUNV **Prospect Manager:** NONE


Basic Information			
Foundation Type:	PRIVATE	Private Foundation	Established: 05/14/1954
Parent Company:			
Contact Type:	LETTER	Letter	Proposal Information
Contact:			

Purpose and Activities	
Supports community activities	

Financial Information				Customize Find View All 	First ◀ 1 of 1 ▶ Last
Fiscal Year	Fiscal Year	Distribution Amount		Grants Amount	Average Grant Amount
2005	2005	2,500,000.00	USD	2,500,000.00	125,000.00

Fields of Interest		Customize Find View All 	First ◀ 1 of 1 ▶ Last
Interest	Description		

Geographic Areas		Customize Find View All 	First ◀ 1 of 1 ▶ Last
Area	Description		
NATIONAL	National Granting Agency		

Types of Support		Customize Find View All 	First ◀ 1 of 1 ▶ Last
Support Type	Description		
BUILDINGS	Buildings		

Organization Foundation Information page

This page presents a summary of an organization's foundation details that exist in the system.

Proposal Information Click this link to access the Proposal Information page.

Filtering Foundation Records

Access the Foundation Filter page (Contributor Relations, Constituent Information, Organizations, Organization Information, Foundation Summary).

Foundation Filter

Foundation Summary

*Institution:

PSUNV

Foundation Type:

CORPORATE

Corporate Foundation

Search

Clear

Latest Fiscal Year Criteria

Distribution Amount From:

Distribution Amount To:

Grants Amount From:

Grants Amount To:

Average Grant From:

Average Grant To:

Fields of Interest

View All | 1 of 1

First | 1 of 1 | Last

Interest	Description

Add

Geographic Areas

View All | 1 of 1

First | 1 of 1 | Last

Area	Description
MIDWEST	Midwest Area Granting Agency

Add

Types of Support

View All | 1 of 1

First | 1 of 1 | Last

Support Type	Description

Add

Foundation Filter page

This page enables you to search for foundation records based on financial criteria, fields of interest, geographic area, and types of support. Click the Search button and view the search results on the Foundation Summary page.

Defining an Organization's Matching Gift Rules

Use the Matching Rules component to define the matching gift rules for an organization. You can maintain information about minimum match amounts and match ratios, the designations for which gifts can be matched, the annual matching gift budget, required information and contacts, and any matching gift restrictions that the organization has.

See Also

Chapter 7, "Setting Up Commitment Management," [Defining an Organization's Matching Gift Rules](#), page 116

Viewing an Organization's Matching Gift Rules

Use the Matching Rules inquiry component to view the matching gift rules for an organization. You can view information about minimum match amounts and match ratios, the designations for which gifts can be matched, the annual matching gift budget, required information and contacts, and any matching gift restrictions that the organization has.

See Also

[Chapter 18, "Processing Commitments," Viewing an Organization's Matching Gift Rules, page 555](#)

Reviewing an Organization's Data

When you have entered the organization, location, department, and contact information for an organization, you can review that information quickly and easily through Campus Community pages.

See Also

PeopleSoft Enterprise Campus Community 9.0 Fundamentals PeopleBook, "Managing Organization Data," Reviewing Organization Data

Viewing an Organization's Employee List

This section discusses how to view employee lists.

Page Used to View an Organization's Employee List

Page Name	Definition Name	Navigation	Usage
Employee List	AV_EMPL_LIST_E AV_EMPL_LIST_W	<ul style="list-style-type: none"> Contributor Relations, Constituent Information, Organizations, Relationships, Employee List Contributor Relations, Constituent Information, Workset, Workset Constituent Info, Employee List 	View a list of all the constituents in the system who are employed by an organization. You can view both current and historical lists of an organization's employees.

Viewing Employee Lists

Access the Employee List page (Contributor Relations, Constituent Information, Organizations, Relationships, Employee List). Each employee name appears as a link. Click any name link to access the Person Profile page for that employee and read more about the person.

Click the Details button to view detailed information about a specific employment record on the Employment History Detail page.

You can build a workset from this page.

See Also

[Chapter 3, "General Functions Used Throughout the System," Building a Workset From a Page in the System, page 26](#)

Viewing a Person Profile

Profiles for people and organizations enable you to view a summary of information in the system about a particular constituent. The system includes both a Person Profile and an Organization Profile page.

This section provides an overview of person profile views and discusses how to:

- View general person profile information.
- View a biographic profile.
- View a commitment profile.
- View a participation profile.

See Also

[Chapter 8, "Managing Constituent Data," Viewing a Prospect Profile, page 197](#)

Understanding Person Profile Views

Each profile view contains several data regions with summary information. This table lists each data region and the profile view that contains it:

<i>Data Region</i>	<i>Profile View</i>
Biographic Information	Biographic

<i>Data Region</i>	<i>Profile View</i>
Address	Biographic
Phone Numbers	Biographic
Email Addresses	Biographic
Work Experience	Biographic
Relationships	Biographic
Organization Contacts	Biographic
Lifetime Giving	Commitment
Historical Giving	Commitment
Involvement	Participation
Volunteer Activities	Participation
Memberships	Participation

As you collapse and expand each profile view, the system populates the data regions within the view.

Page Used to View a Person Profile

Page Name	Definition Name	Navigation	Usage
Person Profile	AV_PRSN_PROFILE AV_PRSN_PROFILE_W	<ul style="list-style-type: none"> Contributor Relations, Constituent Information, People, Person Profile Contributor Relations, Constituent Information, Workset, Workset Constituent Info, Person Profile - Workset Self Service, Outreach, View Prsn, Person Profile Self Service, Outreach, View Lists, Person Profile 	View summary information about a constituent who is a person, without having to navigate through the menus in the system.

Viewing General Person Profile Information

Access the Person Profile page (Contributor Relations, Constituent Information, People, Person Profile).

Person Profile

Prospect Profile

Person Profile

Shaqua Johnson

Constituent Type: [Alumni](#)

ID: AV0020

Year: [1977](#)

Institution: PSUNV

Profile View:

Biographic

[Printer Friendly Version](#)

Expand All

Collapse All

☐ Clearance Required

Prospect Manager: Alan Franken

Person Profile page (1 of 4)

The default settings that determine what you see—which profile views expand, as well as the address, phone, and email views that appear—are defined on the Operator Defaults page.

Common Fields

Some fields on this page are not dependent on which profile view is expanded. The system always displays the following information at the top of the page: constituent name, ID, constituent type, class year, institution, spouse button (if a spousal relationship exists), 3Cs buttons, and a button to access the FERPA Bio Demo page.

Constituent Type	Click to access the Constituent Type Summary page, which lists all types assigned to a constituent.
Year	<p>If academic information exists for the constituent in the system, the class year appears as a link. Click the link to access the Academic Information inquiry component.</p> <p>If no class year exists but the system has academic information for the constituent, then <i>None</i> appears here as a link. Click the link to access the Academic Information inquiry component.</p>
Profile View	Select a profile view— <i>Biographic</i> , <i>Commitment</i> , or <i>Participation</i> —to expand it below and populate its data regions. Click the arrow next to the name of the region to expand or collapse data regions manually.
Printer Friendly Version	<p>Click to access a read-only version of the page that expands all rows of all populated data regions. You can print this page using your browser's print functionality.</p> <p>Click the Return button to return to the Person Profile page.</p>
Expand All and Collapse All	Click to either expand or collapse all data regions below.
Clearance Required	If this check box is selected, clearance is required before contacting the constituent. Set Clearances on the Clearance page.
Prospect Manager	<p>Displays the name of the constituent's assigned prospect manager. Prospect managers are assigned on the Staff Assignment, Volunteer Assignment, and Unit Assignment pages.</p> <p>If the prospect manager has an active email address on the Electronic Addresses page, the name appears as a link. Click the link to launch your email application and send a message to that person.</p>

Additional Information

The system displays messages at the bottom of the page based on the following conditions:

Note. Where no data exists, the system hides the data region.

<i>Data Region</i>	<i>Condition</i>	<i>Message</i>
Membership	No data exists.	No Membership History on file.
	Data exists, but user does not have access to the Person Membership History page from any menu.	Membership History on file.

Data Region	Condition	Message
Lifetime Giving Historical Giving	No data exists.	No Giving Information on file.
	Data exists, but user does not have access to the Person Giving Profile page from any menu.	Giving Information on file.
Work Experience	No data exists.	No Work Experience on file.
Relationships	No data exists.	No Relationship information on file.
Attachments	No attachments exist.	No Constituent Attachments on file.
Organization Contacts	No data exists.	Not an Organization Contact.
Involvement	No data exists.	No Involvement information on file.
Volunteer Activities	No data exists.	No Volunteer Activity information on file.

The system also displays messages in this area related to the following information:

Additional Information	Condition	Message
Academic Information	No data exists, and the Class Year link is inactive.	No Academic Information on file.
Planned Giving	No data exists.	No Planned Giving Donor information on file.
	Data exists.	Planned Giving Donor information on file.
Ratings	No data exists.	No Ratings information on file.
	Data exists.	Ratings information on file.

<i>Additional Information</i>	<i>Condition</i>	<i>Message</i>
Assigned Resources	No data exists.	No Resources are assigned to constituent.
	Data exists.	Resources are assigned to constituent.

See Also

PeopleSoft Enterprise Campus Community 9.0 Fundamentals PeopleBook, "Managing FERPA Privacy Control"

Viewing a Biographic Profile

Access the Person Profile page, Biographic Profile view.

▼ **Biographic Information**

Date of Birth: 10/20/1959

Date of Death:

Gender: Male

Ethnic Group:

Religious Preference:

Military Status:

Marital Status: Married


Spouse: Sally Randle

▼ **Current Addresses**

Customize | Find | View All |  First 1-2 of 2 Last


Address Type	Address	Effective Date	Status
Business	ADDRESS1 ADDRESS2 ADDRESS3	10/27/1998	Active
Home	389 Rose Street Oakland, CA 94609	07/03/1998	Active

▼ **Phone Numbers**

Customize | Find | View All |  First 1-2 of 2 Last


Phone Type	Prefix	Phone	Extension	Preferred
Business				<input type="checkbox"/>
Main				<input checked="" type="checkbox"/>




▼ **Email Addresses**

Customize | Find | View All |  First 1-2 of 2 Last


Email Type	Email Address	Preferred
Business	HCMGUser1@ap6023fems.us.oracle.com	<input checked="" type="checkbox"/>
Home	HCMGUser1@ap6023fems.us.oracle.com	<input type="checkbox"/>

▼ **Relationships**

Customize | Find | View All |  First 1-3 of 5 Last

Name	Relationship	Status	Constituent Type	Year
Randle,Sally	 Spouse	Active	Alumni	
Crosbie,Edward	 Roommate	Active	Alumni	1966
Carroll,James	 Friend	Active	Alumni	1953

▼ **Work Experience**

Customize | Find | View All |  First 1-2 of 2 Last

Employment Description	Title Long	Start Date	End Date	Retired
American Enrichment Foundation		05/12/1996		<input type="checkbox"/>
Arizona Fundraising Consortium		07/16/1985	07/01/1996	<input type="checkbox"/>

Person Profile page (2 of 4)

This table lists the information sections in this view and the pages from which the system derives the information:

Information Section	Page
Address	Addresses
Phone / Email	Phone Numbers Electronic Addresses

Information Section	Page
Biographic Information	Bio/Demo Data Religious Preferences Relationships Decedent Data
Work Experience	Work Experience
Relationships	Relationships Person to Org Relationships
Attachments	Constituent Attachments
Organization Contacts	Organization Contacts Organization Contact Detail

Biographic Information

This data region displays compiled biographical data, including date of death.

Date of Death If the constituent is deceased, and the Decedent Data page contains a date of death, the system displays it here.

Address

If the most current address is inactive, it will appear in the grid.

Address Type Select the type of address that you want to appear.
The system displays active addresses; inactive addresses will not appear. If a seasonal address is in effect, the system indicates that by displaying a "Seasonal" message.

Phone Numbers

Phone Type Select the type of phone information that you want to appear.

Preferred The check box is selected next to the preferred phone number on file in the system.


Email Addresses

Email Type	Select the type of email address information that you want to appear.
Email Address	If the constituent has an active email address in the system, it appears as a link. Click the link to launch your email application and send a message to the constituent.
Preferred	The check box is selected next to the preferred email address on file in the system.

Work Experience

Employer	Click a link to access the Employment History Detail page for the constituent.
-----------------	--

Relationships


Relationship	Click a link to access the Relationship Detail page for the constituent.
	Click this button to access the Person Profile page for the other person in the relationship or the Organization Profile page for a related organization.

Note. If an existing relationship is a *Joint* relationship, it is noted next to the Relationship link.

Attachments

Click the View link to open the attachment in a new window.

Organization Contacts

Organization Name	Click a linked name to access the Organization Contact Detail page for the constituent.
	Click this button to access the Organization Profile page of the organization for which the constituent is a contact.

See Also

- [Chapter 8, "Managing Constituent Data," Maintaining Work Experience Information, page 159](#)
- [Chapter 8, "Managing Constituent Data," Establishing Relationships, page 213](#)

Viewing a Commitment Profile

Access the Person Profile page, Commitment Profile view.

▼ Lifetime Giving			
Lifetime Commitments	5,000.00 USD	Lifetime Hard Credits:	1,500.00
Lifetime Open Pledges:	3,500.00	Largest Pledge:	3,000.00
Lifetime Gifts/Payments:	1,500.00	Largest Gift:	1,500.00
▼ Historical Giving			
Total Year-to-Date Giving	0.00	First Gift Year:	2006
Total Prior Year Giving:	0.00	Total Years Giving:	1
Last Gift Date:	09/10/2006	Consecutive Years Giving:	0
Last Gift Amount:	1,500.00	Transaction Register	

Person Profile page (3 of 4)

The system derives information for the Commitment Profile view from the Giving Profile page.

Lifetime Giving

Lifetime Commitments Click to access the Giving Profile page for the constituent.

Historical Giving

Total Year-to-Date Giving Click to access the Giving Profile page for the constituent.


Transaction Register Click this link to access the Transaction Register page to view more giving details.


See Also

[Chapter 19, "Analyzing Giving History," Analyzing Donor History, page 571](#)

Viewing a Participation Profile

Access the Person Profile page, Participation Profile view.

▼ Involvement						Customize Find View All  First  1-3 of 6  Last
Involvement Type	Involvement Category	Involvement	Start Date	End Date	Received Date	
Activity	Academic	Marching Band	09/12/1973	12/30/1976		
Affiliation	Political	Democratic Party				
Award/Honor	Charitable	United Way				06/12/1998

▼ Memberships						Customize Find View All  First  1-2 of 2  Last
Membership Organization	Membership Number	Business Unit	Description	Membership Type	Start Date	Expiration Date
ALUMASSN	57	PSUNV	Annual Single	ANNUAL	09/10/2006	09/10/2007
FINE ARTS	58	PSUNV			09/10/2006	

▼ Additional Information					
No Volunteer Activity information on file No Planned Giving Donor information on file Ratings information on file Resources are assigned to constituent No Constituent Attachments on file					

Person Profile page (4 of 4)

This table lists the information sections in this view and the pages from which the system derives the information:

Information Section	Page
Involvement	Involvement Summary
Volunteer Activities	Volunteer History
Membership	Membership History Prsn (membership history person)

Involvement

Involvement Click a link to access the Involvement Detail page for the constituent.

Volunteer Activities

Volunteer Role Click a link to access the Volunteer Assignment Detail page for the constituent.

Volunteer Group and Volunteer Sub Group These columns display the group or subgroup to which the volunteer belongs.

Memberships

**Membership
Organization**

Click a link to access the Membership Detail page for the constituent.

If business unit security is active, the system only displays member organizations for accessible business units.

See Also

- [Chapter 8, "Managing Constituent Data," Maintaining Involvement Information, page 207](#)
- [Chapter 14, "Managing Volunteers," Reviewing Volunteer History, page 411](#)
- [Chapter 13, "Managing Membership," Viewing Membership History, page 400](#)

Viewing an Organization Profile

This section provides an overview of organization profile views and discusses how to:

- View a general organization profile.
- View organization details.
- View organization financial details.
- View commitments.
- View organization participation.

Understanding Organization Profile Views

Each profile view contains several data regions with summary information. The table below lists each data region and the profile view that contains it:

<i>Data Region</i>	<i>Profile View</i>
Location	Organization Detail
Organization Departments	Organization Detail
Organization Contacts	Organization Detail
Relationships	Organization Detail

<i>Data Region</i>	<i>Profile View</i>
Organization Attributes	Organization Financial Info
Organization Financial Information	Organization Financial Info
Lifetime Giving	Commitment
Historical Giving	Commitment
Matching Gifts	Commitment
Involvement	Participation
Memberships	Participation

As you collapse and expand each profile view, the system populates the data regions within the view.

Page Used to View an Organization Profile

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Organization Profile	AV_ORG_PROFILE AV_ORG_PROFILE_W	<ul style="list-style-type: none"> Contributor Relations, Constituent Information, Organizations, Organization Profile Contributor Relations, Constituent Information, Workset, Workset Constituent Info, Organization Profile 	View summary information about a constituent that is an organization, without having to navigate through the menus in the system.

Viewing a General Organization Profile

Access the Organization Profile page (Contributor Relations, Constituent Information, Organizations, Organization Profile). The default settings that determine what you see—which profile views expand, as well as the address, phone, and email views that appear—are defined on the Operator Defaults page.

The screenshot shows the 'Organization Profile' page for 'Organization Testing Corp'. At the top, there are two tabs: 'Organization Profile' (selected) and 'Prospect Profile'. Below the tabs, the organization's name 'Organization Testing Corp' is displayed in large blue text. To the right of the name is the ID 'AV5555'. Below the name, it says 'Constituent Type: Corporation'. To the right of this, it says 'Institution: PSUNV'. There are three icons: a phone, a calendar, and a speech bubble, followed by a red star. Below the main information, there is a 'Profile View:' section with a dropdown menu set to 'Organization Detail'. To the left of this is a link 'Printer Friendly Version'. To the right are two buttons: 'Expand All' and 'Collapse All'. Below these buttons, there is a 'Clearance Required' checkbox which is checked. To the right of this, it says 'Prospect Manager: Mario Capozzelli'.

Organization Profile page (1 of 5)

Common Fields

Some fields on this page are not dependent on which profile view is expanded. The system always displays the following information at the top of the page: constituent name, ID, constituent type, institution, and 3Cs buttons.

Profile View Select a profile view—*Organization Detail*, *Organization Financial Info*, *Commitment*, or *Participation*—to expand it below and populate its data regions. Click the arrowhead next to the name of the region to manually expand or collapse data regions.

Printer Friendly Version Click to access a read-only version of the page that expands all rows of all populated data regions. You can print this page using your browser's print functionality.

Click the Return button to return to the Organization Profile page.

Expand All and Collapse All Click to either expand or collapse all data regions below.

Clearance Required If this check box is selected, clearance is required before contacting the organization. Clearances are set on the Clearance page.

Prospect Manager Displays the name of the organization's assigned prospect manager. Prospect managers are assigned on the Staff Assignment, Volunteer Assignment, and Unit Assignment pages.

If the prospect manager has an active email address on the Electronic Addresses page, the name appears as a link. Click the link to launch your email application and send a message to that person's preferred email address.

Additional Information

The system displays messages at the bottom of the page based on the following conditions:

Note. Where no data exists, the system hides the data region.

<i>Data Region</i>	<i>Condition</i>	<i>Message</i>
Location	No data exists.	No Locations on file
Organization Departments	No data exists.	No Organization Departments on file
Organization Contacts	No data exists.	No Organization Contacts on file
Relationships	No data exists.	No Relationships on file
Attachments	No attachments exist.	No prospect attachments on file
Organization Attributes	No data exists.	No Organization Attributes on file
Organization Financial Information	No data exists.	No Organization Financial Information on file
Lifetime Giving Historical Giving	No data exists.	Constituent is not a donor
	Data exists but user does not have access to the Giving Profile - Org page from any menu.	Constituent is a donor
Matching Gifts	No data exists.	Not a Matching Gift donor
	Data exists but user does not have access to the Giving Profile - Org page from any menu.	Constituent is a Matching Gift donor
Involvement	No data exists.	No Involvement information on file
Memberships	No data exists.	No Membership information on file
	Data exists but user does not have access to the Membership History page from any menu.	Membership information on file

The system also displays messages in this area related to the following information:

Additional Information	Condition	Message
Ratings	Data exists in the AV_PRSN_RATING_E record.	Ratings information on file
	No data exists.	No Ratings information on file
Assigned Resources	Data exists in the AV_ASGN_STAFF, AV_ASGN_VOL, or AV_ASGN_UNIT record.	Prospect resources are assigned to the constituent
	No data exists.	No Resources are assigned to the constituent

Viewing Organization Details

Access the Organization Profile page, Organization Detail view.

Location

Location: **Primary**
2345 Picadilly Circle, Suite 4500
Mailstop 5-1
London, LINC5 AB7B 9AA, GBR

Phone Type:
Telephone: 012/456-2356
Email ID: czsmith@orqtesting.com
URL Address: www.orqtesting.com

Organization Departments
Customize | Find | View All | First 1-2 of 2 Last

Department	Department Type	Contact Name	Status	
Office of Goodwill	Adm Dept		Active	Details
Accounts Payable	Adm Dept		Active	Details

Organization Contacts
Customize | Find | View All | First 1-2 of 2 Last

Contact Name	Contact Type	Job Title	Status	
Wale,Tanya	Matching G	Director of Matching Gifts	Active	Details
Heller,Miranda	Primary	Accounts Payable Manager	Active	Details

Relationships
Customize | Find | View All | First 1-3 of 5 Last

Name	Relationship	Constituent Type	Year	Begin Date	End Date
The Other Corporation	Parent Company	Other Organization Type		07/12/2005	
Ryan Agency	Subsidiary	Corporation		07/26/2005	
Mister Systems	Parent Company			07/26/2005	

Organization Profile page (2 of 5)

The following table lists the information sections in this view and the pages from which the system derives the information:

Information Section	Page
Location	Location Detail
Organization Departments	Department Detail
Organization Contacts	Contact Detail
Relationships	Organization Relationships Org/Person Relationships
Attachments	Constituent Attachments

Location

Location	When you select a location, the system populates the address, phone, email, and URL address information.
Phone Type	The system displays the selected phone type.
Email ID	If the organization has an active email address in the system, it appears as a link. Click the link to launch your email application and send a message to the constituent.
URL Address	If the organization has an active website address on file, it appears as a link.

Note. The phone, email, and URL information that the system displays changes based on the location selected.

Organization Departments

Phone	Click the link to access the Department Phone Information page.
Location	Click the link to access the Department Location Information page.

Organization Contacts

Contact Name	Click to access the Organization Contact Phone information page.
Location	Click the link to access the Contact Location Information page.

Relationships

This group box displays a combination of organization-to-person and organization-to-organization relationships defined in the system.

Relationship Click to access the Relationship Detail page and view more details.

Attachments

You can click the View link to open the attachment in a new window.

See Also

Chapter 8, "Managing Constituent Data," page 143

Viewing Organization Financial Details

Access the Organization Profile page, Organization Financial Info view.

▼ Organization Attributes							
Find View All				First 1 of 1 Last			
Organization Type:	Business			Parent Organization:	Ryan Agency		
Proprietorship:	Public			Parent ID:	AV1070		
Stock Exchange:	NASDAQ			Employee Count:	3,200		
Symbol:	OTHC			Alumni Count:	2		
Industry Code (SIC):	7373 Comp. Integrated System Design			Foundation Type:			

▼ Organization Financial Information							
Customize Find View All				First 1-2 of 2 Last			
Fiscal Year	From Date	To Date	Revenue Amount	Expenses Amount	Assets Amount	Liability Amount	Contributions Total
2004	01/01/2004	12/31/2004	103,000,000.00	65,000,000.00	95,000,000.00	10,000,000.00	4,000,000.00
2003	01/01/2003	12/31/2003	94,000,000.00	45,000,000.00	50,000,000.00	5,000,000.00	2,000,000.00

Organization Profile page (3 of 5)

The following table lists the information sections in this view and the pages from which the system derives the information:

Information Section	Page
Organization Attributes	Organization Financial Information
Organization Financial Information	Organization Financial Information

Organization Attributes

Stock Exchange and Symbol	Displays the name of the stock exchange and the stock exchange symbol under which the organization's stock trades.
Industry Code (SIC)	Displays the Standard Industrial Code for the organization.
Employee Count and Alumni Count	Displays the number of people currently employed at the organization and the total number of alumni who are employees of the organization based on a system ID and a work experience record.

Organization Financial Information

Revenue Amount	Displays the total amount the organization received in revenues during the fiscal year.
Expenses Amount	Displays the total amount the organization incurred as expenses during the fiscal year.
Assets Amount	Displays the total worth of all assets held by the organization during the fiscal year.
Liability Amount	Displays the total amount of all liabilities owed by the organization during the fiscal year.
Contributions Total	Displays the total amount of all contributions made by the organization to the institution as well as other entities during the fiscal year.

See Also

Chapter 8, "Managing Constituent Data," Maintaining an Organization's Financial Information, page 164

Viewing Commitments

Access the Organization Profile page, Commitment view.

▼ Lifetime Giving			
Lifetime Commitments	19,060.00 USD	Lifetime Hard Credits:	9,060.00
Lifetime Open Pledges:	10,000.00	Largest Pledge:	6,000.00
Lifetime Gifts/Payments:	9,060.00	Largest Gift:	5,000.00
▼ Historical Giving			
Total Year-to-Date Giving	0.00	First Gift Year:	2006
Total Prior Year Giving:	0.00	Total Years Giving:	1
Last Gift Date:	09/10/2006	Consecutive Years Giving:	0
Last Gift Amount:	1,000.00	Transaction Register	
▼ Matching Gifts			
Lifetime Match:	1,000.00	YTD Match:	0.00
Open Matches:	0.00	Prev Yr Match:	0.00
Matching Gift Rules			

Organization Profile page (4 of 5)

The following table lists the information sections in this view and the pages from which the system derives the information:

<i>Information Section</i>	<i>Page</i>
Lifetime Giving	Giving Profile
Historical Giving	Giving Profile
Matching Gifts	Ext Org Matching Gifts

Note. If giving profile security is active, the system may not display the Lifetime Giving or Historical Giving group boxes. Instead, the system displays messages in the Additional Information group box. The messages indicate that the organization is a donor, but they provide no giving details.

Lifetime Giving

Lifetime Commitments Click to access the Giving Profile page for the organization.

Historical Giving

Total Year-to-Date Giving Click to access the Giving Profile page for the organization.

Transaction Register Click to access the Transaction Register - Org page to view more giving details.

Matching Gifts

- Lifetime Match**
- Click to access the Ext Org Matching Gifts page for the organization.
- Matching Gift Rules**
- Click to access the Matching Rules page for the organization.

See Also

[Chapter 19, "Analyzing Giving History," page 571](#)

Viewing Organization Participation

Access the Organization Profile page, Participation view.

▼ Involvement						
			Customize Find View All	First 1-3 of 3 Last		
Involvement Type	Involvement Category	Involvement	Start Date	End Date	Received Date	
Interest	Charitable	College of Bus. Coop Program	09/04/2006			
Award/Honor	Charitable	United Way			03/16/2004	
Affiliation	Professional	Metropolitan Arts Council	02/04/2002			

▼ Memberships						
			Customize Find View All	First 1-3 of 3 Last		
Membership Organization	Membership Number	Business Unit	Description	Membership Type	Start Date	Expiration Date
ALUMASSN	59	PSUNV	Annual Single	ANNUAL	09/10/2006	09/10/2008
FINE ARTS	60	PSUNV			09/10/2006	
PHXCHAP	61	PSUNV	Annual Membership	ANNUAL	09/10/2006	09/10/2007

Organization Profile page (5 of 5)

This table lists the information sections in this view and the pages from which the system derives the information:

Information Section	Page
Involvement	Involvement Summary
Memberships	Membership History Org (membership history organization)

Involvement

- Involvement**
- Click a link to access the Involvement Detail page for the organization.

Memberships

Membership Organization

Click a link to access the Membership Detail page for the organization.

Note. If business unit security is active, the system only displays member organizations for accessible business units.

See Also

[Chapter 13, "Managing Membership," page 361](#)

Viewing a Prospect Profile

Contributor Relations provides a Prospect Profile page that presents a 360-degree view of a prospect's connections with your institution. The page contains a large amount of information as well as links to other pages in the system to enable you to find more detailed information. The data regions available on the page will change, depending on whether the prospect is a person or an organization.

This section provides an overview of prospect profile views and discusses how to:

- View a general prospect profile.
- View prospect management details.
- View prospect philanthropic interests.

Note. If prospect management security is active, the system may not display this page at all. Instead, the system displays messages in the Additional Information group box at the bottom of the Person Profile or Organization Profile page. These messages provide information about the amount and type of prospect information in the system, but reveal no details.

Understanding Prospect Profile Views

Each profile view contains several data regions with summary information. The table below lists each data region and the profile view that contains it:

<i>Data Region</i>	<i>Profile View</i>
Assigned Resources	Prospect Management
Clearances	Prospect Management
Strategies	Prospect Management

Data Region	Profile View
Recent Actions	Prospect Management
Next Actions	Prospect Management
Ratings	Prospect Management
Charitable Involvement	Philanthropic Interests
Designations Supported	Philanthropic Interests
Personal Assets	Prospect Management (people only)
Planned Giving	Philanthropic Interests (people only)

As you collapse and expand each profile view, the system populates the data regions within them.

Page Used to View a Prospect Profile

Page Name	Definition Name	Navigation	Usage
Prospect Profile	AV_PROSPROF_P, AV_PROSPROF_E, AV_PROSPROF_W, AV_PROSPROF_WE	<ul style="list-style-type: none"> Contributor Relations, Constituent Information, Organizations, Organization Profile, Prospect Profile Contributor Relations, Constituent Information, Workset, Workset Constituent Info, Organization Profile, Prospect Profile Contributor Relations, Constituent Information, People, Person Profile, Prospect Profile Self Service, Outreach, View Person Information, Constituent Information, Person Profile, Prospect Profile 	View summary information about a prospect without having to navigate through the menus in the system.

Viewing a General Prospect Profile

Access the Prospect Profile page (Contributor Relations, Constituent Information, Organizations, Organization Profile, Prospect Profile). The default settings that determine what you see—which profile views expand, as well as the address, phone, and email views that appear—are defined on the Operator Defaults page.

The screenshot shows the 'Prospect Profile' page for 'Organization Testing Corp'. At the top, there are tabs for 'Organization Profile' and 'Prospect Profile', with 'Prospect Profile' being the active tab. Below the tabs, the page title 'Prospect Profile' is displayed. The main header area includes the organization name 'Organization Testing Corp', its ID 'AV5555', and its institution 'PSUNV'. The 'Constituent Type' is listed as 'Corporation'. On the left, there is a 'Profile View' dropdown menu set to 'Prospect Management', with buttons for 'Expand All' and 'Collapse All', and a link to the 'Printer Friendly Version'. On the right, there is a section titled 'Clearance Required' with a checked checkbox, and fields for 'Prospect Manager: Mario Capozzelli', 'Overall Status:', and 'Planned Giving Status:'.

Prospect Profile page (1 of 3)

Common Fields

Some fields on this page are not dependent on which profile view is expanded. The system always displays the following information at the top of the page: constituent name, ID, constituent type, class year (for people), institution, spouse button (for people, if a spousal relationship exists), and 3Cs/Service Indicator buttons.

Constituent Type	Click to access the Constituent Type Summary page for a person. It lists all types assigned to a constituent.
Year	<p>If academic information exists for the person in the system, the class year appears as a link. Click the link to access the Academic Information inquiry component.</p> <p>If no class year exists but the system has academic information for the prospect, then None appears here as a link. Click the link to access the Academic Information inquiry component.</p>
FERPA (Family Educational Rights and Privacy Act)	Click to access the FERPA display component for the person. It lists the prospect's personal data and specifies which information can be released.
Profile View	Select a profile view— <i>Prospect Management</i> or <i>Philanthropic Interests</i> —to expand it and populate its data regions. Click the arrow next to the region's name to manually expand or collapse data regions.

Printer Friendly Version Click to access a read-only version of the page that expands all rows of all populated data regions. You can print this page using your browser's print functionality.

Note. Set narrow print margins for your printer.

Click the *Return* button to return to the Prospect Profile page.

Expand All and Collapse All Click to either expand or collapse all data regions below.

Clearance Required If this check box is selected, clearance is required before contacting the prospect. You set clearances on the Clearance page.

Prospect Manager Displays the name of the prospect manager assigned to the constituent. Prospect managers are assigned on the Staff Assignment, Volunteer Assignment, and Unit Assignment pages.

If the prospect manager has an active email address on the Electronic Addresses page, the name appears as a link. Click the link to launch your email application and send a message to that person.

Additional Information

The system displays messages at the bottom of the page based on the following conditions:

Note. Where no data exists, the system hides the data region.

<i>Data Region</i>	<i>Condition</i>	<i>Message</i>
Assigned Resources	No data exists.	No resources are assigned to the constituent
Clearances	No data exists.	No current Clearances for this constituent
Strategies	No data exists.	No current Strategies for this constituent
Attachments	No attachments exist.	No prospect attachments on file
Recent Actions	No data exists.	No actions for this constituent have occurred in the last year
Next Actions	No data exists.	No future actions are scheduled for this constituent

<i>Data Region</i>	<i>Condition</i>	<i>Message</i>
Ratings	No data exists.	No Ratings information on file
Charitable Involvement	No data exists.	No Charitable Involvement information on file
Designations Supported	No data exists.	Constituent is not a donor
Personal Assets	No data exists.	No Personal Assets on file
Planned Giving	No data exists.	No Planned Giving information on file

See Also

PeopleSoft Enterprise Campus Community 9.0 Fundamentals PeopleBook, "Managing FERPA Privacy Control"

Viewing Prospect Management Details

Access the Prospect Profile page, Prospect Management view. The system does not display the Personal Assets section for organizations.

Assigned Resources

CustomizeFindView All

First1-2 of 2Last

Type	Resource Name	Role	Campaign
Staff	Capozzelli, Mario	Prospect Manager	Campaign 2000
Unit	Annual Giving	Acknowledgement Coordinator	

Clearances

CustomizeFindView All

First1 of 1Last

Intv Type	Description	Strategy Name	Start Date	End Date	Detail
CAMPAIGN	Campaign 2000		09/01/2000		Detail

Strategies

CustomizeFindView All

First1-2 of 2Last

Strategy Name	Last Update Timestamp
Org Testing Strategy 1	09/10/2006 9:14PM
Org Testing Strategy 2	09/10/2006 9:14PM

Recent Actions

CustomizeFindView All

First1 of 1Last

Planned Date	Complete Date	Action Description	Contact Type	Status	Result
09/10/2000	09/10/2006	Invite to sponsor Dean's Symposium	Letter	Complete	Accepted

Next Actions

CustomizeFindView All

First1-2 of 2Last

Planned Date	Action Description	Contact Type	Status
09/10/2006	Ask for Leadership Gift	Visit	Scheduled
10/10/2006	Follow-up visit	Visit	Scheduled

Ratings

CustomizeFindView All

First1-2 of 2Last

Rating Category	Rating Type	Rating Indicator	Rating Date	Potential Date
Giving Potential	Staff	10,001-25,000	09/10/2004	
Giving Potential	Staff	50,000-100,000	09/10/2006	

Prospect Profile page (2 of 3)

For person records, the Personal Assets grid will appear in the Prospect Management view.

This table lists the information sections in this view and the pages from which the system derives the information:

Information Section	Page
Assigned Resources	Prospect Assignments
Clearances	Clearance
Strategies	Strategy Summary
Recent Actions	Action Summary
Next Actions	Action Summary
Ratings	Ratings Summary
Personal Assets	Personal Assets

Assigned Resources

This group box displays current and future assignments.

Role	Click to access the Assignment Detail page.
Spouse	If this check box is selected, the prospect and spouse are linked and the same resources are assigned to them. This check box appears only for prospects that are people.

Clearances

Detail	Click to access the Clearance page to view more details.
---------------	--

Strategies

Strategy Name	Click to access the Prospect Strategy Detail page.
Spouse Link	If this check box is selected, a linked strategy exists for a spouse in the system.
Linked Actions	Click to access the Strategy Linked Actions page.

Recent Actions

This group box displays actions completed within the last year.

Action Description	Click to access the Action Detail page.
---------------------------	---

Next Actions

This group box displays incomplete actions scheduled in the past year as well as those with a planned date greater than today's date.

Action Description	Click to access the Action Detail page.
---------------------------	---

Ratings

Rating Category	Click to access the Ratings Detail page to view more ratings information.
------------------------	---

Personal Assets

This group box appears only for prospects that are people.

Description Click to access the Personal Asset Detail page for the prospect.

See Also

Chapter 9, "Managing Prospects," page 219

Viewing Prospect Philanthropic Interests

Access the Prospect Profile page, Philanthropic Interests view. The system does not display the Planned Gifts section for organizations.

Charitable Involvement					Customize Find View All 			First 	1-2 of 2 	Last
Type	Involvement	Start Date	End Date	Source						
Award/Honor	United Way									
Interest	College of Bus. Coop Program	09/04/2006								

Designations Supported								Customize Find View All 			First 	1-2 of 2 	Last
Des BU	Designation Name	Giving Credits		Recognition Credits		1st Gift Date	Last Gift Date	Count					
PSUNV	Business Dean's Fund	13,060.00	USD	0.00	USD	09/10/2001	09/10/2006	5					
PSUNV	Capital Campaign 2000 Fund	6,000.00	USD	0.00	USD	09/10/2006	09/10/2006	1					

Additional Information	
No additional profile information available	

Prospect Profile page (3 of 3)

This table lists the information sections in this view and the pages from which the system derives the information:

Information Section	Page
Charitable Involvement	Philanthropic Interests
Designations Supported	Philanthropic Interests
Planned Gifts	Planned Giving Summary

Charitable Involvement

This group box displays all details about any charitable activities, interests, affiliations, honors/awards, or other involvement for the prospect.

Designations Supported

This group box displays a sum of all gifts to a designation. This summary provides a picture of a prospect's giving trends.

Designation Name Click to access the Account Details page for the designation.

Planned Gifts

This group box appears only for prospects that are people.

Planned Gift Name Click to access the Bequest, Trust, Gift Annuity, or Pooled Income Fund Detail page for the prospect, depending on the type of planned gift that is selected.

See Also

Chapter 8, "Managing Constituent Data," page 143

Updating a Donor's Record or Adding a Donor

Use the Update Information pages to either update an existing donor's record or add a new donor to the system.

See Also

Chapter 17, "Entering Commitments," Updating or Adding a Constituent Who is a Person, page 454

Chapter 17, "Entering Commitments," Updating or Adding a Constituent Who is an Organization, page 456

Viewing a Constituent's Audience History

This section discusses how to review audience history.

Note. Separate Update Information pages exist for donors who are people and donors that are organizations.

Page Used to View a Constituent's Audience History

Page Name	Definition Name	Navigation	Usage
Audience History	AV_AUD_HISTORY AV_AUD_HISTORY_E	<ul style="list-style-type: none"> Contributor Relations, Constituent Information, People, Participation, Audience History Contributor Relations, Constituent Information, Organizations, Participation, Audience History 	<p>Assess the ways in which a constituent is being solicited. This page displays all the target audiences to which the constituent belongs.</p> <p>Audiences are defined for both initiatives and membership organizations, and are based on a variety of attributes. For example, an audience might consist of all constituents who have an involvement of <i>GOLF</i>.</p>

Reviewing Audience History

Access the Audience History page (Contributor Relations, Constituent Information, People, Participation, Audience History).

Audience History

Shawn Gallegher ID: AV0001

Constituent Type: [Alumni](#) Year: [2001](#) PSUNV Prospect Manager: Mario Capozzelli

*Time Frame: Current Refresh

Customize Find View All First 1-7 of 11 Last						
	Audience	Audience Type	Initiative	Initiative Type	Start Date	End Date
1	CLASS 49	Reporting	A&S99	CAMPAIGN	04/24/2006	
2	CLASS 49	Reporting	CSVCS	VOLUNTEER	04/24/2006	
3	CLASS 49	Reporting	HC99	EVENT	04/24/2006	
4	CLASS 49	Reporting	MERGERS	OTHER	04/24/2006	
5	CLASS 49	Reporting	MGAM99	MEMBERSHIP	04/24/2006	
6	CLASS 49	Segmentatn	50YRBANQ	EVENT	04/24/2006	
7	CLASS 49	Segmentatn	A&S99	CAMPAIGN	04/24/2006	

Audience History page

Audience Lists the name of the initiative audience to which the constituent belongs.

Audience Type Indicates whether the audience is for the purpose of *Administration*, *Segmentation*, or *Reporting*.

Initiative	Lists the name of the initiative to which the audience is associated.
Initiative Type	Indicates whether the initiative is a campaign, volunteer effort, event, membership effort, or other type.

Maintaining Involvement Information

This section provides an overview of involvement and discusses how to:

- Add involvement records.
- Filter involvement records.
- Create an involvement roster.

Understanding Involvement

The Involvement component of Contributor Relations enables you to maintain information about a constituent's activities, affiliations, interests, and awards and honors. When you create an involvement record, you identify the involvement type, a description of the involvement, a category such as charitable or political, an institution, and start and end dates.

Pages Used to Maintain Involvement Information

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Involvement	AV_INVLV AV_INVLV_E AV_INVLV_W	<ul style="list-style-type: none"> • Contributor Relations, Constituent Information, People, Biographic Information, Involvement • Contributor Relations, Constituent Information, Organizations, Participation, Involvement • Contributor Relations, Constituent Information, Workset, Involvement 	Add new involvement records for a constituent.

Page Name	Definition Name	Navigation	Usage
Involvement Filter	AV_INVLV_FLTR AV_INVLV_FLTR_E AV_INVLV_FLTR_W	<ul style="list-style-type: none"> Contributor Relations, Constituent Information, People, View Person Information, Participation, Involvement Summary, Involvement Filter Contributor Relations, Constituent Information, Organizations, Participation, Involvement Summary, Involvement Filter Contributor Relations, Constituent Information, Workset, Workset Constituent Info, Involvement Summary, Involvement Filter 	Filter the types of involvement that you view on the Involvement Summary page.
Involvement Summary	AV_INVLV_SMRY AV_INVLV_SMRY_E AV_INVLV_SMRY_W	<ul style="list-style-type: none"> Click the Search button on the Involvement Filter page. Contributor Relations, Constituent Information, People, Participation, Involvement Summary, Involvement Summary Contributor Relations, Constituent Information, Organizations, Participation, Involvement Summary Contributor Relations, Constituent Information, Workset, Workset Constituent Info, Involvement Summary, Involvement Summary 	View a list of the involvement records that match the filter criteria that you specify on the Involvement Filter page.

Page Name	Definition Name	Navigation	Usage
Involvement Detail	AV_INVLV_DTL_SP	<ul style="list-style-type: none"> You can access the Involvement Detail page through multiple navigation paths. The most frequently used path follows: Click the Detail link on the Involvement Summary page. 	View additional information about an involvement record.
Roster Filter	AV_I_INVLV_FLTR	Contributor Relations, CR Reports, Involvement Roster, Roster Filter	Create a list of all the constituents who share common involvement. For example, you can generate a list of the constituents who participated in the annual 10k walk on your campus or a list of constituents with an interest in golfing.
Roster List	AV_I_INVLV_SMRY	Contributor Relations, CR Reports, Involvement Roster, Roster List	View a list of constituents who share a common involvement based on the selections that you made on the Involvement Roster page.

Adding Involvement Records

Access the Involvement page (Contributor Relations, Constituent Information, People, Biographic Information, Involvement).

Involvement	
Shawn Gallegher	
ID: AV0001	
Constituent Type: Alumni	Year: 2001 PSUNV Prospect Manager: Mario Capozzelli
<div> <div>Involvement</div> <div>Find View All First 1 of 5 Last</div> </div>	
*Involvement Type	<input type="text" value="ACT"/> Activity
*Involvement Category	<input type="text" value="CHAR"/> Charitable
*Involvement:	<input type="text" value="UNWAY"/> United Way
Start Date:	<input type="text" value="06/01/1998"/>
End Date:	<input type="text"/>
Received Date:	<input type="text"/>
Source Description:	<input type="text"/>
Last Modified Date:	07/26/1998

Involvement page

Involvement Type	Select an involvement type, such as a constituent's interest, activities, awards, or affiliations. Its description appears to the right.
Involvement Category	Select a category of involvement information such as professional, charitable, academic, social, religious, and so on. The category's description appears to the right.
Involvement	Select an involvement code from the available options, which are defined by your institution. The code's description appears to the right.
Institution	Indicate with which institution the involvement is associated.
Received Date	If the involvement type is <i>Award and Honor</i> or another type that requires a received date rather than a date range, enter the date in the Rcvd Dt field. Make this determination when defining involvement types.
Source Description	The person or publication that alerted you to the constituent's involvement.
Last Modified Date	The date on which this information was most recently updated.

Filtering Involvement Records

Access the Involvement Filter page (Contributor Relations, Constituent Information, People, View Person Information, Participation, Involvement Summary, Involvement Filter).

Shawn Gallagher ID: AV0001

Constituent Type: [Alumni](#) Year: [2001](#) PSUNV Prospect Manager: Mario Capozzelli

*Time Frame: From Date: To Date:

Institution:

Involvement Type Find | View All First 1 of 1 Last

Involvement Category Find | View All First 1 of 1 Last

Search

Involvement Filter page

- Institution** Select the institution for which you want to view involvement information.
- Involvement Type** Select the involvement types about which you want to view information on the Involvement Summary page.
- Involvement Category** Select the involvement categories about which you want to view information on the Involvement Summary page. Involvement categories describe the nature of the involvement.
- Search** Click to retrieve a list of the involvement records that match the criteria that you selected on the Involvement Summary page.

Creating an Involvement Roster

Access the Roster Filter page (Contributor Relations, CR Reports, Involvement Roster, Roster Filter).

Roster FilterRoster List

Institution:

PSUNV

PeopleSoft University

Involvement Type:

ACT

Activity

Involvement Category:

MUSIC

Music

Involvement Code:

BAND

Marching Band

Person / Organization:

Person

From Start Date:

To Start Date:

From End Date:

To End Date:

From Received Date:

To Received Date:

Search

Roster Filter page

Involvement Type	Select the involvement type for which you want to create a roster. Its description appears to the right.
Involvement Category	Select the involvement category for which you want to create a roster. Involvement categories describe the nature of the involvement, such as <i>Professional, Political, Charitable</i> , and so on. The description of the category appears to the right.
Involvement Code	Select the involvement code for which you want to create a roster. Involvement codes describe the specific involvement, such as <i>Golf, Hunting, Dancing, Kiwanis Club</i> , and so on. The description of the code appears to the right.
Search	Click to retrieve a list of involvement records that make up your roster on the Roster List page.
	Note. The maximum retrieval value, set on the Institution Installation page, determines the maximum number of results returned per search.

You can build a workset from the records that you retrieve on the Roster List page.

See Also

[Chapter 3, "General Functions Used Throughout the System," Building a Workset From a Page in the System, page 26](#)

Establishing Relationships

This section provides an overview of relationships, lists common elements, and discusses how to:

- Establish a person-to-person relationship.
- Establish an organization-to-organization relationship.
- Establish a person-to-organization relationship.
- Establish an organization-to-person relationship.

Understanding Relationships

You can establish relationships between two people, two organizations, or a person and an organization.

The relationships that you establish can be reciprocal—that is, when you indicate a relationship in one record, the system creates the relationship in the corresponding record. For example, if you are working with Shawn Gallagher and you create a relationship for him as a trustee of Ford Motor Foundation, the system automatically creates the corresponding relationship in Ford Motor Company's record.

Common Elements Used in This Section

Relationship Nbr (relationship number)	The system automatically generates a relationship number when you establish and save a relationship.
Related ID	Enter the ID of the person or organization to which this constituent is related. Select a related ID if the organization exists in the system.
Relationship	Select the nature of the relationship, such as person to organization, organization to organization, or organization to person. Relationship types are shipped with the system as translate values. Do not modify these translate values. Any modifications to these values requires substantial programming.
Source Description	Enter the name of the person or publication that provides your institution with information about this relationship.

Pages Used to Establish Relationships

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Relationships	AV_RELATIONSHIPS_E	Contributor Relations, Constituent Information, Organizations, Relationships, Org to Org Relationships	Record information about a relationship between two organizations.
Address Detail	AV_ADDRESS_SP AV_ADDRESS_2_SP	You can access the Address Detail page through multiple navigation paths. A frequently used path is: Click the Address link on the Relationships page.	Enter and view address information for a person or organization for which no record exists in the system.
Person / Org Relationships (person to organization relationships)	AV_RELATION_PE	Contributor Relations, People, Relationships, Person to Org Relationships	Establish a relationship from a person to an organization. Use this page when creating the relationship from the person's record to the organization.
Org / Person Relationships (organization to person relationships)	AV_RELATION_EP	Contributor Relations, Constituent Information, Organizations, Relationships, Org to Person Relationships	Establish a relationship from an organization to a person. Use this page when creating the relationship from the organization's record to the person.
Relationship Summary	AV_CNST_RELATION AV_CNST_RELATION_W	Contributor Relations, Constituent Information, Workset, Workset Constituent Info, Relationships - Workset, Relationship Summary - Workset	View information about the relationships that a person has with other people and organizations.
Relationship Detail	AV_RELATE_E_SP AV_RELATION_EP_SP AV_RELATION_PE_SP	Click the Details button on the Relationship Summary page.	View additional information about a particular relationship, such as relationship begin and end dates, address information, and comments.

Page Name	Definition Name	Navigation	Usage
Address Information	AV_REL_ADDR_SEC	Click the Address button on the Relationship Detail page.	View existing address information for people or organizations in the system with a relationship assigned. The system displays address information stored on the ADDRESSES table, for both the primary ID and the related ID.
Org Relationship Summary (organization relationship summary)	AV_ORG_RELATION AV_ORG_RELATION_W	<ul style="list-style-type: none"> Contributor Relations, Constituent Information, Organizations, Relationships, Relationship Summary Contributor Relations, Constituent Information, Workset, Workset Constituent Info, Relationships - Workset, Org Relationship Summary - WS 	View information about the relationships that an organization has with other people and organizations.

Establishing a Person-to-Person Relationship

Access the Relationships page.

Use the Relationships page to record information about relationships between two people.

See Also

PeopleSoft Enterprise Campus Community 9.0 Fundamentals PeopleBook, "Managing Biographical Information," Managing Relationships Data

Establishing an Organization-to-Organization Relationship

Access the Relationships page (Contributor Relations, Constituent Information, Organizations, Relationships, Org to Org Relationships).

Relationships

Ford Motor Company ID: AV1000

Relationship Detail Find | View All First 1 of 2 Last

Relation Nbr: 30 Related ID:

Relationship: Branch Reciprocal Relation:

Description: Testing

Begin Date: 09/19/2000 End Date:

Source Description:

Email ID:

URL Address:

Comment:

[Address](#)

Relationships page

Reciprocal Relation Select the corresponding relationship. For example, if an organization is a parent company, the reciprocal relation might be *Subsidiary*. You define reciprocal relations using the Reciprocal Relationship page.

Description If you do not select a related ID, enter the name of the related organization. If you select a related ID, the name of the organization appears.

Address If the related organization does not have an ID in the system, click to enter address information on the Address Detail page.

See Also

PeopleSoft Enterprise Campus Community 9.0 Fundamentals PeopleBook, "Managing Biographical Information," Managing Addresses and Phone Data

Establishing a Person-to-Organization Relationship

Access the Person / Org Relationships page (Contributor Relations, People, Relationships, Person to Org Relationships).

Person / Org Relationships

Shawn Gallagher
ID: AV0001

Constituent Type: [Alumni](#)
Year: [2001](#) PSUNV
Prospect Manager: Mario Capozzelli

Relationships

Find | View All

First 1 of 2 Last

Relation Nbr: 11
Related ID: AV2000

*Relationship: Board Member or Officer

Description: Lambert Manufacturing

Begin Date: 08/15/1996 End Date:

Source Description:

Comment:

[Address](#)

Person / Org Relationships page

Relationship Enter the relationship that the person has with the organization. For example, if you are defining a trustee/foundation relationship, the person relationship is *Trustee or Officer*.

Description Displays the name of the related organization.





Establishing an Organization-to-Person Relationship

Access the Org / Person Relationships page (Contributor Relations, Constituent Information, Organizations, Relationships, Org to Person Relationships).

Org / Person Relationships

Ford Motor Company

ID: AV1000



Constituent Type: Corporation

Institution: PSUNV

Prospect Manager: NONE

Relationship Detail

Find | View All | First 1 of 3 Last

Relation Nbr: 19

Related ID: AV0008

*Relationship: Board Member or Officer

Name: Carroll,James

Prefix:

Suffix:

Gender: U

SSN: 877-99-1777

Begin Date: 07/31/1998

End Date:

Source Description:

Comment:

Address

Org / Person Relationships page

- Relationship

Enter the relationship that the organization has with the person. For example, if you are defining a trustee/foundation relationship, the person's relationship to the organization is *Trustee*.
- Related ID

Select the name of the related person.
- Prefix

If you do not select an ID, select a name prefix. If you select an ID, the person's name prefix appears.
- Suffix

If you do not select an ID, select a name suffix. If you select an ID, the person's name suffix appears.
- SSN (social security number)

If you do not select an ID, enter the person's SSN. If you select an ID, the person's SSN appears.

Chapter 9

Managing Prospects

This chapter provides an overview of prospect management and discusses how to:

- Create resource assignments.
- Create prospect strategies.
- Track prospect data.
- Implement a prospect plan.

See Also

Chapter 5, "Setting Up Prospects," page 43

Understanding Prospect Management

This section lists prerequisites and discusses prospect management.

Prerequisites

Before you can assign staff members, volunteers, and business unit resources to manage prospects, you must set them up and assign them to roles at your institution.

See Chapter 2, "Setting Up Your Contributor Relations Framework," Adding Resources, page 15.

Prospect Management

To manage prospects effectively, you must evaluate constituents, create comprehensive cultivation-activity plans, and constantly monitor and revise those plans. Contributor Relations enables you to do this by maintaining extensive prospect information and providing tools that you can use to effectively implement and manage cultivation plans.

You can assign prospects to the staff members, volunteers, and units that are responsible for prospect management. For each assignment that you create, you can assign an institution-defined role or a reason for the assignment. Roles are the undertakings (such as Prospect Manager, Campaign Manager, Solicitor, and so on) that are assumed by the assigned resources at your institution.

Creating Resource Assignments

You can assign prospects to resources in two ways:

- Create *mass* assignments, whereby you assign a group of prospects to a particular resource and role.
- Create *individual* assignments, whereby you assign a single prospect to a resource.

This section lists common elements and discusses how to:

- Create mass assignments.
- Create individual staff assignments.
- Create individual volunteer assignments.
- Create individual unit assignments.
- View the prospects assigned to a resource.
- View resource assignments.
- Generate the Role Assignments report.

Common Elements Used in This Section

Campaign

Select an organized institutional effort (targeted to a specific constituency) that occurs over a specified period with specific purposes and goals. When you select a campaign, its description appears to the right of this field.

Role

Select the role that the resource plays in the cultivation process. Roles are determined by your institution. Values include *PM* (Prospect Manager), *SOL* (Solicitor), and *CM* (Campaign Manager).

The list of available role values for each assignment is affected by the selections you made in the Assignment Role Option group box on the CR Installation page.

Note. Each prospect can have only one resource at a time assigned to the *PM* role.

Pages Used to Create Resource Assignments

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Mass Assign Staff	AV_MASS_PRSN AV_MASS_PRSN_WS	<ul style="list-style-type: none"> Contributor Relations, Prospect Management, Prospect Resources, Mass Assignments, Mass Staff Assignments Contributor Relations, Prospect Management, Prospect Resources, Mass Assignments, Mass Assign Staff - Workset 	Assign groups of prospects to a staff member.
Mass Assign Units	AV_MASS_UNIT AV_MASS_UNIT_WS	<ul style="list-style-type: none"> Contributor Relations, Prospect Management, Prospect Resources, Mass Assignments, Mass Unit Assignments Contributor Relations, Prospect Management, Prospect Resources, Mass Assignments, Mass Assign Unit - Workset 	Assign groups of prospects to a unit.
Mass Assign Volunteers	AV_MASS_VOL AV_MASS_VOL_WS	<ul style="list-style-type: none"> Contributor Relations, Prospect Management, Prospect Resources, Mass Assignments, Mass Volunteer Assignments Contributor Relations, Prospect Management, Prospect Resources, Mass Assignments, Mass Assign Volunteers - WS 	Assign groups of prospects to a volunteer.

Page Name	Definition Name	Navigation	Usage
Staff Assignment	AV_STAFF_ASGN AV_STAFF_ASGN_E AV_STAFF_ASGN_W	<ul style="list-style-type: none"> Contributor Relations, Prospect Management, Prospect Resources, Assign Prospect Resources, Staff Assignment Contributor Relations, Prospect Management, Prospect Resources, Assign Prospect Resources Org, Staff Assignment Contributor Relations, Prospect Management, Prospect Resources, Assign Resources - Workset, Staff Assignment 	Assign individual prospects to a staff member.
Volunteer Assignment	AV_VOL_ASGN AV_VOL_ASGN_E AV_VOL_ASGN_W	<ul style="list-style-type: none"> Contributor Relations, Prospect Management, Prospect Resources, Assign Prospect Resources, Volunteer Assignment Contributor Relations, Prospect Management, Prospect Resources, Assign Prospect Resources Org, Volunteer Assignment Contributor Relations, Prospect Management, Prospect Resources, Assign Resources - Workset, Volunteer Assignment 	Assign individual prospects to a volunteer.

Page Name	Definition Name	Navigation	Usage
Unit Assignment	AV_UNIT_ASGN AV_UNIT_ASGN_E AV_UNIT_ASGN_W	<ul style="list-style-type: none"> Contributor Relations, Prospect Management, Prospect Resources, Assign Prospect Resources, Unit Assignment Contributor Relations, Prospect Management, Prospect Resources, Assign Prospect Resources Org, Unit Assignment Contributor Relations, Prospect Management, Prospect Resources, Assign Resources - Workset, Unit Assignment 	Assign individual prospects to a unit.
Resource Filter	AV_RSRC_ASGN_INQ	Contributor Relations, Prospect Management, Prospect Resources, Resource Assignments, Resource Filter	Select the individual resource, or type of resource, for which to view a list of assigned prospects.
Resource Assignments	AV_RSRC_ASGN_INQ2	Contributor Relations, Prospect Management, Prospect Resources, Resource Assignments, Resource Assignments	View a list of the prospects who are assigned to the resource. Prospect assignments that meet the criteria that you selected on the Resource Filter page appear on this page.
Assignment Detail	AV_ASGN_INQ_DTL_SP	<ul style="list-style-type: none"> You can access the Assignment Detail page through multiple navigation paths. The most frequently used paths are: Click the Detail button on the Resource Assignments page. Click the Detail button on the Prospect Assignments page. 	View additional information about an assignment.

Page Name	Definition Name	Navigation	Usage
Prospect Assignments	AV_PRSP_ASGN_INQ AV_PRSP_ASGN_INQ_E AV_PRSP_ASGN_INQ_W	<ul style="list-style-type: none"> Contributor Relations, Prospect Management, Prospect Resources, Prospect Assignments Contributor Relations, Prospect Management, Prospect Resources, Prospect Assignments - Org Contributor Relations, Prospect Management, Prospect Resources, Prospect Assignments - Workset 	View a list of the resources that are assigned to a prospect for cultivation purposes at your institution. Assigned resources can include staff members, volunteers, and units.
Role Assignments	AV_RUNCTL_ROLE	Contributor Relations, CR Reports, Role Assignments	Set parameters for the assignments to view on the Role Assignments report.

Creating Mass Assignments

Access the Mass Assign Staff, Mass Assign Units, or Mass Assign Volunteers page (Contributor Relations, Prospect Management, Prospect Resources, Mass Assignments, Mass Staff Assignments). The Mass Assign Staff page is shown; the appearance of the other pages will differ somewhat.

Mass Assign Staff			
*Institution:	PSUNV	PeopleSoft University	
Staff ID:	AV0007	Whitney, Christopher	
Role:	CM	Campaign Manager	
Campaign:	SCHOLARSHIP	Scholarship Campaign	
*Start Date:	06/23/2004	End Date:	12/31/2005

Persons Assigned		Organizations Assigned	
ID	Name	External Org ID	Description
1 AV0001	Gallegher, Shawn	1 AV2000	Lambert Manufacturing

Mass Assign Staff page

This page enables you to assign a group of prospects to a resource for the same reason. When you create mass assignments, the system:

- Generates an assignment record for each prospect in the group.
- Adds each prospect into the resource's MYPROS workset.

See *PeopleSoft Enterprise Campus Self Service 9.0 PeopleBook*, "Using Self-Service Outreach," Creating and Maintaining the My Prospects Workset.

Institution	Select the institution associated with the resource that you are assigning.
	Note. If your security access limits you to one academic institution, this field does not appear.
Staff ID, Volunteer ID, or Unit ID	Enter the ID of the resource for which you are creating mass assignments. Select a staff ID, a volunteer ID, or a unit ID, depending on the resource type for which you are creating assignments.
Role	<p>The values that you selected in the Assignment Role Option group box of the CR Installation page affect the IDs that are available for this field.</p> <p>If <i>Defined</i> was selected on the CR Installation page, only roles assigned to the selected ID appear here.</p> <p>If <i>Class</i> was selected, only roles for the ID type selected (staff, volunteer, or unit) appear here.</p> <p>If <i>All</i> was selected, all roles defined in the system appear, regardless of their ID or type.</p>
Workset Code	If you are entering mass assignments for a workset, enter the workset code for the workset to which to apply the assignment. The IDs and names of each constituent in the workset appear in the lower portion of this page.

Persons Assigned

ID and Name	Identify each prospect to be assigned to the resource and role that you selected. When you enter an ID, the person's name appears.
--------------------	--

Organizations Assigned

External Org ID (external organization ID) and Description	Identify each external organization to be assigned to the resource and role that you selected. When you enter an ID, its description appears.
---	---

Workset Members

ID and Name	When you select a workset code, the ID or name of each constituent in the workset appears.
--------------------	--

Creating Individual Staff Assignments

Access the Staff Assignment page (Contributor Relations, Prospect Management, Prospect Resources, Assign Prospect Resources, Staff Assignment).

Staff Assignment		Volunteer Assignment		Unit Assignment	
Gallegher, Shawn		ID: AV0001			
Constituent Type: Alumni		Year: 2001		Institution: PSUNV	
Assignments Find View All First 1 of 2 Last					
*Staff ID:	AV0022	Capozzelli, Mario			
Roles Find View All First 1 of 1 Last					
*Role:	PM	Prospect Manager			
Campaign:	ANNFUND	Annual Fund Campaign			
*Start Date:	07/24/1998				
End Date:					

Staff Assignment page

Staff ID, Volunteer ID, or Unit Depending on which page you access, enter the staff ID, the volunteer ID, or the unit ID for the resource that you are assigning to a prospect.

Spouse Link Select to indicate that the prospect's spouse is to receive the same resource assignment. The assignment is made on the corresponding report and display pages, but it is not included in the assignment totals for those pages.

Note. If this check box is unavailable for entry, one of the following is true:

- The prospect does not have a spousal relationship established in the system.
- The prospect or the prospect's spouse is deceased.

If you select this check box, the application copies the assignment to the spouse's record. If the assignment already exists on that record, only the link is established. If the assignment is for the role of Prospect Manager, the spouse cannot have another current Prospect Manager assignment. If a current Prospect Manager assignment exists on the spouse's record, an error message appears and the system does not copy the assignment.

Creating Individual Volunteer Assignments

Access the Volunteer Assignment page (Contributor Relations, Prospect Management, Prospect Resources, Assign Prospect Resources, Volunteer Assignment).

Staff Assignment	Volunteer Assignment	Unit Assignment
Gallagher, Shawn Constituent Type: Alumni		ID: AV0001 Year: 2001 Institution: PSUNV
<div> <div> Assignments Find View All First ◀ 1 of 1 ▶ Last </div> <div> Volunteer ID: <input type="text" value="AV0007"/> Whittey, Christopher <div>+ -</div> </div> </div>		
<div> <div> Roles Find View All First ◀ 1 of 1 ▶ Last </div> <div> *Role: <input type="text" value="SEC"/> Secretary/Treasurer <div>+ -</div> </div> <div> Campaign: <input type="text" value="EDUCATION"/> College of Education Campaign </div> <div> *Start Date: <input type="text" value="08/10/1998"/> </div> <div> End Date: <input type="text"/> </div> </div>		

Volunteer Assignment page

Although this page contains the same fields as the Staff Assignment page, volunteer assignment differs slightly. Volunteer IDs are not necessarily staff members; they are the IDs of people being assigned to a prospect or action in a role for a specified period of time.

Note. You must set up an ID on the Volunteers page in order for it to appear as a valid Volunteer ID on this page.

See Also

[Chapter 9, "Managing Prospects," Creating Individual Staff Assignments, page 225](#)

Creating Individual Unit Assignments

Access the Unit Assignment page (Contributor Relations, Prospect Management, Prospect Resources, Assign Prospect Resources, Unit Assignment).

Staff Assignment		Volunteer Assignment		Unit Assignment	
Gallegher, Shawn		ID: AV0001			
Constituent Type: Alumni		Year: 2001		Institution: PSUNV	
Assignments Find View All First 1 of 1 Last					
*Unit:		ALUMREL	Alumni Reunions Team		
Roles Find View All First 1 of 1 Last					
*Role:		SOL	Solicitor		
Campaign:		ANNFUND	Annual Fund Campaign		
*Start Date:		06/23/2004			
End Date:					

Unit Assignment page

Although this page contains the same fields as the Staff Assignment page, unit assignment differs slightly. Unit IDs are groups, not individuals, assigned to a prospect or action in a role for a specified period of time.

Note. You must set up a unit on the Units page in order for it to appear as a valid unit on this page.

See Also

[Chapter 9, "Managing Prospects," Creating Individual Staff Assignments, page 225](#)

Viewing the Prospects Assigned to a Resource

Access the Resource Filter page (Contributor Relations, Prospect Management, Prospect Resources, Resource Assignments, Resource Filter).

Resource Filter		Resource Assignments	
Institution:		PSUNV PeopleSoft University	
Assigned Resource:		Staff	
Staff ID:		AV0007	Whitney, Christopher
Role:			
Time Frame:		Current	

Resource Filter page

After you have selected criteria on this page, you can view the list of prospects who are assigned to the resource that you selected on the Resource Assignments page.

Assigned Resource Select the type of resource to view assignments for. Values are *Staff*, *Volunteer*, and *Unit*.

These values are delivered with the system as translate values. Do not modify these values in any way. Any modifications to these values will require a substantial programming effort.


Staff ID, Volunteer ID, or Unit ID Select the ID for the resource whose prospect assignments you want to view. The label for this field depends on your selection in the Assigned Resource field. Click the prompt to access the Lookup Staff ID search page, where you can search for resources of the selected type that have prospect assignments. Use the search keys and wildcards to narrow the list of returned staff members on the Resource Assignments page.

Search Click to retrieve a list of the prospects that match the criteria that you selected. The list of prospects matching your criteria appears on the Resource Assignments page.

Note. The Maximum Retrieval value set on the Institution Installation page determines the maximum number of results returned per search.

Viewing Resource Assignments

Access the Resource Assignments page (Contributor Relations, Prospect Management, Prospect Resources, Resource Assignments, Resource Assignments).

Resource Filter		Resource Assignments				
Institution:		PSUNV PeopleSoft University				
		Customize Find View All  First 1-3 of 3 Last				
	Select	Assigned Prospect	Assigned Resource	Role	Active	Details
1	<input type="checkbox"/>	Talley,Judith	Whitney,Christopher	Solicitor	<input checked="" type="checkbox"/>	Details
2	<input type="checkbox"/>	Silver,Jonathan	Whitney,Christopher	Solicitor	<input checked="" type="checkbox"/>	Details
3	<input type="checkbox"/>	Liendo,Ramon	Whitney,Christopher	Solicitor	<input checked="" type="checkbox"/>	Details

Resource Assignments page

Assigned Prospect Displays the name of the donor prospect for which a resource assignment exists.

Assigned Resource Displays the name of the staff member, volunteer, or unit assigned to the prospect.

Role Displays the function of the resource assigned, such as *Prospect Manager* or *Solicitor*.

Active Indicates that the resource assignment is currently active.

Details

Click this link in any row to view detailed information about the prospect's assignment on the Assignment Detail page.

You can build a workset from this page.

See Also

Chapter 3, "General Functions Used Throughout the System," Building a Workset From a Page in the System, page 26

Generating the Role Assignments Report

Access the Role Assignments page (Contributor Relations, CR Reports, Role Assignments).

Role Assignments

Run Control ID: PS

[Report Manager](#) [Process Monitor](#) Run

*Institution:

PSUNV

PeopleSoft University

*Assigned Resource:

Staff

*Time Frame:

Current

*Role:

CM

Campaign Manager

*Sort By:

Count

*Sort Order:

Descending

Report Type

☒ Summary

☐ Detail

Role Assignments page

Institution

Select the institution for which to generate a report. The report contains information about assignments only for the institution that you select.

Assigned Resource

Select the resource type for which to generate a list of assignments. You can select *Staff*, *Volunteer*, or *Unit*.

The values in this field are delivered with the system as translate values. Do not modify these values in any way. Any modifications to these values will require a substantial programming effort.

230

Copyright © 1988, 2010, Oracle and/or its affiliates. All Rights Reserved.

Sort By	<p>Select the sort order for the list of resources that appears on the report. You can sort by <i>Count</i>, <i>ID</i>, or <i>Name</i>.</p> <p>If you select <i>Count</i>, the Role Assignments report will order the staff IDs by the highest number of assignments.</p> <p>If you select <i>ID</i>, the report will list the staff by their ID numbers.</p> <p>If you select <i>Name</i>, the report will list the staff in alphabetical order.</p> <hr/> <p>Note. The values in the Sort By and Sort Order fields will appear on the report, so you'll know how you chose to sort this information.</p> <hr/> <p>The sort by values are delivered with the system as translate values. Do not modify these values in any way. Any modifications to these values will require a substantial programming effort.</p>
Sort Order	<p>Specify whether to view the information on the report in <i>Ascending</i> or <i>Descending</i> order.</p> <p>Descending order means that the values in the Sort By field will be sorted from highest value to lowest value. Ascending order means that the values will be sorted from lowest value to highest value.</p>
Report Type	<p>Select the type of report to generate.</p> <p>Select <i>Summary</i> to produce a one-page report that includes the ID and name of the assigned resource, and the number of assignments he or she has that meet the parameters that you set for the report.</p> <p>Select <i>Detail</i> to produce a one-page summary and a separate page for each resource. The separate page will include the ID and name of each prospect assigned, the associated campaign, start date, end date, and whether the spouse's record is linked.</p>

See Also

[Appendix C, "Contributor Relations Reports," Contributor Relations Reports: Selected Reports, page 657](#)

Creating Prospect Strategies

This section provides an overview of prospect strategies and discusses how to:

- Create an overall cultivation strategy.
- View actions linked to a strategy.
- View a strategy summary.
- View prospect strategy details.

Understanding Prospect Strategies

Strategies are overall plans for the cultivation of a prospect. You can have multiple strategies for each prospect. You use the Prospect Strategy component to create strategies.

You can link strategies to a prospect's spouse and to the prospect actions that you have created. For example, if the cultivation goal for Shawn Gallegher focuses on board member involvement and cultivation toward a major gift to a campaign, you can link the entire strategy to the record of Shawn's spouse. Also, if you create an action to invite Shawn Gallegher to an event that promotes the campaign, you can associate that action with his strategy.

Pages Used to Create Prospect Strategies

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Prospect Strategy	AV_PRSP_STRATEGY AV_PRSP_STRATEGY_E AV_PRSP_STRATEGY_W	<ul style="list-style-type: none"> Contributor Relations, Prospect Management, Stewardship Plans, Prospect Strategy, Strategy - Person, Prospect Strategy Contributor Relations, Prospect Management, Stewardship Plans, Prospect Strategy, Strategy - Organization, Prospect Strategy Contributor Relations, Prospect Management, Stewardship Plans, Prospect Strategy, Strategy - Workset, Prospect Strategy 	Create an overall cultivation strategy for a prospect.

Page Name	Definition Name	Navigation	Usage
Linked Actions	AV_PRSP_STRAT_ACTN AV_PRSP_STRAT_AC_E AV_PRSP_STRAT_AC_W	<ul style="list-style-type: none"> Contributor Relations, Prospect Management, Stewardship Plans, Prospect Strategy, Strategy - Person, Linked Actions Contributor Relations, Prospect Management, Stewardship Plans, Prospect Strategy, Strategy - Organization, Linked Actions Contributor Relations, Prospect Management, Stewardship Plans, Prospect Strategy, Strategy - Workset, Linked Actions 	View the actions that are linked to a prospect's overall strategy.
Strategy Summary	AV_STRT_SMRY AV_STRT_SMRY_E AV_STRT_SMRY_W	<ul style="list-style-type: none"> Contributor Relations, Prospect Management, Stewardship Plans, Prospect Strategy, Strategy Summary - Person Contributor Relations, Prospect Management, Stewardship Plans, Prospect Strategy, Strategy Summary - Organization Contributor Relations, Prospect Management, Stewardship Plans, Prospect Strategy, Strategy Summary - Workset 	View a summary of the strategies for a prospect.
Prospect Strategy Detail	AV_PRSP_STRAT_SP	Click the Details link on the Strategy Summary page.	View additional information about a particular prospect strategy.

Creating an Overall Cultivation Strategy

Access the Prospect Strategy page (Contributor Relations, Prospect Management, Stewardship Plans, Prospect Strategy, Strategy - Person, Prospect Strategy).

Prospect Strategy | **Linked Actions**

Shawn Gallegher ID: AV0001
Constituent Type: [Alumni](#) **Year:** 2001 **Institution:** PSUNV

Prospect Mgr: Mario Capozzelli **Overall Status:** Active

Strategy Find | View All First 1 of 1 Last

Strategy Name: + -
Strategy Status: Add Action **Last Updt:** 07/24/98 10:11AM
Description:
 + -

Strategy Initiative Find | View All First 1 of 1 Last

Initiative Type **Initiative** + -

Prospect Strategy page

Overall Status Select the status of cultivation in which the prospect is currently involved. Values include *Active*, *In Negotiation*, *Prospect*, *Suspect*, and *Ultimate Gift*. Values for this field are delivered with the system as translate values. You can modify these translate values.

Strategy Name Enter a descriptive title for the strategy that you are creating.

Spouse Link Select to link the strategy to the prospect's spouse. When you link a strategy to a spouse's record, any updates that you make to the strategy on one prospect's record are automatically updated on the linked record.

If you clear this check box, the strategy is no longer linked to the spouse's record. Clearing the check box creates a disconnect between the two spouse strategies. Changes to one record no longer change the other.

Note. If a constituent does not have a spousal relationship in the system, this check box is unavailable for selection.

Strategy Status Select the current state of progression for the strategy. Values for this field are delivered with the system as translate values. You can modify these translate values.

Add Action Click to access the Actions component, where you can add actions that are related to the strategy that you have created.

Note. You must save the prospect's strategy before this button becomes active.

Description	Describe the strategy.
Initiative Type	Select the type of initiative to relate to the prospect strategy. This selection narrows the choices that appear when you select an initiative.
Initiative	Select an initiative to relate to the prospect strategy. When you select an initiative, its descriptive name appears to the right of this field.

See Also

Chapter 9, "Managing Prospects," Creating Actions for Individual Prospects, page 258

Viewing Actions Linked to a Strategy

Access the Linked Actions page (Contributor Relations, Prospect Management, Stewardship Plans, Prospect Strategy, Strategy - Person, Linked Actions).

Prospect Strategy
Linked Actions

Shawn Gallegher
ID: AV0001
Institution: PSUNV

Constituent Type: Alumni
Year: 2001

Strategy
Find | View All
First 1 of 1 Last

Strategy Name: Gallegher Strategy
Strategy Status:
Add Action

Linked Actions
Find | View All
First 1 of 1 Last

Plan Dt	Cmpl Dt	Action	*Status
07/24/1998		Invitation to alumni event	Pending Details

Spouse Linked Actions
Find | View All
First 1 of 1 Last

*Plan Dt	Cmpl Dt	Action	*Status
			Details

Linked Actions page

Both the actions for the prospect and the actions for the prospect's spouse appear on this page when the action is linked to the strategy.

The fields on this page also appear on the Prospect Action page.

Add Action	Click to open the Prospect Actions page, where you can add additional actions related to the strategy.
-------------------	--

Details

Click to view more information about a specific prospect action on the Action Detail page.

See Also

[Chapter 9, "Managing Prospects," Creating Actions for Individual Prospects, page 258](#)

Viewing a Strategy Summary

The fields on this page can also be found on the Prospect Strategy page.

See Also

[Chapter 9, "Managing Prospects," Creating an Overall Cultivation Strategy, page 233](#)

Viewing Prospect Strategy Details

The fields on this page can also be found on the Prospect Strategy page.

See Also

[Chapter 9, "Managing Prospects," Creating an Overall Cultivation Strategy, page 233](#)

Tracking Prospect Data

You can maintain information about a prospect's ratings, personal assets, and philanthropic interests. In addition, you can generate Bio Bit and Bio Brief reports that summarize information about a prospect.

This section lists a common element and discusses how to:

- Create a biographic narrative.
- Maintain personal assets.
- View personal assets.
- Maintain ratings.
- Filter ratings.
- View ratings.
- View a prospect's philanthropic interests.
- Prepare and generate a biographic profile report.

Common Element Used in This Section



Click to access the Display in Other Currency page, where you can view the amount in another currency and obtain exchange rate information.

Pages Used to Track Prospect Data

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Narrative	AV_BIO_BIT_RPT2 AV_BIO_BIT_RPT2_E AV_BIO_BIT_RPT2_W	<ul style="list-style-type: none"> Contributor Relations, CR Reports, Biographic Reports, Biographic Profile, Narrative Contributor Relations, CR Reports, Biographic Reports, Biographic Profile - Org, Narrative Contributor Relations, CR Reports, Biographic Reports, Biographic Profile - Workset, Narrative 	Write a longer description about a prospect's involvement with the institution for a Bio Brief report.
Personal Assets	AV_PRSN_ASSET AV_PRSN_ASSET_W	<ul style="list-style-type: none"> Contributor Relations, Prospect Management, Prospect Research, Personal Assets Contributor Relations, Prospect Management, Prospect Research, Personal Assets - Workset 	Track information about the assets, such as securities, real estate, fine art, automobiles, heirlooms, and so on, that are owned by a prospect. The organizational records that are contained in a workset do not appear on this page because personal asset information pertains only to people.
Display In Other Currency	AV_CURRENCY_OTHER	<ul style="list-style-type: none"> You can access the Display in Other Currency page through multiple navigation paths. One frequently used path is: Click the Display in Other Currency button on the Personal Assets page. 	View information about the exchange of a monetary value from one currency to another.

Page Name	Definition Name	Navigation	Usage
Personal Asset Summary	AV_PASSET_GRID AV_PASSET_GRID_W	<ul style="list-style-type: none"> Contributor Relations, Prospect Management, Giving Capacity, Personal Asset Summary Contributor Relations, Prospect Management, Giving Capacity, Personal Asset Summ - Workset 	View information about the assets, such as securities, real estate, fine art, automobiles, heirlooms, and so on, owned by a prospect.
Personal Asset Detail	AV_PRSN_ASSET_SP	Click the Detail link on the Personal Asset Summary page.	View information about a particular asset that is owned by a prospect.
Ratings	AV_PRSN_RATING AV_PRSN_RATING_E AV_PRSN_RATING_W	<ul style="list-style-type: none"> Contributor Relations, Prospect Management, Prospect Research, Ratings Contributor Relations, Prospect Management, Prospect Research, Ratings - Org Contributor Relations, Prospect Management, Prospect Research, Ratings - Workset 	Track information about the ratings that your institution uses to qualify prospects.
Ratings Filter	AV_RATNG_FILTR_P	Contributor Relations, Prospect Management, Giving Capacity, Rating Summary, Ratings Filter	Search for ratings information that meets the criteria you select, such as household income, gift capacity, and so on, for a prospect.
Rating Summary	AV_PRSN_RATE_SMRY AV_PRSN_RATE_SMR_E AV_PRSN_RATE_SMR_W	<ul style="list-style-type: none"> Contributor Relations, Prospect Management, Giving Capacity, Rating Summary Contributor Relations, Prospect Management, Prospect Research, Rating Summary - Org Contributor Relations, Prospect Management, Giving Capacity, Rating Summary - Workset 	View information about the ratings that meet the criteria you selected on the Ratings Filter page.

Page Name	Definition Name	Navigation	Usage
Ratings Detail	AV_PRSN_RATE_SP	Click the Details link on the Ratings Summary page.	View detailed information about a particular rating.
Philanthropic Interests	AV_PHIL_PNL AV_PHIL_E_PNL AV_PHIL_E_PNL	<ul style="list-style-type: none"> Contributor Relations, Prospect Management, Giving Interests, Philanthropic Interests Contributor Relations, Prospect Management, Giving Interests, Philanthropic Interests - Org Contributor Relations, Prospect Management, Giving Interests, Philanthropic Interests - WS 	View information about a prospect's charitable interests.
Biographic Profile	AV_BIO_BIT_RPT AV_BIO_BIT_RPT_E AV_BIO_BIT_RPT_W	<ul style="list-style-type: none"> Contributor Relations, CR Reports, Biographic Profile Contributor Relations, CR Reports, Biographic Profile - Org Contributor Relations, CR Reports, Biographic Profile - Workset 	Prepare and generate biographic reports. You can generate a standard report or a customized report.

Creating a Biographic Narrative

Access the Narrative page (Contributor Relations, CR Reports, Biographic Reports, Biographic Profile, Narrative).

Narrative page

If you are preparing a biographic profile, enter a narrative about the constituent. The Narrative field should contain information that is more descriptive than information in the summary area on the Biographic Profile page. This field might be used by a president to detail a personal request or to provide a more detailed history of the constituent.

The information that you enter in this field appears on all Bio Brief reports for all users who include narrative information in the Bio Bit, Bio Brief, or custom reports.

The Bio Bit and Bio Brief reports include information about the prospect based on the criteria that are set up for the report.

See Also

Chapter 9, "Managing Prospects," Preparing and Generating a Biographic Profile Report, page 246

Maintaining Personal Assets

Access the Personal Assets page (Contributor Relations, Prospect Management, Prospect Research, Personal Assets).

Personal Assets

Shawn Gallegher
ID: AV0001

Constituent Type: [Alumni](#)
Year: [2001](#) PSUNV
Prospect Manager: Mario Capozzelli

Assets
Find | View All
First 2 of 2 Last

Asset Category: REALES Real Estate

*Description: 3 acre ranch

Source Description:

Comment: Horse property, 6 bedroom home sits on property adjacent to stables

Asset Value
Find | View All
First 1 of 1 Last

*Value Date 07/24/1998
*Asset Value 1,500,000.00
Currency Code USD

Personal Assets page

This page enables you to maintain specific asset information associated with a constituent.

Assets

Asset Category Select the type of asset that you are entering. Define asset categories using the Asset Types page.

Description Describe the asset.

Source Description Enter the name of the publication or person providing information about a prospect's asset to your institution.

Comment Enter notes about the asset.

Asset Value

Value Date Enter the date on which the asset value was determined. The default is today's date.

Asset Value Enter the monetary value of the asset. You can add asset values as the monetary value of the asset changes over time. The most recent value for an asset appears on the Personal Asset Summary page.

Currency Code If the currency for the asset is different from your institution's base currency, the value of the asset in base currency appears in this field.

Viewing Personal Assets

Access the Personal Asset Summary page (Contributor Relations, Prospect Management, Giving Capacity, Personal Asset Summary).

Personal Asset Summary

Shawn Gallegher

ID: AV0001

Constituent Type: [Alumni](#)

Year: [2001](#) PSUNV

Prospect Manager: Mario Capozzelli

Assets						Customize	Find	View All		First	1-2 of 2	Last
	Asset Category	Description	Value Date	Value								
1	AUTO	1998 Mercedes Benz	07/24/1998	858.60	USD							Detail
2	REALES	3 acre ranch	07/24/1998	1,500,000.00	USD							Detail

Personal Asset Summary page

The most recent monetary value for each asset that is owned by a prospect appears on this page.

Note. The organizational records contained in a workset do not appear on this page when it is accessed from a workset menu because personal asset information pertains only to people.

See Also

[Chapter 9, "Managing Prospects," Maintaining Personal Assets, page 240](#)

Maintaining Ratings

Access the Ratings page (Contributor Relations, Prospect Management, Prospect Research, Ratings).

Ratings

Shawn Gallegher
ID: AV0001

Constituent Type: [Alumni](#)
Year: [2001](#) PSUNV
Prospect Manager: Mario Capozzelli

Rating Nbr: 17

Ratings
Find | View All
First 1 of 1 Last

*Effective Date: 01/01/1900
Status: Active

*Rating Category: PEER Peer Screening Review

*Rating Type: PEER Peer

*Indicator: LIFSTY Lifestyle-01B

Valid: UPPER Upper Income Household

*Rating Date: 10/23/2006 Potential Date:

From Amount: USD

To Amount:

Initiative Code:

Source:

Comment:

Ratings page

Rating Category	Select the type of rating that you are entering. Rating categories are defined on the Rating Categories page.
Rating Type	Indicate the type of source that provided the rating information to your institution. Rating types are defined on the Rating Types page.
Indicator	Select a code that describes the actual rating classification linked to a specific rating category. Indicators are defined on the Rating Indicators page. If the code requires additional values, the Value field appears.
Valid	Select a value that refines the indicator code to a more specific rating if the rating indicator requires it.
Rating Date	Enter the date on which rating information is provided. The default is today's date.
Potential Date	Enter the date on which a prospect may be qualified to give to your institution at a specified level.

From Amount and To Amount

Enter the minimum (from) and maximum (to) monetary ranges that specify a prospect's giving capacity or other rating that is measured in ranges of monetary amounts, like household income. A *to amount* is not required.

The monetary values in the From Amount and To Amount fields appear here in base currency if you entered them in a currency other than your institution's base currency.

Initiative Code

The campaign initiative to which the rating applies. This code allows ratings to be created independently for separate campaigns for the same prospect, for example.

Source

Enter the name of the person, vendor, or publication providing rating information to your institution. This field can be 60 characters long.



Click to spell check any comments you add to this page.

Filtering Ratings

Access the Rating Filter page (Contributor Relations, Prospect Management, Giving Capacity, Rating Summary, Ratings Filter).

Rating Summary		Rating Filter	
Shaqua Johnson		ID: AV0020	
Constituent Type: Alumni		Year: 1977 PSUNV	Prospect Manager: Alan Franken
Rating Type <input type="text" value="All"/>	Rating Indicators <input type="radio"/> All <input checked="" type="radio"/> Specific		<input checked="" type="radio"/> Current <input type="radio"/> Historical <input type="radio"/> All
Find View All First 1 of 1 Last Rating Category: <input type="text"/> <input type="button" value="Search"/> <input type="button" value="+"/> <input type="button" value="-"/>	Indicators Find View All First 1 of 1 Last Indicator Code: <input type="text"/> <input type="button" value="Search"/> <input type="button" value="+"/> <input type="button" value="-"/>		<input type="button" value="Search"/>
Rating Date From Rating Date: <input type="text"/> <input type="button" value="31"/> To Rating Date: <input type="text"/> <input type="button" value="31"/>	Potential Date From Date: <input type="text"/> <input type="button" value="31"/> To Date: <input type="text"/> <input type="button" value="31"/>	Amount From: <input type="text"/> To: <input type="text"/>	
Ratings Source Find View All First 1 of 1 Last <input type="text" value="Contains"/> <input type="button" value="Search"/> <input type="button" value="+"/> <input type="button" value="-"/>			

Rating Filter page

Note. The prompts on this page return only those values from existing ratings for this constituent.

Rating Type	This field returns the value <i>All</i> or any ratings types that occur on a rating for this prospect. Examples of rating types are <i>Peer</i> , <i>Staff</i> , and <i>Vendor</i> .
Rating Indicators	If you select <i>Specific</i> , the fields in the Indicators region appear, allowing you to select ratings indicators for the filter. If you select <i>All</i> , the region is hidden and all ratings indicators appear in the results.
Rating Category	Rating categories that apply to this constituent may be used as filter criteria. Examples of rating categories include charitable, academic, or survey.
Indicators	To limit the ratings listed in the Ratings Summary, you can filter by specific ratings indicators. Only those ratings indicators that have been applied to the prospect appear in the prompt. If you do not select a value, all ratings indicators that meet the remainder of the filter criteria appear in the results.
Rating Date and Potential Date	Enter dates to narrow the search results that the system retrieves.
Amount	Enter values in the From and To fields to narrow the search results that the system retrieves.
Ratings Source	Enter values in the <i>Begins With</i> , <i>Contains</i> , <i>Ends With</i> , or <i>Exact Match</i> fields to search for ratings source information.
Current, Historical, and All	The system retrieves results that meet the effective date criteria you select. <i>Current</i> : Only current effective-dated rows appear. <i>Historical</i> : Only rows with an effective date less than today appear. <i>All</i> : All rows, regardless of date, appear.
Search	Click to return results that meet your criteria. You can view these results on the Rating Summary page.

Viewing Ratings



Access the Rating Summary page (Contributor Relations, Prospect Management, Giving Capacity, Rating Summary).

Rating Summary

Rating Filter

Shaqua Johnson

ID: AV0020




Constituent Type: Alumni

Year: 1977 PSUNV

Prospect Manager: Alan Franken



Ratings

Customize | Find | View All | 

First 1-2 of 2 Last

Ratings Information 1

Ratings Information 2

		Rating Date	Rating Type	Rating Category	Rating Indicator	Valid Value	From-To Range
1		10/27/1998	Vendor	Grenzebach Rating	Rank Percentile 98		
2		10/27/1998	Peer	Peer Screening Review	Not Applicable		150000 - 200000 USD

Rating Summary page (1 of 2)

The Ratings Information 1 tab displays summarized ratings information such as rating date, type, category, and indicator.

Rating Summary

Rating Filter

Shaqua Johnson

Constituent Type: Alumni

ID: AV0020

Year: 1977 PSUNV

Prospect Manager: Alan Franken

Ratings

Customize

Find

View All

First

1-2 of 2

Last

Ratings Information 1

Ratings Information 2

	Rating Date	Rating Indicator	Potential Date	Source	Comments
1	10/27/1998	Rank Percentile 98			
2	10/27/1998	Not Applicable		Kansas City Screening Comm	

Rating Summary page (2 of 2)

The Ratings Information 2 tab displays ratings information such as potential date and source. The rating date and rating indicator carry over from the Ratings Information 1 tab. Click the Comments link to view comments related to the rating.

See Also

[Chapter 9, "Managing Prospects," Maintaining Ratings, page 242](#)

Viewing a Prospect's Philanthropic Interests

The Philanthropic Interests page gives a historical view of a constituent's past philanthropy (whether or not it is with your institution). This view helps your institution view patterns of philanthropy for this constituent in the past to better target this person in the future.

Philanthropic interests are derived from the charitable involvement and institutional giving that are recorded for a prospect. Involvement records with a category of *Charitable* appear in the Charitable Involvement area, and a summary of all the gifts made by the prospect appear in the Designation group box of this page.

Designation

This group box lists each designation, its business unit, and the total giving credits or hard credit gifts associated with it. The Recognition Credits column lists all soft credits for the designation. The system lists the dates of the first and most recent gifts to the designation, as well as the number of gifts that the prospect has made to the designation.

See Also

[Chapter 8, "Managing Constituent Data," Adding Involvement Records, page 209](#)

Preparing and Generating a Biographic Profile Report

Access the Biographic Profile page (Contributor Relations, CR Reports, Biographic Profile).

Biographic Profile page

Report Type

- | | |
|------------------|---|
| Bio Bit | Select to generate a standard bio bit report as defined by your institution. |
| Bio Brief | Select to generate a standard bio brief report as defined by your institution. |
| Custom | Select to use one of the customized reports defined for your user ID on the Operator Defaults page. |

Summary

If you are preparing a bio bit, enter a report summary. The information that you enter in this field appears on all printed bio bit reports for all users if they include a summary in the report.

See Also

[Appendix C, "Contributor Relations Reports," Contributor Relations Reports: Selected Reports, page 657](#)

Implementing a Prospect Plan

This section provides an overview of prospect plans and discusses how to:

- Clear a prospect for cultivation.
- Create mass actions.
- Create actions for individual prospects.
- Enter action results.
- Maintain donor appreciation items.
- View a list of appreciation items given.
- View donor appreciation details.
- View clearances for a prospect.
- Filter prospect actions.
- View existing actions for a prospect.
- View action details.
- View contact reports.
- View contact report details.
- View to do lists.

Understanding Prospect Plans

After you create an overall strategy, you can determine the steps or actions that you plan to take to complete the strategy. You can create multiple actions, such as dinners, phone calls, and solicitations, for a prospect.

You can create actions in two ways: mass actions, for which you create one action and assign it to multiple prospects, or individual actions, for which you create an action that is associated with only one prospect.

If you bestow a gift on a prospect, use the application to track the gift, its value, and the date that it was given.

After a step in the cultivation process is complete, it is important to document the action taken and its result in a contact report, which is a written report that details an action and its result.

Because most of your staff members deal with actions for many prospects at one time, they need to track all the actions they're handling. The system provides a personalized *to do list* that lists all the actions on which you are working.

Pages Used to Implement a Prospect Plan

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Clearance	AV_CLEARANCE_P AV_CLEARANCE_E	<ul style="list-style-type: none"> Contributor Relations, Prospect Management, Stewardship Plans, Clearances, Clearance Contributor Relations, Prospect Management, Stewardship Plans, Clearances, Clearance - Organization 	Approve a prospect for cultivation related to an initiative or prospect strategy.
Mass Actions	AV_MASS_ACTN	<ul style="list-style-type: none"> Contributor Relations, Prospect Management, Stewardship Plans, Constituent Actions, Mass Actions Contributor Relations, Prospect Management, Stewardship Plans, Constituent Actions, Mass Actions - Workset 	Create an action for multiple prospects at one time.
Mass Action Completion	AV_MASS_ACTN_CMPSP	Click the Complete action link on the Mass Actions page.	Complete a mass action.
Prospect Action	AV_CNST_ACTN AV_CNST_ACTN_E	<ul style="list-style-type: none"> Contributor Relations, Prospect Management, Stewardship Plans, Constituent Actions, Actions - Person, Prospect Action Contributor Relations, Prospect Management, Stewardship Plans, Constituent Actions, Actions - Org, Prospect Action 	Enter information about the action that you are creating.

Page Name	Definition Name	Navigation	Usage
Action Results	AV_CNST_ACTN2 AV_CNST_ACTN2_E	<ul style="list-style-type: none"> Contributor Relations, Prospect Management, Stewardship Plans, Constituent Actions, Actions - Person, Action Results Contributor Relations, Prospect Management, Stewardship Plans, Constituent Actions, Actions - Org, Action Results 	Complete an action and record its results, including a contact report or a report detailing the results of a particular action.
Donor Appreciation	AV_DONR_APPR AV_DONR_APPR_E AV_DONR_APPR_W	<ul style="list-style-type: none"> Contributor Relations, Prospect Management, Donor Appreciation, Donor Appreciation Contributor Relations, Prospect Management, Donor Appreciation, Donor Appreciation - Org Contributor Relations, Prospect Management, Donor Appreciation, Donor Appreciation - Workset 	Maintain information about the gifts that you bestow on prospects throughout the cultivation process.
Donor Appreciation Summary	AV_DONR_APPR_INQ AV_DONR_APPR_INQ_E AV_DONR_APPR_INQ_W	<ul style="list-style-type: none"> Contributor Relations, Prospect Management, Donor Appreciation, Donor Appreciation Summary Contributor Relations, Prospect Management, Donor Appreciation, Donor Appreciation Summ - Org Contributor Relations, Prospect Management, Donor Appreciation, Donor Appreciation Summ - WS 	View a list of the items that have been given to a prospect as tokens of appreciation.
Donor Appreciation Detail	AV_DONR_APPR_SP	Click the Details link on the Donor Appreciation Summary page.	View additional information about a specific token of appreciation.

Page Name	Definition Name	Navigation	Usage
Clearance	AV_CLEARANCE_P_INQ AV_CLEARANCE_E_INQ	<ul style="list-style-type: none"> Contributor Relations, Prospect Management, Stewardship Plans, Clearances, View Clearances Contributor Relations, Prospect Management, Stewardship Plans, Clearances, View Clearance - Organization 	View information about the clearances for a prospect. Determine whether clearance is required and examine a constituent's involvement to prevent staff from overloading the constituent with demands.
Action Filter	AV_ACTN_FLTR AV_ACTN_FLTR_E AV_ACTN_FLTR_W	<ul style="list-style-type: none"> Contributor Relations, Prospect Management, Stewardship Plans, Constituent Actions, Action Summary - Person, Action Filter Contributor Relations, Prospect Management, Stewardship Plans, Constituent Actions, Action Summary - Org, Action Filter Contributor Relations, Prospect Management, Stewardship Plans, Constituent Actions, Action Summary - Workset, Action Filter 	Search for specific actions pertinent to the constituent in context based on selection criteria.
Action List	AV_CNST_ACTN_LIST	<ul style="list-style-type: none"> Contributor Relations, Prospect Management, Stewardship Plans, Constituent Actions, Action List - Person Contributor Relations, Prospect Management, Stewardship Plans, Constituent Actions, Action List - Organization Contributor Relations, Prospect Management, Stewardship Plans, Constituent Actions, Action List - Worklist 	Add, edit, and delete constituent actions, regardless of their status.

Page Name	Definition Name	Navigation	Usage
Action Summary	AV_ACTN_SMRY AV_ACTN_SMRY_E AV_ACTN_SMRY_W	<ul style="list-style-type: none"> Contributor Relations, Prospect Management, Stewardship Plans, Constituent Actions, Action Summary - Person, Action Summary Contributor Relations, Prospect Management, Stewardship Plans, Constituent Actions, Action Summary - Org, Action Summary Contributor Relations, Prospect Management, Stewardship Plans, Constituent Actions, Action Summary - Workset, Action Summary 	View lists of actions for a prospect.
Action Detail	AV_ACTN_DTL_SP AV_ACTN_DTL2_SP AV_ACTN_DTL3_SP	<ul style="list-style-type: none"> You can access the Action Detail page through multiple navigation paths. This one is used frequently: Select an Action link on the Action Summary page. 	View additional information about an action.
Ask Detail	AV_ACTN_ASK_SP	Click the Ask Information button on the Action Detail page.	View specific details about the ask.
Resource Assignment Detail	AV_ACTN_ASGN_SP	Click the Resource Assignments button on the Action Detail page.	View information about the resources assigned to this action.
Initiative Detail	AV_ACTN_INTV_SP	Click the Initiatives button on the Action Detail page.	View information about the initiatives linked to this action.

Page Name	Definition Name	Navigation	Usage
Contact Report Summary	AV_CNTC_RPT_SMRY AV_CNTC_RPT_SMRY_E AV_CNTC_RPT_SMRY_W	<ul style="list-style-type: none"> Contributor Relations, Prospect Management, Stewardship Plans, Constituent Actions, Contact Reports - Person Contributor Relations, Prospect Management, Stewardship Plans, Constituent Actions, Contact Reports - Organization Contributor Relations, Prospect Management, Stewardship Plans, Constituent Actions, Contact Report Summ - Workset 	View lists of contact reports for a prospect, and view contact reports for other prospects that link to this prospect.
Contact Report Detail	AV_CNTC_RPT_SP AV_CNTC_RPT2_SP	Click the Contact Report button on the Contact Report Summary page.	View additional information about a specific contact report.
To Do List - Staff, To Do List - Volunteer, To Do List - Unit	AV_TODO_LIST AV_TODO_LIST_UNT	<ul style="list-style-type: none"> Contributor Relations, Prospect Management, To Do Lists, To Do List - Staff or To Do List - Volunteer or To Do List - Unit Contributor Relations, Initiatives, Initiative Actions, To Do List - Staff or To Do List - Volunteer or To Do List - Unit 	View lists of the actions for which a resource is responsible during a particular time frame or for a particular prospect initiative.

Clearing a Prospect for Cultivation

Access the Clearance page (Contributor Relations, Prospect Management, Stewardship Plans, Clearances, Clearance).

Clearance

Shawn Gallegher
ID: AV0001

Constituent Type: [Alumni](#)
Year: [2001](#) PSUNV
Prospect Manager: Mario Capozzelli

☐ Clearance Required

Clearances
Find | View All
First 1 of 1 Last

Intv Type	Initiative		
CAMPAIGN	ATHLETICS	Athletic Facilities Campaign	
Course of Action:	Ask for donation	Start Date:	01/05/2007
Strategy:	2	End Date:	01/05/2008
	Gallegher Strategy		

Clearance page

Clearance Required	Select to indicate that the constituent must be cleared before he or she can be selected as a volunteer or prospect for an initiative.
Prospect Manager	Displays the name of the person who is responsible for managing the institution contacts with this prospect. Contact this person if clearance is required.
Intv Type (initiative type)	If clearance is approved, enter the initiative type for which clearance is requested. Initiative types are <i>Campaign</i> , <i>Volunteer</i> , <i>Membership</i> , <i>Event</i> , and <i>Other</i> .
Initiative	Enter the initiative for which clearance is approved. This field displays the initiatives that match the initiative type that you selected.
Course of Action	Enter a description (up to 30 characters) of the course of action that you plan to take with the constituent.
Strategy	If the clearance is related to a prospect strategy, select the appropriate strategy from the list of strategies for that constituent.

Creating Mass Actions

Access the Mass Actions page (Contributor Relations, Prospect Management, Stewardship Plans, Constituent Actions, Mass Actions).

Mass Actions

***Institution:** PeopleSoft University

***Action:**

Description:

***Planned Date:**

Expiration Date:

***Action Type:** Invitation

Contact Type:

***Ask From:** USD

Ask To: USD

***Status:**

[Complete action](#)

Solicitor:

***Solicitor ID:**

Assignment Type:

Responsible: Jones,Rebekah

Mass Actions page (1 of 2)

Others Assigned				
Customize Find View All First 1 of 1 Last				
	Assignment Type	Resource Assigned		Role
1	<input type="text" value="Staff"/>	<input type="text" value="AV0024"/>	Perkins,Darla	<input type="text" value="CM"/>

Initiatives				
Customize Find View All First 1 of 1 Last				
	Initiative Type	Initiative Code		
1	<input type="text" value="EVENT"/>	<input type="text" value="50YRBANQ"/>	50 Year Reunion Banquet	

Persons Assigned to Action		
Customize Find View All First 1 of 1 Last		
	EmplID	Name
1	<input type="text" value="0012"/>	Forbes,Syndi B.

Organizations Assigned to Action		
Customize Find View All First 1 of 1 Last		
	External Org ID	Description
1	<input type="text" value="AV1070"/>	Ryan Agency

Mass Actions page (2 of 2)

After entering all of the mass action information, click the Process Actions button at the bottom of the page to apply the action. The system displays a Message Catalog message (14300,100) that identifies how many people and organization constituent action records were added.

Institution

Enter an institution.

Note. If your security access limits you to one academic institution, this field does not appear.

Action	Enter a descriptive title (up to 100 characters) for the action.
Description	Enter a description for the action.
Planned Date	Enter the date when the action is planned to occur. The default is today's date.
Expiration Date	Enter the date after which the action is considered to be expired.
Action Type	Select a classification for the action. Action types are defined on the Action Types page.
Contact Type	Enter the method of contact for the action.
Ask From and Ask To	If the action type that you selected is <i>Ask</i> , you are required to enter an amount in the Ask From field.
Status	Select the overall state of an action at a particular time. Action status codes are defined on the Action Status page.
Complete action	Click this link to access the Mass Action Completion page, where you can create and complete actions at one time.
Solicitor and Solicitor ID	If the action type you selected is <i>Ask</i> , you must select the type of resource that carries out the task and then select the solicitor's ID. Options include all the resources that are assigned the role of solicitor.
Responsible Person	Select the type of resource and ID of the person who is overseeing the action. The values for ID types are delivered with the system as translate values. Do not modify these values in any way. Any modifications to these values will require a substantial programming effort.
Others Assigned	
Assignment Type	<p>Select the resource type from the values <i>Staff</i>, <i>Unit</i>, and <i>Volunteer</i> that is being assigned to the action. The values in this field are delivered with the system as translate values. Do not modify these values in any way. Any modifications to these values will require a substantial programming effort.</p> <p>The resource type you select determines the list of available options that appears in the Resource Assigned field.</p>
Resource Assigned	Enter the ID number of the resource that is assigned to carry out an assignment. When you select an ID or unit code, the person or unit's name appears to the right of this field.
Role	Specify a role for other resources assigned to a mass action. When you select this role, the system populates the Role field on the Action Info page of the constituent action.

Initiatives

Enter Initiative Type and Initiative Code information associated with the action. The Initiatives group box behaves the same as constituent actions. Separate grids enable you to assign people and organizations to an action. Click the Add button to indicate how many new ID rows you want to add to the grid at one time, which facilitates quicker data entry.

Linked Constituents

In Mass Actions – Workset, you can select a Workset Code and selectively delete members of that workset if the action to be created does not apply.

Completing a Mass Action

Development officers and other users can use the functionality of the Mass Actions component (AV_MASS_ACTN) to capture unscheduled actions or enter and complete an action for a group of constituents.

To create a completed mass action:

1. Set the Status field to *Complete*.
2. Click the Complete action link.

Note. If you attempt to save the page before you click the link, the system displays a reminder message.

The Mass Action Completion page appears.

To complete a mass action:

1. Enter any information that you want to capture about the completed action.

The result code is a required field. The user's ID is the default for the Author ID field. Today's date is the default for the Complete Date and Report Date fields.

The common contact report information that you enter appears on all of the selected donors' records. If the Require Contact Report check box is selected on the CR Installation page, the system notifies you that you must enter some information in the Contact Report field.

2. Click OK.
3. Save the page.
4. On the Mass Actions page, assign the action to a list of constituents or to a workset.

Completed actions that you create here appear on the To Do List page. However, since they are complete, you can only view them in the *All* or *Historical* time frames. You can add or personalize donor-specific contact report information individually through your To Do List (To Do List, Details, Edit Action) or through the constituent's action summary (in Contributor Relations or in PeopleSoft Outreach).

Creating Actions for Individual Prospects






Access the Prospect Action page (Contributor Relations, Prospect Management, Stewardship Plans, Constituent Actions, Actions - Person, Prospect Action).

Prospect Action

Action Results

Shawn Gallegher

ID: AV0001



Constituent Type: Alumni

Year: 2001 PSUNV

Prospect Manager: Mario Capozzelli

Action Number: 3

*Status: PND Pending

Action: Invitation to alumni event

Description: 1 of 550 invitees.

Strategy: 2 Gallagher Strategy

Planned Date: 07/24/1998

Complete Date:

Action Type: INVIT Invitation

Expiration Date: 10/01/1998

Contact Type: LETTER Letter


Prospect Manager: Mario Capozzelli

Assignment Type: Staff

Responsible: AV0022 Mario Capozzelli


Prospect Action page (1 of 2)

Others Assigned

Customize | Find | View All |  First 1 of 1 Last

Type	Resource Assigned		Role	Description		
Staff	AV0023	Gilbert, Anne	GE	Gift Entry Operator	+	-

Initiatives

Customize | Find | View All |  First 1 of 1 Last

Initiative Type	Initiative Code		
			+

Ask Information

Type:


Solicitor:

Ask From: USD

Ask To: USD

Attachments

Audit

Customize | Find | View All |  First 1 of 1 Last

Attached File	View	Add Attachment	
	View	Add Attachmen	-

Prospect Action page (2 of 2)

Actions are the individual contacts that you have with a prospect throughout the cultivation process.

Prospect Manager	When using mass actions, the system displays the constituent's prospect manager, if one is assigned to the prospect in the system, at the time the action is created. This information appears on the Prospect Action page of the Actions and Actions-Org components.
Status	Select the overall state, such as <i>Scheduled</i> , <i>In Process</i> , or <i>Complete</i> , of an action at a particular time. Status values are defined on the Action Status page.
Action	Enter a description (up to 100 characters) of the action.
Description	Enter descriptive information (up to 254 characters) about the purpose and goal of the action.
Strategy	Select a prospect strategy to associate with the action. Selecting a strategy ties this action to a particular prospect strategy.
Planned Date	Enter the date on which the action is scheduled to occur. Today's date is the default.
Complete Date	<p>If the action is complete, enter the completion date or the date on which the action occurred. Setting an action to <i>Complete</i> requires that you enter an action result code before the action can be saved.</p> <p>If the Require Contact Report check box is selected on the CR Installation page, then you are required to enter this information for the Contact Report when an action is complete.</p>
Action Type	Select the classification, such as <i>Ask</i> , <i>Dinner</i> , or <i>Phone Call</i> , for the action. Action types are defined on the Action Types page.
Expiration Date	Enter the date on which the action is no longer valid, regardless of whether it is complete. If the expiration date has passed, the action does not appear in the current view of the To Do list.
Contact Type	Select the value that determines how the action is made, for example, by <i>Telephone Call</i> , <i>Letter</i> , <i>Email</i> , or <i>Personal Visit</i> . Contact types are defined on the Action Contact Type page.
Assignment Type and Responsible	Select the type of resource that carries out the task, and then enter the ID of the person who is overseeing the action. When you select an ID, the person's name appears to the right of this field.

Others Assigned

If you assign a staff resource in this area, the system adds the action to the staff member's to do list. If a person is assigned to this action through mass actions, the system populates that information here, along with the person's role.

Type and Resource Assigned	Select the type of resource that is assigned to the action and enter the ID of the resource assigned. The values for resource types are delivered with the system as translate values. Do not modify these values in any way. Any modifications to these values will require a substantial programming effort.
Role	Select the role or capacity of the resource that is assigned to the prospect for this action.

Initiatives

Initiative Type and Initiative Code	Enter the initiative type and the initiative code to relate to the action.
--	--

Ask Information

Ask From and Ask To	If the action type that you selected on the Prospect Action page is <i>Ask</i> , enter an ask amount range in these fields. The currency for these fields appears in the default currency for the institution. If the ask amount is not a range, enter only the ask from amount.
Solicitor	If the action type that you selected on the Prospect Action page is <i>Ask</i> , you must select the type of resource that carries out the task and then enter the solicitor's ID. Values include the resources that are assigned to the role of solicitor.

Attachments

Click the View link to open the attachment in a new window. Click the Add Attachment button to upload a new attachment from within the component.

See Also

[Chapter 9, "Managing Prospects," Creating Prospect Strategies, page 231](#)

[Chapter 9, "Managing Prospects," Implementing a Prospect Plan, page 247](#)

Entering Action Results

Access the Action Results page (Contributor Relations, Prospect Management, Stewardship Plans, Constituent Actions, Actions - Person, Action Results).

Prospect Action

Action Results

Shawn Gallegher
ID: AV0001

Constituent Type: Alumni
Year: 2001 PSUNV
Prospect Manager: Mario Capozzelli

Action Invitation to alumni event

Action Number: 3
Action Type: INVIT
Result Code:

Expected Commitment: 0.00 USD

Action Commitments
Customize | Find | View All | First 1 of 1 Last

Commitment Type	Gift/Pledge Number	Date	Transaction Type	Amount

Contact Report
Author ID: KOG001 Jones,Rebekah

Link Report
Customize | Find | View All | First 1 of 1 Last

ID Type	ID	Name

Contact Report
Report Date: 12/17/2009 Complete Date:
Printer Friendly Version
Date/Time Stamp

Action Results page

Before you can access the fields on this page, you must change the status of the action to *Complete* on the Prospect Action page.

Result Code

Select the result of the action from these values: *Gift,Pledge,Ask Again,Accepted,* and *Negotiate*. These codes are defined on the Action Results page.

Note. This field is required for a *Complete* action.

Expected Commitment

If the ask resulted in a commitment, enter the monetary amount, if known, that you expect to receive from the donor because of this action.

Actual Commitment	Displays the sum of gifts and pledges resulting from this action. If a gift is a pledge payment toward a pledge that is associated with the ask, it is not included in this total because that would count it twice.
Pledge Number	If the action that you are completing resulted in a pledge, enter the pledge number associated with the pledge that the prospect made. If you enter a pledge number, the amount that is associated with the commitment appears in the Commitment Amount field. This amount is derived from the gift entry component in the system.
<hr/> Important! You can retrieve information about pledges that were made and recorded in the past 60 days. <hr/>	

Action Commitments

Use this group box to associate gifts or pledges with a single action; you can specify more than one.

Action Gifts

The Result Code field value activates the prompt that creates the list of gifts that appear here, based on the Gift Days value on the Institution Installation 2 page.

Similarly, the Pledge Number field value activates the prompt that creates the list of pledges that appear here, based on the Pledge Days value on the Institution Installation 2 page.

Gift Number	Enter the gift number for any gifts the prospect made that are associated with the action.
<hr/> Important! The Gift Amount field displays the entire amount of the gift, regardless of recognition or soft credit allocations. In the Gift Nbr field, you can retrieve information about all gifts that were given and recorded in the past 60 days. <hr/>	
Detail	If you selected a pledge, click to view detailed information about the pledge on the Pledge Detail page. If you selected a gift, click to view detailed information about the gift on the Gift Detail page.
Author ID	Enter the name of the contact report author. This field populates by default to your user ID.
Report Date	Enter the date on which the contact report is created. This field populates by default to today's date.
Report	Describe the outcome of the action, including any biographic or demographic changes that you have learned about the action. This free-text field is required.

Link Report

ID Type	Select ID types of any additional prospects to link to this contact report.
ID	Enter the IDs of any additional prospects to link to this contact report. When a contact report is linked to a prospect, it appears in the Linked Reports group box on the Contact Report Summary page for that prospect.
Link	Click this button to link the contact report to the prospect's spouse. The system adds a record in the Link Report group box with the spouse's ID.

Technical Information

If your institution requires a contact report and the Require Contact Report check box is selected on the CR Installation page, then you cannot save a completed action without at least beginning a contact report. However, contact reports can be entered any time after an action is created; an action does not need to be complete in order to enter a report.

See Also

[Chapter 17, "Entering Commitments," Viewing Pledge Details, page 488](#)

[Chapter 17, "Entering Commitments," Viewing Gift Details, page 464](#)

[Chapter 9, "Managing Prospects," Implementing a Prospect Plan, page 247](#)

[Chapter 9, "Managing Prospects," Viewing Contact Reports, page 272](#)

Maintaining Donor Appreciation Items

Access the Donor Appreciation page (Contributor Relations, Prospect Management, Donor Appreciation, Donor Appreciation).

Donor Appreciation

Shawn Gallegher

Constituent Type: [Alumni](#)

ID: AV0001

Year: [2001](#) PSUNV

Prospect Manager: Mario Capozzelli

Find | View All
First ◀ 1 of 7 ▶ Last

Appreciation Item Detail
+ -

***Business Unit:** PSUNV main BU

***Item:** Aerial Photo of Campus

Value: 6.66 USD

***Date Given:** 31

Given By

Type:

Resource: Annual Giving

Comments:

Donor Appreciation page

Appreciation Item Detail

- Business Unit** Enter the business unit bestowing the item that you are giving the donor. The items that are associated with the setID for the business unit that you select appear in the Item field.
- Item** Describe the item that you're giving to the prospect. Appreciation items are defined on the Appreciation Items page. Donor appreciation gifts might include items such as pens, artwork, and books.
- Date Given** Enter the date on which you gave the appreciation item. The default is today's date.

Given By**Type**

Select the type of resource—*Staff*, *Volunteer*, or *Unit*—that is giving the gift.

The values in this field are delivered with the system as translate values. Do not modify these values in any way. Any modifications to these values will require a substantial programming effort.

The resource type that you select determines which choices are available in the Resource field.

Resource

Enter the ID of the resource that is giving the gift.

Comments

Enter any descriptive text about the token of appreciation or the reason for giving it.

Viewing a List of Appreciation Items Given

Access the Donor Appreciation Summary page (Contributor Relations, Prospect Management, Donor Appreciation, Donor Appreciation Summary).

Donor Appreciation Summary

Shawn Gallegher

ID: AV0001

Constituent Type: Alumni

Year: 2001

PSUNV

Prospect Manager: Mario Capozzelli

Donor Appreciation

Customize

Find

View All

First

1-7 of 7

Last

	Business Unit	Item	Date	Given By	Details
1	PSUNV	Aerial Photo of Campus	10/04/2000	Annual Giving	Details
2	PSUNV	University Clock	10/04/2000	Annual Giving	Details
3	PSUNV	Crystal Clock	10/04/2000	Annual Giving	Details
4	PSUNV	Gold Pen	10/04/2000	Annual Giving	Details
5	PSUNV	Member Pencil	10/04/2000	Career Services	Details
6	PSUNV	Season Football Tickets	10/04/2000	Career Services	Details
7	PSUNV	University Coffee Mug	09/26/2000	Alumni Reunions Team	Details

Donor Appreciation Summary page

See Also

Chapter 9, "Managing Prospects," Maintaining Donor Appreciation Items, page 263

Viewing Donor Appreciation Details

Access the Donor Appreciation Detail page (Click the Details link on the Donor Appreciation Summary page).

Donor Appreciation Detail

ID:	AV0001	Name:	Gallegher,Shawn
Institution:	PSUNV		PeopleSoft University
Business Unit:	PSUNV		PSUNV main BU
Item:	CLOCK2		Crystal Clock
Value:			12.00 USD
Date Given:	10/04/2000		

Given By

Type:	Unit	
Resource:	ANNLGVG	Annual Giving

Comments

Return

Donor Appreciation Detail page

See Also

Chapter 9, "Managing Prospects," Maintaining Donor Appreciation Items, page 263

Viewing Clearances for a Prospect

Access the Clearance inquiry page (Contributor Relations, Prospect Management, Stewardship Plans, Clearances, View Clearances).

Clearance

Shaqua Johnson

Constituent Type: [Alumni](#)

ID: AV0020

Year: [1977](#) PSUNV

Prospect Manager: Alan Franken

☐ **Clearance Required:**

Find | View All

First 1-2 of 2 Last

Intv Type	Initiative
MEMBERSHIP	BDMBRDRV Board Member Drive
Course of Action:	Ask to coordinate vol effort
Strategy:	3 Johnson Business Endowment
Start Date:	01/01/1998
End Date:	12/31/1998
Intv Type	Initiative
CAMPAIGN	LAW SCHOOL Law School Annual Campaign
Course of Action:	Chairman, MI campaign
Strategy:	3 Johnson Business Endowment
Start Date:	07/01/1998
End Date:	06/30/2000

Clearance inquiry page

See Also

[Chapter 9, "Managing Prospects," Clearing a Prospect for Cultivation, page 253](#)

Filtering Prospect Actions







Access the Action Filter page (Contributor Relations, Prospect Management, Stewardship Plans, Constituent Actions, Action Summary - Person, Action Filter).

Action Summary

Action Filter

Shaqua Johnson


ID: AV0020





Constituent Type: Alumni


Year: 1977 PSUNV


Prospect Manager: Alan Franken

Action Type: INVIT  Invitation

Action Status: SCH  Scheduled

Contact Type: LETTER  Letter

Responsible Person: 

Solicitor: Solicitor ID: 



Search



Clear

Item

Ask Amount From: USD Ask Amount To:

Commitment Amount From: Commitment Amount To:

Planned Date From:  Planned Date To: 

Complete Date From:  Complete Date To: 

Action Filter page

Enter any combination of search criteria to narrow the list of actions that appear for the constituent. Click the Search button to display the search results on the Action List page. Selection of multiple criteria implies an *AND*, requiring the action to meet all criteria that is selected.

Note. The fields on this page are the same ones used to filter actions in the Action Summary – Person component.

- Action Type Code

Enter an action type code. The action type is a classification for the action. Values include *ASK*, *INVIT* (invitation), and *Phone Call*.
- Action Status

Enter an action status for the overall state of an action. Values are *Scheduled*, *In Process*, or *Complete*.
- Responsible Person

Enter the person who is overseeing the action to see only actions involving this resource.
- Solicitor and Solicitor ID

Select a solicitor type and enter an ID to see actions for a particular solicitor. The solicitor type indicates whether the resource is a staff member, a unit, or a volunteer. The solicitor is the resource who makes the actual ask to the prospect.
- Important!

Solicitors apply only to actions with the type *Ask*. If you select a solicitor, the Action Type Code field changes to *Ask*.

Search

Click to retrieve a list of the actions matching the criteria that you selected. The Action List page displays the list of actions meeting your criteria.

Item**Ask Amount From and Ask Amount To**

Enter a range for the ask amount. The Ask Amount From field contains the lowest amount in the range of actions to view; and the Ask Amount To field contains the highest amount. Ask amounts apply only to actions with the type *Ask*. If you enter an ask amount range, the value in the Action Type Code field changes to *Ask*.

Commitment Amount From and Commitment Amount To

Enter a range for the commitment amount. The Commitment Amount From field contains the lowest amount in the range of actions to view, and the Commitment Amount To field contains the highest amount. Commitment amounts apply only to actions that have the type *Ask*. If you enter a commitment amount range, the value in the Action Type Code field changes to *Ask*.

This filter value returns only actions that have commitment information on the Results page and that fall into the range that you entered.

Planned Date From and Planned Date To

Enter a planned from and to date range. The planned date is the date on which the action is tentatively scheduled to occur.

Complete Date From and Complete Date To

Enter a complete from and to date range. The complete date is the date on which the action is actually complete.

Viewing Existing Actions for a Prospect

Access the Action Summary page (Contributor Relations, Prospect Management, Stewardship Plans, Constituent Actions, Action Summary - Person, Action Summary).

Action Summary

Action Filter

Shawn Gallegher

ID: AV0001

Constituent Type: Alumni

Year: 2001 PSUNV

Prospect Manager: Mario Capozzelli

Actions

Customize | Find | View All |

First 1 of 1 Last

Actions 1

Actions 2

Action	Action Type	Contact Type	Planned Date	Complete Date
1 Invitation to alumni event	Invitation	Letter	07/24/1998	

Action Summary page

The fields on this page also appear on the Prospect Action page.

See Also

[Chapter 9, "Managing Prospects," Creating Actions for Individual Prospects, page 258](#)

Managing an Action List


Access the Action List page (Contributor Relations, Prospect Management, Stewardship Plans, Constituent Actions, Action List - Person).



Action List

Action Filter

Shaqua Johnson

ID: AV0020






Constituent Type: [Alumni](#)

Year: [1977](#) PSUNV

Prospect Manager: Alan Franken

Prospect Manager: Alan Franken

Actions			
Select	Action Description	Status	Planned Date
<input type="checkbox"/>	Invite to Dean's Symposium	Scheduled	11/20/1998

Delete

Add an Action

Refresh

Action List page

Note. You can control access to this component through PeopleTools menu security.

Click the spouse rings icon to access an action list for the prospect's linked spouse, if one exists in the system.

Action Description Click a linked action description to access the Prospect Action page, where you can update the constituent's action. When you are finished, the system returns you to the action list.

Delete Click this button to remove the constituent's action from the system. You can only delete an action after all related data, such as assignments, strategies, and initiatives, have been removed from the action.

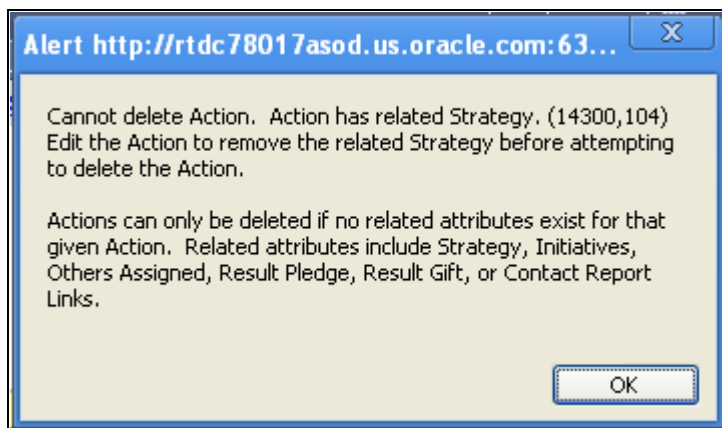
Add an Action Click this button to access the Prospect Action page, where you can create a new action for the constituent. When you are finished, the system returns you to the action list.

To delete a constituent action:

1. Click the Select check box next to the action to be removed.

2. Click the Delete button.

If the action has any related attributes, you receive an error message. The system dynamically creates the error message text to advise you of exactly what else must be removed from the action before the action itself can be removed. These error messages prevent orphan data from remaining in the system after the action has been removed.



Example of error message

If the action has no related attributes, you receive a warning message. Click OK to continue and completely remove the action from the system.

3. If you must remove related attributes before deleting the action, click the Action Description link and edit the action as appropriate on the pages of the Constituent Action component.
4. Click OK to return to the Action List page.

Viewing Action Details

Access the Action Detail page (Click the Detail link on the Action Summary page).

Action Detail

Shaqua Johnson
ID: AV0020
[Edit Action](#)

Action Information

Action: Invite to Dean's Symposium
Action Number: 63
Action Type: Invitation
Planned Date: 11/20/1998
Strategy:
Responsible Person: 10001

Action Status: Scheduled
Contact Type: Letter
Complete Date:
Result:
Prospect Manager: Franken,Alan

Others Assigned
[Customize](#) | [Find](#) |
First 1-2 of 2 Last

Type	Resource Assigned	Name	Role
Unit	ANNLGVG	Annual Giving	Solicitor
Volunteer	AV0010	Kuney,Dara	Committee Member

Initiatives

Attachments

Ask Information

Action Description

Contact Report

Author ID: K0G001 Jones,Rebekah
Report Date: 12/17/2009

Report Information

Linked Reports

Action Detail page

This page displays all fields related to an action. All group boxes are collapsible and expandable. If a group box is collapsed upon entering the page, it has no data. You can print this page using your browser's print functionality.

The fields on this page are the same as those on the pages of the Prospect Action component. Click the Edit Action button to access the Prospect Action pages and update any part of the action. When finished, click the OK button to return to the summary page that launched the Action Detail page to select Details, which the system displays with the updated action data.

See Also

[Chapter 9, "Managing Prospects," Creating Actions for Individual Prospects, page 258](#)

[Chapter 9, "Managing Prospects," Entering Action Results, page 260](#)

Viewing Contact Reports

Access the Contact Report Summary page (Contributor Relations, Prospect Management, Stewardship Plans, Constituent Actions, Contact Reports - Person).

Contact Report Summary

Robin Isenberg
ID: AV0002

Constituent Type: [Friend](#)
Year: [None](#) PSUNV
Prospect Manager: NONE

Constituent Contact Reports
Find | View All
First 1 of 1 Last

Rpt Dt	Cmpl Dt	Action Description	
11/20/1998	11/20/1998	Ask for gift -- Business Library	Details

Linked Contact Reports
Find | View All
First 1 of 1 Last

Rpt Dt	Author	Name
--------	--------	------

Contact Report Summary page

Constituent Contact Reports

Details

Click to view detailed information about a specific contact report on the Contact Report Detail page.

Linked Contact Reports

This section of the page includes contact reports that contain further information about the prospect.

Viewing Contact Report Details

The Link Report group box displays the ID and name of other prospects to whom this contact report pertains. These prospects are linked to the contact report for the original prospect.

Viewing To Do Lists

Access the To Do List - Staff page (Contributor Relations, Prospect Management, To Do Lists, To Do List - Staff or To Do List - Volunteer or To Do List - Unit).

To Do List - Staff

***Institution:** PeopleSoft University
Resource Assigned: Capozzelli, Mario
Designee Type:
Contact Type:
***Time Frame:** **Date From:** **Date To:**

To Do List Entry						
To Do List Entry 1		To Do List Entry 2				
	Designee	Action	Action Type	Contact Type	Planned Date	Complete Date
1	Gallegher, Shawn	Invitation to alumni event	Invitation	Letter	07/24/1998	
2	Homecoming 1999	Call about transportation	Phone	Telephone Call	12/01/1998	
3	Homecoming 1999	Select Menu	Hire contractor	Personal Visit	01/01/1999	11/18/1998
4	Homecoming 1999	Arrange music for reception	Phone	Telephone Call	10/01/1999	
5	Homecoming 1999	Hold evaluation meeting	Visit	Telephone Call	10/31/1999	

To Do List - Staff page

The actions that appear on this page are either manually generated as prospect or initiative actions or generated by running the Build Actions process when defining a public relations plan for an initiative.

Institution

Enter a code for the institution name.

Note. If your security access limits you to one academic institution, this field does not appear.

Resource Assigned

Enter the resource for which to view actions.

Designee Type

Select the category of constituents or initiatives that is affected by the action. Values are *Constituents Only*, *Initiatives Only*, and *All*.

The values for this field are delivered with the system as translate values. Do not modify these values in any way. Any modifications to these values will require a substantial programming effort.

Refresh

Click to retrieve a new list of actions meeting the criteria that you selected earlier on this page.

Chapter 10

Managing Planned Giving Prospects

This chapter provides an overview of managing planned giving prospects, lists common elements, and discusses how to:

- Track bequests.
- Track trusts.
- Track gift annuities.
- Track pooled income funds.
- Work with a planned giving profile.

See Also

Chapter 5, "Setting Up Prospects," page 43

Understanding Planned Giving Prospect Management

To effectively manage prospects, you must quickly evaluate constituents, create comprehensive cultivation-activity plans, and constantly monitor and revise those plans. Contributor Relations enables you to do this by maintaining extensive prospect information and providing tools that you can use to effectively implement and manage cultivation plans.

Planned giving prospect management involves tracking planned giving prospects, or prospective donors, from the point of discovery through elevation to prospect, cultivation, and, subsequently to becoming a donor of one or more planned gifts to your institution.

For planned gifts, the information that you track is different from the information for standard gifts that are entered through gift and pledge sessions. With planned giving, you track basic gift information and translate present and future values for reporting and estimating the effect that today's gift will have on your institution when the gift matures.

You can enter data that is related to a particular planned gift, but no processing to your institution's financial system or interaction with external planned giving applications is supported.

Common Elements Used in This Chapter

For	Describe how the planned gift is to be distributed.
------------	---

Business Unit	<p>Select the business unit to which the planned gift is allocated. The Designation field displays the values that you defined for the setID that is associated with this business unit.</p> <p>If you have already selected a designation, then change the business unit, and your selections are backed out.</p>
Designation	Select the designation to assign. Designations are funds at your institution to which donations can be allocated.
Type	<p>Select a type for the intended distribution. Values are:</p> <p><i>Interim:</i> The designation is a temporary holding site for the planned gift.</p> <p><i>Ultimate:</i> The gift remains in the designation that you select.</p> <p>Values for this field are delivered with the system as translate values. You can modify these translate values.</p>
Amount	Enter the amount to be distributed to the designation that you select.
ID and Name	Enter either an ID or a name. If you enter an ID, the Name field becomes display-only. If you enter a name, you cannot enter an ID.
Alliance	<p>Select the value that describes the contact's connection to the planned gift.</p> <p>Values for this field are delivered with the system as translate values. You can modify these translate values.</p>
Address	If the external contact does not have an ID in the system, click this link to enter address information on the Address Detail page for the external contact.
Staff ID	Select the staff ID of each staff member who is associated with the planned gift.
Role	Select the role of the assigned staff. Roles are determined by your institution and include values such as <i>Prospect Manager</i> , <i>Solicitor</i> , and <i>Campaign Manager</i> .
Inst Est Value (institution estimated value)	Enter the expected value to your institution of the planned gift.
Inst Actual Value	Enter the amount received by your institution.
Irrevocable	Select if the planned gift agreement cannot be revoked.
Campaign	Select the campaign associated with the planned gift. Campaigns are established by your institution. A campaign is an organized institutional effort that is targeted to a specific constituency that occurs over a specified period with specific purposes and goals.
Comments	Enter any additional comments about the planned gift.

Date of Birth and SSN (Social Security Number)	If you entered an ID, the person's date of birth and social security number appear, if they exist in the system. If you entered a name, you can enter this additional information. The Date of Birth field accepts both partial and complete dates. The system does not format this date field, so enter the date as it should appear.
Estimated Value	Enter the estimated value of the beneficiary's portion of the donor's planned gift.
Actual Value	Enter the beneficiary's or institution's payout.
Address	If the beneficiary does not have an ID in the system, click this link to enter address information for the beneficiary.
Item Type	Select an item type for each associated account at your institution. Item types are defined by your institution. The values from which you can select include the item types that are associated with your institution's default setID.
Type	<p>Select the type of account that is being used to manage the trust. Values are: <i>Asset</i>, <i>Liability</i>, and <i>Reserve</i>.</p> <p>Values for this field are delivered with the system as translate values. You can modify these translate values.</p>
Details	Click the link on any line to view more detailed information.

Tracking Bequests

This section provides an overview of bequests and discusses how to:

- Define bequest details.
- Define constituent bequest details.
- Define institutional bequest information.

Understanding Bequests

You can track:

- Information that is related to bequests that are made to benefit your institution, including original bequests and those that are made or amended in a codicil.
- Designations at your institution that benefit from the bequest.
- Estimated value, actual value, and maturity date of the bequest.
- External contacts and staff members at your institution who handle the bequest.

Pages Used to Track Bequests

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Bequest Detail	AV_BEQUEST_DTL	Contributor Relations, Prospect Management, Planned Giving, Bequests, Bequest Detail	Enter information about a constituent's bequest to your institution.
Bequest Detail 2	AV_BEQUEST_DTL2	Contributor Relations, Prospect Management, Planned Giving, Bequests, Bequest Detail 2	Enter additional information about a constituent's bequest to your institution.
Bequest Information	AV_BEQUEST_INFO	Contributor Relations, Prospect Management, Planned Giving, Bequests, Bequest Information	Enter information about the distribution, external contacts, and assigned staff of the planned gifts to your institution.

Defining Bequest Details

Access the Bequest Detail page (Contributor Relations, Prospect Management, Planned Giving, Bequests, Bequest Detail).

Shawn Gallegher ID: AV0001
 Constituent Type: [Alumni](#) Year: [2001](#) PSUNV Prospect Manager: Mario Capozzelli

Bequest Detail Find | View All First 1 of 1 Last

*Bequest Name: Shawn Gallegher Bequest
 *Bequest Date: 06/19/1998 *Bequest Status: Advised - Verbal
 Est Maturity: 06/02/2048 Status Dt:
 Est Estate: 5,000,000.00 USD Act Maturity:
 Present Value: 2,500,000.00 Act Estate:
 Campaign: CAMP2000 Campaign 2000

Benefit to Institution

Estimated Value: 2,000,000.00 Pct: Actual Value:

Other Beneficiaries Find | View All First 1-2 of 2 Last

Beneficiary	Name	Estimated Value	Pct	Actual Value
AV0004	Holmgren, June	2,000,000.00 USD		
AV0024	Perkins, Darla	1,000,000.00 USD		

Bequest Detail page

This component enables you to track multiple bequest instruments that will benefit the institution on the demise of the donor.

Important! When you delete bequests at this level, the system deletes all child records as well.

Bequest Name	Name each bequest to differentiate multiple bequests from the same donor within the system. The name then appears on all pages of the component.
Bequest Date	Enter the date that the bequest was made or that your institution learned of the bequest. The default is the current date.
Est Maturity (estimated maturity)	Enter the estimated date of maturity.
Est Estate (estimated estate)	Enter the anticipated total value of the estate when the bequest matures.
Present Value	Restate the estimated estate, adjusted for future inflation.
Bequest Status	Select <i>Advised-Verbal</i> (the default), <i>Advised-Written</i> , <i>In Probate</i> , or <i>Matured</i> . The values for this field are delivered with the system as translate values. You can modify these translate values.
Status Dt (status date)	The system displays the date that the bequest status was most recently updated.
Act Maturity (actual maturity)	Enter the date of actual maturity.

Act Estate (actual estate) Enter the total amount of the estate.

Benefit to Institution

Estimated Value and Pct (percent) Enter the estimated value of the bequest or the percentage of the bequest that benefits your institution.

Other Beneficiaries

Beneficiary or Name Select the ID or enter the name of the beneficiary.

Estimated Value and Pct (percent) Enter the estimated value or the percentage of the estate that has been willed to the beneficiary whom you identified in the Beneficiary or Name field.

Defining Constituent Bequest Details

Access the Bequest Detail 2 page (Contributor Relations, Prospect Management, Planned Giving, Bequests, Bequest Detail 2).

Bequest Detail		Bequest Detail 2		Bequest Information	
Shawn Gallegher		ID: AV0001			
Constituent Type: Alumni		Year: 2001 PSUNV		Prospect Manager: Mario Capozzelli	
Bequest Detail Find View All First 1 of 1 Last					
Bequest Name: Shawn Gallegher Bequest Comments: <div></div>					
Assets Find View All First 1 of 1 Last					
*Asset Category	Description	Asset Value	Value Date		
Life Insurance	Mutual Life Plan A	50,000,000.00 USD	06/30/1998		
Codicils Find View All First 1 of 1 Last					
Date	Action to Will	Description			
06/30/1998	Bequest to PSU	Added bequest to PSU and changed amounts allocated to additional beneficiaries			
Installments Find View All First 1 of 1 Last					
Expected Date	Expected Amount	Actual Date	Actual Amount		
06/01/2010	2,000.00 USD				

Bequest Detail 2 page

Assets

Asset Category	If assets are named in the will, you can select an asset category. Asset categories are defined on the Asset Types page.
Description	Enter a description (up to 60 characters) of the asset that is named in the will.
Asset Value	Enter the estimated monetary value of the asset.
Value Date	Enter the date on which the asset value was determined.

Codicils

Date	If the bequest has been amended, select the codicil date.
Action to Will	Enter a brief description of the action taken, such as beneficiary change, amount change, and so on.
Description	Enter a more detailed description of the amendment.






Installments

Expected Date	If the amount bequeathed is to be paid to your institution in installments, enter the expected date of each installment.
Expected Amount	If the amount bequeathed is to be paid to your institution in installments, enter the expected amount of each installment.
Actual Date and Actual Amount	When an installment is paid, enter the date and amount received.



Defining Institutional Bequest Information

Access the Bequest Information page (Contributor Relations, Prospect Management, Planned Giving, Bequests, Bequest Information).



[Bequest Detail](#)
[Bequest Detail 2](#)
[Bequest Information](#)

Shawn Gallegher
 ID: AV0001
 





Constituent Type: [Alumni](#)
 Year: [2001](#)
 PSUNV
 Prospect Manager: Mario Capozzelli



Bequest Detail
[Find](#) | [View All](#)
 First  1 of 1  Last

Bequest Name: Shawn Gallegher Bequest

Intended Distribution
[Find](#) | [View All](#)
 First  1 of 1  Last



For: Scholarship for High School Leaders

Business Unit	Designation	Type	Amount
PSUNV	EVERETTSCH	William C. Everett Scholarship	Ultimate 5,000,000.00 USD

External Contacts
[Find](#) | [View All](#)
 First  1 of 1  Last

External Contact ID: AV0030
 Name: [Dennison, Adele](#)
Alliance: Donor Representative

Start Date: 06/19/1998
 End Date:

Assigned Staff
[Find](#) | [View All](#)
 First  1 of 1  Last

Staff ID: AV0024
 Name: Perkins, Darla
 Start Date: 06/05/1996

Role: SOL
 End Date:

[Attachments](#)
[Audit](#)

Attached File	View	Add Attachment
	View	Add Attachment

Bequest Information page

Attachments

Click the View link to open the attachment in a new window. Click the Add Attachment button to upload a new attachment from within the component.

Tracking Trusts

You can track information that is related to trusts and benefits your institution. You can track various types of trusts, their values, the gifts made to them, their beneficiaries, and so on.

In addition, you can indicate the designations that benefit from the trust and the external contacts and staff members who handle the trust at your institution.

This section discusses how to:

- Define trust details.
- Define trust gift information.
- Define trust account information.

- Define trust beneficiaries.
- Define institutional trust information.

Pages Used to Track Trusts

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Trust Detail	AV_TRUST_DTL	Contributor Relations, Prospect Management, Planned Giving, Trusts, Trust Detail	Enter information about a donor's trust that benefits your institution.
Trust Gift Information	AV_TRUST_GINFO	Contributor Relations, Prospect Management, Planned Giving, Trusts, Trust Gift Information	Record information about additional gifts made to an established trust.
Trust Account Information	AV_TRUST_AINFO	Contributor Relations, Prospect Management, Planned Giving, Trusts, Trust Account Information	Track accounts that are associated with a trust that benefits your institution.
Trust Beneficiary	AV_TRUST_BFCY	Contributor Relations, Prospect Management, Planned Giving, Trusts, Trust Beneficiary	Track information about the benefit that your institution expects to receive and additional beneficiaries to a trust.
Trust Information	AV_TRUST_INFO	Contributor Relations, Prospect Management, Planned Giving, Trusts, Trust Information	Enter information about the distribution, external contacts, and assigned staff of a planned gift to your institution.

Defining Trust Details

Access the Trust Detail page (Contributor Relations, Prospect Management, Planned Giving, Trusts, Trust Detail).

Trust Detail		Trust Gift Information		Trust Account Information		Trust Beneficiary		Trust Information	
Shawn Gallegher				ID: AV0001					
Constituent Type: <u>Alumni</u>				Year: 2001		Institution: PSUNV			
Trust Detail Find View All First 1 of 1 Last									
*Trust Name:		Gallegher Family Trust							
*Trust ID:		347898		Trust Status:		Active			
*Trust Type:		Remainder Trust		Inception Date:		01/01/1980			
Trust Category:		Regular Trust		Start Date:		03/15/1982			
Trust Term:		Fixed Number of Years		Est Maturity:		03/15/2040			
Principal:		4,000,000.00 USD		Trustee Fees:		500,000.00			
Payout Type:		Pct		Amount:					
Payout Term:		Annual		Percent:		5.00			
Trust Value Find View All First 1 of 1 Last									
Value Date		Market Value		Future Value		Value Source			

Trust Detail page

Trust Name and Trust ID

Enter a trust name (up to 60 characters long) and trust ID (up to 20 characters long).

Note. The trust ID serves as an IRS tax ID number and should not be duplicated from one trust to another.

Trust Type

Select a trust type. Values are *Unitrust*, *Annuity Trust*, *Remainder Trust*, and *Charitable Lead Trust*. Trust types are defined on the Setup Trust Type page.

Trust Category

Select a trust category. Values are *Unitrust*, *Regular Trust*, *Net Income Trust*, *Net Income Trust with Make-Up*, and *Dry Charitable Remainder Trust*. Trust categories are defined on the Setup Trust Category page.

Trust Term

Select the term that must be met before the trust is paid out. Values are *Fixed Number of Years*, *One Life*, and *Two Lives*.

Principal

Enter the amount of money with which the trust was funded.

Trust Status

Select the current state of the trust. Values are *Active*, *Inactive*, *Matured*, and *Under Agreement*.

Inception Date

Select the date that the trust commitment with your institution was reached. This date may or may not be the same as the start date.

Est Maturity

Select the date that the trust will mature.

Trustee Fees

Enter the amount of any fees that must be paid to the trustee.

Payout Type	Select the payout type. Values are <i>Fixed Amount</i> and <i>Percent</i> . Values for this field are delivered with the system as translate values. You can modify these translate values.
Amount	If you selected a payout type of <i>Fixed Amount</i> , enter the amount of each payout in this field.
Payout Term	Select the frequency with which payouts are made. Values are <i>Annual</i> , <i>Bi-Annual</i> , <i>Bi-Month</i> , <i>Monthly</i> , and <i>Quarterly</i> . Values for this field are delivered with the system as translate values. You can modify these translate values.
Percent	If you selected a payout type of <i>Percent</i> , enter the percentage of the trust that is given in each payout.
Trust Value	
Value Date	Select the date the valuation is set.
Market Value	Enter the monetary value of the trust according to today's market.
Future Value	Enter the estimated monetary value of the trust on its maturity date.
Value Source	Enter a description (up to 25 characters) of the person or publication that provides information about the trust's valuation.

Defining Trust Gift Information

Access the Trust Gift Information page (Contributor Relations, Prospect Management, Planned Giving, Trusts, Trust Gift Information).

Trust Detail	Trust Gift Information	Trust Account Information	Trust Beneficiary	Trust Information
------------------------------	---	---	-----------------------------------	-----------------------------------

Shawn Gallegher ID: AV0001

Constituent Type: [Alumni](#) **Year:** 2001 **Institution:** PSUNV

Trust Information [Find](#) | [View All](#) First 1 of 1 Last

Trust Name: Gallegher Family Trust **Trust ID:** 347898

Gift Information [Find](#) | [View All](#) First 1 of 1 Last

Gift Amount	Gift Type	Gift Date
<input type="text"/> USD <input type="text"/>	<input type="text"/>	<input type="text"/>

Gift Value [Find](#) | [View All](#) First 1 of 1 Last

Value Date	Future Value	Liability	Value Source
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Total Contributions: USD **Total Income:**

Trust Gift Information page

Gift Amount and Gift Type	For each gift to the trust, enter the gift amount and select a gift type.
Gift Date	Select the date on which the gift was received by your institution.
Value Date	Select the date the valuation was set.
Future Value	Enter the estimated value of the new gift on its maturity date.
Liability	Enter the obligation to your institution for the additional payout for the new gift.
Value Source	Enter a description of the person or publication providing information about the estimated value.
Total Contributions	Enter the total amount paid to the trust by the donor.
Total Income	Enter the total amount paid from the trust to the donor.

Defining Trust Account Information

Access the Trust Account Information page (Contributor Relations, Prospect Management, Planned Giving, Trusts, Trust Account Information).

Trust Detail		Trust Gift Information		Trust Account Information		Trust Beneficiary		Trust Information	
Shawn Gallegher				ID: AV0001					
Constituent Type: Alumni				Year: 2001		Institution: PSUNV			
Trust Information Find View All First ◀ 1 of 1 ▶ Last									
Trust Name: Gallegher Family Trust				Trust ID: 347898					
Account Information Find View All First ◀ 1 of 1 ▶ Last									
Item Type <input type="text"/>				Type <input type="text"/>					
Balance Find View All First ◀ 1 of 1 ▶ Last									
Date <input type="text"/>				Balance <input type="text"/> USD					
Last Updated:									

Trust Account Information page

Date and Balance Enter the date and associated account balance. You can track multiple account balances by date.

Last Updated The system displays the date and name of the person who last updated the information on this page.


Defining Trust Beneficiaries

Access the Trust Beneficiary page (Contributor Relations, Prospect Management, Planned Giving, Trusts, Trust Beneficiary).

Trust DetailTrust Gift InformationTrust Account InformationTrust BeneficiaryTrust Information

Shawn Gallegher

ID: AV0001



Constituent Type: [Alumni](#)

Year: 2001

Institution: PSUNV

Trust Information

Find | View AllFirst1 of 1Last

Trust Name:Gallegher Family TrustTrust ID:347898

Inst Est Value:2,000,000.00 USDInst Actual Value:☐ Irrevocable

Campaign:CAMP2000 Campaign 2000

Comments:

Other Beneficiaries

Find | View AllFirst1 of 1Last

IDNameStatus

AV0004Holmgren, June1st

+

-

Date of Birth:SSN:877-99-1333

Estimated Value:2,000,000.00Actual Value:[Address](#)

Trust Beneficiary page

Defining Institutional Trust Information

Access the Trust Information page (Contributor Relations, Prospect Management, Planned Giving, Trusts, Trust Information).

288

Copyright © 1988, 2010, Oracle and/or its affiliates. All Rights Reserved.

Trust Detail		Trust Gift Information		Trust Account Information		Trust Beneficiary		Trust Information	
Shawn Gallegher				ID: AV0001					
Constituent Type: Alumni				Year: 2001 PSUNV		Prospect Manager: Mario Capozzelli			
Trust Information Find View All First 1 of 1 Last									
Trust Name: Gallegher Family Trust				Trust ID: 347898					
Intended Distribution Find View All First 1 of 1 Last									
For: Scholarship for Journalism Majors									
Business Unit		Designation		Type		Amount			
PSUNV		EVERETTSCH		William C. Everett Scholarship		Ultimate		2,000,000.00 USD	
External Contacts Find View All First 1 of 1 Last									
External Contact ID: AV0030		Name: Dennison, Adele		Alliance: Donor Representati					
Start Date: 06/19/1998		End Date:		Address					
Assigned Staff Find View All First 1 of 1 Last									
Staff ID: AV0026		Burwell, Elizabeth		Start Date: 06/01/1998					
Role:				End Date:					
Attachments Audit Customize Find View All First 1 of 1 Last									
Attached File						View		Add Attachment	
						View		Add Attachmen	

Trust Information page

Attachments

Click the View link to open the attachment in a new window. Click the Add Attachment button to upload a new attachment from within the component.

Tracking Gift Annuities

You can track information about gift annuities set up to benefit your institution. You can track various types of annuities, their rates, the assets that are used to fund them, the accounts that are associated with them, their beneficiaries, and their distribution.

This section discusses how to:

- Define gift annuity details.
- Define gift annuity beneficiaries.
- Define institutional gift annuity information.

Pages Used to Track Gift Annuities

Page Name	Definition Name	Navigation	Usage
Gift Annuity Details	AV_GIFTAN_DTL	Contributor Relations, Prospect Management, Planned Giving, Gift Annuities, Gift Annuity Details	Enter detailed information about a donor's gift annuity to your institution.
Gift Annuity Beneficiaries	AV_GIFTAN_BFCY	Contributor Relations, Prospect Management, Planned Giving, Gift Annuities, Gift Annuity Beneficiaries	Track information about the benefit that your institution expects to receive and additional beneficiaries to a trust.
Gift Annuity Information	AV_GIFTAN_INFO	Contributor Relations, Prospect Management, Planned Giving, Gift Annuities, Gift Annuity Information	Enter information about the distribution, external contacts, and assigned staff of a planned gift to your institution.

Defining Gift Annuity Details

Access the Gift Annuity Details page (Contributor Relations, Prospect Management, Planned Giving, Gift Annuities, Gift Annuity Details).

The screenshot displays the 'Gift Annuity Details' page within a software application. The page is divided into several sections:

- Header Section:** Includes fields for 'Gallegher, Shawn', 'ID: AV0001', 'Constituent Type: Alumni', 'Year: 2001', and 'Institution: PSUNV'.
- Gift Annuity Detail Section:** Contains the following fields:
 - *Gift Annuity Name: Gallegher Family Annuity
 - *Gift Annuity Type: Charitable (dropdown)
 - Inception Date: 06/05/1996 (calendar icon)
 - Deferral Period: 0
 - Start Date: 06/16/1997 (calendar icon)
 - Rate: 5.00
 - Gift Annuity Status: Active (dropdown)
 - Asset Category: LAND (dropdown) with a search icon and 'Land' text.
 - Gift Amount: 1,000,000.00 USD
 - Gift Annuity Date: 06/11/1996 (calendar icon)
 - Reserve: 100,000.00
 - Liability: 175,000.00
- Account Information Section:** Includes 'Item Type' and 'Type' dropdown menus.

Navigation links at the top of the detail sections include 'Find | View All' and 'First 1 of 1 Last'.

Gift Annuity Details page

Gift Annuity Name	Enter the formal gift annuity name (up to 60 characters).
Gift Annuity Type	Select a gift annuity type, <i>Charitable</i> or <i>Deferred</i> . Values for this field are delivered with the system as translate values. You can modify these translate values.
Deferral Period	If you selected a gift annuity type of <i>Deferred</i> , enter the number of years that the annuity will be deferred.
Rate	Enter the rate at which payouts will be made to the donor over the term of the annuity. Your institution determines the rate based on the age of the donor at the time the gift is made.
Inception Date	Enter the date on which the gift annuity was established.
Gift Annuity Status	Select a gift annuity status: <i>Active</i> : Select to add a new gift annuity. <i>Inactive</i> : Select if your institution no longer recognizes this gift annuity.
Asset Category	Select the asset category that describes the assets used to fund the gift annuity. Asset categories are defined by your institution.
Gift Amount	Enter the gift amount of the contribution that was used to create the gift annuity.
Reserve	Enter the amount that your institution must carry to fund the annuity.
Gift Annuity Date	Enter the date that the contribution to fund the gift annuity was made to your institution.
Liability	Enter the amount that your institution is committed to pay out over the life of the gift annuity.

Defining Gift Annuity Beneficiaries

Access the Gift Annuity Beneficiaries page (Contributor Relations, Prospect Management, Planned Giving, Gift Annuities, Gift Annuity Beneficiaries).




Gift Annuity Details

Gift Annuity Beneficiaries

Gift Annuity Information

Gallegher,Shawn

ID: AV0001



Constituent Type: [Alumni](#)

Year: 2001

Institution: PSUNV

Gift Annuity Detail

Find | View All

First 1 of 1 Last

Gift Annuity Name:

Gallegher Family Annuity

Gift Annuity Date:

06/11/1996

Inst Est Value:

1,000,000.00

USD

Inst Actual Value:

☐ Irrevocable

Campaign:

EDUCATION

College of Education Campaign

Comments:

Other Beneficiaries

Find | View All

First 1 of 1 Last

ID

Name

Status

AV0004

Holmgren,June

1st

Date of Birth:

SSN:

877-99-1333

Estimated Value:

10,000.00

Actual Value:

[Address](#)

Gift Annuity Beneficiaries page

Defining Institutional Gift Annuity Information

Access the Gift Annuity Information page (Contributor Relations, Prospect Management, Planned Giving, Gift Annuities, Gift Annuity Information).

Gift Annuity Details		Gift Annuity Beneficiaries		Gift Annuity Information	
Shawn Gallegher		ID: AV0001			
Constituent Type: Alumni		Year: 2001 PSUNV		Prospect Manager: Mario Capozzelli	
Gift Annuity Detail Find View All First 1 of 1 Last					
Gift Annuity Name: Gallagher Family Annuity		Gift Annuity Date: 06/11/1996			
Intended Distribution Find View All First 1 of 1 Last					
For: <input type="text" value="The Women's Collegiate Fund"/> + -					
Business Unit	Designation	Type	Amount		
<input type="text" value="PSUNV"/> + -	<input type="text" value="WOMENSFT"/> + - Women's Softball Program	<input type="text" value="Ultimate"/>	<input type="text" value="10,000.00"/> USD		
External Contacts Find View All First 1 of 1 Last					
External Contact ID: <input type="text" value="AV0030"/> + -		Name: <input type="text" value="Dennison,Adele"/>		Alliance: <input type="text" value="Donor Representati"/>	
Start Date: <input type="text" value="06/19/1998"/> + -		End Date: <input type="text" value=""/>		Address	
Assigned Staff Find View All First 1 of 1 Last					
Staff ID: <input type="text" value="AV0026"/> + -		Burwell,Elizabeth		Start Date: <input type="text" value="06/01/1998"/> + -	
Role: <input type="text" value="CM"/> + - Campaign Manager				End Date: <input type="text" value=""/> + -	
Customize Find View All First 1 of 1 Last					
Attachments Audit					
Attached File		View	Add Attachment		
		View	Add Attachmen		-

Gift Annuity Information page

Attachments

Click the View link to open the attachment in a new window. Click the Add Attachment button to upload a new attachment from within the component.

Tracking Pooled Income Funds

You can maintain information about the pooled income funds established at your institution for donors. For each donor who participates in a fund, you can track the units held, their value, additional gifts made, and so on. In addition, you can track information about the beneficiaries of the fund and distribution information.

This section discusses how to:

- Define pooled income fund details.
- Define pooled income fund beneficiaries.
- Define institutional pooled income fund information.

Pages Used to Track Pooled Income Funds

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Pooled Income Details	AV_PINC_DTL	Contributor Relations, Prospect Management, Planned Giving, Pooled Income Funds, Pooled Income Details	Enter information about a pooled income fund at your institution and the donor's contributions to the fund.
Pooled Income Beneficiaries	AV_PINC_BFCY	Contributor Relations, Prospect Management, Planned Giving, Pooled Income Funds, Pooled Income Beneficiaries	Track information about the benefit that your institution expects to receive and additional beneficiaries to a pooled income fund.
Pooled Income Information	AV_PINC_INFO	Contributor Relations, Prospect Management, Planned Giving, Pooled Income Funds, Pooled Income Information	Enter information about the distribution of the planned gift to your institution, external contacts, and assigned staff.

Defining Pooled Income Fund Details

Access the Pooled Income Details page (Contributor Relations, Prospect Management, Planned Giving, Pooled Income Funds, Pooled Income Details).

Pooled Income Details		Pooled Income Beneficiaries		Pooled Income Information	
Shawn Gallegher		ID: AV0001			
Constituent Type: Alumni		Year: 2001		Institution: PSUNV	
Pooled Income Details Find View All First 1 of 1 Last					
*Pooled Income Fund Name:		PSUNV Pooled Income Fund + -			
*Pooled Income Fund Type:		Balanced	Inception Date:	06/04/1992 31	
Total Contributions:		25,000,000.00 USD		PIF Status: Active + -	
Units Find View All First 1 of 1 Last					
Units Held	Unit Value	Total Value	Date		
150	100.00 USD	1,500.00	06/22/1998 31		
Gift Information Find View All First 1 of 1 Last					
Gift Amt:	3.00 USD	Units Purch:	2	Date: 06/25/1998 31	
Gift Value Find View All First 1 of 1 Last					
Value Date	Present Value	Liability			
06/25/1998 31	1,800.00 USD	180.00 + -			
Account Information Find View All First 1 of 1 Last					
*Item Type:			*Type: + -		

Pooled Income Details page

Pooled Income Fund Name	Enter the formal pooled income fund name (up to 60 characters).
Pooled Income Fund Type	<p>Select a pooled income fund type. Values include <i>Balanced</i>, <i>High Yield</i>, and any values your institution defines.</p> <p>Values for this field are delivered with the system as translate values. You can modify these translate values.</p>
Total Contributions	Enter the total contributions made by this donor to the pooled income fund.
Inception Date	Select the date on which the pooled income fund agreement was established.
PIF Status (pooled income fund status)	<p>Select the PIF status. Values are:</p> <p><i>Active</i>: Select when you add a new pooled income fund.</p> <p><i>Inactive</i>: Select if your institution no longer recognizes this donor's participation in the fund.</p>
Units	
Units Held	Enter the total number of units that the donor has purchased in the pooled income fund.
Unit Value	Enter the monetary value of a single unit in the pooled income fund.

Total Value	Enter the total value of the units that the donor has purchased from within the pooled income fund.
Date	Select the date on which the total value was set.
<i>Gift Information</i>	
Gift Amt (gift amount)	If the donor purchases additional units in the pooled income fund, enter the amount of the gift used to purchase the units.
Units Purch (units purchased)	Enter the number of units that the gift amount purchased in the pooled income fund.
Date	Select the date that the gift was made to purchase units in the pooled income fund.
Value Date	Select the date that the valuation is set.
Present Value	Enter the present value of the pooled income fund in today's market.
Liability	Enter the amount of liability created for your institution by the addition of units to the constituent's total units in the fund.




Defining Pooled Income Fund Beneficiaries

Access the Pooled Income Beneficiaries page (Contributor Relations, Prospect Management, Planned Giving, Pooled Income Funds, Pooled Income Beneficiaries).

Pooled Income DetailsPooled Income BeneficiariesPooled Income Information

Shawn Gallegher

ID: AV0001



Constituent Type: Alumni

Year: 2001

Institution: PSUNV

Pooled Income Details

Find | View All

First 1 of 1 Last

Fund Name: PSUNV Pooled Income Fund

Inception Date: 06/04/1992

Inst Est Value: 1,600.00 USD

Inst Actual Value:

☐ Irrevocable

Campaign: CAMP2000

Campaign 2000

Comments:

Other Beneficiaries



Find | View All

First 1 of 1 Last

ID: AV0004

Name: Holmgren, June

Status: 1st



Date of Birth:

SSN: 877-99-1333

Estimated Value: 200.00

Actual Value:

[Address](#)

Pooled Income Beneficiaries page

Defining Institutional Pooled Income Fund Information

Access the Pooled Income Information page (Contributor Relations, Prospect Management, Planned Giving, Pooled Income Funds, Pooled Income Information).

Pooled Income DetailsPooled Income BeneficiariesPooled Income Information

Shawn GallegherID: AV0001

Constituent Type: AlumniYear: 2001PSUNVProspect Manager: Mario Capozzelli

Pooled Income DetailsFind | View AllFirst1 of 1Last

Fund Name: PSUNV Pooled Income FundInception Date: 06/04/1992

Intended DistributionFind | View AllFirst1 of 1Last

For: Campaign 2000

Business Unit	Designation	Type	Amount
PSUNV	CAPCAMP2000	Capital Campaign 2000 Fund	Interim1,600.00 USD

External ContactsFind | View AllFirst1 of 1Last

External Contact ID: AV0030Name: Dennison,AdeleAlliance: Donor Representati

Start Date: 06/22/1998End Date: Address

Assigned StaffFind | View AllFirst1 of 1Last

Staff ID: AV0024Perkins,DarlaStart Date: 06/07/1998

Role: SOLSolicitorEnd Date:

Customize | Find | View AllFirst1 of 1Last

AttachmentsAudit

Attached File	View	Add Attachment
	View	Add Attachmen

Pooled Income Information page

Attachments

Click the View link to open the attachment in a new window. Click the Add Attachment button to upload a new attachment from within the component.

Working with a Planned Giving Profile

This section discusses how to:

- View a planned giving profile.
- View bequest details.
- View trust details.
- View gift annuity details.
- View pooled income fund details.

Pages Used to Work with a Planned Giving Profile

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Planned Giving Profile	AV_PG_PROFILE AV_PG_PROFILE1	<ul style="list-style-type: none"> Contributor Relations, Prospect Management, Planned Giving, Update Planned Giving Profile Contributor Relations, Prospect Management, Planned Giving, View Planned Giving Profile 	Summarize information about a constituent's participation as a prospective or actual donor of a planned gift.
Bequest Detail	AV_BEQUEST1_SP	Click a Bequest link on the Planned Giving Profile page.	View additional information about a bequest, including any assets, codicils, installments, or comments.
Trust Detail	AV_TRUST1_SP	Click a Trust link on the Planned Giving Profile page.	View information about a trust and its beneficiaries.
Gift Annuity Detail	AV_GIFTAN1_SP	Click a Gift Annuity link on the Planned Giving Profile page.	View information about a gift annuity, its account information, and its beneficiaries.
Pooled Income Fund Detail	AV_PINC1_SP	Click a Pooled Income Fund link on the Planned Giving Profile page.	View detailed information about a donor's portion of a pooled income fund.

Viewing a Planned Giving Profile

Access the Planned Giving Profile page (Contributor Relations, Prospect Management, Planned Giving, Update Planned Giving Profile).

Planned Giving Profile

Shawn Gallegher ID: AV0001

Constituent Type: [Alumni](#) **Year:** [2001](#) PSUNV **Prospect Manager:** Mario Capozzelli

Date of Birth: 07/03/1964 **Date of Death:**

Initial Request Date: **PG Status:**

Initial Response Date: ☐ **Include on PG Mailing List**

Planned Gifts							
Customize Find View All First 1-4 of 4 Last							
	Type	Planned Gift Name	Inception Date	Start Date	Institution Estimated Value	Institution Actual Value	Irrevocable
1	Bequest	Bequest	06/19/1998		2000000.00		
2	Trust	Gallegher Family Trust	01/01/1980	03/15/1982	2000000.00		<input type="checkbox"/>
3	Gift Annuity	Gallegher Family Annuity	06/05/1996	06/16/1997	1000000.00		<input type="checkbox"/>
4	Pooled Income	PSUNV Pooled Income Fund	06/04/1992		1600.00		

Planned Giving Profile page

- Initial Request Date** Enter the date on which the donor first inquired about a planned gift.
- Initial Response Date** Enter the date on which your institution responded to the donor's request for information.
- PG Status**(planned giving status) Select a planned giving status. Values include *Prospect*, *Suspect*, *In Discussion*, *Proposal Pending*, and *Donor*.
Values for this field are delivered with the system as translate values. You can modify these translate values.
- Include on PG Mailing List**(include on planned giving mailing list) Select to include the donor in your institution's planned giving mailing list.
- Planned Gift Name** Click any linked name to view its specifics on the appropriate detail page.
- Irrevocable** This check box is selected if the planned gift is not able to be retracted by the donor and is marked as irrevocable on the Trust or Gift Annuity page.

Viewing Bequest Details

Access the Bequest Detail page (Click a Bequest link on the Planned Giving Profile page).

Bequest Detail

Shawn Gallegher

ID: AV0001

Bequest Name: Shawn Gallegher Bequest**Bequest Date:** 06/19/1998**Bequest Status:** Advised - Verbal**Estimated Maturity:** 06/02/2048**Status Date:****Estimated Estate:** 5,000,000.00 USD**Actual Maturity:****Present Value:** 2,500,000.00**Actual Estate:****Campaign:** Campaign 2000

Benefit to Institution

Estimated Value: 2,000,000.00 **Percent:** **Actual Value:**

▼ Other Beneficiaries

Customize | Find | View All | First 1-2 of 2 Last

Beneficiary ID	Name	Estimated Value	Percent	Actual Value
AV0004	Holmgren, June	2,000,000.00 USD		
AV0024	Perkins, Darla	1,000,000.00 USD		

▼ Intended Distribution

Customize | Find | View All | First 1 of 1 Last

For	Business Unit	Designation Name	Type	Amount	
Scholarship for High School Leaders	PSUNV	William C. Everett Scholarship	Ultimate	5,000,000.00 USD	

▼ External Contacts

Customize | Find | View All | First 1 of 1 Last

External Contact ID	Name	Alliance	Start Date	End Date
AV0030	Dennison, Adele	Donor Representative	06/19/1998	

▼ Assigned Staff

Customize | Find | View All | First 1 of 1 Last

Staff ID	Name	Role	Start Date	End Date
AV0024	Perkins, Darla	Solicitor	06/05/1996	




▼ Assets

Customize | Find | View All | First 1 of 1 Last

Asset Category	Description	Asset Value	Value Date
Life Insurance	Mutual Life Plan A	50,000,000.00 USD	06/30/1998




Bequest Detail page (1 of 2)

▼ Installments

Customize | Find | View All |  First  1 of 1  Last

Expected Date	Expected Amount	Actual Date	Actual Amount
06/01/2010	2,000.00		

▼ Codicils

Customize | Find | View All |  First  1 of 1  Last

Date	Action to Will	Description
06/30/1998	Bequest to PSU	Added bequest to PSU and changed amounts allocated to additional beneficiaries

► Attachments

► Comments

Bequest Detail page (2 of 2)

All group boxes are collapsible and expandable. If a group box is collapsed upon entering the page, it has no data. You can print this page using your browser's print functionality. The fields on this page are the same as those in the Bequest Details component.

Click the View link in the Attachments group box to open the attachment in a new window.

See [Chapter 10, "Managing Planned Giving Prospects," Tracking Bequests, page 277.](#)

Viewing Trust Details

Access the Trust Detail page (Click a Trust link on the Planned Giving Profile page).

Trust Detail

Shawn Gallegher

ID: AV0001

Trust Name: Gallegher Family Trust

Trust ID: 347898

Trust Status: Active

Trust Type: Remainder Trust

Inception Date: 01/01/1980

Trust Category: Regular Trust

Start Date: 03/15/1982

Trust Term: Fixed Number of Years

Estimated Maturity: 03/15/2040

Principal: 4,000,000.00 USD

Trustee Fees: 500,000.00

Payout Type: Percent

Amount:

Payout Term: Annually

Percent: 5.00

Campaign: Campaign 2000

☐ Irrevocable

Benefit to Institution

Institution Estimated Value: 2,000,000.00 Institution Actual Value:

Other Beneficiaries

Customize | Find | View All | First 1 of 1 Last

Beneficiary		Details				
Beneficiary ID	Name	Status	Estimated Value		Actual Value	
AV0004	Holmgren, June	1st	2,000,000.00 USD			

Intended Distribution

Customize | Find | View All | First 1 of 1 Last

For	Business Unit	Designation Name	Type	Amount
Scholarship for Journalism Majors	PSUNV	William C. Everett Scholarship	Ultimate	2,000,000.00 USD

External Contacts

Customize | Find | View All | First 1 of 1 Last

External Contact ID	Name	Alliance	Start Date	End Date
AV0030	Dennison, Adele	Donor Representative	06/19/1998	

Assigned Staff

Customize | Find | View All | First 1 of 1 Last

Staff ID	Name	Role	Start Date	End Date
AV0026	Burwell, Elizabeth		06/01/1998	

Trust Detail page (1 of 2)

▶ Trust Value
▶ Trust Gift Information
▶ Trust Account Information
▶ Attachments
▶ Comments

Trust Detail page (2 of 2)

All group boxes are collapsible and expandable. If a group box is collapsed upon entering the page, it has no data. You can print this page using your browser's print functionality. The fields on this page are the same as those in the Trust Details component.

Click the View link in the Attachments group box to open the attachment in a new window.

See [Chapter 10, "Managing Planned Giving Prospects," Tracking Trusts, page 282.](#)

Viewing Gift Annuity Details

Access the Gift Annuity Detail page (Click a Gift Annuity link on the Planned Giving Profile page).

Gift Annuity Detail

Shawn Gallegher
ID: AV0001

Gift Annuity Name: Gallegher Family Annuity

Gift Annuity Type: Charitable

Deferral Period:

Rate: 5.00

Asset Category: Land

Gift Amount: 1,000,000.00 USD

Reserve: 100,000.00

Campaign: College of Education Campaign

Inception Date: 06/05/1996

Start Date: 06/16/1997

Gift Annuity Status: Active

Gift Annuity Date: 06/11/1996

Liability: 175,000.00

☐ Irrevocable

Benefit to Institution

Institution Estimated Value: 1,000,000.00

Institution Actual Value:

Other Beneficiaries
Customize | Find | View All | First 1 of 1 Last

Beneficiary ID	Name	Status	Estimated Value	Actual Value
AV0004	Holmgren, June	1st	10,000.00 USD	

Intended Distribution
Customize | Find | View All | First 1 of 1 Last

For	Business Unit	Designation Name	Type	Amount
The Women's Collegiate Fund	PSUNV	Women's Softball Program	Ultimate	10,000.00 USD

External Contacts
Customize | Find | View All | First 1 of 1 Last

External Contact ID	Name	Alliance	Start Date	End Date
AV0030	Dennison, Adele	Donor Representative	06/19/1998	

Assigned Staff
Customize | Find | View All | First 1 of 1 Last

Staff ID	Name	Role	Start Date	End Date
AV0026	Burwell, Elizabeth	Campaign Manager	06/01/1998	

Gift Annuity Detail page (1 of 2)

▶ Account Information
▶ Attachments
▶ Comments

Gift Annuity Detail page (2 of 2)

All group boxes are collapsible and expandable. If a group box is collapsed upon entering the page, it has no data. You can print this page using your browser's print functionality. The fields on this page are the same as those in the Gift Annuity Details component.

Click the View link in the Attachments group box to open the attachment in a new window.

See [Chapter 10, "Managing Planned Giving Prospects," Tracking Gift Annuities, page 289.](#)

Viewing Pooled Income Fund Details

Access the Pooled Income Fund Detail page (Click a Pooled Income Fund link on the Planned Giving Profile page).

Pooled Income Fund Detail

Shawn Gallegher**ID:** AV0001**Pooled Income Fund Name:** PSUNV Pooled Income Fund**Pooled Income Fund Type:** Balanced**Inception Date:** 06/04/1992**Total Contributions:** 25,000,000.00

USD

Status: Active**Campaign:** Campaign 2000**Benefit to Institution****Institution Estimated Value:** 1,600.00**Institution Actual Value:****▼ Units**

Customize | Find | View All | First 1 of 1 Last

Date	Units Held	Unit Value	Total Value	
06/22/1998	150	100.00	1,500.00	USD

▼ Other Beneficiaries

Customize | Find | View All | First 1 of 1 Last

Beneficiary		Details			
Beneficiary ID	Name	Status	Estimated Value		Actual Value
AV0004	Holmgren, June	1st	200.00	USD	

▼ Intended Distribution

Customize | Find | View All | First 1 of 1 Last

For	Business Unit	Designation Name	Type	Amount	
Campaign 2000	PSUNV	Capital Campaign 2000 Fund	Interim	1,600.00	USD

▼ External Contacts

Customize | Find | View All | First 1 of 1 Last

External Contact ID	Name	Alliance	Start Date	End Date
AV0030	Dennison, Adele	Donor Representative	06/22/1998	

▼ Assigned Staff

Customize | Find | View All | First 1 of 1 Last

Staff ID	Name	Role	Start Date	End Date
AV0024	Perkins, Darla	Solicitor	06/07/1998	

Pooled Income Fund Detail page (1 of 2)

▼ Gift Information				Find View All	First 1 of 1 Last
Gift Amount:	3.00	Units Purchased:	2	Date:	06/25/1998
▼ Gift Value		Customize Find View All First 1 of 1 Last			
Value Date	Present Value		Liability		
06/25/1998	1,800.00	USD	180.00		
▶ Account Information					
▶ Attachments					
▶ Comments					

Pooled Income Fund Detail page (2 of 2)

All group boxes are collapsible and expandable. If a group box is collapsed upon entering the page, it has no data. You can print this page using your browser's print functionality. The fields on this page are the same as those in the Pooled Income Details component.

Click the View link in the Attachments group box to open the attachment in a new window.

See Chapter 10, "Managing Planned Giving Prospects," Tracking Pooled Income Funds, page 293.

Chapter 11

Managing Initiatives

This chapter provides an overview of initiative management and discusses how to:

- Define an initiative.
- Define an initiative audience.
- Link related initiatives.
- Assign initiative resources.
- Define a public relations (PR) plan.
- Create initiative attachments.
- Create an initiative budget and track expenses.
- Create initiative actions.
- View initiative action summary information.
- View related goals.
- Viewing responsible staff for related initiatives.
- Use mass change for initiative and membership letters.

See Also

[Chapter 12, "Managing Campaigns," page 347](#)

[Chapter 13, "Managing Membership," page 361](#)

[Chapter 14, "Managing Volunteers," page 403](#)

[Chapter 15, "Managing Event Initiatives," page 415](#)

[Chapter 16, "Managing Other Initiatives," page 421](#)

Understanding Initiative Management

This section lists prerequisites and discusses initiative management.

Prerequisites

Before you can manage any type of initiative, you must have completed its setup. All initiatives use a few common setup pages, and some initiatives require additional setup that is specific to their function.

See Also

Chapter 6, "Setting Up Initiatives," page 55

Initiative Management

To manage any type of initiative (campaign, volunteer effort, membership initiative, event, or other type of initiative):

1. Create the initiative.
2. (Optional) Define the audience.
3. (Optional) Link related initiatives.
4. (Optional) Assign resources.
5. (Optional) Create a public relations (PR) plan.
6. (Optional) Create a budget.
7. (Optional) Track budget expenses.
8. (Optional) Create initiative actions.
9. (Optional) View action summary information.
10. (Optional) View related goals.
11. (Optional) View responsible staff for related initiatives.
12. (Optional) Create initiative or membership letters.

Defining an Initiative

This section discusses how to create any type of initiative.

Pages Used to Define an Initiative

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Campaign	AV_INTV_CMPGN_MAIN	Contributor Relations, Initiatives, Campaign Initiatives, Manage Campaigns, Campaign Initiatives	Begin the process of defining a new campaign initiative at your institution.
Membership	AV_INTV_MEMBR_MAIN	Contributor Relations, Initiatives, Membership Initiatives, Membership Initiatives	Begin the process of defining a membership initiative at your institution.
Volunteers	AV_INTV_VOL_MAIN	Contributor Relations, Initiatives, Volunteer Initiatives, Manage Volunteer Initiatives, Volunteer Initiatives	Begin the process of defining a new volunteer initiative at your institution.
Event	AV_INTV_EVNT_MAIN	Contributor Relations, Initiatives, Event Initiatives, Manage Events, Event Initiatives	Begin the process of defining a new event initiative at your institution.
Other Initiatives	AV_INTV_OTHR_MAIN	Contributor Relations, Initiatives, Other Initiatives, Manage Other Initiatives, Other Initiatives	Begin the process of defining a new initiative at your institution that is not a campaign, membership initiative, event initiative, or volunteer effort.

Creating an Initiative

Depending on the type of initiative you want to create, access the Campaign, Membership, Volunteers, Event, or Other Initiatives page (Contributor Relations, Initiatives, Campaign Initiatives, Manage Campaigns, Campaign Initiatives).

Campaign	Audience	Related Initiative	Resources	PR Plan
Campaign: ANNFUND		Institution: PSUNV		
Name: Annual Fund Campaign				
Description: Annual fundraising campaign to alumni and friends				
*Start Date:	07/01/2004	End Date:	06/30/2005	Reporting Level: 2
*Status:	Active	*Business Unit:	MEDBU	
% Particptn Goal:	35.00	*Phase:	Public	
Financial Goal:	5,000,000.00	USD		
Responsible Person Find View All First 1 of 1 Last				
Person:	AV0026	Burwell, Elizabeth	*Eff Date:	06/24/2004
Responsible Department Find View All First 1 of 1 Last				
Department:				
*Start Date:		End Date:		

Campaign page

Fields Common to All Initiatives

Name

Name the initiative, up to 60 characters.

Reporting Level

Enter a reporting level for the initiative. The highest reporting level is 1. The lowest reporting level is 999. You will receive an error message if you enter an incorrect reporting level.

A level 1 initiative cannot be related to another level 1 initiative of the same type. For example, a level 1 campaign cannot be related to another level 1 campaign. Reporting levels are critical when relating other initiatives to an initiative on the Related Initiatives page. Note that you cannot relate any campaigns to events. Events must be in context of the larger campaign; a campaign drives what is related to it.

Business Unit

Note. Your selection determines the values you can choose from when selecting a responsible department, creating department goals, selecting a public relations appeal, and selecting an appeal for a budget expense.

% Particptn Goal (percent participation goal) and Financial Goal

Enter a participation goal percentage and a financial goal for the initiative. Goals indicate the amount of or percentage increase in participation that you expect to receive as a result of the initiative.

For campaign initiatives, these fields are used in the Campaign Progress Report. For memberships, these fields are used in the Membership Progress page.

Person	Select a responsible person for the initiative. This field populates by default to the user ID of the person defining the initiative, but can be overridden. To select a new responsible person, click the Quick Search button and select the appropriate ID. When a responsible person is selected, his or her name appears to the right of this field. Only one person can be responsible for an initiative at a given time.
Department	Select a responsible department for the initiative. The prompt box displays a listing of all the departments associated with the setID for the business unit that you select for this initiative.

If You Are Creating a Campaign Initiative

Phase	Select a phase to indicate whether the initiative is currently <i>Private</i> or <i>Public</i> . You may want to begin the campaign privately, identifying the pace-setting gifts that form the nucleus fund of the campaign. When the campaign has some momentum from the private phase, you can take it public to complete its goals.
--------------	--

If You Are Creating a Membership Initiative

Mbr Org (member organization)	Enter the member organization. This code identifies which member organization at your institution owns the membership initiative. The first initiative that you create might not have values in this field because no values might have been set up yet. If so, leave this field blank and return to complete it after you create the appropriate member organization.
--------------------------------------	--

If You Are Creating a Volunteer Initiative

Nbr Vol Goal (number of volunteers goal)	Enter the number of volunteers you want to be involved in the initiative.
Vol Pool Goal (volunteer pool goal)	Enter the number of constituents you must invite to participate to generate the number of volunteers goal.

If You are Creating an Event Initiative

Event ID	If you have already created this event on the Event page, select the event ID to link it to this event initiative. Otherwise, click the New ID button to create an event. After you create an event and save the Event page, the system creates an event ID and automatically enters the new ID here.
-----------------	---

New ID	Click to create an event for this event initiative. When you click this button, the system automatically populates the Event page with key values that you entered here. To assist you in creating the event record, the system transfers the event code that you are defining to the Short Description field, the name that you enter to the Description field, and the institution that you select to the Institution field. See <i>PeopleSoft Enterprise Campus Community 9.0 Fundamentals PeopleBook</i> , "Managing Campus Event Planning."
Attendance Goal	Enter a goal that states the expected number of constituents who will attend the event.

If You Are Creating an Other Initiative

Intv Type (initiative type)	Enter an initiative type. The type you enter should be one not defined by your institution as <i>Campaign, Membership, Volunteer, or Event</i> .
------------------------------------	--

Defining an Initiative Audience

This section discusses how to define an audience for an initiative. Audiences are populations and sub-populations of constituents related to an initiative.

Understanding Audiences

You need an audience to communicate; the Audience page helps you identify the target market. There are three types of audiences:

- Reporting audience

An example is the need to report quarterly to the Board of Regents.

- Administrative audience

An example is the need to notify the group of people managing the initiative.

- Segmentation

An example is the group of alumni to which you want to send an invitation or appeal. This piece is tied to communications.

Pages Used to Define an Initiative Audience

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Audience	AV_INTV_CMPGN_AUD AV_INTV_EVNT_AUD AV_INTV_MEMBR_AUD AV_INTV_VOL_AUD AV_INTV_OTHR_AUD	<ul style="list-style-type: none"> Contributor Relations, Initiatives, Campaign Initiatives, Manage Campaigns, Campaign Initiatives, Audience Contributor Relations, Initiatives, Membership Initiatives, Membership Initiatives, Audience Contributor Relations, Initiatives, Volunteer Initiatives, Manage Volunteer Initiatives, Audience Contributor Relations, Initiatives, Event Initiatives, Manage Events, Audience Contributor Relations, Initiatives, Other Initiatives, Manage Other Initiatives, Other Initiatives, Audience 	Define the target audiences, or populations and sub-populations of constituents related to an initiative.
Audience Detail	AV_AUD_CRIT_SP	Click the Audience Detail button on the Audience page.	View additional information about an audience.
Initiative Audience Build	AV_RUNCTL_INTV	Contributor Relations, Initiatives, Process Initiatives, Initiative Audience Build	Run the AVINTBM process for audiences. You can build the audiences that are used for initiatives, move audiences from the temporary table AV_INTV_TMP_TBL to the permanent table AV_INITIATIVES, or both.

Defining the Audience

Access the Audience page (Contributor Relations, Initiatives, Campaign Initiatives, Manage Campaigns, Campaign Initiatives, Audience).

Note. Before assigning an audience to an initiative, you must create the audience by defining attribute types, then define audience criteria based on those attribute types.

CampaignAudienceRelated InitiativeResourcesPR Plan

Campaign: ANNFUNDAnnual Fund CampaignInstitution: PSUNV

Selection Process

Population Selection

Build/Merge Process

Audience

Find | View AllFirst1 of 1Last

*Pers/Org	Audience	Description	Audience Type	
Person	ENGLISH	English Department Alumni	Segmentatn	Audience Detail + -
Query Name:		Workset Name:		

Audience page

When you define an audience, you specify which particular group of constituents to reach through the initiative. For example, a reunion event might target all the constituents in the Class of 1990.

Use the audiences that you define to identify who receives particular messages as a result of the public relations plan and to set intermediate goals for the initiative. However, to actually build the audience for the initiative, you must use the Initiative Audience Build page.

Note. Audiences must be linked to an initiative to use Mass Change to assign communications to audience members.

Selection Process

The appearance of this page changes, depending on the selection process you select. If you select *Population Selection*, you can select audiences built using the Population Selection process on the Audience Criteria page. If you select *Build/Merge Process*, you can select audiences built using standard audience build/merge functionality.

Audience

Pers/Org Select an option: *Person*, *Organization*, or *Both*. The value *Both* is only available if you selected the Population Selection process.

Audience	Make a selection from the prompt box containing a list of all the audiences for either persons or organizations defined by your institution. This list includes only those defined on the Audience Criteria page.
Audience Type	<p>Select the reason that the audience you entered has been chosen. Values for this field (<i>Segmentation</i>, <i>Reporting</i>, and <i>Administrative</i>) are delivered with the system as translate values. <i>Segmentation</i> is a required value. Do not modify these values in any way. Any modifications to these values will require a substantial programming effort.</p> <p>Use <i>Reporting</i> to report the progress of the campaign. Use <i>Administrative</i> to create an audience of those responsible for the campaign. Use <i>Segmentation</i> for marketing purposes.</p> <hr/> <p>Note. Segmentation is the only type available for setting campaign goals.</p> <hr/> <p>Select <i>Segmentation</i> to include this audience for this initiative in the list of Audience Code values on the Initiative Goals page and PR Plan page. <i>Reporting</i> and <i>Administration</i> are not relevant to the Initiative Goals page.</p>
Query Name	If desired for future reference, enter the current query name used in your reporting tool when running reports on the audience. This field is only available if you chose to use the Build/Merge Process.
Workset Name	If you use a workset containing the members of the audience, enter the name. You can enter only those worksets that you have access to. This field is only available if you chose to use the Build/Merge Process.
Audience Detail	Click to open the Audience Detail page. This page displays the criteria that defines the audience. Review this information to ensure that you select the correct audience. This field is only available if you chose to use the Build/Merge Process.

See Also

[Chapter 6, "Setting Up Initiatives," Setting Up Attribute Types, page 62](#)

[Chapter 6, "Setting Up Initiatives," Setting Up Audience Criteria, page 63](#)

Building and Merging the Audience

Access the Initiative Audience Build page (Contributor Relations, Initiatives, Process Initiatives, Initiative Audience Build).

Initiative Audience Build

Run Control ID: **AUDBUILD** [Report Manager](#) [Process Monitor](#) Run




Selection Process

☐ Population Selection
 ☒ Build/Merge Process

Processes to Run



☒ Build Temp Tables
 ☐ Merge into Initiative Audience







Build Audience

Customize | Find | View All |  First  1-2 of 2  Last

	Audience	Audience Type	Initiative	Initiative Type	Start Date	End Date
1	CLASS 49	Admin	BATCMPGN	CAMPAIGN	06/02/2006	08/30/2006
2	ORG INT	Admin	BATCMPGN	CAMPAIGN	06/02/2006	08/30/2006

Rebuild Audience

Find | View All | First  1 of 1  Last

Initiative	Pers/Org	Audience Code	Audience Type
<input type="text"/> 	<input type="text"/> 	<input type="text"/> 	<input type="text"/>   

Initiative Audience Build page

The Initiative Audience Build/Merge Application Engine process (AVINTBM) generates the actual list of audience members and builds the audience based on the selection process you select.

To build the audience initially, click Run to run the Initiative Audience Build process. This process builds the audiences that you select on this page and any defined audiences that have not previously been built.

Note. After you build an audience, audience members are not purged if they no longer meet the audience criteria.

After you run the Initiative Audience Build process you must manually purge the AV_INTV_TMP_TBL table if you want to edit the IDs selected to be included in the audience. This step is only available if you do not select the Merge into Initiative Audience check box when you run the process. If you select both the Build Temp Tables and Merge into Initiative Audience check boxes when running the process, the system builds the temp tables then immediately adds the IDs in the temporary tables to the AV_INITIATIVE table without allowing any edits to the selected IDs.

Selection Process

The AVINTBM process behaves differently, depending on whether you select *Population Selection* or *Build/Merge Process*. If you select the Build/Merge Process, the system launches the AVPINT Cobol process and builds the audiences using that process.

Note. For performance considerations, there is a maximum of 400 person/organization combinations of audience criteria per process instance. If the total member organizations to be built will result in more than 400 combinations, set up the member organizations in blocks and run the process after setting up each block of organizations. When rebuilding audiences, select them with this maximum in mind and run the process more than once, selecting different groups of audiences to be rebuilt. An example of a situation that would exceed the maximum is building, in one run, 101 organizations each having four audience criteria.

Processes to Run

Using the check boxes in this group box, you can build an audience, merge an audience, or both.

Build Temp Tables	Select this option to generate the actual list of audience members and store it in a temporary table called AV_INTV_TMP_TBL. When the records are in this table, they can be analyzed to determine if the audience list is acceptable.
Merge into Initiative Audience	Select this option to merge any audiences in the temporary table (AV_INTV_TMP_TBL) with the permanent table (AV_INITIATIVE).

Build Audience

The system displays audiences here that are ready to be built. If you select the Population Selection option, this grid will only show audiences built using the Population Selection process.

Rebuild Audience

If you have already built an audience, to rebuild it use this group box to enter your criteria. You must rebuild audiences based on the selection process you select. When you rebuild an audience, the process adds any additional constituents that meet the audience criteria since the time the audience was last built.

Linking Related Initiatives

This section discusses how to link additional, related initiatives to the one you are creating.

Page Used to Link Related Initiatives

Page Name	Definition Name	Navigation	Usage
Related Initiative	AV_INTV_CMPGN_RLTD AV_INTV_EVNT_RLTD AV_INTV_MEMBR_RLTD AV_INTV_VOL_RLTD AV_INTV_OTHR_RLTD	<ul style="list-style-type: none"> Contributor Relations, Initiatives, Campaign Initiatives, Manage Campaigns, Campaign Initiatives, Related Initiatives Contributor Relations, Initiatives, Membership Initiatives, Membership Initiatives, Related Initiatives Contributor Relations, Initiatives, Volunteer Initiatives, Manage Volunteer Initiatives, Related Initiatives Contributor Relations, Initiatives, Event Initiatives, Manage Events, Related Initiatives Contributor Relations, Initiatives, Other Initiatives, Manage Other Initiatives, Other Initiatives, Related Initiatives 	Link the initiative you are creating or updating to existing active initiatives.

Assigning Related Initiatives

Access the Related Initiative page (Contributor Relations, Initiatives, Campaign Initiatives, Manage Campaigns, Campaign Initiatives, Related Initiatives).

Related Initiative page

You can link campaigns, volunteer efforts, membership initiatives, events, or other institution-defined initiative types as a subunit of an initiative.

Type	Select the initiative type to relate to the initiative with which you are working, such as <i>Campaign</i> , <i>Event</i> , <i>Membership</i> , <i>Other</i> , and <i>Volunteer</i> .
Level	Select the reporting level of the initiative to relate to the initiative that you are working with. Select a level from 1 to 999. Level 1 is the highest reporting level; you cannot relate same-type initiatives with the same reporting level.
Intv Cd (initiative code)	Select the initiative code for the initiative to relate to the initiative with which you are working.
Important! Event, volunteer, membership, and other initiatives can be related to a campaign only when the campaign is retrieved on this page. This ensures the correct hierarchy for campaign reporting.	

Assigning Initiative Resources

This section discusses how to assign initiative resources.

Page Used to Assign Initiative Resources

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Resources	AV_INTV_CMPGN_RSRC AV_INTV_EVNT_RSRC AV_INTV_MEMBR_RSRC AV_INTV_VOL_RSRC AV_INTV_OTHR_RSRC	<ul style="list-style-type: none"> Contributor Relations, Initiatives, Campaign Initiatives, Manage Campaigns, Campaign Initiatives, Resources Contributor Relations, Initiatives, Membership Initiatives, Membership Initiatives, Resources Contributor Relations, Initiatives, Volunteer Initiatives, Manage Volunteer Initiatives, Resources Contributor Relations, Initiatives, Event Initiatives, Manage Events, Resources Contributor Relations, Initiatives, Other Initiatives, Manage Other Initiatives, Other Initiatives, Resources 	Maintain information about the human resources that support an initiative.

Assigning Initiative Resources

Access the Resources page (Contributor Relations, Initiatives, Campaign Initiatives, Manage Campaigns, Campaign Initiatives, Resources).

Campaign	Audience	Related Initiative	Resources	PR Plan
Campaign: ANNFUND	Annual Fund Campaign		Institution: PSUNV	
Responsible Manager Find View All First 1 of 1 Last				
AV0029	Northmar,Brighton	*Start Date: 08/01/2004		
Staff Role: PM	Prospect Manager	End Date: 06/30/2005		
Other Primary Staff Resources Find View All First 1 of 1 Last				
AV0026	Burwell,Elizabeth	*Start Date: 10/01/2004		
Staff Role: SOL	Solicitor	End Date: 01/01/2005		
Responsible Unit Find View All First 1 of 1 Last				
ANNLGVG	Annual Giving	*Start Date: 08/01/2004		
Unit Role:		End Date: 06/30/2005		
Resource Type	Initiative Type	Initiative	Volunteer Structure	
Initiative				New Vol

Resources page

You assign the responsible person for an initiative on the initial definition page in the component, but you maintain information about other resources associated with the initiative on this page.

Responsible Manager

This is the person, above the responsible person, who should get reports and notifications related to the initiative. Only valid defined staff and units are available for assignment.

Staff Role

Enter the role of the responsible manager at the institution. Examples of staff roles are *Prospect Manager*, *Campaign Manager*, *Solicitor*, and so on. Roles are defined by your institution using the Roles page. Only valid defined staff and units are available for assignment.

Other Primary Staff Resources

Enter any other staff members who are participating in the initiative, such as the class giving officer or the reunion manager. Only valid defined staff and units are available for assignment.

Important! These resources only need to be linked here if the person's assignment has not been established as the responsible person for a related initiative.

Staff Role

Enter the role of the staff member at the institution. Examples of staff roles are *Prospect Manager*, *Campaign Manager*, *Solicitor*, and so on. Roles are determined by your institution.

Responsible Unit	Enter the name of the unit that is responsible for the initiative.
Unit Role	Enter the purpose of the unit at the institution. Roles are determined by your institution.
Resource Type	Assign a volunteer as a resource. Values include <i>Initiative</i> or <i>Mbr Org</i> (member organization).
Initiative Type	If you selected <i>Initiative</i> as a resource type, select an initiative type associated with the volunteer.
Initiative	If you selected <i>Initiative</i> as a resource type, select the initiative with which the volunteer is associated.
Mbr Org Code	If you selected <i>Mbr Org</i> as a resource type, select the code with which the volunteer is associated.
Volunteer Structure	To assign a volunteer as a resource, select a volunteer structure code for the volunteer. This prompt is only active if you have a defined volunteer structure assigned to this initiative. If you do not have a volunteer structure defined, click the New Vol button to create one.
New Vol (new volunteer)	Click to access the Volunteer Structure page, where you can structure a new volunteer leadership group to assign specifically to this initiative.

Defining a Public Relations Plan

This section discusses how to define a public relations plan for an initiative.

Page Used to Define a PR Plan

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
PR Plan (public relations plan)	AV_INTV_CMPGN_PLAN AV_INTV_EVNT_PLAN AV_INTV_MEMBR_PLAN AV_INTV_VOL_PLAN AV_INTV_OTHR_PLAN	<ul style="list-style-type: none"> Contributor Relations, Initiatives, Campaign Initiatives, Manage Campaigns, Campaign Initiatives, PR Plan Contributor Relations, Initiatives, Membership Initiatives, Membership Initiatives, PR Plan Contributor Relations, Initiatives, Volunteer Initiatives, Manage Volunteer Initiatives, PR Plan Contributor Relations, Initiatives, Event Initiatives, Manage Events, PR Plan Contributor Relations, Initiatives, Other Initiatives, Manage Other Initiatives, Other Initiatives, PR Plan 	Define an overall plan for communicating the purpose and progress of an initiative to a variety of audiences.

Defining a Public Relations Plan

Access the PR Plan page (Contributor Relations, Initiatives, Campaign Initiatives, Manage Campaigns, Campaign Initiatives, PR Plan).

The screenshot shows the 'PR Plan' page with the following details:

- Campaign:** ANNFUND (Annual Fund Campaign)
- Institution:** PSUNV
- Plan Details:**
 - Message:** (Empty text area)
 - *Method:** E-Mail
 - Frequency:** Quarterly
 - Appeal:** REPORT
 - Start Date:** (Calendar icon)
 - End Date:** (Calendar icon)
 - Action Type:** INFO
 - Completed:** ☐
- Assigned To:**
 - *ID:** AV0027
 - Name:** Boudreaux, Lisele
- Audience:**
 - *Pers/Org:** Pers
 - Audience Type:** Reporting
 - Audience:** (Empty text field)
- Buttons:** Find, View All, First, 1 of 1, Last, Build Actions

PR Plan page

When you create a public relations plan, the system generates a to do list record for the people assigned to particular steps or tasks within the plan. In addition, the public relations plan is written to the overall action plan for the initiative.

Message Enter information about the content of the actual communication that is sent.

Method Select how the message is delivered, such as an invitation, newsletter, meeting, report, email, and so on. Methods are defined by your institution using the Methods page.

Frequency Select how often a communication is sent. Frequencies include *Daily*, *Weekly*, *Monthly*, *Quarterly*, *Bi-Annually*, or *Annually*. The values for this field are delivered with the system as translate values. You can modify these translate values.

Important! The combination of frequency and start date establishes the dates that actions are triggered to a to do list for the people who are assigned the responsibility for carrying out the task

Appeal Select an appeal to relate the public relations plan to a specific appeal defined for the initiative. For example, *Annual Honor Roll* may be the message and the enclosed envelope for an additional gift may have a defined appeal to track. Appeals are defined by your institution using the Appeals page. Available options include all the valid appeals for the setID associated with the business unit that you select for the initiative.

Completed Select to indicate that a communication has already been generated and sent and that the planned cycle (start date to end date) is complete or the step is no longer needed in the plan.

Audience Type and Audience	Select an audience type and an audience for the communication. Audiences include only those defined on the Audience page for this initiative.
Seq Nbr (sequence number)	Indicates which step you are creating in the public relations plan.
Build Actions	<p>After you have specified a message, method, frequency, appeal, assigned ID, and audience, click this button. The system generates initiative actions that correspond with the public relations tasks. For example, if you create a task of sending a monthly letter to alumni, the system creates an initiative action for the assigned staff for each date that the letter is to be sent. This date is based on the start and end dates of the public relations plan step.</p> <hr/> <p>Important! You can only build actions for a step once, so plan the steps carefully. Be certain that the dates and frequency—as well as the values in the Message, Appeal, and Responsible Person fields—are correct before directing the system to build actions. You do not have to build actions until you are ready. You can save the page and build the public relations plan actions later. After actions are built, any subsequent changes to an action require you to manually update them using the Initiative Action page.</p> <hr/>

Important! If you do not click the Build Actions button, you receive a message when you save the page asking to build actions for the initiative. If you click Yes, actions are created for all of the steps that have not yet been built. If you click No, the plan data is saved and no actions are created at this time. If you add steps to the public relations plan at a later date, the Build Actions button becomes active and you can build actions for the new steps. The actions that appear on the To Do List are determined by the setting you make in the Reminder Days field on the Institution Installation 2 page.

Creating Initiative Attachments

This section discusses how to create attachments for any type of initiative.

Page Used to Create Initiative Attachments

Page Name	Definition Name	Navigation	Usage
Attachments	AV_INTV_CMPGN_ATCH, AV_INTV_MEMBR_ATCH, AV_INTV_EVNT_ATCH, AV_INTV_VOL_ATCH, AV_INTV_OTHR_ATCH	<ul style="list-style-type: none"> Contributor Relations, Initiatives, Campaign Initiatives, Manage Campaigns, Campaign Initiatives, Attachments Contributor Relations, Initiatives, Membership Initiatives, Membership Initiatives, Attachments Contributor Relations, Initiatives, Event Initiatives, Manage Event Initiatives, Event Initiatives, Attachments Contributor Relations, Initiatives, Volunteer Initiatives, Manage Volunteer Initiatives, Volunteer Initiatives, Attachments Contributor Relations, Initiatives, Other Initiatives, Manage Other Initiatives, Other Initiatives, Attachments 	Create and view attachments to an initiative.

Creating Attachments

Access the Attachments page for an initiative (for example, Contributor Relations, Initiatives, Campaign Initiatives, Manage Campaigns, Campaign Initiatives, Attachments).

Campaign	Audience	Related Initiative	Resources	PR Plan	Attachments
Campaign: ANNFUND Annual Fund Campaign		Institution: PSUNV			
Customize Find View All First 1 of 1 Last					
Attachments		Audit			
Attached File	*Document Date	Description	View		
ROC.txt	12/17/2009	ROC.txt	View		
			Add		

Attachments page for initiatives

Click the View link to open the attachment in a new window. Click the Add button to upload a new attachment from within the component.

Creating an Initiative Budget and Tracking Expenses

This section discusses how to:

- Create a budget.
- Track budget expenses.

You can create a simple expense budget for an initiative. A budget can be broken down into budget categories, and a portion of the budget can be allocated to each category. In addition, you can track specific expenses associated with the initiative.

Note. Your Contributor Relations budget system does not support links to your institution's financial system.

Pages Used to Create a Budget and Track Expenses

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Budget	AV_INTV_CMPGN_BDGT AV_INTV_EVNT_BDGT AV_INTV_MEMBR_BDGT AV_INTV_VOL_BDGT AV_INTV_OTHR_BDGT	<ul style="list-style-type: none"> • Contributor Relations, Initiatives, Campaign Initiatives, Manage Campaigns, Campaign Budget • Contributor Relations, Initiatives, Membership Initiatives, Membership Budget • Contributor Relations, Initiatives, Volunteer Initiatives, Manage Volunteer Initiatives, Volunteer Budget • Contributor Relations, Initiatives, Event Initiatives, Manage Events, Event Budget • Contributor Relations, Initiatives, Other Initiatives, Manage Other Initiatives, Other Initiative Budget 	Create a simple expense budget for an initiative.

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Budget Detail	AV_INTV_CMPGN_BDTL AV_INTV_EVNT_BDTL AV_INTV_MEMBR_BDTL AV_INTV_VOL_BDTL AV_INTV_OTHR_BDTL	<ul style="list-style-type: none"> Contributor Relations, Initiatives, Campaign Initiatives, Manage Campaigns, Campaign Budget Detail Contributor Relations, Initiatives, Membership Initiatives, Membership Budget Detail Contributor Relations, Initiatives, Volunteer Initiatives, Manage Volunteer Initiatives, Volunteer Budget Detail Contributor Relations, Initiatives, Event Initiatives, Manage Events, Event Budget Detail Contributor Relations, Initiatives, Other Initiatives, Manage Other Initiatives, Other Initiative Budget Detail 	Track the specific expenses for an initiative.

Creating a Budget

Access the Budget page (Contributor Relations, Initiatives, Campaign Initiatives, Manage Campaigns, Campaign Budget).

Budget

Campaign: ANNFUND Annual Fund Campaign
 Institution: PSUNV

Overall Budget: USD

Budget Detail
Find | View All
First 1-5 of 5 Last

*Budget Category	Category Budget	
<input type="text" value="Flowers"/>	<input type="text" value="2,500.00"/>	<input type="button" value="+"/> <input type="button" value="-"/>
<input type="text" value="Printing/Publications"/>	<input type="text" value="12,500.00"/>	<input type="button" value="+"/> <input type="button" value="-"/>
<input type="text" value="Postage"/>	<input type="text" value="1,000.00"/>	<input type="button" value="+"/> <input type="button" value="-"/>
<input type="text" value="Meal Costs"/>	<input type="text" value="20,000.00"/>	<input type="button" value="+"/> <input type="button" value="-"/>
<input type="text" value="Transportation Costs"/>	<input type="text" value="3,000.00"/>	<input type="button" value="+"/> <input type="button" value="-"/>

Budget page

You can break down a budget into budget categories and allocate a portion of the budget to each category.

Overall Budget Enter the total amount allocated as the expense budget for the initiative.

Budget Category Enter the category to which you want to allocate a portion of the overall budget. Categories are defined by your institution using the Budget Table page. When you select a category, its description appears to the right of this field.

Category Budget Enter the amount of the overall budget allocated to the category that you selected.

An error message appears if the total amount budgeted to specific categories does not equal the overall budget. You cannot save a budget that exceeds the overall budget.

Warning! The system does not prevent overspending of your budget. The Budget feature within Contributor Relations does not link to the Financials system.











Tracking Budget Expenses

Access the Budget Detail page (Contributor Relations, Initiatives, Campaign Initiatives, Manage Campaigns, Campaign Budget Detail).

Budget Detail

Campaign: ANNFUND Annual Fund Campaign **Institution:** PSUNV

Overall Budget: 39,000.00 USD

Budget Detail						Find View All	First	1-2 of 2	Last
Start Date	*Budget Category	Description	Appeal		Expense Amount				
06/05/2006 	Meals 	Catering			12,750.00				 
06/05/2006 	Meals 	Facility Rental			6,750.00				 

Budget Detail page

Budget Category Select the category to which the expense or refund is assigned. Only those budget categories defined for the initiative type you are working with appear.

Description Describe the expense, entering up to 25 characters.

Appeal (Optional) If the expense relates to a specific appeal, select the appropriate one. Appeals are defined by your institution using the Appeals page. The appeals from which you can select are determined by the setID associated with the business unit that you select for the initiative.

You must link each expense with an appeal to accurately track expenses for that appeal.

Expense Amount Enter the amount of the expense. If you are entering a refund from a vendor, enter the item as a negative number.

Warning! When you save this page, a warning message appears if the total of the expenses exceeds the overall budget. However, click the OK button on the warning dialog box to save the budget detail. The system does not prevent you from overspending your budget.

Creating Initiative Actions

This section discusses how to:

- Enter initiative action information.
- Add action information.

Pages Used to Create Initiative Actions

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Initiative Action	AV_INTV_ACTN	<ul style="list-style-type: none"> Contributor Relations, Initiatives, Campaign Initiatives, Campaign Actions, Initiative Action Contributor Relations, Initiatives, Membership Initiatives, Membership Actions, Initiative Action Contributor Relations, Initiatives, Event Initiatives, Manage Event Initiatives, Event Actions, Initiative Action Contributor Relations, Initiatives, Volunteer Initiatives, Manage Volunteer Initiatives, Volunteer Initiative Actions, Initiative Action Contributor Relations, Initiatives, Other Initiatives, Other Initiative Actions, Initiative Action 	Create actions associated with an initiative.

Page Name	Definition Name	Navigation	Usage
Action Info (action information)	AV_INTV_ACTN2	<ul style="list-style-type: none"> Contributor Relations, Initiatives, Campaign Initiatives, Campaign Actions, Action Info Contributor Relations, Initiatives, Membership Initiatives, Membership Actions, Action Info Contributor Relations, Initiatives, Event Initiatives, Manage Event Initiatives, Event Actions, Action Info Contributor Relations, Initiatives, Volunteer Initiatives, Manage Volunteer Initiatives, Volunteer Initiative Actions, Action Info Contributor Relations, Initiatives, Other Initiatives, Other Initiative Actions, Action Info 	Continue the process of adding actions associated with an initiative.

Entering Initiative Action Information

Access the Initiative Action page (Contributor Relations, Initiatives, Campaign Initiatives, Campaign Actions, Initiative Action).

Initiative Action		Action Info	
Initiative:	SCHOLARSHIP Scholarship Campaign		Institution: PSUNV
Action Number:	25		
Action:	<input type="text" value="Appeal"/>		
Planned Date:	<input type="text" value="09/19/2000"/>	Action Type:	<input type="text"/>
Expiration Date:	<input type="text"/>	Contact Type:	<input type="text"/>
Complete Date:	<input type="text"/>	*Status:	<input type="text" value="SCH"/> Scheduled
Description:	<div><div></div></div>		
Responsible Person:	<input type="text" value="Staff"/>	<input type="text" value="AV0027"/>	Lisele Boudreaux
Initiative Responsible Person:			

Initiative Action page

Action	Describe the action, using up to 30 characters.
Action Type	Select a classification for the action. Actions are typically things such as <i>Design Session</i> , <i>Hire Contractor</i> , and so on. Action types are defined on the Action Types page.
Expiration Date	(Optional) Enter the date on which the action is no longer valid, regardless of whether or not it is completed. If the action is not completed by the expiration date, it no longer appears on the To Do List after the expiration date.
Contact Type	Determine whether the action is made through a <i>telephone call</i> , <i>letter</i> , <i>email</i> , <i>personal visit</i> , and so on. Contact types are defined by your institution.
Description	Describe the action, using up to 250 characters. Your description can include information about the purpose and goal of the action, and any other information needed to complete the action such as a contact phone number.
Responsible Person	Select the name and ID of the person overseeing the action.
Initiative Responsible Person	The person responsible for the initiative appears.

Adding Action Information

Access the Action Info page (Contributor Relations, Initiatives, Campaign Initiatives, Campaign Actions, Action Info).

Initiative Action		Action Info	
Initiative:	SCHOLARSHIP Scholarship Campaign		Institution: PSUNV
Action:	Appeal/		Action Type:
<div> <div> Action for Other Initiatives Find View All First 1 of 1 Last </div> <div> <div> Initiative Type <input type="text" value="EVENT"/> </div> <div> Initiative <input type="text" value="10YRREUN"/> 10 Year Reunion </div> </div> <div> + - </div> </div>			
<div> <div> Others Assigned Find View All First 1 of 1 Last </div> <div> <div> Type <input type="text" value="Unit"/> </div> <div> Resource Assigned <input type="text" value="ALUMREL"/> Alumni Reunions Team </div> <div> Role <input type="text"/> </div> </div> <div> + - </div> </div>			
Complete Date:	Result Code: <input type="text"/>		

Action Info page

Initiative Type and Initiative

Select these to add this action to the To Do List for another initiative.

Type, Resource Assigned, and Role

Select the resource type, resource ID, and role.

Type values are delivered with the system as translate values. Do not modify these translate values in any way. Any modifications to these values will require a substantial programming effort.

Result Code

When the action status has been changed to *Complete*, select the appropriate result code. Action result codes are defined by your institution.

Viewing Initiative Action Summary Information

This section discusses how to:

- View to do lists.
- View initiative action summary information.
- View action details.

Pages Used to View Action Summary Information

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Initiative Action Summary	AV_INTV_ACTN_SMRY	<ul style="list-style-type: none"> Contributor Relations, Initiatives, Campaign Initiatives, Initiative Action Summary Contributor Relations, Initiatives, Membership Initiatives, Membership Action Summary Contributor Relations, Initiatives, Event Initiatives, Event Action Summary Contributor Relations, Initiatives, Volunteer Initiatives, Volunteer Action Summary Contributor Relations, Initiatives, Other Initiatives, Other Initiative Action Summary 	View information about the existing actions for an initiative at your institution.
Action Detail	AV_INTV_ACTN_SP	Click the Details link on the Action Summary page.	View additional information about an initiative action.
Other Initiatives/Others Assigned	AV_INTV_ACTN2_SP	Click the Resource Assignment button on the Action Detail page.	View additional information about related initiatives and those assigned to the action.

Viewing To Do Lists

Use the Staff, Volunteer, and Unit To Do List pages to view lists of all the initiative actions a resource is responsible for during a particular time frame or for a particular designee.

See [Chapter 9, "Managing Prospects," Viewing To Do Lists, page 273](#).

Viewing Initiative Action Summary Information

Click the Details link to access detailed information about a particular initiative action on the Action Detail page.

Viewing Action Details

Click the Edit Action button to access the Initiative Action page where you can make changes to the existing action. Click the Intv/Rsrc Asgn (initiative/resource assignments) button to view information about other initiatives linked to this action and about the resources at your institution that are assigned to the action.

Viewing Related Goals

This section discusses how to view goals related to an initiative.

Page Used to View Related Goals

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Related Goals	AV_INTV_CMPGN_R_G AV_INTV_EVNT_R_G AV_INTV_MEMBR_R_G AV_INTV_VOL_R_G AV_INTV_OTHR_R_G	<ul style="list-style-type: none"> Contributor Relations, Initiatives, Campaign Initiatives, Campaign Related Goals Summary Contributor Relations, Initiatives, Membership Initiatives, Membership Related Goals Contributor Relations, Initiatives, Volunteer Initiatives, Volunteer Related Goal Summary Contributor Relations, Initiatives, Event Initiatives, Event Related Goals Contributor Relations, Initiatives, Other Initiatives, Other Initiative Related Goals 	View information about goals for initiatives related to the initiative you are working with.

Viewing Related Goal Information

Access the Related Goals page. Some related initiatives may not have a financial goal. They still appear on this page.

Viewing Responsible Staff for Related Initiatives

This section discusses how to view staff members assigned to related initiatives.

Page Used to View Responsible Staff for Related Initiatives

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Related Rspn Prsn (related responsible person)	AV_INTV_CMPGN_R_S AV_INTV_EVNT_R_S AV_INTV_MEMBR_R_S AV_INTV_VOL_R_S AV_INTV_OTHR_R_S	<ul style="list-style-type: none"> Contributor Relations, Initiatives, Campaign Initiatives, Campaign Related Resources Contributor Relations, Initiatives, Membership Initiatives, Membership Related Resources Contributor Relations, Initiatives, Volunteer Initiatives, Initiative Volunteers, Volunteer Related Resources Contributor Relations, Initiatives, Event Initiatives, Event Related Resources Contributor Relations, Initiatives, Other Initiatives, Related Initiative Resources 	View information about the staff members that are responsible for initiatives related to the current initiative.

Using Mass Change for Initiative and Membership Letters

This section provides overviews of mass change and the initiative and membership mass change templates, and also discusses how to:

- Select Student Administration criteria.
- Select criteria and defaults.
- Run the Mass Change SQR process.

Note. You must set up communications in the system prior to working with mass change.

Understanding Mass Change

Contributor Relations provides four mass change templates that enable you to generate communications for initiative audiences and membership organization members.

You can generate communications for audiences of a campaign appeal, membership campaign, volunteer program, event, and so on. When you create an initiative audience, you can run that audience through the mass change template and send a communication to those audience members who meet your selection criteria.

Or, you can select specific members of an organization based on their expiration date and send out renewal notices and membership cards. In addition, you can select recipients and mail benefits to those groups that have earned them.

Note. Templates for membership and initiative communications are shipped with the Contributor Relations system. You can modify templates for your institution.

Understanding the Initiative Mass Change Template

There are two mass change definitions in the initiative mass change process – CR-Intv-Delete and CR-Intv-Insert3CEngine.

The two mass change definitions are described below:

1. *CR-Intv-Delete*

The first portion of this definition deletes temporary initiative records from the ADM_TMP_MC, ADM_TMP2_MC, and EVNT_SPDKEY_MC tables if OPRID is equal to the person who selected the records and MC_DEFN_ID is equal to CR-Intv-Insert3CEngine. This criterion prevents the membership and initiative mass change functions from deleting records belonging to the other function.

2. CR-Intv-Insert3CEngine

This definition joins the AV_INITIATIVE table with the PERSONAL_DATA table based on EMPLID. This step is done to find the DT_OF_DEATH value for each record. If a person has a date of death, a communication record is not created when joint letter generator is run. In addition, the ADDRESSES table is checked and communication records are written only for those people who have an address with an effective status of *Active*. The records resulting from this join are inserted into the ADM_TMP_MC table.

Next, data from the EVNT_COMM_MC_VW is copied to the EVNT_SPDKEY_MC temporary table. This view breaks out the Comm Speed Key data for each Comm Key defined on the Event Definition Setup page. There may be one or more Comm Keys associated with the Event ID selected, thus creating one or more communication records for each Event ID. The following fields are then updated on the EVNT_SPDKEY_MC table:

Field Name	Value taken from this field
COMPLETED_COMM	ACTIVITY_COMPLETED
COMPLETED_DT	COMM_DT
COMPLETED_ID	COMM_ID

Note. Before this step can take place, you must define letter codes, communication context including a method and direction, and categories. These key values are combined to create communication Event IDs. You must also set up communication 3C groups and 3C group security.

Finally, the EVNT_SPDKEY_MC and ADM_TMP_MC tables are copied and joined in ADM_TMP2_MC.

You can select criteria based on the following fields to target your audience. At a minimum, you must select criteria for key fields. You should narrow the criteria by using all the fields. This ensures that you identify the correct records.

Table	Field	Key
AV_INITIATIVE	INSTITUTION	
AV_INITIATIVE	AV_AUDIENCE	Yes
AV_INITIATIVE	AUD_TYPE	Yes
AV_INITIATIVE	INTV_CD	Yes
AV_INITIATIVE	START_DT	

<i>Table</i>	<i>Field</i>	<i>Key</i>
AV_INITIATIVE	END_DT	
EVNT_3C_GRP_VW	EVENT_3CS_ID	

After the CR-Intv-Insert3CEngine step has run, run the 3C Engine and select your options for processing joint records. This generates all communication records for processing by the letter generator.

Understanding the Membership Mass Change Template

There are two mass change definitions in the membership mass change process – CR-Mbrshp-Delete and CR-Mbrshp-Insert3CEngine.

The two mass change definitions are described below:

1. *CR-Mbrshp-Delete*

The first portion of this definition deletes temporary membership records from the ADM_TMP_MC, ADM_TMP2_MC, and EVNT_SPDKEY_MC tables if OPRID is equal to the person who selected the records and MC_DEFN_ID is equal to CR-Mbrshp-Insert3CEngine. This criterion prevents the membership and initiative mass change functions from deleting records belonging to the other function.

2. CR-Mbrshp-Insert3CEngine

This definition joins the AV_MEMBER7_VW table with the PERSONAL_DATA table based on EMPL_ID. This step is done to find the DT_OF_DEATH value for each record. If a person has a date of death, a communication record is not created when joint letter generator is run. In addition, the ADDRESSES table is checked and communication records are written only for those people who have an address with an effective status of *Active*. The records resulting from this join are inserted into the ADM_TMP_MC table.

Next, data from the EVNT_COMM_MC_VW table is copied to the EVNT_SPDKEY_MC temporary table. This view breaks out the Comm Speed Key data for each Comm Key defined on the Event Definition Setup page. There may be one or more Comm Keys associated with the Event ID selected, thus creating one or more communication records for each Event ID. The following fields are then updated on the EVNT_SPDKEY_MC table:

Field Name	Value taken from this field
COMPLETED_COMM	ACTIVITY_COMPLETED
COMPLETED_DT	COMM_DT
COMPLETED_ID	COMM_ID

Note. Before this step can take place, you must define letter codes, communication context including a method and direction, and categories. These key values are combined to create communication Event IDs. You must also set up communication 3C groups and 3C group security.

Finally, the EVNT_SPDKEY_MC and ADM_TMP_MC tables are copied and joined in ADM_TMP2_MC.

You can select criteria based on the following fields to target your audience. At a minimum, you must select criteria for key fields. You should narrow the criteria by using all the fields. This ensures that you identify the correct records.

Table	Field	Key
AV_MEMBERSHIP	INSTITUTION	Yes
AV_MEMBERSHIP	AV_MBR_ORG_COD	Yes
AV_MEMBERSHIP	AV_DUES_LVL	
AV_MEMBERSHIP	AV_MBRSH_P_TYP	
AV_MEMBERSHIP	START_DT	

<i>Table</i>	<i>Field</i>	<i>Key</i>
AV_MEMBERSHIP	EXPIRATION_DT	
AV_MEMBERSHIP	MBR_TYPE	
AV_MEMBERSHIP	MOTIVATION_CD	
AV_MEMBERSHIP	SESSION_NO	
EVNT_3C_GRP_VW	EVENT_3CS_ID	

After the CR-Mbrshp-Insert3CEngine step has run, run the 3C Engine and select your options for processing joint records. This generates all communication records for processing by the letter generator.

Pages Used to Use Mass Change for Initiative and Membership Letters

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Student Administration	MC_DEFN_SA	Contributor Relations, Initiatives, Process Initiatives, Initiative Mass Change, Student Administration	Specify Campus Solutions-specific mass change parameters.
Criteria and Defaults	MC_DEFN_01	Contributor Relations, Initiatives, Process Initiatives, Initiative Mass Change, Criteria and Defaults	Specify the field criteria to use for selecting records from the database and identify which fields are populated and what values they contain by default. Also identify the Event ID required to generate the communication record.

Selecting Student Administration Criteria

Access the Student Administration page (Contributor Relations, Initiatives, Process Initiatives, Initiative Mass Change, Student Administration).

Description	Student Administration	Criteria and Defaults	Generate SQL	Execution History
Mass Change Definition:		CR-Intv-Insert 3CEngine		
Additional Parameters				
*Mass Change Default Status:	<input type="text" value="Pending"/>			
*As Of Date:	<input type="text" value="09/27/2006"/>		*As of Date/Time:	<input type="text" value="09/27/2006 2:25:42PM"/>
Begin Time:	<input type="text"/>		End Time:	<input type="text"/>
Aid Year:	<input type="text" value="2004"/>		Financial Aid Year 2003-2004	
Academic Career:	<input type="text" value="UGRD"/>		Undergraduate	
SetID:	<input type="text" value="PSUNV"/>		Peoplesoft University	
Academic Institution:	<input type="text" value="PeopleSoft University"/>			
Stdnt Fin Business Unit:	<input type="text"/>			
CR Business Unit:	<input type="text" value="LAWBU"/>		Law BU	
Comments:	<input type="text"/>			

Student Administration page

Academic Institution Enter the institution for which the communications are to be created when the mass change process is run.

CR Business Unit For a membership mass change, enter the CR Business Unit that owns the membership organization for which the mass change is to be run. This business unit determines which membership organizations will appear in the *Membership Organization* field on the Criteria and Defaults page.

Selecting Criteria and Defaults

Access the Criteria and Defaults page (Contributor Relations, Initiatives, Process Initiatives, Initiative Mass Change, Criteria and Defaults).

Note. If you are running mass change for an initiative, select the CR-Intv-Insert3CEngine mass change definition. If you are running mass change for a membership organization, select the CR-Mbrshp-Insert3CEngine mass change definition.

Description	Student Administration	Criteria and Defaults	Generate SQL	Execution History
-------------	------------------------	------------------------------	--------------	-------------------

Mass Change Definition: CR-Intv-Insert 3CEngine

SQL Statement Find | View All First 1 of 4 Last

Execution Seq: 1 **Description:** Select recs/Insrt into Tmp Tbl

Criteria Find | View All First 1-2 of 6 Last

Field	Field Value	Find View All	First	1 of 1	Last
Audience Type Equal To	S	Find View All	First	1 of 1	Last
Audience Code Equal To	PARENTSINT	Find View All	First	1 of 1	Last

Defaults Customize | Find | View All First 1 of 1 Last

Field Label	Mass Change Field Value
1	

Criteria and Defaults page

Criteria Set criteria values using SQL operators and values. For example, to select an audience type of Segmentation, you would select *Equal To* and enter a field value of *S*.

You must have a thorough understanding of your data and dependencies before selecting criteria. Many codes are not intuitive, and many fields are dependent upon others. For example, a dues level must be related to a specific member organization, but the prompts are not hierarchical.

Field You can enter only one SQL operator per criteria. However, if you select a criteria option such as *In*, you can list multiple values by placing the cursor in the Field Value field and inserting rows.

Note. Do not run the mass change process from within this component. Run the process using the Run Mass Change page in PeopleSoft Enterprise Campus Community.

Running the Mass Change SQR Process (MASSCHNG)

Access the Run Mass Change page (Campus Community, Communications, Mass Change - Communications, Run Mass Change). To generate mass communications changes for Contributor Relations, only use these fields:

Mass Change Run Type

Execute Single Mass Change	<p>To run each mass change definition individually, select <i>Execute Single Mass Change</i>.</p> <p>If you select this option, you must run each of the four mass change definitions in the process separately.</p>
Execute Mass Change Group	<p>To run more than one mass change definition at one time, select <i>Execute Mass Change Group</i> as the mass change run type.</p> <p>If you select <i>Execute Mass Change Group</i> and you are running mass change for an initiative, run AV-Initiative-Step1 followed by AV-Initiative-Step2.</p> <p>If you select <i>Execute Mass Change Group</i> and you are running mass change for a membership organization, run AV-Membership-Step1 followed by AV-Membership-Step2.</p> <hr/> <p>Note. You can verify the data by running an SQL statement against the temporary table or the communication table.</p> <hr/>

Mass Change Definition Enter the name of the mass change definition to run.

After the Mass Change process runs, data is written to the communications record. You can also run the Mass Change process from within the 3C Engine component.

See *PeopleSoft Enterprise Campus Community 9.0 Fundamentals PeopleBook*, "Managing Communications."

Chapter 12

Managing Campaigns

This chapter provides an overview of campaign management and discusses how to:

- Manage general initiative information.
- Set campaign initiative goals.
- View a prospect list.
- Generate the campaign progress report.
- View the top donors to a campaign.
- View a summary of campaign initiatives.

See Also

Chapter 6, "Setting Up Initiatives," Setting Up Campaigns, page 74

Understanding Campaign Management

This section lists prerequisites and discusses campaign management.

Prerequisites

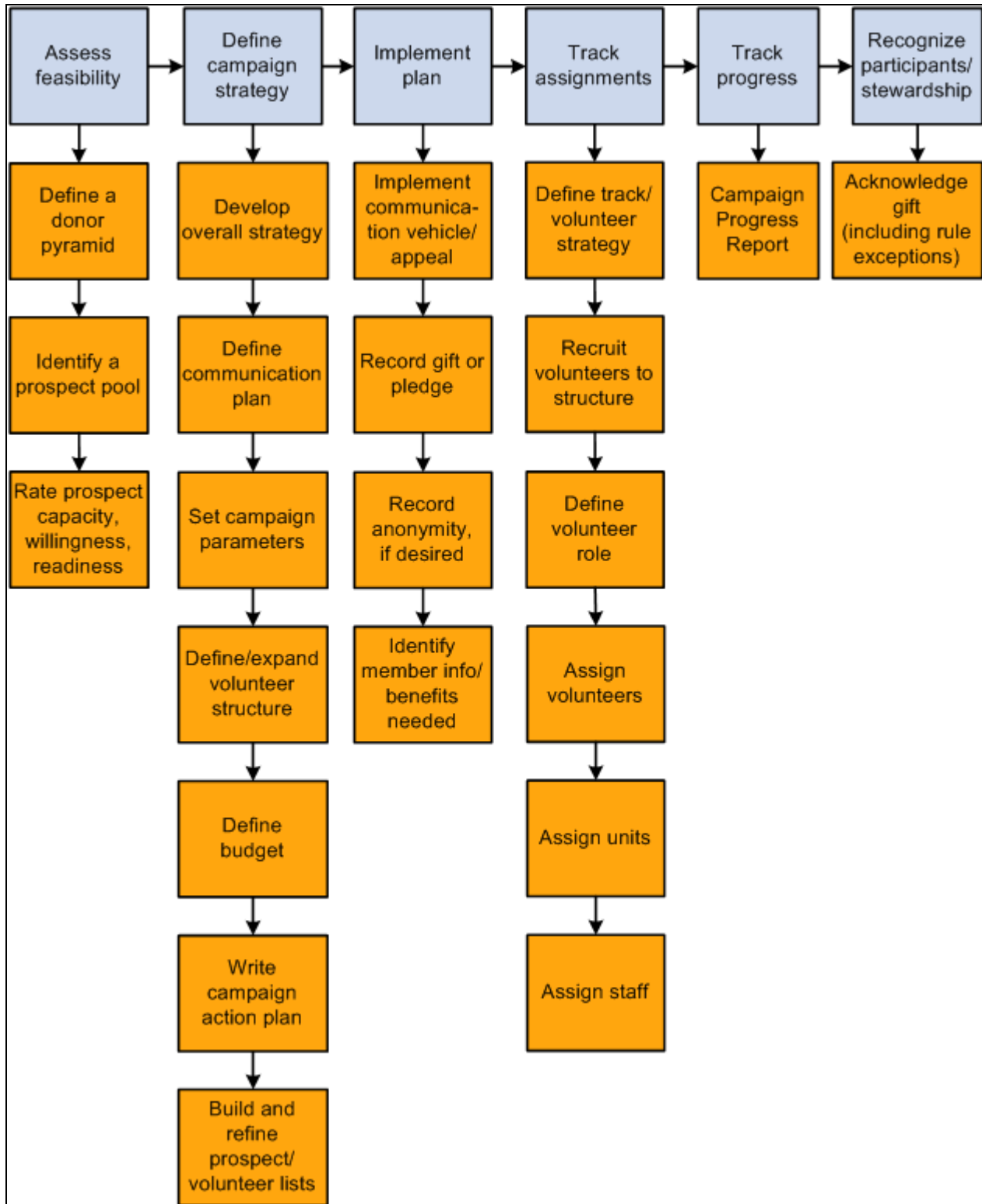
Before you can manage a campaign, you must have one set up. There are common initiative setup pages for this task, and also campaign-specific setup pages that enable you to complete campaign setup.

See Chapter 6, "Setting Up Initiatives," Setting Up Campaigns, page 74.

Campaign Management

A campaign is an organized institutional effort targeted to a specific constituency that occurs over a specified period of time with specific purposes and goals. Campaigns can be annual or multiyear. Many campaigns start in a silent, nonpublic phase that serves to identify the pace-setting gifts that form the nucleus fund of the campaign. After the momentum is created from this private phase, the campaign is taken public to complete the goals of the campaign. As a campaign moves through its strategic plan, you can track progress in its entirety and through annual, unit, and department goals.

The following diagram gives an overview of the Contributor Relations features that assist your institution with its campaign management processes, and their subtasks. These features are, in order: assess feasibility, define campaign strategy, implement plan, track assignments, track progress, and recognize participants.



Contributor Relations campaign management features

A campaign is one type of initiative in Contributor Relations. All initiative types share some common management pages. Some initiatives, such as campaigns, require additional management that is specific to their purpose. The campaign-specific management is covered in this chapter; refer to the following chapter for information about managing all types of initiatives.

See Also

[Chapter 11, "Managing Initiatives," page 309](#)

Managing General Initiative Information

You manage campaigns in Contributor Relations by using the common initiative functionality found throughout the system. Initiatives are the common link between campaigns, events, volunteer efforts, and membership initiatives at your institution.

To manage a campaign, a campaign initiative must exist for each new campaign at your institution. Use the Campaign Initiative component to begin the process of defining a new campaign at your institution. When you create a campaign initiative, you also create, its audience, resources, any related initiatives, and a public relations plan. You can then use this chapter to manage the remaining campaign-specific functionality.

See [Chapter 11, "Managing Initiatives," page 309](#).

Setting Campaign Initiative Goals

Many campaign initiatives at your institution might have intermediate goals or milestones in addition to an overall goal. This section discusses how to:

- Set intermediate goals for campaigns.
- Set annual goals.
- Set department goals.
- Set unit goals.

Pages Used to Set Campaign Initiative Goals

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Initiative Goals	AV_INTV_CMPGN_GOAL	Contributor Relations, Initiatives, Campaign Initiatives, Manage Campaigns, Campaign Goals, Initiative Goals	Set intermediate goals or milestone for an initiative.

Page Name	Definition Name	Navigation	Usage
Annual Goals	AV_CMPGN_ANNUAL	Contributor Relations, Initiatives, Campaign Initiatives, Manage Campaigns, Campaign Goals, Annual Goals	Set goals for each year of the campaign cycle.
Department Goals	AV_CMPGN_DEPT_GOAL	Contributor Relations, Initiatives, Campaign Initiatives, Manage Campaigns, Campaign Goals, Department Goals	Set campaign goals for specific departments at your institution.
Unit Goals	AV_CMPGN_UNIT_GOAL	Contributor Relations, Initiatives, Campaign Initiatives, Manage Campaigns, Campaign Goals, Unit Goals	Set campaign goals for units that you have defined.

Setting Intermediate Goals for Campaigns

Access the Initiative Goals page (Contributor Relations, Initiatives, Campaign Initiatives, Manage Campaigns, Campaign Goals, Initiative Goals). This page enables you to break down the initiative's overall goal into measurable milestones, to be used in custom reports.

<div> Initiative Goals Annual Goals Department Goals Unit Goals </div>														
Campaign: ANNFUND Annual Fund Campaign		Institution: PSUNV												
Financial Goal: 5,000,000.00 USD		% Particptn Goal: 35.00												
<div> Intermediate Goals/Milestones Find View All First 1 of 1 Last </div> <table border="1"> <thead> <tr> <th>*Target Date</th> <th>*Goal Type</th> <th>Pers/Org</th> <th>Audience Code</th> <th>Amount/Pct/Total</th> </tr> </thead> <tbody> <tr> <td>06/25/2004</td> <td>Number Donors</td> <td>Pers</td> <td></td> <td></td> </tr> </tbody> </table>					*Target Date	*Goal Type	Pers/Org	Audience Code	Amount/Pct/Total	06/25/2004	Number Donors	Pers		
*Target Date	*Goal Type	Pers/Org	Audience Code	Amount/Pct/Total										
06/25/2004	Number Donors	Pers												

Initiative Goals page

Upon entering this page the Campaign name, Financial Goal, and % Particptn Goal (percent participation goal) for the initiative appear. Values for these fields are based on the values entered in the Campaign Initiatives component.

Target Date	Select the target date or date by which the goal might be reached.
Goal Type	Select the goal type or the measurement by which you track the goal's progress. Valid goal types are <i>% Income</i> , <i>Financial</i> , <i>% Participation</i> , <i>Number of Donors</i> , and <i>Number of Volunteers</i> . Your institution can define additional goal types.
Audience Code	Select the audience code the goal pertains to. Only those populations defined by your institution with the type of <i>Segmentation</i> for this initiative on the Audience page are available. That signifies that they are part of a target audience for some kind of ask, such as an invitation or event.

Setting Annual Goals

Access the Annual Goals page (Contributor Relations, Initiatives, Campaign Initiatives, Manage Campaigns, Campaign Goals, Annual Goals).

The screenshot displays the 'Annual Goals' page for a campaign named 'ANNFUND' (Annual Fund Campaign) at the institution 'PSUNV'. The page is organized into several sections:

- Campaign Information:** Campaign: ANNFUND, Annual Fund Campaign; Institution: PSUNV.
- Financial and Campaign Details:** Financial Goal: 5,000,000.00 USD; Length of Campaign: 1 year/0 month.
- Navigation and Filtering:** Buttons for 'Find', 'View All', 'First', 'Last' are present at the top and within sections.
- Campaign Year:** Set to 1.
- Effective Date:** 07/01/1998.
- Goal Setting Fields:**
 - Dollar Goal: 100000
 - Nbr Donors Goal: 5000
 - Avg Gift Goal: 1000
 - Nbr Vol Goal: 35
 - Pct Increase: 25
 - Nbr Prspct Goal: 3000
- Table of Goals:**

*Constituent Type	Goal Amount	Nbr Donors
Alumni	500000	4000

Annual Goals page







Campaigns can be one-year or multiyear efforts. When the start and end dates are saved for a campaign, the system creates an annual goals record for each year of the campaign. If the campaign dates change, the annual goals records change accordingly. For example, if a campaign is extended, additional annual goals records are created. If it is shortened, the number of annual goals records is reduced to the new shorter campaign period. However, the annual goals that have been entered are not redistributed over the new campaign period. They must be adjusted manually.

Goals should be set at the beginning of the campaign and should rarely change. The goals set here can be used in custom reports.

Campaign Year	Displays the year of the campaign as defined by the length of the campaign. For example, if this campaign lasts three years, then there should be annual goals for each year, and thus, three campaign years.
Dollar Goal	Enter the monetary portion of the overall goal that you expect to receive during this campaign year.
Avg Gift Goal (average gift goal)	Enter the expected gift when averaged out over all donors for this campaign year.
Pct Increase (percentage increase)	Enter the increase in overall giving from one year to the next.
Nbr Donors Goal (number of donors goal)	Enter the anticipated number of donors for this campaign year.
Nbr Vol Goal (number of volunteers goal)	Enter the anticipated number of volunteers who will be involved with the campaign during this goal year.
Nbr Prspct Goal (number of prospects goal)	Enter the anticipated number of prospects who will be available for contact during the campaign year.
Goal Amount	Enter the amount to receive from constituents who share a particular constituent type. Goals can be set by constituent type for each campaign year.
Nbr Donors (number of donors)	Enter the number of donors who share a particular constituent type from which to receive campaign contributions.

Setting Department Goals

Access the Department Goals page (Contributor Relations, Initiatives, Campaign Initiatives, Manage Campaigns, Campaign Goals, Department Goals).

Initiative Goals		Annual Goals		Department Goals		Unit Goals	
Campaign:	ANNFUND Annual Fund Campaign			Institution:	PSUNV		
Financial Goal:	5,000,000.00 USD			Length of Campaign:	1year/0month		
<div>Find View All First 1 of 1 Last</div>							
Campaign Year:	1						
<div>Find View All First 1 of 1 Last</div>							
*Effective Date:	07/01/1998   						
<div>Find View All First 1 of 1 Last</div>							
*Department				Goal Amount			
<input type="text"/> 				<input type="text"/>  			

Department Goals page

Departments at your institution can be assigned a total dollar amount that is their goal amount to raise for each campaign year.

Department Select the department responsible for the campaign goal. This prompt box contains a listing of all the departments associated with the setID for the business unit that you select for this initiative.

Goal Amount Enter the portion of the overall campaign goal your institution expects to receive through giving to the specific department during this campaign year.

Setting Unit Goals

Access the Unit Goals page (Contributor Relations, Initiatives, Campaign Initiatives, Manage Campaigns, Campaign Goals, Unit Goals).

Initiative Goals

Annual Goals

Department Goals

Unit Goals

Campaign:

ANNFUND

Annual Fund Campaign

Institution:

PSUNV

Financial Goal:

5,000,000.00

USD

Length of Campaign:

1year/0month

Find | View All

First

1 of 1

Last

Campaign Year:

1

Find | View All

First

1 of 1

Last

*Effective Date:

07/01/1998

Find | View All

First

1 of 1

Last

*Unit Code

Goal Amount

+

-

Unit Goals page

Units are assigned by the institution. Like departments, they can be assigned a total dollar amount that is their goal to raise for the campaign year. However, units differ from departments in that they are information structures outside the formal department structure of your institution. An example might be a section of the department that might have specific goals for this campaign year such as a journalism lectureship that resides within the Communications department.

- Unit Code

Select a unit code from the available options.
- Goal Amount

Enter the portion of the overall campaign goal your institution expects to receive through giving to the unit that you selected for this campaign year.

Viewing a Prospect List

This section discusses how to view a prospect list.

Pages Used to View a Prospect List

Page Name	Definition Name	Navigation	Usage
Prospect List	AV_CMPGN_PROSPECTS	Contributor Relations, Initiatives, Campaign Initiatives, Prospect List	View a list of the constituents who are linked to a campaign as a prospect. Each prospect is listed on this page only once, even though he or she can be linked to the campaign through more than one action or strategy.
Prospect Detail	AV_ACTN_SMRY_SP	Click the Details link on the Prospect List page.	View additional information about a prospect's outstanding and completed asks.

Viewing Prospects

Access the Prospect List page (Contributor Relations, Initiatives, Campaign Initiatives, Prospect List).


Prospect List

Campaign: BUSINESS

College of Business Campaign

Institution: PSUNV

Prospect Count: 2

Customize | Find | View All |  First 1-2 of 2 Last

	Select	ID	Name	Outstanding Asks		Completed Asks	Details
1	<input type="checkbox"/>	AV5555	Organization Testing Corp	10,000.00 USD		0.00	Details
2	<input type="checkbox"/>	AV0020	Johnson,Shaqua L	0.00		0.00	Details

Prospect List page

This page is useful to view prospect asks, both outstanding and completed.

You can build a workset from the prospects listed on this page.

See Also

[Chapter 3, "General Functions Used Throughout the System," Building a Workset From a Page in the System, page 26](#)

Generating the Campaign Progress Report

This section discusses how to generate campaign progress reports.

Page Used to Generate the Campaign Progress Report

Page Name	Definition Name	Navigation	Usage
Campaign Progress Report	AV_RUNCTL_CAMPR	Contributor Relations, CR Reports, Giving Reports, Campaign Progress Report	Generate the Campaign Progress report for a specific institution and campaign.

Generating Campaign Progress Reports

The Campaign Progress report summarizes the progress of a campaign in relation to its goals. The report includes information about the financial goal, current gifts, deferred gifts, and so on. If you include related campaigns in the report, a campaign summary is generated that totals the progress for the campaign and its related campaigns of a lower reporting level together.

Access the Campaign Progress Report page (Contributor Relations, CR Reports, Giving Reports, Campaign Progress Report).

Campaign Progress Report

Run Control ID: PS [Report Manager](#) [Process Monitor](#) Run

*Institution: PeopleSoft University

*Campaign: Annual Fund Campaign

☒ Include Related Campaigns

Campaign Progress Report page

Institution Select the institution for which to generate a report.

Campaign Select the campaign for which to view progress. Campaigns are broad fund-raising efforts at your institution.

Include Related Campaigns

Select to include campaigns related to the campaign that you selected in the report. Any campaigns of a lower reporting level that you related to this campaign on the Related Initiatives page is included as a separate page in the report. The system also generates a summary of campaign progress that rolls up totals from all related campaigns.

Example: the Campaign 2001 is a level 1 campaign. Related to the Campaign 2001 are level 2 campaign Athletic Facilities and level 2 campaign Library Endowment.

If you select the Include Other Campaign check box, the Campaign Progress report generates four pages. The first three pages are individual progress reports for each campaign, and the final is a summary page including combined totals for all three campaigns.

When you click the Run button, Process Scheduler runs the AVCAMPRO process at user-defined intervals.

See Also

[Appendix C, "Contributor Relations Reports," Contributor Relations Reports: Selected Reports, page 657](#)

Viewing the Top Donors to a Campaign

This section discusses how to view a summary of the top donors assigned to a campaign.

Page Used to View Top Donors to a Campaign

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Top Donors	AV_CMPGN_TTG_LIST	Contributor Relations, Initiatives, Campaign Initiatives, Top Campaign Donors	View summary information about the top donors to a campaign.

Viewing Top Donor Summaries

Access the Top Donors page (Contributor Relations, Initiatives, Campaign Initiatives, Top Campaign Donors).

Top Donors

Campaign: BUSINESS College of Business Campaign
 Institution: PSUNV

ID Type: All Refresh

	Select	ID	Name	Commitment Amount	Constituent Type	Pledge
1	<input type="checkbox"/>	AV5555	Organization Testing Corp	18,060.00 USD	Corporation	<input checked="" type="checkbox"/>
2	<input type="checkbox"/>	AV0001	Gallegher, Shawn	1,500.00 USD	Alumni	<input checked="" type="checkbox"/>

Total: 19,560.00 USD **Percent of Total:** 0.49 **As of Date:** 09/27/2006

All **Workset:** **Description:** **Method:** Build

Top Donors page

This page contains ID, Name, Commitment Amount, Constituent Type, and information about whether they pledged the amount or gave it as a gift. You can view up to 25 donors on this page.

You can also build a workset from the donors listed on this page. You might want to create a workset from this donor list that you could then target the next time for something similar.

See Also

[Chapter 3, "General Functions Used Throughout the System," Building a Workset From a Page in the System, page 26](#)

Viewing a Summary of Campaign Initiatives

This section discusses how to view summaries of campaign initiatives.

Pages Used to View a Summary of Campaign Initiatives

Page Name	Definition Name	Navigation	Usage
Campaign Summary	AV_CMPGN_SUMMARY	Contributor Relations, Initiatives, Campaign Initiatives, Campaign Summary	View a summary of all the campaigns at your institution.
Initiative Detail	AV_INTV_DTL_SP	Click the Details link on the Campaign Summary page.	Access additional information about an initiative.

Viewing Campaign Summary Information

Access the Campaign Summary page (Contributor Relations, Initiatives, Campaign Initiatives, Campaign Summary). You can view only active campaigns, past campaigns, or both.

Select an institution for which you want to view campaigns and the time frame to view. The list of campaigns provides summary information such as the campaign's financial goal, actual amount collected, start and end dates, and number of donors and prospects.

Details Click this link to access the Initiative Detail Page, which displays detailed information about the campaign.

See Also

[Chapter 11, "Managing Initiatives," Defining an Initiative, page 310](#)

Viewing Initiative Details

Access the Initiative Detail page (Click the Details link on the Campaign Summary page).

Initiative Detail			
Initiative:	BUSINESS	College of Business Campaign	Institution: PSUNV
Start Date:	07/01/1998	End Date:	06/30/1999
Financial Goal:	4,000,000.00 USD	Phase:	Public
Description:	Annual Business School campaign to alumni and friends		
Responsible Person Find View All First 1 of 1 Last			
Person:	Eff Date: 06/25/2004		
Responsible Manager Find View All First 1 of 1 Last			
Rspl Manager:	Name:		
Responsible Department Find View All First 1 of 1 Last			
Department	Start Date	End Date	
<input type="checkbox"/> Sub-Goals Defined	<input type="checkbox"/> Audience Defined	<input type="checkbox"/> Resources Defined	<input type="checkbox"/> Related CMP Intv
<input type="checkbox"/> Related MBR Intv	<input type="checkbox"/> Related VOL Intv	<input type="checkbox"/> Related EVT Intv	<input type="checkbox"/> Related OTH Intv

Initiative Detail page

Sub-Goals Defined	Indicates that sub-goals have been defined for this initiative.
Audience Defined	Indicates that an audience has been defined for this initiative on the Audience page.
Resources Defined	Indicates that resources have been assigned to this initiative on the Resources page.
Related CMP Intv (related campaign initiative)	Indicates that a campaign initiative has been linked to this initiative on the Related Initiatives page.
Related MBR Intv (related member initiative)	Indicates that a membership initiative has been linked to this initiative on the Related Initiatives page.
Related VOL Intv (related volunteer initiative)	Indicates that a volunteer initiative has been linked to this initiative on the Related Initiatives page.
Related EVT Intv (related event initiative)	Indicates that an event initiative has been linked to this initiative on the Related Initiatives page.
Related OTH Intv (related other initiative)	Indicates that an initiative with the type of other has been linked to this initiative on the Related Initiatives page.

Chapter 13

Managing Membership

This chapter provides an overview of membership and discusses how to:

- Manage general initiative information.
- Create a member organization.
- Build and merge membership lists.
- Define membership initiative goals.
- Enter member dues.
- Process membership credit card transactions.
- Adjust membership dues payments.
- Prepare for membership letters.
- View membership progress.
- View membership history.
- View membership benefit history.
- View a membership summary or a supervisor's membership summary.

See Also

Chapter 6, "Setting Up Initiatives," Setting Up Membership Initiatives, page 79

Understanding Membership

This section lists prerequisites and common elements and discusses membership management.

Prerequisites

Before you can manage a membership initiative, you must set one up. There are common initiative setup pages for this task, and also membership-specific setup pages that enable you to complete setup.

See Chapter 6, "Setting Up Initiatives," page 55.

Common Elements Used in This Chapter

ID Type	Identify the constituent as a <i>Person</i> or an <i>Organization</i> .
ID/Org ID (ID/organization ID)	Enter the ID of the constituent (either a person or an organization) or the person assigned to a task.
Add Mbr (add member)	<p>If adding memberships, click to access the Membership Entry page, where you can add another membership payment or complimentary membership in the session.</p> <p>If adjusting memberships, click to access the Membership Adjustment Summary page, where you can select another membership payment number for adjustment.</p>
Add Desig (add designation)	If your institution allows the entry of additional gifts in a membership session, click to add an additional row for designation information.

Membership Management

To involve the greatest number of constituents in the activities of an institution, it is often beneficial to create a membership organization that focuses on a particular interest area or support area. A member organization can be an alumni association, a chapter of a larger umbrella organization, or an organized group based on one or more common characteristics as defined by your institution. Member organizations may have a parent organization or child organizations.

Member organizations may or may not require a payment of dues to establish membership. Some organizations have a membership year that resets the membership at the beginning of a particular month each year. Some organizations have membership based strictly on the existence of a particular attribute on a record. These organization membership rosters are created through an automated process that links the constituent to the membership organization because the attribute exists. Dues and complimentary memberships are entered manually through membership entry.

If dues are collected for membership in an organization, they can be allocated to one or more designations, and a joint membership can be given to one or more people or organizations.

Membership is one type of initiative in Contributor Relations. All initiative types share some common management pages. Some initiatives, such as membership initiatives, require additional management that is specific to their purpose. The membership-specific management is covered in this chapter; refer to the following chapter for information about managing all types of initiatives.

See Also

Chapter 11, "Managing Initiatives," Understanding Initiative Management, page 309

Managing General Initiative Information

You manage membership initiatives in Contributor Relations by using the common initiative functionality found throughout the system. Initiatives are the common link among campaigns, events, volunteer efforts, and membership initiatives at your institution.

To manage a membership effort, a membership initiative must exist for each new effort at your institution. That means that you have defined the basic features of the initiative. Optionally, you can also set up its audience, resources, any related initiatives, and a public relations plan. You can then use this chapter to manage the remaining membership-specific functionality.

See [Chapter 11, "Managing Initiatives," page 309](#).

Creating a Member Organization

This section provides an overview of member organizations and discusses how to:

- Define the member organization.
- Set member criteria.
- Define membership objectives.
- Define membership dues.
- Assign membership resources.

Understanding Member Organizations

A member organization can be an alumni association, a chapter of a larger umbrella organization, or an organized group based on one or more common characteristics as defined by your institution. It can have a parent organization.

Member organizations may or may not require a payment of dues to establish membership. Some organizations have a membership year that resets the membership at the beginning of a particular month each year.

In other cases membership can be based strictly on the existence of a particular attribute on a constituent's record. In this instance organization membership rosters are generated through an automated process that links the qualifying constituents to the member organization.

Pages Used to Create a Member Organization

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Member Organization	AV_MBR_ORG	Contributor Relations, Member Organizations, Manage Member Organizations, Member Organization, Member Organization	Begin the process of defining a member organization at your institution.
Member Criteria	AV_MBR_CRIT	Contributor Relations, Member Organizations, Manage Member Organizations, Member Organization, Member Criteria	Specify the audiences that qualify for membership in a member organization if dues are not required.
Member Objectives	AV_MBR_OBJ	Contributor Relations, Member Organizations, Manage Member Organizations, Member Organization, Member Objectives	Define the aims of the member organization in terms of advancing your institution.
Member Dues	AV_MBR_DUES	Contributor Relations, Member Organizations, Manage Member Organizations, Member Organization, Member Dues	Define the dues, levels, designations, and benefits for member organizations that require payment of dues.
Member Resources	AV_MBR_RESOURCES	Contributor Relations, Member Organizations, Manage Member Organizations, Member Organization, Member Resources	Add information about any additional resources assigned to a member organization, other than the responsible person.

Defining the Member Organization

Access the Member Organization page (Contributor Relations, Member Organizations, Manage Member Organizations, Member Organization, Member Organization).

Member Organization		Member Criteria	Member Objectives	Member Dues	Member Resources
Business Unit:	PSUNV	Mbr Org:	FINE ARTS	Institution:	PSUNV
Mbr Org Name:	Fine Arts Constituent Society				
Mission:	Engage Fine Arts alumni in activities of the University and the Art Department				
Start Date:	07/15/1965	Reporting Level:	2		
End Date:		*Club Classification:	Constituent Society		
Campus:		*Charter Status:	Approved		
Parent Club:	ALUMASSN	Alumni Association	Parent Level:	1	
Responsible Person Find View All First 1 of 1 Last					
*ID	AV0022 Capozzelli, Mario				
<input type="checkbox"/> Allow Comp Memberships <input checked="" type="checkbox"/> Membership Dues Required <input type="checkbox"/> Membership Resets Each Year Month: January					

Member Organization page

Mbr Org Name(member organization name) Enter the formal name of the organization, up to 60 characters.

Mission Enter the member organization's mission, which describes the history and purpose of the member organization. This is a free-form text field.

Reporting Level Select the member organization's reporting level. The highest level is *1*. A level 1 member organization cannot be related to another level 1 member organization.

Club Classification Identify the member organization as a *Chapter, Alumni Association, Constituent Society*, or other classification. Your institution can define club classifications in the translate table record.

Charter Status Indicate whether the club has been approved as a full chartered member organization for your institution.

Allow Comp Memberships(allow complimentary memberships) Select to enable the ability to grant constituents complimentary membership in this member organization. In some cases, you may add constituents as a member of an organization although they do not meet the audience criteria for membership or they are not expected to pay membership dues. For example, a constituent may be a very active volunteer and you want to bestow a complimentary association membership.

If selected, a complimentary check box appears on the Membership Entry page when you add a membership transaction for this member organization. When entering the membership transaction, you have the option of granting a complimentary membership.

Membership Dues Required

Select to require dues prior to a constituent's membership in the organization. If selected, at least one dues level on the Member Dues page must be completed for the member organization before the record can be saved. If cleared, you must select criteria on the Member Criteria page to build membership based on audiences.

Membership Resets Each Year

Select if annual membership in the organization is based on a set calendar beginning the same month each year.

Month

Select the month when the new membership year begins. This field populates by default to the first month in the business unit's calendar definition. If you select the Membership Resets Each Year check box, this field is required. If not, this field is inactive.

Setting Member Criteria

Access the Member Criteria page (Contributor Relations, Member Organizations, Manage Member Organizations, Member Organization, Member Criteria).

*Pers/Org	Audience	Description	Audience Detail
Person	FINE ARTS	Fine Arts Alumni - All	Audience Detail + -
Organization	ORG INT	Interested Organizations	Audience Detail + -

Member Criteria page

You must complete this page if membership is based on attributes that exist on a constituent's record. You cannot enter data on this page if the Membership Dues Required option has been selected for a member organization.

After specifying member criteria, you can automatically generate memberships by running the membership build and merge processes after this page is saved.

Audience Detail

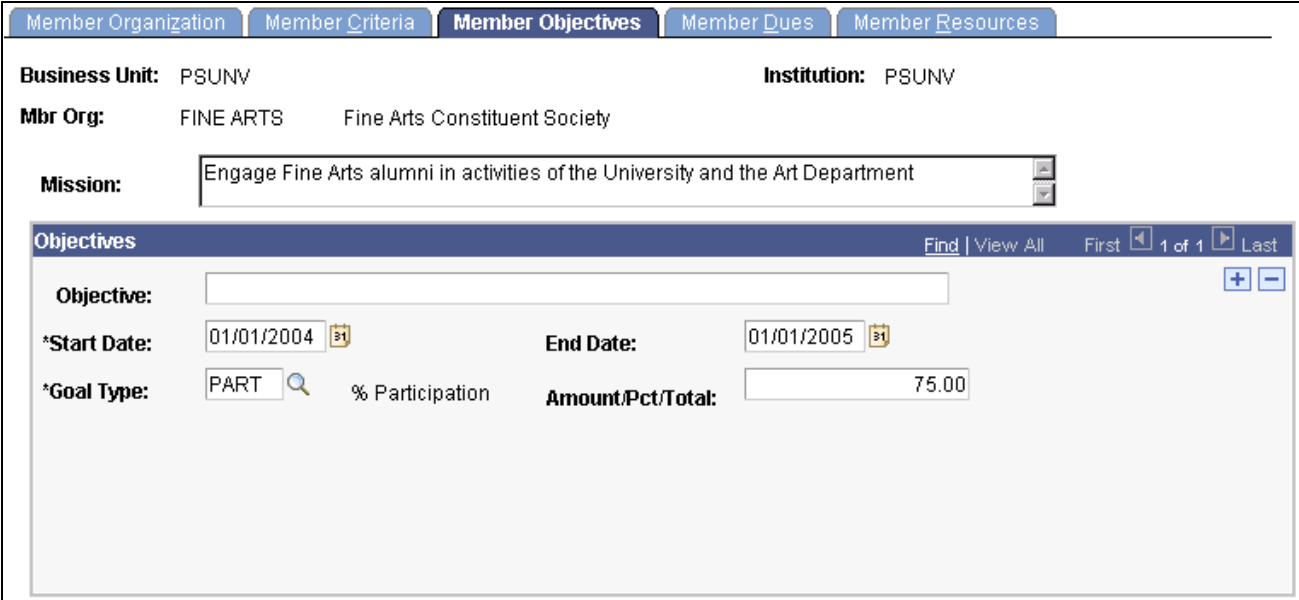
Click to view the selection criteria that have been defined for the audience code that you selected on the Audience Detail page.

See Also

[Chapter 6, "Setting Up Initiatives," Setting Up Audience Criteria, page 63](#)

Defining Membership Objectives

Access the Member Objectives page (Contributor Relations, Member Organizations, Manage Member Organizations, Member Organization, Member Objectives).



Member Objectives				
Business Unit: PSUNV		Institution: PSUNV		
Mbr Org: FINE ARTS		Fine Arts Constituent Society		
Mission: Engage Fine Arts alumni in activities of the University and the Art Department				
Objectives				
Find View All First 1 of 1 Last				
Objective:				
*Start Date:	01/01/2004	End Date:	01/01/2005	
*Goal Type:	PART	% Participation	Amount/Pct/Total:	75.00

Member Objectives page

A member organization can have one or more objectives spanning various date ranges. These fields are intended to be used in reports.

Objective Enter an intended accomplishment for the member organization. Objectives can be up to 60 characters.

Defining Membership Dues

Access the Member Dues page (Contributor Relations, Member Organizations, Manage Member Organizations, Member Organization, Member Dues).

Member Organization		Member Criteria		Member Objectives		Member Dues		Member Resources	
Business Unit: PSUNV				Institution: PSUNV					
Mbr Org: FINE ARTS		Fine Arts Constituent Society							
Dues Detail Find View All First 1 of 1 Last									
*Dues Level	*Description	*Membership Type		*Mbrshp Category					
<input type="text"/>	<input type="text"/>	<input type="text"/>		<input type="text"/>					
Dues Amount Find View All First 1 of 1 Last									
*Effective Date:		06/25/2004		*Status:		Active			
*Total Amount:		<input type="text"/>		USD		*Duration:		12	
*Payment Amount:		<input type="text"/>		*Payment Years:		1			
Dues Designation Find View All First 1 of 1 Last									
*BU	*Designation	*Initiative		*Designation Amt		Gift			
PSUNV	<input type="text"/>	<input type="text"/>		<input type="text"/>		<input type="checkbox"/>			
Dues Benefits Find View All First 1 of 1 Last									
Standard Benefit		Item Value		1st					
<input type="text"/>		0.00		<input type="checkbox"/>					

Member Dues page

You must enter at least one row if the Membership Dues option is selected. If that option is cleared, you cannot enter data here; use the Member Criteria page instead.

Dues Level and Description

Enter the dues level and a longer, more informative description.

Membership Type

Indicate whether dues are *Annual Membership*, *Sustaining*, *Lifetime Membership*, or some other value that is defined by your institution. *Life* is a delivered value and should not be deleted. Use *Life* to designate any lifetime (nonexpiring) membership.

The available values depend on the values that you set up on the Membership Type page for the setID that is associated with this member organization's business unit.

Mbrshp Category
(membership category)

Indicate whether the dues apply to a *Family*, *Single Person*, *Couple*, or other value. You define values on the Membership page. The value that you indicate here appears during membership entry when a member organization is selected and a dues level is set.

The available values depend on the values that you set up on the Membership Category page for the setID that is associated with this member organization's business unit.

Total Amount

Enter the amount that the member must pay to be recognized at this dues level.

Duration	Enter the duration of the membership when purchased for this amount. This field populates by default to <i>12 Months</i> . If the membership type is <i>Life Member</i> , the system ignores duration on the Membership Entry page.
Payment Amount and Payment Years	If the member can purchase a membership and pay for it in installments over time, enter the amount for each payment and the number of years that are required to reach the membership dues balance.
<i>Dues Designation</i>	
BU(business unit)	Select the business unit to which the membership dues should be allocated. This prompt dialog box contains a list of all the valid business units at your institution. When you make a selection, the values in the Designation prompt dialog box change to display the values that you defined for this business unit's setID.
	<hr/> Note. If you have already selected a designation and then change the business unit, you must select a designation again. <hr/>
Designation	Select the funds at your institution to which memberships and donations can be allocated. The available values for each row include the designations that you defined for that business unit's setID.
Initiative	Select the membership or campaign initiative to which you want to assign member dues.
Designation Amt (designation amount)	Enter the amount or portion of the dues payment to be allocated to each designation.
Gift	When a portion of the dues is also a charitable contribution, select the designation that receives the contribution. When you enter a membership and select the gift option, the member's giving records are updated with the portion of the dues that has been identified here as a charitable contribution.
	<hr/> Important! You must allocate exact portions of gift and nongift monies of the total dues amount. <hr/>

Dues Benefits

Standard Benefit and Item Value

Select any specific benefits of membership. For example, if a member receives a lapel pin when joining the alumni association at the life member level, indicate that here. When you select a standard benefit, its monetary item value appears. When a membership is entered that has benefits defined here, the member's benefits summary is updated.

The available values depend on the values that you set up for the setID that is associated with this member organization's business unit. Items are defined on the Donor Appreciation Detail page.

1st (first)

Select if a benefit is to be distributed to a member only once. This option indicates that when the member renews membership at the same level, the member does not receive the same benefit again.

Assigning Membership Resources

Access the Member Resources page (Contributor Relations, Member Organizations, Manage Member Organizations, Member Organization, Member Resources).

Member Organization	Member Criteria	Member Objectives	Member Dues	Member Resources
Business Unit: PSUNV		Institution: PSUNV		
Mbr Org: FINE ARTS		Fine Arts Constituent Society		
Responsible Person Find View All First 1 of 1 Last				
Name: Responsible Mgr: AV0007		Whitney, Christopher		
Start Date: 06/25/2004		End Date: 06/25/2005		
Responsible Department Find View All First 1 of 1 Last				
*Department: ARTS_SCI		College of Arts and Sciences		
Start Date: 06/25/2004		End Date: 06/25/2005		
Responsible Unit Find View All First 1 of 1 Last				
*Unit: CARSVCS		Career Services		
Start Date: 06/25/2004		End Date: 06/25/2005		
Rsrc Type	Mbr Org Code	Vol Structure:		New Vol
Mbr Org	FRENCH			

Member Resources page

Responsible Mgr (responsible manager)

Select the responsible person's manager. The manager receives reports and notifications that are related to the member organization.

The responsible person is defined on the Member Organization page.

Department	Select the department that is associated with the member organization. This selection enables you to link the member organization to a department at your institution for reporting purposes.
Unit	Select the unit that is associated with a volunteer from the member organization. This selection enables you to associate the member organization with specific units that might not fall within the departmental structure of your institution. For example, a unit could be a subgroup of the English department that has alumni with a special interest in literary classics.
Rsrc Type (resource type)	To link the member organization with another member organization or an initiative, select either <i>Mbr Org</i> or <i>Initiative</i> . The fields in this row change depending on the selection that you make.
Mbr Org Code (member organization code) and Vol Structure (volunteer structure)	If you selected <i>Mbr Org</i> as a resource type, select the member organization code and the volunteer structure with which it is associated.
Intv Type (initiative type), Initiative , and Vol Structure (volunteer structure)	If you selected <i>Initiative</i> as a resource type, select the initiative type, initiative, and volunteer structure with which it is associated.
New Vol (new volunteer)	Click to create a new volunteer structure for the member organization when no other volunteer structure is responsible for the member organization.

Building and Merging Membership Lists

This section discusses how to build and merge member lists.

Note. In addition to running these processes, you can add constituents as complimentary members by entering the membership to a member organization that allows complimentary memberships through a membership session.

Page Used to Build Membership Lists

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Membership Audience Build	AV_RUNCTL_MBR	Contributor Relations, Member Organizations, Manage Member Organizations, Build Membership Audience	Run the Membership Audience Build/Merge Application Engine process (AVMBRBM). You can build the list of members for a member organization, move audiences from the temporary AV_MBR_TEMP_TBL table to the permanent AV_MEMBERSHIP table, or both.

Building and Merging Member Lists

Access the Membership Audience Build page (Contributor Relations, Member Organizations, Manage Member Organizations, Build Membership Audience).

Membership Audience Build

Run Control ID: MBR01
[Report Manager](#)
[Process Monitor](#)

Business Unit: MEDBU
Institution: PSUNV

Selection Process

☐ Population Selection
☒ Build/Merge Process

Processes to Run

☒ Build Temp Tables
☒ Merge into Initiative Audience

Build Audience

Customize | Find | View All |
First 1-2 of 4 Last

	Audience	Audience Type	Member Organization Code	Start Date	End Date
1	ALUMNI	Segmentatn	ITALIAN	01/01/2000	12/31/2001
2	ETHNICITY	Segmentatn	ITALIAN	01/01/2000	12/31/2001

Rebuild Audience

Find | View All
First 1 of 1 Last

Membership Organization

Pers/Org

Audience Code

Membership Audience Build page

If you are building the audience for the first time, click Run to run the Membership Audience Build process. This process rebuilds the membership audiences that you select on this page and builds any defined audiences that have not previously been built.

Selection Process

The AVMBRBM process behaves differently, depending on whether you select *Population Selection* or *Build/Merge Process*. Selecting *Population Selection* builds memberships only for those membership organizations using the Population Selection process as the setup method for the member audience. Similarly, selecting *Build/Merge Process* builds only memberships with audience criteria created using the Build/Merge option on the Audience Criteria setup page.

Processes to Run

Using the check boxes in this group box, you can build an member list, merge an list, or both.

Build Temp Tables

Select this option to generate the actual list of members and store it in the temporary table AV_MBR_TEMP_TBL. When the records are in this table, they can be analyzed using SQL to determine if the member list is acceptable.

Merge into Initiative Audience

Select this option to add the constituents as members of the member organization by merging any audiences in the temporary (AV_MBR_TEMP_TBL) table to the permanent (AV_MEMBERSHIP) table.

Build Audience

The system displays member audiences here that are ready to be built. If you select the Population Selection option, this grid shows only member audiences built using the Population Selection process.

Rebuild Audience

If you have already built a member list and want to rebuild it, use this group box to enter your criteria. When you rebuild a member audience, the process adds any additional members that meet the criteria since the time the member audience was last built.

Defining Membership Initiative Goals

This section discusses how to:

- Set intermediate goals for membership initiatives.
- Set annual goals for membership initiatives.

Pages Used to Define Membership Initiative Goals

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Initiative Goals	AV_INTV_MEMBR_GOAL	Contributor Relations, Initiatives, Membership Initiatives, Membership Goals, Initiative Goals	Set intermediate goals or milestones for an initiative.
Annual Goals	AV_MEMBR_ANNUAL	Contributor Relations, Initiatives, Membership Initiatives, Membership Goals, Annual Goals	Create annual or multiyear plans to increase the number of participating members for an organization.

Setting Intermediate Goals for Membership Initiatives

Access the Initiative Goals page (Contributor Relations, Initiatives, Membership Initiatives, Membership Goals, Initiative Goals).

Initiative Goals		Annual Goals	
Membership:	ALUMASSN	1999 Membership Drive	Institution: PSUNV
Financial Goal:	0.00 USD	% Particptn Goal:	0.00
Intermediate Goals/Milestones Find View All First 1 of 1 Last			
*Target Date	*Goal Type	Pers/Org	Audience Code
06/25/2004	Nbr of Members	Pers	
			Amount/Pct/Total
			5000 + -

Initiative Goals page

This page is used to set goals for the membership initiative, as opposed to the member organization.

- Target Date** Select the date by which the goal may be reached. When you click the prompt button for this field, a calendar appears. Use the arrow keys at the bottom of the calendar to locate the appropriate month and year, and then click the specific date.
- Goal Type** Select the measurement by which you track the goal's progress. Valid goal types are *% Income*, *Financial*, *% Participation*, *Number of Donors*, and *Number of Volunteers*. Your institution can define additional goal types.
- Audience Code** Select the audience code to which the goal pertains. Available options include all the populations defined with the type of *Segmentation* for this initiative on the Audience page.

Setting Annual Goals for Membership Initiatives

Access the Annual Goals page (Contributor Relations, Initiatives, Membership Initiatives, Membership Goals, Annual Goals).

Initiative Goals		Annual Goals	
Membership:	ALUMASSN	1999 Membership Drive	Institution: PSUNV
Financial Goal:	0.00 USD	Length of Mbrshp:	1year/6months
Member Year Find View All First 1 of 2 Last			
Membership Year:	1		
Annual Goal Find View All First 1 of 1 Last			
*Effective Date:	07/30/1998	Dollar Goal:	0.00
Nbr Mbrshps Goal:	0	Mbrshp Pct Increase:	0.00
Nbr Members Goal:	0	Mbrs Pct Increase:	0.00
Goal Detail Find View All First 1 of 1 Last			
*Membership Type	*Member Status	Amount	Nbr Members
		0.00	0

Annual Goals page

Use this page to set goals for the membership initiative to be used in customized reports.

Dollar Goal	Enter the monetary amount of the overall goal that you expect to achieve during this membership campaign year from this membership initiative.
Nbr Mbrshps Goal (number of memberships goal)	Indicates the expected number of memberships to be generated during this membership campaign year from this membership initiative.
Mbrshp Pct Increase (membership percent increase)	Enter the increase in overall memberships from one year to the next that is expected from this membership initiative.
Nbr Members Goal (number of members goal)	Enter the anticipated number of members for this membership campaign year from this membership initiative. This number should include joint members.
Mbrs Pct Increase (members percent increase goal)	Enter the anticipated increase in members (including joint members) from one year to the next from this membership initiative.

Goal Detail

Membership Type	Select the membership type for which you want to set a goal. Membership types are defined by your institution, but typically include values such as <i>Annual</i> , <i>Sustaining</i> , <i>Life</i> , and so on. The valid membership types are determined by the setID that is associated with the selected initiative's business unit.
------------------------	--

Member Status	Select the status of the members from which memberships are received, such as <i>New</i> , <i>Lapsed</i> , <i>Renewed</i> , and so on. These values are defined by your institution.
Amount and Nbr Members (number of members)	Enter the monetary goal and the goal for the number of members.

Entering Member Dues

This section provides overviews of membership dues and gift processing in membership sessions, lists common elements, and discusses how to:

- Enter dues payment detail.
- Enter tender type details.
- Assign membership designations and associate others with a membership.

Understanding Membership Dues

When you enter membership dues, you open a membership session by using the Maintain Sessions page. This page is similar to the page that you use to open gift or pledge sessions, and the process is identical, with one exception. When you open a membership or adjust a membership session, a row appears on the Maintain Sessions page with a tender type of *Complimentary*. In some cases, you may want to add constituents as a member of an organization although they do not meet the audience criteria for membership or they are not expected to pay membership dues. For example, a constituent may be a very active volunteer and you want to give the constituent a complimentary association membership.

If you plan to enter complimentary memberships within the session, indicate the number of complimentary membership transactions that you plan to enter in the Expt Cnt (expected count) field for this row. For regular membership dues transactions, add a row and complete the Tender Type, Expt Cnt, and Expt Amt (expected amount) fields. Because complimentary memberships are entered through a membership session, your institution can track which users are granting memberships to constituents.

After you establish a session, enter dues by using a series of membership data entry pages.

If it complies with your institution's business practices, you can enter gift transactions as well as membership transactions into a membership session. To enable this feature, you must select the Allow Gifts in Membership check box on the Institution Installation page when you set up the system.

After you enter a membership session, you must balance and queue the session for posting.

See Also

[Chapter 17, "Entering Commitments," Creating and Working with Sessions, page 427](#)

Understanding Gift Processing in Membership Sessions

If any portion of a dues payment is a gift, or if your institution allows you to enter gifts into membership sessions, you must understand how these transactions are processed.

When a transaction includes both a membership dues payment and a gift, the membership portion of the transaction is written to the membership tables in the database. The gift portion of the transaction is written to gift tables in the database, and the donor receives hard credit for this portion.

For example, Mr. Jones writes a membership check for 1,000 USD for a lifetime membership at your institution. This payment includes 750 USD as nongift dues and 250 USD as a gift. After this transaction is processed, the Membership History page displays a lifetime dues payment of 1,000 USD. The Transaction Register page displays a gift of 250 USD with a hard credit to Mr. Jones.

In another example, Mr. Jones writes a membership check for 1,000 USD to your institution for a joint lifetime membership for Mrs. Jones and himself. This payment includes 750 USD as nongift dues and 250 USD as a gift. After the transaction is processed, the Membership History page displays a lifetime dues payment of 1,000 USD for both Mr. Jones and Mrs. Jones. The Transaction Register page displays a gift of 250 USD with a hard credit to Mr. Jones, and a gift of 250 USD with a soft credit to Mrs. Jones. Any additional joint members would also receive 100 percent soft credit for the gift portion of the transaction.

The following table represents the distribution of the lifetime membership check for 1,000 USD from Mr. and Mrs. Jones:

Record	<i>Without Joint</i>		<i>With Joint</i>			
	ID 1	Recog Type	ID 1	Recog Type	ID 2	Recog Type
AV_MEMBERSHIP	1,000	N/A	1,000	N/A	1,000	N/A
AV_MBR_DTL	1,000	N/A	1,000	N/A	N/A	N/A
AV_GIFT_DTL	250	N/A	250	N/A	N/A	N/A
AV_RECOGNITION	250	HARD	250	HARD	250	SOFT
AV_RCG_DES	250	HARD	250	HARD	250	SOFT

Common Element Used in This Section

Maintain Sessions

Click when you have finished entering transactions in a session. The system displays the Maintain Membership Sessions page, which enables you to balance the session.

Pages Used to Enter Member Dues

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Membership Entry	AV_MBR_ENTRY	<ul style="list-style-type: none"> Contributor Relations, Session Management, Enter Memberships, Membership Entry Click the Session Entry link on the Maintain Membership Sessions page. 	Enter basic information about dues.
Tender Type Detail - Check page	AV_TENDER_DTL_SP	Click the Tender Detail button on the Gift Entry, Membership Entry, Gift Adjustment, or Membership Adjustment page.	Enter check information for gift or membership payments.
Tender Type Detail - Credit Card Entry	AV_CC_PAYMENT_SP	Click the Tender Detail button on the Gift Entry, Membership Entry, Gift Adjustment, or Membership Adjustment page.	Enter detailed credit card information for gift or membership payments.
What is a security code?	SSF_SS_PMT_CVV	Click the What is a security code? link on the Tender Type Detail - Credit Card page.	Learn more about security codes in credit card transactions.
Designations	AV_MBR_ENTRY2	<ul style="list-style-type: none"> Contributor Relations, Session Management, Enter Memberships, Membership Entry, Designations Click the Session Entry link on the Maintain Membership Sessions page (for adjustment sessions). 	Apply payments to designations or allocation accounts at your institution.

Entering Dues Payment Detail

Access the Membership Entry page (Contributor Relations, Session Management, Enter Memberships, Membership Entry).

Membership Entry		Designations	
Business Unit:	MEDBU	Session Number:	197
		Institution:	PSUNV
		Maintain Sessions	
Membership Detail			
Find View All First 1 of 1 Last			
	*ID Type: Person	ID: AD1071	Shotkin, Matthew
		Friend	Search
		<input type="checkbox"/> Carry Transaction	Add Membership
Membership Number:	63	Membership Status:	New
*Member Org:	FRENCH	Membership Type:	Annual Membership
French Language Enhancement Program		Membership Category:	Single Membership
Level:	BON	<input type="checkbox"/> Complimentary	
*Appeal:	CALL	Member Payment Number:	56
Phone Call			
Dues Amount:	100.00 USD	Data Entry Date:	06/14/2006
Tender:	CASH	Periods:	1
Cash		Start Date:	06/14/2006
Total Amount:	100.00 USD	Expiration Date:	12/31/2006
		Membership History	

Membership Entry page

When you open a new session, this is the first page that appears. This page contains information about the appeal, dues level, amount, tender type, and so on.

If the currency code that you selected for this session on the **Maintain Session** page differs from the business unit's base currency, two new page controls appear on this page:

Currency Code	Fields That Appear	Fields That Disappear
Your business unit's base		Display in Other Currency button
		Base Amt
Any other currency	Display in Other Currency button	
	Base Amt	



Click to access the Update Information page to either update an existing member's record or add a new member to the system.

Because the ID Type field populates by default to *Person* on this page, the page used to add or update a person's record appears by default. To access the page used to add or update an organization's record, select *Organization* from the ID Type field, enter the organization's ID, and then click the Update Record button.

If you have not entered a donor's ID, you are prompted to enter one. You can either enter the donor's ID here or leave the prompt set to *NEW*. If you leave the prompt set to *NEW*, the system assumes that you are adding a new member and displays the pages for adding or updating a new constituent.

Year

If the member is an alumnus or alumna, the preferred class year appears.

Search

Click to access the Search/Match page, where you can search for a member.

See *PeopleSoft Enterprise Campus Community 9.0 Fundamentals PeopleBook*, "Searching for Records and Using Search/Match," Using Search/Match.



Carry Transaction

Click to paste a carried ID found using Search/Match functionality.

Select to carry over values from this transaction to subsequent transactions in this session. If you select this check box, all information from this transaction appears by default in subsequent transactions, with the exception of ID, tender type fields for entry of check or credit card specific information, and recognition information. This feature is useful when entering a number of payments with the same member organization, member levels, and so on.

Membership Number

The membership number is set to *New* when you enter this page. When you select a member organization, the system checks to see if the constituent is already a member of the organization. If so, the system displays the existing membership number for the selected member organization. If not, the system assigns a new membership number.

Note. New membership numbers are assigned based on the last membership number on the CR Installation page.

Member Org(member organization)

Select the member organization that the member is joining. The available values for this field include all the member organizations for which the Allow Comp Memberships or Membership Dues Required check boxes are selected on the Member Organization page.

When you select a member organization for which the ID is already a member, the Level field is populated by default with the last dues level for the member, the Periods field populates by default to *1*, and the Total Amount field populates by default to the dues amount for the current dues level.

Level	<p>Select the membership level at which a constituent joins the member organization. Levels are defined by your institution when you define the member organization. When you select a level, the system calculates the dues amount and total amount of the transaction based on the selections that you made on the Membership Dues page.</p> <p>If you are entering transactions in a currency other than base currency, the system populates the Base Amt field (in addition to the Dues Amt and Total Amt fields) and resets the exchange rate based on the data entry date when you edit this field. The system also recalculates designation information. If you enter additional gifts in this session and change the level, you must reenter those gifts.</p>
Appeal	<p>Select the specific acts or items that lead a member to join the member organization, such as a specific visit, phone call, letter, and so on. Appeals are defined by your institution.</p> <p>The available values include the appeals that you defined for the setID that is associated with the session's business unit.</p>
Complimentary	<p>If the membership organization that you selected is set up on the Member Organization page to allow complimentary memberships, this check box appears. Select to grant complimentary membership to the constituent or allow memberships with no payment. You can cancel complimentary memberships on the Member Adjust page.</p> <p>If you select this check box, the system hides the Dues Amount, Tender, and Total Amount fields. Additionally, you cannot edit any information on the Designations page.</p>
Membership Status	<p>This field populates based on the information that the system retrieves when you select a member organization. Values are:</p> <p><i>New:</i> No previous membership exists for the selected member organization.</p> <p><i>Renewed:</i> A membership exists for the selected member organization. The membership has an expiration date that is equal to or greater than the system date, or, for organizations whose expiration dates occur on the same day every year, the expiration date falls within the span of days specified in the Membership Days field on the Institution Installation page.</p> <p><i>Reactivated:</i> A membership exists for the selected member organization. The membership's expiration date is less than the system date, minus the number of days specified in the Membership Days field on the Institution Installation page.</p>
Membership Type and Membership Category	<p>These fields appear after you enter payment information. The information in these fields is based on dues level.</p>
Member Payment Number	<p>This field populates by default to <i>NEW</i> when you enter a new membership payment. After you save the membership session, the system assigns a number to the transaction.</p>

Dues Amount

When you select a dues level, the dues amount for that level appears, as defined on the Member Dues page. The dues amount is the amount of money that the constituent is paying to join the member organization.

If you enter transactions in a currency other than base currency, the system recalculates the total amount and any designation information for the transaction. If you enter additional gifts in this session and change this field, you must reenter those gifts.

Tender

Select a monetary form in which the payment is received. Examples are *Cash*, *Credit Card*, *Check*, and so on.

The available values depend on the values that you set up on the Tender Types page for the business unit's setID.



Depending on the tender type you select, click this button to enter its appropriate details on the Tender Type Detail page:

For *Check*, enter the check number on the page that appears.

For *Credit Card*, enter the constituent's credit card information on the page that appears.

If the credit card gift was mass loaded, the system populates address information, based on the Address Type field selected on the Mass Load Gift/Pledge page. Mass loaded credit card transactions are treated as though the user had entered the credit card gift online.

For *GIK*, enter the constituent's gift-in-kind details on the page that appears.

For *Security*, enter the description and details of the constituent's securities on the page that appears.

See Chapter 17, "Entering Commitments," [Entering Tender Type Details](#), page 446.

Periods

Enter the number of periods for which the member wants to pay membership dues. The system adjusts the total amount of the dues based on the number of periods that you select.

Note. If you enter a partial dues payment with a total amount that is less than the expected amount for the level, the system automatically calculates the new prorated period value and makes the Periods field display-only.

Total Amount

Dues totals are calculated by the system based on the dues amount times the number of periods for which the member is joining. This amount appears by default in the currency for the session. You can edit this field.

You can capture under- and overpayments in this field, to record partial membership payments or installment payments. Be sure that the membership payment amount in this field matches the Amount field on the Designations page. If you enter an underpayment, a warning message appears that the total amount does not match the dues amount. However, you can still save the page, and the system records the payment as a partial payment.

Note. If additional gift entries are allowed during a membership session, this amount may be overridden. To allow gifts in membership sessions, the Allow Gifts in Membership check box must be selected on the Institution Installation page.

Base Amount

If you enter this session using a currency other than base currency, the total amount for the transaction appears in your institution's base currency in this field.

Note. When you save transactions entered in a currency other than your institution's base, the amounts are converted to and stored in base currency. When you view information about these transactions on inquiry pages throughout the system, they appear in base currency. However, you can view detail about the transaction currency and exchange rate by accessing the related detail page.



If you are entering this session using a currency other than base currency, click to access the Display in Other Currency page, where you can view the amount in another currency and obtain exchange rate information.

If you change the exchange rate on the Display in Other Currency page, the total amount needed to match the dues amount changes. The system converts the dues amount based on the updated exchange rate and recalculates designation information. If you enter additional transactions in this session and change the exchange rate, you must reenter those transactions.

Expiration Date

The expiration date for membership appears. The system calculates this field based on the length of membership at various levels, as defined on the Member Dues page, multiplied by the periods. You can edit this field.

The system uses a different calculation, based on membership status:

New or Reactivated: Current date plus the duration for the dues code, as established on the Membership Dues page.

Renewed: The last expiration date plus the duration for the dues code, as established on the Membership Dues page.

If an organization resets at the same time each year, the expiration date is set to the last day of the month prior to the new organization year. If the membership is received prior to the end of the current organization year, and within the span of days specified for membership days on the Institution Installation page, the new expiration date is set to the last day of the month of the subsequent organization year.

Membership History Click to view membership history for this person. The Membership History Prsn page appears.
See [Chapter 13, "Managing Membership," Viewing Membership History, page 400.](#)

Entering Tender Type Details

Access the Tender Type Detail page (Click the Tender Detail button on the Gift Entry, Membership Entry, Gift Adjustment, or Membership Adjustment page). This page changes depending on the tender type selected in the Special Fields field on the Tender Types setup page.

Tender Type Detail

Check Number:

2010

Tender Type Detail - Check page

Check Number If you selected *Check* as the tender on the Membership Entry page, enter the check number.


Tender Type Detail

Credit Card Information


Enter the information requested exactly as it appears on your credit card.

*First Name:

*Last Name:

*Credit Card Type: 


*Credit Card Number: (ex: 4111-1111-1111-1111)

*Expiration Date:  / (ex: 01 / 2010)

*Security Code: [What is a Security Code?](#)

Credit Card Billing Address

The billing address you specify must match your credit card company's records.

Country:  United States

Address: 500 Oak
San Ramon, CA 99999 [Edit Address](#)

Email Address:

*Telephone:

Tender Type Detail - Credit Card page

- First Name** If entering a credit card payment for a person, enter the first name as it appears on the credit card. Include any middle initial after the first name in this field.
- Last Name** If entering a credit card payment for a person, enter the last name as it appears on the credit card. Include any suffixes (such as Jr. or Sr.) after the last name in this field.
- Organization Name** If entering a payment for an organization, enter the organization name.
- Credit Card Type** Select the type of credit card that the credit card holder is using. These values are set up on the Credit Card Type page.
See Chapter 7, "Setting Up Commitment Management," Defining Credit Card Types, page 126.

- Credit Card Number** Enter the credit card holder's card number. The length of the credit card number is established on the Credit Card Type page.
- Security Code** Enter the security code as it appears on the credit card. This field does not appear if the Security Code-Batch check box is cleared on the CR Merchant page.
- What is a security code?** Click this link to access an explanatory page explaining the reason for using a security code as well as its location on a credit card. This field does not appear if the Security Code-Batch check box is cleared on the CR Merchant page.
- Expiration Date** Enter the expiration month and year as they appear on the credit card.
- Email Address** Enter the email address of the credit card holder, including the full domain name, in the form name@host.domain. For authorization and credit transactions, the third-party processor requires a value in this field. Email addresses are defined on the Electronic Addresses page.
- If you do not have an email address for the contributor, the system uses the default email address that you define on the CR Merchants page.
- OK** Click to validate any changed information, save, and close the page.
- If you chose to use the check digit algorithm on the Credit Card Type page, the validation process checks for the appropriate number of digits in the card number. The system also checks for the appropriate prefix for the credit card type and validates the expiration date format, the amount (must be greater than 0 USD), and the address information. If there are any errors on this page, the system returns a message and prompts for corrections.
- Cancel** Click to cancel the entry, ignore any changed information, and close the page without saving.

Tender Type Detail

Gift-in-Kind Details			
*Gift Description:	Two signed Picasso lithographs		
Gift Purpose:	Enhancements for new library – asset will be kept		
Estimated Value:	10000.00	USD	<input checked="" type="checkbox"/> Written Appraisal
Appraised Value:	11000.00	USD	Appraisal Date: 12/28/2006

Tender Type Detail - Gift-in-Kind page

- Gift Description** Enter a brief description of the gift-in-kind that will be incorporated into the AVAK LetterGen.SQC so that it can be used in an acknowledgement.

- Gift Purpose

Enter the reason for the gift and how it will be used.
- Estimated Value

Enter an educated guess of the value of the gift. This field is used for reporting purposes only; it is not included in the AVAK LetterGen.SQC, as it is the donor's responsibility to accurately declare the gift's value.
- Written Appraisal

Select this check box when a written appraisal is received with the gift-in-kind.
- Appraised Value

Enter the valued amount of the gift-in-kind, as determined by an external appraiser.
- Appraisal Date

Enter the date that the appraisal was made.

Tender Type Detail

Securities

*Gift Description

100 shares of Oracle stock

Security Information

Security Information 1

Security Information 2

FEED

Customize

Find

1 of 1

Last

	Stock/Security Name	Symbol	Number of Shares	Estimated Value	
1	Oracle Corporation	ORCL	100.00000	1,800.00	-

Add

Tender Type Detail - Securities page (1 of 2)

- Gift Description

Enter a brief description of the security that will be incorporated into the AVAK LetterGen.SQC so that it can be used in an acknowledgement.
- Stock/Security Name and Symbol

Enter the name and trading symbol for the company whose stock has been given.
- Number of Shares

Enter the number of shares of the stock or security being transferred to the institution as a gift.
- Estimated Value

Enter an educated guess of the value of the gift or the average of the Day Low/Day High or Ask/Bid for the day on which the stock is determined to be transferred to the institution. This field is included in the AVAK LetterGen.SQC for use in the Acknowledgement template.

Tender Type Detail

Securities

*Gift Description: 100 shares of Oracle stock

Security Information Customize | Find | 1 of 1 | Last

Security Information 1 | **Security Information 2**

	Stock/Security Name	Day Low/Ask	Day High/Bid	CUSIP Number	Public	
1	Oracle Corporation	17.95000	18.05000	USD 68389X105	<input checked="" type="checkbox"/>	-

Add




Tender Type Detail - Securities page (2 of 2)

The Stock/Security Name carries over from the Security Information 1 tab.

- Day Low/Ask** Enter the lowest amount at which the stock/security traded on the day of transfer or, if no trades occurred, the Ask amount as reported by the stock exchange.
- Day High/Bid** Enter the highest amount at which the stock/security traded on the day of transfer or, if no trades occurred, the Ask amount as reported by the stock exchange.
- Public** Select this check box if the stock is publicly traded.

Assigning Membership Designations and Associating Others with a Membership

Access the Designations page (Contributor Relations, Session Management, Enter Memberships, Membership Entry, Designations).

Membership Entry		Designations	
Business Unit:	PSUNV	Session Number:	151
		Institution:	PSUNV
Maintain Sessions			
Membership Detail Find View All First 1 of 1 Last			
Member Payment Number:	NEW	ID:	AV0007
		Whitley, Christopher	
Add Membership			
Designation Total			
Percent:	25.0000	Amount:	25.00 USD
		Level:	ANNL
		Total Amount:	100.00
Designation Detail Find View All First 1 of 1 Last			
Business Unit	Designation	Initiative	Appeal
PSUNV	ALUMNIANNL	ALUMASSN	CALL
		Amount	25.00
Add Designation -			
Alumni Assn Annual Memberships			
Joint Records Find View All First 1 of 1 Last			
*ID Type	ID	*Member Type	
 Person			
+ -			

Designations page

You can apply portions of a payment to multiple designations at your institution. For each designation, you must associate a specific membership or campaign initiative and appeal. In addition, you can indicate whether a membership is joint, given as a gift, or a referral. The people or organizations associated with the membership in these capacities are selected on this page.

When you access this page, the system displays the default designations, initiatives, appeals, and amount defined for the member organization on the Member Dues page. For dues, you can edit the Initiative and Amount fields.


If your institution opted to allow entry of additional gifts from this component, you can select additional designations. The amounts distributed among designations must equal 100 percent of the total amount received.

Business Unit

Select the business unit to which the additional gift is being allocated. For dues transactions, this field populates by default with the business unit that you selected when setting up the dues level for the organization and cannot be changed.

If you are adding a new designation row, valid values are all business units at your institution to which security access has been granted. When you make a selection, the available values in the designation and appeal fields change to those values that you defined for the business unit's setID.

If you have already selected a designation and appeal, and then change the business unit, you must select a designation and appeal again.

Designation	<p>The designations that you defined for the member organization on the Membership Dues page appear on this page and cannot be edited. However, you can add additional records if your institution allows the entry of additional gifts in membership sessions.</p> <p>If you are adding a designation, the available values are those designations that you defined for the business unit's setID.</p>
Initiative	<p>Select an initiative from the prompt dialog box, which contains all the current campaign and membership initiatives defined at the institutions to which you have security. The system displays the default initiative that you defined for the member organization on the Membership Dues page, but you can change this value.</p>
Appeal	<p>The appeal that you chose on the Membership Entry page is used for all designation entries from the Membership Dues page and cannot be edited here. To change the appeal, return to the Membership Entry page and select a new appeal code. You can add additional records if your institution allows the entry of additional gifts in membership sessions. In this case, the appeal field is editable.</p> <p>If you are adding a designation row, the available values include the appeals that you defined for the business unit's setID.</p>
Amount	<p>Enter the payment to allocate to this designation. The dues amount that you entered on the Membership Dues page for the member organization appears on this page, but can be edited if your institution allows the entry of gifts in membership sessions.</p>
Joint Records	
	<p>Click to access the Update Information page to either update an existing joint member's record or add a new joint member to the system.</p> <p>Because the ID Type field populates by default to <i>Person</i> on this page, the page used to add or update a person's record appears by default. To access the page used to add or update an organization's record, select <i>Organization</i> from the ID type field, enter the organization's ID, and then click the Update Record button.</p> <p>If you have not entered a member's ID, you are prompted to enter one. You can either enter the member's ID here or leave the prompt set to <i>NEW</i>. If you leave the prompt set to <i>NEW</i>, the system assumes that you are adding a new member and displays the pages for adding or updating a new constituent.</p>
Member Type	<p>If the membership is <i>Joint</i>, a <i>Gift</i>, or a <i>Referral</i>, select the appropriate option. Gift and referral records are stored only for reference, to be used in audience criteria or in reports.</p>

See Also

[Chapter 2, "Setting Up Your Contributor Relations Framework," Setting Up Institution Defaults, page 9](#)

Processing Member Credit Card Transactions

If your membership sessions contain credit card payments, you must process those transactions. Use the pages in the following chapter to select membership transactions for processing, and authorize and capture the transactions.

See [Chapter 18, "Processing Commitments," Processing Credit Card Transactions, page 509.](#)

Adjusting Membership Dues Payments

This section provides an overview of membership dues payment adjustments and discusses how to:

- Select posted dues transactions to be adjusted.
- Adjust dues payment details.
- Adjust designation and associated constituent information.

Understanding Membership Dues Payment Adjustments

When you adjust membership dues, you open a session, just as you would to adjust gifts or pledges. When a session is established, you select the membership transactions to adjust using the Membership Adjustment Summary page. Adjustment details are entered using the Membership Adjustment and Designation Adjustment pages.

When you create an adjustment transaction, a sequence number is created to indicate that there have been multiple actions on a particular member payment number. For example, the initial entry is sequence 1 on AV_MBR_DTL; the adjusted entry is sequence 2 on AV_ADJ_MBR_DTL; and the corrected entry is sequence 3 on AV_MBR_DTL.

Note. Adjusted transactions negate the original transaction and create a new transaction record, so you enter adjustment amounts just as you would if entering the correct original transaction.

For gifts entered through membership, fiscal year and gift date information on the GIFT record are based on the membership data entry date, not the membership start date. This also applies to any changes made through Membership Adjustment.

Pages Used to Adjust Membership Dues Payments

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Member Adjust Summary	AV_ADJ_MBR_SMRY	Contributor Relations, Session Management, Enter Memberships, Membership Adjustment, Member Adjust Summary	Select the membership transactions to adjust in this adjustment session.

Page Name	Definition Name	Navigation	Usage
Member Adjust	AV_ADJ_MBR	Contributor Relations, Session Management, Enter Memberships, Membership Adjustment, Member Adjust	Make adjustments to an existing membership transaction that you selected on the Membership Adjustment Summary page.
Designation Adjust	AV_MBR_ENTRY2	Contributor Relations, Session Management, Enter Memberships, Membership Adjustment, Designation Adjust	Make adjustments to assigned designations or to the links between the membership and other constituents.

Selecting Posted Dues Transactions to be Adjusted

Access the Member Adjust Summary page (Contributor Relations, Session Management, Enter Memberships, Membership Adjustment, Member Adjust Summary).

Member Adjust Summary Member Adjust Designation Adjust							
Business Unit: PSUNV		Session Number: 160		Institution: PSUNV		Maintain Sessions	
Adjust Member Payment							
*ID Type: <input type="text" value="Person"/>		ID: <input type="text"/>					
Member Payment Number: <input type="text"/>		Add Adjustment					
Adjusted Member Payments							
Customize Find View All First 1 of 1 Last							
<u>Member Payment Number</u>	<u>ID</u>	<u>Constituent</u>	<u>Membership Organization</u>	<u>Level</u>	<u>Dues Amount</u>	<u>Total Amount</u>	
53	AV0001	Gallegher, Shawn	ALUMASSN	ANNL	25.00	25.00	USD

Member Adjust Summary page

Member Payment Number

Enter the original number for the transaction to adjust. Available values include the existing posted membership payments for the ID that you select.

Note. You must enter an ID before selecting a membership payment number.

Note. You can further narrow the search by entering a member organization code and data entry date in the prompt dialog box. When you enter a member organization code, the system displays the existing dues transactions for the member organization that you select. When you enter a data entry date, the system displays the transactions entered on or after the date that you enter.

Add Adjustment

Click to display the Membership Adjustment page, where you can change transaction information.

Important! The original transaction must be posted before you can adjust it. If a transaction does not appear in the Mbr Pmt Nbr field, it is likely part of an unposted session. If the session has not been queued, you can change the membership in the original session by reopening the session, if balanced.

Adjusted Member Payments

Click the link next to a row of transaction data to display that transaction on the Membership Adjustment page, where you can make changes.

Adjusting Dues Payment Details

Access the Member Adjust page (Contributor Relations, Session Management, Enter Memberships, Membership Adjustment, Member Adjust).

Member Adjust Summary		Member Adjust		Designation Adjust	
Business Unit: PSUNV		Session Number: 160		Institution: PSUNV Maintain Sessions	
Membership Detail Find View All First 1 of 1 Last					
<div> <div> ID: AV0001 Gallegher, Shawn Alumni 2001 </div> </div>					
<div> *Reason: <div>Data entry error</div> <div> <input type="checkbox"/> Refund Add Membership </div> </div>					
<div> Membership Number: 53 <div> *Member Org: ALUMASSN Alumni Association </div> <div> Level: ANNL </div> <div> *Appeal: CALL Phone Call </div> </div>					
<div> <div> Membership Status: New </div> <div> Membership Type: Annual Membership </div> <div> Membership Category: Single Membership </div> <div> Member Payment Number: 53 </div> </div>					
<div> <div> Dues Amount: 25.00 USD </div> <div> Tender: <div>CHK </div> <div>Check </div> </div> <div> Total Amount: <div></div> <div>25.00 USD</div> </div> </div>					
<div> <div> Data Entry Date: 11/05/2004 </div> <div> Periods: <div>1</div> </div> <div> Start Date: <div>11/05/2004</div> <div></div> </div> <div> Expiration Date: <div>11/05/2005</div> <div></div> </div> </div>					
Membership History					

Member Adjust page

Important! Adjusted transactions negate the original transaction and create a new transaction record, so enter adjustment amounts just as you would if entering the correct original transaction.

Refund	Select if the adjustment results in a refund to the member.
Membership Number	Displays the original membership number for the transaction to adjust. You selected this value on the Membership Adjustment Summary page. Existing information for the transaction is copied to the new transaction.
Expiration Date	This field is also editable for all lifetime members. You can use it to change the end date for both regular and complimentary lifetime memberships.

Important! The original transaction must be posted before you can adjust it. If a transaction does not appear in the Member Payment Number. field, it is likely part of an unposted session. If the session has not been queued, you can change the membership in the original session by reopening the session, if balanced.

Canceling a Membership

To cancel a membership:

1. Select an adjustment reason.
2. (Optional) Select the Refund check box.
3. Change the dues total amount to *0.00*.
4. Enter an expiration date for the membership.
5. Make any other adjustments to field values as necessary.
6. Click Save.

The system processes the adjustment as follows:

1. The system confirms that the membership is not complimentary.
2. The system searches for the last nonzero adjusted membership payment, or the last zero-amount complimentary membership payment, and designates that last payment as the current membership.

If the system does not find any membership payment, it deletes the membership record on the AV_MEMBERSHIP table. Member detail and adjusted member detail records remain for audit purposes.

3. The system performs these processing steps not only for the member but also for all joint memberships that are affected by the adjustment.

When you cancel a membership, it no longer appears in the constituent's membership history. The system does not display adjusted or deleted memberships.

See Also

Chapter 13, "Managing Membership," Entering Dues Payment Detail, page 379

Adjusting Designation and Associated Constituent Information

Access the Designation Adjust page (Contributor Relations, Session Management, Enter Memberships, Membership Adjustment, Designation Adjust).

Member Adjust Summary		Member Adjust		Designation Adjust	
Business Unit:	PSUNV	Session Number:	160	Institution:	PSUNV
Maintain Sessions					
Membership Detail Find View All First 1 of 1 Last					
Member Payment Number:	53	ID:	AV0001	Gallegher, Shawn	
Add Membership					
Designation Total					
Percent:	100.0000	Amount:	25.00	Level:	ANNL
				Total Amount:	25.00
Designation Detail Find View All First 1 of 1 Last					
Business Unit	Designation	Initiative	Appeal	Amount	
PSUNV	ALUMNIANNL	ALUMASSN	CALL	25.00	
Add Designation					
Alumni Assn Annual Memberships					
Joint Records Find View All First 1 of 1 Last					
*ID Type	ID	*Member Type			
Person					

Designation Adjust page

You can apply portions of a payment to multiple designations at your institution. For each designation, you must associate a specific membership or campaign initiative and appeal. In addition, you can indicate whether a membership is joint, given as a gift, or a referral. You select the people or organizations associated with the membership in these capacities.

When you access this page, the system displays the default designations, initiatives, appeals, and amount defined for the member organization on the Member Dues page. For dues, you can edit the Initiative and Amount fields.

If your institution opted to allow entry of additional gifts from this component, you can select additional designations. The amounts distributed among designations must equal 100 percent of the total amount received.

Designation Total

Percent

Displays the percentage of the membership dues amount that has been allocated to designations. Before you can save the page, this percent must equal 100.

The system displays less than 100 percent when the constituent donated more than the dues amount. For example, if the dues amount is 100 USD, and the constituent donated 100 USD in addition to the dues amount, the percentage is 50 until you allocate the extra 100 USD to a designation.

Amount

Displays the amount of the total membership dues or gift amount that has been allocated to designations.

Designation Detail

Business Unit	<p>Select the designation business unit to which the gift payment is being allocated. For dues transactions, the system populates this field by default with the business unit that you selected for the session; the value cannot be changed.</p> <p>If you are adjusting the designation row, the available values are all business units at your institution to which security access has been granted. When you make a selection, the values in the Designation and Appeal fields change to display the values that you defined for the business unit's setID.</p> <p>If you have already selected a designation and appeal, and then change the business unit, your selections are backed out.</p>
Designation	<p>The designations that you defined for the dues level for the member organization on the Membership Dues page appear on this page and cannot be edited.</p> <p>If your institution allows the entry of gifts in membership sessions and there are gifts included in the transaction that you are adjusting, you can edit this field. You can select additional designations or make changes to the designations for the gift portion of the transaction.</p> <p>If you select a new designation, the available values are the designations that you defined for the business unit's setID.</p>
Initiative	<p>You can make changes to this field. The available values include all the current campaign and membership initiatives defined at the institutions to which you have security. The system displays the default initiative that you defined for the member organization on the Membership Dues page, but you can edit this value.</p>
Appeal	<p>The appeal that you chose on the Membership Adjustment page is used for all designation entries derived from the Membership Dues page and cannot be edited here. To change the appeal, return to the Membership Adjustment page and select a new appeal code.</p> <p>If your institution allows the entry of gifts in membership sessions and there are gifts included in the transaction that you are adjusting, you can edit this field. You can select additional appeals or make changes to the appeals for the gift portion of the transaction.</p> <p>If you select a new appeal, the available values include the appeals that you defined for the business unit's setID.</p>
Amount	<p>If your institution allows the entry of gifts in membership sessions, and there are gifts included in the transaction that you are editing, you can edit this field.</p> <p>The system displays the dues amount that you entered on the Membership Dues page for the member organization, but you can edit it for increases only.</p>

Joint Records

Member Type	<p>Make any necessary changes to the Membership Type field to indicate whether the membership is <i>Joint</i>, a <i>Gift</i>, or a <i>Referral</i>.</p>
--------------------	---

See Also

[Chapter 18, "Processing Commitments," Processing and Posting Sessions, page 499](#)

[Chapter 13, "Managing Membership," Assigning Membership Designations and Associating Others with a Membership, page 389](#)

Preparing for Membership Letters

The PeopleSoft system provides two mass change templates that enable you to generate communications specifically for membership organization members. Use these templates, along with the Audience Criteria and Defaults and run the 3C Engine with the Mass Change pages to generate communications for a membership audience.

In the 3C Engine component (Campus Community, 3C Engine, Run 3C Engine) you can process both the trigger and mass change at the same time on the 3C Engine Parameters page. Then, select a mass change group ID on the Mass Change page. You also have the option to edit the mass change definitions.

Note. By selecting the *Both* option on the 3C Engine Parameters page, the system runs the mass change and also uses the trigger created to write the communication record.

See Also

PeopleSoft Enterprise Campus Community 9.0 Fundamentals PeopleBook, "Using the 3C Engine," Running the 3C Engine Process

[Chapter 11, "Managing Initiatives," Understanding the Membership Mass Change Template, page 341](#)

Viewing Membership Progress

This section discusses how to view membership progress.




Page Used to View Membership Progress

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Membership Progress	AV_MEMBR_PROGRESS	Contributor Relations, Initiatives, Membership Initiatives, Membership Initiative Progress	View aggregated information of a membership initiative.

Viewing Membership Progress

Access the Membership Progress page (Contributor Relations, Initiatives, Membership Initiatives, Membership Initiative Progress).

Membership Progress			
Membership:	MBRPHONE	Member Phonathon	Institution: PSUNV
Financial Goal:	400,000.00	USD	Total Budget: 0.00
Total to Date:	0.00		Expenses to Date: 0.00
Pct of Goal:	0.00		% Budget Remaining: 0.00
Nbr Memberships:	0		
Nbr Members:	0		
Nbr New Members:	0		
Nbr Renew Mbrs:	0		
Nbr React Mbrs:	0		
Nbr Life Mbrs:	0		

Customize Find View All  First  1-2 of 2  Last			
SetID	Appeal	Dues Amt	Number of Memberships
MODEL	PHONA	0.00	0
MODEL	ALUMAN	0.00	0

Membership Progress page

Financial Goal	Displays the overall revenue goal for the membership initiative.
Total to Date	Displays the sum of all the dues amounts received for the initiative.
Pct of Goal (percent of goal)	Displays the result of the total to date divided by the financial goal.
Nbr Memberships (number of memberships)	Displays the total number of memberships received to date. This field calculates only membership payments. <hr/> Note. This field includes each actual membership, regardless of how many members it represents. <hr/>
Nbr Members (number of members)	Displays the total number of memberships received to date including joint members.
Nbr New Members (number of new members)	Displays the number of members who are paying membership dues for the first time.
Nbr Renew Mbrs (number of renewal members)	Displays the number of members who are paying membership dues as a renewal of a current membership.

Nbr React Mbrs (number of reactivating members)	Displays the number of members who are reinstating membership after it has lapsed for at least one year.
Nbr Life Mbrs (number of lifetime members)	Displays the number of new lifetime members brought in by this membership initiative.
Total Budget	Displays the total expense budget for management of this membership initiative.
Expenses to Date	Displays the total amount of expenses to date based on entries made on the Budget Detail page.
% Budget Remaining (percent of budget remaining)	Displays the calculation of total budget minus expenses to date divided by the total budget.

The grid on this page displays a summary of the performance of appeals that were sent in relation to this membership initiative. For each appeal, you can view the dues amount received and the number of memberships generated.

Viewing Membership History

This section lists the pages used to view membership history information for a person.

Pages Used to View Membership History

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Membership History Prsn (membership history person)	AV_MBR_HSTRY_INQ AV_MBR_HST_E_INQ AV_MBR_HISTORY_W	<ul style="list-style-type: none"> Contributor Relations, Member Organizations, Membership History, Membership History Contributor Relations, Member Organizations, Membership History, Membership History - Org Contributor Relations, Member Organizations, Membership History, Membership History - Workset 	View information about a member's past participation in member organizations defined at your institution. The Membership Detail portion of the page appears only after you select a membership organization.
Membership Detail	AV_MBR_DTL_INQ_SP	Click a Membership Organization link on the Membership History page.	View detailed information about a specific membership entry.

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Membership Detail - Designation	AV_MBR_DTL_INQ2_SP	Click the Designation link on the Membership Detail page.	View detailed information about designations.

See Also

[Chapter 13, "Managing Membership," Entering Dues Payment Detail, page 379](#)

[Chapter 13, "Managing Membership," Assigning Membership Designations and Associating Others with a Membership, page 389](#)

Viewing Membership Benefit History

This section lists the page used to view membership benefit history. When you enter a membership through a session, the system enters benefits that have been earned by joining at a particular dues level.

Page Used to View Membership Benefit History

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Benefits History	AV_MBR_BNFT_HIST AV_MBR_BNFT_HIST_E AV_MBR_BNFT_HIST_W	<ul style="list-style-type: none"> Contributor Relations, Member Organizations, Membership Benefit Summary, View Member Benefits Contributor Relations, Member Organizations, Membership Benefit Summary, View Member Benefits - Org Contributor Relations, Member Organizations, Membership Benefit Summary, View Member Benefits - Workset 	View a summary of the benefits that a member has earned.

Viewing a Membership Summary or a Supervisor's Membership Summary

This section discusses how to view membership summary information.

Page Used to View a Membership Summary or a Supervisor's Membership Summary

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Membership Summary, Supervisor Membership Summary	AV_MBRSHP_SMRY	<ul style="list-style-type: none"> Contributor Relations, Session Management, Supervise Sessions, Membership Sessions, Membership Session Summary Contributor Relations, Session Management, Supervise Sessions, Membership Sessions, Supervisor Membership Summary 	View information about the membership transactions in a session.

Viewing Membership Summary Information

You can view information about your own sessions on the Membership Summary page, and information about your staff's sessions on the Supervisor's Membership Summary page.

The membership number, start date, expiration date, ID and constituent name, dues amount, and total amount appear for each transaction in the session that you selected.

If the membership session that you selected is open, select a transaction and click the Edit Mbr (edit member) button to make changes to an existing transaction. Click the Details button to view detailed information about a particular transaction on the Membership Detail page.

See Also

Chapter 13, "Managing Membership," Entering Dues Payment Detail, page 379

Chapter 14

Managing Volunteers

This chapter provides an overview of volunteer management and discusses how to:

- Manage general initiative information.
- Assign volunteers to roles.
- Assign volunteers to specific tasks.
- Create a biographical bit or brief.
- Review volunteer history.
- Review volunteer audience history.

See Also

Chapter 6, "Setting Up Initiatives," Setting Up Volunteer Efforts, page 81

Understanding Volunteer Management

This section lists prerequisites and discusses volunteer management.

Prerequisites

Before you can manage a volunteer effort, you must have one set up. There are common initiative setup pages for this task, and also volunteer-specific setup pages that enable you to complete volunteer effort setup.

See Chapter 6, "Setting Up Initiatives," page 55.

Before you can assign volunteers to tasks, roles, and projects, you must set up your system's volunteer data.

See Chapter 2, "Setting Up Your Contributor Relations Framework," Adding Resources, page 15.

Volunteer Management

When you create an initiative or define a membership organization, you can create the volunteer structure necessary for the effort to succeed. You can then assign volunteers to the positions within the volunteer structure and assign additional volunteers to perform specific tasks.

A volunteer effort is one type of initiative in Contributor Relations. All initiative types share some common management pages. Some initiatives, such as volunteers, require additional management that is specific to their purpose. The volunteer-specific management is covered in this chapter; refer to the following chapter for information about managing all types of initiatives.

See Also

Chapter 11, "Managing Initiatives," page 309

Managing General Initiative Information

You manage volunteer efforts in Contributor Relations by using the common initiative functionality found throughout the system. Initiatives are the common link between campaigns, events, volunteer efforts, and membership initiatives at your institution.

A volunteer initiative is used to manage a volunteer effort. It has its own audience, resources, related initiatives, and PR plan. Use the chapter referenced below to define the basics for the initiative. You can then use this chapter to manage the remaining volunteer-specific functionality.

See Chapter 11, "Managing Initiatives," page 309.

Assigning Volunteers to Roles

One of the ways to link volunteers to a project is to assign them to a role within a leadership group.

This section discusses how to

- Assign volunteers to roles within the structure.
- Create subgroup volunteer assignments.

See Also

Chapter 14, "Managing Volunteers," Assigning Volunteers to Specific Tasks, page 407

Pages Used to Assign Volunteers to Roles

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Volunteer Group Assignments	AV_VOL_GRP1_ASGN AV_VOL_GRP1_ASGN_M	<ul style="list-style-type: none"> Contributor Relations, Initiatives, Volunteer Initiatives, Initiative Leadership, Volunteer Group Assignments Contributor Relations, Initiatives, Volunteer Initiatives, Membership Org Volunteers, Member Organization Leadership, Volunteer Group Assignments 	Begin the process of assigning volunteers to the positions outlined in the volunteer structure. When you save the Leadership Group and Sub-Group pages, the system populates this page with each position that you outlined in the structure so that you can assign volunteers to them.
Sub-Group Assignments	AV_VOL_GRP2_ASGN AV_VOL_GRP2_ASGN_M	<ul style="list-style-type: none"> Contributor Relations, Initiatives, Volunteer Initiatives, Initiative Leadership, Sub-Group Assignments Contributor Relations, Initiatives, Volunteer Initiatives, Membership Org Volunteers, Member Organization Leadership, Sub-Group Assignments 	Begin the process of assigning volunteers to the subgroup positions outlined in the volunteer structure.

Assigning Volunteers to Roles Within the Structure

Access the Volunteer Group Assignments page (Contributor Relations, Initiatives, Volunteer Initiatives, Initiative Leadership, Volunteer Group Assignments). This page populates with the roles you defined on the Volunteer Structure page. Here, you can assign volunteers to fill each position outlined in the structure.

Volunteer Group Assignments
Sub-Group Assignments

Initiative: ANNFUND **Intv Type:** CAMPAIGN **Institution:** PSUNV
Description: Annual Fund Campaign

Find | View All First 1 of 1 Last

Leadership Group: annfund group **Effective Date:** 01/24/2001 **Status:** Active

Find | View All First 1 of 1 Last

Role: Vice-Chairperson **Term Length:** 1 Yr. ☐ **Required**

Customize | Find | View All First 1 of 1 Last

	Volunteer ID	*Start Date	End Date	
1	AV0008	01/01/2004	01/01/2005	Carroll,James

Volunteer Group Assignments page

Scroll through the list of roles and term lengths and enter the Volunteer ID, Start Date, and (optional) End Date for each assignment to the volunteer structure.

Important! If a required position has not been filled when you save this page, a warning message appears. You can assign a volunteer to the required position or save anyway.

Creating Subgroup Assignments

Access the Sub-Group Assignments page (Contributor Relations, Initiatives, Volunteer Initiatives, Initiative Leadership, Sub-Group Assignment). This page populates with each role you defined in the structure on the Sub-Groups page. Here, you can assign volunteers to fill those roles.

Volunteer Group Assignments

Sub-Group Assignments

Initiative:

ANNFUND

Intv Type:

CAMPAIGN

Institution:

PSUNV

Description:

Annual Fund Campaign

Find | View All

First

1 of 1

Last

Vol Sub-Group:

Effective Date:

Status:

Find | View All

First

1 of 1

Last

Role:

Term Length:

☐ Req

Customize | Find | View All

First

1 of 1

Last

	Volunteer ID	*Start Date	End Date		
1					<div>+</div> <div>-</div>

Sub-Group Assignments page

Scroll through the list of roles and term lengths and enter the Volunteer ID, Start Date, and (optional) End Date for each assignment to the volunteer structure.

Important! If a required position has not been filled when you save this page, a warning message appears. You can assign a volunteer to the required position or you can save without assigning a volunteer.

Assigning Volunteers to Specific Tasks

One of the ways to link volunteers or groups of volunteers to a project is to assign them to a specific volunteer task.

This section lists prerequisites and discusses how to:

- Assign volunteers and groups to tasks.
- Enter constituent data and volunteer evaluations.

See Also

[Chapter 14, "Managing Volunteers," Assigning Volunteers to Roles, page 404](#)

Prerequisites

Before you can assign volunteers to projects, you must:

- Define assignment types on the Assignment Type page.
- Define a volunteer initiative on the Volunteers page.
- Set up contact types on the Contact Types page.

Pages Used to Assign Volunteers to Specific Tasks

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Volunteer Assignments 1	AV_VOL_ASGN1 AV_VOL_ASGN1_M	Contributor Relations, Initiatives, Volunteer Initiatives, Initiative Volunteers, Volunteer Assignments, Volunteer Assignments 1	Begin the process of assigning individuals and volunteer groups to specific tasks.
Volunteer Assignments 2	AV_VOL_ASGN2 AV_VOL_ASGN2_M	Contributor Relations, Initiatives, Volunteer Initiatives, Initiative Volunteers, Volunteer Assignments, Volunteer Assignments 2	Continue the process of assigning individuals and volunteer groups to specific tasks.

Assigning Volunteers and Groups to Tasks

Access the Volunteer Assignments 1 page (Contributor Relations, Initiatives, Volunteer Initiatives, Initiative Volunteers, Volunteer Assignments, Volunteer Assignments 1). You have already defined a volunteer leadership structure and volunteer roles; use this page to assign individuals and groups to specific tasks related to the initiative.

Volunteer Assignments 1		Volunteer Assignments 2	
Initiative:	BUSINESS	Intv Type:	CAMPAIGN
Institution:	PSUNV		
Description:	College of Business Campaign		
<div>Find View All First 1 of 1 Last</div>			
Volunteer ID:	AV0001	Gallegher, Shawn	
Volunteer Group:			
<div>Find View All First 1 of 1 Last</div>			
Start Date:	11/01/2004	<input type="checkbox"/>	Carry Transaction
End Date:			
Assignment Type:	LEGIS	Legislative	
Area of Responsibility:	CNGRS	Congress Members	
Volunteer Mgr:	AV0009	Crosbie, Edward	

Volunteer Assignments 1 page

Volunteer ID and Volunteer Group	Enter the volunteer ID of the individual or the volunteer group that you are assigning.
Assignment Type	Enter an assignment type. The values <i>Student Recruitment</i> , <i>Career Services</i> , and <i>Legislative</i> are shipped with the system, but your institution can define additional values.
Area of Responsibility	Enter the area of responsibility for the individual or group that you are assigning. Areas of responsibility describe the sphere of accountability for the assignment type that you selected. Values for this field are defined by your institution on the Area of Responsibility page.
Carry Transaction	Select this check box if you are assigning many volunteers to the same basic assignment. If you select this option, when you add additional volunteer assignments, the values for Start Date, Assignment Type, Area of Responsibility, and Volunteer Manager carry to subsequent transactions.
Volunteer Mgr (volunteer manager)	Enter the constituent to whom the volunteer is responsible.

Entering Constituent Data and Volunteer Evaluations

Access the Volunteer Assignments 2 page (Contributor Relations, Initiatives, Volunteer Initiatives, Initiative Volunteers, Volunteer Assignments, Volunteer Assignments 2). This page enables you to assign individuals and groups to make contact with constituents. You can also rate volunteers on their effectiveness here.

Volunteer Assignments 1		Volunteer Assignments 2	
Initiative:	BUSINESS	Intv Type:	CAMPAIGN
Institution:	PSUNV		
Description:	College of Business Campaign		
<div>Find View All First 1 of 1 Last</div>			
Volunteer ID:			
Volunteer Group:			
<div>Find View All First 1 of 1 Last</div>			
Start Date:	Assignment Type:		
End Date:	Area of Responsibility:		
<div>Find View All First 1 of 1 Last</div>			
*ID	Name	*Contact Type	Completed
AV0002	Isenberg,Robin	LETTER Letter	<input checked="" type="checkbox"/> + -
Effectiveness Rating: Good		<input checked="" type="checkbox"/> Assign Again <input type="checkbox"/> Potential Leader	
Future:			

Volunteer Assignments 2 page

- ID** Enter the ID of the constituent the volunteer is to contact. The person's name appears to the right of this field.
- Contact Type** Select the type of communication that the volunteer is expected to have with the constituent. Contact types are defined by your institution. If you enter an ID, you must select a contact type.
- Completed** Select when the contact with the volunteer is complete.
- Effectiveness Rating** Record a volunteer's performance on a limited basis. Valid ratings are *Excellent*, *Good*, *Fair*, and *Poor*.
- Assign Again** Select to assign the volunteer again in the future.
- Potential Leader** Select if the volunteer has demonstrated potential as a leader.
- Future** Enter any recommendations for involving this volunteer further. This is a free-text field.

Creating a Biographical Bit or Brief

Use the Biographic Profile component to prepare and generate biographic reports about potential volunteers and constituents in the system. The Biographic Report page enables you to select criteria to include in the report, so you can create anything from a comprehensive report (used to qualify a volunteer) to a limited report about a constituent (for a volunteer to use during contacts).

See Also

[Chapter 9, "Managing Prospects," Tracking Prospect Data, page 236](#)

[Appendix C, "Contributor Relations Reports," Contributor Relations Reports: Selected Reports, page 657](#)

Reviewing Volunteer History

This section discusses how to review volunteer history information.

Pages Used to View Volunteer History

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Volunteer History	AV_VOL_HIST AV_VOL_HIST_W	<ul style="list-style-type: none"> Contributor Relations, Initiatives, Volunteer Initiatives, Volunteer History Contributor Relations, Constituent Information, Workset, Volunteer History 	Review information about a particular volunteer's past involvement at your institution.

Page Name	Definition Name	Navigation	Usage
Person Profile	AV_PRSN_PROFILE AV_PRSN_PROFILE_W	<ul style="list-style-type: none"> Contributor Relations, Constituent Information, People, Person Profile Contributor Relations, Constituent Information, Workset, Workset Constituent Info, Person Profile - Workset Self Service, Outreach, View Person Information, Constituent Information, Person Profile Self Service, Outreach, View Lists, Person Profile 	View summary information about a constituent who is a person, without having to navigate through the menus in the system.
Volunteer Assignment Detail	AV_VOL_ASGN_SP	<ul style="list-style-type: none"> Click the linked name of a Volunteer Role on the Volunteer History inquiry page. Click the linked name of a Volunteer Role on the Person Profile inquiry page. 	Review detailed information about a volunteer's activity.
Audience History	AV_AUD_HISTORY	Contributor Relations, Constituent Information, People, Participation, Audience History	Review all of the target audiences to which a volunteer or potential volunteer belongs.

Reviewing Volunteer Involvement

Access the Volunteer History page (Contributor Relations, Initiatives, Volunteer Initiatives, Volunteer History).

Volunteer History

Shawn Gallagher

Constituent Type: [Alumni](#)

***Time Frame:** Current

ID: AV0001

Year: [2001](#) PSUNV

Prospect Manager: Mario Capozzelli

Volunteer Since: 07/01/1998

[Search](#)

[Customize](#) | [Find](#) | [View All](#) |

First 1-2 of 2 Last

	Volunteer Activity	Volunteer Role	Volunteer Group	Volunteer Sub Group	Start Date	End Date	Years of service
1	Annual Fund Campaign	Legislative			11/01/1998		7 years 7 months 6 days
2	Annual Fund Campaign	Arizona High Schools			07/01/1998		7 years 11 months 6 days

Volunteer History page

- Search**

Click to return all volunteer history records that fall within the time frame you selected.
- Volunteer Group and Volunteer Sub Group**

These columns display the group or subgroup to which the volunteer belongs.
- Volunteer Role**

Click the link to access the Volunteer Assignment Detail page, where you can view detailed information about the volunteer's activity.

Reviewing Volunteer Audience History

Use the Audience History page to view all of the target audiences to which a volunteer or potential volunteer belongs. Audiences are defined for both initiatives and membership organizations and are based on a variety of attributes. For example, an audience might consist of all constituents or volunteers who have an involvement of GOLF.

See Also

[Chapter 8, "Managing Constituent Data," Viewing a Constituent's Audience History, page 205](#)

Chapter 15

Managing Event Initiatives

This chapter provides an overview of event initiative management and discusses how to:

- Manage general initiative information.
- Prepare for initiative letters.
- Set intermediate goals for events.
- Create events.
- Assign meeting details.
- Track event attendance.
- Create event templates.
- Review events, meetings, and attendees.
- View a to do list.

See Also

Chapter 6, "Setting Up Initiatives," Setting Up Event Initiatives, page 88

Understanding Event Initiative Management

This section lists prerequisites and discusses event initiative management.

Prerequisites

Before you can manage an event initiative, you must have one set up. There are common initiative setup pages for this task, and also event-specific setup pages that enable you to complete event initiative setup.

See Chapter 6, "Setting Up Initiatives," page 55.

Event Initiative Management

Events can range from a simple banquet to a labor-intensive multi-day reunion, and their purpose can be either to generate significant revenue or solely to build your constituent community. No matter the goal, each event requires planning time and staff attention to ensure success. Contributor Relations provides the capability to effectively plan, manage, and track these events.

Contributor Relations Event Management functionality interfaces with the Event Management functions found in PeopleSoft Enterprise Campus Solutions. The processes of creating events, assigning meeting details, tracking attendance, creating event templates, and tracking events are identical to the processes found in the Campus Solutions system.

In addition to the functionality provided through Campus Solutions, Contributor Relations provides the tools to define an event's structure or planning path.

An event initiative is one type of initiative in Contributor Relations. Although all initiative types share some common management pages, event initiatives have their own audience, resources, related initiatives, and PR plan. Some initiatives, such as events, require additional management that is specific to their purpose. The event-specific management is covered in this chapter; refer to the following chapter for information about managing all types of initiatives

See Also

Chapter 11, "Managing Initiatives," page 309

Managing General Initiative Information

You manage events in Contributor Relations by using the common initiative functionality found throughout the system. Initiatives are the common link between campaigns, events, volunteer efforts, and membership initiatives at your institution.

To manage an event initiative, one must exist; that means that you have defined the basic features of the event initiative, its audience, resources, any related initiatives, and a public relations plan. You can then use this chapter to manage the remaining event initiative-specific functionality, including setting goals and managing the details of the event.

See Chapter 11, "Managing Initiatives," page 309.

Preparing for Initiative Letters

PeopleSoft provides two mass change templates that enable you to generate communications specifically for initiative audiences. Use these templates, along with the audience criteria and defaults, and run the 3C Engine with the Mass Change pages to generate communications for an initiative audience.

You can use a one-stop approach in the 3C Engine component (Campus Community, 3C Engine, Run 3C Engine). Select to process *Both* the trigger and mass change at the same time on the 3C Engine Parameters page. Then, select a Mass Change Group ID on the Mass Change page. You also have the option to edit the mass change definitions.

Note. By selecting the *Both* option on the 3C Engine Parameters page, the system runs the mass change and also uses the trigger created to write the communication record.

See Also

PeopleSoft Enterprise Campus Community 9.0 Fundamentals PeopleBook, "Using the 3C Engine," Running the 3C Engine Process

Chapter 11, "Managing Initiatives," Understanding the Initiative Mass Change Template, page 339

Setting Intermediate Goals for Events

This section discusses how to set goals or milestones for an event.

Page Used to Set Intermediate Goals for Events

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Event Goals	AV_INTV_EVNT_GOAL	Contributor Relations, Initiatives, Event Initiatives, Manage Event Initiatives, Event Goals	Set intermediate goals or milestones for an event.

Setting Event Goals

Access the Event Goals page (Contributor Relations, Initiatives, Event Initiatives, Manage Event Initiatives, Event Goals).

Event Goals

Event:10YRREUN10 Year Reunion

Institution:PSUNV

Financial Goal:0.00 USD

% Particptn Goal:0.00

Intermediate Goals/Milestones

Find | View All

First1-4 of 4Last

*Target Date	*Goal Type	Pers/Org	Audience Code	Amount/Pct/Total
06/06/2006	Attendance	Pers		250
07/25/2006	Attendance	Org		20
08/25/2006	% Participation			90.00
01/04/2007	Attendance			400

Event Goals page

Upon entering this page, the Financial Goal and % Particptn Goal for the event appear. These goals are defined on the Event Initiative page.

Target Date	Enter the date by which the goal may be reached
Goal Type	Select the measurement by which you track the goal's progress. Valid goal types are % Income,Financial,% Participation,Number of Donors, and Number of Volunteers. Your institution can define additional goal types.
Audience	Enter the audience code to which the goal pertains. The field contains a list of all the populations defined by your institution with the type of Segmentation for this initiative on the Audience page.
Amount/Pct/Total	Determine whether you are tracking percentages, amounts, or total numbers and enter the appropriate goal amount.

Creating Events

Use the Event and Event Template pages to initially create an event and set up any associated meetings. When you create a new Event the system assigns an Event ID to the event. This ID is the link between these pages and the pages used to structure an event.

The meetings you associate with an event can be receptions, dinners, golf tournaments, lectures, and so on.

See Also

PeopleSoft Enterprise Campus Community 9.0 Fundamentals PeopleBook, "Setting Up Campus Event Planning"

PeopleSoft Enterprise Campus Community 9.0 Fundamentals PeopleBook, "Managing Campus Event Planning," Creating an Event

Assigning Meeting Details

After you have added meetings to an event in the Meeting Template page you still need to add details about those meetings such as dates, times, and locations. This is done using the Meeting Detail pages. Meetings can also be added to an event using these pages.

See Also

PeopleSoft Enterprise Campus Community 9.0 Fundamentals PeopleBook, "Managing Campus Event Planning," Entering Meeting Details

Tracking Event Attendance

You have the option of tracking attendance at the meetings associated with an event. You probably want to track attendance for conferences, but not necessarily for department meetings.

See Also

PeopleSoft Enterprise Campus Community 9.0 Fundamentals PeopleBook, "Managing Campus Event Planning," Tracking Event Attendance

Creating Event Templates

An event template is made up of definitions of the meetings that make up that event and the resources required by those meetings. It is not necessary to create event templates before creating events. However, event templates are useful if you organize a particular type of event often and that event tends to require the same resources and staff each time. Event templates are also useful in that they can act as guidelines for assigning staff and resources for events. Some event templates may have been set up during the setting up of your system. If the event template you want is not set up, you probably want to create one.

Important! You can create only one event template for each event type.

See Also

PeopleSoft Enterprise Campus Community 9.0 Fundamentals PeopleBook, "Setting Up Campus Event Planning," Creating an Event Template

Reviewing Events, Meetings, and Attendees

After you have planned your events there are many ways you can review all of the event information. You can view:

- Events by facility.
- Meetings for an event.
- Attendees for an event.
- Attendees for a meeting.
- Meetings for a specific attendee.
- Events for a specific attendee.

See Also

PeopleSoft Enterprise Campus Community 9.0 Fundamentals PeopleBook, "Managing Campus Event Planning," Reviewing Events, Meetings, and Attendees

Viewing a To Do List

Use the Staff, Volunteer, and Unit To Do List pages to view lists of all the actions a resource is responsible for during a particular time frame or for a particular designee.

See Also

Chapter 11, "Managing Initiatives," Viewing To Do Lists, page 336

Chapter 16

Managing Other Initiatives

This chapter provides an overview of other initiative management and discusses how to:

- Manage general initiative information.
- Prepare for initiative letters.
- Set intermediate goals.
- View to do lists.

See Also

Chapter 6, "Setting Up Initiatives," page 55

Understanding Other Initiatives

This section lists prerequisites and discusses other initiative management.

Prerequisites

Before you can manage a type of other initiative, you must have one set up. There are common initiative setup pages for this task.

See Chapter 6, "Setting Up Initiatives," page 55.

Other Initiative Management

The Other Initiatives portion of Contributor Relations provides the flexibility to manage initiatives that do not fall within the boundaries of a campaign, event, membership initiative, or volunteer effort. Other initiatives provide the flexibility to identify initiatives that are important only to your institution's business process, that cannot be categorized as one of the initiative categories above. An example would be an initiative created to send constituents a birthday greeting each year.

Other initiatives are one type of initiative in Contributor Relations. Other initiative types share common management pages with all initiatives. Refer to the following chapter for information about managing all types of initiatives.

See Also

[Chapter 11, "Managing Initiatives," page 309](#)

Managing General Initiative Information

You manage other initiatives in Contributor Relations by using the common initiative functionality found throughout the system. Initiatives are the common link between campaigns, events, volunteer efforts, and membership initiatives at your institution.

To manage an initiative, one must exist for each new other initiative at your institution. That means that you have defined the basic features of the initiative, its audience, resources, any related initiatives, and a public relations plan. You can then use this chapter to manage the remaining initiative-specific functionality.

See [Chapter 11, "Managing Initiatives," page 309](#).

Preparing for Initiative Letters

PeopleSoft provides two mass change templates that enable you to generate communications specifically for initiative audiences. Use these templates, along with the Criteria and Defaults and Run Mass Change pages to generate communications for an initiative audience.

See [Chapter 11, "Managing Initiatives," Understanding the Initiative Mass Change Template, page 339](#).

Setting Intermediate Goals

This section discusses how to set intermediate goals for an other initiative.

Page Used to Set Intermediate Goals

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Other Initiative Goals	AV_INTV_OTHR_GOAL	Contributor Relations, Initiatives, Other Initiatives, Manage Other Initiatives, Other Initiative Goals	Set up intermediate goals or milestones for an initiative.

Setting Other Initiative Goals

Access the Other Initiative Goals page (Contributor Relations, Initiatives, Other Initiatives, Manage Other Initiatives, Other Initiative Goals).

Other Initiative Goals

Initiative: MERGERS **Intv Type:** OTHER **Institution:** PSUNV

Initiative Name: Miami Mergers

Financial Goal: 0.00USD **% Participtn Goal:** 0.00

Intermediate Goals/Milestones						Find View All	First	1-6 of 7	Last
*Target Date	*Goal Type	Pers/Org	Audience Code	Amount/Pct/Total					
10/30/1999	Attendance	Pers	CLASS 49	250					
06/30/1999	Average Gift			100.00					
06/30/1999	Number Donors	Pers	CLASS 49	20					
07/01/1999	Financial	Pers	CLASS 89	1,000.00					
06/30/1999	Financial			100,000.00					
12/31/1998	% Participation	Pers	CLASS 89	10.00					

Other Initiative Goals page

Upon entering this page the Financial Goal and Participation Goal for the initiative appear. These goals are defined on the Other Initiatives page. However, some initiatives do not have goals because they exist to build goodwill; therefore you would not expect a return of any kind.

Target Date Enter the date by which the goal may be reached.

Goal Type Select the measurement by which you track the goal's progress.

Audience Code Enter the audience code to which the goal pertains. Available options include all the populations defined for this initiative with the type of *Segmentation* on the Audience page.

Viewing To Do Lists

Access the Staff, Volunteer, and Unit To Do List pages to view lists of all the actions a resource is responsible for during a particular time frame or for a particular designee.

See Also

Chapter 11, "Managing Initiatives," Viewing To Do Lists, page 336

Chapter 17

Entering Commitments

This chapter provides an overview of the gift and pledge process, lists common elements, and discusses how to:

- Create and work with sessions.
- Manage sessions.
- Enter gifts and pledge payments.
- Load mass gift and pledge transactions.
- View gift session transactions.
- Adjust gifts and matching gifts.
- Adjust gift and membership credit card payments.
- Enter conditional pledges.
- Enter pledges.
- View pledges.
- Adjust pledges.

Understanding the Gift and Pledge Process

Using Contributor Relations, you can apply multiple designations, or allocation accounts, to a single gift or pledge. For each designation you apply, you select an associated campaign and appeal. You can also recognize one or more donors for a single gift or pledge in the form of hard or soft credits. Hard credits represent actual gift monies, while soft credits represent credits such as vehicle and memo credits. Gifts can also be designated in honor or memory of a particular person and tracked as such.

When entering pledges in Contributor Relations, you also set up a pledge payment schedule. Pledge payment schedules can be set up so that payments are due in regular increments of time such as weekly, monthly, and so on. Or, you can create an irregular payment schedule, where you specify the date and amount of each pledge payment.


In addition, many donations can be matched by employers or by other organizations with which the donor is affiliated. Using Contributor Relations, you can track information about the types of gifts organizations match, then have the system calculate a "best guess" of the potential matches for a particular gift. You can overwrite that "best guess" to reflect the actual matching amount expected for a gift, then track actual matching payments against your expectations.

After a session of gift or pledge transactions is posted, you can make necessary adjustments through an adjustment session. When you adjust a transaction, the system negates the original transaction you created, and stores the adjusted one.

In addition to creating sessions of transactions, you can create Conditional Pledges, which hold pledge information that only becomes valid when particular conditions are met. For example, if Shawn Gallagher pledges 40,000 USD to the 2005 Fund Campaign, but will only give that amount when you have raised 2,000,000 USD, his pledge is conditional. You can transfer the information you enter about conditional pledges to the actual pledge transaction after the conditions are met and the pledge is activated.

After transactions are entered in the system, you can track a donor's giving patterns and history. You can view giving information from a very high level, such as a commitment summary (which is a summary of a donor's total commitments and giving history), down to a very detailed level, such as a transaction register (which shows how a transaction is allocated to a designation). In addition, you can generate acknowledgement letters and receipts to recognize donor's gifts.

Common Elements Used in This Chapter

ID Type	Select whether the donor is a person or an organization.
ID or Org ID	Displays the donor's ID or enables you to enter the ID of the donor to work with. The donor's name or description may appear to the right.
Constituent	Displays the donor's name if it is a person, or description if it is an organization. The donor's highest priority constituent type may appear to the right.
Search	Click to access the Search Criteria page where you can search for a donor. See Chapter 8, "Managing Constituent Data," Searching for Records, page 144.
 Recognition	Click to paste a carried ID found using Search/Match functionality.
Recognition	Select a type of credit the donor is receiving, such as <i>Hard</i> , <i>Soft</i> , <i>Vehicle</i> , and so on. Recognition types are defined by your institution, but always contain at least one hard credit type.
Anonymous	Select if the donor receiving recognition does not want public recognition for the gift. There is no automated process of anonymity in the system. However, the Anonymous check box on the Giving Profile is selected if any gift a donor makes is anonymous.
Description	Enter any descriptive text to track about the gift or pledge.
Maintain Sessions	Click to access the Maintain Sessions page where you can check expected and actual amount and balance the session.
Session Defaults	Click to view or update the defaults you set for this session using the Session Defaults page.

Session Details

Click to access the Session Details page where you can view information about all the transactions in the session. You can access specific transactions to update or delete them from this page.

Creating and Working with Sessions

Gift and pledge transactions are entered in sessions, which are groups of gifts, pledges, or adjustment transactions. When you create a session, you enter expected counts and amounts, and can select default values to carry throughout transactions in the session.

The gift and pledge process requires several steps to get gift and pledge transactions entered and in some cases ultimately posted to your institution's financial system. Portions of this process are most likely handled by a supervisor or an automatically scheduled process, while others are handled by the gift entry user.

Following are the steps required:

1. Open a gift or pledge session for a business unit.

This session can be a regular entry session or an adjustment session. Establish expected counts and amounts, and (optional) select session defaults.

2. Enter transactions into the session by following the processes for gift entry, pledge entry, gift adjustment, or pledge adjustment.

Assign each transaction to one or more designations and apply hard and soft recognition. Designations are funds at your institution to which donations and pledges can be allocated.

3. Balance the session, then queue it for posting using the Queue Sessions for Posting page.

4. Run the GL Interface process.

This process can be run manually, but most often it runs automatically using Process Scheduler. This process copies the transaction data from the system into a table called AV_ACCTG_LN. In this table the transactions are associated with the appropriate account in your institution's financial system based on the item types used when you set up designations.

5. For commitment transactions to appear on the Inquiry pages, you must then run the Accumulator process.

See [Chapter 18, "Processing Commitments," Understanding the Constituent Accumulators Process, page 504.](#)

Managing Sessions

This section discusses how to:

- Initialize and balance a session.
- Select session defaults.
- View session detail and select transactions to edit or delete.

Pages Used to Manage Sessions

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Maintain Sessions	AV_BTCH_TOT AV_BTCH_PL_TOT AV_BTCH_M_TOT	<ul style="list-style-type: none"> Contributor Relations, Session Management, Enter Gifts, Maintain Gift Sessions, Maintain Sessions Contributor Relations, Session Management, Enter Pledges, Maintain Pledge Sessions, Maintain Sessions Contributor Relations, Session Management, Enter Memberships, Maintain Membership Sessions, Maintain Sessions 	Open a new gift, pledge, or membership session, setting expected transaction counts and amounts. Balance your expected and actual gift, pledge, and membership transaction totals in an open session.
Session Defaults	AV_BTCH_DEF	<ul style="list-style-type: none"> Contributor Relations, Session Management, Enter Gifts, Maintain Gift Sessions, Session Defaults Contributor Relations, Session Management, Enter Pledges, Maintain Pledge Sessions, Session Defaults 	Select a default designation business unit, designation, initiative code, appeal code, and tender type for transactions in the session.
Session Detail	AV_BTCH_LIST	Contributor Relations, Session Management, Enter Gifts, Maintain Gift Sessions, Session Detail	View a summary list of each transaction in a session. You can also select specific transactions and edit or delete them.
Session View	AV_BTCH_TREE_LIST	Contributor Relations, Session Management, Enter Gifts, Maintain Gift Sessions, Session View	View all details on all gifts in a session, using a single view.

Initializing and Balancing the Session

Access the Maintain Sessions page (Contributor Relations, Session Management, Enter Gifts, Maintain Gift Sessions, Maintain Sessions).

[Maintain Sessions](#)
[Session Defaults](#)
[Session Detail](#)
[Session View](#)

Maintain Sessions

Business Unit: MEDBU **Session Number:** NEW **Institution:** PSUNV
Status: Open **Last Modification Date:** **User ID:** PS
Date Opened: **Balance Date:** **Post Date:**
Currency Code: USD US Dollar **Self Service Session** ☐
Deposit Number:

Batch Totals							Find View All	First 1-2 of 2 Last
Tender Type	Expected Count	Expected Amount	Actual Count	Actual Amount	Difference Count	Difference Amount		
CHK	<input type="text"/> 500.00		0	0.00	0	500.00		
CC	<input type="text"/> 1,000.00		0	0.00	10	1,000.00		
Total								
	10	1,500.00	0	0.00	10	1,500.00		

[Balance](#)
[Session Entry](#)
[Session Matching Gifts](#)

Maintain Sessions page

Before you can enter gift, pledge, or adjustment transactions, you must create a new session. Sessions are essentially groups of like transactions within a business unit that balance together. Sessions are controlled by the user who creates them, but can be transferred between users by Gift and Pledge Supervisors.

Initializing the Session

Currency Code

Enter a currency code for the session. It defaults to the base currency for your business unit, but can be changed.

Note. You cannot mix currency codes within a session.

The currency code you select becomes the currency used for all transactions entered in this session. However, gift amounts are stored in your institution's base currency, and related inquiry pages display gift information in your institution's base currency. Additionally, you have the ability to view information about the currency in which the transaction was entered and the exchange rate.

Note. Pledge and Pledge Adjustment sessions can only be entered using the business unit's base currency. You cannot change the currency code in these instances.

Deposit Number

Enter a bank deposit number associated with this session. This field is informational only and is not tied to any processing; however, it can assist your institution during periodic bank statement reconciliation.

Tender Type	<p>Select a tender type for which you enter transactions from the prompt box. The tender type represents all the transactions in a session that match the tender type when you enter actual totals.</p> <hr/> <p>Note. You can mix multiple tender types within a session</p> <hr/> <p>The values that appear in the prompt box depend upon the values you set up for on the Tender Types page for the setID associated with the business unit for this session.</p> <p>If you are establishing a pledge or pledge adjustment session, the tender type of <i>Pledge</i> automatically populates this field.</p> <p>If you are establishing a membership or membership adjustment session, the tender type of <i>Complimentary</i> automatically populates the first row of this field. If you plan to enter complimentary memberships within the session, indicate the number of complimentary membership transactions you plan to enter in the expected count field for this row. For regular membership dues transactions, enter the tender type, expected count, and expected amount on additional rows just as you would with a gift session.</p>
Expected Count	Enter the number of transactions you expect to enter in your session with the tender type you selected. The expected count must be at least 1.
Expect Amount (expected amount)	Enter the total amount of donations or pledges you expect to enter with the tender type you selected. You can enter an expected amount of zero to allow for zero-amount gifts such as gifts-in-kind.
Session Entry	Click to begin entering transactions. An intermediate page appears before the transaction entry page; click the Add button to add a transaction to the session.

Balancing the Session

After transactions are entered in the session, verify that the expected count and expected amount values match the actual count and actual amount values. The expected values are those you enter before adding transactions in the session, and the actual values are calculated by the system as transactions are entered and applied to the session. The expected and actual values must match for a session to balance. If these values do not match, the difference between the two is displayed in the difference count and difference amount fields.

If the expected and actual amounts do not match, you must return to the session and correct the imbalance.

Self-Service Session	If this check box is selected, indicates that this open session contains gifts created through self-service online giving.
Balance	Click to balance the session when transactions are entered and the expected totals equal actual totals. The system sends an alert if some expected matching gifts have not been made.
Session Matching Gifts	Click to run a COBOL process that analyzes all of the gifts made and generates any expected matching gifts.

Note. If the transaction does not balance and you suspect a data entry error, a person who has been assigned the role of GPS (gift and pledge supervisor) or MS (membership supervisor) supervisor in the system can reopen the counts and amounts to correct the error.

When the session balances, it is available to queue and post.

See Also

Chapter 18, "Processing Commitments," Reopening and Editing Expected Counts and Amounts for Sessions, page 540

Chapter 18, "Processing Commitments," Viewing Expected Matching Gifts, page 558

Selecting Session Defaults

Access the Session Defaults page (Contributor Relations, Session Management, Enter Gifts, Maintain Gift Sessions, Session Defaults). The page populates with user default values, defined on the Operator Defaults page. However, you can override the values as needed, or change defaults mid-session. Setting defaults here speeds transaction entry during a session.

Maintain Sessions Session Defaults Session Detail Session View			
Business Unit:	MEDBU	Session Number:	NEW
Status:	Open	Last Modification Date:	
Date Opened:		Balance Date:	
Institution:	PSUNV	User ID:	PS
Post Date:			
Session Default			
Business Unit:	MEDBU	Medical Business Unit	Carry Transaction: <input type="text"/>
Designation:	MEDICALBLDG	Medical School Building Fund	
Initiative Code:	MED BLDG	Medical Building Campaign	
Appeal Code:	ANNUAL	Annual Fund	
Tender Type:	CHK	Check	
<input type="button" value="Balance"/> Session Entry			

Session Defaults page

Business Unit Enter the default value to populate the Business Unit field when assigning designations for transactions in this session.

Designation Enter the default value to populate the Designation field when assigning designations for transactions in this session.

Initiative Code Enter the default value to populate the Campaign field when assigning designations for transactions in this session.

Appeal Code	Enter the default value to populate the Appeal field when assigning designations for transactions in this session.
Tender Type	<p>Enter the default value to populate the Tender Type field when entering information on the Gift Entry page for transactions in this session.</p> <p>If you are creating a pledge session, the Tender Type field does not appear.</p>
Carry Transaction	<p>Select a transaction number to carry all the values from that transaction to subsequent transactions in the session. To do this, you must have established at least one transaction. When you select a transaction number, all information from the transaction populates into subsequent transactions, with the exception of donor ID, recognition, and tribute information. The values override any other session defaults you have selected on this page.</p> <p>This feature is useful when entering a number of donations with the same amounts, designations, and so forth such as alumni membership dues.</p>

Note. If you select a new business unit, the remaining fields on this page default to the values set as user defaults for that business unit; however, you can override these values.

See Also

PeopleSoft Enterprise Campus Solutions 9.0 Application Fundamentals PeopleBook, "Setting User Defaults," Defining Contributor Relations User Defaults

Viewing Session Details and Selecting Transactions to Edit or Delete

Access the Session Detail page (Contributor Relations, Session Management, Enter Gifts, Maintain Gift Sessions, Session Detail). Not only can you view session details here, but you can also select transactions to edit or delete.

Maintain Sessions		Session Defaults		Session Detail		Session View	
Business Unit:	GLAKE	Session Number:	178	Institution:	GLAKE		
Status:	Open	Last Modification Date:	06/05/2006	User ID:	PS		
Date Opened:	06/05/2006	Balance Date:		Post Date:			
		Total Count:	2	Total Amount:	1,000.00	USD	

Select	Gift Number	ID	Constituent	Gift Date	Tender	Gift Amount
<input type="checkbox"/>	334	AV4012	Addamson,Andrea	06/05/2006	CC	500.00
<input type="checkbox"/>	335	AV4013	Fratt,Cooper	06/05/2006	CC	500.00

[Add Gift](#)

Session Detail page

Information about the session appears, including a total count and amount of the transactions in the session.

Select Select the check box next to each transaction to mark it for deletion from the session.

Gift Number or Pledge Number This field displays the number (depending on the type of session you are working with) associated with the transaction.

If you are working in a gift or pledge entry session, click this link to access the Gift Entry or Pledge Entry page where you can update the transaction if the session status is *Open*.

If you are working in a gift or pledge adjustment session, click this link to access the Gift Adjust or Pledge Adjust page, where you can make necessary changes to the transaction.

Gift Date or Pledge Date Displays the date on which the gift or pledge was made to your institution.

Tender Displays the tender in which the gift was made. Tender types are defined by your institution on the Tender Types page.

Gift Amount or Pledge Amount Displays the monetary amount of the gift or pledge.

Delete Click to remove the selected transactions from the session. All information related to the transaction will be deleted from the session.

Deleting within an adjustment session removes the adjustment transaction, but the original gift or pledge transaction remains.

Add Gift or Add Pledge If you are working with a gift or pledge entry session, click to add additional transactions to the session on the Gift Entry or Pledge Entry page.

Adjusting Gifts and Pledges

You can also use this page to select the donors and gift numbers for the transactions to adjust. Gifts or pledges to be adjusted must first be posted through the GL Interface process. If a transaction needs to be corrected and the session is open or balanced and not yet posted, update the open session or reopen the balanced session and edit the entry. A gift or pledge in a session that is queued must be posted to continue with the adjustment process.

To adjust a gift, enter *AG* in the Session Type field on the Session Filter page when creating a gift adjustment session. To adjust a pledge, enter *AP* in the Session Type field on the Session Filter page when creating a pledge adjustment session. You can then click the Session Details link on either the Gift Adjust or Pledge Adjust pages to access the Session Details page.

Gift Number or Pledge Number	After you enter an ID, enter the gift or pledge number associated with the transaction to adjust. The prompt provides a listing of transactions for the donor that are available for adjustment.
Add Adjustment	Click to add the transaction to the session for adjusting. The Adjust Gift or Adjust Pledge page appears.

Viewing a Session Tree

Access the Session View page (Contributor Relations, Session Management, Enter Gifts, Maintain Gift Sessions, Session View). This page displays all details of all gifts in the session, using a tree view structure.

Maintain Sessions		Session Defaults		Session Detail		Session View	
Business Unit:	GLAKE	Session Number:	178	Institution:	GLAKE		
Status:	Open	Last Modification Date:	06/05/2006	User ID:	PS		
Date Opened:	06/05/2006	Balance Date:		Post Date:			
Total Count:		2	Total Amount:		1,000.00	USD	

Session View

Session View Option:
05 - Expand All

334 - 500.00

[AV4012 - Andrea Addamson]

Designation

[Byerton Alumni Assn Scholarshp - 500.00]

Recognition

[Andrea Addamson - 500.00 Hard]

335 - 500.00

[AV4013 - Cooper Fratt]

Designation

[Byerton Alumni Assn Scholarshp - 500.00]

Recognition

[Cooper Fratt - 500.00 Hard]

Session View page

Session View Option You can sort the tree view by: *Designation, Recognition, Tribute, Person Matching Gift, or Org Matching Gift.*

You can also *Expand All* or *Collapse All* details of the session gifts, as well as expand or collapse details of each gift separately.

Entering Gifts and Pledge Payments

This section provides an overview of gifts and pledge payments and discusses how to:

- Enter a gift or pledge transaction.
- Enter tender type details.
- Enter tribute details.
- Create soft gift entries.
- Identify potential matching gifts.
- Apply matching gifts.
- Receive a scheduled pledge.

- Update or add a constituent who is a person.
- Update or add a constituent who is an organization.

Understanding Gifts and Pledge Payments

After you've created a gift session, you can enter gift or pledge payment transactions into the session. Use the Gift Entry page to enter all the basic information pertaining to a transaction. In addition, you can update a donor's record, add a new donor, apply a matching gift, or apply a pledge payment using pages you access through links on the Gift Entry page.

To enter gift payments:

1. Initialize a session with the type of Gift, using the Maintain Sessions page.

See [Chapter 17, "Entering Commitments," Initializing and Balancing the Session, page 428.](#)

2. Select session defaults using the Session Defaults page.

See [Chapter 17, "Entering Commitments," Selecting Session Defaults, page 431.](#)

3. Enter transactions using the Gift Entry page.

See [Chapter 17, "Entering Commitments," Entering a Gift or Pledge Transaction, page 438.](#)

4. Balance, queue, and post the session.

See [Chapter 18, "Processing Commitments," Queuing Sessions for Posting, page 498](#) and [Chapter 18, "Processing Commitments," Processing and Posting Sessions, page 499.](#)

5. (Optional) View the accounting lines generated for the gift session.

See [Chapter 18, "Processing Commitments," Viewing Accounting Lines, page 531.](#)

Pages Used to Enter Gifts and Pledge Payments

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Gift Entry	AV_GIFT_ENTRY	<ul style="list-style-type: none"> Contributor Relations, Session Management, Enter Gifts, Gift Entry Click the Session Entry link on the Manage Sessions page. 	Enter gift or pledge payment transactions within a session.
Tender Type Detail	AV_TENDER_DTL_SP	Click the Tender Detail button on the Gift Entry, Membership Entry, Gift Adjustment, or Membership Adjustment page.	Enter specific check, gift-in-kind, or security detail information for gift or membership payments.

Page Name	Definition Name	Navigation	Usage
Tender Type Detail - Credit Card	AV_CC_PAYMENT_SP	Click the Tender Detail button on the Gift Entry, Membership Entry, Gift Adjustment, or Membership Adjustment page when the Tender Type is CC.	Enter detailed credit card information for gift or membership payments.
What is a security code?	SSF_SS_PMT_CVV	Click the What is a security code? link on the Tender Type Detail - Credit Card page.	Learn more about security codes in credit card transactions.
Tribute	AV_TRIBUTE_SP	Click the Notify link on the Gift Entry page.	Select the IDs of those individuals the donor wants to notify about a tribute gift.
Matching Gifts (14305,54)	AV_MTCH_P_GIFT_SP	Click the Matching Gifts button on the Gift Entry page.	Identify the organizations that might match a donor's gift, and the amount of the potential matches.
Matching Gifts	AV_MTCH_O_GIFT_SP	Click the Matching Gifts button on the Gift Entry page after selecting a gift type of matching gift.	Apply an organization's matching gift payment to a donor's gift.
External Org Matching Gifts (external organization matching gifts)	AV_MTCH_O_GIFT_SEC	Click the Matching Gifts button on the Gift Entry page.	Enter existing gifts to be matched, or instantly create a relationship with the organization and then create the matching gift.
Pledge Schedule	AV_PLDG_PMT_SP	Click the Pledge Schedule link on the Gift Entry page.	Set up a pledge payment schedule that indicates the date and amount of each expected pledge payment.
Update Information (for people)	AV_UPDATE	<ul style="list-style-type: none"> Contributor Relations, Constituent Information, People, Add/Update a Person Click the Update Record button on the Gift Entry or Gift Adjustment page. 	To access pages where you can update bio-demographic information, class year, work experience, relationships, and constituent types. You can also access pages to add a new person.

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Update Information (for organizations)	AV_UPDATE_ORG	<ul style="list-style-type: none">Contributor Relations, Constituent Information, Organizations, Update OrganizationClick the Update Record button on the Membership Entry or Membership Adjustment page	To access pages where you can update bio-demographic information, relationships, and constituent types. You can also access pages to add a new organization.

Entering a Gift or Pledge Transaction

Access the Gift Entry page (Contributor Relations, Session Management, Enter Gifts, Gift Entry).

Session Number: 125 Gift Number: 280 Session Count: 1 of 1 Session Amount: 500.00 of 500.00

[Maintain Sessions](#) [Session Defaults](#) [Session Details](#)

Gift Detail

☒ **Feed Gift** [Search](#)

*ID Type: Org *Org ID: AV2000 Lambert Manufacturing

*Gift Amount: 500.00 CAD *Tender: CHK *Gift Type: GIFT *Gift Date: 10/22/2001

Base Amount: 344.35 USD [Open Pledges](#) [Pledge Schedule](#)

Designations Find | View All First 1 of 1 Last

*Business Unit	*Designation	*Campaign	*Appeal Code	*Amount	Charitable Amount
MEDBU	MEDICALBLDG	MED BLDG	ANNUAL	500.00	500.00

Recognition Find | View All First 1 of 1 Last

*ID Type	ID	Constituent	*Recognition	Amount	Anonymous
Org	AV2000	Lambert Manufacturing	Hard	500.00	

Tribute Find | View All First 1 of 1 Last

Tribute Type	ID	Name	Amount	Occasion
In Memory			0.00 USD	Notify

Description:

[Customize](#) | Find | View All | First 1 of 1 Last

Attached File	View	Add Attachment
	View	Add Attachment

[Maintain Sessions](#) [Session Defaults](#) [Session Details](#)

Gift Entry page

You can enter all the information necessary to store the transaction using this page and the pages accessed through links on this page.

Common Fields

Feed Gift

Clear this check box if you do not want to send the gift to the General Ledger. This check box is selected by default. This option is commonly used to record memo credits.



Click to access the Update Record page to either update an existing donor's record or add a new donor to the system.

Since the ID Type field on the Gift Entry page populates by default to *Person*, the page used to add or update a person's record appears by default. To access the page used to add or update an organization's record, select *Org* from the ID Type field, enter the organization's ID, then click the Update Record button.

If you have not entered a donor's ID, you will be prompted to enter one. You can either enter the donor's ID here or leave the prompt set to *NEW*. If you leave the prompt set to New, the system assumes you are adding a new donor and the pages for adding or updating a new donor appear.



Click to view the donor's history of commitments on the Transaction Register page.

After entering an ID, the Transaction Register page appears and displays information pertaining to the donor you selected.

Gift Detail

ID Type

Determine whether the donor is a person or an organization.

ID or External Org ID

Enter the ID number of the donor making the gift or pledge payment. When you enter an ID, the system automatically displays the name and constituent type. It also populates Recognition defaults for the user, including adding a row for any spouse on file.

Search

Click to access the Search/Match page where you can search for a donor.

See *PeopleSoft Enterprise Campus Community 9.0 Fundamentals PeopleBook*, "Searching for Records and Using Search/Match," Using Search/Match.



Click to paste a carried ID found using Search/Match functionality.

Gift Amount

Enter the total amount of the donation. When you enter a gift amount, the system also populates the Amount and Charitable Amount fields in the Designations area, and also the Recognition and Amount fields in the Recognition area.



If you are entering this session using a currency other than the business unit's base currency, click to access the Display In Other Currency Page where you can view the amount in another currency and obtain exchange rate information.

Tender

Enter the monetary form in which the gift is received. Examples are *Cash*, *CC* (credit card), *CHK* (check), and so on.

The values that appear in the prompt box depend upon the values you set up for on the Tender Types page for the setID associated with the business unit for this session.

Tender populates by default to the tender you selected on the Session Defaults page for this session. If you do not select a default tender for the session, this field populates by default to the tender you selected on the CR Business Unit page as a default tender for the session business unit.

If you enter a tender type that has the *Allow Zero Amount* Special Field selected during setup, you can enter a Gift Amount of zero. Otherwise, the gift amount must be greater than zero.



Depending on the tender type you select, click this button to enter its appropriate details on the Tender Type Detail page:

For *Check*, enter the Check Number on the page that appears.

For *Credit Card*, enter the constituent's credit card information on the page that appears.

If the credit card gift was mass loaded, the system populates address information, based on the Address Type field selected on the Mass Load Gift/Pledge page. Mass loaded credit card transactions are treated as though the user had entered the credit card gift online.

For *GIK*, enter the constituent's gift-in-kind details on the page that appears.

For *Security*, enter the description and details of the constituent's securities on the page that appears.

See [Chapter 17, "Entering Commitments," Entering Tender Type Details, page 446.](#)

Gift Type

Select the appropriate gift type from the valid gift types at your institution. Delivered gift types are *Gift*, *PP* (pledge payment), *GIK* (gift-in-kind), and *MG* (matching gift). Your institution can define additional gift types.

If you select *PP*, the Pledge field becomes active, so you can enter the number of the pledge associated with this payment.

Matching Gift is only a valid gift type when the donor is an organization.

Pledge

If this transaction is a pledge payment, select the associated pledge from the prompt box.

Gift Date

Enter the date on which the donation is given. This field populates by default to today's date.

Base Amount

If you are entering this session using a currency other than the business unit's base currency, the gift amount for the transaction appears in base currency in this field.

Note. When you save transactions entered in a currency other than your institution's base, the amounts are converted to and stored in base currency. When you view information about these transactions on inquiry pages throughout the system, they appear in base currency. However, you can view detail about the transaction currency and exchange rate by accessing the related detail page.

Matching Gifts

If the donor is a person:

Click to identify the organizations that might match this gift. You are prompted to run the matching gifts process. If you proceed, the system populates the Matching Gifts Page with its best guess at possible matches. If you do not run the automatic process, a blank Matching Gifts Page appears so you can manually enter an expected matching gift.

If the donor is an organization:

The Matching Gifts button does not appear unless the Gift Type is *MG*. Click to access the External Org Matching Gifts page where you can enter existing gifts to be matched. You can also instantly create a relationship with the organization and then create a matching gift for the person.

Important! You must assign designations and hard credit recognition prior to running the Matching Gifts process.

See [Chapter 18, "Processing Commitments," Viewing Matching Gifts for Organizations, page 560.](#)

Open Pledges

If there are open pledges for the donor, this link is active. Click to view a list of the donor's outstanding pledges on the Open Pledge Register page.

Pledge Schedule

If there are open pledges for the donor, this link is active. Click to make modifications to the pledge payment schedule on the Pledge Schedule page.

Designations

You can apply donations to designations, or allocation accounts at your institution. For each designation you select, you must associate a specific campaign initiative and appeal. You can add the same designation to a gift, even if its associated campaigns are different.

When you enter this page, the system populates the Designations fields with values set on the Session Defaults page.

Business Unit	<p>Enter the business unit that owns the designation, to which the gift or pledge payment is being allocated. The prompt box contains a list of all the valid business units at your institution, and populates by default to the value you selected from the Business Unit field on the Session Defaults page. When you make a selection, the values in the Designation and Appeal Code prompt boxes change to display the values you defined for the setID associated with this business unit. This is a required field.</p> <p>If you have already selected a designation and appeal, then change the business unit, your selections are backed out.</p>
Designation	<p>Enter the designation to assign. Designations are funds at your institution to which donations and pledges can be allocated.</p> <p>The values that appear in the prompt box include the designations you defined for the setID associated with the business unit you select on this page. The default value is the default designation you selected on the Session Defaults page.</p>
Campaign	<p>Enter a campaign, which is an organized institutional effort targeted to a specific constituency that occurs over a specified period of time with specific purposes and goals. The default value is the default initiative code you selected on the Session Defaults page.</p>
Appeal Code	<p>Enter an appeal code, which is the specific act or item that leads a donor to give, such as a visit, an annual phonathon, a letter, and so on.</p> <p>The values that appear in the prompt box include the appeals you defined for the setID associated with the business unit you select on this page. The default value is the default appeal you selected on the Session Defaults page.</p>
Amount	<p>Enter an amount of the donation to allocate to this designation.</p> <p>If you are entering gift transactions in a currency other than the business unit's base currency, the currency you selected is depicted on this page. However, for ease of reporting, designation information is stored by the system in base currency.</p>
Charitable Amount	<p>Enter the portion of the designated amount that is tax deductible.</p>

Important! You can split the donation among several designations, but the total allocation must equal 100 percent of the gift amount. The designations you select for a pledge default when you enter payments for that pledge. Additionally, if the Pledge Payment Override Allowed flag is set, the user can edit the designations and recognition entries. If not, these fields fill by default from the pledge records and become unavailable for input.

Recognition

You can indicate which donors to recognize for a particular donation. Recognition can be assigned in the form of hard credit, or soft credits that are defined by your institution, such as memo and vehicle credits.

When your system is set up at your institution, you can define default recognition to split hard and soft credits between a donor and his or her spouse according to your institution's business practices. If these defaults exist, the system populates the Recognition fields.

Amount Enter an amount of the donation that gives this donor recognition.

If you are entering gift transactions in a currency other than the business unit's base currency, the currency you selected is depicted on this page. However, for ease of reporting, recognition information is stored by the system in base currency.

Important! You can split the recognition among several donors, but the total allocation of hard credit recognition must equal 100 percent of the gift amount. You can assign an unlimited percentage of soft credit for a single transaction.

See [Chapter 17, "Entering Commitments," Creating Soft Gift Entries, page 445](#).

Tribute

You can enter information about tributes, which are gifts made in honor or in memory of someone. You cannot enter a tribute amount that exceeds the amount of the gift or pledge being entered.

When you enter a pledge payment on the Gift Entry page during gift entry, the system displays all available tribute information associated with the pledge.

Tribute Type Select *In Memory* or *In Honor* to indicate whether the tribute is in memory of a deceased individual or in honor of an individual.

Name Identify the person receiving tribute or memorial recognition. It is not necessary to have an ID in the system to enter tribute and memorial information. If an ID does not exist, enter the person's name.

Notify Click to access the Tribute page, where you can attach staff IDs to the tribute.

See [Chapter 17, "Entering Commitments," Entering Tribute Details, page 450](#).

Note. No workflow is delivered with the Tribute page.

Important! You cannot save a gift or pledge if the donor's ID has no constituent type assigned to it, as the CAE report requires a constituent type for each donor. If no constituent type is assigned, the system reminds you to assign one using the Update Record page.

Attachments

Click the View link to open the attachment in a new window. Click the Add Attachment button to upload a new attachment from within the component.

See Also

[Chapter 17, "Entering Commitments," Updating or Adding a Constituent Who is a Person, page 454](#)

[Chapter 17, "Entering Commitments," Updating or Adding a Constituent Who is an Organization, page 456](#)

Creating Soft Gift Entries

This section discusses how institutions can enter soft dollar and soft credit-only gifts and pledges. These changes enable institutions to record gifts to the benefit of the donor.

Entering Soft Dollar Gifts and Pledges

The system allows you to make soft dollar gift entries that exceed the hard dollar gift or pledge amount. The system displays an informational warning, but still allows you to continue with the transaction.

In the Recognition group box on the appropriate gift or pledge page, you must enter a hard credit of 0 as well as the soft credit amount on zero-amount gifts only. If a gift of securities, for example, were being recognized with soft credit at a higher level than the hard credit amount, the hard credit would equal the gift amount.

PeopleSoft delivers two messages in the Message Catalog (PeopleTools, Utilities, Administration, Message Catalog) for this transaction:

<i>Message Number</i>	<i>Message Text</i>	<i>Explanation</i>	<i>Condition to Appear</i>
14305, 151	The amount for a recognition that is not the Hard Credit recognition is greater than the gift amount.	You have entered a recognition amount greater than the amount of the gift. You may save the gift as entered or correct the amount.	You enter a gift amount less than the soft credit amount.
14305, 152	The amount for a recognition that is not the Hard Credit recognition is greater than pledge amount.	You have entered a recognition amount greater than the amount of the pledge. You may save the pledge as entered or correct the amount.	You enter a pledge amount less than the soft credit amount.

Entering Soft Credit-Only Gifts and Pledges

You can enter soft credit-only gifts with a gift amount of zero. However, the tender type must be set up to allow zero-dollar gifts.

In the Recognition group box on the appropriate gift or pledge page, you can enter a soft credit value, up to 999 percent larger than the gift amount. If you enter soft credit in excess of 999 percent of the gift amount, the system displays an error message.

PeopleSoft delivers two messages in the Message Catalog (PeopleTools, Administration, Use, Message Catalog) for this transaction:

<i>Message Number</i>	<i>Message Text</i>	<i>Explanation</i>	<i>Condition to Appear</i>
14305, 153	Please reduce the Recognition Amount.	The Recognition Amount of the non-hard credit recognition exceeds 1000 percent of the Gift Amount.	You enter soft credit more than 999 percent of the hard credit gift amount.

Message Number	Message Text	Explanation	Condition to Appear
14305, 154	Please reduce the Recognition Amount.	The Recognition Amount of the non-hard credit recognition exceeds 1000 percent of the Pledge Amount.	You enter soft credit more than 999 percent of the hard credit pledge amount.

Entering Tender Type Details

Access the Tender Type Detail page (Click the Tender Detail button on the Gift Entry, Membership Entry, Gift Adjustment, or Membership Adjustment page). This page changes depending on the tender type selected in the Special Fields field on the Tender Types setup page.

Tender Type Detail	
Check Number:	<input type="text" value="2010"/>

Tender Type Detail - Check page

Check Number

If you selected *Check* as the tender on the Gift Entry page, enter the check number.


Tender Type Detail

Credit Card Information


Enter the information requested exactly as it appears on your credit card.

***First Name:**

***Last Name:**

***Credit Card Type:** 


***Credit Card Number:** (ex: 4111-1111-1111-1111)

***Expiration Date:**  / (ex: 01 / 2010)

***Security Code:** [What is a Security Code?](#)

Credit Card Billing Address

The billing address you specify must match your credit card company's records.

Country:  United States

Address: [Edit Address](#)

Email Address:

***Telephone:**

Tender Type Detail – Credit Card page

For mass loaded credit card gifts, the system populates the address information here based on the Address Type field selected on the Mass Load Gift/Pledge page. Mass loaded credit card transactions are treated as though the user had entered the credit card gift online.

First Name	If entering a credit card payment for a person, enter the first name as it appears on the credit card. Include any middle initial after the first name in this field.
Last Name	If entering a credit card payment for a person, enter the last name as it appears on the credit card. Include any suffixes (such as Jr., Sr.) after the last name in this field.
Organization Name	If entering a payment for an organization, enter the organization name.








- Credit Card Type** Select the type of credit card the credit card holder is using. These values are set up on the Credit Card Type page.
See [Chapter 7, "Setting Up Commitment Management," Defining Credit Card Types, page 126.](#)
- Credit Card Number** Enter the credit card holder's card number. The length of the credit card number is established on the Credit Card Type page.
- Expiration Date** Enter the expiration month and year as it appears on the credit card.
- Security Code** Enter the security code as it appears on the credit card.
- What is a security code?** Click this link to access an explanatory page explaining the reason for using a security code as well as its location on a credit card.
- Email Address** Enter the email address of the credit card holder, including the full domain name, in the form name@host.domain. For authorization and credit transactions, the third-party processor requires a value in this field. Email addresses are defined on the Electronic Addresses page.

If you do not have an email address for the contributor, the system uses the default email address you define on the CR Merchants page.

Click OK to validate any changed information, save, and close the page.

If you chose to use the check digit algorithm on the Credit Card Type page, the validation process checks for the appropriate number of digits in the card number. The system also checks for the appropriate prefix for the credit card type and validates the expiration date format, the amount (must be greater than 0.00 USD), and the address information. If there are any errors on this page, the system returns a message and prompts for corrections.

Click Cancel to cancel the entry, ignore any changed information, and close the page without saving.

Tender Type Detail			
Gift-in-Kind Details			
*Gift Description:	Two signed Picasso lithographs		  
Gift Purpose:	Enhancements for new library – asset will be kept		  
Estimated Value:	<input type="text" value="10000.00"/>	USD	<input checked="" type="checkbox"/> Written Appraisal
Appraised Value:	<input type="text" value="11000.00"/>	USD	Appraisal Date: <input type="text" value="12/28/2006"/> 

Tender Type Detail - Gift-in-Kind Details page

Gift Description	Enter a brief description of the gift-in-kind that will be incorporated into the AVAK LetterGen.SQC so that it can be used in an acknowledgement.
Gift Purpose	Enter the reason for the gift and how it will be used.
Estimated Value	Enter an educated guess of the value of the gift. This field is used for reporting purposes only; it is not included in the AVAK LetterGen.SQC, as it is the donor's responsibility to accurately declare the gift's value.
Written Appraisal	Select this check box when a written appraisal is received with the gift-in-kind.
Appraised Value	Enter the valued amount of the gift-in-kind, as determined by an external appraiser.
Appraisal Date	Enter the date that the appraisal was made.

Tender Type Detail

Securities

*Gift Description: 100 shares of Oracle stock

Security Information Customize | Find | 1 of 1 | Last

Security Information 1 | Security Information 2

	Stock/Security Name	Symbol	Number of Shares	Estimated Value
1	Oracle Corporation	ORCL	100	1800.00

Add

Tender Type Detail - Securities page (1 of 2)

Gift Description	Enter a brief description of the security that will be incorporated into the AVAK LetterGen.SQC so that it can be used in an acknowledgement.
Stock/Security Name and Symbol	Enter the name and trading symbol for the company whose stock has been given.
Number of Shares	Enter the number of shares of the stock or security being transferred to the institution as a gift.
Estimated Value	Enter an educated guess of the value of the gift or the average of the Day Low/Day High or Ask/Bid for the day on which the stock is determined to be transferred to the institution. This field is included in the AVAK LetterGen.SQC for use in the Acknowledgement template.

Tender Type Detail

Securities

*Gift Description

100 shares of Oracle stock

Security Information

Security Information 1

Security Information 2

	Stock/Security Name	Day Low/Ask	Day High/Bid	CUSIP Number	Public
1	Oracle Corporation	17.95	18.05	USD 68389X105	<input checked="" type="checkbox"/>

Add

Tender Type Detail - Securities page (2 of 2)

The Stock/Security Name carries over from the Security Information 1 tab.

- Day Low/Ask

Enter the lowest amount at which the stock/security traded on the day of transfer or, if no trades occurred, the Ask amount as reported by the stock exchange.
- Day High/Bid

Enter the highest amount at which the stock/security traded on the day of transfer or, if no trades occurred, the Ask amount as reported by the stock exchange.
- Public

Select this check box if the stock is publicly traded.

See Also

[Chapter 17, "Entering Commitments," Loading Gifts and Pledges, page 458](#)

Entering Tribute Details

Access the Tribute page (Click the Notify link on the Gift Entry page). You enter tribute information on the Gift Entry and Pledge Entry pages, and enter tribute specifics and notifications on this page.

Tribute

In Memory of

In Honor of

Name:

Flaherty,Shannon

ID:

AV0006

Occasion:

Birthday

Amount:

344.35 USD

Notify

Find | View All

First 1 of 1 Last

ID

AV0028

Name

Nicholson,Donald

+

-

OK

Cancel

Refresh

Tribute page

The ID and Name fields populate by default with the ID and name of the person receiving tribute from the ID field on the Gift Entry page.

Note. No workflow is delivered with this page.

In Memory of	The system selects this option if you selected <i>In Memory</i> in the Tribute Type field on the Gift Entry page.
In Honor of	The system selects this option if you selected <i>In Honor of</i> in the Tribute Type field on the Gift Entry page.
Occasion	This field populates by default with the Occasion field value on the Gift Entry page.
Amount	This field populates by default with the amount of the person's gift or pledge from the Amount field on the Gift Entry page.

Notify

Enter the ID of the person to be notified of the transaction. The name appears to the right.

Identifying Potential Matching Gifts

Access the Matching Gifts page for person gifts (Click the Matching Gifts button on the Gift Entry page). You have the choice of using this page to create matching gifts one at a time, or you can run a cleanup process on the Maintain Gift Sessions page to look for all matching gifts in the session, including those you may be unaware of.

Matching Gifts

Find | View All First 1 of 1 Last

External Org ID:

AV1000

Ford Motor Company

Expected Match Amount:

500.00

USD

Processed Date:

Description:

Employer match

Matching Gifts page

When you click the Matching Gifts button on the Gift Entry page, a dialog box appears asking the system to calculate a "best guess" for potential matching gifts, if you are tracking matching gift rules for organizations. If you click Yes, the fields on this page populate with the system's best guess. You can also manually enter information about potential matches either by responding No to the best guess question or by inserting rows into this page after the automated calculations have completed and returned this page with expected matches.

External Org ID	Identify the organization from which you anticipate a matching gift payment.
Expected Match Amount	Enter the amount you expect to receive as a match.
Process Dt(process date)	If your institution received a matching gift form from the donor with the gift, enter the gift date. If the form has not been received, leave this field blank. It can be completed on either the Person Matching Gift or External Organization Matching Gift page when the form is received.
Description	Enter notes your institution wants to maintain about expected matches such as designation distributions.

See Also

Chapter 17, "Entering Commitments," Managing Sessions, page 427

Applying Matching Gifts

Access the Ext Org Matching Gifts page for organization gifts (Click the Matching Gifts button on the Gift Entry page).

External Org Matching Gifts									
Org ID:	AV2000 Lambert Manufacturing								
Matching Gift Amount:	344.35 USD								
Actual Match Total:	0.00		Difference:	344.35					
Outstanding Gifts To Be Matched									
Customize Find First 1 of 1 Last									
ID	Name	Gift Number	Gift Date	Expected Match Amount	Actual Match Amount	Match Date	Process Date	Denied	
<input type="checkbox"/> AV0001	Gallegher, Shawn	322	09/10/2006	490.00 USD	450.00	12/17/2009	12/17/2009		<input type="checkbox"/>
New Gifts Being Matched									
Customize Find First 1 of 1 Last									
ID	Name	Gift Number	Gift Date	Actual Match Amount	Match Date	Process Date			
AV0003	Judith Talley	178		400.00 USD	12/25/2009	12/25/2009			
<input type="button" value="OK"/> <input type="button" value="Cancel"/> <input type="button" value="Apply"/> Organization Relationship									

External Org Matching Gifts page

When you enter this page, the system displays the ID, Name, and Exp Mtch Amt (expected match amount) of each donor for which the organization is expected to match a gift. You can also enter new IDs to create new matching gifts. If no relationship exists between the person and organization, click the Organization Relationship link to access the Org/Person Relationships page to instantly create one. You can then return to this page and create the new matching gift.

Outstanding Gifts to be Matched

- ID** Select the check box for the gift that is being matched by the organization's matching gift payment.
- Actual Match Amount** Enter the amount the organization is actually matching toward each donor's gift. This field populates by default to the expected match amount but can be overridden.
- Match Date** Enter the match date. This field populates by default to today's date but can be overridden.

New Gifts Being Matched

The fields in this group box are similar to the ones above, but here you can create both an expected match and an organization matching gift at the same time. This is beneficial when an expected match is not yet on file in the system before the institution receives the matching amount.

- ID** You can search for and select any ID that has an existing relationship with the organization.

If you want to create a new gift for an ID that has no current relationship defined with the organization, click the Organization Relationship link to instantly create a relationship. When you click the OK button, the system moves the ID up to the Outstanding Gifts to be Matched group box and you can then match the gift.

Receiving a Scheduled Pledge

Access the Pledge Schedule page (Click the Pledge Schedule link on the Gift Entry page).

Pledge Schedule

Commitment Amount:

2,400.00 USD

	View All	First	1-5 of 5	Last	
Select	*Expected Date	Expected Amount	Received Date	Received Amount	Notification Sent
<input type="checkbox"/>	01/01/2002	2,000.00	07/20/2001	500.00	<input type="checkbox"/>
<input checked="" type="checkbox"/>	01/02/2002	1,500.00	07/23/2001	400.00	<input type="checkbox"/>
<input type="checkbox"/>	01/03/2002	100.00		0.00	<input type="checkbox"/>
<input type="checkbox"/>	01/05/2002	500.00		0.00	<input type="checkbox"/>
<input type="checkbox"/>	01/06/2002	900.00		0.00	<input type="checkbox"/>

Payments Received:

900.00

Pledge Schedule page

Select	Select the check box if you have received the gift. The Expected Date and Expected Amount fields become unavailable for input.
Expected Date	Enter the date on which you expect to receive the pledge payment.
Expected Amount	Enter the pledge payment amount you expect to receive.
Received Date	Enter the date on which a pledge payment is received.
Received Amount	Enter the monetary amount of a pledge payment.
Notification Sent	Select to indicate that a notification of the scheduled pledge payment has been sent.

Note.

No workflow is delivered with this page.

Updating or Adding a Constituent Who is a Person

Access the Update Information page (Contributor Relations, Constituent Information, People, Add/Update a Person).

ID:	AV0001	Gallegher,Shawn
Update Information		
Demographic and Address Data		
Biodemo/Address Names Class Year Work Experience		
Relationship Data		
Person Relationship Organization Relationship		
Constituent Data		
Constituent Types Involvement		
Add New Constituent		
Add Person Add Organization		

Update Information page (person)

You can use the Update Information pages to either update an existing donor's record or add a new donor to the system. There is an Update Information page for donors who are people, and an Update Information page for donors who are organizations.

Note. When you access this page through a session, the page that appears when you click the Update Record button depends upon the ID type you selected for the transaction.

Demographic and Address Data

Biodemo/Address	Click to access the Bio/Demo data component to update a person's name, address, biographic, and ethnicity information.
Names	Click to access the Names page where you can update information about the various names for a constituent.
Class Year	Click to access the Preferred Class Year and Internal Legacy Degree pages. You can update information about a constituent's preferred class year and any internal degrees.
Work Experience	Click to access the Work Experience page where you can update information about a constituent's employment history.

Relationship Data

Person Relationship	Click to access the Relationships component where you can update information about a constituent's relationships with other people in the system.
----------------------------	---

Organization Relationship	Click to access the Person/Org Relationships page where you can update information about a constituent's relationships with organizations in the system.
<i>Constituent Data</i>	
Constituent Types	Click to access the Constituent Type page where you can update information about the constituent types assigned a constituent. Constituent types are the relationships the constituent has with your institution.
Involvement	Click to access the Involvement page where you can update information about the constituent's interests, activities, affiliations, and awards and honors.
<i>Add New Constituent</i>	
Add Person	Click to access the Bio/Demo data component in add mode. You can add a new person's record to the system. Leave the ID field set to <i>NEW</i> to assign the next available sequential ID number to the person.
Add Organization	Click to access the component used to add an organization in add mode. You can add a new organization's record to the system. Leave the ID field set to <i>NEW</i> to assign the next available sequential ID number to the organization.

Updating or Adding a Constituent Who is an Organization

Access the Update Information page (Contributor Relations, Constituent Information, Organizations, Update Organization).

Org ID:	AV1000	Ford Motor Company
Update Information		
Demographic and Address Data		
Organization Data/Address Organization Locations Organization Departments Organization Contacts		
Relationship Data		
Person Relationship Organization Relationship		
Constituent Data		
Constituent Types Involvement		
Add New Constituent		
Add Person Add Organization		

Update Information page (organization)

Demographic and Address Data

Organization Data/Address	Click to access the component where you can update an organization's description, organization type, and primary location information.
Organization Locations	Click to access the component where you can update information about an organization's other locations, phone numbers, and email addresses.
Organization Departments	Click to access the component where you can update an organization's departments, department locations, and department email addresses.
Organization Contacts	Click to access the component where you can update information about an organization contact, the contact's location, and the contact's email addresses.

Relationship Data

Person Relationship	Click to access the Org/Person Relationships page where you can update information about a constituent's relationships with people in the system.
Organization Relationship	Click to access the Relationships page where you can update information about a constituent's relationships with other organizations in the system.

Constituent Data

Constituent Types	Click to access the Organization Financial Info page where you can update information about the constituent type assigned to the organization. A constituent type is the relationship the constituent has with your institution. You can also update other information pertaining to the organization's financial status on this page.
Involvement	Click to access the Involvement page where you can update information about the constituent's interests, activities, affiliations, and awards and honors.

Add New Constituent

Add Person	Click to access the Bio/Demo data component in add mode. You can add a new person's record to the system. Leave the ID field set to <i>NEW</i> to assign the next available sequential ID number to the person.
Add Organization	Click to access the component used to add an organization in add mode. You can add a new organization's record to the system. Leave the ID field set to <i>NEW</i> to assign the next available sequential ID number to the organization.

Loading Mass Gift and Pledge Transactions

This section discusses how to load large volumes of gift and pledge transactions.

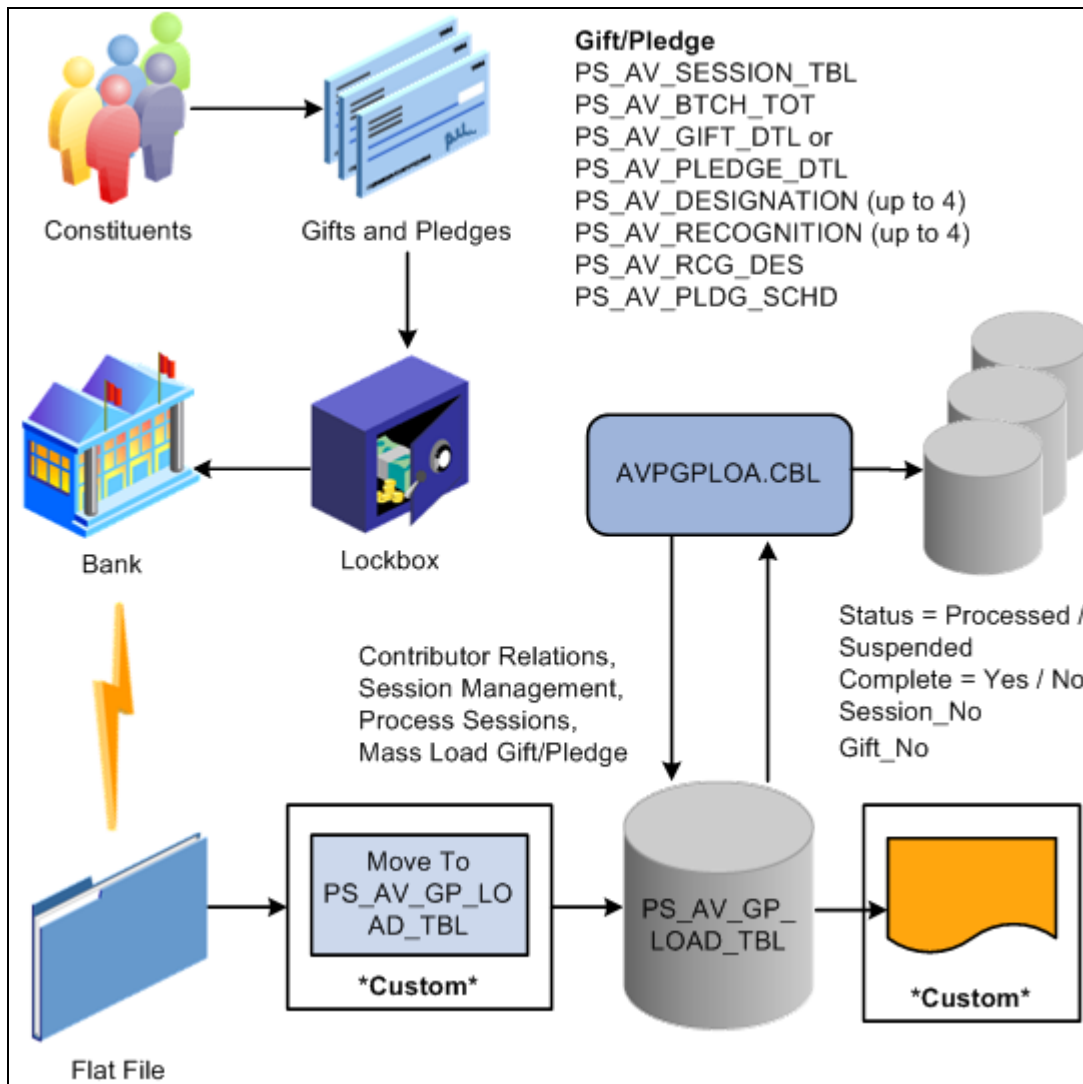
Page Used to Load Mass Gift and Pledge Transactions

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Mass Load Gift/Pledge	AV_RUN_CNTL	Contributor Relations, Session Management, Process Sessions, Mass Load Gift/Pledge	Enables you to enter groups of gift and pledge transactions into the system. For example, this process can be used to load lockbox transactions.

Loading Gifts and Pledges

The Mass Load Gift/Pledge COBOL process (AVPGPLOA) takes all the information placed in the AV_GP_LOAD_TBL and moves it into the appropriate tables in the system. Gifts or pledges to be loaded can contain up to four designation records and four recognition records. You can also load credit card gifts through the mass load process.

Because of the many variances between financial institutions and their databases, PeopleSoft does not deliver an API to populate the AV_GP_LOAD_TBL. The following diagram shows how the program might be incorporated into a lockbox process and which parts of that process are created and customized by your institution:



How GP Load might fit into a lockbox process at your institution

Access the Mass Load Gift/Pledge page (Contributor Relations, Session Management, Process Sessions, Mass Load Gift/Pledge).

Mass Load Gift/Pledge	
Run Control ID:	MLGP01
	Report Manager Process Monitor Run
*Business Unit:	<input type="text" value="MEDBU"/> <input type="button" value="Search"/> Medical Business Unit
*Institution:	PeopleSoft University
Address Type	<input type="text" value="Mailing"/> <input type="button" value="v"/>
*Commit Level:	<input type="text" value="100"/>

Mass Load Gift/Pledge page

Business Unit	Enter the business unit for which you want to run the process.
Institution	When you enter a business unit, the system automatically populates the institution to which the transactions are processed.
Address Type	<p>Select which address to use when loading the transaction.</p> <p>For credit card transactions, CyberSource requires an address to be attached to the credit card information before it can process the transaction. During the AVPGPLOA process, for any record where the tender type = CC, the process takes the address for each record, for the address type selected on the run control page, and stores it in the AV_EP_GIFT_DTL record.</p>
Commit Level	Enter a commit level equal to the number of transactions to be loaded into a single session. If the number of transactions to be loaded exceeds the commit level, the system creates multiple sessions.

When you click the Run button, the system does the following:

- Where AV_SESS_TYPE = 'G', creates gift records in the AV_GIFT_DTL, AV_DESIGNATION, and AV_RECOGNITION tables.

Note. Gifts processed through AVPGPLOA must be original and nonadjusted, and cannot be tied to a pledge or matching gift.

- Where AV_SESS_TYPE = 'PL', creates pledge records in the AV_PLEDGE_DTL, AV_DESIGNATION, AV_RECOGNITION, and AV_PLDG_SCHD tables.

Note. Pledges processed through AVPGPLOA must be original, nonadjusted pledges with no payment activity.

- For all gifts and pledges, brings the appropriate underlying information into the process, including Constituent Type, Alumnus Type, and Designation type and purpose.
- Creates the AV_RCG_DES record after processing all gift and pledge records.

5. After processing the final gift or pledge record, updates the DESCR254 field on the AV_GP_LOAD_TBL with the results, including the suspense reason, if applicable.
6. Sets the COMPLETE_FLAG to 'Y' and the GP_LOAD_STATUS to 'P' for processed or 'S' for suspended.
7. Writes the SESSION_NO and GIFT_NO for each specific gift and pledge back to the AV_GP_LOAD_TBL for reference.
8. Leaves the generated sessions open for review prior to balancing, queuing, and posting.

Warning! Do not enter pledge payments through this process. You must enter them through the online process to ensure that the system updates the pledge records and pledge schedules.

The AV_GP_LOAD_CC Application Engine process does the following when loading mass credit card gifts:

1. Encrypts the credit card information entered when it is loaded into sessions.
2. Truncates the credit card number in the AV_GP_LOAD_TBL to the last four digits.

Process Scheduler runs the Mass Load Gift/Pledge process at user-defined intervals.

Important! It is highly recommended that the Mass Load Gift/Pledge process be run immediately after loading the AV_GP_LOAD_TBL with credit card gifts. These steps reduce the exposure of credit card data in your system.

See Also

[Appendix A, "AV_GP_LOAD_TBL Data Fields," page 639](#)

Viewing Gift Session Transactions

When you have created a session containing gifts and pledge payments, you can view information about the transactions in your sessions. If you are a supervisor and have security access, you can view information about gifts regardless of whose session they reside in.

This section discusses how to:

- View a gift summary.
- View gift details.
- View a supervisor's gift session summary.

Pages Used to View Gift Session Transactions

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Gift Summary, Supervisor Gift Summ (supervisor gift summary)	AV_GIFT_SMRY	<ul style="list-style-type: none"> Contributor Relations, Session Management, Supervise Sessions, Gift Sessions, Gift Summary Contributor Relations, Session Management, Supervise Sessions, Gift Sessions, Supervisor Gift Summary 	View information about the gifts and pledge payments you enter in a session. You can only view information contained in sessions you currently control, unless you are a supervisor in the system. For supervisors, view information about the gifts and pledge payments staff members enter in sessions.
Gift Detail	AV_GIFT_DTL_SP	<ul style="list-style-type: none"> You can access the Gift Detail page through multiple navigation paths. The list below contains the most frequently used paths. Click the Details link on the Gift Summary page. Click the Details link on the Supervisor Gift Summ page. 	View detailed information about a particular gift or pledge payment transaction.
Designation Detail	AV_DSG_DTL_SP	<ul style="list-style-type: none"> You can access the Designation Detail page through multiple navigation paths. Below is a frequently used path. Click the Designation button on the Gift Detail page. 	View detailed information about the designations assigned to a particular transaction.
Recognition Detail	AV_RECG_DTL_SP	<ul style="list-style-type: none"> You can access the Recognition Detail page through multiple navigation paths. The most frequently used path follows: Click the Recognition button on the Gift Detail page 	View detailed information about the recognition given for a particular transaction.

Page Name	Definition Name	Navigation	Usage
Matching Gift Detail	AV_MTCH_GIFT_SP	<ul style="list-style-type: none"> Click the Matching Gifts button on the Gift Detail page. Click the Details button on the Matching Gifts Summary or Matching Gifts Summary - Org page. 	View detailed information about the potential matching gifts for a transaction.
Tribute	AV_TRIB_INQ_SP	Click the Tribute button on the Gift Detail, Pledge Detail, Adjust Gift Detail, or Adjust Pledge Detail pages.	<p>View all tribute details related to a particular gift or pledge. This information is entered on the Tribute page during gift or pledge entry.</p> <p>Note. No workflow is delivered with this page.</p>

Viewing a Gift Summary

Access the Gift Summary page (Contributor Relations, Session Management, Supervise Sessions, Gift Sessions, Gift Summary).

Gift Summary					
Business Unit:	MEDBU	Session Number:	173	Institution:	PSUNV
Status:	Posted	Last Modification Date:	06/04/2006	User ID:	PS
Date Opened:	06/04/2006	Balance Date:	06/04/2006	Post Date:	06/04/2006
Self Service Session <input type="checkbox"/>		Total Count:	4	Total Amount:	990.00 USD
Deposit Number: BX99445-01					
<div> Customize Find View All </div> <div> First 1-4 of 4 Last </div>					
	Gift Nbr	Gift Date	ID	Constituent	
1	330	06/04/2006	AV0009	Crosbie,Edward	
2	331	06/04/2006	AV0050	Ratcliffe,Stephen	
3	332	06/04/2006	AV1019	The Other Corporation	
4	333	06/04/2006	AV1019	The Other Corporation	

Gift Summary page

If your role is a GPS, you may want to view information about the gifts and pledge payments that your staff enters into sessions. You can view session information by Operator ID and Session Number.

Details	Click to view detailed information about a particular gift or pledge payment on the Gift Detail page.
Add Gift	If the gift session you selected is open, click to add an additional gift to the session.
Select and Edit Gift	If the gift session you selected is open, select the check box next to a gift and click the Edit Gift button to make changes to an existing gift.

See Also

Chapter 17, "Entering Commitments," Entering a Gift or Pledge Transaction, page 438

Viewing Gift Details

Access the Gift Detail page.

Grids on this page display designation, recognition, tribute, and matching gifts details. This eliminates the need to access separate, multiple pages to view this information. In addition, the Designation Code field appears.

The Tender Type field displays the tender type details for the gift, from the Gift Entry page. Users with security access can edit any details for the tender type that are not related to GL processing.

Note. In the Tender Details group box, the credit Card Type appears, but not the cardholder's name. The system also masks the Card Number and only displays its last four digits.

Viewing a Supervisor's Gift Session Summary

When you open the Supervisor Gift Summ page, you can select the user ID or session about which to view information. The gift number, gift date, and gift amount appear for each transaction in the session you selected. The page also contains a check box that indicates whether or not the gift session is connected to online giving.

See Also

Chapter 17, "Entering Commitments," Entering a Gift or Pledge Transaction, page 438

Adjusting Gifts and Matching Gifts

This section provides an overview of gift adjustment and discusses how to

- Select a transaction to adjust.
- Enter a gift adjustment transaction.

- Adjust matching gift information.
- Edit matching gift information.
- Change a gift's type.

Understanding Gift Adjustment

You can create gift adjustment sessions, or groups of transactions that correct existing transactions. When an adjustment session is opened, you can select the existing transactions to adjust, then make the necessary changes.

When you create an adjustment transaction, a sequence number is created to indicate that there have been multiple actions on a particular gift number. For example, the initial entry is sequence 1 on AV_GIFT_DTL; the adjusted entry is sequence 2 on the ADJ_GIFT_DTL table; and the corrected entry is sequence 3 on the AV_GIFT_DTL table.

Note. Adjusted transactions negate the original transaction and create a new transaction record, so enter adjustment amounts just as you would if entering the original transaction.

To adjust gift transactions:

1. Initialize a session with the type of Adjust Gift, using the Maintain Sessions page.

See [Chapter 17, "Entering Commitments," Initializing and Balancing the Session, page 428.](#)

2. Select session defaults using the Session Defaults page.

See [Chapter 17, "Entering Commitments," Selecting Session Defaults, page 431.](#)

3. Select the existing posted transactions to adjust using the Session Detail page.

See [Chapter 17, "Entering Commitments," Viewing Session Details and Selecting Transactions to Edit or Delete, page 432.](#)

4. Make the necessary changes to transactions using the Gift Adjust page.

See [Chapter 17, "Entering Commitments," Entering a Gift Adjustment Transaction, page 466.](#)

5. Balance, queue, and post the session.

See [Chapter 17, "Entering Commitments," Initializing and Balancing the Session, page 428](#); [Chapter 18, "Processing Commitments," Queuing Sessions for Posting, page 498](#) and [Chapter 18, "Processing Commitments," Processing and Posting Sessions, page 499.](#)

Page Used to Adjust Gifts and Matching Gifts

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Gift Adjust	AV_ADJ_GIFT	<ul style="list-style-type: none"> Contributor Relations, Session Management, Enter Gifts, Gift Adjustment Click a Gift Nbr link on the Session Detail page. 	Adjust an existing gift transaction you selected on the Session Detail page.
Matching Gifts	AV_MTCH_P_GIFT_SP	Click the Matching Gifts button on the Gift Adjust page.	Modify selections made previously, associating an organization's matching gift payment with a specific gift or adding additional IDs.

Selecting a Transaction to Adjust

Use the Session Detail page to select a gift or pledge to adjust.

See [Chapter 17, "Entering Commitments," Viewing Session Details and Selecting Transactions to Edit or Delete, page 432.](#)

Entering a Gift Adjustment Transaction

Access the Gift Adjust page (Contributor Relations, Session Management, Enter Gifts, Gift Adjustment).

Important! The original transaction must be posted before you can adjust it.

Gift Adjust

Session Number: 187 Gift Number: 361 Session Count: 1 of 1 Session Amount: 260.00 of 260.00

[Maintain Sessions](#) [Session Defaults](#) [Session Details](#)

Gift Detail

ID: AV0001 Gallagher,Shawn Alumni

☒ Feed Gift ☐ Refund

2001

'Reason: Data entry error

'Gift Amount: 260.00 USD 'Tender: CC 'Gift Type: GIFT 'Gift Date: 11/30/2009

Matching Gifts [Open Pledges](#) Pledge Schedule

Designations

Find | View All First 1 of 1 Last

'Business Unit	'Designation	'Campaign	'Appeal Code	'Amount	Charitable Amount
MEDBU	MEDICALBLDG	MED BLDG	ANNUAL	260.00	260.00

Recognition

Find | View All First 1 of 1 Last

'ID Type	'ID	Constituent	'Recognition	'Amount	Anonymous
Person	AV0001	Gallagher,Shawn	Alumni	Hard	260.00

Tribute

Find | View All First 1 of 1 Last

Tribute Type	ID	Name	Amount	Occasion
In Memory			0.00 USD	

Notify

Description:

Attachments Audit

Customize | Find | View All | First 1 of 1 Last

Attached File	View	Add Attachment
	View	Add Attachment

[Maintain Sessions](#) [Session Defaults](#) [Session Details](#)

Gift Adjust page

Important! Adjusted transactions negate the original transaction and create a new transaction record, so enter adjustment amounts just as you would if entering the original transaction.

If the Currency Code you selected for this session on the Maintain Sessions page differs from the business unit's base currency, two new page controls appear on this page.

Currency Code	Fields That Appear	Fields That Disappear
Your Business Unit's Base		Display in Other Currency button
		Base Amt
Any Other Currency	Display in Other Currency button	

<i>Currency Code</i>	<i>Fields That Appear</i>	<i>Fields That Disappear</i>
	Base Amt	

Reason You must select a reason for the adjustment. Reasons are defined by your institution, and describe the reason why an adjustment is made.

Refund Select if the gift adjustment results in a refund to the donor.
If this check box is selected, when you run the GL Interface process on this adjustment session, the system creates a row in the CR Holding Account that indicates the donor is owed a refund.

Click the links at the bottom of this page to access the Maintain Sessions, Session Defaults, and Session Details pages, where you can view information about the session that contains the adjusted transaction.

Recognition

In this group box, you can enter soft-dollar gifts and soft credit-only gifts.

Attachments

Click the View link to open the attachment in a new window. Click the Add Attachment button to upload a new attachment from within the component.

See Also

[Chapter 17, "Entering Commitments," Entering a Gift or Pledge Transaction, page 438](#)

[Chapter 17, "Entering Commitments," Creating Soft Gift Entries, page 445](#)

Adjusting Matching Gift Information

Access the Gift Adjust page.

To adjust matching gift information associated with an organization's gift:

1. Select a Reason for the adjustment.
2. Make other adjustments to the page as necessary.
3. Click the Matching Gifts button.

The Matching Gifts page appears.

Editing Matching Gift Information

Access the Matching Gifts page (Click the Matching Gifts button on the Gift Adjust page).

Matching Gifts page

When you enter this page, the system displays the External Org ID, Name, Exp Mch Amt (expected match amount), Act Mch Amt (actual match amount), and Match Date for all gifts previously associated with the organization's gift. This page also displays any other open IDs available to be matched.

These fields are editable. You can select or clear IDs and change match amounts and match dates.

Changing a Gift's Type

If you try to adjust a gift on the Gift Adjust page by changing its Gift Type from *MG* to another value, the system displays an error message that there are still matching gifts associated with it.

To change the gift type:

1. Click OK to close the message window.
2. Change the Gift Type back to *MG*.
3. Click the Matching Gifts button.

The Matching Gifts page appears.

4. Clear the associated matching gifts.
5. Return to the Gift Adjust page and change the Gift Type.

Adjusting Gift and Membership Credit Card Payments

To adjust gift and membership credit card payments, open a gift or membership adjustment session and make the necessary changes.

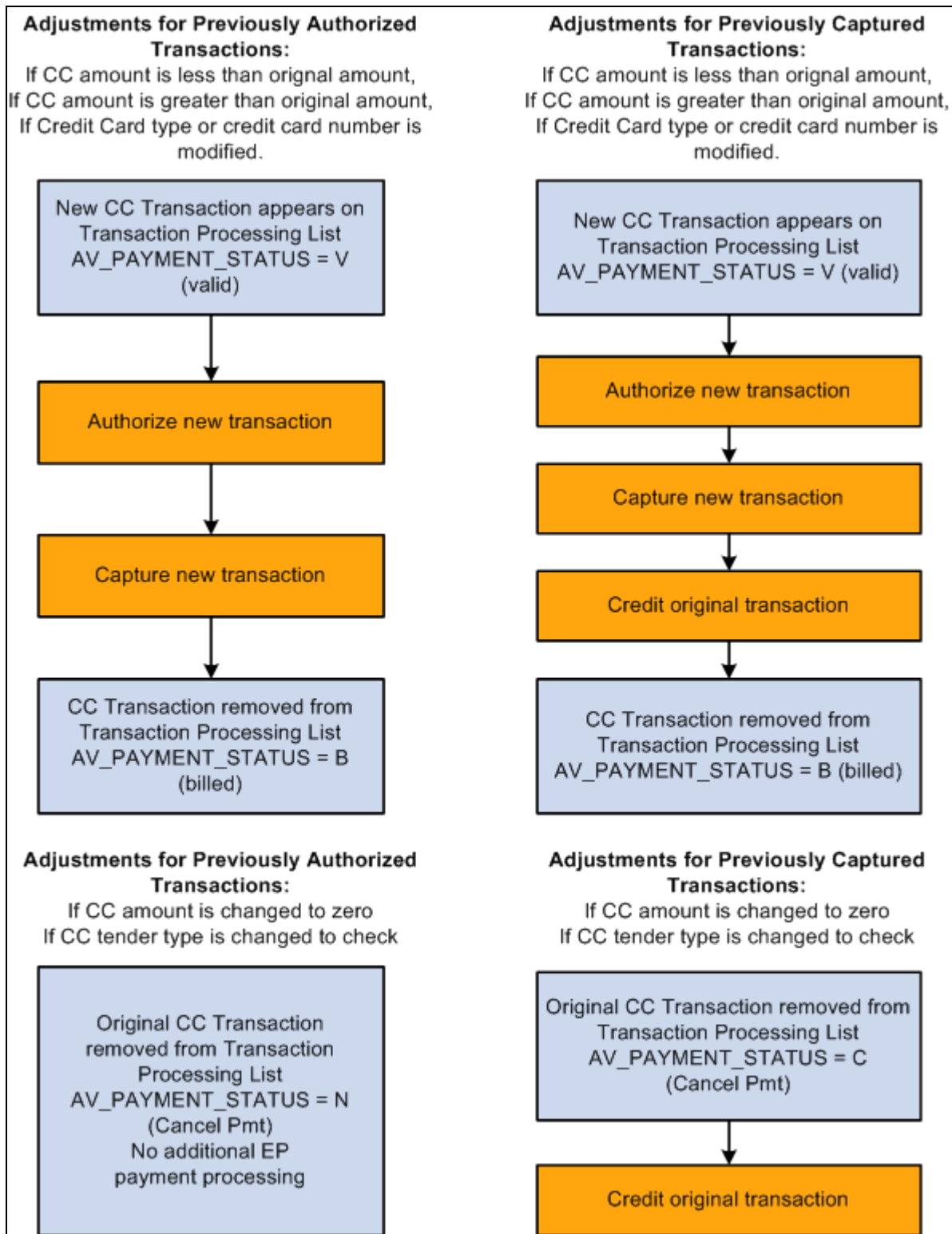
However, any time you change credit card information, you must revalidate, reauthorize, and recapture the transaction. You also need to credit the original gift amount.

To reauthorize and credit adjusted transactions:

1. Authorize the new gift amount using the EP Transaction Processing - Filter Options page and EP Transaction Processing - Transaction List page.
2. Filter transactions for a Transaction Requested value of *Credit* on the EP Transaction Processing - Filter Options page.
3. Credit the original gift amount on the EP Transaction Processing - Transaction List page.

When you refund a transaction, its status becomes *C*.

The following graphic illustrates the gift and membership credit card transaction adjustment process described above:



Gift and membership credit card transaction adjustment process for previously authorized or captured transactions

See Also

[Chapter 17, "Entering Commitments," Adjusting Gifts and Matching Gifts, page 464](#)

[Chapter 18, "Processing Commitments," Processing Credit Card Transactions, page 509](#)

Entering Conditional Pledges

This section provides an overview of conditional pledges and discusses how to:

- Enter conditional pledge detail.
- Assign conditional pledge designations.
- Assign conditional pledge recognition.

Understanding Conditional Pledges

You can create conditional pledges, which hold pledge information that only becomes valid when particular conditions are met. For example, if Shawn Gallegher pledges 40,000 USD to the 2005 Fund campaign, but will only give that amount when you have raised 2,000,000 USD, his pledge is conditional. You can transfer the information you enter about conditional pledges to the actual pledge transaction when the conditions are met and the pledge is activated.

Important! When a conditional pledge becomes an actual pledge, the conditional pledge information remains stored in the system, but does not appear on summary pages or in Conditional Pledge fields. Because the information remains stored, you can revert to the conditional pledge if you delete the actual pledge.

Pages Used to Enter Conditional Pledges

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Cond Pledge Entry (conditional pledge entry)	AV_CP_ENTRY AV_CP_ENTRY_E AV_CP_ENTRY_W	<ul style="list-style-type: none"> Contributor Relations, Session Management, Enter Pledges, Conditional Pledges, Conditional Pledges, Cond Pledge Entry Contributor Relations, Session Management, Enter Pledges, Conditional Pledges, Conditional Pledges - Org, Cond Pledge Entry Contributor Relations, Session Management, Enter Pledges, Conditional Pledges, Conditional Pledges - Workset, Cond Pledge Entry 	Enter basic information about a conditional pledge.
Cond Pledge Designations (conditional pledge designations)	AV_CP_ENTRY2 AV_CP_ENTRY2_E AV_CP_ENTRY2_W	<ul style="list-style-type: none"> Contributor Relations, Session Management, Enter Pledges, Conditional Pledges, Conditional Pledges, Cond Pledge Designations Contributor Relations, Session Management, Enter Pledges, Conditional Pledges, Conditional Pledges - Org, Cond Pledge Designations Contributor Relations, Session Management, Enter Pledges, Conditional Pledges, Conditional Pledges - Workset, Cond Pledge Designations 	Apply a conditional pledge to designations, or allocation accounts at your institution.

Page Name	Definition Name	Navigation	Usage
Cond Pledge Recognition (conditional pledge recognition)	AV_CP_ENTRY3 AV_CP_ENTRY3_E AV_CP_ENTRY3_W	<ul style="list-style-type: none"> Contributor Relations, Session Management, Enter Pledges, Conditional Pledges, Conditional Pledges, Cond Pledge Recognition Contributor Relations, Session Management, Enter Pledges, Conditional Pledges, Conditional Pledges - Org, Cond Pledge Recognition Contributor Relations, Session Management, Enter Pledges, Conditional Pledges, Conditional Pledges - Workset, Cond Pledge Recognition 	Indicate which donors to recognize for a particular conditional pledge.

Entering Conditional Pledge Detail

Access the Cond Pledge Entry page (Contributor Relations, Session Management, Enter Pledges, Conditional Pledges, Conditional Pledges, Cond Pledge Entry).

Cond Pledge Entry		Cond Pledge Designations		Cond Pledge Recognition	
Gallegher,Shawn		ID: AV0001			
Constituent Type: Alumni		Year: 2001		Institution: PSUNV	
<div>Find View All First 1 of 1 Last</div>					
Pledge Nbr:	NEW		*Status:	Active	+ -
Pledge Amt:	200.00		USD		
Effective Date:	06/30/2004				
*Payment Schedule:	S-Annual				
*First Payment Date:	06/30/2004				
*Fulfillment Date:	07/01/2005				
Description:	<div></div> <div></div>				

Cond Pledge Entry page

This page holds information about the commitment amount and the initial pledge payment schedule.

Pledge Amt(pledge amount)

Enter the total monetary amount of the commitment.

Payment Schedule

Indicate the increments of time in which pledge payments will be made. Examples are *Annual*, *Monthly*, and so on.

The values for this field are delivered with the system as translate values. Do not modify these translate values in any way. Any modifications to these values will require a substantial programming effort.

First Payment Date

Enter the date on which you expect the first payment to be made for this conditional pledge.

Fulfillment Date

Enter the date on which the final payment for the pledge will be made.

Assigning Conditional Pledge Designations

Access the Cond Pledge Designations page (Contributor Relations, Session Management, Enter Pledges, Conditional Pledges, Conditional Pledges, Cond Pledge Designations).

Cond Pledge Entry		Cond Pledge Designations		Cond Pledge Recognition	
Gallegher, Shawn		ID: AV0001			
Constituent Type: Alumni		Year: 2001		Institution: PSUNV	
<div style="text-align: right;">Find View All First ◀ 1 of 1 ▶ Last</div>					
Pledge Nbr: NEW					
<div style="background-color: #4a7ebb; color: white; padding: 2px;">Designation Total</div>					
Pct: 100.0000		Amt: 200.00 USD			
<div style="background-color: #4a7ebb; color: white; padding: 2px;">Designation</div> <div style="text-align: right;">Find View All First ◀ 1 of 1 ▶ Last</div>					
*Des BU	Designation	Campaign	Appeal	Pct	Amount
MEDBU	MEDICALBLDG	MED BLDG	ANNUAL	100.0000	200.00
Medical School Building Fund					

Cond Pledge Designations page

You can apply percentages or amounts of a donation or pledge to multiple designations at your institution. For each designation select, you can associate a specific campaign and appeal.

Des BU(designation business unit)

Enter the business unit that owns the designation to which the conditional pledge is being allocated. The prompt box contains a list of all the valid business units at your institution. When you make a selection, the values in the Designation and Appeal prompt boxes change to display the values you defined for the setID associated with this business unit.

If you have already selected a designation and appeal, then change the business unit, your selections are backed out.

Designation

Assign designations, which are the projects, funds, or areas at your institution that receive appropriation from gift transactions. Designations are linked to specific item types in your institution's financial structure.

The values that appear in the prompt box include the designations you defined for the setID associated with each designation business unit. The default value is the default designation you set up when you defined user defaults.

Campaign

Assign a campaign, which is an organized institutional effort targeted to a specific constituency that occurs over a specified period of time with specific purposes and goals.

Appeal

Assign appeals, which are the specific acts or items that lead a donor to give, such as the annual phonathon, a campaign letter, and so on.

The values that appear in the prompt box include the appeals you defined for the setID associated with the business unit you select on this page. The default value is the default appeal you set up when you defined user defaults.

Pct (percent) and Amount

Enter the percentage of the pledge to allocate to this designation. When you enter a percentage, the amount of the gift equaling that percent appears in the Amount field.

Alternatively, enter an amount of the donation or pledge to allocate to this designation. When you enter an amount, the percentage of the gift or pledge equaling that amount appears in the Pct field.

Assigning Conditional Pledge Recognition

Access the Cond Pledge Recognition page (Contributor Relations, Session Management, Enter Pledges, Conditional Pledges, Conditional Pledges, Cond Pledge Recognition).

Cond Pledge Entry Cond Pledge Designations **Cond Pledge Recognition**

Gallegher, Shawn ID: AV0001 Year: 2001 Institution: PSUNV

Find | View All First 1 of 1 Last

Pledge Nbr: NEW Use Default Recognition

Recognition Hard Credit Total

Pct: 100.0000 Amt: 200.00

Recognition Find | View All First 1 of 1 Last

*ID Type: Person ID: AV0001 Gallegher, Shawn

*Recognition Type: Hard Credit

Recognition Pct: 100.0000

Amount: 200.00

Cond Pledge Recognition page

Recognition can be assigned in the form of hard credit, or soft credits that are defined by your institution such as memo and vehicle credits.

Use Default Recognition	Click to use the institution default recognition as defined on the CR Installation page. The system then populates Recognition fields with both the donor and spouse IDs based on the institution default. <i>See PeopleSoft Enterprise Campus Solutions 9.0 Application Fundamentals PeopleBook, "Setting User Defaults," Defining Contributor Relations User Defaults.</i>
Recognition Type	Select the type of credit the donor is receiving, such as <i>Hard Credit</i> , <i>Soft Credit</i> , <i>Vehicle Credit</i> , and so on. Recognition types are defined by your institution, but always contain at least one type of hard credit and one type of soft credit.
Recognition Pct (recognition percent)	Enter the percentage of the pledge to allocate to this designation. When you enter a percentage, the amount of the gift equaling that percent appears in the Amount field. Alternatively, enter an amount of the donation or pledge to allocate to this designation. When you enter an amount, the percent of the gift or pledge equaling that amount appears in the Pct field.

Important! Recognition is not actually assigned until the conditional pledge is converted to an actual pledge in pledge entry. The recognition you select for a pledge defaults when you enter payments for that pledge. You can assign an unlimited percentage of soft credit for a single transaction.

When a conditional pledge is activated in a pledge session, the Pledge Entry page populates recognition directly from the conditional pledge record. Therefore, if spouse recognition does not exist on the conditional pledge, it does not appear by default in the Pledge Entry page.

Entering Pledges

This section provides an overview of pledges and discusses how to:

- Enter a pledge transaction.
- Determine a pledge payment schedule within a session.
- Adjust a pledge payment schedule for a constituent.

Understanding Pledges

When you create a pledge session, you can enter pledge transactions into the session. You use the Pledge Entry page to enter all the basic information pertaining to a transaction. In addition, you can update a donor's record, add a new donor, and create a pledge schedule using pages you access through links on the Pledge Entry page.

To enter pledge transactions:

1. Initialize a session with the type of Pledge, using the Maintain Sessions page.

See [Chapter 17, "Entering Commitments," Initializing and Balancing the Session, page 428.](#)

2. Select session defaults using the Session Defaults page.

See [Chapter 17, "Entering Commitments," Selecting Session Defaults, page 431.](#)

3. Enter transactions using the Pledge Entry page.

See [Chapter 17, "Entering Commitments," Entering Pledges, page 478.](#)

4. Balance, queue, and post the session.

See [Chapter 17, "Entering Commitments," Entering Pledges, page 478](#); [Chapter 18, "Processing Commitments," Queuing Sessions for Posting, page 498](#) and [Chapter 18, "Processing Commitments," Processing and Posting Sessions, page 499.](#)

5. (Optional) View the accounting lines generated by the pledge, if the pledge was fed to the general ledger.

See [Chapter 18, "Processing Commitments," Viewing Accounting Lines, page 531.](#)

Pages Used to Enter Pledges

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Pledge Entry	AV_PLEDGE_ENTRY	<ul style="list-style-type: none"> Contributor Relations, Session Management, Enter Pledges, Pledge Entry Click the Session Entry link on the Maintain Pledge Session page. 	Enter pledge transactions into the system.
Pledge Schedule	AV_PLDG_SCHD	<ul style="list-style-type: none"> Contributor Relations, Session Management, Enter Pledges, Pledge Entry, Pledge Schedule Contributor Relations, Session Management, Enter Pledges, Pledge Adjustment, Payment Schedule Adjust 	Determine a pledge payment schedule that indicates the date and amount of each pledge payment.
Pledge Schedule	AV_PLDG_SCHD_ADJ AV_PLDG_SCHD_ADJ_E	<ul style="list-style-type: none"> Contributor Relations, Session Management, Enter Pledges, Pledge Schedules, Pledge Schedule Contributor Relations, Session Management, Enter Pledges, Pledge Schedules, Pledge Schedule - Org 	Update the date and amount of anticipated pledge payments for existing pledges.

Entering a Pledge Transaction

Access the Pledge Entry page (Contributor Relations, Session Management, Enter Pledges, Pledge Entry).

Pledge EntryPledge Schedule

Session Number: 190Pledge Number: NEWSession Count: 0 of 1Session Amount: 0.00 of 500.00

[Maintain Sessions](#)[Session Defaults](#)[Session Details](#)

Pledge Detail

☐ Feed Pledge

Search

ID Type: PersonID: AV0004Holmgren, JuneAlumni1989

Pledge AmountEffective DatePayment ScheduleFirst Payment DateFulfillment Date

500.00USD12/17/2009S-Annual12/01/0907/15/10

Designations

FindView AllFirst1 of 1Last

Business UnitDesignationCampaignAppeal CodeAmount

PSUNVANNUALFUNDANNFUNDANNUAL500.00

Recognition

FindView AllFirst1 of 1Last

ID TypeIDConstituentRecognitionAmountAnonymous

PersonAV0004Holmgren, JuneAlumniHard500.00

Tribute

FindView AllFirst1 of 1Last

Tribute TypeIDNameAmountOccasion

In Memory0.00USD

Description:

CustomizeFindView AllFirst1 of 1Last

AttachmentsAudit

Attached FileViewAdd Attachment

ViewAdd Attachment

[Maintain Sessions](#)[Session Defaults](#)[Session Details](#)

Pledge Entry page

You can enter all the information necessary to store the transaction using this page and the pages accessed through links on this page.

Pledge Detail

Pledge Amt(pledge amount)

Enter the total monetary amount of the commitment.

480

Copyright © 1988, 2010, Oracle and/or its affiliates. All Rights Reserved.

Pmt Schd (payment schedule)	<p>Indicate the increments of time in which pledge payments will be made, such as <i>Annual</i>, <i>Monthly</i>, and so on. When you select a payment schedule, the system divides the total commitment amount into equal payments for each increment between the effective date and the fulfillment date. You can view information about each pledge payment, and make adjustments to the schedule on the Pledge Schedule page.</p> <p>The values for this field are delivered with the system as translate values. Do not modify these translate values in any way. Any modifications to these values will require a substantial programming effort.</p>
First Pmt Dt (first payment date)	Enter the date on which the first pledge payment for this pledge is expected to be made.
Fulfillment Date	<p>Enter the date on which the final payment for the pledge will be made.</p> <hr/> <p>Note. When you save a pledge, the system builds an initial pledge payment schedule using the first payment and fulfillment dates and payment schedule you select to calculate payment dates and amounts.</p> <hr/>
Feed Pledge	If your institution has enabled the pledge feed feature on the CR Installation page, select the check box to include the pledge in the GL Interface process for recording the pledge in your institution's financial system as a receivable.

Conditional Pledge Information

If a donor has made a conditional pledge, you can convert that pledge to an actual pledge. These fields appear upon entering a donor's ID if the donor has an active conditional pledge recorded.

Convert to Pledge	<p>Click the Convert to Pledge button to convert the donor's conditional pledge to an actual pledge. When you click this button, the remaining fields on this page populate by default to the values set up for the conditional pledge.</p> <hr/> <p>Note. You will have the option to deactivate the conditional pledge after you have attached it to an actual pledge in Pledge Entry.</p> <hr/>
CP Nbr (conditional pledge number)	Displays the system generated number associated with the donor's conditional pledge.
CP Amount (conditional pledge amount)	Displays the monetary amount of the donor's conditional pledge, but can be overwritten.
First Payment Date	Displays the date on which the donor plans to make the first payment on the pledge, but can be overwritten.
Fulfillment Date	Displays the date on which the donor plans to fulfill the pledge, but can be overwritten.

Designations

You apply pledges to designations, or allocation accounts at your institution. For each designation you select, you must associate a specific campaign initiative and appeal. You can add the same designation to a gift, even if its associated campaigns are different.

Business Unit	<p>Enter the business unit that owns the designation to which the pledge is being allocated. The prompt box contains a list of all the valid business units at your institution, and populates by default to the value you selected from the business unit field on the Session Defaults page. When you make a selection, the values in the Designation and Appeal prompt boxes change to display the values you defined for the setID associated with this business unit.</p> <p>If you have already selected a designation and appeal, then change the business unit, your selections are backed out.</p>
Designation	<p>Enter the designation to assign. Designations are funds at your institution to which donations and pledges can be allocated.</p> <p>The values that appear in the prompt box include the designations you defined for the setID associated with the business unit you select on this page. The default value is the default designation you selected on the Session Defaults page.</p>
Campaign	<p>Enter a campaign from the prompt box containing all the campaign initiatives defined at your institution. A campaign is an organized institutional effort targeted to a specific constituency that occurs over a specified period of time, with specific purposes and goals. The default value is the default initiative code you selected on the Session Defaults page.</p>
Appeal Code	<p>Enter an appeal code, which is the specific act or item that leads a donor to give, such as a visit, an annual phonathon, a letter, and so on.</p> <p>The values that appear in the prompt box include the appeals you defined for the setID associated with the business unit you select on this page. The default value is the default appeal you selected on the Session Defaults page.</p>
Amount	<p>Enter an amount of the pledge to allocate to this designation.</p>

Important! You can split the donation among several designations, but the total allocation to designations must equal 100 percent. The designations you select for a pledge default when you enter payments for that pledge.

Recognition

You can indicate donors to recognize for a particular pledge. Recognition can be assigned in the form of hard credit, or soft credits that are defined by your institution, such as memo and vehicle credits.

When your system is set up, you can define default recognition to split hard and soft credits between a donor and his or her spouse, according to your business practices. If these defaults exist, recognition records are created by the system, and you can update them as necessary.

Important! You can split the recognition among several donors, but the total allocation of hard credit recognition must equal 100 percent of the pledge amount. You can assign an unlimited percentage of soft credit for a single transaction.

See [Chapter 17, "Entering Commitments," Creating Soft Gift Entries, page 445.](#)

Tribute

You can enter information about tribute or memorial recognition for a pledge.

Tribute Type	Select <i>In Memory</i> or <i>In Honor</i> to indicate whether the tribute is in memory of a deceased individual or in honor of an individual.
ID and Name	Enter either the name or ID of the person receiving tribute or memorial recognition. It is not necessary to have an ID in the system to enter tribute and memorial information. If an ID does not exist, enter the person's name.
Amount	The amount of the pledge populates by default, but you can change this.
Occasion	Describe the occasion that triggered this type of recognition. For example, the donor could be setting up a Memorial Scholarship in a deceased individual's name.

See [Chapter 17, "Entering Commitments," Entering Tribute Details, page 450.](#)

Attachments

Click the View link to open the attachment in a new window. Click the Add Attachment button to upload a new attachment from within the component.

Determining a Pledge Payment Schedule Within a Session

Access the Pledge Schedule page (Contributor Relations, Session Management, Enter Pledges, Pledge Entry, Pledge Schedule).

Pledge Entry		Pledge Schedule			
Session Number: 155		Pledge Number: NEW			
ID:					
Duration:		*Payment Schedule: S-Annual			
Fulfillment Date:		Adjust			
		First Payment Date:			
Find View All First 1 of 1 Last					
*Expected Date	Expected Amount	Received Date	Received Amount	Balance	Notified
06/30/2004	500.00		0.00	0.00	<input type="checkbox"/>
500.00		0.00		0.00	USD

Pledge Schedule page

To create an initial payment schedule, select an increment of time in which payments are made such as *Annual*, *Monthly*, or *Bi-monthly* from the Pmt Schd prompt box on the Pledge Entry page. When you save the pledge, the system creates a schedule based on the first payment date and the pledge schedule you select.

You can also make extensive adjustments or create an irregular pledge payment schedule using the Pledge Schedule page. When you enter this page, the default payment schedule you created on the Pledge Entry page appears.

Expected Date

Enter the date on which you expect to receive the pledge payment. If you create an initial payment schedule, the expected payments dates begin with the first payment date you select, and an expected payment is created for each increment of time you specify in the payment schedule. For example, if you select a monthly payment schedule, expected payments are created for each month.

Important! You can change the expected date for any pledge payments for which Notifications have not been sent or that have not been paid.

Expected Amount

Enter the amount you expect to receive as the pledge payment. If you create an initial payment schedule, the amounts in these fields populate by default to even amounts for each planned payment that totals the entire pledge amount. For example, if the donor made a pledge of 1,200.00 USD with monthly payments, the pledge is broken into 12 payments of 100 USD.

Received Date

Displays the date on which a pledge payment is received.

Received Amount

Displays the monetary amount of a pledge payment.

Balance

Displays the pledge balance after the pledge payment is received. If the pledge payment has not yet been received, the total outstanding pledge balance appears in this field.

- Notified

Select to indicate that a notification of the scheduled pledge payment has been sent.
- Note.

You cannot change expected pledge payments for which notifications have been sent.
- Adjust

Click to adjust the scheduled pledge payments on and below the line your cursor resides in, according to your changes.

Important! If you delete an entire planned pledge payment from the schedule, a message appears asking you to auto-assign the amount of the payment evenly to the remaining payments, or to manually allocate the amount of the payment among remaining payments. The schedule must balance expected amounts and pledge balance with the total pledge amount before the pledge can be saved.

Adjusting a Pledge Payment Schedule For a Constituent

Access the Pledge Schedule page (Contributor Relations, Session Management, Enter Pledges, Pledge Schedules, Pledge Schedule).

Pledge Schedule

Russell Sargent

ID: AV0036

Constituent Type: Friend

Year: None

PSUNV

Prospect Manager: NONE

Pledge Number: 217

Details

Effective Date: 02/14/2002

Pledge Amount: 100,000.00 USD

Payment Schedule: S-Annual

Pledge Balance: 100,000.00

Duration: 6 months 1 day

Payments Received: 0.00

Customize

Find

View All

First

1-2 of 2

Last

	Expected Date	Expected Amount	Received Date	Received Amount	Notification Sent		
1	02/14/2002	50,000.00				+	-
2	08/14/2002	50,000.00				+	-

Pledge Schedule page

Expected pledge payments can only be updated if they have not been received or if a notification has not been sent to the donor.

You can update a pledge schedule for any active pledge that has been posted.

- Details

Click to access the Pledge Detail page where you can view additional information about a pledge.

See Also

Chapter 17, "Entering Commitments," Determining a Pledge Payment Schedule Within a Session, page 483

Viewing Pledges

After you have created a session containing pledges, you can view information about the transactions in the session. If you are a supervisor and have security access, you can view information about pledges regardless of whose session they reside in.

This section discusses how to:

- View a pledge summary.
- View pledge details.
- View a supervisor's pledge summary.
- View an open pledge register.
- View a pledge payment schedule.

Pages Used to View Pledges

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Pledge Summary Supervisor Pledge Summary	AV_PLDG_SMRY	<ul style="list-style-type: none"> • Contributor Relations, Session Management, Supervise Sessions, Pledge Sessions, Pledge Summary • Contributor Relations, Session Management, Supervise Sessions, Pledge Sessions, Supervisor Pledge Summary 	View information about the pledges you enter in a session. You can only view information about sessions that you currently control, unless you are a supervisor. For supervisors, view information about the pledges that your staff enters in sessions.
Pledge Detail	AV_PLDG_DTL_SP	<ul style="list-style-type: none"> • You can access the Pledge Detail page through multiple navigation paths. Below is a frequently used path. • Click the Details button on the Pledge Summary page. 	View detailed information about a pledge transaction.

Page Name	Definition Name	Navigation	Usage
Open Pledge Register	AV_OPEN_PLDG AV_OPEN_PLDG_E AV_OPEN_PLDG_W	<ul style="list-style-type: none"> Contributor Relations, Analyze Giving History, Person Giving Summaries, Open Pledge Register Contributor Relations, Analyze Giving History, Organization Giving Summaries, Open Pledge Register-Org Contributor Relations, Session Management, Enter Pledges, Pledge Schedules, Open Pledge Register - Workset 	View a summary of a donor's pledges with open balances.
Pledge Schedule	AV_PLDG_SCHD_INQ AV_PLDG_SCHD_INQ_E	<ul style="list-style-type: none"> Contributor Relations, Analyze Giving History, Person Giving Summaries, Pledge Schedule Contributor Relations, Analyze Giving History, Organization Giving Summaries, Pledge Schedule - Org 	View information about the payment schedule associated with a particular pledge.

Viewing a Pledge Summary

Access the Pledge Summary page (Contributor Relations, Session Management, Supervise Sessions, Pledge Sessions, Pledge Summary).

Pledge Summary

Business Unit:

MEDBU

Status:

Posted

Date Opened:

06/04/2006

Session Number:

171

Last Modification Date:

06/04/2006

Balance Date:

06/04/2006

Institution:

PSUNV

User ID:

PS

Post Date:

06/04/2006

Self Service Session

☐

Total Count:

4

Total Amount:

10,000.00 USD

Customize

Find

View All

First

1-4 of 4

Last

	Pldg Nbr	ID	Constituent	First Payment Date	Fulfillment Date	Pledge Amount	
1	324	AV0009	Crosbie,Edward	08/04/2006	07/31/2007	1,000.00	USD
2	325	AV0050	Ratcliffe,Stephen	08/04/2006	07/31/2007	2,000.00	USD
3	327	AV1019	The Other Corporation	08/04/2006	07/31/2007	3,000.00	USD
4	329	AV1019	The Other Corporation	08/04/2006	07/31/2007	4,000.00	USD

Pledge Summary page

If the session you select is open, the pledge number, ID and constituent name, first payment date, fulfillment date, and gift amount appear for each transaction in the session you selected. If the session is posted, you cannot select any transaction in the session to edit.

Details Click to view detailed information about a particular pledge on the Pledge Detail page.

Select and Edit Pledge If the pledge session you selected is open, you can select the check box next to a gift and click the Edit Pledge button to make changes to an existing pledge.

See Also

[Chapter 17, "Entering Commitments," Viewing a Supervisor's Pledge Summary, page 488](#)

[Chapter 17, "Entering Commitments," Entering a Pledge Transaction, page 480](#)

Viewing Pledge Details

Access the Pledge Detail page (Click the Details button on the Pledge Summary page).

Grids on this page display designation, recognition, and tribute details. This eliminates the need to access separate, multiple pages to view this information. In addition, the Designation Code field appears.

Note. This page might include unposted pledge payments until the sessions are balanced, queued, and posted.

Viewing a Supervisor's Pledge Summary

When you open this page, the gift number, effective date, first payment date, fulfillment date, and gift amount appear for each transaction in the session you selected.

See Also

Chapter 17, "Entering Commitments," Entering a Pledge Transaction, page 480

Viewing an Open Pledge Register

Access the Open Pledge Register page (Contributor Relations, Analyze Giving History, Person Giving Summaries, Open Pledge Register).

Open Pledge Register

Russell Sargent ID: AV0036

Constituent Type: [Friend](#) Year: [None](#) PSUNV Prospect Manager: NONE

Business Unit: Refresh

Business Unit	Designation Name	Effective Date	Pledge Amount	Post Date	Payments Received	Balance	Pledge Number	Session Number	Details
1 PSUNV	*** Multiple ***	02/14/2002	100,000.00 USD	08/01/2001	0.00	100,000.00	217	101	Details
2 PSUNV	Library Endowment	03/15/2002	100,000.00 USD	08/01/2001	0.00	100,000.00	218	101	Details
3 PSUNV	Library Endowment	03/15/2002	100,000.00 USD	08/01/2001	50,000.00	50,000.00	224	103	Details

Open Pledge Register page

Business Unit Enter the business unit for which to view a list of open pledges.

Viewing a Pledge Payment Schedule

Access the Pledge Schedule page (Contributor Relations, Analyze Giving History, Person Giving Summaries, Pledge Schedule).

Pledge Schedule

Russell Sargent ID: AV0036

Constituent Type: [Friend](#) Year: [None](#) PSUNV Prospect Manager: NONE

Pledge Number: 217 [Details](#) Pledge Amount: 100,000.00 USD

Payment Schedule: S-Annual Effective Date: 02/14/2002 Pledge Balance: 100,000.00

Duration: 6 months 1 day Payments Received: 0.00

Expected Date	Expected Amount	Received Date	Received Amount	Notification Sent
1 02/14/2002	50,000.00			<input type="checkbox"/>
2 08/14/2002	50,000.00			<input type="checkbox"/>

Pledge Schedule inquiry page

Details Click to view detailed information about the pledge on the Pledge Detail page.

Note. This page might include unposted pledge payments until the sessions are balanced, queued, and posted.

See Also

Chapter 17, "Entering Commitments," Determining a Pledge Payment Schedule Within a Session, page 483

Adjusting Pledges

This section provides an overview of pledge adjustment and discusses how to enter a pledge adjustment transaction.

Understanding Pledge Adjustment

You can create pledge adjustment sessions, or groups of transactions that override existing posted transactions. After a session is opened, you can add a group of transactions, then balance and post the session to your financial application.

When you create an adjustment transaction, a sequence number is created to indicate that there have been multiple actions on a particular gift number. For example, the initial entry is sequence 1 on AV_PLEDGE_DTL; the adjusted entry is sequence 2 on the AV_ADJ_PLDG_DTL table; and the corrected entry is sequence 3 on the AV_PLEDGE_DTL table.

Note. Adjusted transactions negate the original transaction and create a new transaction record, so enter adjustment amounts just as you would if entering the original transaction.

See Chapter 17, "Entering Commitments," Understanding the Gift and Pledge Process, page 425.

To adjust pledge transactions:

1. Initialize a session with the type of Adjust Pledge, using the Maintain Pledge Sessions page.

See Chapter 17, "Entering Commitments," Initializing and Balancing the Session, page 428.

2. Select session defaults using the Session Defaults page.

See Chapter 17, "Entering Commitments," Selecting Session Defaults, page 431.

3. Select the existing transactions to adjust using the Session Detail page.

See Chapter 17, "Entering Commitments," Viewing Session Details and Selecting Transactions to Edit or Delete, page 432.

4. Make the necessary changes to transactions using the Pledge Adjust page.

See Chapter 17, "Entering Commitments," Entering a Pledge Adjustment Transaction, page 491.

5. Balance, queue, and post the session.

See Chapter 18, "Processing Commitments," Queuing Sessions for Posting, page 498 and Chapter 18, "Processing Commitments," Processing and Posting Sessions, page 499.

Pages Used to Adjust Pledges

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Pledge Adjust	AV_ADJ_PLEDGE	Contributor Relations, Session Management, Enter Pledges, Pledge Adjustment, Pledge Adjust	Adjust an existing pledge transaction.
Payment Schedule Adjust	AV_PLDG_SCHD	Contributor Relations, Session Management, Enter Pledges, Pledge Adjustment, Payment Schedule Adjust	Adjust an existing pledge payment schedule as part of a transaction adjustment.

See Also

Chapter 17, "Entering Commitments," Determining a Pledge Payment Schedule Within a Session, page 483

Entering a Pledge Adjustment Transaction

Access the Pledge Adjust page (Contributor Relations, Session Management, Enter Pledges, Pledge Adjustment, Pledge Adjust).

Pledge Adjust

Payment Schedule Adjust

Session Number: 127

Pledge Number: 281

Session Count: 1 of 1

Session Amount: 15,000.00 of 15,000.00

[Maintain Sessions](#)
[Session Defaults](#)
[Session Details](#)

Pledge Detail

ID: 8664

☐ Feed Pledge

'Reason: Data entry error

Pledge Amount

Effective Date

Payment Schedule

First Payment Date

Fulfillment Date

15,000.00 USD

10/22/2001

Quarterly

01/01/2002

12/31/2002

Designations

Find | View All

First 1 of 2 Last

'Business Unit

'Designation

'Campaign

'Appeal Code

'Amount

MEDBU

BUSINESS

MED BLDG

ANNUAL

7,500.00

Recognition

Find | View All

First 1 of 1 Last

'ID Type

'ID

Constituent

'Recognition

'Amount

Anonymous

Person

Hard

0.00

☐

Tribute

Find | View All

First 1 of 1 Last

Tribute Type

ID

Name

Amount

Occasion

In Memory

0.00 USD

Description:

Customize | Find | View All

First 1 of 1 Last

Attachments

Audit

Attached File

View

Add Attachment

View

Add Attachment

[Maintain Sessions](#)
[Session Defaults](#)
[Session Details](#)

Pledge Adjust page

Important! Adjusted transactions negate the original transaction and create a new transaction record, so enter adjustment amounts just as you would if entering the original transaction.

Note. The original transaction must be posted before you can adjust it.

Reason Select a reason for the adjustment. Reason codes are defined by your institution and describe the reason why an adjustment is made.

Make any necessary changes to the fields on this page.

You can click the links at the bottom of this page to access related pages.

Recognition

In this group box, you can enter soft-dollar pledges and soft credit-only pledges.

Attachments

Click the View link to open the attachment in a new window. Click the Add Attachment button to upload a new attachment from within the component.

See Also

[Chapter 17, "Entering Commitments," Entering a Pledge Transaction, page 480](#)

[Chapter 17, "Entering Commitments," Creating Soft Gift Entries, page 445](#)

Chapter 18

Processing Commitments

This chapter provides an overview of commitment processing, lists common elements, and discusses how to:

- Queue sessions for posting.
- Process and post sessions.
- Process credit card transactions.
- Purge credit card security data.
- Review electronic payment results.
- Work with denied credit card transactions.
- Review credit card activity.
- View accounting lines.
- View suspended sessions.
- View information about and transfer sessions.
- Manage the acknowledgement process.
- Process acknowledgement letters.
- Generate acknowledgement letters.
- Work with manually generated acknowledgements.
- Manage joint communications.
- Handle matching gifts.
- Manage giving clubs.
- Generate CAE reports.

Understanding Credit Card Processing

The Contributor Relations credit card processing feature is a platform independent, component based, and secure tool that enables your organization to accept and process credit card payments for the receipt of gifts and membership dues. Administrators can use the online pages for background credit card processing, and self-service contributors can make credit card donations through pages in self-service Involvement for real-time credit card donations.

Credit card processing involves the following functional areas:

- Entry of credit card information (through both core system and self-service pages).
- Credit card authorization.
- Credit card capture (settlement).
- Credit card adjustment.
- Support for multiple credit card types.
- Real-time (self-service pages) and background (core system) processing.
- Credit card transaction review.

In terms of security, this feature provides confidentiality of payment information, ensures integrity for all transmitted data, performs cardholder authentication, and maintains an audit trail of authorization and transaction capture.

Accessing the Credit Card Payment Pages

There are two primary users of the credit card payment pages – organization employees and self-service contributors. The following table lists each user's possible modes of access.

<i>User</i>	<i>Access Page</i>
Organization Employee	Gift Entry - Tender Detail button
	Gift Adjustment - Tender Detail button
	Membership Entry - Tender Detail button
	Membership Adjustment - Tender Detail button
Self-Service Contributor	Make a Donation - Payment Information page (accessible through the Ways to Give link on the Involvement Home page.)


Administrators access the Gift Entry, Gift Adjustment, Membership Entry, and Membership Adjustment pages directly through the system's menu navigation to enter gifts and membership payments. The credit card entry page is accessible on each of these four pages using the Tender Detail button (if the tender type is set to a tender setup with a *Credit Card* special fields indicator).

Donors access the Make a Donation - Payment Information page through self-service Involvement functionality. To access this page, the donor must have an established transition ID or system ID and click either the Make your gift securely online link or the Invest in existing campaigns link on the Ways to Give page. Donors then enter gift information on the online giving pages that follow.

See Also

Chapter 21, "Working with Self-Service Involvement," page 611

Common Elements Used in This Chapter

ID Type	Select whether the donor is a person or an organization.
ID or Org ID	Displays the donor's ID or enables you to enter the ID of the donor to work with. The donor's name or description may appear to the right.
Constituent	Displays the donor's name if it is a person, or description if it is an organization. The donor's highest priority constituent type may appear to the right.
Search	Click to access the Search/Match page where you can search for a donor. See <u>Chapter 8, "Managing Constituent Data," Searching for Records, page 144.</u>
	Click to paste a carried ID found using Search/Match functionality.
Recognition	Select a type of credit the donor is receiving, such as <i>Hard, Soft, Vehicle</i> , and so on. Recognition types are defined by your institution, but always contain at least one hard credit type.
Amount	Enter an amount of the donation that gives this donor recognition. If you are entering gift transactions in a currency other than the business unit's base currency, the currency you selected is depicted on this page. However, for ease of reporting, recognition information is stored by the system in base currency.
Anonymous	Select if the donor receiving recognition does not want public recognition for the gift. This flag is considered in the acknowledgement process to suppress an automatic acknowledgement. Also, the Anonymous check box on the Giving Profile is selected if any gift a donor makes is anonymous.
Tribute Type	Select <i>In Memory</i> or <i>In Honor</i> to indicate whether the tribute is in memory of a deceased individual or in honor of an individual.
Name	Identify the person receiving tribute or memorial recognition. It is not necessary to have an ID in the system to enter tribute and memorial information. If an ID does not exist, enter the person's name.
Amount	The amount of the gift populates by default in this field, but you can change this amount.
Occasion	Describe the occasion that triggered the type of tribute. For example, the donor could be setting up a Memorial Scholarship in a deceased individual's name.

Maintain Sessions	Click to access the Maintain Sessions page where you can check expected and actual amount and balance the session.
Session Defaults	Click to view or update the defaults you set for this session using the Session Defaults page.
Session Details	Click to access the Session Details page where you can view information about all the transactions in the session. You can access specific transactions to update or delete them from this page.

Queuing Sessions for Posting

This section discusses how to queue balanced sessions for posting.

Page Used to Queue Sessions for Posting


<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Queue Sessions	AV_POST_SESSION	<ul style="list-style-type: none"> Contributor Relations, Session Management, Queue Sessions for Posting Contributor Relations, Session Management, Enter Memberships, Queue Member Sessions 	Queue balanced sessions that are ready to be included in the GL Interface process for posting to your institution's financial system.

Queuing Balanced Sessions




Access the Queue Sessions page (Contributor Relations, Session Management, Queue Sessions for Posting).

Queue Sessions

Institution: PSUNV PeopleSoft University

Business Unit:  Refresh

Self Service Session ☐

Customize Find View All  First  1-4 of 4  Last						
Queue	Business Unit	Session Number	Session Type	Session Status	User ID	Balance Date
<input type="checkbox"/>	MEDBU	108	Gift Adj	Balanced	LS	08/01/2001
<input type="checkbox"/>	PSUNV	61	Gift	Balanced	PS	02/01/2001
<input type="checkbox"/>	PSUNV	62	Gift	Balanced	PS	02/01/2001
<input type="checkbox"/>	PSUNV	63	Gift	Balanced	PS	02/01/2001

Queue Sessions page

Note. After a session is queued, it *cannot* be reopened for editing. Make sure that you are only queuing sessions that you know are ready for posting in the GL Interface process.

Business Unit	Enter the business unit for the sessions to queue for posting.
Self Service Session	Select the check box to note that the sessions contain gifts created as a result of self-service online giving.
Select All	Select the check box next to each session to queue for posting. To select all sessions listed, click the Select All button.
Queue	Select to lock the session and mark it for inclusion in the GL Interface process the next time it runs for the session's business unit.

Processing and Posting Sessions

This section provides overviews of session processing and posting, the GL interface process, and the process constituent accumulators process and also discusses how to:

- Run the GL interface job.
- Run the GL interface file extract process.
- Run the Constituent Accumulators process.
- View a journal generator template.

Understanding Session Processing and Posting

There are two processes you run to prepare balanced and queued sessions from the system to be posted as journal entries in PeopleSoft Enterprise Financials.

1. The GL Interface process copies the transaction data from the Contributor Relations system into a table called AV_ACCTG_LN.

In this table the transactions are associated with the appropriate item types in Financials. When you set up item types for designations that will receive gift and pledge payments, they may only be associated with a credit. This process brings the debit and credit sides together to enable dual-line accounting entries in the financial system.

For example, a gift transaction for 100 USD has a debit of 100 USD to a tender account with a journal set of 0 and a credit of 100 USD to a designation account with a journal set of 1.

<i>Tender</i>	
Debit	Credit
100 USD	

<i>Designation</i>	
Debit	Credit
	100 USD

If the Feed Pledges check box is selected on the CR Installation page, a pledge transaction for 500 USD has a debit of 500 USD to accounts receivable with a journal set of 2 and a credit to a designation account with a journal set of 2. If the Feed Pledges check box is cleared, the pledge is not processed to the general ledger.

If the Feed Pledges check box is selected on the CR Installation page, a pledge payment of 500 USD for the previous pledge has a debit of 500 USD to a tender account with a journal set of 0 and a credit to accounts receivable with a journal set of 3. If the Feed Pledges check box is cleared, pledge payment transactions are handled as though they are gift transactions.

<i>Tender</i>	
Debit	Credit
500 USD – Pledge Payment	

<i>Accounts Receivable</i>	
Debit	Credit

Accounts Receivable	
500 USD – Pledge	500 USD – Pledge Payment

Designation	
Debit	Credit
	500 USD – Pledge

If a gift or membership transaction that has been posted is adjusted from 1,000 USD to 100 USD, and the Refund check box is selected on the Gift Adjustment or Membership Adjustment page, the adjustment results in a refund to the donor. In this instance, the original transaction is negated by crediting the tender account 1,000 USD to reverse the original transaction, then debiting the tender account 900 USD for the refund and 100 USD for the new transaction amount. The designation account is adjusted by debiting 1,000 USD to reverse the transaction, then crediting 100 USD for the new transaction amount. Finally, the refund is recorded through a 900 USD credit to the clearing account. Refunds are not managed within the system except to create the entry to the clearing account.

Note. The default clearing account is set up on the Institution Installation page.

Tender	
Debit	Credit
	1,000 USD (Gift)
900 USD – Negate Gift	
100 USD – Adjusted Gift	

Clearing Account	
Debit	Credit
	900 USD - Refund

Designation	
Debit	Credit
1,000 USD (Negate Gift)	100 USD (Adjusted Gift)

2. Depending on the version of PeopleSoft Enterprise Financials your institution uses:

- If your institution uses Financials 8.4 or 8.8, the information in the AV_ACCTG_LN table is sent to Financials using Integration Broker.

The Journal Generator process is run within Financials to create journal entries.

See [Chapter 20, "Interfacing with PeopleSoft Enterprise Financials," page 593](#).

- If your institution uses another version of Financials or any other Financials application, the system creates a file that contains the AV_ACCTG_LN information, which is ready to be imported into the Financials system.

See Also

[Chapter 7, "Setting Up Commitment Management," Setting Up Item Types, page 105](#)

Understanding the GL Interface Process

When you run the GL Interface process, the following events occur:

For Each Session

The following occurs:

1. The process evaluates the session type and branches to the appropriate subroutine.
2. After the subroutine (described below) runs, the session status is set to "P" for Posted when results are correct.

Session status is set to "S" for Suspended if required information is missing.

3. If the process fails because the session is suspended or the process fails to run, any rows entered into AV_ACCTG_LN for the session are deleted.

For Gift Sessions

The following occurs:

1. Checks the ITEM_TYPE table to determine tender information.

2. If ITEM_TYPE is correct, the routine processes the GL Interface.
 - a. Checks the GL_INTERFACE table for ITEM_TYPE.
 - b. Creates dual-line accounting entry in AV_ACCTG_LN by combining tender information with designation information.
3. If ITEM_TYPE is None, the session suspends with the message "Item type not defined for tender" or "Item type not defined for designation."

For Pledge Sessions

The following occurs:

1. Processes only pledges that are marked *feed pledge*.
2. If ITEM_TYPE is correct, the routine processes the GL Interface:
 - a. Checks the GL_INTERFACE table for ITEM_TYPE information.
 - b. Creates dual-line accounting entry in AV_ACCTG_LN by using designation information containing both credit and debit rows.
3. If ITEM_TYPE is None, the session suspends with the message "Item type not defined for designation."

For Membership Sessions

The following occurs:

1. Checks the ITEM_TYPE table to determine tender.
2. If ITEM_TYPE is correct, the routine processes the GL Interface:
 - a. Checks the GL_INTERFACE table for ITEM_TYPE information.
 - b. Creates dual-line accounting entry in AV_ACCTG_LN by combining tender information with designation information.
3. If ITEM_TYPE is None, the session suspends with the message "Item type not defined for tender" or "Item type not defined for designation."
4. If the session includes gifts, gift AV_ACCTG_LN entries are created following the process for gift sessions.

For Adjustment Sessions

The system processes information by:

1. Creating reversal rows in the AV_ACCTG_LN table for the most recent version of the transaction.
2. Creating new rows in the AV_ACCTG_LN table following the processes outlined above for the new version of the entry.
3. If a refund results from the adjustment, creating a row in the AV_ACCTG_LN table with the offsetting refund amount distributed to the clearing account defined on the Institution Defaults page.

Note. When posting a zero-amount transaction in a session, the system creates no lines in the AV_ACCTG_LN table and transmits nothing to the financials system. Similarly, when adjusting a transaction to zero, the system creates the necessary reversing entries and transmits them to the financials system. However, it does not create or transmit any new rows representing the zero amount of the adjusted transaction. Therefore, a session that contains only transactions with tenders that allow zero amounts will generate no rows in the AV_ACCTG_LN record.

Understanding the Constituent Accumulators Process

The Constituent Accumulators process builds accumulator tables that summarize data utilized by the Giving Profile and Commitment Summary pages. You can run this process as part of posting any session type using the AVPOST multi-process job, or run it independently through its own run control definition.

Your institution should decide if the information displayed on the Giving Profile and Commitment Summary pages needs to display the latest posted sessions. If so, the Constituent Accumulators process can be run along with the GL Interface in the AVPOST multi-process job. If not, the Constituent Accumulators process can be run independently in an off-peak processing window. Regardless of the run method, the process always attempts to complete all posted and nonaccumulated sessions in the system.

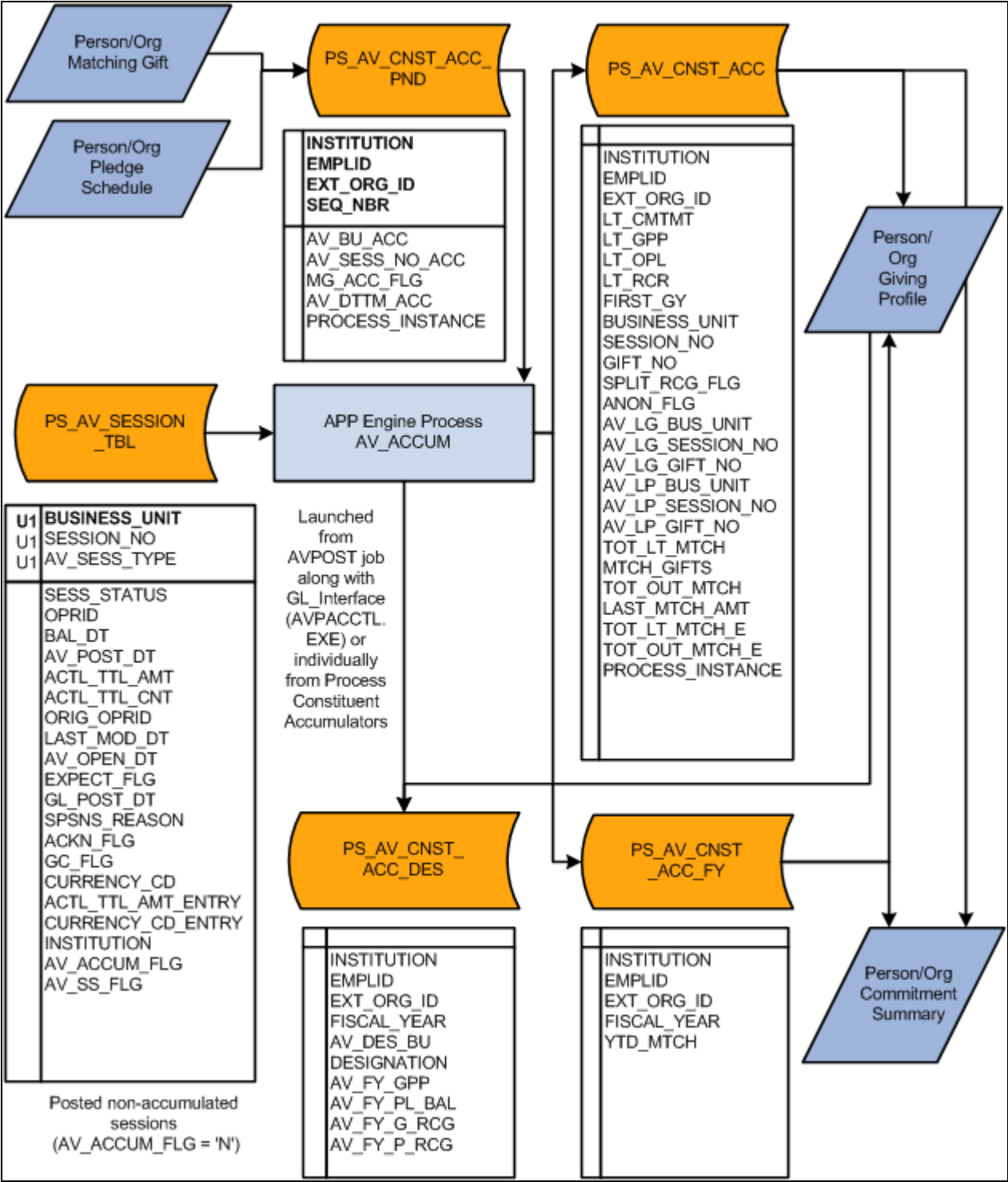
Here is how the process works:

1. Constituent records are loaded from the Constituent Pending Accumulation table (AV_CNST_ACC_PND) and locked.
2. Temporary accumulator records are calculated and updated from temporary tables.
3. Locks on constituent records are released.
4. Related constituent records from posted, nonaccumulated sessions are loaded and locked.
5. Temporary accumulator records are calculated and updated from temporary tables.
6. Locks on constituent records are released.
7. The accumulator flag on the session table (AV_SESSION_TBL.AV_ACCUM_FLG) is set to 'Y'.

Note. If a session does not accumulate because a constituent accumulator record is locked by another accumulator process, the system skips the session and processes it the next time the accumulator process runs. The locked constituent and the locking process instance is indicated in the Service Operations Monitor Log.

Note. If locking problems persist and the constituent accumulator record is locked by a process that is no longer running, check the constituent accumulator table (PS_AV_CNST_ACC) for records where the PROCESS_INSTANCE field is not equal to zero. Add all constituent records with a nonzero, nonprocessing PROCESS_INSTANCE to the pending accumulation table (PS_CNST_ACC_PND) and reset the locking records PROCESS_INSTANCE to zero. Re-run the process. After the process runs, the pending accumulation table should be empty, and all posted sessions should be processed.

The following graphic illustrates the Constituent Accumulators process flow, from the person or organization's matching gift or pledge schedule, through to the person or organization's commitment summary, including all of the tables affected during processing:



Constituent Accumulators process flow

Pages Used to Process and Post Sessions

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
GL Interface (general ledger interface)	AV_RUN_CNTL_GL	Contributor Relations, Session Management, Process Sessions, G/L Interface	Process sessions and prepare them for journal entry in Financials.
GL Interface File Extract (general ledger interface file extract)	AV_RUNCTL_ACTLN	Contributor Relations, Session Management, Process Sessions, G/L Interface File Extract	Manually generate a flat file containing data from AV_ACCTG_LN to be exported to Financials.
Constituent Accumulators	AV_RUNCTL_ACCUM	Contributor Relations, Session Management, Process Sessions, Constituent Accumulators	Run the process that builds accumulator tables for summarizing data on the Giving Profile and Commitment Summary pages.

Running the GL Interface Job (AVPOST and AVPOST2)

Access the GL Interface page (Contributor Relations, Session Management, Process Sessions, G/L Interface).

GL Interface

Run Control ID: BATGL [Report Manager](#) [Process Monitor](#) Run

*Business Unit: PSUNV main BU

Institution: PeopleSoft University

*Journal Template:

*Commit Level:

Financials Release: 7.5

GL Interface page

Sessions must be queued for posting before they are processed. This process combines the tender account with the designation to create a dual line accounting entry.

Note. You must select a default Clearing Account on the Institution Installation page for this process to run.

Journal Template	Enter a journal template. These values are defined by your institution and determine how data is mapped to Financials. <u>See Chapter 7, "Setting Up Commitment Management," Preparing for Session Posting, page 104.</u>
Commit Level	Determine how many sessions will be processed before the system commits the transactions to your financial system.
Financials Release	Displays the version of Financials software selected on the CR Installation page.

If the process is set up, when you click the Run button, Process Scheduler runs the GL Interface process at user-defined intervals.

If your institution uses Financials software other than Financials 8.4, run the AVPOST job, which completes the AV/GL Post process, creates an extract file for export to Financials, and accumulates constituent totals for the Giving Profile and Commitment Summary pages.

If your institution uses Financials 8.4, run the AVPOST2 job, which runs similarly to the AVPOST job but replaces the SQR report output with the EOP_PUBLISHA process.

The EOP_PUBLISHA process does the following:

1. Selects accounting lines based on three criteria: process or job instance, process name, and process status.
2. Collects accounting line entries generated by the GL Interface AVPACCTL COBOL process and publishes them to the Financials 8.4 database.

Financials subscribes to the published messages in the Contributor Relations database, takes the accounting lines into their AV_ACCTG_LN table, and runs those lines through Journal Generator to create journals. Financials then publishes the updated accounting lines, Contributor Relations subscribes to these lines, and the data published by Financials updates the Contributor Relations AV_ACCTG_LN table.

See Also

Chapter 20, "Interfacing with PeopleSoft Enterprise Financials," Running the AVPOST2 Job, page 602

Running the GL Interface File Extract COBOL Process (AVPACCTL)

Access the GL Interface File Extract page (Contributor Relations, Session Management, Process Sessions, G/L Interface File Extract).

GL Interface File Extract	
Run Control ID: PS	Report Manager Process Monitor Run
<hr/>	
*Process Instance:	<input type="text" value="552"/> <input type="button" value="Search"/>

GL Interface File Extract page

If your institution uses a version of Financials earlier than 8.4, or uses an external Financials system, run this process if the AV_POST job failed or if you chose to run only the AVPACCTL process rather than the complete GL Interface job.

Process Instance Select the process instance of the GL Interface process for which to generate an extract file.

If the process is set up, when you click the Run button, Process Scheduler runs the GL Interface File Extract process at user-defined intervals.

Running the Constituent Accumulators Process (AVPOST)

Access the Constituent Accumulators page (Contributor Relations, Session Management, Process Sessions, Constituent Accumulators).

Constituent Accumulators	
Run Control ID: PS	Report Manager Process Monitor Run
<hr/>	
*Business Unit:	<input type="text" value="MEDBU"/> <input type="button" value="Search"/> Medical Business Unit
Institution:	PeopleSoft University

Constituent Accumulators page

If you process sessions using the AVPOST multi-process job, the system runs the processes automatically as part of that routine. If you run the GL Interface independently, run this process to provide current accumulated data on the Giving Profiles and Commitment Summary pages.

Business Unit Select the business unit associated with the sessions for which to run the Accumulate Constituent Totals process.

If the process is set up, when you click the Run button, Process Scheduler runs the Accumulate Constituent Totals process at user-defined intervals.

Viewing a Journal Generator Template

Use the Journal Generator Template component to review how journal templates for Contributor Relations are set up in Financials.

See Also

PeopleSoft General Ledger 9.0 PeopleBook

Processing Credit Card Transactions

This section provides an overview of credit card transaction processing and discusses how to:

- Select gift and membership transactions for processing.
- Authorize gift and membership transactions.
- Capture gift and membership transactions.
- Authorize and capture transactions as a single process.
- Handle denied CyberSource transactions.

Understanding Credit Card Transaction Processing

After you have posted a gift or membership with a credit card tender type to the general ledger, you can then process it through the third-party payment processor, CyberSource. Contributor Relations supports the following transaction processes through CyberSource:

- Authorization

Authenticates the credit card number and places a temporary hold on the specified amount against the cardholder's credit card. Also generates an authorization number and reduces the cardholder's available credit by the authorized amount. If the credit card information is not correct, or the cardholder does not have available credit, the system generates a message declining the transaction. Note that CyberSource does not bill the credit card at this time; it only verifies that the card is valid for the charge.

- Capture

Confirms the temporary hold placed on credit card funds after a transaction has been authorized and bills the credit card.

- Authorize and Capture

Combines transaction authorization and capture together in a single process.

- Credit

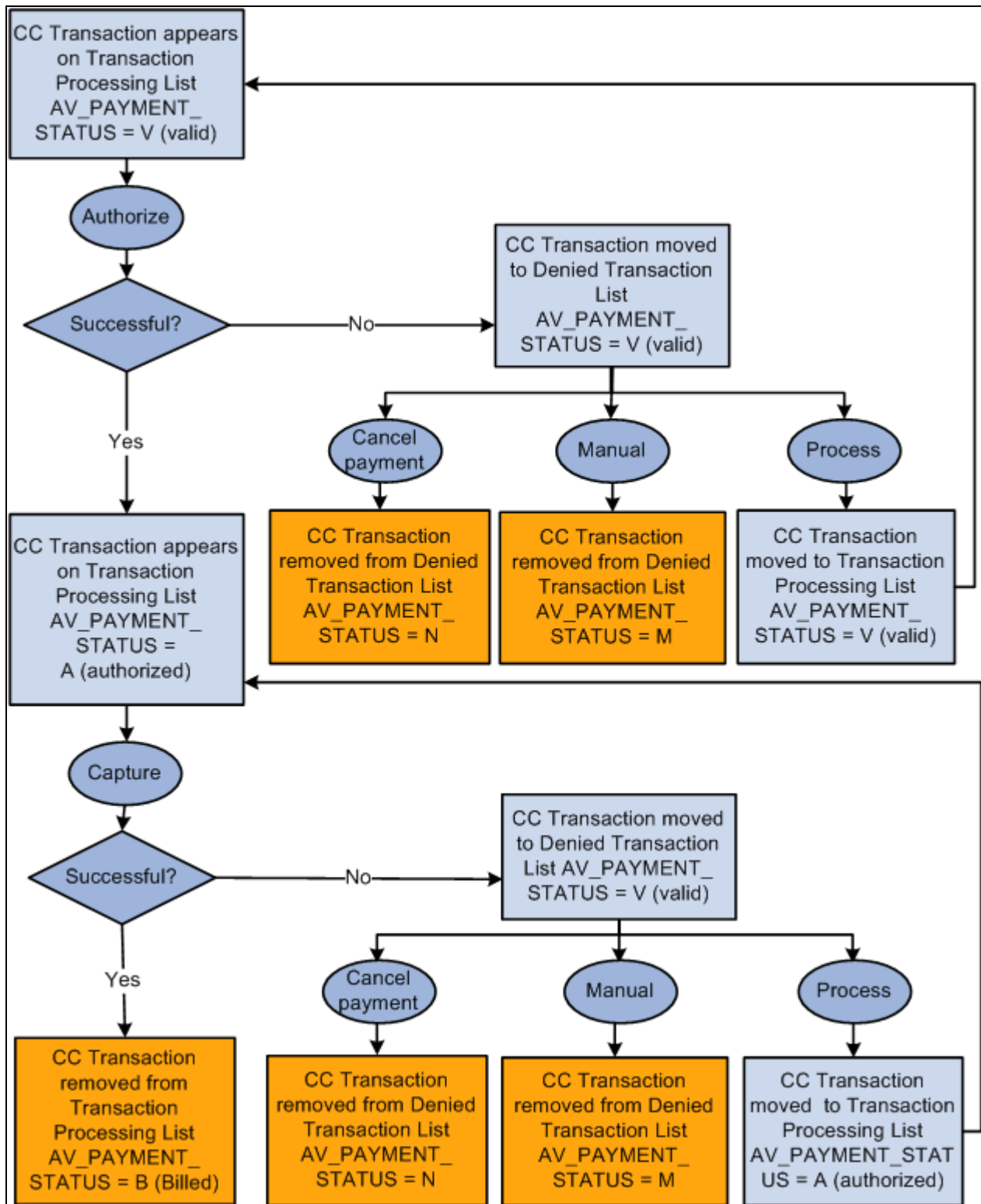
Issues a refund to a customer's credit card account after an adjusted gift or membership.

The table below lists all possible transaction statuses that are assigned to gift and membership transactions as they move through the credit card payment process.

Status Value	Definition
<i>V</i> (valid)	Upon entry of successfully validated credit card information on the credit card entry page, the AV_EP_GIFT_DTL or AV_EP_MBR_DTL tables initialize the AV_PAYMENT_STATUS field to <i>V</i> for this transaction. The transaction is ready for initial processing. The prerequisite to authorize gift or membership transactions is to have a value in the AV_PAYMENT_STATUS field of <i>V</i> .
<i>A</i> (authorized)	After successful authorization from the third-party payment processor, the system sets the value of the AV_PAYMENT_STATUS field for the gift or membership transaction (AV_EP_GIFT_DTL or AV_EP_MBR_DTL table) to <i>A</i> . The prerequisite to capture a gift or membership transaction is to have an AV_PAYMENT_STATUS value of <i>A</i> .
<i>B</i> (captured)	After successful billing from the third-party payment processor, the system sets the AV_PAYMENT_STATUS field for the gift or membership transaction to <i>B</i> . After a transaction is captured, it is considered complete and no longer shows up on the EP Transaction Processing - Filter Options page.
<i>P</i> (pending credit)	After a gift or membership transaction has been adjusted, after it has been captured, if the credit card information has been modified then the original amount charged to the credit card needs to be refunded. As part of the adjustment process, the system updates the AV_PAYMENT_STATUS field to <i>P</i> for this transaction. The transaction is ready to be credited.
<i>C</i> (refunded)	A transaction has an AV_PAYMENT_STATUS value of <i>C</i> as a successful result of selecting the transactions after filtering on a Transaction Requested value of <i>Credit</i> on the EP Processing Transaction - Filter Options page and processing these transactions through a third-party credit card processor.
<i>D</i> (denied)	After a transaction is sent to the third-party payment processor, if the system generates a message declining the transaction, the system updates the AV_PAYMENT_STATUS field to <i>D</i> for this transaction. Denied transactions are then ready to be viewed and selected from the EP Denied Transactions page.

Status Value	Definition
<i>N</i> (cancelled)	A transaction has an AV_PAYMENT_STATUS value of <i>N</i> as a result of the adjustment process or as a result of selecting the transaction and running the Cancel Pmt process through the EP Denied Transactions - Transaction List page.
<i>M</i> (manual)	A transaction has an AV_PAYMENT_STATUS value of <i>M</i> as a result of selecting the transaction and running the Manual process through the EP Denied Transactions - Transaction List page. If a transaction is flagged as Manual, all subsequent adjustments to the transaction also need to be Manual.

The following graphic illustrates the steps involved in processing gift and membership credit card transactions.



Summary of electronic payment transaction processing

Pages Used to Process Credit Card Transactions

Page Name	Definition Name	Navigation	Usage
EP Transaction Processing - Filter Options	AV_EP_FLTR	Contributor Relations, Session Management, Process Electronic Payments, EP Transaction Processing (to select gifts)	Enter your selection criteria for the gifts or member transactions to process.
EP Transaction Processing - Transaction List	AV_EP_G_PROC AV_EP_M_PROC	Click the Search button on the EP Transaction Processing - Filter Options page.	Select and authorize gift or membership transactions that meet the criteria you entered on the EP Transaction Processing - Filter Options page.

Selecting Gift and Membership Transactions for Processing

Access the EP Transaction Processing - Filter Options page (Contributor Relations, Session Management, Process Electronic Payments, EP Transaction Processing).

EP Transaction Processing
Filter Options

***Institution:** PeopleSoft University
Business Unit:
Tender Type:
Transaction Requested:

Item

Self Service Session

- ☒ All Sessions
- ☐ Only Self Service
- ☐ Non Self Service

Post Date

From

To

Session Number:
Gift:

EP Transaction Processing - Filter Options page

Institution Enter an institution code.

Business Unit	<p>Enter a business unit for the gift or membership transactions to process. This field cannot be left empty because Transaction Requested field values are dependent on the business unit specified.</p> <hr/> <p>Note. Session number and gift number fields are tied to the business unit; you must specify a business unit here to filter on these two fields later on the page.</p> <hr/>
Tender Type	<p>Enter the electronic processing tender type for the gift or membership transactions to process.</p> <hr/> <p>Note. The example above uses <i>CC</i> to designate this electronic payment tender type. However, you can define it as anything using the Tender Types page.</p> <hr/>
Transaction Requested	<p>There are four credit card transaction processes currently supported by CyberSource: <i>Authorize</i>, <i>Capture</i>, <i>Authorize and Capture</i>, and <i>Credit</i>. Select the appropriate transaction for the processing step to complete.</p>
Self Service Session	<p>Select the type of session to process:</p> <p><i>All Sessions:</i> to select gifts and memberships made through both Contributor Relations and Involvement self-service pages.</p> <p><i>Only Self Service:</i> to select gifts made through the self-service Make a Donation pages only.</p> <p><i>Non Self Service:</i> to select gifts made through Contributor Relations non self-service pages only.</p>
Post Date	<p>Enter both From and To dates to select gifts or memberships posted within the range.</p>
Session Number	<p>Enter a session number to select gifts made in this specific session only. To display a session, you must enter a business unit.</p>
Gift	<p>If you are processing gift transactions, this field is available for entry. Enter a gift number to select gifts made with this gift number only. To display a specific gift, you must enter a business unit.</p>
Mbr Pmt Nbr (membership payment number)	<p>If you are processing membership transactions, this field is available for entry. Enter a membership payment number to select membership transactions made with this payment number only. To display a membership, you must enter a business unit.</p>
Search	<p>Click to filter the electronic payment transactions according to the specified criteria and display the results on the EP Transaction Processing - Transaction List page.</p>

See Also

[Chapter 18, "Processing Commitments," Authorizing Gift and Membership Transactions, page 515](#)

[Chapter 18, "Processing Commitments," Capturing Gift and Membership Transactions, page 517](#)

[Chapter 17, "Entering Commitments," Adjusting Gift and Membership Credit Card Payments, page 469](#)

Authorizing Gift and Membership Transactions

Access the EP Transaction Processing - Transaction List page (Click the Search button on the EP Transaction Processing - Filter Options page).

EP Transaction Processing

Transaction List


Institution: PSUNV PeopleSoft University

Transaction Requested: Authorize

Self Service Session: All Sessions

[Process Monitor](#)

[Set Filter Options](#)

Customize | Find | View All | 

First 1-7 of 7 Last

Select	Payment Status	Business Unit	Tender	Session Nbr	Gift Nbr	Post Dt	Auth Dt	Reference Nbr	ID	Org ID	Gift Amt
<input type="checkbox"/>	Valid	MEDBU	CC	185	371	11/05/2004			AV0008		100000.00
<input type="checkbox"/>	Valid	MEDBU	CC	206	417	11/05/2004			AV0040		4444.00
<input type="checkbox"/>	Valid	PSUNV	CC	186	372	11/05/2004			AV0008		100.00
<input type="checkbox"/>	Valid	PSUNV	CC	186	373	11/05/2004			AV0020		200.00
<input type="checkbox"/>	Valid	PSUNV	CC	186	374	11/05/2004				AV1019	300.00
<input type="checkbox"/>	Valid	PSUNV	CC	186	375	11/05/2004			AV0023		400.00
<input type="checkbox"/>	Valid	PSUNV	CC	186	376	11/05/2004			KU0007		1500.00

Select All

Process

EP Transaction Processing - Transaction List page

Note. On the EP Transaction Processing - Filter Options page, set Transaction Requested to *Authorize*.

The following fields on this page are defined on the EP Transaction Processing - Filter Options page: Business Unit, Tender, Session Nbr, Gift Nbr, Mbr Pmt, Nbr (if authorizing membership transactions), and Post Dt.

Select and Select All Select the check box for each row to process, or click the Select All button to select all rows on the page.

Payment Status Displays the current transaction status. If you click a link under this heading, a page appears that gives details of all existing transaction processing information.

See [Chapter 18, "Processing Commitments," Understanding Credit Card Transaction Processing, page 509](#).

Auth Dt(authorization date) When the transaction is authorized, the system populates this field.

Reference Nbr (reference number)	When the transaction is sent, the system populates this field with a system-generated reference number used to communicate with the third-party credit card processor.
Gift Amt (gift amount)	If the transaction is a gift, displays the amount of the gift credit card transaction.
Mbr Dues (membership dues)	If the transaction is a membership, displays the amount of the membership credit card transaction.
Process	Click to run the authorization process. The system gathers the transactions you select and sends them to the third-party credit card processor.
Important! After you click the Process button, give the process at least 30 seconds to run.	
Set Filter Options	Click to return to the EP Transaction Processing - Filter Options page.

If the search criteria you enter on the EP Transaction Processing - Filter Options page does not meet any existing transaction records, you receive the following informational message:

EP Transaction Processing	
Transaction List	
Institution:	PSUNV PeopleSoft University
Transaction Requested:	Credit
Self Service Session:	All Sessions
Process Monitor Set Filter Options	
No records found. Return to the filter options to change the page criteria.	

EP Transaction Processing - Transaction List message (AV_EP_G_PROC)

Important! On the EP Transaction Processing - Transaction List page, if you click the Select All button to select transactions for processing, you receive the informational message above. This does not mean there was a processing error; the system uses this message to notify you that processing of the entire Transaction List is complete, and it has found no more records to process.

After the system authorizes a transaction, the value of the AV_PAYMENT_STATUS field for gift or membership transactions (AV_EP_GIFT_DTL or AV_EP_MBR_DTL) becomes A. If any transactions do not successfully authorize, you must complete them using the denied transactions process or using a gift adjustment session.

See Also

[Chapter 18, "Processing Commitments," Working with Denied Credit Card Transactions, page 523](#)

[Chapter 17, "Entering Commitments," Adjusting Gift and Membership Credit Card Payments, page 469](#)

[Chapter 18, "Processing Commitments," Selecting Gift and Membership Transactions for Processing, page 513](#)

Capturing Gift and Membership Transactions

After the system authorizes a group of transactions, you can filter for transactions using the EP Transaction Processing - Filter Options page and then select and capture the transactions using the EP Transaction Processing - Transaction List page. When you return to these pages, you must filter and process the transactions with a Transaction Requested field value of *Capture*.

Note. All gifts made through PeopleSoft Involvement self-service pages enter the system at this stage, authorized and ready to be captured.

After the system captures a transaction, the value of the AV_PAYMENT_STATUS field for gift or membership transactions (AV_EP_GIFT_DTL or AV_EP_MBR_DTL) becomes *B*.

See Also

[Chapter 18, "Processing Commitments," Selecting Gift and Membership Transactions for Processing, page 513](#)

[Chapter 18, "Processing Commitments," Authorizing Gift and Membership Transactions, page 515](#)

Authorizing and Capturing Transactions as a Single Process

Instead of authorizing and capturing gift and membership transactions in separate steps, you can run both processes in one step. For some organizations, this is preferable because it allows you to streamline your processes. For others, it is more valuable to monitor each process.

Note. Your organization may have financial considerations, because a third-party credit card processor charges a per transaction fee; authorizing and capturing are considered separate transactions. If you authorize and capture in a single succession, use a single transaction to authorize/capture.

If you decide to authorize and capture in a single process, you can use the same EP Transaction Processing - Filter Options and EP Transaction Processing - Transaction List pages as you would when authorizing and capturing separately. However, when you use these pages, you must filter and process the transactions with a Transaction Requested field value of *Authorize and Capture*.

After the system successfully authorizes and captures a transaction in a single succession, its status becomes *B*.

See Also

Chapter 18, "Processing Commitments," Selecting Gift and Membership Transactions for Processing, page 513

Chapter 18, "Processing Commitments," Authorizing Gift and Membership Transactions, page 515

Chapter 18, "Processing Commitments," Capturing Gift and Membership Transactions, page 517

Handling Denied CyberSource Transactions

Here is some additional information about handling denied CyberSource transactions:

1. If the EP Process receives a returned message indicating an E-System error, an error has occurred after the PeopleSoft-to-credit-card-merchant connection.

In this instance, the transaction will be denied but will not be available to be reprocessed through the Denied Transactions component.

2. This does not stop the process from continuing for subsequent valid transactions in the same process run.
3. Contact the donor, because the transaction failed outside of the PeopleSoft/CyberSource connection. For example, the transaction was denied by the donor's bank.

Purging Credit Card Security Data

This section discusses how to purge security codes from the system associated with gift and membership transactions.

Understanding Credit Card Security Code Purging

Credit card security codes are retained until after the transaction is authorized. In real-time transactions, the security code record is deleted immediately after the self-service transaction is authorized. However, if the payment merchant is set up to perform batch authorizations, there could be a delay between the time that sessions containing transactions are submitted and when they are authorized. The Purge Gift Security Codes and Purge Membership Security Codes pages enable you to ensure the timely deletion of this data and remain PCI compliant.

Pages Used to Purge Credit Card Security Data

Page Name	Definition Name	Navigation	Usage
Purge Gift Security Codes	AV_RUN_CVPURGE	Contributor Relations, Session Management, Process Electronic Payments, Purge Gift Security Codes	Periodically purge credit card security codes from the system that are associated with gifts.
Purge Membership Security Codes	AV_RUN_CVPURGE	Contributor Relations, Session Management, Process Electronic Payments, Purge Member Security Codes	Periodically purge credit card security codes from the system that are associated with membership payments.

Purging Security Codes for Gifts and Memberships

Access the Purge Gift Security Codes or Purge Membership Security Codes page.

Purge Gift Security Codes

Run Control ID: PS [Report Manager](#) [Process Monitor](#) [Run](#)

*Academic Institution:

*Business Unit:

Session Type: Gift

Purge Cutoff Date

Enter a combination of Days, Hours and Minutes to calculate a Purge Cutoff Date

Days Hours Minutes

Calculated Cutoff Date: 11/22/2009 5:07:47AM

Purge Gift Security Codes page

The fields on each page are the same for both gift and membership security code purges.

The fields in the Purge Cutoff Date group box enable you to periodically purge gift or membership security codes from your system. The cutoff date is calculated by subtracting the days, hours and minutes from the current system date and time, and any transaction with a date/time earlier than that is deleted.

Click the Run button to launch Process Scheduler and run the AV_CVVPURGE Application Engine process, which removes security codes from the AV_EP_PMT_CVV record that:

- Exceed the retention maximum days, hours and minutes, irrespective of whether they are authorized or not.
- Have been authorized, yet somehow were not purged by AV_EP_BATCH after the credit card transaction was authorized.

Reviewing Electronic Payment Results

This section discusses how to:

- Prepare to run the Electronic Payment (EP) processing audit.
- Generate the EP Processing Audit report.
- View EP processing audit information online.

Pages Used to Review Electronic Payment Results

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
EP Run Review	AV_EP_RUN_DETAIL	Contributor Relations, Session Management, Process Electronic Payments, EP Run Review	Enter run parameters and generate the EP Processing Audit report (AV704).
EP Run Review - Transaction List	AV_EP_TRAN_RUN_LOG	Click the Process Instance link on the EP Run Review page.	View process instance and reference number details for a transaction.

Preparing to Run the EP Processing Audit

Before you can generate the AV704 report, you must:

1. Enter credit card gifts or membership payments on the Gift Entry or Membership Entry pages.
2. Balance, queue, and post those gift or membership sessions.
3. Submit a request to process the credit card transactions using the EP Transaction Processing page.

Generating the EP Processing Audit Report

Access the EP Run Review page (Contributor Relations, Session Management, Process Electronic Payments, EP Run Review).

EP Run Review

Run Control ID: AV704
[Report Manager](#)
[Process Monitor](#)

EP Processing Audit

Process Instance:
*Academic Institution:

Transaction Requested: Capture

Run Date/Time: 11/30/09 8:40:29PM

Process Details

Customize | Find | View All |
First 1-5 of 5 Last

Select	Process Instance	Session Type	Run Date/Time	Process Run Status	Transaction Requested	Request Status	
<input type="checkbox"/>	2103	Gift	11/30/2009 8:40:29PM		Capture	Success	
<input type="checkbox"/>	2102	Gift	11/30/2009 8:38:20PM		Authorize	Success	
<input type="checkbox"/>	1705	Member	11/18/2009 7:23:51PM		Capture	Success	
<input type="checkbox"/>	1703	Member	11/18/2009 7:14:33PM		Authorize	Success	
<input type="checkbox"/>	1504	Gift	11/17/2009 7:36:54PM		Capture	Success	

☒ ☐

EP Run Review page

When you run the process, the system generates the AV704 report. Each electronic payment Transaction Requested status begins a new page, and the last page provides total transaction amounts.

EP Processing Audit

You can enter a Process Instance number to use for this report, or click the button at the end of a Process Instance row to copy that instance's information into the fields of the group box.

Filter Options

The Filter by Operator ID field is available if you have gift or membership supervisor security status in the system.

Process Details

Process Instance

Click a numbered link to access the EP Run Review – Transaction List page, where you can review more details about the transactions processed in this instance.

Request Status

Values for this field are *Success* and *Exception*. An exception status means that at least one transaction in the instance did not return with the status you requested.

Delete

After selecting one or more process instances, click this button to remove them from the list of transactions used to generate the report.



Click the first button to select all process instances in the grid. Click the second button to clear checked instances.

See Also

[Appendix C, "Contributor Relations Reports," page 655](#)

Viewing EP Processing Audit Information Online

Access the EP Run Review - Transaction List page (Click the Process Instance link on the EP Run Review page). This page provides an online view of the same information contained in the AV704 report.

EP Run Review			
Transaction List			
Institution:	PSUNV PeopleSoft University		
Process Instance:	1504	Run Date/Time:	11/17/09 7:36:54PM
User ID:	PS	Transaction Requested:	Capture
Process Instance List Customize Find View All First 1 of 1 Last			
List Detail EPF			
Reference Number	Sequence number	Payment Status	Return Message
0000000000000002	2	Captured	Transaction was successful.
Return to EP Run Review			

EP Run Review - Transaction List page: List tab

The List tab provides information about how the electronic transaction was handled during processing. Click the Reference Number link to access the Reference Number List view of the page, which displays a history of the reference number and previous attempts to work with the transaction.

EP Run Review									
Transaction List									
Institution:	PSUNV PeopleSoft University								
Process Instance:	1504			Run Date/Time:	11/17/09 7:36:54PM				
User ID:	PS			Transaction Requested:	Capture				
Process Instance List Customize Find View All First 1 of 1 Last									
List Detail EPF									
Business Unit	Tender	Session Number	Gift Number	Transaction Date	Authorization Date	ID	Org ID	Gift Amount	Authorization Reply
MEDBU	CC	174	356	11/17/2009	11/17/2009	KU0007		345.00	
Return to EP Run Review									

EP Run Review - Transaction List page: Detail tab

The Detail tab provides information about the transaction itself and displays details about what was entered.

EP Run Review
Transaction List

Institution: PSUNV PeopleSoft University

Process Instance List

[Return to Process Instance List](#)

Reference Number List
Customize | Find |
First 1-2 of 2 Last

Reference Number	Sequence number	Payment Status	Return Message
0000000000000004	1	Authorized	Transaction was successful.
0000000000000004	2	Captured	Transaction was successful.

[Return to Process Instance List](#)

[Return to EP Run Review](#)

EP Run Review - Transaction List page: Reference Number List

Click the Payment Status link to access the AV_EP_TRANS_SP page, where you can view system action details that relate to this transaction.

See Also

[Chapter 18, "Processing Commitments," Selecting Gift and Membership Transactions for Review, page 527](#)

Working with Denied Credit Card Transactions

This section provides an overview of denied credit card transactions and discusses how to:

- Select denied gift and membership transactions for processing.
- Authorize and capture denied gift and membership transactions.

Understanding Denied Credit Card Transactions

When you attempt to authorize or capture credit card gift and membership transactions, you occasionally receive denial messages from the third-party credit card processor. Denials occur for many reasons, including invalid card number, account over limit, internet communication problems with the third-party credit card processor, and so on. Whenever transactions are denied, the value of the AV_PAYMENT_STATUS field becomes *D*.

You can use the EP Denied Transactions - Filter Options and EP Denied Transactions - Transaction List pages to perform the following functions:

- Retry the authorization, process the capture, authorize and capture, or process a credit.
- Handle the transaction manually.
- Cancel the payment of the transaction.

Pages Used to Work with Denied Credit Card Transactions

Page Name	Definition Name	Navigation	Usage
EP Denied Transactions - Filter Options	AV_EP_FLTR	<ul style="list-style-type: none"> Contributor Relations, Session Management, Process Electronic Payments, EP Denied Transactions Contributor Relations, Session Management, Process Electronic Payments, EP Denied Member Transactions 	Enter your selection criteria for the gifts or member transactions to process.
EP Denied Transactions - Transaction List	AV_EP_G_PROC AV_EP_M_PROC	Click the Search button on the EP Transaction Processing - Filter Options page.	Select and authorize or capture denied gift or membership transactions that meet the criteria you entered on the EP Denied Transactions - Filter Options page.

Selecting Denied Gift and Membership Transactions for Processing

Access the EP Denied Transactions - Filter Options page (Contributor Relations, Session Management, Process Electronic Payments, EP Denied Transactions).

EP Denied Transactions
Filter Options

***Institution:** PSUNV PeopleSoft University
Business Unit: PSUNV PSUNV main BU
Tender Type: CC Credit Card
Transaction Requested: Authorize Search

[Return to List](#)

Item

Self Service Session

- ☒ All Sessions
- ☐ Only Self Service
- ☐ Non Self Service

Post Date

From 07/28/2001

To 07/28/2004

Session Number:
Gift:

EP Denied Transactions - Filter Options page

Use this page in the same way that you select gifts and memberships for authorization and capture; the difference is that this page only searches those transactions that the third-party credit card processor denied.

The fields on this page are the same as those on the EP Transaction Processing - Filter Options page. For denied gift or membership transactions, however, the Transaction Requested value you select is the stage at which the gift or membership transaction is denied: during authorization, capture, combined authorization/capture, or credit.

See Also

Chapter 18, "Processing Commitments," Selecting Gift and Membership Transactions for Processing, page 513

Authorizing and Capturing Denied Gift and Membership Transactions

Access the EP Denied Transactions - Transaction List page (Click the Search button on the EP Transaction Processing - Filter Options page).

EP Denied Transactions

Transaction List


Institution: PSUNV PeopleSoft University

Transaction Requested: Authorize

Self Service Session: All Sessions

Process Monitor

Set Filter Options

Customize | Find | View All |  First 1 of 1 Last

Select	Payment Status	Business Unit	Tender	Session Nbr	Gift Nbr	Post Dt	Reference Nbr	ID	Gift Amt	Result	
<input type="checkbox"/>	Declined	MEDBU	CC	163	321	11/08/2004		AV0006	1500.00		

EP Denied Transactions - Transaction List page

Note. To authorize, on the EP Denied Transactions - Filter Options page set Transaction Requested to *Authorize*. To capture, set Transaction Requested to *Capture*.

The following fields on this page are defined on the EP Transaction Processing - Transaction List page: Payment Status, Business Unit, Tender, Session Nbr, Gift Nbr, Mbr Pmt Nbr, (if authorizing or capturing membership transactions), Post Dt, Reference Nbr, ID, and Gift Amt.

This page also lists the Result message for the transaction.

After you select the appropriate rows, click the Process button to retry the transaction. The process runs the same as it does for the initial attempt to authorize, capture, authorize and capture, or credit a transaction.

Click the Manual button to handle a denied transaction manually. For example, you may want to call the contributor, adjust the gift, or contact the third-party credit card processor directly to resolve the transaction. Denied transactions dealt with manually receive a status of *M*.

Note. When you handle a transaction manually, you must perform all subsequent actions manually, such as authorization, validation, or capture.

Click the Cancel Pmt button to cancel the transaction. The transaction then appears in the transaction log file with a status of *N*. When you cancel a transaction, you can no longer filter on it using the EP Denied Transactions - Filter Options page.

Important! After you click the Process, Manual, or Cancel Pmt buttons, give each process at least 30 seconds to run.

See Also

[Chapter 18, "Processing Commitments," Authorizing Gift and Membership Transactions, page 515](#)

[Chapter 18, "Processing Commitments," Capturing Gift and Membership Transactions, page 517](#)

Reviewing Credit Card Activity

You may need to track credit card activity by day, session, business unit, and so on. You may also need to track transactions that are waiting to be sent for third-party processing. Contributor Relations retains a historical record of all credit card activity that you can filter and review. For example, you can view which transactions were sent, which passed, and which failed, and other transaction details.

This section discusses how to:




- Select gift and membership transactions for review.
- Review gift and membership transactions.
- Review credit card processing messages.





Pages Used to Review Credit Card Activity

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
EP Transaction Log Inquiry - Filter Options	AV_EP_LOG_FLTR	Contributor Relations, Session Management, Process Electronic Payments, EP Transaction Log Inquiry	Enter your selection criteria for the gifts or membership transactions to review.
EP Transaction Log Inquiry - Transaction List	AV_EP_TRANS_LOG	Click the Search button on the EP Transaction Log Inquiry - Filter Options page.	View the transactions that meet the criteria you selected on the EP Transaction Log Inquiry - Filter Options page.
EP Transaction Processing - Transaction List	AV_EP_G_PROC	Contributor Relations, Session Management, EP Transaction Processing	View the results of the EP transaction process using the Process Monitor.

Selecting Gift and Membership Transactions for Review

Access the EP Transaction Log Inquiry - Filter Options page (Contributor Relations, Session Management, Process Electronic Payments, EP Transaction Log Inquiry).

EP Transaction Log Inquiry			
Filter Options			
*Institution:	PSUNV 	PeopleSoft University	
Business Unit:	MEDBU 	Medical Business Unit	
Tender Type:	CC 	Credit Card	
Payment Status:	<input type="text"/>	<input type="button" value="Search"/>	Return to List

Item			
<div> <div> Transaction Date </div> <div> From 07/28/2001  </div> <div> To 07/28/2004  </div> </div> <div> Reference Number: <input type="text"/> </div> <div> Session Number: <input type="text"/>  </div> <div> Receipt Number: <input type="text"/> </div> <div> Gift: <input type="text"/>  </div>			

EP Transaction Log Inquiry - Filter Options page

The fields on this page are similar to those on the EP Transaction Processing - Filter Options page used to initially authorize, capture, authorize/capture, or credit transactions.

Use this page to filter any gift and membership transactions that have any status and are at any point in the credit card process. You can retrieve transaction details for any time period by entering a Transaction Date range. To review all transactions associated with a gift or membership, enter its 15-character Reference Nbr (reference number). To retrieve log information associated with a self-service gift, enter its 12-character Receipt Nbr (receipt number).

See Also

Chapter 18, "Processing Commitments," Selecting Gift and Membership Transactions for Processing, page 513

Reviewing Gift and Membership Transactions




Access the EP Transaction Log Inquiry - Transaction List page (Click the Search button on the EP Transaction Log Inquiry - Filter Options page).

EP Transaction Log Inquiry

Transaction List


Institution: PSUNV PeopleSoft University

[Set Filter Options](#)

Customize | Find | View All |  First  1 of 1  Last

List

Detail



Reference Number	Sequence number	Payment Status	Credit Card Message 1
0000000000000001	1	Valid	Interlink Error

EP Transaction Log Inquiry - Transaction List page: List tab

Reference Number	The system populates this field by default with a system-generated reference number used to communicate with the third-party credit card processor.
Sequence Number	Indicates how many actions the system has taken on a particular reference number.
Payment Status	Click the link to view system action details that relate to this transaction.
Credit Card Message 1	Displays the resulting response message from the third-party credit card processor.

Reference Number:	000000000000002	Gift Number:	
Sequence number:	1	Member Payment:	
Transaction Date:	11/17/2009	ID:	KU0007
Business Unit:	MEDBU		
Session Number:		Gift Amount:	345.00 USD
Tender Type:	CC	Dues Amount:	USD
Payment Status:	Authorized	Sequence Number:	1
Credit Card Type:	VISA		
Credit Card Number:	*****	Last Four Digits:	1111
Expiration Date:	01 / 2010		
Credit Card First Name:	Betty		
Credit Card Last Name:	Locherty		
Service Provide:	Cybersource		
Credit Card Request ID:	2585137275320008430595		
Request Token:	Ahj/7wSRGEf5HoS8I6gGIlkGzhkyauXDRqxsV4TlvRTdx5yrvACm7jzl XeNIIQ2JI0wyW6YBay4guBORGef5HoS8I6gGAwl54		
Authorization Datetime:	2009-11-17-19.08.47.		
Return Status:	0		
Authorization Reply:	SUCCESS		
Transaction Reference Number:			
Authorization Code:	888888	Auth Date:	11/17/2009
AVS Code:	X		
Return Message:	Transaction was successful.		
Country:	USA		
Address Line 1:	643 Robinson St		
Address Line 2:			
Address Line 3:			
City:	Buffalo		
State:	NY	Postal Code:	74940
Last Update Date/Time:	11/17/09 7:08:47PM		
Last Update User ID:	PS		
Process Instance:			

Example of AV_EP_TRANS_SP page for a transaction

The Request Token field appears on this page. The Last Update Date/Time, Last Update User ID, and Process Instance fields are also on this page.




When your institution submits an initial credit card transaction request to CyberSource, then follows it with a separate request later, you must supply a request token with the second request. CyberSource generates and sends this token in its reply to any service request. For example, if you authorize a transaction and you later submit a follow-up request to capture it (not an auth/capture request), the process must provide CyberSource with this request token when you submit the capture request.


EP Transaction Log Inquiry

Transaction List

Institution: PSUNV PeopleSoft University

[Set Filter Options](#)

[Customize](#) | [Find](#) | [View All](#) |  First  1 of 1  Last

ListDetail

Business Unit	Tender	Session Number	Gift Nbr	Transaction Date	Authorization Date	ID	Gift Amt	Receipt Nbr	Authorization Reply
MEDBU	CC			02/01/2002	02/01/2002	8664	250.00	000000000001	ETIMEOUT

EP Transaction Log Inquiry - Transaction List page: Detail tab

The Detail tab provides more clarity about each gift or membership credit card payment. For each transaction on the List tab, you view the corresponding Business Unit, Tender, Session Number, and Gift Nbr (numbers), Transaction Date, Authorization Date if applicable, the person or organization ID, the Gift or Dues Amt (amount), the Receipt Nbr (number), and the Authorization Reply the system received from the third-party credit card processor.



Click to combine information from both the List and Detail tabs into a single page view. This combined view enables you, for example, to view all transactions involved with a reference number, each transaction's result, and the gift's subsequent gift number.



Click to return to the tabbed view of the EP Transaction Log Inquiry - Transaction List page.

Reviewing Credit Card Processing Messages

When you run the Application Engine process that sends credit card transactions to a CR merchant for credit card processing, you can click the PeopleSoft Process Monitor (Process Monitor, Details, Message Log) link on that page to view the job status and the messages that the system sends during the process.

The system displays a message on this PeopleTools page for each declined transaction. In addition, if your CR merchant for credit card processing is set up for tracing, the system displays messages for all transactions, regardless of their status. To set up a merchant for service provider tracing, select the appropriate value in the Credit Card Tracing field on the CR Merchants page (Set Up SACR, Product Related, Contributor Relations, Session Management, Merchant Table).

Click the Explain button beside a message on the Message Log to access a PeopleTools Explain page where you can learn more about the message.

The Description portion of the page enables you to decode the message. For example, here is the meaning of the message "Decline MEDBU.1.M.162.52 101":

- *Decline*: the return status message. In this case, the third-party processor declined the transaction.

- *MEDBU.1.M.162.52*: the merchant reference breaks down as follows:
 - MEDBU is the business unit associated with the transaction.
 - 1 is the service requested code. Code 1 = authorization, 2 = authorize and capture, 3 = capture, and 4 = credit.
 - M is the session type of membership, membership adjustment, gift, or gift adjustment.
 - 162 is the system-generated number of the gift or membership session.
 - 52 is the gift or membership payment number.
- *101*: the return status message provided by the third-party processor.

See *Enterprise PeopleTools PeopleBook: PeopleSoft Process Scheduler*, "Using Process Monitor"

Viewing Accounting Lines

This section discusses how to view generated accounting lines. The system generates accounting lines through the GL Interface process.

Page Used to View Accounting Lines

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Accounting Line	AV_ACCTG_LN_INQ	Contributor Relations, Session Management, Supervise Sessions, Accounting Line Summary	View accounting line information, generated by the GL Interface process, that resides on the AV_ACCTG_LN table.

Viewing Generated Accounting Lines

Access the Accounting Line page (Contributor Relations, Session Management, Supervise Sessions, Accounting Line Summary).

Accounting Line

Business Unit: MEDBU Medical Business Unit

Search/Match

☒ **Person**

☐ **External Organization**

☐ **Session Number**

☐ **Run Date and Sequence Number**

General Information 1								Journal Information	Currency Information	Session Information	GL Chartfield 1	GL Chartfield 2
Session Nbr	Name	Ledger	General Ledger Unit	Account	Department	Project/Grant	Accounting Date					
1 170	Crosbie,Edward	ACTUALS	PSUNV	400000	LAS		06/04/2006					
2 170	Crosbie,Edward	ACTUALS	PSUNV	110000	LAS		06/04/2006					
3 170	Crosbie,Edward	ACTUALS	PSUNV	110000	LAS	LIBRARY	06/04/2006					
4 171	Crosbie,Edward	ACTUALS	PSUNV	110000	LAS	LIBRARY	06/04/2006					
5 171	Crosbie,Edward	ACTUALS	PSUNV	300000	LAS	LIBRARY	06/04/2006					
6 173	Crosbie,Edward	ACTUALS	PSUNV	400000	LAS		06/04/2006					

Accounting Line page

Note. Multiple views of this page are available by clicking the tabs in the scroll area.

Search Criteria

Here are fields that are common to all views.

- Person** Select this option to view the accounting lines for a single person. Enter the ID in the field to the right. Only those transactions on the accounting line table that involve this person and the selected business unit are available for review.
- External Organization** Select this option to view the accounting lines for a single external organization. Enter the external organization in the field to the right. Only those external organizations with transactions on the accounting line table for this business unit are available for review.
- Session Number** Select this option to view the accounting line for an entire session. Enter the session number in the field to the right. Only those session numbers on the accounting line table for this business unit are available for review.
- Run Date and Sequence Number** Select this option to view the accounting line for a specific GL Interface process instance. Enter a date and the sequence number in the fields to the right. You must enter the date before the sequence number. Only those sequence numbers on the date you select on the accounting line table for this business unit are available for review.

GL Chartfield 1 and 2

These tabs display the information sent to PeopleSoft Enterprise Financials 8.4 and 8.8. The GL Interface process currently populates the following fields:

- Fund
- Alternate Account
- Budget Reference
- Chartfield 1
- Chartfield 2
- Chartfield 3

See Also

Chapter 20, "Interfacing with PeopleSoft Enterprise Financials," Viewing Accounting Lines, page 606

Chapter 20, "Interfacing with PeopleSoft Enterprise Financials," page 593

Viewing Suspended Sessions

This section discusses how to view information about suspended sessions.

Page Used to View Suspended Sessions


<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Suspended Sessions	AV_SPSN_SESSION	<ul style="list-style-type: none"> Contributor Relations, Session Management, Supervise Sessions, Suspended Sessions Contributor Relations, Session Management, Supervise Sessions, Membership Sessions, Suspended Membership Sessions 	View information about sessions that were suspended during the posting process.


Viewing Suspended Session Information

Access the Suspended Sessions page (Contributor Relations, Session Management, Supervise Sessions, Suspended Sessions).

Suspended Sessions

Institution: PSUNV PeopleSoft University

Business Unit:  Refresh

Customize Find View All  First 1 of 1 Last						
<u>Business Unit</u>	<u>Session Number</u>	<u>Session Type</u>	<u>Session Status</u>	<u>User ID</u>	<u>General Ledger Posting Date</u>	<u>Suspense Reason</u>

Suspended Sessions page

When you post gift and pledge sessions, the system displays any sessions that were suspended for any reason on this page. You can reopen the session and make the necessary adjustments to enable proper posting.

Suspense Reason Displays the reason the system suspended the session. The following table lists the possible suspense reasons and their corresponding messages.

<i>Reason</i>	<i>Message</i>
If a Contributor Relations Clearing Account Item Type is not set up correctly	Clearing Acct ITEM_TYPE Missing for <i>Institution</i>
If the Gift Total does not equal zero after subtracting each of the designation/recognition totals for the gift	Gift Amt of Gift <i>Number</i> not distributed
If the Adjusted Gift Total does not equal zero after subtracting each of the designation/recognition totals for an adjusted gift	Adjust Amt of Gift <i>Number</i> not distributed
If the Pledge Total does not equal zero after subtracting each of the designation/recognition totals for a pledge	Pledge Amt of Pledge <i>Number</i> not distributed
If the Adjusted Pledge Total does not equal zero after subtracting each of the designation/recognition totals for an adjusted Pledge	Adjust Amt of Pledge <i>Number</i> not distributed
If the Membership Total does not equal zero after subtracting each of the designation/recognition totals for a membership	Total Amt of Membership <i>Number</i> not distributed
If the Adjusted Membership Total does not equal zero after subtracting each of the designation/recognition totals for a membership	Adjust Amt of membership not distributed

<i>Reason</i>	<i>Message</i>
If the Tender Item Type is not set up correctly	Item type not defined for Tender
If a transaction is missing a designation	DESIGNATION Missing for Gift Nbr
If a designation is set up without an Item Type	Item Type Missing for Designation
If a membership transaction is missing a designation	DESIGNATION Missing for Mbr Pmt Nbr
If a membership transaction includes a designation without an Item Type	Designation ITEM_TYPE Missing for Designation
If an Item Type does not include a valid GL Interface record	GL Interface missing for Item Type
If the designation's Item Type DB/CR Indicator is not set correctly to build a dual accounting line	DB/CR Indicator incorrect for Item Type
If the Item Type's GL Interface record does not include a valid business unit	GL Interface BUSINESS_UNIT Missing for Item Type
If a designation is included in a transaction that is no longer active	Active Designation not found

If any of these errors occur in the GL Interface process, the system rolls back all processing related to the session and sets the AV_SESSION_TBL.SESS_STATUS field to S. These sessions appear on the Suspended Sessions page.

To fix the session for reprocessing, the situation underlying each error in the session must be corrected before balancing, queuing, and running the GL Interface process again. For example, if a designation is missing an item type, you have two choices.

You must either update the designation fund record by adding an item type on the Designation Funds page, or select a different designation for the transaction in the entry page of the session for the transaction that erred.

Open

Click to reopen the session for editing. After reopening the session, go to the Gift Entry, Pledge Entry, Member Entry, Adjust Gift, Adjust Pledge, or Adjust Member page to correct the problem within a session.

To correct the setup values, go to the appropriate page – Item Type, Designation Funds, Tender Type, or CR Business Unit – and make the change.

Viewing Information About and Transferring Sessions

Use the Session Filter and Session Summary pages to view information about existing sessions. The Session Filter page enables you to select criteria to narrow the number of sessions you view, and the Session Summary page displays summaries of the sessions matching your selection criteria. From the Session Summary page, you can reopen sessions that have been balanced, make changes to the transactions in a session, or transfer sessions to new users if you have gift and pledge supervisor status on the Staff Roles page.

This section discusses how to:

- Filter sessions.
- View a session summary.
- Transfer sessions.
- Reopen and edit expected counts and amounts for sessions.

Pages Used to View Information About and Transfer Sessions

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Session Filter	AV_SESS_FLTR	<ul style="list-style-type: none"> Contributor Relations, Session Management, Supervise Sessions, Session Summary, Session Filter Contributor Relations, Session Management, Supervise Sessions, Membership Sessions, Membership Session Summary, Session Filter 	Select criteria to narrow the number of sessions you view on the Session Summary page.
Session Summary	AV_SESS_SMRY	<ul style="list-style-type: none"> Contributor Relations, Session Management, Supervise Sessions, Session Summary, Session Summary Contributor Relations, Session Management, Supervise Sessions, Membership Sessions, Membership Session Summary 	View information about sessions.
Transfer	AV_SESS_TRSFR_SP	Click the Transfer Session link on the Session Summary page.	Transfer a session from one user to another.

Filtering Sessions

Access the Session Filter page (Contributor Relations, Session Management, Supervise Sessions, Session Summary, Session Filter).

Session FilterSession Summary

Institution:

PSUNV

PeopleSoft University

Business Unit:

MEDBU

Session Status:

Open

User ID:

PS

Session Type:

Self Service Session

☐

Search

Item

From

To

Date Opened:

Post Date:

Balance Date:

Actual Total Count:

Actual Total Amount:

USD

Session Filter page

Business Unit

Enter the business unit for which to view session information.

Session Status

Select a valid session status, such as *Open*, *Balanced*, *Posted*, *Queued*, or *Suspense*. If you do not specify a session status, the Session Summary page displays all sessions, regardless of session status.

Field values are delivered with the system as translate values. Do not modify these translate values in any way. Any modifications to these values will require a substantial programming effort.

User ID

Displays the ID of the person who controls the session.

Note. This field is only available for selection if you are a gift and pledge supervisor; otherwise, your user ID appears here.

Session Type

Select a valid session type, such as *Gift*, *Pledge*, *Gift Adjustment*, *Pledge Adjustment*, *Member*, or *Member Adjustment*. If you do not specify a session type, the Session Summary page displays all sessions, regardless of session type.

Session types are delivered with the system as translate values. Do not modify these translate values in any way. Any modifications to these values will require a substantial programming effort.

Self Service Session

Select to filter for gifts made through the Involvement online giving process.

Copyright © 1988, 2010, Oracle and/or its affiliates. All Rights Reserved.

537

Date Opened, Post Date, and Balance Date Enter a date opened, post date and balance date range. Select the earliest date in the range from the From prompt box, and the latest date in the range from the To prompt box. A post date range is the date range in which sessions were posted during the GL Interface process. A balance date range is the date range in which sessions were balanced in the system. The sessions matching your date ranges appear on the Session Summary page.

Important! To filter transactions for an exact date, enter the same value in both the from and to fields.

Actual Total Count and Actual Total Amount Enter an actual total count and actual total amount range. Enter the lowest count or amount in the From field, and the highest count or amount in the To field. An actual total count range specifies the number of transactions contained in a session. The actual total amount range specifies the monetary total of a session. The sessions matching the ranges you enter appear on the Session Summary page.

Search Click to retrieve a list of results matching your selection criteria.

Note. The Maximum Retrieval value, set on the Institution Installation page, determines the maximum number of results returned per search.

Viewing a Session Summary

Access the Session Summary page (Contributor Relations, Session Management, Supervise Sessions, Session Summary, Session Summary).

Session Filter		Session Summary									
Institution:		PSUNV PeopleSoft University									
Total Count:		3		Total Amount:		16,344.35 USD					
Expected	Session Number	Business Unit	Session Type	Session Status	User ID	Date Opened	Balance Date	Post Date	Actual Count	Actual Amount	Self Service Session
Expected	123	MEDBU	Gift Adj	Open	PS	10/22/2001				0.00 USD	<input type="checkbox"/>
Expected	125	MEDBU	Gift	Open	PS	10/22/2001			1	344.35 USD	<input type="checkbox"/>
Expected	127	MEDBU	Pledge Adj	Open	PS	10/22/2001			1	15,000.00 USD	<input type="checkbox"/>
Expected	162	MEDBU	Gift	Open	PS	11/05/2004			1	1,000.00 USD	<input type="checkbox"/>

Session Summary page

If you are a Gift and Pledge Supervisor, you can reopen and transfer sessions using this page.

Expected

Click to reopen the Expected Count and Expected Amount fields on the Maintain Sessions page for editing. You must be assigned the role of gift and pledge supervisor through the Staff Roles page to access this button.

See [Chapter 18, "Processing Commitments," Reopening and Editing Expected Counts and Amounts for Sessions, page 540.](#)

Self Service Session

Indicates the gifts in the session that were created as a result of online giving.

See Also

[Chapter 17, "Entering Commitments," Initializing and Balancing the Session, page 428](#)

Transferring Sessions

Access the Transfer page (Click the Transfer Session link on the Session Summary page).

Transfer	
From	
User ID:	PS
Name:	Locherty, Betty
To	
User ID:	<input type="text"/>
Name:	<input type="text"/>
<input type="button" value="OK"/> <input type="button" value="Cancel"/>	

Transfer page

Sessions are tied to User ID; essentially, they are "owned" by the person who creates them. A gift and pledge supervisor or membership supervisor may need this page to transfer a session from one user to another, for example because the owner could not finish the data entry for one reason or another.

Operator ID

Enter the ID of the user to whom to transfer the session.

Reopening and Editing Expected Counts and Amounts for Sessions

If you try to balance a session on the Maintain Sessions page and you discover data entry errors that prevent you from balancing the session, you must correct the erroneous expected counts and amounts so that the session can balance. However, for security reasons, when you enter and save expected counts and amounts, the system locks them so that they cannot be changed without intervention. Therefore, to correct erroneous data you must reopen the expected counts and amounts for the session on which you are working. Note, however, that only individuals at your institution who have been assigned the role of Gift and Pledge Supervisor (GPS) or Member Supervisor (MS) on the Staff Roles page can reopen expected counts and amounts for a session. Thus, you must first assign an individual the GPS staff role, and then that person can reopen the expected counts and amounts.

Note. To reopen expected counts and amounts within a session, the session cannot have been queued for posting, nor can it have been posted through the GL Interface process.

To reopen expected counts and amounts:

1. Add an ID for the person who will be assigned the GPS role (if not already in the system).

To add IDs, select Set Up SACR, Product Related, Contributor Relations, CR Common Definitions, Resources, Staff.

2. Assign the person the GPS role.

Insert a row on the Staff Roles page, select the GPS role, and save the page.

To assign roles, select Set Up SACR, Product Related, Contributor Relations, CR Common Definitions, Resources, Staff Roles.

Note. If you are logged in as the ID to which you just assigned the GPS role, you do not have to log out to continue this procedure.

3. Select filter criteria on the Session Filter page and search for the session to be reopened.

Your search criteria might return multiple sessions, which is fine.

To select filter criteria, select Contributor Relations, Session Management, Session Filter.

4. Reopen the expected counts and amounts.

Go to the Session Summary page. If you are logged onto the system as the GPS you have additional buttons such as Expected and Open, and a Transfer link. The buttons and links you see depend on the state of the session. Locate the row of the session to reopen and click the Expected button in that row. A message appears that indicates that the session has now been reopened.

To access the Session Summary page, enter your criteria on the Session Filter page and click the Search button.

5. Edit the expected counts and amounts.

Go to the Maintain Gift Sessions, Maintain Pledge Sessions, or Maintain Membership sessions page (depending on what you are working on). Upon entering this page be sure to select the session that you just reopened. The Expt Cnt (expected count) and Expt Amt (expected amount) fields are now available for input. You can edit these fields.

To access the Maintain Sessions pages, select Contributor Relations, Session Management, Enter Gifts, Maintain Gift Sessions, or Contributor Relations, Session Management, Enter Pledges, Maintain Pledge Sessions, or Contributor Relations, Session Management, Enter Memberships, Maintain Membership Sessions.

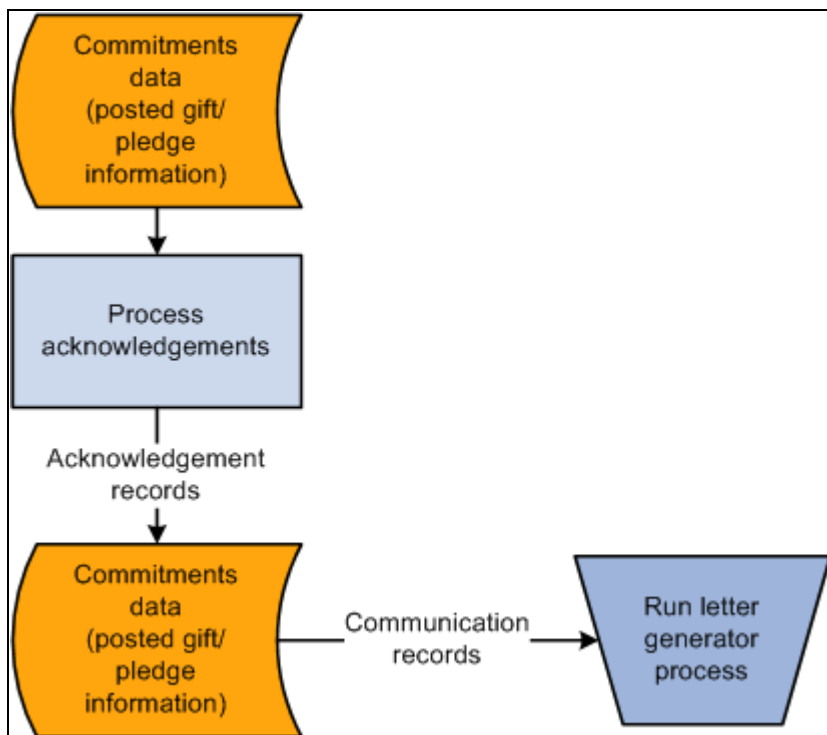
Note. When the fields are edited and saved, you would need to perform Steps 3 and 4 again to reopen the session for editing.

Managing the Acknowledgement Process

In Contributor Relations, acknowledgement letters and receipts are either queued automatically based on parameters you define when you set up your system or queued manually. After they are queued, communications are generated using the letter generator process.

Before you run the acknowledgement process you must first define the acknowledgement and letter setup for the institution and establish joint relationships. All gifts and pledges to be acknowledged must be posted through the GL Interface process.

The following diagram represents the way acknowledgement information feeds into the joint letter generation process:



Acknowledgement process into letter generation

The 3Cs Engine generates joint communications for acknowledgement letters and receipts. After the communications record exists, you can run the Letter Generator process (CCLTRGEN). The 3C Engine runs through a series of rules to determine which records are joined and should receive joint communications. Any remaining unjoined records receive individual communications. The Letter Generator creates a Comma Separated Values (.csv) file containing data needed to generate both joint and individual letters. The .csv file can be merged with a Microsoft Word template to produce actual letters.

Understanding How the Acknowledgement Generation Process Works

When acknowledgements are processed, the system runs a series of checks to determine which letters a donor should receive.

Those steps include:

1. The system runs through each item you prioritized on the Institution Installation 2 page.

On that page, you entered numbers to represent the priority for sending acknowledgement letters. The priority you set determines which acknowledgement setup parameters are looked at first to determine which letter a donor receives. For each item you prioritized, the system checks the acknowledgement rules and either generates a communications record, assigns the acknowledgement to a role, or assigns it to suspense.

2. The system looks at the designation fund set up for each designation to which the donor gave.

If an acknowledgement event ID is assigned to a designation fund, a communications record is generated. If a role is assigned to a designation fund, the acknowledgement is assigned to staff members with that role.

Note. If the Anonymous check box is selected on the Recognition page when entering a transaction, the system does not run these checks and does not produce an acknowledgement letter.

Understanding Joint Acknowledgements and Spousal Relationships

The Joint Letter Generator follows specific rules about spousal relationships when generating acknowledgements and receipts. You must be careful when defining defaults for gift recognition splits between spouses to ensure that gifts are properly acknowledged.

Note. To make spouses jointly acknowledged, you must establish a joint record and set up salutations and a joint address using the Relationships component.

On the Contributor Relations Installation page you can define default split percentages between a donor and spouse for various credit types.

Use the following example to determine how default splits affect joint receipting and acknowledgements.

Example

A donor gives a gift of 1,000 USD:

If a joint relationship exists between a donor and spouse and you set the following defaults:

	<i>Donor</i>	<i>Spouse</i>
Hard Credit	50 percent	50 percent
Soft Credit	50 percent	50 percent

The donor and spouse receive a joint receipt for 1,000 USD. Depending on how you set up acknowledgement rules, they may also receive a joint acknowledgement for 1,000 USD.

If a joint relationship does not exist between a donor and spouse and you set the following defaults:

	<i>Donor</i>	<i>Spouse</i>
Hard Credit	50 percent	50 percent
Soft Credit	50 percent	50 percent

The donor and spouse each receive separate receipts for 500 USD. Depending on how you set up acknowledgement rules they may also receive separate acknowledgement letters for 500 USD each. No joint communications are created.

If a joint relationship exists between a donor and spouse and you set the following defaults:

	<i>Donor</i>	<i>Spouse</i>
Hard Credit	100 percent	0 percent
Soft Credit	0 percent	100 percent

The donor and spouse receive a joint receipt for 1,000 USD. Depending on the acknowledgement rules you set up and whether the Acknowledge Soft Credit check box is selected on the Institution Installation 2 page, they may also receive a joint acknowledgement for 1,000 USD.

Note. We recommend that you use this configuration to ensure sending the appropriate acknowledgement letter for the highest hard credit recognized. The system adds hard credits for joint records together, but the letter code for the acknowledgement is selected based on an individual's hard credit rather than the joint hard credit calculation.

If a joint relationship does not exist between a donor and spouse and you set the following defaults:

	<i>Donor</i>	<i>Spouse</i>
Hard Credit	100 percent	0 percent
Soft Credit	0 percent	100 percent

The donor receives a receipt for 1,000 USD. The donor may also receive an acknowledgement letter for 1,000 USD. Depending on the acknowledgement rules you set up and whether the Acknowledge Soft Credit check box is selected on the Institution Installation 2 page, the spouse may receive an acknowledgement for 1,000 USD indicating zero charitable amount. No joint communications are created.

See Also

PeopleSoft Enterprise Campus Community 9.0 Fundamentals PeopleBook, "Managing Communications," Understanding Joint Communications

Chapter 2, "Setting Up Your Contributor Relations Framework," Setting Up Institution Defaults, page 9

Processing Acknowledgement Letters

This section discusses how to automatically process acknowledgment letters.

Page Used to Process Acknowledgement Letters

Page Name	Definition Name	Navigation	Usage
Process Acknowledgements	AV_RUNCTL_ACKNLDG	Contributor Relations, Session Management, Acknowledgements, Process Acknowledgements	Process the acknowledgement letters that are queued automatically based on the setup parameters you set for acknowledgements.

Processing Acknowledgements Automatically Using a COBOL Process (AVPACKNL)

Access the Process Acknowledgements page (Contributor Relations, Session Management, Acknowledgements, Process Acknowledgements).

Process Acknowledgements

Run Control ID: PS [Report Manager](#) [Process Monitor](#) **Run**

*Business Unit: MEDBU Medical Business Unit

*Institution: PeopleSoft University

*Commit Level: 100

Process Acknowledgements page

Business Unit Enter the business unit for which to process acknowledgements.

Commit Level Determine how many sessions for which acknowledgement letters are processed before the system commits them to the database.

If the process is set up, when you click the Run button, the system runs the AVPACKNL process at user-defined intervals.

Generating Acknowledgement Letters

Access the Letter Generation page (Contributor Relations, Communications, Process Communications, Letter Generation).

Contributor Relations uses Campus Community's letter generation process to generate acknowledgement letters when they have been processed.

See *PeopleSoft Enterprise Campus Community 9.0 Fundamentals PeopleBook*, "Managing Communications," Using the Letter Generation Process.

Working with Manually Generated Acknowledgements

You can set up parameters so that acknowledgement letters are automatically generated based on a donor's service indicators, gift amounts, and so on. However, some commitments do not fall into the parameters of these defaults, so those acknowledgements are assigned to a staff member or a suspense file and written or processed separately.

This section discusses how to:

- View acknowledgements in suspense.
- View acknowledgement details.
- Transfer an acknowledgement.
- View acknowledgement lists.

Pages Used to Work with Manually Generated Acknowledgements

Page Name	Definition Name	Navigation	Usage
Acknowledge Suspense	AV_ACKNLDG_SPSNS	Contributor Relations, Session Management, Acknowledgements, Acknowledge Suspense	View a list of all the acknowledgements assigned to suspense, transfer acknowledgements to other staff members, and access the page used to process acknowledgement letters.
Acknowledgement List	AV_ACKNLDG_LIST	Contributor Relations, Session Management, Acknowledgements, Acknowledgement List	View a list of all the acknowledgements assigned to your role, transfer acknowledgements to other staff members, and access the page used to process acknowledgements.
Acknowledgement Detail	AV_ACKNLDG_DTL_SP	Click the Process button on the Acknowledgement Suspense or Acknowledgement List page.	Process acknowledgements letters that were placed in suspense or assigned to you.
Transfer	AV_ACKNLDG_TRNS_SP	Click the Transfer button on the Acknowledgement Suspense or Acknowledgement List page.	Transfer acknowledgements assigned to yourself or suspense to other staff members at your institution.

Viewing Acknowledgements in Suspense

Access the Acknowledge Suspense page (Contributor Relations, Session Management, Acknowledgements, Acknowledge Suspense).

Acknowledge Suspense

Institution: PSUNV PeopleSoft University

Select	Gift Nbr	Acknowledgement Type	ID	Constituent	Suspense Reason	Process Button
<input type="checkbox"/>	217	Pledge	AV0036	Sargent,Russell	Gift Amount	Process Button
<input type="checkbox"/>	218	Pledge	AV0036	Sargent,Russell	Gift Amount	Process Button
<input checked="" type="checkbox"/>	219	Pledge	AV0044	Llendo,Ramon	Gift Amount	Process Button
<input type="checkbox"/>	223	Pledge	AV0036	Sargent,Russell	Gift Amount	Process Button
<input type="checkbox"/>	224	Pledge	AV0036	Sargent,Russell	Gift Amount	Process Button
<input checked="" type="checkbox"/>	225	Pledge	AV0044	Llendo,Ramon	Gift Amount	Process Button

[Transfer](#)

[All](#)
Workset:
Description:
Method:
[Build](#)

Acknowledgement Suspense page

Important! Acknowledgements are assigned to suspense if they do not fall into any of the setup parameters established when defining acknowledgement rules. They are also assigned to suspense if they are assigned to a role and there is not a resource assigned to that role.

Select Select each record for which to transfer acknowledgements.

Process Click to process acknowledgement letters on the Acknowledgement Detail Page.

Transfer Click to assign the acknowledgement to another staff member on the Transfer Page.

If there is a gift level range (such as gifts less than 50 USD) for which only a receipt should be produced, be sure to include a row in the gift level portion of the acknowledgement setup to manage this. To produce only a receipt, set the No Receipt flag to *Yes* and select the same event ID that is selected for your receipt. The system generates a receipt but does not produce an acknowledgement letter. If you do not do this the acknowledgement process sends everything in the acknowledgement list to the manual acknowledgement suspense process.

You can build a workset from this page.

See Also

[Chapter 3, "General Functions Used Throughout the System," Building a Workset From a Page in the System, page 26](#)

Viewing Acknowledgement Details

Access the Acknowledgement Detail page (Click the Process Button on the Acknowledgement Suspense or Acknowledgement List page).

Acknowledgement Detail

ID:	AD1035	Martin,Kathy
Date:	08/01/2001	<input type="checkbox"/> In Honor/In Memory
Commitment Type:	GIFT	
Tender Type:		
Amount:	69.56	

Letter

☒ Standard
 ☐ Custom
 ☐ None

Event ID:

 Gift Acknowledgement

Acknowledgement Detail page

When you process a letter you have the options of selecting and generating a standard letter, assigning a customized letter, or not sending a letter.

Standard

If selected, indicates that you will generate your institution's standard acknowledgement letter for this commitment. You are prompted to select an event ID and a communication record is written so that a letter is generated when you next run the letter generation process. The system deletes the record from the AV_ACKNLGD_DTL table upon saving this page.

Custom

If selected, indicates that you will generate a custom acknowledgement letter for this commitment. You are prompted to select an event ID. In addition, a text box displays where you can type comments about the custom letter that you are going to create for the donor. You can view these notes when you view information about the communication record. A communication record is written and marked as complete. The system deletes the record from the AV_ACKNLGD_DTL table upon saving this page. You do not generate a custom letter by running the letter generation process. Custom letters must be generated manually.

None

If selected, indicates that you do not want to generate an acknowledgement letter for this commitment. The system deletes the record from the AV_ACKNLGD_DTL table and does not write a communication record. The record no longer appears in the acknowledgement list or acknowledgement suspense.


Note. We recommend that your institution create an event ID for the purpose of generating custom acknowledgements. The letter code you assign can be a "generic" or blank letter code, since it is not actually used to generate letters. Creating this event ID ensures that a communications record is generated for custom acknowledgements, enabling you to track the communication.

Transferring an Acknowledgement

Access the Transfer page for acknowledgements (Click the Transfer button on the Acknowledgement Suspend or Acknowledgement List page).

Transfer

To

User ID: 

Betty Locherty

Transfer page


Enter the User ID of the person you are assigning the acknowledgement to. The acknowledgement is immediately assigned to the individual you select. If you have selected a group of donors to transfer to another user, all selected acknowledgements will be immediately assigned to the individual you select.

Viewing Acknowledgement Lists


Access the Acknowledgement List page (Contributor Relations, Session Management, Acknowledgements, Acknowledgement List).

Acknowledgement List

Institution: PSUNV PeopleSoft University **User ID:** PS

[Customize](#) | [Find](#) | [View All](#) |  First 1-2 of 2 Last

Select	Gift Nbr	Acknowledgement Type	ID	Constituent	Process Button
<input type="checkbox"/>	248	Gift	AD1035	Martin,Kathy	<input type="button" value="Process Button"/>
<input type="checkbox"/>	249	Gift	AD1036	Jackson,Kelly	<input type="button" value="Process Button"/>

Workset:  **Description:** **Method:**

Acknowledgement List page

Note. If more than one person at your institution is assigned to one role, the acknowledgement appears on the acknowledgement lists of each person with that role. When you complete the acknowledgement, it is removed from the acknowledgement lists of all people with that role so a second letter is not accidentally sent.

Select Select each record for which to transfer acknowledgements.

Process	Click to process acknowledgement letters on the Acknowledgement Detail Page.
Transfer	Click to assign the acknowledgement to another staff member on the Transfer Page.

You can build a workset from this page.

See Also

Chapter 3, "General Functions Used Throughout the System," Building a Workset From a Page in the System, page 26

Managing Joint Communications

Contributor Relations provides the ability to communicate with constituents jointly to a common address rather than producing individual communications for each constituent. For example, you can invite a married couple or two roommates to an event by sending a single invitation to their joint address.

Use the joint communication features on the Relationships and Communications pages to create joint communication for two individuals when at least one of the individuals exists in the database. To set up Joint Communications you must first set up joint salutations, establish a joint relationship, and identify the address to use for the joint communication.

There are two areas in Contributor Relations from which joint communications can be triggered: acknowledgements and receipting, and membership organizations and initiatives. In either instance, the 3C Engine process creates the communication record.

The 3C engine evaluates the selected joint options and determines which records are joined and should receive joint communication. Any remaining unjoined records receive individual communications. After the communication record exists, you can run the Letter Generator.

Note. The Joint Communications feature expands upon the functionality found in Campus Community's Letter Generator. No functionality has been removed from Letter Generator to create the Joint Communications feature.

The following is a list of the communication variable data that the system uses to determine whether or not to send a joint communication:

- Session_no
- Gift_no
- Recognition_type
- Designation
- Intv_cd
- AV_audience
- Aud_type

- Membership_nbr
- AV_mbr_org_cod
- Av_std_ben
- Mbr_pmt_no

See Also

PeopleSoft Enterprise Campus Community 9.0 Fundamentals PeopleBook, "Managing Communications," Understanding Joint Communications

Handling Matching Gifts

This section provides an overview of matching gifts and matching gift processing, and also discusses how to:

- View an organization's matching gift rules.
- View an organization's matching gift restrictions.
- View outstanding matching gifts.
- View expected matching gifts.
- View matching gifts for people.
- View matching gifts for organizations.

Understanding Matching Gifts

Many of the donations donors make can be matched by their employers or by other organizations they are affiliated with. You can track information about the types of gifts organizations match, then have the system calculate a "best guess" of the potential matches for a particular gift. You can modify that "best guess" to reflect the actual matching amount expected for a gift, then track actual matching payments or denied matches against your expectations.

In addition, you can track the matching gift forms that must be submitted before some organizations match a gift.

The process works as follows:

1. Your institution enters information about an organization's matching gift rules and the match ratios for particular programs and gift amounts.

2. A donor gives a gift.

The system checks for potential matching organizations based on the donor's relationships, current work experience, and whether he or she is a qualified contact of an organization. When any one of these criteria exist, the system makes a "best guess" at what the matching gift will be taking into consideration the organization's minimum requirements for amount, ineligible designation matching gift types, ineligible gift types, and match ratio. These expected matches appear on the Outstanding Matching Gifts and External Organization Matching Gifts pages.

3. If they have not already, the donor may need to submit a matching gift form.

Indicate the date the form was received on the Outstanding Matching Gifts Page or the External Organization Matching Gifts page. Not all matching gift organizations require this step.

4. The organization makes a matching gift.

When entering the organization's gift, you can select from a system-generated list of the donors expecting matching gifts from the organization, then indicate which original donations are being matched. Alternately, you mark the expected match record as "Denied," and it no longer appears as a current expected match.

Understanding Matching Gift Processing and Foreign Currencies

Matching gifts rules can be defined in any currency, and a donor can give a gift in any currency. However, all gift amounts are converted to your institution's base currency when transactions are stored. Expected match amounts for gifts where a matching gift is expected are determined as described in the following scenarios:

Assumption for these scenarios: the institution base currency is USD.

Scenario 1: The Gift and the Matching Rules are in Institution Base Currency

The matching gift ratios are set up as follows:

<i>Ratio</i>	<i>Currency</i>	<i>From Amount</i>	<i>To Amount</i>
2:1	USD	0	1,000
1:1	USD	1,001	5,000

A gift of 500 USD is made to the institution. The expected and received match is 1,000 USD.

Scenario 2: The original Gift is in Institution Base Currency and the Matching Gift is not

The matching gift ratios are set up as follows:

<i>Ratio</i>	<i>Currency</i>	<i>From Amount</i>	<i>To Amount</i>
2:1	USD	0	1,000

<i>Ratio</i>	<i>Currency</i>	<i>From Amount</i>	<i>To Amount</i>
1:1	USD	1,001	5,000

A gift of 500 USD is made to the institution. The system expects a match of 1,000, USD but receives a match of 1,300 CAD. The system converts the matching gift to USD using the exchange rate between CAD and USD on the gift date. This rate can be overridden during the gift entry process.

Scenario 3: The Gift and the Matching Rules are not in Institution Base Currency

The matching gift ratios are set up as follows:

<i>Ratio</i>	<i>Currency</i>	<i>From Amount</i>	<i>To Amount</i>
2:1	EUR	0	1,000
1:1	EUR	1,001	5,000

A gift of 500 CAD is made to the institution. The system converts the gift amount to the base currency of USD. The system also converts the matching gift rules to the base amount of USD as of the gift date, and applies the converted gift amount to the converted matching gift rules. The expected match amount is always generated in the base currency code.

Scenario 4: The Gift is not in Institution Base Currency, but is in Matching Rules Currency

The matching gift ratios are set up as follows:

<i>Ratio</i>	<i>Currency</i>	<i>From Amount</i>	<i>To Amount</i>
2:1	EUR	0	1,000
1:1	EUR	1,001	5,000

A gift of 500 EUR is made to the institution. A matching gift of 1,000 EUR is expected/received. The system converts the expected/received matching gift amount to USD as of the gift date.

Pages Used to Handle Matching Gifts

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Matching Gift Rules (inquiry)	AV_MTCH_RULES_INQ	<ul style="list-style-type: none"> Contributor Relations, Session Management, Matching Gifts, Matching Rules Details Contributor Relations, Constituent Information, Organizations, Matching Gift Rules, View Matching Rules, Rules Contributor Relations, Session Management, Matching Gifts, View Matching Rules - Workset, Rules 	View information about an organization's match amount, ratios, and budget rules; eligible and ineligible designation type, gift types, alumni statuses, and employee statuses; and contact information about an organization's matching gift program.
Outstanding Matching Gifts	AV_MTCH_P_LIST AV_MTCH_P_LIST_W	<ul style="list-style-type: none"> Contributor Relations, Session Management, Matching Gifts, Person Matching Gift Contributor Relations, Session Management, Matching Gifts, Matching Gifts - Workset 	View information about the expected matching gifts resulting from a donor's gifts.
Ext Org Matching Gifts (external organization matching gifts) inquiry page	AV_MTCH_O_LIST	Contributor Relations, Session Management, Matching Gifts, Ext Org Matching Gift	View the gifts that an organization is expected to match and to mark a matching gift as denied.
Person Matching Gifts	AV_MTCH_P_INQ	Contributor Relations, Analyze Giving History, Person Giving Summaries, Person Matching Gifts	View information about donors' gifts that are matched by external organizations.
Ext Org Matching Gifts (external organization matching gifts)	AV_MTCH_O_INQ	Contributor Relations, Analyze Giving History, Organization Giving Summaries, Ext Org Matching Gifts	View information about donors' gifts that an organization has matched or declined to match.

Viewing an Organization's Matching Gift Rules

The Matching Rules inquiry component enables you to view the matching gift rules defined for an organization. You can view information about minimum match amounts and match ratios, the designations for which gifts can be matched, the annual matching gift budget, required information and contacts, and any matching gift restrictions the organization has.

Access the Matching Gift Rules inquiry page (Contributor Relations, Session Management, Matching Gifts, Matching Rules Details).

Matching Gift Rules

Organization Testing Corp
ID: AV5555

Min Amt: 25.00 USD
MG Designation Type: Any Eligible
'Receipts: Periodically
Distribution Schedule: Annually
Distribution Date:
Deadline Date:

Last Modification Date: 09/10/2006

Annual Matching Gift Budget
Overall Total:
Donor/Institution Total:
Institution Total:
Donor Total:

☐ Payroll Eligibility
☐ Duplicate Match

Matching Gift Ratio			
Ratio	To Ratio	Minimum Match Amount	Maximum Match Amount
1.00 :	2.00	0.00	1,000.00
1.00 :	1.00	1,000.01	2,500.00

Restrictions

Ineligible Designation Types
View All
1 of 1

Matching Gift Type
Athletic Building Funds

Eligible Alumni Status
View All
1 of 1

Alumni Status
Alumnus

Ineligible Gift Types
View All
1 of 1

Gift Type
Alumni Dues

Eligible Employee Status
View All
1 of 1

Employee Status
All Employees

Required Information

Customize | Find | View All |
First 1 of 1 Last

Required Information
Form

Matching Gift Rules inquiry page (1 of 2)

Attachments				
Attached File	Document Date	Description	Updated	View
				View

Matching Gift Contacts				
Find View All First 1 of 1 Last				
Contact Name:	Wale,Tanya			
Job Title:	Director of Matching Gifts			
Contact Phones				
Phone Type	Prefix	Phone	Extension	Preferred
Business		480/555-8909		<input checked="" type="checkbox"/>

Comment:

Matching Gift Rules inquiry page (2 of 2)

- Min Amt** (minimum amount) Displays a minimum amount for gifts that the organization will match. The organization will only match gifts that are equal to or greater than the amount in this field.
- MG Designation Type** (matching gift designation type) Indicates the designation to which matching gift funds must be applied when they are received. This field enables you to determine to what designations a matching gift company's payment should be allocated.
- Receipts** Displays receipt options.
Periodically: receipts may be combined and sent to the organization periodically.
Each Gift: the organization requires a receipt from your institution for each company gift.
- Distribution Schedule** Displays the frequency with which organizations make matching gift payments to your institution.
- Deadline Date** Displays the date on which a completed matching gift form must be received by the organization in order for it to match the gift.
- Payroll Eligibility** Indicates the organization offers employees the option of having payroll deduction gifts matched through its matching gift program.
- Duplicate Match** Indicates the organization matches gifts that are matched by other organizations.

Annual Matching Gift Budget

Overall Total	Displays the organization's annual matching gift budget. This amount represents the total amount the organization will donate in matching gift payments to your institution as well as other institutions for the current year.
Donor/Institution Total	Displays the maximum monetary amount the organization will match toward one donor's gifts to your institution this year
Institution Total	Displays the maximum monetary amount the organization will give to your institution in matching gift payments this year.
Donor Total	Displays the maximum amount the organization will pay in matching gifts for donations made by one donor to your institution as well as other institutions this year.

Matching Gift Ratio

Ratio and To Ratio	Displays the formula by which an organization calculates the amount it will match for each regular donor gift to your institution.
Minimum Match Amount and Maximum Match Amount	Displays amounts used in the automatic calculation of the expected matching gift amount.

Restrictions

Ineligible Designation Types	Displays the designation types that are not eligible for an organization's matching gift program.
Ineligible Gift Types	Displays the certain gift types that the organization will not match.
Eligible Alumni Status	Displays the status a donor must have as a formal student of your institution in order for the organization to match gifts.
Eligible Employee Status	Displays the status a donor must have as an employee at the organization for it to match gifts.

Attachments






Use the fields in this group box to view existing attachments to the organization's matching gift rules record. Click the View link to open the attachment in a new window.

Viewing Outstanding Matching Gifts

Access the Outstanding Matching Gifts page (Contributor Relations, Session Management, Matching Gifts, Person Matching Gift).

Shawn Gallagher

ID: AV0001



Constituent Type: [Alumni](#)

Year: [2001](#) PSUNV


Prospect Manager: Mario Capozzelli

*Time Frame:

Current

Business Unit:

Refresh

Customize | Find | View All |  First 1-2 of 2 Last

	Business Unit	Gift Number	Gift Date	Name	Expected Match Amount	Actual Match Amount	Process Date	Denied Date
1	PSUNV	322	09/10/2006	Bechtel Power Company	499.00		<div></div> 31	<div></div> 31
2	PSUNV	322	09/10/2006	Lambert Manufacturing	490.00		<div></div> 31	<div></div> 31

Outstanding Matching Gifts page

- Business Unit

Enter the business unit for which to view a donor's gifts with outstanding matches. The outstanding matching gifts that fall within the parameters you select appear on this page.
- Gift Number

Click a gift number link to view detailed information about a particular gift on the Gift Detail page.
- Process Date

Displays the date the matching gift form was submitted to the matching gift organization.
- Denied Date

If the matching gift is denied by the matching organization, enter the date that you received the denial.
- Details

Click to view detailed information about a particular gift on the Gift Detail page.

Viewing Expected Matching Gifts

Access the Ext Org Matching Gifts page (Contributor Relations, Session Management, Matching Gifts, Ext Org Matching Gift).

Ext Org Matching Gifts

Ford Motor Company
ID: AV1000

Constituent Type: Corporation
Institution: PSUNV
Prospect Manager: NONE

Time Frame: Current
Business Unit:
Refresh

Business Unit	Gift Number	Gift Date	Name	Expected Match Amount	Actual Match Amount	Process Date	Denied Date
1 PSUNV	304	09/13/2003	Beatty,Will	990.00		09/28/2004	

Ext Org Matching Gifts page

This page displays both matching gifts entered individually as well as those picked up by the COBOL cleanup process run on the Maintain Sessions page.

- Business Unit** Enter the business unit at your institution for which to view the organization's expected matching gifts. The matching gift records that fall within the time frame and business unit you select appear on this page.
- Gift Number** Click a gift number link to view detailed information about a particular gift on the Gift Detail page.
- Process Date** The date on which the matching gift is processed.
- Denied Date** Enter the date on which the matching gift is denied if applicable.
- Details** Click to view detailed information about the particular gift that's potentially being matched on the Gift Detail page.

Viewing Matching Gifts for People

Access the Person Matching Gifts page (Contributor Relations, Analyze Giving History, Person Giving Summaries, Person Matching Gifts).

Person Matching Gifts

Shawn Gallegher
ID: AV0001

Constituent Type: [Alumni](#)
Year: [2001](#) PSUNV
Prospect Manager: Mario Capozzelli

Time Frame:
Business Unit:

Customize Find View All First 1-2 of 2 Last								
	Business Unit	Gift Number	Gift Date	Org ID	Name	Expected Match Amount	Actual Match Amount	Denied Date
1	PSUNV	322	09/10/2006	AV1010	Bechtel Power Company	499.00		
2	PSUNV	322	09/10/2006	AV2000	Lambert Manufacturing	490.00		

Total Expected Amount: 989.00 USD
Total Actual Amount: 0.00 USD
Total Count: 2

Person Matching Gifts page

This page displays both matching gifts entered individually as well as those picked up by the COBOL cleanup process run on the Maintain Sessions page.

Business Unit	Displays the business unit associated with the expected matching gift.
Gift Number	Click a gift number link to view detailed information about a particular gift on the Gift Detail page.
Gift Date	Displays the date on which the gift was made to your institution.
Expected Match Amount	Displays the monetary amount you expect to receive as a matched gift from the organization for the donor's original gift.
Actual Match Amount	Displays the monetary amount actually received as a matching gift payment.
Denied Date	Displays the date on which the matching gift was denied, if applicable.
Details	Click to open the Gift Detail page, where you can view detailed information about the particular gift that's potentially being matched.

See Also

[Chapter 18, "Processing Commitments," Viewing Expected Matching Gifts, page 558](#)

Viewing Matching Gifts for Organizations

Access the Ext Org Matching Gifts inquiry page (Contributor Relations, Analyze Giving History, Organization Giving Summaries, Ext Org Matching Gifts). The fields on this page are the same as those on the Person Matching Gifts page.

See [Chapter 18, "Processing Commitments," Viewing Matching Gifts for People, page 559.](#)

Managing Giving Clubs

This section provides an overview of giving clubs and discusses how to:

- Manually generate giving club memberships.
- Generating giving club memberships.
- Track giving club progress.
- View a giving club summary.
- View a giving club membership summary.

Understanding Giving Clubs

You can define the giving clubs, their levels, and their membership rules.

When clubs are created, membership is generated by the system using the Process Giving Clubs routine. When a donor reaches the required giving level for a giving club membership, he or she becomes a member of the club.

You can track information about the members of each giving club at your institution as well as information about the progress and structure of each giving club.

Pages Used to Manage Giving Clubs

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Giving Club Membership	AV_GCLUB_MBR AV_GCLUB_MBR_E AV_GCLUB_MBR_W	<ul style="list-style-type: none"> Contributor Relations, Session Management, Giving Clubs, Giving Club Membership Contributor Relations, Session Management, Giving Clubs, Giving Club Membership - Org Contributor Relations, Session Management, Giving Clubs, Giving Club Membership - Wkset 	Manually assign a donor to a giving club.

Page Name	Definition Name	Navigation	Usage
Process Giving Clubs	AV_RUNCTL_GCLUBS	Contributor Relations, Session Management, Giving Clubs, Process Giving Clubs	Run the appropriate process to generate giving club memberships and calculate membership levels based on donors' giving.
Giving Club Progress	AV_GCLUB_PRG AV_GCLUB_PRG_E AV_GCLUB_PRG_W	<ul style="list-style-type: none"> Contributor Relations, Analyze Giving History, Person Giving Summaries, Giving Club Progress Contributor Relations, Analyze Giving History, Organization Giving Summaries, Giving Club Progress - Org Contributor Relations, Analyze Giving History, Workset Giving Summaries, Giving Club Progress 	View information about a donor's progression through giving clubs and various club levels at your institution.
Giving Club Summary	AV_GCLUB_SMRY	Contributor Relations, Session Management, Giving Clubs, Giving Club Summary	View a list of all the giving clubs at your institution.
Giving Club Detail	AVB_GCLUB_DTL_SP	Click the Details link on the Giving Club Summary page.	View additional information about a giving club.
Giving Club Level Detail	AV_GCLUB_LVL_SP	Click the Levels button on the Giving Club Summary page.	View information about each giving club level associated with the club.
Giving Club Detail	AV_GCLUB_DTL	Contributor Relations, Session Management, Giving Clubs, Giving Club Detail	View detailed information about a giving club.
Giving Club Levels	AV_GCLUB_LVL_DTL	Contributor Relations, Session Management, Giving Clubs, Giving Club Detail, Giving Club Levels	View the associated membership levels for a giving club.
Giving Club Membership Summary	AV_GCLUB_MBR_SMRY	Contributor Relations, Session Management, Giving Clubs, Giving Club Member Summary	View detailed donor information about the members of a giving club.

Manually Generating Giving Club Memberships

Access the Giving Club Membership page (Contributor Relations, Session Management, Giving Clubs, Giving Club Membership).

Giving Club Membership

Shawn Gallagher ID: AV0001
 Constituent Type: [Alumni](#) Year: [2001](#) PSUNV Prospect Manager: Mario Capozzelli

Find | View All First 1 of 1 Last

Giving Club: LAWSCHOOI Law Capital Campaign Club

Fiscal Year: 2006

Level: CONTRIBUT **Added By:** User

Membership Date: 06/06/2006 **Last Update Timestamp:**

Giving Club Status: Member

Amount: 2,000.00 USD

Description:

Giving Club Membership page

To assign a donor to a giving club you must be the club's administrator. Other staff can view membership information on this page, but cannot update information.

Giving Club	Enter the giving club to which to assign the donor. Available options include valid giving clubs at your institution.
Fiscal Year	Enter the fiscal year for the giving club membership. This field populates by default to the current fiscal year, but can be changed.
Level	Enter the level within the giving club that the donor is qualified for. Level names are usually very specific for each institution and defined based on a donor's level of giving, but an example might include a giving club with levels of <i>Member</i> , <i>Associate</i> , <i>Sponsor</i> , and <i>Benefactor</i> .
Membership Date	Enter the date on which the donor's membership in the giving club begins.
Giving Club Status	Select the current state of the donor's status in the giving club. Values for this field are <i>Member</i> or <i>Accruing</i> . Select <i>Member</i> to automatically add the donor to a giving club. <i>Accruing</i> indicates that the donor is still working toward membership eligibility at the level you selected.

Amount

Enter the amount of the donors giving that qualified them for the giving club.

Generating Giving Club Memberships

Access the Process Giving Clubs page (Contributor Relations, Session Management, Giving Clubs, Process Giving Clubs).

Process Giving Clubs

Run Control ID: GClubs

Report Manager

Process Monitor

Run

Institution: PSUNV

Process Date: 06/02/2006 31

Commit Level: 100

Currency Code: USD

Process Giving Clubs

☒ Unprocessed Sessions

☐ Initialize Select Giving Clubs

☐ Initialize All Giving Clubs

Process Giving Clubs page

Institution

Enter the institution for which giving club records are generated.

Process Date

Enter the date on which the process is run. This field populates by default to the current date.

Note.

AVPGCLUB uses the date you enter to select currently active giving club records. A giving club's start date, end date, and status are determined on the Giving Club Rules page. AVPGCLUB also uses process date to select giving club eligible designations determined on the Giving Club Rules page.

See Chapter 7, "Setting Up Commitment Management," Defining Giving Clubs, page 121.

Commit Level

Enter the number of sessions for which giving club memberships are processed before being committed to the database.

Important!

If a donor's giving club eligibility is affected due to a transaction adjustment, the system "backs out" the membership or level change and returns the donor to his or her previous status. However, the system does not back out any membership additions or changes that are entered manually through the Giving Club Membership page.

In the Process Giving Clubs group box you have three processing options—Unprocessed Sessions, Initialize Select Giving Clubs, and Initialize All Giving Clubs—which are described in detail below. The processes that initialize clubs look at historical member data; the other simply looks at unprocessed current data. You need to select different processing options, depending on the state of your giving clubs.

Giving Club State	Correct Processing Option(s)
All giving clubs are correct	Unprocessed Sessions
Added new giving club	Unprocessed Sessions, then Initialize Select Giving Clubs
Need to rebuild giving clubs	Unprocessed Sessions, then Initialize All Giving Clubs
Changed giving club rules	Unprocessed Sessions, then Initialize Select Giving Clubs

Unprocessed Sessions

Select this option to process giving clubs using the standard AVPGCLUB COBOL process. The system accesses the Session table and retrieves all posted sessions for which giving clubs have not already been processed, based on the institution selected. This option does not look at prior giving, but calculates giving club memberships adding current qualified commitments to transactions previously processed for giving clubs.

Note. You should always run this option prior to running either of the initializing options so that all gifts are included in the initialization process.

Initialize Select Giving Clubs

Select this option to recalculate only the giving clubs you select for the selected institution. When you select this option, a grid appears where you can select which giving clubs you want to initialize. Use this option for two types of clubs: those that are newly created, and those where the rules have changed. It may also be used if you suspect the data may be out of sync or corrupt. The system initializes the club and identifies all qualifying gifts for it. The system then assigns members to giving clubs based on all processed giving. If sessions are posted but have not been processed for giving clubs, the system does not consider those commitments when running this option.

See the note above to run unprocessed sessions first.

Initialize All Giving Clubs

Select this option to recalculate all giving clubs for the selected Institution. The system assigns all members to giving clubs active as of the Process Date, as appropriate, according to the rules set up for each club. Use this option to back up giving club information or rebuild giving club member data if you suspect the data may be out of sync or corrupt. If sessions are posted but have not been processed for giving clubs, the system does not consider those commitments when running this option.

See the note above to run unprocessed sessions first.

Warning! Do not run this process at peak giving periods, since the system uses all existing giving records during processing.

When you process giving clubs, the AVGCLUB PSJob does the following:

1. Runs the AV_GCLUB Application Engine program, which saves existing giving club membership data based on the option selected on the Process Giving Clubs page:
 - Unprocessed Sessions – Does not back up any data. Runs the giving club process for all new commitments that have not been calculated into giving clubs as of runtime.
 - Initialize Select Giving Clubs – Backs up giving club data, from the AV_GCLUB_MBR to the AV_GC_MBR_TMP table, for the selected clubs as it exists immediately prior to runtime.
 - Initialize All Giving Clubs – Backs up giving club data as it exists immediately prior to runtime, from the AV_GCLUB_MBR to the AV_GC_MBR_TMP table, for all giving clubs active as of the process date.
2. Runs the AVPGCLUB COBOL program and calculates giving club membership based on club rules based on the option selected on the Process Giving Clubs page:
 - Unprocessed Sessions – Selects commitments entered within sessions where the giving club flag (GC_FLG) equals 'N', evaluates new commitment data according to club rules, and updates membership data on the AV_GCLUB_MBR table based on current commitments being processed and the last GCLUB_AMT to determine new member or accrual statuses for donors.
 - Initialize Select Giving Clubs – Selects commitments entered within sessions where the giving club flag (GC_FLG) equals 'Y', evaluates historical commitment data according to club rules for the selected clubs, and updates membership data on the AV_GCLUB_MBR table based on all historical commitments to determine new or reinitialized member or accrual statuses for donors.
 - Initialize All Giving Clubs – Selects commitments entered within sessions where the giving club flag (GC_FLG) equals 'Y', evaluates historical commitment data according to club rules for all clubs active as of the process date, and updates membership data on the AV_GCLUB_MBR table based on all historical commitments to determine new or reinitialized member or accrual statuses for donors.
3. Creates the AVGCINIT SQR report which compares the backed up data to the newly generated giving club member data based on the option selected on the Process Giving Clubs page:
 - Unprocessed Sessions – Generates a blank report and concludes the job.
 - Initialize Select Giving Clubs – Generates an SQR report that lists differences for the selected giving clubs, ordered by giving club and fiscal year. Where a difference occurs, the old giving club level and the new giving club level appear, as well as old and new statuses and amounts. The report also includes the previous Added By value.
 - Initialize All Giving Clubs – Generates an SQR report that lists differences for all giving clubs active as of the process date, ordered by giving club and fiscal year. Where a difference occurs, the old giving club level and the new giving club level appear, as well as old and new statuses and amounts. The report also includes the previous Added By value.

Important! Giving club members who were previously added manually to override the giving club rules may not meet criteria for membership when the club is reinitialized. The AVGCINIT report helps you identify differences between prior data and recalculated data so that you can review memberships and add complimentary memberships (at levels higher than those calculated by the program) back in the system by using the Giving Club Membership page.

See Also

[Appendix C, "Contributor Relations Reports," page 655](#)

Tracking Giving Club Progress

Access the Giving Club Progress page (Contributor Relations, Analyze Giving History, Person Giving Summaries, Giving Club Progress).

Giving Club Progress

Shawn Gallegher
ID: AV0001

Constituent Type: [Alumni](#)
Year: [2001](#) PSUNV
Prospect Manager: Mario Capozzelli

Fiscal Year:
Status:

Customize Find View All First 1 of 1 Last					
Name	Level	Amount	Minimum	Maximum	
1 Annual Giving Club	SILVER	1,739.00 USD	1,000.00	0.00	

Giving Club Progress page

Fiscal Year	Enter the fiscal year for which to view giving club information. This field populates by default to the current fiscal year, but can be changed.
Status	Select the giving club status to view information about. Values are <i>Member</i> or <i>Accruing</i> . Member indicates that the donor is currently a member at the level you selected. Accruing indicates that the donor is still working toward membership eligibility at the level you selected.
Minimum and Maximum	Displays the donation range that determine the low and high end of giving to make donors eligible for giving club membership at this level.




Viewing a Giving Club Summary

Access the Giving Club Summary page (Contributor Relations, Session Management, Giving Clubs, Giving Club Summary).

Giving Club Summary

Institution: PSUNV PeopleSoft University

***Time Frame:** Current Search

Customize Find View All  First  1-3 of 3  Last							
	Giving Club	Name	Initiative Code	Start Date	End Date	Status	Levels Details
1	ANNUAL	Annual Giving Club		01/01/1900		Active	Levels Details
2	CENTURY	Century Club	CAMP2000	01/01/1965		Active	Levels Details
3	LAW SCHOOL	Law Capital Campaign Club	LAWCAPITAL	01/01/1995		Active	Levels Details

Giving Club Summary page

Levels Click to view information about the giving club levels associated with each club on the Giving Club Level Detail page.

Details [Click to view detailed information about a giving club on the Giving Club Detail page.](#)

See Also

Chapter 7, "Setting Up Commitment Management," Defining Giving Clubs, page 121

Viewing a Giving Club Membership Summary

Access the Giving Club Membership Summary page (Contributor Relations, Session Management, Giving Clubs, Giving Club Member Summary).

Giving Club Membership Summary

Giving Club:

ANNUAL

Annual Giving Club

Institution:

PSUNV

Find | View All

First 1 of 1 Last

Level:

SILVER

Start Date:

01/01/1900

End Date:

Status:

Active

Fiscal Year:

2006

Search

Members:

0

Amount:

\$0.00

Customize | Find | View All

First 1 of 1 Last

Select	ID	Name	Amount
1			

All

Build

Workset:

Description:

Method:

Giving Club Membership Summary page

Fiscal Year Enter the fiscal year for which to view a list of giving club members.

You can build a workset from this page containing one or more club members.

See Also

[Chapter 3, "General Functions Used Throughout the System," Building a Workset From a Page in the System, page 26](#)

[Chapter 18, "Processing Commitments," Manually Generating Giving Club Memberships, page 563](#)

Generating CAE Reports

This section discusses how to generate reports for the Council for Aid to Education (CAE).

Page Used to Generate CAE Reports

Page Name	Definition Name	Navigation	Usage
CAE Report (Council for Aid to Education report)	AV_RUNCTL_CAE	Contributor Relations, CR Reports, Giving Reports, CAE Report	Set the parameters and run the process that generates the standardized CAE report.

Running a CAE Report

Access the CAE Report page (Contributor Relations, CR Reports, Giving Reports, CAE Report).

CAE Report

Run Control ID: PS [Report Manager](#) [Process Monitor](#) [Run](#)

User ID: PS Institution: PSUNV

*Start Date: 01/01/2007

*End Date: 03/31/2007

CAE Report page

The CAE report summarizes gift income by following standards created by the Council for the Advancement and Support of Education (CASE) and the CAE. Generating the report involves running the CAE Report COBOL process (AVPCAE), then running any or all of the three processes entitled GIFTINC, GIFTINCII, and GIFTINCIV. The result is a four-part report that provides a comprehensive view of donor giving for a single institution during a specific reporting period.

When you run AVPCAE, the COBOL process gathers data from several tables and writes it to two tables:

- AV_CAE_WRK – holds data for Parts I, II, and III.
- AV_CAE_WRK2 – holds data for Part IV.

When you run GIFTINC, GIFTINCII, or GIFTINCIV, the Crystal processes populate the report cells and calculate the report totals using the data in AV_CAE_WRK and AV_CAE_WRK2. The processes create the following sections of the report:

- GIFTINC creates Parts I and II.
- GIFTINCII creates Part III.
- GIFTINCIV creates Part IV.

Important! You *must* run AVPCAE before running GIFTINC, GIFTINCII, and GIFTINCIV in order for the report to populate correctly.

See Also

[Appendix C, "Contributor Relations Reports," AVPCAE, GIFTINC, GIFTINCII, GIFTINCIV – CAE Gift Income Report, page 663](#)

Chapter 19

Analyzing Giving History

This chapter discusses how to:

- Analyze donor history.
- Generate designation donor reports.

Analyzing Donor History

You can track information about a donor's giving patterns and giving history. The system uses information you enter when you create gift and pledge transactions, then summarizes it on a series of pages.

This section lists common elements and discusses how to:

- View a donor's giving profile.
- View an organization's giving profile.
- View a donor's commitment summary.
- View commitment summary details.
- Filter donor commitment registers.
- View donor commitment registers.
- Filter donor transaction registers.
- View donor transaction registers.
- Compare profiles in a workset.

Common Elements Used in This Section

Session Type	Select a session type from the prompt box. Valid session types include <i>Gift</i> , <i>Pledge</i> , <i>Member</i> , <i>Gift Adjustment</i> , <i>Pledge Adjustment</i> , and <i>Member Adjustment</i> . If you do not select a session type, the Commitment Register or Transaction Register page displays gift, pledge, and membership sessions. Adjustment sessions only appear if the View Adjustments check box is selected or if specifically selected in this field. Session types are delivered with the system as translate values. Do not modify these translate values in any way. Any modifications to these values will require a substantial programming effort.
Self Service Session	Enables users to filter for commitment or transaction registers created as a result of an Involvement self-service session.
Credit Type	Select the credit type for which to view information. Credit type refers to the type of credit the donor received for the commitment, such as <i>Hard Credit</i> , <i>Soft Credit</i> , and <i>Vehicle Credit</i> . Credit types, other than hard, are defined by your institution.
Match	If you only want to view transactions that equal a specific amount, enter that amount.

Pages Used to Analyze Giving History

Page Name	Definition Name	Navigation	Usage
Giving Profile	AV_P_GPROFILE AV_P_GPROFILE_W	<ul style="list-style-type: none"> Contributor Relations, Analyze Giving History, Person Giving Summaries, Giving Profile Contributor Relations, Analyze Giving History, Workset Giving Summaries, Giving Profiles - Workset 	View a summary of a donor's giving history.
Giving Profile Org - Giving Profile (giving profile organization - giving profile)	AV_P_GPROFILE_E	Contributor Relations, Analyze Giving History, Organization Giving Summaries, Giving Profile - Org	View a summary of an organization's giving history.

Page Name	Definition Name	Navigation	Usage
Commitment Summary	AV_CMTMT_SMRY AV_CMTMT_SMRY_E AV_CMTMT_SMRY_W	<ul style="list-style-type: none"> Contributor Relations, Analyze Giving History, Person Giving Summaries, Commitment Summary Contributor Relations, Analyze Giving History, Organization Giving Summaries, Commitment Summary - Org Contributor Relations, Analyze Giving History, Workset Giving Summaries, Commitment Summary - Workset 	View information about a donor's total commitments and summaries of a donor's giving history by fiscal year.
Commitment Summary Details	AV_CMTMT_SMRY_SP	Click the Details link on the Commitment Summary page.	View information about a commitment.
Account Details	AV_ACCT_DTL_SP	Click the Designation Name link on the Commitment Summary Details page.	View information about the designation and account for a specific commitment.
Transaction Register	AV_TRANS_LIST_SP	Click the Details link on the Commitment Summary Details page.	View information about how a transaction is allocated to a designation.
Commitment Register Filter	AV_CMTMT_TRNS_FLTR	<ul style="list-style-type: none"> Contributor Relations, Analyze Giving History, Person Giving Summaries, Commitment Register, Commitment Register Filter Contributor Relations, Analyze Giving History, Workset Giving Summaries, Commitment Register - Workset, Commitment Register Filter 	Select criteria used to narrow the number of transactions you view on the Commitment Register page.

Page Name	Definition Name	Navigation	Usage
Commitment Register	AV_CMTMT_TRNS_LIST	<ul style="list-style-type: none"> Contributor Relations, Analyze Giving History, Person Giving Summaries, Commitment Register, Commitment Register Contributor Relations, Analyze Giving History, Workset Giving Summaries, Commitment Register - Workset, Commitment Register 	View the transactions that match the criteria you set on the Commitment Register Filter page.
Transaction Filter	AV_TRANS_FLTR AV_TRANS_FLTR_E AV_TRANS_FLTR_W	<ul style="list-style-type: none"> Contributor Relations, Analyze Giving History, Person Giving Summaries, Transaction Register, Transaction Filter Contributor Relations, Analyze Giving History, Organization Giving Summaries, Transaction Register - Org, Transaction Filter Contributor Relations, Analyze Giving History, Workset Giving Summaries, Transaction Register - Workset, Transaction Filter 	Select criteria used to narrow the number of transactions you view on the Transaction Register page.

Page Name	Definition Name	Navigation	Usage
Transaction Register	AV_TRANS_LIST AV_TRANS_LIST_E AV_TRANS_LIST_W	<ul style="list-style-type: none"> Contributor Relations, Analyze Giving History, Person Giving Summaries, Transaction Register, Transaction Register Contributor Relations, Analyze Giving History, Organization Giving Summaries, Transaction Register - Org, Transaction Register Contributor Relations, Analyze Giving History, Workset Giving Summaries, Transaction Register - Workset, Transaction Register 	View the transactions that meet the criteria you selected on the Transaction Filter page.
Adjust Gift Detail	AV_ADJ_GIFT_DTL_SP	<ul style="list-style-type: none"> Select the View Adjustments check box on the Commitment Register Filter or Transaction Filter page. Click the Details link on the Commitment Register or Transaction Register page for an adjusted gift. 	View detailed information about an adjusted gift.
Adjust Pledge Detail	AV_ADJ_PLDG_DTL_SP	<ul style="list-style-type: none"> Select the View Adjustments check box on the Commitment Register Filter or Transaction Filter page. Click the Details link on the Commitment Register or Transaction Register page for an adjusted pledge. 	View detailed information about an adjusted pledge.
Profile Compare	AV_GP_WSET_CMPR	Contributor Relations, Analyze Giving History, Workset Giving Summaries, Giving Profile Compare	Compare the information contained in giving profiles for the constituents in a workset.
Profile Compare Columns	AV_PROF_CMP_DEF_SP	Click the Profile Compare Columns button on the Profile Compare page.	Change the columns of information to view on the Profile Compare page.

Viewing a Donor's Giving Profile

Access the Giving Profile page (Contributor Relations, Analyze Giving History, Person Giving Summaries, Giving Profile).

Important! You must run the Accumulate Constituent Totals process when processing sessions or after updating matching gift information to ensure that the totals on this page are accurate.

Giving Profile	
Shawn Gallegher ID: AV0001	
Constituent Type: Alumni Year: 2001 PSUNV Prospect Manager: Mario Capozzelli	
Lifetime Information	Historical Information
Lifetime Commitments 0.00 USD	Total YTD Giving 0.00
Lifetime Open Pledges 0.00	Total Prior Year Giving 0.00
Largest Pledge 0.00	Last Gift Date
Lifetime Gifts/Payment 0.00	Last Gift Amount:
Largest Gift 0.00	First Gift Year:
Lifetime Hard Credits 0.00	Total Years Giving: 0
	Consecutive Years Giving: 0
Additional Information	Matching Gift Information
<input type="checkbox"/> Split Recognition	Lifetime Match: 0.00
<input type="checkbox"/> Anonymous	Matched Gifts: 0.00
<input type="checkbox"/> Gift Tribute	Open Matches: 0.00
<input type="checkbox"/> Foundation	Last Match: 0.00
<input checked="" type="checkbox"/> Planned Giving Donor	
Giving Club Progress	<input type="checkbox"/> View Details by Designation

Giving Profile page

Lifetime Information

Lifetime Commitments Displays the total amount of money ever donated or pledged by the donor.

Click to view the date, gift type, credit type, and amount for each commitment made, by business unit, on the Lifetime Commitments page.

Lifetime Open Pledges Displays the total amount of money promised but not yet donated by the donor.

Click to view the date, gift type, credit type, and amount for each outstanding pledge on the Lifetime Open Pledges page.

Largest Pledge	<p>Displays the amount of the largest pledge commitment the donor has made.</p> <p>Click to view detailed information about the pledge on the Largest Pledge page, and to access the Designation Detail and Recognition Detail pages.</p>
Lifetime Gifts/Payment	<p>Displays the total amount of money ever donated by the donor. This amount only includes money actually received, and excludes outstanding pledges.</p> <p>Click to view the date, gift type, credit type, and amount for each gift given on the Lifetime Gifts and Pledge Payments page.</p>
Largest Gift	<p>Displays the amount of the largest gift given by the donor.</p> <p>Click to view detailed information about the largest gift on the Largest Gift page, and to access the Designation Detail, Matching Gifts, and Recognition Detail pages.</p>
Lifetime Hard Credits	<p>Displays the total amount of hard credit given to the donor for recognition purposes.</p> <p>Click to view the date, gift type, credit type, and amount for each transaction for which the donor received hard recognition credit on the Lifetime Hard Credits page.</p>

Historical Information

Total YTD Giving	<p>Displays the total amount of money donated by the constituent during the current fiscal year.</p> <p>Click to view the date, gift type, credit type, and amount for each gift given during the current fiscal year on the Total Year to Date Giving page.</p>
Total Prior Year Giving	<p>Displays the total amount of money donated by the constituent during the previous fiscal year.</p> <p>Click to view the date, gift type, credit type, and amount for each gift given during the prior fiscal year on the Total Prior Year Giving page.</p>
Last Gift Date	<p>Displays the date on which the donor's most recent gift was posted in the system. Only hard credit recognition is used to calculate this field.</p> <p>Click to view detailed information about the largest gift on the Last Gift Date page, and to access the Designation Detail and Recognition Detail pages.</p>
Last Gift Amount	Displays the amount of the donor's most recent gift.
First Gift Year	Displays the year in which the donor first gave to your institution. Only hard credit recognition is used to calculate this field.
Total Years Giving	Displays the total number of years in which the donor has given to your institution.

Consecutive Years Giving	Displays the total number of consecutive years in which the donor has given to your institution. The value in this field resets to zero if more than one year has passed since the donor's most recent gift. Only hard credit recognition is used to calculate this field.
---------------------------------	--

Additional Information

Split Recognition	If selected, indicates that recognition has been split between this donor and another donor for the same gift.
Anonymous	If selected, indicates that the Anonymous check box is selected on the Gift Entry page for a gift from this donor.
Gift Tribute	If selected, indicates that the donor has made at least one commitment to the institution in honor of or in memory of another person.
Foundation	If selected, indicates that the donor has a relationship established in the system with a foundation. Foundations must have a constituent type of <i>Corporate Foundation</i> , <i>Foundation</i> , or <i>Personal, Family/Foundation</i> .
Planned Giving Donor	If selected, indicates that the donor has made a commitment through a deferred gift tracked in Planned Giving under Prospect Management.

Matching Gift Information

Lifetime Match	Displays the total amount of money ever received as a matching gift and currently expected as a match from a qualifying organization as a result of the donor's gifts.
Matched Gifts	If you are viewing a giving profile for a donor that is a person, displays the amount that has been received as a matching gift from a qualifying organization as a result of the donor's gifts.
Open Matches	Displays the total amount of matching gifts expected from an organization as a result of the donor's gifts.
Last Match	If you are viewing a giving profile for a donor that is a person, displays the amount of the last matching gift received from a qualifying organization as a result of the donor's gift.

Other Page Elements

View Details By Designation	Select this check box if you want to view commitments to each designation separately on the dialog boxes you access from this page. If you want each transaction to appear as one record, regardless of the designations it is allocated to, clear this check box. If you select this check box, the business unit for each designation appears on the subsequent inquiry page.
------------------------------------	---

Giving Club Progress Click to view information about a donor's progression through giving clubs and various club levels at your institution. The Giving Club Progress page appears.

See Also

[Chapter 18, "Processing Commitments," Tracking Giving Club Progress, page 567](#)

Viewing an Organization's Giving Profile

Access the Giving Profile page (Contributor Relations, Analyze Giving History, Organization Giving Summaries, Giving Profile - Org).

Giving Profile																											
Ford Motor Company	ID: AV1000																										
Constituent Type:	Institution: PSUNV																										
Lifetime Information <table> <tr> <td>Lifetime Commitments</td> <td>0.00 USD</td> </tr> <tr> <td>Lifetime Open Pledges</td> <td>0.00</td> </tr> <tr> <td>Largest Pledge</td> <td>0.00</td> </tr> <tr> <td>Lifetime Gifts/Payment</td> <td>0.00</td> </tr> <tr> <td>Largest Gift</td> <td>0.00</td> </tr> <tr> <td>Lifetime Hard Credits</td> <td>0.00</td> </tr> </table>	Lifetime Commitments	0.00 USD	Lifetime Open Pledges	0.00	Largest Pledge	0.00	Lifetime Gifts/Payment	0.00	Largest Gift	0.00	Lifetime Hard Credits	0.00	Historical Information <table> <tr> <td>Total YTD Giving</td> <td>0.00</td> </tr> <tr> <td>Total Prior Year Giving</td> <td>0.00</td> </tr> <tr> <td>Last Gift Date</td> <td></td> </tr> <tr> <td>Last Gift Amount:</td> <td></td> </tr> <tr> <td>First Gift Year:</td> <td></td> </tr> <tr> <td>Total Years Giving:</td> <td>0</td> </tr> <tr> <td>Consecutive Years Giving:</td> <td>0</td> </tr> </table>	Total YTD Giving	0.00	Total Prior Year Giving	0.00	Last Gift Date		Last Gift Amount:		First Gift Year:		Total Years Giving:	0	Consecutive Years Giving:	0
Lifetime Commitments	0.00 USD																										
Lifetime Open Pledges	0.00																										
Largest Pledge	0.00																										
Lifetime Gifts/Payment	0.00																										
Largest Gift	0.00																										
Lifetime Hard Credits	0.00																										
Total YTD Giving	0.00																										
Total Prior Year Giving	0.00																										
Last Gift Date																											
Last Gift Amount:																											
First Gift Year:																											
Total Years Giving:	0																										
Consecutive Years Giving:	0																										
Additional Information <ul style="list-style-type: none"> <input type="checkbox"/> Split Recognition <input type="checkbox"/> Anonymous <input type="checkbox"/> Gift Tribute <input type="checkbox"/> Foundation 	Matching Gift Information <table> <tr> <td>Lifetime Match:</td> <td>0.00</td> </tr> <tr> <td>Open Matches:</td> <td>0.00</td> </tr> <tr> <td>YTD Match:</td> <td>0.00</td> </tr> <tr> <td>Prev Yr Match:</td> <td>0.00</td> </tr> </table>	Lifetime Match:	0.00	Open Matches:	0.00	YTD Match:	0.00	Prev Yr Match:	0.00																		
Lifetime Match:	0.00																										
Open Matches:	0.00																										
YTD Match:	0.00																										
Prev Yr Match:	0.00																										
Giving Club Progress	<input type="checkbox"/> View Details by Designation																										

Giving Profile page for organizations

Important! You must run the Accumulate Constituent Totals process when processing sessions or after updating matching gift information to ensure that the totals on this page are accurate.

Lifetime Information

Lifetime Commitments	<p>Displays the total amount of money ever donated or pledged by the organization.</p> <p>Click to view the date, gift type, credit type, and amount for each commitment made on the Lifetime Commitments page.</p>
Lifetime Open Pledges	<p>Displays the total amount of money promised but not yet donated by the organization.</p> <p>Click to view the date, gift type, credit type, and amount for each outstanding pledge on the Lifetime Open Pledges page.</p>
Largest Pledge	<p>Displays the amount of the largest pledge commitment the organization has made.</p> <p>Click to view detailed information about the pledge on the Largest Pledge page, and to access the Designation Detail and Recognition Detail pages.</p>
Lifetime Gifts/Payment	<p>Displays the total amount of money ever donated by the organization. This amount only includes money actually received, and excludes outstanding pledges.</p> <p>Click to view the date, gift type, credit type, and amount for each gift given on the Lifetime Gifts and Pledge Payments page.</p>
Largest Gift	<p>Displays the amount of the largest gift given by the organization.</p> <p>Click to view detailed information about the largest gift on the Largest Gift page, and to access the Designation Detail, Matching Gifts, and Recognition Detail pages.</p>
Lifetime Hard Credits	<p>Displays the total amount of hard credit given to the organization for recognition purposes.</p> <p>Click to view the date, gift type, credit type, and amount for each transaction for which the donor received hard recognition credit on the Lifetime Hard Credits page.</p>

Historical Information

Total YTD Giving	<p>Displays the total amount of money donated by the organization during the current fiscal year.</p> <p>Click to view the date, gift type, credit type, and amount for each gift given during the current fiscal year on the Total Year to Date Giving page.</p>
Total Prior Year Giving	<p>Displays the total amount of money donated by the organization during the previous fiscal year.</p> <p>Click to view the date, gift type, credit type, and amount for each gift given during the prior fiscal year on the Total Prior Year Giving page.</p>

Last Gift Date	Displays the date on which the organization's most recent gift was posted in the system. Only hard credit recognition is used to calculate this field. Click to view detailed information about the largest gift on the Last Gift Date page, and to access the Designation Detail and Recognition Detail pages.
Last Gift Amount	Displays the amount of the organization's most recent gift.
First Gift Year	Displays the year in which the organization first gave to your institution. Only hard credit recognition is used to calculate this field.
Total Years Giving	Displays the total number of years in which the organization has given to your institution. Only hard credit recognition is used to calculate this field.
Consecutive Years Giving	Displays the total number of consecutive years in which the organization has given to your institution. The value in this field resets to zero if more than one year has passed since the organization's most recent gift. Only hard credit recognition is used to calculate this field.

Additional Information

Split Recognition	If selected, indicates that recognition has been split between this organization and another constituent for the same gift.
Anonymous	If selected, indicates that the Anonymous check box is selected on the Gift Entry page for a gift from this organization.
Gift Tribute	If selected, indicates that the donor has made a gift in memory of or in honor of another individual.
Foundation	If selected, indicates that the organization has a relationship established in the system with a foundation. Foundations must have a constituent type of <i>Corporate Foundation</i> , <i>Foundation</i> , or <i>Personal, Family/Foundation</i> .

Matching Gift Information

Lifetime Match	Displays the total amount of money ever received as matching gifts and currently expected as a match as a result of gifts from donors connected to the organization.
Open Matches	Displays the total amount of matching gifts expected from an organization as a result of gifts from donors connected to the organization.
YTD Match (year to date match)	Displays the total amount of matching gifts received from the beginning of the current year to date.
Prev Yr Match (previous year match)	Displays the total amount of the matching gifts in the previous year.

Other Page Elements

View Details By Designation

Select this check box to view commitments to each designation separately on the dialog boxes you access from this page. If you want each transaction to appear as one record, regardless of the designations it is allocated to, clear this check box.

Giving Club Progress

Click to view information about a donor's progression through giving clubs and various club levels at your institution on the Giving Club Progress page.

See Also

[Chapter 18, "Processing Commitments," Tracking Giving Club Progress, page 567](#)

Viewing a Donor's Commitment Summary

Access the Commitment Summary page (Contributor Relations, Analyze Giving History, Person Giving Summaries, Commitment Summary).

Commitment Summary

Will Beatty

ID: AV0500

Constituent Type: Friend

Year: None PSUNV

Prospect Manager: NONE

Lifetime Commitments

Lifetime Giving

Total Years Giving

Consecutive Years Giving

10,950.00 USD

6,050.00

2

0

Customize

Find

View All

First 1-3 of 3 Last

Fiscal Year	Total Commitments	Total Giving	Pledge Balance	Recognition Credits	Recognition Pledge Balance	Details
2005	3,000.00	0.00	2,000.00	0.00	1,000.00	Details
2004	6,950.00	5,050.00	500.00	1,400.00	0.00	Details
2003	1,000.00	1,000.00	0.00	0.00	0.00	Details

Commitment Summary page

Important! You must run the Accumulate Constituent Totals process when processing sessions or after updating matching gift information to ensure that the totals on this page are accurate.

Lifetime Commitments Displays the total amount of money ever donated or pledged by the donor.

Lifetime Giving Displays the total amount of money ever donated by the constituent. This amount only includes money actually received, and excludes outstanding pledges.

Total Years Giving Displays the total number of years in which the donor has given to your institution. Only hard credit recognition is used to calculate this field.

Details Click to view more detailed information about the commitments a donor made throughout a particular fiscal year on the Commitment Summary Details page.

Viewing Commitment Summary Details

Access the Commitment Summary Details page (Click the Details link on the Commitment Summary page), where giving information is totaled by designation.

Commitment Summary Details

Fiscal Year: 2005Year Total Commitments: 3,000.00 USD

CustomizeFindView All

First1-3 of 3Last

Designation Business Unit	Designation Name	Total Giving	Pledge Balance	Recognition Credits	Recognition Pledge Balance	Details
MEDBU	Medical School Building Fund	0.00	500.00	0.00	500.00	Details
PSUNV	Annual Fund	0.00	1,000.00	0.00	0.00	Details
PSUNV	Business Dean's Fund	0.00	500.00	0.00	500.00	Details

Commitment Summary Details page

Designation Name	Indicates the allocation account to which the donor made a gift or pledge. Click to open the Account Details page. This page displays the details about the Designation Fund, including Account Name, Account Type, and Item Type.
Total Giving	Displays the total amount in gifts and pledge payments the donor made to this designation during this fiscal year.
Pledge Balance	Displays the total amount in outstanding pledges the donor carries to this designation during this fiscal year.
Recognition Credits	Displays the total amount the donor received in Recognition Credit to this designation during this fiscal year.
Recognition Pledge Balance	Displays the total amount the donor is due to receive in recognition credit from outstanding pledge balances to this designation during this fiscal year.
Details	Click to access the Transaction Register page, where you can view additional information about the commitment.

Filtering Donor Commitment Registers

Access the Commitment Register Filter page (Contributor Relations, Analyze Giving History, Person Giving Summaries, Commitment Register, Commitment Register Filter) to select the transactions for a donor without regard to split designations.




Note. Each gift appears as a single line item on the Commitment Register page, regardless of the designations to which it is allocated.

Commitment Register Filter

Commitment Register

Will Beatty


ID: AV0500



Constituent Type: [Friend](#)

Year: None

Institution: PSUNV

Business Unit: 

PSUNV main BU


Session Type:


Self Service Session ☐

Credit Type

1 of 1

Date Range

From: 

To: 

Amount Range

From: USD

To:

Match:

☐ View Adjustments

☐ Group Related Transactions

Commitment Register Filter page

After you use the criteria on this page to narrow the number of transactions you want to view, you can then review a summary of each transaction matching your selection criteria on the Commitment Register page.

- Business Unit

Enter the business unit for which to view a commitment register.
- View Adjustments

Select this check box to include adjusted transactions on the Commitment Register page.
- Group Related Transactions

Select this check box to view transactions and their related adjustments, and pledges and their related pledge payments together on the Commitment Register page.

Viewing Donor Commitment Registers

Access the Commitment Register page (Contributor Relations, Analyze Giving History, Person Giving Summaries, Commitment Register, Commitment Register).

Commitment Register

Filter

Commitment Register

Will Beatty

ID: AV0500

Constituent Type: Friend

Year: None

Institution: PSUNV

Customize

Find

View All

First1-5 of 5Last

	Anonymous	Business Unit	Date	Transaction Type	Credit Type	Amount		Tribute	Details
1	<input type="checkbox"/>	PSUNV	09/28/2004	Gift	Hard Credit	50.00	USD	<input type="checkbox"/>	Details
2	<input type="checkbox"/>	PSUNV	09/28/2004	Gift	Soft Credit	400.00	USD	<input type="checkbox"/>	Details
3	<input type="checkbox"/>	PSUNV	09/28/2004	Gift	Hard Credit	5,000.00	USD	<input checked="" type="checkbox"/>	Details
4	<input type="checkbox"/>	PSUNV	09/28/2004	Gift	Soft Credit	1,000.00	USD	<input type="checkbox"/>	Details
5	<input type="checkbox"/>	PSUNV	09/13/2003	Gift	Hard Credit	1,000.00	USD	<input type="checkbox"/>	Details

Commitment Register page

Anonymous If selected, this check box indicates that the donor's part of a particular gift or pledge has been designated as *Anonymous*.









Tribute If selected, this check box indicates that a particular gift or pledge has related tribute information.

Details Click to open the Gift Detail or Pledge Detail page, depending on the type of transaction you are viewing.

Filtering Donor Transaction Registers

Access the Transaction Filter page (Contributor Relations, Analyze Giving History, Person Giving Summaries, Transaction Register, Transaction Filter) to select transactions for a donor.

Note. If one commitment is allocated to multiple designations, each designation appears as a separate line item on the Transaction Register page.

Transaction Filter		Transaction Register	
Will Beatty		ID: AV0500	  
Constituent Type: Friend		Year: None	Institution: PSUNV
Business Unit:	PSUNV 	PSUNV main BU	
Designation:	<input type="text"/> 		
Session Type:	<input type="text"/>	Self Service Session <input type="checkbox"/>	<input type="button" value="Search"/>
Campaign:	CAMPPSUNV 	Campaign PSUNV	
Credit Type	<input type="text"/>	Find View All First 1 of 1 Last	
Date Range From: <input type="text"/>  To: <input type="text"/> 			
Amount Range From: <input type="text"/> USD To: <input type="text"/> Match: <input type="text"/>			
<input type="checkbox"/> View Adjustments <input type="checkbox"/> Group Related Transactions			

Transaction Filter page

You can limit the number of transactions you can view, then view summaries of each transaction matching your selection criteria on the Transaction Register page.

- | | |
|-----------------------------------|---|
| Business Unit | Enter the designation business unit for which to view transactions. Designation business units are assigned when you allocate transactions to designations at your institution. |
| Designation | <p>Enter a designation code from the prompt box containing a list of designations for the selected business unit. When you select a designation, its description appears to the right of this field.</p> <p>If a donor made a commitment to a designation that is now inactive, the designation still appears as a value in the prompt box.</p> |
| Campaign | Select a campaign from the prompt box containing all the valid campaign initiatives at your institution. A campaign is an organized institutional effort targeted to a specific constituency that occurs over a specified period of time with specific purposes and goals. |
| View Adjustments | Select this check box to include adjusted transactions on the Transaction Register page. |
| Group Related Transactions | Select this check box to view transactions and their related adjustments, and pledges and their related pledge payments together on the Transaction Register page. |




Viewing Donor Transaction Registers

Access the Transaction Register page (Contributor Relations, Analyze Giving History, Person Giving Summaries, Transaction Register, Transaction Register).

Transaction FilterTransaction Register

Willi Beatty


ID: AV0500





Constituent Type: Friend

Year: None

Institution: PSUNV

Customize | Find | View All | 

First  1-4 of 4  Last

	Anonymous	Des BU	Date	Designation Name	Campaign	Transaction Type	Credit Type	Amount		Tribute	Details
1	<input type="checkbox"/>	PSUNV	09/28/2004	Business Dean's Fund	Campaign PSUNV	Gift	Hard Credit	50.00 USD		<input type="checkbox"/>	Details
2	<input type="checkbox"/>	PSUNV	09/28/2004	Business Dean's Fund	Campaign PSUNV	Pledge	Hard Credit	500.00 USD		<input type="checkbox"/>	Details
3	<input type="checkbox"/>	PSUNV	09/28/2004	Business Dean's Fund	Campaign PSUNV	Pledge	Soft Credit	500.00 USD		<input type="checkbox"/>	Details
4	<input type="checkbox"/>	PSUNV	09/13/2003	Arts & Sciences Dean's Fund	Campaign PSUNV	Gift	Hard Credit	1,000.00 USD		<input type="checkbox"/>	Details

Transaction Register page

- Anonymous

If selected, this check box indicates that the donor's part of a particular gift or pledge has been designated as *Anonymous*.
- Des BU(designation business unit)

Displays the name of the designation business unit to which the commitment was allocated.
- Tribute

If selected, this check box indicates that a particular gift or pledge has related tribute information.
- Details



Click to open the Gift Detail or Pledge Detail page, depending on the type of transaction you are viewing.


Comparing Profiles In a Workset


Access the Profile Compare page (Contributor Relations, Analyze Giving History, Workset Giving Summaries, Giving Profile Compare).

Profile Compare

Workset Code: MYPROS My Prospects **Institution:** PSUNV

From Date:  **To Date:**  **Currency Code:** USD

Customize | Find | View All |  First 1-3 of 3 Last

Giving Detail 1 Giving Detail 2 

ID	Constituent	LTime Commitments	LTime Gifts/Payments	LTime Open Pledges	LTime Hard Credits	Total YTD Giving
1 AV1010	Bechtel Power Company	0.00	0.00	0.00	0.00	0.00
2 AV0029	Northmar,Brighton	330.00	110.00	220.00	110.00	110.00
3 AV0050	Ratcliffe,Stephen	2,060.00	1,860.00	200.00	1,860.00	1,760.00

Profile Compare page

Note. This page can only be accessed through the Workset menu. Column order for grids may vary by implementation. Not all columns may appear.

Profile Compare Columns

Click to change the columns you view on this page in this instance. The Select Profile Compare Columns page appears.

Select the check box next to each field to display it as a column on the Profile Compare page, then click the OK button. The Profile Compare page reappears with the column settings you selected.

Note. These fields are defined on the Giving Profile page.



Click to combine the Giving Detail 1 and Giving Detail 2 tabs into a single viewable grid.

See Also

PeopleSoft Enterprise Campus Solutions 9.0 Application Fundamentals PeopleBook, "Setting User Defaults," Defining Contributor Relations User Defaults

Generating Designation Donor Reports

This section discusses how to generate reports that list donors to a specific designation.

Page Used to Generate Designation Donor Reports

Page Name	Definition Name	Navigation	Usage
Designation Donor List	AV_RUNCTL_DESDN	Contributor Relations, CR Reports, Giving Reports, Designation Donor List	Enter parameters and generate the Designation Donor List report. This report contains information about the posted commitments made to a particular designation.

Running a Designation Donor List Report

Access the Designation Donor List page (Contributor Relations, CR Reports, Giving Reports, Designation Donor List).

Designation Donor List

Run Control ID: PS [Report Manager](#) [Process Monitor](#) Run

*Designation BU: Medical Business Unit

*Designation: Annual Fund

From: To:

From Gift Amount: To Gift Amount:

Constituents Find | View All First 1 of 1 Last

Credit Type Find | View All First 1 of 1 Last

Designation Donor List page

Designation BU
(designation business unit)

Enter the designation business unit for which to generate a report. The report contains information about commitments to the business unit and designation you select.

Designation	<p>Select the designation for which to view commitments. Designations are funds at your institution to which donations and pledges can be allocated. The report contains information about commitments made to the designation you select. The values in the prompt include those designations for the setID related to the business unit selected.</p> <p>Both active and inactive designations appear in the prompt for this field.</p>
From and To	<hr/> <p>Note. If you do not select a date range, the system does not eliminate any records from the designation donor list report based on date range.</p> <hr/>
From Gift Amount and To Gift Amount	<hr/> <p>Note. These fields relate to an individual gift range. Higher gift totals may appear on the generated report because the report calculates an individual's cumulative giving.</p> <hr/>
Constituents	<p>Select the type of constituents whose commitments you want to view on the report. The values that appear in this field are the valid constituent types defined at your institution. Examples of constituents are <i>Alumni, Friend, Corporation</i>, and so on.</p> <p>If you do not select constituent types, the system does not eliminate any records from the designation donor list report based on constituent type.</p> <hr/> <p>Important! When you run the report, the row for each donor displays the highest priority constituent type assigned to the donor at the time a commitment was made to the designation. This type may vary from the type you select on this page, but the donor possessed the one you selected at the time the commitment was made.</p> <hr/> <p>Keep in mind, an organization can only be assigned one constituent type at any given time.</p> <p>See Chapter 4, "Setting Up Constituent Data," Defining Constituent Types, page 32.</p> <hr/>
Credit Type	<p>Select the credit types to view commitment information on the report. Credit type refers to the type of recognition the donor received for the commitment, such as <i>Hard Credit, Soft Credit</i>, and so on. Credit types are defined by your institution using the Recognition Types page.</p> <p>If you do not select credit types, the system does not eliminate any records from the designation donor list report based on credit type.</p>

The Designation Donor report lists all the commitments made to a particular designation that match the parameters you defined on this page. The From Gift Amount and To Gift Amount fields affect the report processing as follows:

- When the From Gift Amount is greater than zero AND the To Gift Amount is equal to zero, the selection criteria will treat the From Gift Amount as the lower threshold with no limit on the To Gift Amount.

For example, if the From Gift Amount is equal to 1,000.00 USD and the To Gift Amount is equal to 0.00 USD, then the selection criteria will be all gift amounts greater than or equal to 1,000.00 USD.

- When the To Gift Amount is greater than zero AND the From Gift Amount is equal to zero, the selection criteria will treat the To Gift Amount as the upper threshold with no limit on the From Gift Amount.

For example, if the To Gift Amount is equal to 21,000.00 USD and the From Gift Amount is equal to 0.00 USD, then the selection criteria will be all gift amounts less than or equal to 21,000.00 USD.

- When the From Gift Amount is greater than zero AND the To Gift Amount is greater than zero, the selection criteria will treat the From Gift Amount as the lower threshold and the To Gift Amount as the upper threshold.

For example, if the From Gift Amount is equal to 1,000.00 USD and the To Gift Amount is equal to 21,000.00 USD, then the selection criteria will be all gift amounts greater than or equal to 1,000.00 USD and less than or equal to 21,000.00 USD.

- When the From Gift Amount is equal to zero AND the To Gift Amount is equal to zero, the SQR process will not consider either the From Gift Amount or the To Gift Amount as part of the selection criteria.

For example, if the From Gift Amount is equal to 0.00 USD and the To Gift Amount is equal to 0.00 USD, then no additional selection criteria will be generated and all donors to the selected designation will be included in the report.

Example

In the following example, Shawn Gallegher makes two commitments to the Annual Fund. He makes the first commitment as a student in October 1995, and the second as an alumnus in October 1998.

Gift Amount	Gift Date	Constituent Type	Credit Type
1,000.00 USD	10/01/95	Student	Soft Credit
2,000.00 USD	10/01/98	Alumnus	Hard Credit

If you set the following report parameters:

- Date Range: 01/01/95 - 01/01/96
- Constituents: Student, Alumni
- Credit Type: None selected

Your report would include a 1,000.00 USD gift from Shawn Gallegher with a Constituent Type of *Student*. The date range excludes his commitment on 10/01/98.

If you set the following parameters:

- Date Range: 01/01/95 - 01/01/00
- Constituents: Student
- Credit Type: None selected

Your report would include a 1,000.00 USD gift from Shawn Gallegher with a Constituent Type of *Student*. The Constituent Type excludes his commitment on 10/01/98 because he was an alumnus when he made the commitment.

If you set the following report parameters:

- Date Range: 01/01/95 - 01/01/00
- Constituents: Student, Alumni
- Credit Type: Hard

Your report would include a 2,000.00 USD gift from Shawn Gallegher with a Constituent Type of *Alumni*. The Credit Type excludes his commitment on 10/01/95 because he received soft credit for the commitment.

If you set the following report parameters:

- Date Range: 01/01/95 - 01/01/00
- Constituents: Student, Alumni
- Credit Type: None selected

Your report would include a 3,000.00 USD gift from Shawn Gallegher with a Constituent Type of *Alumni*. Both commitments are included within these parameters, and *Alumni* is the constituent type returned for Shawn Gallegher because it has the highest priority of the commitments selected.

See Also

Appendix C, "Contributor Relations Reports," Contributor Relations Reports: Selected Reports, page 657

Chapter 20

Interfacing with PeopleSoft Enterprise Financials

This chapter provides overviews of GL interface publish-and-subscribe functionality and Financials 8.4 and 8.8 interface messaging, and also discusses how to:

- Set up integration with Financials 8.4 or 8.8.
- Publish accounting line information automatically.
- Publish accounting line information manually.
- Monitor message results and status.
- View accounting lines.
- Understand interface setup best practices.

Understanding the Interface

If your institution uses a financial system other than Financials 8.4 to run GL interface, the system creates a flat file, which your institution's financial system can access. However, if your institution uses Financials 8.4, Contributor Relations can use publish and subscribe functionality (messaging back and forth) between its database and Financials so that the two systems can share accounting line information. The publish and subscribe functionality is asynchronous, meaning that the systems do not process GL transactions in real time.

Publish and subscribe functionality helps your institution's ability to track financial information in both Contributor Relations and Financials, since the messages sent from Financials to Contributor Relations after the journals have been created include specific journal information such as the Journal ID, Date, and Line Number. This assists in the audit trail of transactions passed between the databases.

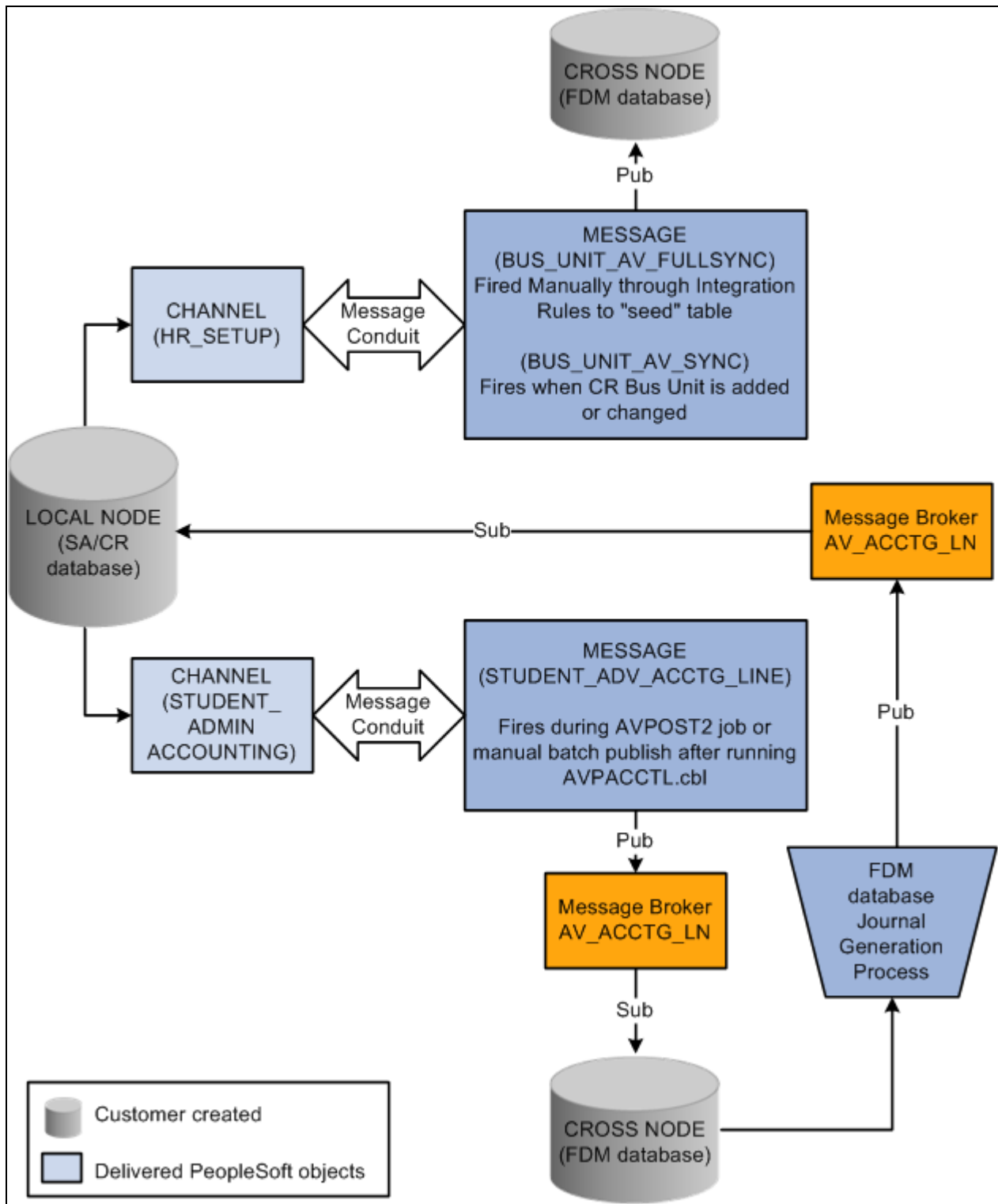
See Also

Chapter 18, "Processing Commitments," Processing and Posting Sessions, page 499

PeopleSoft General Ledger 9.0 PeopleBook, "Integrating and Transferring Information Among Applications"

Understanding Messaging

The diagram below illustrates how messages travel between Contributor Relations and Financials 8.4 or 8.8.



Messaging process for Contributor Relations to Financials 8.4 or 8.8, including publishing and subscription

Contributor Relations delivers two queues and three messages to the Financials database:

<i>Queues</i>	<i>Message</i>	<i>Description</i>
STUDENT_ADMIN_ACCOUNTING	STUDENT_ADV_ACCTG_LINE	Notifies the message broker that new AV_ACCTG_LN records are ready to be retrieved by Financials and, after journal generation, retrieves the updated AV_ACCTG_LN records into Contributor Relations.
HR_SETUP	BUS_UNIT_AV_FULLSYNC	Sends the BUS_UNIT, DESCR, and DESCRSHORT rows in the AV_BUS_UNIT_TBL to Financials to seed its AV_BUS_UNIT_TBL.
	BUS_UNIT_AV_SYNC	Sends new Contributor Relations business units or updates when the DESCR or DESCRSHORT fields are changed.

PeopleSoft delivers a default node of PSFT_LS. If you change this default, you must reconfigure the queue. However, regardless of whether or not you change the message node, you must configure it by inserting the proper URL.

Note. An easy way to determine where messaging starts and ends is to name the publishing node with the name of the database to which it publishes or from which it publishes.

On the Financials side, message definition and queue naming must match the naming used on the Contributor Relations side.

Setting Up Integration with Financials 8.4 or 8.8

This section discusses how to:

- Identify financial software version.
- Define batch publish rules.
- Define batch programs.
- Set up business unit synchronization.
- Synchronize Contributor Relations business unit data with Financials.

Pages Used to Set Up Integration with Financials 8.4 or 8.8

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
CR Installation (Contributor Relations installation)	AV_INSTALLATION	Set Up SACR, Install, Contributor Rel Installation	Identify the version of financial software in use at your institution, whether from PeopleSoft or a third-party vendor.
Batch Publish Rules	EO_MSGPUBATCH	Enterprise Components, Integration Definitions, Batch Publish Rules	Define rules required for background publishing, whether publishing manually or by running the EOP_PUBLISHA process that is part of the AVPOST2 job.
Batch Programs	EO_MSGBATPGM	Enterprise Components, Integration Definitions, Batch Publish Rules, Batch Programs	Define the process that the manual or automatic process will access (AVPACCTL).
Full Table Publish Rules	EO_MSGPUBFULL	Enterprise Components, Integration Definitions, Full Data Publish Rules	Define publish rules that enable messaging.
Full Data Publish	EO_FULLDATAPUB	Enterprise Components, Integration Definitions, Initiate Processes, Full Data Publish	Define full data publish run control for the BUS_UNIT_AV_FULLSY NC message.

Identifying Financial Software Version

Your Financials Release selection on the CR Installation page determines which "path" the Contributor Relations system will use to transfer accounting line information. The values 7.5 and *Other* trigger a flat-file approach, in which the system creates a flat file that can be picked up and used both by older versions of Financials and by an external financial application. The values 8.4 or 8.8 triggers an integrated messaging interface.

See Also

Chapter 2, "Setting Up Your Contributor Relations Framework," Completing a PeopleSoft Contributor Relations Installation, page 5

Defining Batch Publish Rules

Access the Batch Publish Rules page (Enterprise Components, Integration Definitions, Batch Publish Rules) and select the *STUDENT_ADV_ACCTG_LINE* message to enter the component. The Batch Publish Rules component (the Batch Publish Rules and Batch Programs pages) enables you to activate *STUDENT_ADV_ACCTG_LINE* messaging.

Batch Publish RulesRecord MappingBatch Programs

Message Name:STUDENT_ADV_ACCTG_LINE

Description:AV_ACCTG_LN Message

Publish Rule DefinitionFind | View AllFirst1 of 1Last

*Publish Rule ID:STUDENT_ADV_ACCTG_LINE

*Description:AV_ACCTG_LN Message Batch Rule

*Status:Active

Chunking Rule ID:

Alternate Chunk

Table:

Message Options

☒ Create Message Header

☒ Create Message Trailer

Output Format

☐ Message

☐ Flat File

☐ Flat File with Control Record

Batch Publish Rules page

To define batch publish rules:

1. Enter *STUDENT_ADV_ACCTG_LINE* in the Publish Rule ID field.
2. Select *Active* in the Status field.
3. For Financials 8.4 integration, select the Create Message Header and Create Message Trailer check boxes. For Financials 8.8 integration, clear these check boxes.

Defining Batch Programs

Access the Batch Programs page (Enterprise Components, Integration Definitions, Batch Publish Rules, Batch Programs).

598

Copyright © 1988, 2010, Oracle and/or its affiliates. All Rights Reserved.

Batch Publish Rules	Record Mapping	Batch Programs						
Message Name: STUDENT_ADV_ACCTG_LINE Description: AV_ACCTG_LN Message								
Publish Rule Definition Find View All First 1 of 1 Last								
*Publish Rule ID: STUDENT_ADV_ACCTG_LINE + -								
*Description: AV_ACCTG_LN Message Batch Rule								
Batch Programs Find View All First 1 of 1 Last								
<table border="1"> <thead> <tr> <th>Process Name:</th> <th>Description:</th> <th>+ -</th> </tr> </thead> <tbody> <tr> <td>AVPACCTL</td> <td>G/L Interface</td> <td></td> </tr> </tbody> </table>			Process Name:	Description:	+ -	AVPACCTL	G/L Interface	
Process Name:	Description:	+ -						
AVPACCTL	G/L Interface							

Batch Programs page

Enter the Process Name *AVPACCTL*, which *EOP_PUBLISH*A or *EOP_PUBLISH*M will pick up when publishing accounting lines to the Financials system. If you do not select this process, the messages will not be created when *EOP_PUBLISH*A or *EOP_PUBLISH*M runs.

Setting Up Business Unit Synchronization

Access the Full Table Publish Rules page (Enterprise Components, Integration Definitions, Full Data Publish Rules) and select the *BUS_UNIT_AV_FULLSYNC* message to enter the component. The Full Table Publish Rules Component (the Full Table Publish Rules and Full Table Publish pages) enables you to synchronize or "seed" Contributor Relations business unit information between Contributor Relations and Financials.

Note. You must synchronize all Contributor Relations business units before you run any GL processes, by running *BUS_UNIT_AV_FULLSYNC* full table publish once. Thereafter, the system manages additions or changes through messaging in the Business Unit CR component.

Full Table Publish Rules

Record Mapping

Languages

Message Name:

BUS_UNIT_AV_FULLSYNC

Description:

Contributor Rel BU Fullsync

Publish Rule Definition

Find | View All

First

1 of 1

Last

*Publish Rule ID:

BUS_UNIT_AV_FULLSYNC

+

-

*Description:

BUS_UNIT_AV_FULLSYNC Pub Rule

*Status:

Active

Chunking Rule ID:

Alternate Chunk

Table:

Message Options

☒ Create Message Header

☒ Create Message Trailer

Output Format

☒ Message

☐ Flat File

☐ Flat File with Control Record

Full Table Publish Rules page

- Publish Rule ID

Enter *BUS_UNIT_AV_FULLSYNC*. This rule publishes three fields (Business Unit, Description, Short Description) for all rows on the table to Financials.
- Status

You must set this to *Active*.
- Message Options

You must select the check boxes next to Create Message Header and Create Message Trailer.

Synchronizing Contributor Relations Business Unit Data with Financials

Access the Full Data Publish page (Enterprise Components, Integration Definitions, Initiate Processes, Full Data Publish).

Full Data Publish page

To synchronize business units:

1. Enter a Request ID and Description.
2. Change Processing Frequency to *Once*.

Note. You can rerun this process without harming the system if the Financials database becomes unsynchronized or corrupt.

3. Enter *BUS_UNIT_AV_FULLSYNC* in the Message Name field.
4. Click the Run button.

When this process has run, the system keeps business units synchronized by triggering a message to the Financials database whenever you change information in the Description or Short Description fields on the Business Unit CR page. In addition, the system triggers a message to Financials whenever you add a new business unit.

Note. The queue HR_SETUP enables one-way messaging and data publishing. To use this channel, you must configure the message node information by inserting the proper URL. Financials must subscribe to these Contributor Relations published messages to keep its database up to date.

See Also

PeopleSoft General Ledger 9.0 PeopleBook

Publishing Accounting Line Information Automatically

This section discusses how to run the AVPOST2 job.

Page Used to Publish Accounting Line Information Automatically

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
GL Interface (general ledger interface)	AV_RUN_CNTL_GL	Contributor Relations, Session Management, Process Sessions, G/L Interface	Enter process parameters and run the AVPOST2 process, which creates accounting lines ready for publishing into your institution's Financials system and activates the message that the lines are ready for Financials 8.4 or 8.8.

Running the AVPOST2 Job

Access the GL Interface page. This page displays the Financials Release that you selected on the CR Installation page.

See [Chapter 18, "Processing Commitments," Running the GL Interface Job \(AVPOST and AVPOST2\), page 506.](#)

After you enter the appropriate information on the run control page and click the Run button, the Process Scheduler Request page appears.

From that page, run the AVPOST2 job, which contains:

- AVPACCTL—a COBOL process that creates accounting lines and puts the process instance entries into the PS_EO_MSGBATPRM table.
- EOP_PUBLISHA—an Automated Background Publish Application Engine that picks up all accounting lines created by AVPACCTL, based on the parameters in the PS_EO_MSGBATPRM table.
- AV_ACCUM—an Application Engine that accumulates constituent gift totals.

The AVPOST2 job runs similarly to the AVPOST job, but it replaces the SQR report output with the EOP_PUBLISHA process.

The EOP_PUBLISHA process does the following:

1. Selects accounting lines based on three criteria: process or job instance, process name, and process status.
2. Collects accounting line entries generated by the GL Interface AVPACCTL COBOL process and publishes them to the Financials database.

Financials subscribes to the published messages in the Contributor Relations database, takes the accounting lines into their AV_ACCTG_LN table, and runs those lines through Journal Generator to create journals. Financials then publishes the updated accounting lines, Contributor Relations subscribes to these lines, and the data published by Financials updates the Contributor Relations AV_ACCTG_LN table.

The Contributor Relations subscribe portion of the process updates seven fields on the AV_ACCTG_LN table:

- JOURNAL_ID
- JOURNAL_DATE
- JOURNAL_LINE
- FISCAL_YEAR
- ACCOUNTING_PERIOD
- GL_DISTRIB_STATUS
- AUDIT_ACTN

When the Financials system returns accounting lines, the AUDIT_ACTN value on the Contributor Relations AV_ACCTG_LN record is changed from A (add) to C (changed).

See Also

Chapter 18, "Processing Commitments," Running the GL Interface Job (AVPOST and AVPOST2), page 506

Publishing Accounting Line Information Manually

This section discusses how to process accounting lines manually. You can run the publishing processes individually if you want to review the accounting lines before they are sent to Financials.

To process accounting lines manually:

1. Set up batch publish rules (required for both automatic and manual processing).
2. Access the GL Interface page.
3. Run the CR/GL Post process (AVPACCTL) only.

Note. Do not run the AVPOST2 job.

4. Access the Batch Publish page.
5. Run the EOP_PUBLISHM process.

Note. You can set the EOP_PUBLISHM process to run at user-defined intervals.

Pages Used to Publish Accounting Line Information Manually

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
GL Interface (general ledger interface)	AV_RUN_CNTL_GL	Contributor Relations, Session Management, Process Sessions, G/L Interface	Enter process parameters and run the AVPACCTL process, which creates accounting lines ready for publishing into your institution's Financials system but does not activate the message that the lines are ready for Financials 8.4 or 8.8.
Batch Publish	EO_BATCHPUB	Enterprise Components, Integration Definitions, Initiate Processes, Batch Publish	Run the EOP_PUBLISHM process, which publishes batches of accounting lines into your institution's Financials system.

Entering AVPACCTL Parameters

Access the GL Interface page. This page displays the Financials Release that you selected on the CR Installation page.

After you enter the appropriate information on the run control page and click the Run button, the Process Scheduler Request page appears.

From that page, run the AVPACCTL process, which creates accounting lines and puts the process instance entries into the PS_EO_MSGBATPRM table.

See Also

Chapter 20, "Interfacing with PeopleSoft Enterprise Financials," Publishing Accounting Line Information Manually, page 603

Running the Batch Publish Application Engine Process (EOP_PUBLISHM)

After you have manually generated accounting lines, access the Batch Publish page (Enterprise Components, Integration Definitions, Initiate Processes, Batch Publish) to publish them to the Financials database.

Batch Publish page

Request ID and Description Enter an ID and describe the process.

Process Frequency Select *Once*.

Process Name Enter *AVPACCTL*.

After you enter the appropriate information on the Batch Publish page and click the Run button, the Process Scheduler Request page appears.

From that page, run the EOP_PUBLISHM process, which does the following:

1. Selects accounting lines based on three criteria: process or job instance, process name, and process status.
2. Collects accounting line entries generated by the GL Interface AVPACCTL COBOL process and publishes them to the Financials database.

Financials treats the published messages the same way, regardless of whether you generate the accounting lines automatically or manually.

See Also

Chapter 20, "Interfacing with PeopleSoft Enterprise Financials," Publishing Accounting Line Information Automatically, page 602

Monitoring Message Results and Status

Use PeopleTools Service Operation Monitoring pages to view published data and check the status of messages. This applies to all published and subscribed messages.

See Also

Enterprise PeopleTools PeopleBook: PeopleSoft Application Engine

Viewing Accounting Lines

Use the Accounting Line inquiry page to review accounting lines that reside on the AV_ACCTG_LN table.

Journal Information tab

The fields on this tab display the information published to Financials. The tab also contains the GL Journal Line Number, GL Journal ID, and Journal Date fields, which are populated with the data returned to Contributor Relations through the STUDENT_ADV_ACCTG_LINE subscription message after the journals are generated in Financials.

GL Chartfield 1 and 2 tabs

These tabs show information sent to Financials. The following fields are currently populated by the GL Interface COBOL process:

- Fund
- Budget Reference Affiliate
- Chartfield 1
- Chartfield 2
- Chartfield 3

See Also

[Chapter 18, "Processing Commitments," Viewing Accounting Lines, page 531](#)

Understanding Interface Setup Best Practices

This section discusses how to:

- Avoid integration setup errors.
- Avoid queue errors.
- Avoid messaging errors.

Avoiding Integration Setup Errors

There are several areas where you can review your settings and make the necessary corrections to avoid errors after setting up your Contributor Relations system to integrate with Financials 8.4 or 8.8.

The following reminders apply to general integration setup:

- You must set up Batch Publish Rules for the STUDENT_ADV_ACCTG_LINE message.
- You must set up Full Table Publish Rules for the BUS_UNIT_AV_FULLSYNC message.
- You must set the Financials Release to 8.4 or 8.8 on the CR Installation page.

See Also

[Chapter 20, "Interfacing with PeopleSoft Enterprise Financials," Defining Batch Publish Rules, page 598](#)

[Chapter 20, "Interfacing with PeopleSoft Enterprise Financials," Setting Up Business Unit Synchronization, page 599](#)

[Chapter 20, "Interfacing with PeopleSoft Enterprise Financials," Identifying Financial Software Version, page 597](#)

Avoiding Queue Errors

Verify your channel settings in Application Designer. This will help you avoid situations in which a published message remains in *New* status and does not complete its path and change the status to *Done*, or in which the message does not appear in the Service Operation Monitor after the process to generate it is complete.

Note. HR_SETUP channel is for the business unit messages and STUDENT_ADMIN_ACCOUNTING channel is for the Accounting line message.

The following best practices apply to the channels HR_SETUP and STUDENT_ADMIN_ACCOUNTING:

- Open the Queue, go to Queue Properties, and make sure the Queue Status is set to *Run* for both of these channels.
- The HR_SETUP channel routing direction should be set to *Publish to*, and a valid Message Node Name should be specified.
- The BUS_UNIT_AV_FULLSYNC, and BUS_UNIT_AV_SYNC messages should appear under the Messages tab for the HR_SETUP channel.
- The STUDENT_ADMIN_ACCOUNTING channel routing direction should be set to *Both (Publish and Subscribe)*, and a valid Message Node Name should be specified.

- The STUDENT_ADV_ACCTG_LINE message should appear under the Messages tab for the STUDENT_ADMIN_ACCOUNTING channel.
- For each Queue, confirm that the Routing Rules are set up correctly. Confirm the correct Message Node Name for each channel.

Avoiding Messaging Errors

Review your security settings. This will help you avoid situations in which a published message remains in *New* status rather than completing its path and changing status to *Done*, or in which the message does not appear in the Service Operation Monitor after the process to generate it is complete.

To check security settings:

1. Navigate to PeopleTools, Security, Permissions & Roles, Permission Lists.
2. Enter a Permission List value.
3. Select the Service Operations Monitor tab.
4. Determine whether the channel(s) appear there.
5. If the channels do not appear, enter HR_SETUP and STUDENT_ADMIN_ACCOUNTING in the Channel Name fields.
6. Based on your security business rules, select *Full* or *Read Only* access for each channel.
7. Save the changes.

You can now return to the Service Operation Monitor and search for a particular message/channel.

Verify your channel settings in Application Designer. Verify these items in both the Contributor Relations and Financials databases. The following tips apply to the messages BUS_UNIT_AV_FULLSYNC, BUS_UNIT_AV_SYNC, and STUDENT_ADV_ACCTG_LINE:

- Open the Message Definition, go to Message Properties, make sure that the Active Status check box is selected.
- Make sure that the correct Queue is specified for the Message Definition (that is, HR_SETUP channel is for the business unit messages and STUDENT_ADMIN_ACCOUNTING channel is for the accounting line message).
- In Service Operation Monitor, check the Channel Status tab. The channel status must be *Running*.
- Message Nodes are set up correctly, including the correct Location/URL.

Verify your message definition settings in Application Designer. Verify statuses for the Contributor Relations message subscription STUDENT_ADV_ACCTG_LINE and the Financials 8.4 or 8.8 message subscriptions BusUnitAVFullSync, BusUnitAVSync, and StudentAdvancementAcctgLine.

To verify status:

1. Open the Message Definition, then the Message.
2. Right-click the Message Subscription.

3. Make sure the Active Status check box is selected.

Ping the publishing and subscribing database nodes.

To ping a database node:

1. Sign on to the Contributor Relations database.
2. Navigate to PeopleTools, Integration Broker, Service Operations Monitor, Administration, Node Status.
3. Enter the Message Node Name.
4. Click the Ping Node button.
5. If the node does not ping successfully, the gateway is bad; check the Node and Node URL.
6. If the node pings successfully, sign on to the Financials database and ping the Contributor Relations database node using Integration Broker.

See *Enterprise PeopleTools PeopleBook: PeopleSoft Integration Broker*.

If changes are made to Queues and/or Message Nodes, it is a good idea to stop and then start the Application Server. You can also delete the Application Server cache.

Chapter 21

Working with Self-Service Involvement

This chapter provides overviews of the Involvement application and the self-service online giving and pledge life cycles, and discusses how to:

- Give online to the institution.
- Make a pledge online.
- Monitor self-service commitment summary.
- Monitor self-service giving club progress.
- Monitor self-service membership history.
- Generate self-service gift and pledge sessions.
- Balance, queue, and post self-service gift and pledge sessions.
- Process self-service credit card transactions.
- Work with denied self-service transactions.
- Adjust self-service gift credit card payments.
- Investigate self-service gift and pledge transactions.

Understanding Involvement

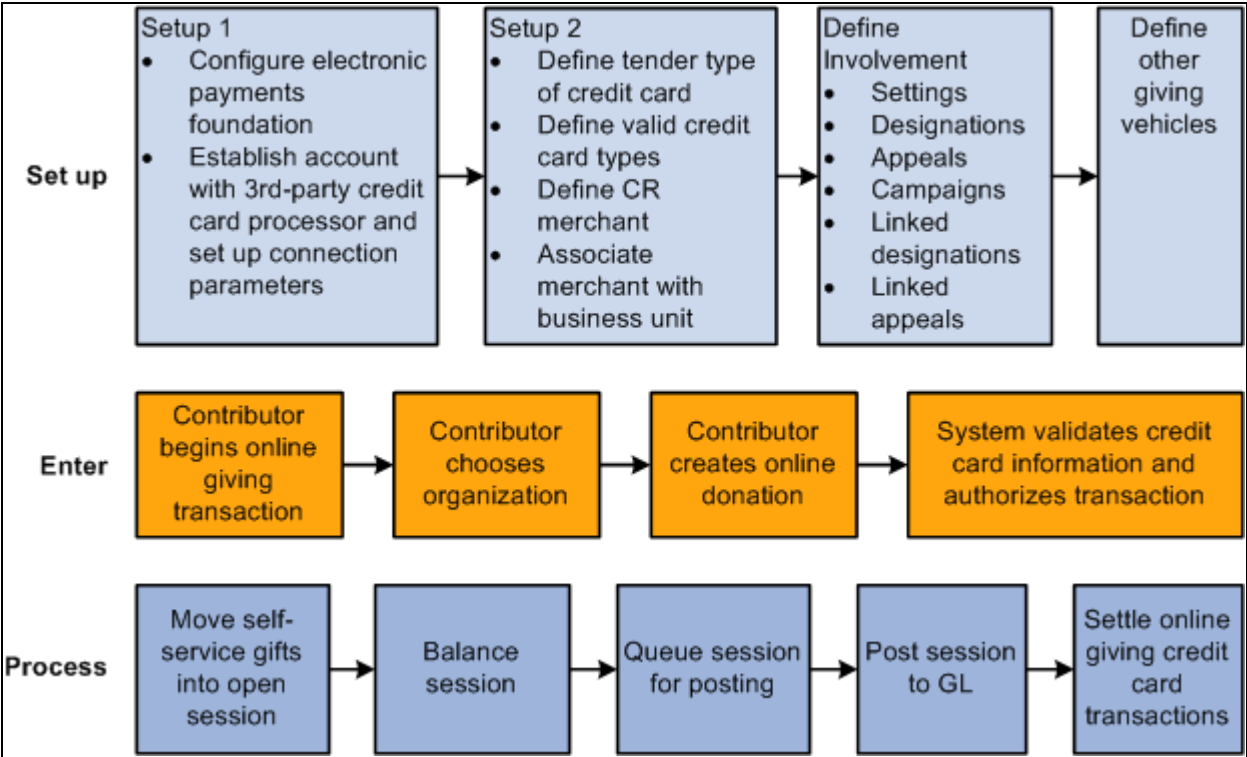
PeopleSoft Enterprise Campus Solutions offer self-service applications that are licensed separately. If you have licensed the Involvement application, you can use the self-service pages described here. Contributor Relations also offers Outreach, another self-service application that enables traveling development officers to access accumulated prospect action and strategy information. Outreach is part of PeopleSoft Enterprise Campus Self Service.

See *PeopleSoft Enterprise Campus Self Service 9.0 PeopleBook*, "Using Self-Service Outreach."

Virtually all fund-raising organizations have established, or are in the process of establishing, a web presence that provides self-service facilities to their contributors. These organizations need the ability to accept and process credit card payments online when receiving a donation. Using Involvement's online giving functionality, both new and existing contributors can give to the organization in a secure, online environment. In addition, Involvement offers online visitors the option to create a scheduled pledge.

Understanding the Self-Service Online Giving Life Cycle

The life cycle of self-service online giving has three stages: set up, enter, and process. The steps within these stages may vary, depending on a contributor's choices, but this diagram shows a high-level overview of the stages:



Overview of the life cycle of online giving

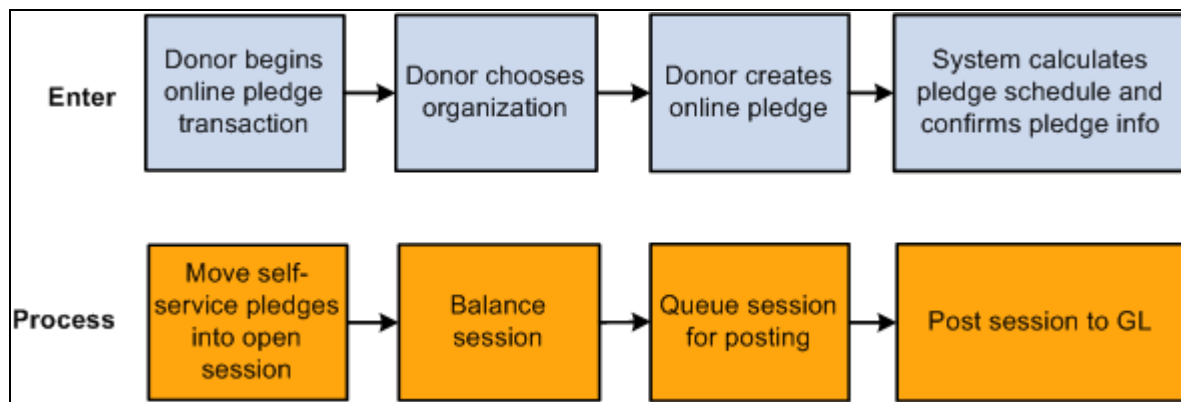
See Also

[Chapter 18, "Processing Commitments," Understanding Credit Card Processing, page 495](#)

"Campus Solutions 9.0 Electronic Payment Integration Developer's Reference Guide" on My Oracle Support

Understanding Self-Service Online Pledges

After your institution sets up online giving functionality, the process for entering and processing online pledges is similar to that for online gifts. The online pledge life cycle has two stages, as shown in this diagram:



Overview of the life cycle of online pledging, including details for enter and process steps

Giving Online to the Institution

If you have set up online giving so that the default option presents a single organization to receive the donation, contributors begin the online giving process by proceeding directly to the Ways to Give page. However, if the system finds multiple active organizations defined, contributors must first select an organization to receive their donation.

Depending on which way contributors decide to give, the system presents them with a series of pages to enter donation specifics and credit card information. If contributors decide not to give over the internet, they also have the option of printing a mail-in donation form.

This section provides overviews of secure online giving and Involvement navigations, lists prerequisites, and discusses how to:

- Select an organization.
- Select a way to give.
- Start the online giving process.
- Enter gift information.
- Enter payment information.
- Confirm and submit payment information.
- View fund information.
- View payment results.
- Select an existing campaign.
- Donate to an existing campaign.
- Give by mail.

Understanding Secure Online Giving

To donate online, contributors complete these steps as they navigate through the process:

1. Designate a gift amount and gift distribution.
2. Enter credit card, billing address, and other contact information.
3. Review the information already entered and complete the transaction.

Understanding Self-Service Involvement Navigations

These navigation guidelines apply to all of the Involvement online giving pages:

- Click the Next button to proceed to the next page in the process.
- Click the Previous button to return to the previous page.
- Click the Return to Involvement button to go to the Involvement home page.
- Click the Mail In Donation Form button to access the Mail In Donation page.

See Also

Chapter 21, "Working with Self-Service Involvement," Selecting a Way to Give, page 616

Chapter 21, "Working with Self-Service Involvement," Monitoring Self-Service Commitment Summary, page 623

Chapter 21, "Working with Self-Service Involvement," Monitoring Self-Service Giving Club Progress, page 623

Chapter 21, "Working with Self-Service Involvement," Monitoring Self-Service Membership History, page 624

Prerequisites

You must define specific information on these pages before self-service contributors can use the pages for online giving:

- On the Donations - Choose Organization page, define multiple institutions so that donors can select an organization to receive their gift.

- On the Ways to Give page, you must define these options:
 - Web campaigns on the Web Campaigns page.
 - Giving vehicles on the Defining Giving Vehicles page.
 - Settings and contact information on the Involvement Setup page.
 - Define credit card merchant information on the CR Merchants page.
- On the Web Campaigns page, define campaigns from which donors can select.

See Also

Chapter 7, "Setting Up Commitment Management," Setting Up Self-Service Online Giving and Pledges, page 129

Pages Used to Give Online to the Institution

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Donations - Choose Organization	AV_INVLV_G_INST	Self Service, Involvement, Ways to Give Click an organization name link.	Donors select an organization to receive their donation.
Ways to Give	AV_INVLV_G_WAYS	<ul style="list-style-type: none"> • Self Service, Involvement, Ways to Give • Click a link under the Description heading on the Donations - Ways to Give page. 	Donors review donation options for the organization they selected on the Donations - Choose Organization page.
Make a Donation - Welcome	AV_INVLV_G_INTRO	Click the Make your gift securely on-line link on the Ways to Give page.	Donors see this page first when they begin the online donation process.
Make a Donation - Gift Information	AV_INVLV_G_GFT	Click the Next button on the Make a Donation - Welcome page.	Donors designate their gift amount, gift terms, and gift distribution.
Make a Donation - Payment Information	AV_INVLV_G_CC	Click the Next button on the Make a Donation - Gift Information page.	Donors enter credit card, billing address, and other contact information.

Page Name	Definition Name	Navigation	Usage
Make a Donation - Confirm and Submit	AV_INVLV_G_CNF	Click the Next button on the Make a Donation - Payment Information page.	Donors review the credit card, billing address, and other contact information entered on the previous page, and then to finalize the transaction.
Fund Information	AV_INVLV_G_DES	Click the View Fund Information link on the Make a Donation - Confirm and Submit page.	Donors view details about the funds designated on the Make a Donation - Gift Information page.
Payment Result	AV_INVLV_G_END	Click the Submit button on the Make a Donation - Confirm and Submit page.	Donors confirm that their online giving session is complete.
Donations - Campaigns	AV_INVLV_G_CMPGN	Click the Invest in existing campaigns link on the Ways to Give page.	Donors select a campaign to receive their donation.
Mail In Donation Form	AV_INVLV_G_FORM	Click the Mail-in donation form link on the Ways to Give page.	Donors can print the form, complete it manually, and mail it to the institution.

Selecting an Organization

Access the Donations - Choose Organization page.

Select an organization name to access the Ways to Give page. For this page to appear, you must have previously defined more than one active institution on the Involvement Setup page.

Selecting a Way to Give

Access the Ways to Give page.

Select one of three predefined options:

- *Make your gift securely online.* Click this link to directly access the online donation process. On the pages that appear, contributors can apply their donation to specific campaigns, fund designations, and appeals.
- *Invest in existing campaigns.* Click this link to see a list of campaigns predefined by the organization. On these subsequent pages, contributors select a campaign to which the organization has already associated specific designations and appeals. These campaign-specific designations and appeals appear as available values for the selected campaign.
- *Mail-in donation form.* Click this link to access a printable form that contributors can complete and mail. This option also lists the address to which to send the donation form. You define the mailing address on the Involvement Setup page.

Organizations can define other ways to give using the Giving Vehicles setup page. If giving vehicles were set up previously, then they appear under the Other Ways to Give heading.

To donate to a different organization, contributors can click the View Information for Other Organization link and return to the Choose Organization page.

See Also

Chapter 7, "Setting Up Commitment Management," Defining Giving Vehicles, page 141

Starting the Online Giving Process

Access the Make a Donation - Welcome page.

This page welcomes the visitor and explains how to navigate through the online giving process. This page also provides information about the mail-in donation form and contact information for the organization.

Entering Gift Information

Access the Make a Donation - Gift Information page.

Gift Detail Information

In the fields in this section, contributors enter the amount of their donation and decide whether or not to give anonymously. If they are donating to a specific fund-raising campaign, they select it here. The organization also collects information about how the contributor heard about the fund-raising effort.

Finally, contributors decide whether to apply their gifts to the organization's greatest need or to particular funds. If a contributor selects the Apply my gift to the greatest need option, then the system applies the gift based on the contributor's selection on the Ways to Give page. If the contributor enters through the Give securely online link, then the system applies the gift to the default designation defined on the Web Designations page. If the contributor enters through the Invest in existing campaigns link, the system applies the gift to the default linked designation defined on the Campaign Linked Designations page. If a contributor selects the Send my gift to the following funds option, the Fund Information section appears.

Fund Information

Contributors can select a specific designation and enter a specific portion of their donation to go to that fund. They can click the Add Fund button to designate additional funds and portions of their donation, or they can click the Evenly Distribute Gift button to divide their total donation evenly among the selected designations.

The fund values that appear in this section are defined on the Web Designations page. When a contributor sends a gift to specific funds, rather than contributing to the organization's greatest need, the designation value and amount fields are required to process a gift session. Contributors can use the Comments area to enter special requests, tribute information related to the donation, and so on.

When contributors navigate to the next page, the system verifies whether the total amounts designated equal the Total Gift Amount; if they do not, the system returns an error message. Contributors can manually adjust their fund designation amounts until the total matches their Total Gift Amount, or they can click the Evenly Distribute Gift button.

Entering Payment Information

Access the Make a Donation - Payment Information page.

Enter credit card information. CyberSource requires an email address but does not validate it; if the user leaves this field blank, the system uses the email address from the associated Merchant table. The system populates as much personal information as is available (based on the address and other type settings from the Campus Community Installation Setup page), but a contributor can modify any field.

Note. If you have selected the Security Code - Self Service check box for a Payment Merchant on the CR Merchants page, the system requires users to enter their credit card's security code as well as their credit card type, number, and expiration date. The explanatory "What is a security code?" link also appears.

When a contributor navigates to the next page, the system performs an internal system check to ensure that all required information is entered properly. The system prompts for corrections if it finds any errors or missing information.

Confirming and Submitting Payment Information

Access the Make a Donation - Confirm and Submit page.

This page displays online gift details for the contributor's review. Contributors can access the View Fund Information page to review details about the funds they designated on the Make a Donation - Gift Information page.

Viewing Fund Information

Access the Fund Information page.

When you determine that the information on the Fund Information page is correct, click Submit to submit the online gift transaction. The system sends the credit card information to a third-party credit card payment processor to authorize the gift amount. If the transaction fails, for example, because of invalid card or billing information, then the Payment Result page displays an error message.

See Also

[Chapter 18, "Processing Commitments," Processing Credit Card Transactions, page 509](#)

Viewing Payment Results

After a transaction is successfully authorized, the Payment Result page appears.

This page displays a message thanking the contributor by name for the donation. This page also provides a receipt number and transaction summary, which the contributor can print and keep as a record. The system generates a hard copy receipt that will be mailed later, using the current Contributor Relations Acknowledgement process.

If the payment is not successful, the Payment Result page displays an error message.

See Also

Chapter 18, "Processing Commitments," Generating Acknowledgement Letters, page 545

Selecting an Existing Campaign

Access the Involvement Setup page.

This page enables organizations to define campaigns and to link related designations and appeals to a specific campaign. When you click the Invest online in existing campaigns link, you see only the designations and appeals related to the selected campaign as you proceed through the online giving pages.

Donating to an Existing Campaign

Access the Donations - Campaigns page.

This page lists each campaign your organization has defined on the Web Campaigns page. When a contributor clicks a campaign link on this page, the system proceeds to the Make a Donation - Welcome page. From there, the online giving process continues in much the same way as it does when contributors give securely online.

However, when investing in existing campaigns, the Make a Donation - Welcome page displays the name and description of the selected web campaign in addition to the standard welcome and navigational information.

In addition, on the Make a Donation - Gift Information page, if the contributor applies the donation to specific funds, the Fund Information area displays the default fund designation and appeal options linked to the campaign. However, the contributor can use the Lookup feature to select other appeals and designations associated with that specific campaign.

Giving by Mail

Access the Mail In Donation Form page.

Online visitors who do not want to transmit personal information using the internet can use this page to contribute. Print this page using your web browser's Print functionality, complete the form, and mail it to the organization.

Note. The Mail To name and address information at the top of the page is defined on the Involvement Setup page.

Making a Pledge Online

This section provides an overview of the online pledge process and discusses how to:

- Select a way to give.
- Invest in an existing campaign.

- Make a pledge online.
- Enter pledge information.
- Enter payment information.
- Confirm and submit a pledge.

Understanding Online Pledges

To make a pledge online, donors complete these steps:

1. Make a pledge and learn to navigate through the online pledge process.
2. Designate a pledge amount and fund distribution.
3. Enter a pledge schedule and other contact information.
4. Review all of their information and complete the pledge.

Pages Used to Make a Pledge Online

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Donations - Ways to Give	AV_INVLV_G_WAYS	Self Service, Involvement, Ways to Give	Donors review donation options set up by the institution.
Donations - Campaigns	AV_INVLV_G_CMPGN	Click the Invest in existing campaigns link on the Donations - Ways to Give page.	Donors view existing campaigns and select a campaign to receive the gift or pledge.
Make a Donation - Welcome	AV_INVLV_G_INTRO	<ul style="list-style-type: none"> • Click the Make a pledge online link on the Donations - Ways to Give page. • Click the Pledge to this campaign link next to a campaign name on the Donations - Campaigns page. 	Donors see the Welcome page when they begin the online gift or pledge process.
Make a Donation - Pledge Information	AV_INVLV_P_PL	Click the Next button on the Make a Donation - Welcome page.	Donors enter pledge detail and fund distribution information.
Make a Donation - Payment Information	AV_INVLV_P_CNT	Click the Next button on the Make a Donation - Pledge Information page.	Donors set up a pledge payment schedule and enter or verify their contact information.

Page Name	Definition Name	Navigation	Usage
Make a Donation - Confirm and Submit	AV_INVLV_P_CNF	Click the Next button on the Make a Donation - Payment Information page.	Donors review their pledge information and payment schedule, and then submit the pledge.
Fund Information	AV_INVLV_G_DES	Click the View Fund Information link on the Make a Donation - Confirm and Submit page.	Donors view details about the funds designated on the Make a Donation - Pledge Information page.
Payment Result	AV_INVLV_P_END	Click the Submit button on the Make a Donation - Confirm and Submit page.	Donors see the Payment Result page when their online pledge is created.
Mail-in Donation Form	AV_INVLV_G_FORM	Click the Mail-in Donation Form link on the Donations - Ways to Give, Make a Donation - Payment Information, or Make a Donation - Confirm and Submit pages.	Online visitors who do not want to transmit personal information using the internet can use this form to submit pledge information.

Selecting a Way to Give

Two links on the Donations - Ways to Give page enable donors to begin the pledge process:

- Click the Invest in existing campaigns link to access the Donations - Campaigns page, where you can select a campaign to receive your pledge.
- Click the Make a pledge on-line link to access the Make a Donation - Welcome page; where you can select a campaign to receive your pledge later in the process.

Investing in an Existing Campaign

If donors click the Invest in existing campaigns link, the Donations - Campaigns page appears. It describes all existing campaigns activated by the institution for online giving on the Web Campaigns setup page. Each campaign has an indicator next to it for donors to select to either give to this campaign or pledge to this campaign.

When donors click the Pledge to this campaign link, the system takes them to the Make a Donation - Welcome page for pledges. The welcome text on the page includes the campaign name selected on the Donations - Campaigns page.

Making a Pledge Online

If donors click the Make a pledge on-line link, the Make a Donation - Welcome page appears. It welcomes the visitor by name and explains how to navigate through the online pledge process. This page also provides contact information for the institution and a link to the mail-in donation form.

Entering Pledge Information

Access the Make a Donation - Pledge Information page. This page changes, depending on which link donors use on the Donations - Ways to Give page:

- If donors access this page through the Make a pledge on-line link, they can select a specific campaign to receive the pledge.
- If they enter this page through the Invest in existing campaigns link, they have already selected a campaign, therefore, no campaign choices appear.

Regardless of how donors access this page, they can select an appeal code and designation fund options for their pledge. Donors enter the amount of their pledge on this page.

Making a Pledge to an Existing Campaign

The page displays only designations and appeals related to the campaign selected on the Donations - Campaigns page. The Fund Information section displays the default fund designation and appeal options linked to the campaign.

Entering Payment Information

Access the Make a Donation - Payment Information page.

Donors use this page to create a pledge payment schedule and to enter or verify their contact information.

Available options for a donor's pledge payment schedule include the start and end dates of the pledge period, the frequency of the pledge payments, and the number of payment installments.

Note. For the system to generate a pledge schedule, donors must enter either a number of installments or a last payment date.

Confirming and Submitting a Pledge

Access the Make a Donation - Confirm and Submit page.

Donors use this page to review their pledge information and finalize the transaction.

Donors can review the information they entered on the Make a Donation - Payment Information page. The system also displays the generated expected pledge schedule. To generate the pledge schedule, the system divides the total pledge amount into equal installments, based on information entered on the Make a Donation - Payment Information page. Then, it calculates the expected payment dates and amounts to fulfill the pledge.

When the donor confirms and submits the pledge information, the system:

1. Saves the pledge information.
2. Generates a receipt number for the pledge.
3. Displays the Payment Result page, which includes a personalized thank you message, the receipt number, and a final summary of the pledge information, designation information, and pledge schedule information.

Note. The system does not charge the donor's credit card or process any transactions at this time.

Monitoring Self-Service Commitment Summary

This section discusses how to view a commitment summary.

Pages Used to Monitor Self-Service Commitment Summary

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Commitment Summary	AV_SS_P_CS_ORG AV_SS_P_CMTMT_SMRY	Self Service, Involvement, My Involvement, Commitment Summary	Donors view information about their history of giving to the institution.
Fiscal Year Details	AV_SS_CS_SP	Click the Fiscal Year link on the Commitment Summary page.	View details about their giving during a particular year.

Viewing a Commitment Summary

Donors can view information about lifetime giving and a summary of giving by fiscal year. If the donor has given to more than one institution, he or she can view information for each institution on separate versions of the page.

For each fiscal year summary, the donor can access details of his or her giving during that particular year.

Monitoring Self-Service Giving Club Progress

This section lists the pages used to monitor progression through giving clubs during a self-service session.

Page Used to Monitor Self-Service Giving Club Progress

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Giving Club Progress	AV_SS_P_GC_ORG AV_SS_P_GCLUB	Self Service, Involvement, My Involvement, Giving Club Progress	Donors view information about their progression through giving clubs and various club levels. If the donor has given to more than one institution, he or she can view information for each institution on separate versions of this page.

Monitoring Self-Service Membership History

This section lists the pages used to view information about participation in member organizations at the institution during a self-service session.

If a member belongs to member organizations for more than one institution, he or she can view information for each institution on separate versions of this page.

Members click the Membership Organization link in any row to view detailed information about a particular membership in the Membership Detail group box.

Page Used to Monitor Self-Service Membership History

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Membership History	AV_SS_P_MB_ORG AV_SS_P_MBR_INQ	Self Service, Involvement, My Involvement, My Memberships	View information about a member's participation in member organizations at the institution.

Generating Self-Service Gift and Pledge Sessions

This section lists prerequisites and discusses how to create self-service gift and pledge sessions.

Prerequisites

To create self-service gift and pledge sessions, unprocessed, authorized self-service credit card gift or pledge transactions must exist in the system.

Page Used to Generate Self-Service Gift and Pledge Sessions

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Self Service Giving	AV_RUNCTL_INVLV	Contributor Relations, Session Management, Process Sessions, Process Self Service Giving	Run the process that moves self-service gifts and pledges into open self- service sessions.

Creating Self-Service Gift and Pledge Sessions (AV_INV_SESS)

Access the Self Service Giving page.

When you run the AV_INV_SESS process, the system:

1. Looks at all institutions set up for online giving.
2. Moves self-service gifts and pledges into open self-service sessions.

You can configure Process Scheduler to run the Self Service Gifts Application Engine process at user-defined intervals. When the process completes, the data is saved and the session remains open.

Note. Due to the nature of credit card transactions, you should set the specified time frame between running the AV_INV_SESS process to no more than 24 hours.

You can also configure the AV_INV_SESS process to notify a particular user (or all users in a particular role) using email of process completion. By transferring the process log on notification, users can know which self-service sessions are open for processing.

Balancing, Queuing, and Posting Self-Service Gift Sessions

After you have a complete credit card session, as with any other type of session, you must balance it, queue it for posting, and post it to the general ledger. When you use the Maintain Sessions page to balance a session, you can see whether the session was created as a result of online giving or online pledging; the check box is selected for self-service sessions.

When you use the Queue Sessions page to queue a session for posting, you can filter the page to show only self-service sessions. To do so, select the Self Service Session check box.

See Also

[Chapter 17, "Entering Commitments," Creating and Working with Sessions, page 427](#)

[Chapter 18, "Processing Commitments," Queuing Sessions for Posting, page 498](#)

[Chapter 18, "Processing Commitments," Processing and Posting Sessions, page 499](#)

Processing Self-Service Credit Card Transactions

This section provides an overview of self-service transaction types, lists prerequisites, and discusses how to:

- Select self-service gift transactions for processing.
- Capture self-service gift transactions.

Understanding Self-Service Transaction Types

After you post a credit card gift to the general ledger, you can then process it through a third-party payment processor such as CyberSource. Contributor Relations supports the following transaction processes:

- *Authorization* authenticates the credit card number and places a temporary hold on the specified amount against the cardholder's credit card.

It also generates an authorization number and reduces the cardholder's available credit by the authorized amount. If the credit card information is not correct or if the cardholder does not have available credit, the system generates a message declining the transaction. Note that CyberSource does not bill the credit card at this time; it only verifies that the card is valid for the charge.

Note. All credit card payments for gifts made through self-service pages are authorized during online giving. Therefore, self-service gift sessions are ready to proceed directly to the capture process.

- *Capture* confirms the temporary hold placed on credit card funds after a transaction is authorized and bills the credit card.
- *Credit* issues a refund to a customer's credit card account after an adjusted gift.

See Also

Chapter 18, "Processing Commitments," Understanding Credit Card Processing, page 495

Prerequisites

To process self-service credit card transactions, the following conditions must exist:

- Before you can select transactions for processing, using the EP Transaction Processing - Filter Options page, posted gift sessions must exist with the tender type of *Credit Card*.
- Before you can capture transactions, using the EP Transaction Processing - Transaction List page, valid, posted gift credit card transactions must exist in the system.
- Before you can select denied transactions for processing, using the EP Denied Transactions - Filter Options page, denied posted gift credit card transactions must exist in the system.
- Before you can capture denied transactions, using the EP Denied Transactions - Transaction List page, denied posted gift credit card transactions must exist in the system.

Pages Used to Process Self-Service Credit Card Transactions

Page Name	Definition Name	Navigation	Usage
EP Transaction Processing - Filter Options	AV_EP_FLTR	Contributor Relations, Session Management, Process Electronic Payments, EP Transaction Processing	Enter your selection criteria for the gifts to process.
EP Transaction Processing - Transaction List	AV_EP_G_PROC	Click the Search button on the EP Transaction Processing - Filter Options page.	Select and capture gift transactions that meet the criteria you entered on the EP Transaction Processing - Filter Options page.

Selecting Self-Service Gift Transactions for Processing

Access the EP Transaction Processing - Filter Options page (Contributor Relations, Session Management, Process Electronic Payments, EP Transaction Processing).

EP Transaction Processing
Filter Options

***Institution:** PeopleSoft University

***Business Unit:** Medical Business Unit

Tender Type: Credit Card

Transaction Requested:

Item	
Self Service Session <input checked="" type="radio"/> All Sessions <input type="radio"/> Only Self Service <input type="radio"/> Non Self Service	Post Date From <input type="text" value="01/19/2009"/> To <input type="text" value="01/19/2010"/>

Session Number:
Gift:

EP Transaction Processing - Filter Options page

Institution Enter an institution code.

Business Unit	<p>Enter a business unit for the gift transactions to process. If you leave the business unit blank, you view all gifts for the organization.</p> <hr/> <p>Note. You must specify a business unit here to use the rest of the filter choices on this page.</p> <hr/>
Tender Type	<p>Enter the electronic processing tender type for the gift transactions to be processed (the system populates this field to the electronic payment type <i>Credit Card</i> by default).</p> <hr/> <p>Note. The PeopleSoft system uses <i>CC</i> to designate this electronic payment tender type. However, you can define it in another way on the Tender Types page.</p> <hr/>
Transaction Requested	<p>Select <i>Capture</i> to capture the self-service gift transactions. Other delivered values for transaction processes currently supported by CyberSource are: <i>Authorize</i>, <i>Authorize and Capture</i>, and <i>Credit</i>.</p> <hr/> <p>Note. <i>Authorize and Capture</i> is not a valid process for self-service gifts.</p> <hr/>
Self Service Session	<p>Select <i>Only Self Service</i> to select gifts made through the self-service Make a Donation pages only. Other delivered values include <i>All Sessions</i> and <i>Non Self Service</i>.</p>
Post Date	<p>Enter dates to select gifts posted within the range of From and To date values.</p>
Session Number	<p>Enter a session number to select gifts made in this specific session only. To display a session, you must enter a business unit.</p>
Gift	<p>Enter a gift number to select gifts made with this gift number only. To display a specific gift, you must enter a business unit.</p>

Capturing Self-Service Gift Transactions

Access the EP Transaction Processing - Transaction List page (Click the Search button on the EP Transaction Processing - Filter Options page).

Note. On the EP Transaction Processing - Filter Options page, set Transaction Requested to *Capture*.

EP Transaction Processing
Transaction List

Institution: PSUNV PeopleSoft University
Transaction Requested: Capture
Self Service Session: All Sessions

[Process Monitor](#) [Set Filter Options](#)

Select	Payment Status	Business Unit	Tender	Session Nbr	Gift Nbr	Post Dt	Auth Dt	Reference Nbr	ID	Gift Amt
<input type="checkbox"/>	Authorized	MEDBU	CC	175	357	11/17/2009	12/17/2009	0000000000000005	AV0001	100.00
<input type="checkbox"/>	Authorized	MEDBU	CC	185	362	11/30/2009	12/17/2009	0000000000000006	AV0002	250.00

EP Transaction Processing - Transaction List page

These fields on this page are defined on the EP Transaction Processing - Filter Options page: Business Unit, Tender, Session Nbr, Gift Nbr, and Post Dt.

Select Select the check box for each row to process.

Select All Click this button to select check boxes for all rows.

Payment Status Displays the current transaction status. If you click a link under this heading, a page appears that displays all existing transaction processing information. All transactions ready to be captured have a Payment Status value of *Authorized*.

Auth Dt(authorization date) After the transaction is authorized, the system populates this field.

Reference Nbr(reference number) After the transaction is sent, the system populates this field with a system-generated reference number used to communicate with the third-party credit card payment processor.

ID Displays the ID of the contributor.

Gift Amt(gift amount) Displays the amount of the gift credit card transaction.

Process Click to run the capture process. The system gathers the transactions you select and sends them to the third-party credit card payment processor.

Important! After you click the Process button, give the process at least 30 seconds to run.

Process Monitor Click to review the status of the capture process.

Set Filter Options Click to return to the EP Transaction Processing - Filter Options page.

If any transactions are not captured successfully, you must complete them using the denied transactions process or using a gift adjustment session.

Working with Denied Self-Service Transactions

When you attempt to authorize or capture self-service credit card gift transactions, you occasionally receive denial messages from the third-party credit card payment processor. Denials occur for many reasons, including invalid card number, account over limit, internet communication problems with the third-party credit card payment processor, and so on.

To resolve denied transactions, use the EP Denied Transactions - Filter Options and EP Denied Transactions - Transaction List pages to perform the following functions: retry the capture or credit processes, decide to handle the transaction manually, or cancel the payment of the transaction.

This section discusses how to:

- Select denied self-service gift transactions for processing.
- Capture denied self-service gift transactions.

Pages Used to Work with Denied Self-Service Transactions

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
EP Denied Transactions - Filter Options	AV_EP_FLTR	Contributor Relations, Session Management, Process Electronic Payments, EP Denied Transactions	Enter your selection criteria for the gift transactions to process.
EP Denied Transactions - Transaction List	AV_EP_G_PROC	Click the Search button on the EP Transaction Processing - Filter Options page.	Select and capture denied gift transactions that meet the criteria you entered on the EP Denied Transactions - Filter Options page.

Selecting Denied Self-Service Gift Transactions for Processing

Access the EP Denied Transactions - Filter Options page (Contributor Relations, Session Management, Process Electronic Payments, EP Denied Transactions).

EP Denied Transactions			
Filter Options			
*Institution:	PSUNV	PeopleSoft University	
*Business Unit:	MEDBU	Medical Business Unit	
Tender Type:	CC	Credit Card	
Transaction Requested:	Authorize	Search	Return to List

Item			
Self Service Session <input checked="" type="radio"/> All Sessions <input type="radio"/> Only Self Service <input type="radio"/> Non Self Service		Post Date From 12/23/2007 31 To 12/23/2009 31	
		Session Number:	<input type="text"/>
		Member Payment:	<input type="text"/>

EP Denied Transactions - Filter Options page

Use this page in the same way that you select gifts for capture. The difference is that the EP Denied Transactions - Filter Options page only searches those transactions that the third-party credit card payment processor denied.

The fields on this page are the same as those on the EP Transaction Processing - Filter Options page. For denied gift transactions, however, the Transaction Requested value you select is the stage at which the gift transaction is denied, such as during capture.

See Also

Chapter 18, "Processing Commitments," Selecting Gift and Membership Transactions for Processing, page 513

Capturing Denied Self-Service Gift Transactions

Access the EP Denied Transactions - Transaction List page (Click the Search button on the EP Transaction Processing - Filter Options page).

Note. To capture, on the EP Denied Transactions - Filter Options page, set Transaction Requested to *Capture*.

EP Denied Transactions	
Transaction List	
Institution:	PSUNV PeopleSoft University
Transaction Requested:	Settle
Self Service Session:	Only Self Service
Process Monitor Set Filter Options	
No records found. Return to the filter options to change the page criteria.	

EP Denied Transactions - Transaction List page

After you select the appropriate rows, click the Process button to retry the transaction.

Click the Manual button to handle a denied transaction manually. For example, you may want to call the contributor, adjust the gift, or contact the third-party credit card payment processor directly to resolve the transaction.

Click the Cancel Pmt button to cancel the transaction. The transaction remains in the system, but—after you cancel a transaction—you can no longer filter on it using the EP Denied Transactions - Filter Options page.

Important! After you click the Process, Manual, or Cancel Pmt buttons, give each process at least 30 seconds to run.

See Also

Chapter 18, "Processing Commitments," Capturing Gift and Membership Transactions, page 517

Adjusting Self-Service Gift Credit Card Payments

To adjust gift credit card payments, you must open a gift adjustment session and make the necessary changes. However, any time you change credit card information, you must revalidate, reauthorize, and recapture the transaction. You must also credit the original gift amount.

To reauthorize and credit adjusted transactions:

1. Authorize the new gift amount using the EP Transaction Processing - Filter Options and EP Transaction Processing - Transaction List pages.
2. Filter transactions for a Transaction Requested value of *Credit* on the EP Transaction Processing - Filter Options page.
3. Credit the original gift amount on the EP Transaction Processing - Transaction List page.

See Also

[Chapter 17, "Entering Commitments," Adjusting Gifts and Matching Gifts, page 464](#)

[Chapter 18, "Processing Commitments," Selecting Gift and Membership Transactions for Processing, page 513](#)

[Chapter 18, "Processing Commitments," Capturing Gift and Membership Transactions, page 517](#)

Investigating Self-Service Gift and Pledge Transactions

You may need to research the details of a self-service gift or pledge if, for example, an online contributor contacts your organization with questions about their transaction or if your organization needs to review valid transactions that have not yet processed. You have can investigate transactions using either the Self Service Giving Inquiry pages or the EP Transaction Log Inquiry pages.

This section lists prerequisites and discusses how to:

- Filter self-service gifts.
- View self-service gift or pledge information.
- View self-service gift or pledge details.
- View self-service gift log details.
- Select self-service gift transactions for review.
- Review self-service gift transactions.

Prerequisites

Before you can search for and view self-service gift transactions, you must make sure that self-service transactions exist in the system.

Pages Used to Investigate Self-Service Gift and Pledge Transactions

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Self Service Giving Inquiry - Filter Options	AV_INV_G_INQ_FLTR	Contributor Relations, Session Management, Supervise Sessions, Self Service Giving Summary	Enter search criteria for self-service gifts or pledges.
Self Service Giving Inquiry - Self Service Giving List	AV_INVLV_G_INQ	Click the Search button on the Self Service Giving Inquiry - Filter Options page.	View the results of your search.

Page Name	Definition Name	Navigation	Usage
Self Service Giving Inquiry - Self-Service Giving Detail	AV_INV_G_INQ_DTL	Click a Receipt Number link on the Self Service Giving Inquiry - Self Service Giving List page.	View details of a self-service gift or pledge.
Self Service Giving Inquiry - Self-Service Gift Log Detail	AV_INV_G_INQ_LOG	Click a link under the Reference Nbr heading on the Self-Service Gift Inquiry - Self Service Gift List page.	View a summary of each step in the electronic payment process.
EP Transaction Log Inquiry - Filter Options	AV_EP_LOG_FLTR	Contributor Relations, Session Management, Process Electronic Payments, EP Transaction Log Inquiry	Enter your selection criteria for the self-service gift transactions to review.
EP Transaction Log Inquiry - Transaction List	AV_EP_TRANS_LOG	Click the Search button on the EP Transaction Log Inquiry - Filter Options page.	View the transactions that meet the criteria you selected on the EP Transaction Log Inquiry - Filter Options page.

Filtering Self-Service Gifts

Access the Self Service Giving Inquiry - Filter Options page (Contributor Relations, Session Management, Supervise Sessions, Self Service Giving Summary).

Self Service Giving Inquiry - Filter Options page

The system populates this page by default to the user's Institution, a Payment Status of *Processed*, the current date, and a Commitment Type of *All*. You can modify these default values and enter any combination of search criteria to research self-service gifts or pledges. Other delivered values for Payment Status are *Authorized*, *Declined*, and *Valid*. Other delivered values for Commitment Type are *Gift* and *Pledge*.

Note. A self-service pledge has a status of *Valid* when submitted by the self-service donor, and a status of *Processed* when the system moves it into a self-service session. The Payment Status values *Authorized* and *Declined* apply only to self-service gifts.

Enter the system-generated Receipt Number to search for a specific gift or pledge. This field is also useful if a donor contacts your institution with a Receipt Number from an online gift or pledge session. To search for multiple gifts or pledges, enter From and To values for Date Range and Amount Range. Click Search to retrieve the results.

This table describes each payment status on this page in detail:

<i>Payment Status</i>	<i>Description</i>
Valid	Contributor has entered gift online and system has submitted gift to a third-party credit card processor for authorization. (System saves the record when contributor clicks the Submit button.) However, for some internal reason, system receives no response from the third-party processor (for example, because of poor internet connectivity, expired license, business interlink improperly configured, third-party processor system is down).
Authorized	System has authenticated the credit card number and third-party processor has placed a temporary hold on the specified amount against the cardholder's credit card.
Processed	Gifts has been entered online, authorized, and processed by the self-service gift process that creates gift sessions.
Declined	System has generated a decline message after transaction is sent to the third-party payment processor. Note that declined self-service gifts cannot be reprocessed since they are not actually written to the gift table and assigned a gift number and session number.

Viewing Self-Service Gift or Pledge Information

Access the Self Service Giving Inquiry - Self Service Giving List page, which lists all online giving that meets your search criteria. Click the Set Filter Options link to return to the Self Service Giving Inquiry - Filter Options page and change your search criteria. To change your view of the search results on this page, you can Sort By *Amount*, *Date*, or *Type*, in either ascending or descending order.

Click a Receipt Number access the Self-Service Giving Detail page. Click a link under the Reference Nbr (reference number) heading to launch the Self-Service Gift Log Detail page.

Viewing Self-Service Gift or Pledge Details

Access the Self Service Gift Inquiry - Self-Service Giving Detail page to view summary details about an online gift or pledge.

The details include the Receipt Number the system generated for the gift or pledge and the Institution that received it. In addition, this page displays the ID of the donor and the total Gift Amount. Other details include the name of the Campaign, Appeal, Business Unit, and associated Designation that the donor selected, as well as the Session Nbr and Gift Nbr that the system assigned. If the donation is a pledge, the page displays pledge schedule information generated by the system.

Click the Return button to go back to the Self Service Giving Inquiry - Self Service Gift List page.

Viewing Self-Service Gift Log Details

On the Self-Service Gift Inquiry - Self-Service Gift Log Detail page, click a link under the Payment Status heading to view all data sent between your organization and the third-party credit card payment processor.

This page lists the gift transaction information sent to and from the third-party credit card payment processor. It displays the credit card and personal information the contributor entered, such as Credit Card Type, encrypted Credit Card Number, Expiration Date, cardholder Name and Address information, and Gift Amount. Other system details that appear include the Gift Nbr (number), Reference Number, Business Unit, Session Number, Tender Type, ID, and Payment Status.

The remaining information on this page relates to the information the system sent to, and received from, the third-party credit card payment processor. The Service Provide is the name of the third-party processor. The Credit Card Request ID is a code used during billing, to indicate the request number of the prior authorization of the transaction. Auth DTTM lists the authorization date and time code in vendor format. Return Status lists a three-character result code: 0 means success, 100-199 means declined by the vendor but OK to display to online users, 200-299 means declined by vendor and not OK to display to online users, 300-399 means transmission error. CyberSource generates the Auth Code when the transaction is successfully authorized, and the authorization Date appears to the right. The AVS Code designates that the third-party processor verified the cardholder address. The Credit Card Message fields display response messages from the third-party credit card payment processor.

Click the Return button to go back to the Self Service Giving Inquiry - Self Service Gift Log Detail page.

Selecting Self-Service Gift Transactions for Review

Access the EP Transaction Log Inquiry - Filter Options page (Contributor Relations, Session Management, Process Electronic Payments, EP Transaction Log Inquiry) to track self-service credit card activity by day, session, business unit, and so on. You may also need to track transactions that are waiting to be sent for third-party processing. Contributor Relations retains a historical record of all credit card activity that you can filter and review.

EP Transaction Log Inquiry

Filter Options

*Institution:

PSUNV

PeopleSoft University

Business Unit:

Tender Type:

Payment Status:

Search

Item

Transaction Date

From

07/28/2004

To

07/28/2004

Reference Number:

Session Number:

Receipt Number:

Gift:

EP Transaction Log Inquiry - Filter Options page

This page is primarily used by Contributor Relations to research gift transactions entered at your organization. However, you can retrieve self-service transaction details from this page by entering the Receipt Number for a gift.

See Also

Chapter 18, "Processing Commitments," Understanding Credit Card Processing, page 495

Reviewing Self-Service Gift Transactions

Access the EP Transaction Log Inquiry - Transaction List page.

List tab

Reference Nbr(reference number)	The system populates this field by default with a system-generated reference number used to communicate with the third-party credit card payment processor.
SeqNum(sequence number)	Indicates how many actions the system has taken on a particular reference number.
Payment Status	Indicates the results of each system action.
Credit Card Message 1	Displays the resulting response message from the third-party credit card payment processor.

Detail tab

The Detail tab provides more clarity about each gift credit card payment. For each transaction on the List tab, you view the corresponding Business Unit, Tender type (which for self-service gifts is the organization's assigned tender type value for credit card transactions), Session and Gift Nbr (numbers). The Trans Dt (transaction date) lists the date the transaction was initiated, and the Auth Dt (authorization date) lists the date the transaction was authorized (if applicable). Other fields on this page display the ID of the contributor, the Gift Amt (amount), and the Auth Reply (authorization reply) that the system received from the third-party credit card payment processor.



Displays a single page that contains the combined information from both the List and Detail tabs.



Returns to the EP Transaction Log Inquiry - Transaction List page.

Appendix A

AV_GP_LOAD_TBL Data Fields

This appendix provides detailed information about the data fields in the AV_GP_LOAD_TBL. The system accesses these fields during the Mass Load Gift/Pledge process (AVPGPLOA). The details for each field enable you to create a custom API to move gift and pledge information into the AV_GP_LOAD_TBL.

Data Field Details

Use the values in the following table to create your custom API.

<i>Line Nbr</i>	<i>Column Name</i>	<i>Type</i>	<i>MSSQL Length</i>	<i>Precision</i>	<i>Scale</i>	<i>Comments</i>	<i>Gift Session Sample Data</i>	<i>Pledge Session Sample Data</i>
1	BUSINESS_UNIT	Char KEY	5			This is the business unit for the session.	PSUNV	PSUNV
2	SEQ_NBR	decimal KEY	15	15	0	A unique, consecutive number that identifies a row of data to be processed in the AVPGPLOA process.	1	2
3	AV_SESS_TYPE	char KEY	2			<p>The type of session to be created. Valid values are:</p> <p>G = Gift session</p> <p>PL = Pledge session.</p> <p>Note. Gift sessions can handle only outright gifts with no links to an existing pledge. Pledge sessions only process new pledges. Pledge payments should not be entered through this process, but must be entered through the online process to ensure update of the pledge records and pledge schedules.</p>	G	PL

Line Nbr	Column Name	Type	MSSQL Length	Pre- cision	Scale	Comments	Gift Session Sample Data	Pledge Session Sample Data
4	EMPLID	char	11			The ID number of the person who is making the gift or pledge. Note. If this field is entered, the EXT_ORG_ID field (Line 5) must be blank.	AV0027	<i>Leave blank</i>
5	EXT_ORG_ID	char	11			The ID number of the organization who is making the gift or pledge. Note. If this field is entered, the EMPLID field (Line 4) must be blank.	<i>Leave blank</i>	AV1019
6	GIFT_AMT	decimal	15	13	2	The monetary amount of the gift or pledge.	1000.00	12000.00
7	GIFT_TYPE	char	6			For Gift Session (AV_SESS_TYPE = 'G'), enter 'GIFT' only. No other gift types are valid. Otherwise, leave blank.	GIFT	<i>Leave blank</i>
8	PLEDGE_GIFT_NO	char	11			This field exists for future development and is not used in the current process.		
9	FISCAL_YEAR	smallint	24	5	0	The financial year during which the gift or pledge is to be counted.	2003	2003
10	GIFT_DT	PSDATE	10			The date of record for the gift or pledge.	01-01-2003	01-01-2003

Line Nbr	Column Name	Type	MSSQL Length	Pre- cision	Scale	Comments	Gift Session Sample Data	Pledge Session Sample Data
11	TENDER_TYPE	char	6			<p>The payment method for the gift. Must be a valid value from the AV_TENDER_TBL.</p> <p>Note. The tender type must be valid for the session business unit. A tender type is valid only if it is current and has a setID that correlates to the corresponding set control value for record group AV02_GIFT for BUSINESS_UNIT (Line1).</p>	CHK	<i>Leave blank</i>
12	CURRENCY_CD	char	3			<p>The type of money being used to pay the gift, for example U.S. Dollars or Euros.</p> <p>Note. Pledges are always entered in the base currency of the institution.</p>	USD	<i>Leave blank</i>
13	CHECK_NO	char	10			<p>For Gift Session (AV_SESS_TYPE = 'G'), the number of the donor's check if the tender is a check.</p> <p>Note. If a check number is entered, the credit card fields (Lines 14-17) must be blank since a gift has only one tender type.</p>	<i>Leave blank</i>	<i>Leave blank</i>
Important! The following four fields are inactive. DO NOT USE as they are replaced with new Active Fields for credit card referenced below.								
14	CREDIT_CARD_NO <i>Inactive field</i>	char	20			<p>Do not use.</p> <p>Note. This field is not secured and can be queried using a database query tool. Also, this field should be empty if CHECK_NO (Line13) has data.</p>	Do not use	Do not use

Line Nbr	Column Name	Type	MSSQL Length	Pre-cision	Scale	Comments	Gift Session Sample Data	Pledge Session Sample Data
15	CREDIT_CARD_HOLDER <i>Inactive field</i>	char	30			Do not use. Note. This field is not secured and can be queried using a database query tool. Also, this field should be empty if CHECK_NO (Line13) has data.	Do not use	Do not use
16	CREDIT_CARD_TYPE <i>Inactive field</i>	char	2			Do not use. Note. This field is not secured and can be queried using a database query tool. Also, this field should be empty if CHECK_NO (Line13) has data.	Do not use	Do not use
17	CREDIT_CARD_EXP_DT <i>Inactive field</i>	PSDATE	8			Do not use. Note. This field is not secured and can be queried using a database query tool. Also, this field should be empty if CHECK_NO (Line13) has data.	Do not use	Do not use
18	TENDER_TYPE_NOTE	char	50			Short comment related to the gift tender.		<i>Leave blank</i>
19	CAE_GIFT_TYPE	char	1			Used only when AV_SESS_TYPE (line 3) = 'G'. Must be the CAE Type for the GIFT_TYPE (Line 7). Delivered value = 'G'.	G	<i>Leave blank</i>
20	PLDG_EFFDT	PSDATE	10			The date that the pledge is considered active. Can be in the future.	<i>Leave blank</i>	01-15-2003
21	PLEDGE_DT	PSDATE	10			The date that the first pledge payment is expected. The date must be on or after the PLDG_EFFDT (Line 20).	<i>Leave blank</i>	02-01-2003
22	FULF_DT	PSDATE	10			The date on which the entire commitment amount for a pledge is expected to be fulfilled.	<i>Leave blank</i>	12-31-2003

Line Nbr	Column Name	Type	MSSQL Length	Pre- cision	Scale	Comments	Gift Session Sample Data	Pledge Session Sample Data
23	PLEDGE_PMT_RCVD	decimal	15	13	2	This field exists for future development and is not used in the current process.		
24	LAST_PMT_DT	PSDATE	10			This field exists for future development and is not used in the current process.		
25	CP_PLEDGE_NO	char	11			This field exists for future development and is not used in the current process.		
26	FEED_FLG	char	1			Only used when AV_SESS_TYPE (Line 3) = 'PL'. Indicates whether a pledge should be sent to the GL Interface to be tracked as an account receivable.	<i>Leave blank</i>	Y
27	FEED_GIFT_FLG	char	1			Only used when AV_SESS_TYPE (Line 3) = 'G'. Indicates whether a gift should be sent to the GL Interface to be tracked in the general ledger.		
28	AV_PLDG_STATUS	char	1			This field exists for future development and is not used in the current process.		
29	PLEDGE_PG_TYPE	char	2			This field exists for future development and is not used in the current process.		
30	RCG_EMPLID1	char	11			The following four fields identify up to four persons who are to receive credit for the gift or pledge. The EMPLID (Line 4) is not required to be one of these four IDs if he/she is not receiving direct credit for the gift (for example a third-party agent representing these RCG_EMPLIDs would not be entered).	AV0027	
31	RCG_EMPLID2	char	11				AV0026	AV0023
32	RCG_EMPLID3	char	11				AV0025	

<i>Line Nbr</i>	<i>Column Name</i>	<i>Type</i>	<i>MSSQL Length</i>	<i>Pre- cision</i>	<i>Scale</i>	<i>Comments</i>	<i>Gift Session Sample Data</i>	<i>Pledge Session Sample Data</i>
33	RCG_EMPLID4	char	11			Note. If an entry has data in this field, it cannot have an entry in its corresponding RCG_EXT_ORG_ID field, that is if RCG_EMPLID1 (Line 29) has a value, RCG_EXT_ORG_ID1 (line 33) cannot and vice versa.	AV0024	
34	RCG_EXT_ORG_ID1	char	11			These four fields identify up to four organizations that are to receive credit for the gift or pledge. The EXT_ORG_ID (Line 5) is not required to be one of these four IDs if it is not receiving direct credit for the gift (for example a third-party agent representing these RCG_EXT_ORG_IDs would not be entered).		AV1019
35	RCG_EXT_ORG_ID2	char	11					
36	RCG_EXT_ORG_ID3	char	11					
37	RCG_EXT_ORG_ID4	char	11					
						Note. If an entry has data in this field, it cannot have an entry in its corresponding RCG_EMPLID field, that is if RCG_EXT_ORG_ID (Line 33) has a value, RCG_EMPL_ID1 (Line 29) cannot and vice versa.		
38	RECOGNITION_TYPE1	char	1			The type of credit (recognition) that the donor in RCG_EMPLID1 (Line 29) or RCG_EXT_ORG_ID1 (Line 33) is receiving for the gift or pledge. Must have a valid value from the AV_RCG_TYPE_TBL and the total of all Recognition Types 1-4 (Lines 37-40) that are given a value of 'H' for hard credit must equal 100 percent of the GIFT_AMT (Line 6).	H	H

Line Nbr	Column Name	Type	MSSQL Length	Pre- cision	Scale	Comments	Gift Session Sample Data	Pledge Session Sample Data
39	RECOGNITION _TYPE2	char	1			The type of credit (recognition) that the donor in RCG_EMPLID2 (Line 30) or RCG_EXT_ORG_ID2 (Line 34) is receiving for the gift or pledge. Must have a valid value from the AV_RCG_TYPE_TBL and the total of all Recognition Types 1-4 (Lines 37-40) that are given a value of 'H' for hard credit must equal 100 percent of the GIFT_AMT (Line 6).	H	S
40	RECOGNITION _TYPE3	char	1			The type of credit (recognition) that the donor in RCG_EMPLID3 (Line 31) or RCG_EXT_ORG_ID3 (Line 35) is receiving for the gift or pledge. Must have a valid value from the AV_RCG_TYPE_TBL and the total of all Recognition Types 1-4 (Lines 37-40) that are given a value of 'H' for hard credit must equal 100 percent of the GIFT_AMT (Line 6).	S	
41	RECOGNITION _TYPE4	char	1			The type of credit (recognition) that the donor RCG_EMPLID4 (Line 32) or RCG_EXT_ORG_ID4 (Line 36) is receiving for the gift or pledge. Must have a valid value from the AV_RCG_TYPE_TBL and the total of all RECOGNITION_TYPES 1-4 (Lines 37-40) that are given a value of 'H' for hard credit must equal 100 percent of the GIFT_AMT (Line 6).	S	
42	RCG_PCT_AMT 1	decimal	15	15	2	The amount of the gift that is to be recognized as coming from each of the Recognition IDs (Lines 29-36). The sum of the	500.00	12000.00
43	RCG_PCT_AMT 2	decimal	15	15	2		500.00	12000.00

Line Nbr	Column Name	Type	MSSQL Length	Pre- cision	Scale	Comments	Gift Session Sample Data	Pledge Session Sample Data
44	RCG_PCT_AMT 3	decimal	15	15	2	amounts entered in these four fields must equal the total gift amount (Line 6) for all IDs receiving recognition types equal to 'H' (hard credit). Soft credit (any that are not equal to 'H') can total any amount up to the gift amount (Line 6).	1000.00	
45	RCG_PCT_AMT 4	decimal	15	15	2		1000.00	
46	ANONYMOUS_ FLG1	char	1			Enter 'Y' if the donor in RCG_EMPLID1 (Line 29) or RCG_EXT_ORG_ID1 (Line 33) desires no public acknowledgement of the gift or pledge.		Y
47	ANONYMOUS_ FLG2	char	1			Enter 'Y' if the donor in RCG_EMPLID2 (Line 30) or RCG_EXT_ORG_ID2 (Line 34) desires no public acknowledgement of the gift or pledge.		
48	ANONYMOUS_ FLG3	char	1			Enter 'Y' if the donor in RCG_EMPLID3 (Line 31) or RCG_EXT_ORG_ID3 (Line 35) desires no public acknowledgement of the gift or pledge.		
49	ANONYMOUS_ FLG4	char	1			Enter 'Y' if the donor in RCG_EMPLID4 (Line 32) or RCG_EXT_ORG_ID4 (Line 36) desires no public acknowledgement of the gift or pledge.		
50	DESIGNATION1	char	11			The account or fund code to which the donor is giving the gift or making the pledge. A gift or pledge can be split across 1-4 accounts when processed through AVPGPLOA.	MEDBLDG	MEDBLD G
51	DESIGNATION2	char	11				LIBRARY	
52	DESIGNATION3	char	11					

Line Nbr	Column Name	Type	MSSQL Length	Pre- cision	Scale	Comments	Gift Session Sample Data	Pledge Session Sample Data
53	DESIGNATION4	char	11			Note. A designation is valid only if it is current and has a setID that correlates to the corresponding set control value for record group AV02_GIFT for AV_DES_BU 1-4 (Lines 53-56).		
54	AV_DES_BU1	char	5			The business unit that owns DESIGNATION1.	MEDBU	MEDBU
55	AV_DES_BU2	char	5			The business unit that owns DESIGNATION2.	PSUNV	
56	AV_DES_BU3	char	5			The business unit that owns DESIGNATION3.		
57	AV_DES_BU4	char	5			The business unit that owns DESIGNATION4.		
58	INTV_CD1	char	10			The campaign that generated the gift or pledge to DESIGNATION1 (Line 49).	CMPGN2003	CMPGN2003
59	INTV_CD2	char	10			The campaign that generated the gift or pledge to DESIGNATION2 (Line 50).	CMPGN2003	
60	INTV_CD3	char	10			The campaign that generated the gift or pledge to DESIGNATION3 (Line 51).		
61	INTV_CD4	char	10			The campaign that generated the gift or pledge to DESIGNATION4 (Line 52).		
62	DES_PCT_AMT 1	decimal	15	15	2	The amount of the gift that is being distributed to each designation (Lines 49-52) The total of the amounts entered in these four fields must equal the total gift amount (Line 6).	500	12000
63	DES_PCT_AMT 2	decimal	15	15	2		500	
64	DES_PCT_AMT 3	decimal	15	15	2			

<i>Line Nbr</i>	<i>Column Name</i>	<i>Type</i>	<i>MSSQL Length</i>	<i>Pre- cision</i>	<i>Scale</i>	<i>Comments</i>	<i>Gift Session Sample Data</i>	<i>Pledge Session Sample Data</i>
65	DES_PCT_AMT 4	decimal	15	15	2			
66	MOTIVATION_ CD1	char	9			<p>The appeal that generated the gift or pledge given to DESIGNATION1 (Line 49).</p> <p>Note. An appeal is valid only if it is current and has a setID that correlates to the corresponding set control value for record group AV02_GIFT for AV_DES_BU 1-4 (Lines 53-56).</p>	MEDICINE	MEDICIN E
67	MOTIVATION_ CD2	char	9			<p>The appeal that generated the gift or pledge given to DESIGNATION2 (Line 50).</p> <p>Note. An appeal is valid only if it is current and has a setID that correlates to the corresponding set control value for record group AV02_GIFT for AV_DES_BU 1-4 (Lines 53-56).</p>	LIBRARY	
68	MOTIVATION_ CD3	char	9			<p>The appeal that generated the gift or pledge given to DESIGNATION3 (Line 51).</p> <p>Note. An appeal is valid only if it is current and has a setID that correlates to the corresponding set control value for record group AV02_GIFT for AV_DES_BU 1-4 (Lines 53-56).</p>		

Line Nbr	Column Name	Type	MSSQL Length	Precision	Scale	Comments	Gift Session Sample Data	Pledge Session Sample Data
69	MOTIVATION_CD4	char	9			The appeal that generated the gift or pledge given to DESIGNATION4 (Line 52). Note. An appeal is valid only if it is current and has a setID that correlates to the corresponding set control value for record group AV02_GIFT for AV_DES_BU 1-4 (Lines 53-56).		
70	CHARITABLE_AMT1	decimal	15	15	2	The amount of the gift to DESIGNATION 1-4 (Lines 49-52) that is considered charitable for tax purposes. This can be different than the GIFT_AMT, but a value must be entered here even if it is equal to the GIFT_AMT. The total of the amounts entered in these four fields cannot exceed the total gift amount (Line 6).	500	12000
71	CHARITABLE_AMT2	decimal	15	15	2		500	
72	CHARITABLE_AMT3	decimal	15	15	2			
73	CHARITABLE_AMT4	decimal	15	15	2			
74	DESCR254	char	254			<i>PROCESS GENERATED – Do not enter any values.</i> Suspense Reason created by AVPGPLOA.	Leave blank	
75	COMPLETE_FLAG	char	1			<i>PROCESS GENERATED – Do not enter any values.</i> Indicates if session has been processed by AVPGPLOA.	Leave blank	
76	GP_LOAD_STATUS	char	1			<i>PROCESS GENERATED – Do not enter any values.</i> Indicates whether the gift or pledge was processed or suspended by AVPGPLOA.	Leave blank	
77	SESSION_NO	char	11			<i>PROCESS GENERATED – Do not enter any values.</i> Session Number created by AVPGPLOA.	Leave blank	

Line Nbr	Column Name	Type	MSSQL Length	Pre- cision	Scale	Comments	Gift Session Sample Data	Pledge Session Sample Data
78	GIFT_NO	char	11			<i>PROCESS GENERATED – Do not enter any values.</i> Gift Number created by AVPGPLOA.	<i>Leave blank</i>	
79	CR_CARD_EXP MO	char	2			The month of the year in which the credit card will expire. Must be entered in the format required by the database platform.	09	<i>Leave blank</i>
80	CR_CARD_EXP YR	char	4			The year in which the credit card is no longer valid. Must be entered in the format required by the database platform.	2007	<i>Leave blank</i>
81	CR_CARD_TYP E	char	2			The type of credit card being used to charge the gift. Must be a valid value from the AV_CR_CARD_TYPE record. Sample values include: <ul style="list-style-type: none"> • AE = American Express • DC = Diners' Club • DI = Discover • MC = Master Card • VI = Visa 	VI	<i>Leave blank</i>
82	AV_CR_CARD_ NBR	char	44			The credit card number to which the donor is charging the gift.	411111111111 1111	<i>Leave blank</i>

Appendix B

Delivered Workflows for Contributor Relations

This appendix discusses delivered workflows for Contributor Relations.

See Also

Enterprise PeopleTools PeopleBook: Workflow Technology

Enterprise PeopleTools PeopleBook: Using PeopleSoft Applications

Delivered Workflows for Contributor Relations

This section discusses Contributor Relations workflows. The workflows are listed alphabetically by workflow name.

Send Action

This section describes the workflow that allows the user to send an action to notify someone who needs to know or who is impacted by the assignment.

See *PeopleSoft Enterprise Campus Self Service 9.0 PeopleBook*, "Using Self-Service Outreach," Managing Prospect Actions.

Description

Event Description	When a development officer creates or alters a constituent action, the officer may want to notify others that the action has or will occur. This workflow allows the officer to send the action information to individuals who have an interest in its execution or outcome. It includes the ability to alter the action report prior to sending, adding explanatory text or removing sensitive information that should not be widely distributed.
Action Description	The development officer creates or alters an action. From the action in Outreach, the officer clicks the Send Report button to create the email text. The system begins the email workflow when the user clicks the Send button.

Notification Method	The system sends an email notification with the action information update to the specified recipients. Fields utilized in the email text include: ID, Name, Constituent Type, City, State, Gender, Action Number, Brief Description, Description, Planned Date, Action Type, Contact, Type, Status, Result, Contact Report Author, Contact Report Date, and Contact Report if it exists. The user can edit the information that defaults on the Send Contact Report page.
----------------------------	---

Workflow Objects

Workflow Objects	Event AV_OUTR_SEND Page PeopleCode
Workflow Actions	Role This workflow starts manually when the user clicks the Send button.
Development Officer	Email Template AV_OUTR_CNCT_SEND1 delivers an email notification to the specified recipient's inbox with the Subject: Action Update for Constituent's Name-Action Description from the constituent action. Email text includes the name of the sender and the action information.
Business Process	AV_OUTR_SEND
Business Activity	AV_OUTR_SEND Outreach Send Data includes three steps: 1) Submit Data, 2) Trigger email Action/Contact Report, 3) Email Outreach Data
Business Event	Send Report

Send BioDemo Update

This section discusses the workflow that sends email notifications of biodemographic updates in PeopleSoft Outreach.

See *PeopleSoft Enterprise Campus Self Service 9.0 PeopleBook*, "Using Self-Service Outreach," Sending Updated Biographical Information.

Description

Event Description	A development officer often learns new address or other biodemographic data during contact with a prospect. This workflow allows the officer to send the new information on to the person responsible for record updates at the point when the contact report is being written.
Action Description	The development officer completes an action and prepares to enter the contact report. From the contact report, the officer clicks the Send Biodemo Update button to create the email text. The system sends the email workflow when the user clicks the Send button.

Notification Method	The system sends an email notification with the biodemographic information update to the specified person(s) who handle record updates. Fields utilized in the email text include: Constituent ID, Constituent Name, and the sender's Name. The user can edit the information that appears by default on the Send Contact Report page.
----------------------------	--

Workflow Objects

Event	AV_OUTR_BIO_SEND Page PeopleCode
Workflow Action	This workflow starts manually when the user clicks the Send button.
Role	Development Officer
Email Template	AV_OUTR_BIO_SEND delivers an email notification to the specified recipient's inbox with the Subject: Biodemo Update for Emplid: EMPLID, Constituent's Name. The email text includes the name of the sender.
Business Process	AV_OUTR_SEND
Business Activity	AV_OUTR_SEND Outreach Send Data includes three steps: 1) Submit Data, 2) Trigger email Biodemo Data, 3) Email Outreach Data
Business Event	Send Biodemo Update

Send Contact Report

This section discusses the workflow that distributes contact reports, with added comments, through email notifications.

See [Chapter 9, "Managing Prospects," Entering Action Results, page 260.](#)

Description

Event Description	When a development officer completes a constituent action or contact with a prospect, the officer summarizes the results and information gathered in a contact report. This workflow allows the officer to send the contact report to individuals who have an interest in the outcome of the action. It includes the ability to alter the report prior to sending, adding explanatory text or removing sensitive information that should not be widely distributed.
Action Description	The development officer completes an action and its related contact report. From the contact report, the officer clicks the Send Report button to create the email text. The system begins the email workflow when the user clicks the Send button.
Notification Method	The system sends an email notification with the contact report information update to the specified recipients. Fields utilized in the email text include: Constituent Name, a description of the related Constituent Action, the sender's Name, and the contact report text. The user can edit the information that defaults on the Send Contact Report page.

Workflow Objects

Event	AV_OUTR_BIO_SEND Page PeopleCode
Workflow Action	This workflow starts manually when the user clicks the Send button.
Role	Development Officer
Email Template	AV_OUTR_CNCT_SEND delivers an email notification to the specified recipient's inbox with the Subject: Contact Report for Constituent's Name — Action Description from completed action. Email text includes the name of the sender and the body of the contact report.
Business Process	AV_OUTR_SEND
Business Activity	AV_OUTR_SEND Outreach Send Data includes three steps: 1) Submit Data, 2) Trigger email Contact Report, 3) Email Outreach Data
Business Event	Send Report

Appendix C

Contributor Relations Reports

This appendix provides an overview of Contributor Relations reports and discusses how to:

- View summary tables of all reports.
- View report details and tables accessed.

Note. For samples of these reports, see the Portable Document Format (PDF) files published on CD-ROM with your documentation.

See Also

Enterprise PeopleTools PeopleBook: PeopleSoft Process Scheduler

Contributor Relations Reports: A to Z

This table lists the Contributor Relations reports, sorted alphanumerically by report ID. If you need more information about a report, refer to the report details at the end of this appendix.

Report ID and Report Name	Description	Navigation	Run Control Page
AV702 Graduates to Alumni	Lists graduates selected for the process and their constituent types. (Crystal)	Contributor Relations, Constituent Information, People, Process Biodemo Information, Graduates to Alumni	AV_RUNCTL_CONFR
AV703 Pledge Schedule Aging	Lists past-due pledge amounts by time period and business unit. (Crystal)	Contributor Relations, CR Reports, Giving Reports, Pledge Schedule Aging	AV_RUNCTL_PLAGE
AV704 Electronic Payment Processing Audit	Lists electronic payment transaction requests, sorted by status. (Crystal)	Contributor Relations, Session Management, Process Electronic Payments, EP Run Review	AV_EP_RUN_DETAIL

Report ID and Report Name	Description	Navigation	Run Control Page
AVBIOBIT, AVORGBIO Biographic Profile	Generate standard or customized bio bits and briefs to summarize information about prospects in the system. (Crystal)	<ul style="list-style-type: none"> Contributor Relations, CR Reports, Biographic Reports, Biographic Profile Contributor Relations, CR Reports, Biographic Reports, Biographic Profile - Org Contributor Relations, CR Reports, Biographic Reports, Biographic Profile - Workset 	AV_BIO_BIT_RPT (person) AV_BIO_BIT_RPT_E (org) AV_BIO_BIT_RPT_W (workset)
AVCAMPRO Campaign Progress	Summarizes the progress of a campaign in relation to its goals. The report includes information about the financial goal, current gifts, deferred gifts, and so on. If you include related campaigns in the report, a campaign summary is generated that totals the progress for the campaign and its related campaigns of a lower reporting level together. (SQR)	Contributor Relations, CR Reports, Giving Reports, Campaign Progress Report	AV_RUNCTL_CAMPR
AVDESDNR Designation Donor List	Lists all the donors who have made a commitment to a particular designation that matches the parameters you define on the Designation Donor List report page. (SQR)	Contributor Relations, CR Reports, Giving Reports, Designation Donor List	AV_RUNCTL_DESDN
AVGCINIT Giving Club Initialization report	Summarizes differences for all giving clubs active as of the process date, ordered by giving club and fiscal year. Also helps to identify differences between prior giving club data and recalculated data so that you can review and add memberships. (SQR)	Contributor Relations, Session Management, Giving Clubs, Process Giving Clubs	AV_RUNCTL_GCLUBS

Report ID and Report Name	Description	Navigation	Run Control Page
AVPCAE, GFTINC, GFTINCII, and GFTINCIV CAE report	Summarizes gift income by following standards created by the Council for the Advancement and Support of Education (CASE) and the Council for the Advancement of Education (CAE). (SQL, Crystal)	Contributor Relations, CR Reports, Giving Reports, CAE Report	AV_RUNCTL_CAE
AVROLE Role Assignments report	Summarizes information about the prospect assignments for a resource for a particular role. (SQR)	Contributor Relations, CR Reports, Role Assignments	AV_RUNCTL_ROLE

Contributor Relations Reports: Selected Reports

This section lists common elements and provides detailed information about individual reports, including important fields and tables accessed. The reports are listed alphanumerically by report ID.

AV702 – Graduates To Alumni Report

Running the Graduates To Alumni process generates a Crystal report that lists the criteria entered on the Graduates to Alumni page as well as the query results, sorted by ID. The report also lists each graduate's Name, Degree Conferred Date, and a description of the Constituent Type Action taken by the AV_CONF_ALUM process. Two values can appear: *Insert*, which means the Alumni constituent type was added to the record, or *Already Alumni*, indicating no action was taken for the record. In addition, the report lists the total number of students that met the selection criteria, the number of inserts made to the Constituent Type table for graduates who were not already identified as alumni, and the number of graduates already assigned the Alumni constituent type.

See Also

[Chapter 8, "Managing Constituent Data," Running the Graduates to Alumni Process, page 153](#)

AV703 – Pledge Schedule Aging Report

The Pledge Schedule Aging report provides an overview of all past-due pledges at your institution, sorted by business unit and amount of days past due: 0-30, 31-60, 61-90, 91-180, >180 days. The report lists the following detailed information for each overdue pledge, as well as a total summary page at the end:

- Session Number
- Pledge Number
- Constituent ID/Name

- ID Type/Constituent Type
- Expected Date
- Expected Amount
- Days Past Due

AV704 – Electronic Payment Processing Audit

The Electronic Payment Processing Audit report provides a summary of electronic payment transaction requests, sorted by status. The report lists transaction counts and amounts for each status category as well as details of how an electronic transaction was handled during processing. The EP Run Review - Transaction List page also contains this information, viewable online in the Contributor Relations system.

AVBIOBIT, AVORGBIO – Biographic Profile

Your report may include any of the following fields. If you run your institution's standard bio bit or brief report, the report contains the fields selected on the Bio Bit Setup and Bio Brief Setup pages. If you run a customized report, the report contains the fields you selected on the Custom Bio Bit/Brief Setup page:

- Alias Names
- Service Indicators
- Roles
- Address/Telephone
- Personal Data
- Academic Info
- Employment Info
- Giving to the University
- Five Largest Gifts
- Involvement
- Planned Giving
- Assets
- Ratings
- Spouse Info
- Family Info
- Other Relationships
- Organization Relationships

- Legacy Academic Information
- Summary
- Narrative
- Assigned Staff
- Assigned Volunteers
- Assigned Units

See Also

Chapter 9, "Managing Prospects," Preparing and Generating a Biographic Profile Report, page 246

AVCAMPRO – Campaign Progress Report

The Campaign Progress report summarizes the progress of a campaign in relation to its goals. The report includes information about the financial goal, current gifts, deferred gifts, and so on. If you include related campaigns in the report, a campaign summary is generated that totals the progress for the campaign and its related campaigns of a lower reporting level together.

Institution	Displays the name of the institution for which you are viewing campaign progress.
Campaign	Displays the name of the campaign at your institution for which you are viewing progress.
Reporting Level	<p>Displays the level assigned to the campaign for reporting purposes. The highest reporting level possible is 1. Reporting levels are used when assigning related initiatives to a campaign.</p> <p>If you selected the Include Related Campaigns check box on the Campaign Progress Report page, a separate report page is generated for each campaign of a lower reporting level that's related to the campaign that you select for this report. In addition, a summary page is generated that rolls up totals for all the related campaigns.</p>
Financial Goal	Displays the overall financial goal of the campaign.
Percent of Goal	Displays the percentage of total commitments divided by the financial goal for the campaign. On the campaign summary page that's generated when related campaigns are included, this percentage includes totals from all campaigns included in the report.
Current Operations to Date	Displays the total amount given to the campaign to designations that are for current operations only. On the campaign summary page that's generated when related campaigns are included, this amount includes totals from all campaigns included in the report.

Capital Projects to Date	Displays the total amount given to the campaign to designations that are for capital projects only. On the campaign summary page that's generated when related campaigns are included, this amount includes totals from all campaigns included in the report.
Endowment to Date	Displays the total amount given to the campaign to designations for endowment only. On the campaign summary page that's generated when related campaigns are included, this amount includes totals from all campaigns included in the report.
Total Commitments to Date	Displays the sum of all outright gifts, gifts-in-kind, pledges, and deferred gifts for this campaign. On the campaign summary page that's generated when related campaigns are included, this amount includes totals from all campaigns included in the report.
Cash/GIKs to Date	Displays the sum of all gifts, payments, and gifts-in-kind received for the campaign to date. On the campaign summary page that's generated when related campaigns are included, this amount includes totals from all campaigns included in the report.
Outright Gifts to Date	Displays the sum of all direct gifts to the campaign excluding outstanding pledges and deferred gifts. On the campaign summary page that's generated when related campaigns are included, this amount includes totals from all campaigns included in the report.
Pledge To Date	Displays the sum of all pledges to the campaign without regard to any received pledge payments. On the campaign summary page that's generated when related campaigns are included, this amount includes totals from all campaigns included in the report.
Pledge Payments To Date	Displays the sum of all payments made toward pledges to the campaign. On the campaign summary page that's generated when related campaigns are included, this amount includes totals from all campaigns included in the report.
Gifts-in-Kind to Date	Displays the sum of all gifts with the type of Gift-in-Kind made to the campaign. On the campaign summary page that's generated when related campaigns are included, this amount includes totals from all campaigns included in the report.
Irrevocable Gifts - Present Value	Displays the sum of all irrevocable deferred gifts made to the campaign as tracked in Manage Prospects. On the campaign summary page that's generated when related campaigns are included, this amount includes totals from all campaigns included in the report.
Irrevocable Gifts - Market Value	Displays the sum of the market value for all irrevocable deferred gifts to the campaign as tracked in Manage Prospects. On the campaign summary page that's generated when related campaigns are included, this amount includes totals from all campaigns included in the report.
Revocable Gifts - Present Value	Displays the sum of all revocable deferred gifts made to the campaign as tracked in Manage Prospects. On the campaign summary page that's generated when related campaigns are included, this amount includes totals from all campaigns included in the report.

Revocable Gifts - Market Value	Displays the sum of the market value for all revocable deferred gifts to the campaign as tracked in Manage Prospects. On the campaign summary page that's generated when related campaigns are included, this amount includes totals from all campaigns included in the report.
Nbr Donors (number of donors)	Displays the count of donors to the campaign to date. On the campaign summary page that's generated when related campaigns are included, this amount includes totals from all campaigns included in the report. However, it only includes distinct values, so a donor is only included in the count once.
Nbr New Donors (number of new donors)	Displays the count of new donors, or donors making their first commitment to the institution, to the campaign to date. On the campaign summary page that's generated when related campaigns are included, this amount includes totals from all campaigns included in the report. However, it only includes distinct values, so a donor is only included in the count once.
Nbr Volunteers (number of volunteers)	Displays the count of volunteers that have been linked to the campaign through an action or direct assignment to a campaign activity. On the campaign summary page that's generated when related campaigns are included, this amount includes totals from all campaigns included in the report. However, it only includes distinct values, so a volunteer is only included in the count once.
Nbr Prospects (number of prospects)	Displays the count of prospects that have been linked to the campaign through a prospect strategy or actions. On the campaign summary page that's generated when related campaigns are included, this amount includes totals from all campaigns included in the report. However, it only includes distinct values, so a prospect is only included in the count once.
Nbr Open Asks (number of open asks)	Displays the count of actions from Prospect Manager that are scheduled asks related to the campaign and have not been completed. On the campaign summary page that's generated when related campaigns are included, this amount includes totals from all campaigns included in the report.
Amt Open Asks (amount of open asks)	Displays the total amount of asks related to the open asks for this campaign. If an amount range exists, it includes the beginning amount of the range. On the campaign summary page that's generated when related campaigns are included, this amount includes totals from all campaigns included in the report.
Nbr Declined Asks (number of declined asks)	Displays the count of actions from Prospect Manager that included asks related to the campaign that were declined. On the campaign summary page that's generated when related campaigns are included, this amount includes totals from all campaigns included in the report.
Amt Declined Asks (amount of declined asks)	Displays the total amount of asks related to the campaign that were declined. If an amount range exists, it includes the beginning amount in the range. On the campaign summary page that's generated when related campaigns are included, this amount includes totals from all campaigns included in the report.

When you run this report, the system creates a file named `sqr.txt` in your `C:\temp` directory. This file contains information about the parameters that you defined for the report, including the name of each related campaign included in the report if you include related campaigns.

You should print this file and save it with each report so that you can retain information about the parameters used to generate the report.

See Also

Chapter 12, "Managing Campaigns," Generating the Campaign Progress Report, page 355

AVDESDNR – Designation Donor Report

The Designation Donor report lists all posted commitments made to a particular designation that match the parameters you define on the Designation Donor List report page.

Business Unit	Displays the name of the business unit for which you are viewing commitments to a designation.
Designation	Displays the name of the fund at your institution for which you are viewing commitments. Designations are defined using the Designation Funds component.
Constituent Name	Displays the name of each constituent who has made a commitment to the designation within the parameters you defined for the report.
ID	Displays the ID of each constituent who has made a commitment to the designation within the parameters you defined for the report.
Cnst Type (constituent type)	Displays the constituent type with the highest priority, at the time the commitment was made, for each donor who has made a commitment to the designation within the parameters you defined for the report.
Commitment Amount	Displays the total monetary amount of gifts and pledge payments the donor has made and fulfilled to your institution for this designation.
Pledge Balance	Displays the total monetary amount of pledges the donor has made outstanding to your institution for this designation.
Group Count	Displays the total number of rows for organizations or the total number of rows for individuals contained in the report.
SubTotal Commit Amt (subtotal commitment amount)	Displays the total monetary amount of gifts and pledge payments made by organizations or by individuals that match your report parameters, depending on which grouping of the report you are reviewing. These fields are added together to create the total commitment amount.
SubTotal Pledge Bal (subtotal pledge balance)	Displays the total monetary amount of outstanding pledge balances made by organizations or by individuals that match your report parameters, depending on which group of the report you are viewing. These fields are added together to create the total pledge balance.
Total Count	Displays the total number of rows contained in the report. Each donor to the designation is listed in a row of the report.

Total Commitment Amt Displays the sum of the subtotal commitment amount fields in the report.

Total Pledge Balance Displays the sum of the subtotal pledge balance fields in the report.

See Also

Chapter 19, "Analyzing Giving History," Generating Designation Donor Reports, page 588

AVGCINIT – Giving Club Initialization Report

This report can be generated as part of the Process Giving Clubs process. The process generates giving club memberships and calculates membership levels based on donors' giving. The report compares the backed up data in the system to the newly generated giving club member data based on the options you select on the Process Giving Clubs page.

See Also

Chapter 18, "Processing Commitments," Generating Giving Club Memberships, page 564

AVPCAE, GFTINC, GFTINCII, GFTINCIV – CAE Gift Income Report

This report was designed to comply with the standards created by CASE and CAE. It lists the amounts of your outright gifts and deferred gifts by constituent type; it also lists the number of donors and the total donation amounts by constituent type.

Note. The report sorts gifts by the donor's constituent type at the time the gift was made.

The Individual constituent types listed below appear in Parts I, II, and III of the report.

Alumni	(Column A) Former students who have earned some credit toward one of the degrees or diplomas at your institution (Constituent Type = 1, 2, 3).
Parents	(Column B) People, other than those who can be classified as Alumni, who are parents or guardians of current or former members of your institution (Constituent Type = 4).
Other	(Column D) People who cannot be classified as Alumni, Students, or Parents (Constituent Type = 5, 6, 7, 8, 9).

The Organization constituent types listed below appear in Parts I and II of the report.

Foundations	(Column E) Personal and family foundations, as well as other foundations and trusts that are private, tax-exempt entities operated exclusively for charitable purposes (Constituent Type = 12, 13).
--------------------	---

Corporations and Businesses	(Column F) Corporations, partnerships, and cooperatives organized for profit-making purposes. This category includes corporations owned by individuals and families, company-sponsored foundations, and industry trade associations (Constituent Type = 10, 11).
Religious Organizations	(Column G) Churches, synagogues, temples, and their service groups (Constituent Type = 16).
Fund-Raising Consortia	(Column H) Entities formed by a group of cooperating institutions or organizations for the purpose of fund-raising activities (Constituent Type = 14).
Other	(Column I) Organizations that cannot be classified as Foundations, Corporations and Businesses, Religious Organizations, or Fund-Raising Consortia (Constituent Type = 15, 19). This category excludes governmental agencies.

Part I: Outright Gifts for Current Operations displays both unrestricted and restricted gifts. This section only includes hard credit gifts. Note the following about outright gifts for current operations:

- Unrestricted gifts (Part I, Line A) are outright gifts donated without any restrictions on their designation. Matching gifts from organizations are considered unrestricted, unless the organization states otherwise.
- Restricted gifts (Part I, Line B) are outright gifts donated for a specific use. The report lists these specific uses in Lines B1 through B9.

Part II: Outright Gifts for Capital Purposes displays outright gifts for purposes such as property, buildings, equipment, endowments, and student loan funds. Endowment gifts included in this section can be either restricted or unrestricted. This section only includes hard credit gifts. Note the following about outright gifts for capital purposes:

Part III: Deferred Gifts displays realized deferred gifts received during the reporting period and tracked through Gift Entry. The processes that create the CAE report do not calculate present values for deferred gifts.

Part IV: Other Program Data lists supplementary information about your fund-raising program. Whereas Parts I, II, and III report donation amounts and destinations, Part IV provides a distinct count of donors. This section only reports on hard credit gifts.

Important! Constituent records that include a date of death or that do not have an active address are excluded from the counts in this part of the CAE report.

There are five sections in Part IV:

1. Gifts from Individuals.

Gifts from Individuals lists gifts for all purposes, by constituent type. For Part A of this section (I, A1a-c), alumni types are retrieved from the AV_RCG_DES table. For Part B (I, B1a-c), alumni types are retrieved from the AV_CLASS_YR table. The alumni counts in Part B represent a donor's constituent type during the first contact with your institution.

Comparing Part A and Part B values enables you to calculate a percentage of support for your institution.

For Part G, Contributor Relations does not calculate present value of deferred gifts.

2. Gifts from Organizations.

3. Other Fund-Raising and Related Data.

Outstanding pledges are included here, though they are not counted in gift totals in Parts I and II of this report.

4. Testamentary Commitments.

Bequest intention information is included here, though it is not counted in gift totals in Parts I, II, or III of this report. The information in this section comes from Planned Giving. The system uses information on the Bequests page to calculate a present value for this section.

5. Other Institutional Data.

Contributor Relations is not connected to the Endowment Tracking or Budget Expenditures systems. You must manually enter values for this section.

See Also

Chapter 18, "Processing Commitments," Generating CAE Reports, page 569

AVROLE – Role Assignments

The Role Assignments report summarizes information about the prospect assignments for a resource for a particular role. You can run either a summary or detailed report. A summary report produces a one-page report that includes the ID and name of the assigned resource and the number of assignments he or she has that meet the parameters that you set for the report. A detail report produces the summary page and a separate page for each resource that includes the ID and name of each prospect assigned, the associated campaign, start date, end date, and whether the spouse's record is linked.

The Summary Page is generated each time that you run the report, regardless of whether you select a Report Type of *Summary* or *Detail* on the Role Assignments report page.

Institution	Displays the name of the institution for which you are viewing assignments by role.
Role	Displays the role for which you are viewing resource assignments. Roles are the part the resource assumes in the cultivation process such as <i>Prospect Manager</i> , <i>Campaign Manager</i> , and so on.
Sort Order/Sort By	Indicates whether you are viewing assignments in ascending or descending order by count, ID, or name.
Staff ID, Volunteer ID, and Unit Code	Displays the ID of the resource with assignments that fall within the parameters that you set for this report. The label for this column changes depending on the assigned resource type that you select on the Role Assignments report page.
Name	Displays the name of the resource with assignments that fall within the parameters that you set for this report.
Number of Assignments	Displays the number of assignments for this resource that fall within the parameters that you set for this report.

Note. If a prospect has a spouse and you chose to link their records when creating the resource assignment, the couple counts as only one assignment in the total count that appears here.

The Detail pages are generated only when you select a report type of *Detail* on the Role Assignments report page.

Staff ID, Volunteer ID, and Unit Code	Displays the ID of the resource with assignments that fall within the parameters that you set for this report. The label for this column changes depending on the assigned resource type that you select on the Role Assignments report page.
Assigned Prospect	Displays the name of the prospect assigned to the resource for an assignment that matches the parameters defined for the report.
Prospect ID	Displays the ID of the prospect assigned to the resource for an assignment that matches the parameters defined for the report.
Campaign	Displays the campaign code and description for the campaign associated with this resource assignment. You select a campaign when you create the resource assignment.
Sps Link (spouse link)	Indicates whether a spouse's record has been linked to this resource assignment. If so, the assignment for both the prospect and his or her spouse counts as a single assignment in the Number of Assignments column on the summary page of this report.

When you run this report, the system creates a file named `sqr.log` in your temporary directory. This file contains information about the parameters that you defined for the report.

You should print this file and save it with each report so that you can retain information about the parameters used to generate the report.

See Also

Chapter 9, "Managing Prospects," Generating the Role Assignments Report, page 230

Index

Numerics/Symbols

3C engine 339, 541, 550

A

Academic Information Summary page 155, 157

Account Details page 573

accounting entry definitions 105

Accounting Line page 531, 606

accounting lines, viewing 531

accumulators *See* constituents

Acknowledgement Detail page 546, 548

Acknowledgement List page 546, 549

acknowledgements

defining rules 112

generating letters *See Also* letters

illustrating the acknowledgement process
541

managing 541

managing joint communications 550

preparing for letters and receipts 111

processing 544, 545

setting defaults 14

transferring 549

understanding spousal relationships 543

understanding the process 542

viewing details 548

viewing lists 549

viewing suspended 547

Acknowledgement Setup1 page 113, 114

Acknowledgement Setup2 page 113, 115

Acknowledgement Setup3 page 114, 116

Acknowledgement Setup component

(AV_ACKNLDG_SETUP) 112

Acknowledge Suspense page 546, 547

Action Contact Type page 45, 50

Action Contact Types component

(AV_ACTN_CNCT_TBL) 43

Action Detail page 252, 271, 336, 337

Action Filter page 251, 267

Action Info page 333, 334

Action List page 251, 270

action results

required values *See Also* actions

Action Results component

(AV_ACTN_RSLT_TBL) 43

Action Results page 45, 52, 250, 260

actions

completing 260

creating 331

creating completed mass 257

creating individual 258

creating mass 254

defining action results 52

defining contact types 50, 69

defining results 70

defining status codes 51, 70

defining types 49, 69

filtering 267

setting defaults 15

viewing 269

viewing contact reports 272

viewing initiative 335

action status codes

required values *See Also* actions

Action Status Codes component

(AV_ACTN_STAT_TBL) 43

Action Status Codes page 45

Action Status page 51

Action Summary page 252, 269

action types *See Also* actions

required values 49

Action Types component

(AV_ACTN_TYPE_TBL) 43

Action Types page 44, 49

Address Detail page 214

addresses

entering electronic 149

entering for organizations 163

managing for people 148

updating linked 149

viewing data for people 149

Addresses page 148, 149

Address Information page 215

Adjust Gift Detail page 575

Adjustment Reasons (AV_ADJ_REASON_TBL)
103

Adjustment Reasons page 103

adjustments

credit card payments 469

entering for gifts *See Also* gifts, adjusting

entering for pledges

See Also pledges, adjusting

GL Interface process 502

membership payments 392

pledge payment schedule 485

understanding sessions 427

Adjust Pledge Detail page 575

Annual Goals page 350, 351, 374, 375

annuities 289

Appeal Code Table component

(AV_MTVTN_TBL) 71

Appeal Detail page 72, 73

Appeal page 71, 72

appeals

defining campaign linked appeals 140

defining web 135

setting up 71

Appeal Types page 71, 72

Appeal Type Table component

(AV_APPEAL_TYPE_TBL) 71

appreciation items

defining for donors 54

maintaining 263

viewing items given 265

Appreciation Items component (AV_ITEM_TBL)
43

Area of Responsibility page 82, 83

Areas of Responsibility component

(AV_AREA_TYP_TBL) 81

Ask Detail page 252

- assets
 - bequests 281
 - defining types 45
 - maintaining personal 240
 - viewing personal 242
- Assets page 44, 45
- Asset Types component (AV_ASSET_TBL) 43
- Assignment Detail page 223
- Assignment Type page 82, 84
- Assignment Types component (AV_ASGN_TYP_TBL) 81
- attachments 28
 - for constituents 160
 - for initiatives 326
 - setting up types 41
- Attachments page 327
- Attachment Types page 41
- Attribute Type component (AV_ATTR_TYP) 61
- Attribute Type page 61, 62
- Audience Criteria component (AV_AUD_CRIT) 61
- Audience Criteria page 61, 63
- Audience Detail page 315
- Audience History page 206, 412
- Audience page 315
- audiences
 - building 317
 - defining 315
 - defining for initiatives 61, 314
 - merging 317
 - selecting criteria 63
 - viewing constituent history 205
- AV_ACKNLDG_SETUP component 112
- AV_ACTN_CNTC_TBL component 43
- AV_ACTN_RSLT_TBL component 43
- AV_ACTN_STAT_TBL component 43
- AV_ACTN_TYPE_TBL component 43
- AV_ADJ_REASON_TBL component 103
- AV_APPEAL_TYPE_TBL component 71
- AV_AREA_TYP_TBL component 81
- AV_ASGN_TYP_TBL component 81
- AV_ASSET_TBL component 43
- AV_ATTR_TYP component 61
- AV_AUD_CRIT component 61
- AV_BUDGET_TABLE component 70
- AV_BUS_UNIT component 124
- AV_CR_CARD_TYPE component 124
- AV_CTYD_CD_TBL component 32
- AV_DESIGNATIONS component 98
- AV_DONOR_PHASE_TBL component 74
- AV_GFT_TNDR_TBL component 94
- AV_GFT_TYPE_TBL component 93
- AV_GIVE_VEHICLE component 129
- AV_GOAL_TYPE_TABLE component 67
- AV_INST_TYP component 96
- AV_INST_WEB_INV component 129
- AV_INSTALL_INST component 9
- AV_INSTALLATION component 5
- AV_INTV_TYPE_TABLE component 59
- AV_INVLV_C_TBL component 34
- AV_INVLV_CD_TBL component 37
- AV_INVLV_T_TBL component 35
- AV_ITEM_TBL component 43
- AV_LDR_TYPE_TBL component 81
- AV_MBR_CAT component 79
- AV_MBR_TYP component 79
- AV_MERCHANT_TBL component 124
- AV_METHOD_TABLE component 68
- AV_MTCH_GFT_TYP component 97

- AV_MTVTN_TBL component 71
- AV_ORG_RELATE_TBL component 39
- AV_PE_RELATION_TBL component 38
- AV_PRPS component 15
- AV_R_CAT_TBL component 43
- AV_R_IND_TBL component 43
- AV_R_TYPE_TBL component 43
- AV_RCG_TYPE_TBL component 102
- AV_STAFF component 15
- AV_TRUST_C_TBL component 43
- AV_TRUST_R_TBL component 43
- AV_TRUST_T_TBL component 43
- AV_UNIT_TBL component 15
- AV_VOLUNTEERS component 15
- AV702 report 657
- AV703 report 657
- AV704 report 520, 658
- AVBIOBIT, AVORGBIO report 658
- AVCAMPRO process 356
- AVCAMPRO report 659
- AVDESDNR report 662
- AVGCINIT report 663
- AVPACCTL process 604
- AVPCAE report 663
- AVPGPLOA process 458
 - data fields 639
- AVPOST2 job 602
- AVPOST process 508
- AVROLE report 665

B

- Batch Programs page 597, 598
- Batch Publish page 604
- Batch Publish process (EOP_PUBLISHM) 604
- Batch Publish Rules page 597, 598
- beneficiaries
 - gift annuity 291
 - pooled income 296
 - trusts 287
- Benefits History page 401
- Bequest Detail 2 page 278, 280
- Bequest Detail page 278, 299, 300
- Bequest Information page 278, 281
- bequests
 - codicils 281
 - tracking 277
- Bio Bit/Brief report 12
- bio bit/briefs
 - creating 246
 - setting up 12
- Bio Bit Setup page 10, 12
- Bio Brief Setup page 10, 12
- Biographical Details page 147
- biographic narrative 239
- biographic profile, person 181
- Biographic Profile page 239, 246
- Biographic Profile report 655, 658
- Budget Detail page 329, 330
- Budget page 328, 329
- budget periods 105
- budgets
 - creating 328
 - defining categories 70
- Budget Table component (AV_BUDGET_TABLE) 70

Budget Table page 70
 business processes 1
 Business Unit CR component (AV_BUS_UNIT)
 124
 Business Unit CR page 125

C

CAE Gift Income report 663
 CAE report 569, 655
 CAE Report page 569
 CAE Report process (AVPCAE) 570
 Campaign Donor Phase Table component 74
 Campaign page 311
 Campaign Progress report 655, 659
 Campaign Progress Report page 356
 campaigns
 creating actions 331
 defining web 136
 definition *See Also* initiatives, 58
 generating progress report 355
 gift table example 77
 management prerequisites 347
 managing 347
 setting initiative goals 349
 setting up 74
 setting up anticipated gift table 76
 setting up reporting rules 77
 setup prerequisites 55
 understanding management 347
 viewing initiative summary 358
 viewing prospect list 354
 viewing top donors 357
 Campaign Summary page 358, 359
 CASE
 See Council for the Advancement and Support
 of Education
 checks, entering tender type information 385, 446
 class year
 preferred 158
 reviewing 27
 clearance
 planned giving 275
 prospect 253
 viewing 266
 Clearance page 249, 251, 253, 266
 clubs *See* giving clubs
 codicils 281
 commitment profile, person 185
 Commitment Register Filter page 573, 583
 Commitment Register page 574, 584
 commitments
 defining adjustment reasons 103
 defining designation funds 98
 defining designation types 96
 defining matching gift types for designations
 97
 defining recognition types 102
 defining tender types 94
 entering 425
 monitoring self-service 623
 organization 194
 processing 495
 setting up management 91
 setup prerequisites 91
 Commitment Summary Details page 573, 583
 Commitment Summary page 573, 582, 623
 common terms
 acknowledgements 113
 credit cards 497
 general xxviii
 gifts and pledges 426
 giving history 572
 membership 362
 planned giving 275
 prospects 220
 relationships 213
 volunteer efforts 81
 communications
 defining methods 68
 managing joint 550
 conditional pledges
 assigning designations 475
 assigning recognition 477
 converting to pledge 480
 entering 472
 entering details 474
 understanding 472
 Cond Pledge Designations page 473, 475
 Cond Pledge Entry page 473, 474
 Cond Pledge Recognition page 474, 477
 Constituent Accumulators page 506, 508
 Constituent Attachments page 161
 constituent data
 managing 143
 prerequisites 31
 constituents
 adjusting pledge payment schedule 485
 attachments 29, 160
 establishing relationships 213
 linking spouses 23
 processing accumulators 504
 setting up data 31
 updating organizations 456
 updating people 454
 using worksets 24
 viewing audience history 205
 Constituent Type page 151
 constituent types
 adding to graduates 153
 assigning 151
 defining 32
 maintaining 150
 required values 32
 reviewing 27
 understanding 32, 150
 Constituent Types component
 (AV_CTYP_CD_TBL) 32
 Constituent Type Summary page 151
 Contact Report Detail page 253, 273
 contact reports
 determining requirements 8
 viewing 272
 Contact Report Summary page 253, 272
 contact types 40
 Contributor Rel Installation component
 (AV_INSTALLATION) 5
 Council for Aid to Education *See Also* CAE report
 Council for the Advancement and Support of
 Education
 reporting 570
 setting up reporting rules 77
 credit cards
 accessing payment pages 496

- adjusting gift and membership payments 469
- adjusting self-service payments 632
- authorizing and capturing 517
- authorizing and capturing denied transactions 525
- authorizing transactions 515
- capturing transactions 517
- connecting with third-party processor 127
- defining payment methods 126
- defining types 126
- denied transactions 518
- entering tender type information 385, 446
- investigating self-service transactions 633
- managing denied transactions 523
- managing self-service transactions 611
- processing denied self-service transactions 630
- processing for membership 392
- processing self-service 626
- processing transactions 509
- reviewing messages 530
- reviewing processing results 520
- reviewing transaction activity 526
- reviewing transactions 527
- security code 379, 437
- selecting denied transactions for processing 524
- selecting transactions for processing 513
- selecting transactions for review 527
- self-service prerequisites 626
- setting up processing 124
- setting up third-party processor connection 125
- settling *See* credit cards, capturing
- understanding denied transactions 523
- understanding processing 495
- understanding self-service transaction types 626
- understanding transaction processing 509
- Credit Card Type component (AV_CR_CARD_TYPE) 124
- Credit Card Type page 125, 126
- CR Installation page 6, 597
- Criteria and Defaults page 343, 344
- CR Merchants page 125, 127
- currency
 - matching gifts in foreign currency 552
 - setting defaults 14
- CyberSource 125, 509, 626
 - handling denied transactions 518

D

- data, setting up for constituents 31
- defaults, setting *See* installation
- Define Constituent Types page 33
- Define Staff page 18, 20
- Define Volunteers page 18, 20
- degrees
 - adding external 156
 - adding internal legacy 158
 - maintaining information 155
- Department Goals page 350, 352
- Designation Adjust page 393, 395
- Designation Detail page 462
- Designation Donor List page 589
- Designation Donor report 655, 662
- Designation Funds component (AV_DESIGNATIONS) 98
- Designation Funds page 98, 99
- designations
 - adjusting for pledges 491
 - adjusting in gifts 466
 - assigning conditional pledges 475
 - defining campaign linked designations 139
 - defining funds 98
 - defining types 96
 - defining web 133
 - entering for gifts 438
 - entering for pledges 480
 - reports 588
 - viewing details 488
- Designations page 379, 389
- Designation Types component (AV_INST_TYP) 96
- Designation Types page 96
- Display In Other Currency page 237
- Donations - Campaigns page 616, 619, 620
- Donations - Choose Organization page 615, 616
- Donations - Ways to Give page 620
- Donor Appreciation Detail page 250, 265
- Donor Appreciation Items page 45, 54
- Donor Appreciation page 250, 263
- Donor Appreciation Summary page 250, 265
- Donor Phase Table page 75
- donor pyramid 76
- donors
 - adding and updating records 205
 - analyzing history 571
 - defining appreciation items 54
 - defining phases 75
 - viewing top 357
 - viewing top summaries 357
- dues
 - adjusting payments 394
 - understanding 377

E

- electronic addresses
 - See* addresses, entering electronic
 - managing for people 148
- Electronic Addresses page 148
- Electronic Payment Processing Audit report 658
- electronic payments 520
- Email/URL page 160
- email addresses *See* addresses, entering electronic
- emails, sending 27
- Employee List page 175
- Employment History Detail page 160
- EP Denied Transactions - Filter Options page 524, 630
- EP Denied Transactions - Transaction List page 524, 525, 630, 631
- EP Run Review - Transaction List page 520, 522
- EP Run Review page 520
- EP Transaction Log Inquiry - Filter Options page 526, 527, 634, 636
- EP Transaction Log Inquiry - Transaction List page 526, 527, 634, 637
- EP Transaction Processing - Filter Options page 513, 517, 627
- EP Transaction Processing - Transaction List page 513, 515, 526, 627, 628
- Event Goals page 417

- event initiatives *See Also* initiatives, events
 - creating actions 331
 - definition 58, 59
 - management prerequisites 415
 - managing 415
 - setting intermediate goals 417
 - setting up 88
 - setup prerequisites 55
 - understanding management 415
- Event page 311
- events
 - assigning meeting details 419
 - creating 418
 - creating templates 419
 - managing initiatives 415
 - reviewing 420
 - setting up 88
 - tracking attendance 419
- expenses, tracking 328
- External Degrees page 155, 156
- External Org Matching Gifts 437
- Ext Org Matching Gifts page 452, 554, 558

F

- feedable pledges *See* pledges
- filters
 - actions 267
 - commitment registers 583
 - credit card transactions 513, 527
 - denied self-service gift transactions 630
 - denied transactions 524
 - foundations 173
 - involvement 210
 - ratings 244
 - resources 228
 - rosters 211
 - self-service gifts 627, 634
 - self-service gift transactions 636
 - sessions 537
 - transactions 585
- financials
 - identifying software version 8, 597
 - interfacing with GL interface 593
 - setting defaults 12
- Financials interface
 - illustrating the messaging process 594
 - messaging 594
 - monitoring messages 606
 - publishing accounting lines automatically 602
 - publishing accounting lines manually 603
 - setting up 596
 - setting up synchronization 599
 - setup best practices 606
 - synchronizing 600
 - understanding 593
 - viewing accounting lines 606
- Fiscal Year Details page 623
- Foundation Filter page 172, 173
- Foundation page 167
- foundations
 - defining 166
 - viewing 171
- Foundation Summary page 172
- Full Data Publish page 597, 600

- Full Table Publish Rules page 597, 599
- fundamentals xxv
- Fund Information page 616, 618, 621
- funds *See* pooled income funds

G

- general functions 23
- general ledger *See Also* GL Interface
- getting started 1
- Gift Adjust page 466
- gift and pledge supervisor *See* supervisor
- gift annuities 289
- Gift Annuity Beneficiaries page 290, 291
- Gift Annuity Detail page 299, 304
- Gift Annuity Details page 290
- Gift Annuity Information page 290, 292
- Gift Detail page 462, 464
- Gift Entry page 436, 438
- GIFTINCII process 570
- GIFTINCIV process 570
- Gift Income report 663
- GIFTINC process 570
- gifts *See Also* online gifts
 - adjusting 464
 - adjusting credit card payments 469
 - adjusting self-service payments
 - See Also* self-service
 - applying matches 452
 - authorizing and capturing credit card transactions 517
 - authorizing and capturing denied credit card transactions 525
 - authorizing credit card transactions 515
 - capturing credit card transactions 517
 - changing type 469
 - defining donor appreciation items 54
 - defining types 93
 - editing or deleting 432
 - entering 438
 - entering commitments 425
 - entering payments 435
 - entering tender type details
 - See Also* online gifts
 - entering tribute details 450
 - GL Interface process 502
 - handling matching 551
 - identifying matching gifts 452
 - investigating self-service transactions
 - See Also* giving history
 - loading mass transactions 458
 - managing sessions *See Also* sessions
 - matching and foreign currency 552
 - reviewing credit card transactions 527
 - selecting credit card transactions for processing 513
 - selecting credit card transactions for review 527
 - selecting denied credit card transactions 524
 - settling *See* gifts, capturing
 - tracking annuities 289
 - transferring sessions 539
 - understanding adjustment process 465
 - understanding matching 551
 - understanding payments 436
 - understanding sessions 427

- understanding the process 425
 - updating constituent information 454
 - updating organization information 456
 - viewing details 464
 - viewing expected matches 558
 - viewing matches 559, 560
 - viewing organization matching rules 555
 - viewing outstanding matches 558
 - viewing session transactions 461
 - viewing summary 463
 - viewing supervisor session summary 464
- gifts-in-kind, entering tender type information 385, 446
- Gift Summary page 462, 463
- gift table
 - example 77
 - setting up 76
- Gift Table page 75, 76
- gift type, changing 469
- Gift Types component (AV_GFT_TYPE_TBL) 93
- Gift Types page 93
- Giving Club Detail page 562
- Giving Club Initialization Report 663
- Giving Club Level Detail page 562
- Giving Club Levels page 121, 123, 562
- Giving Club Membership page 561, 563
- Giving Club Membership Summary page 562, 568
- Giving Club Progress page 562, 567, 624
- Giving Club Rules page 121
- giving clubs
 - defining 121
 - defining levels 123
 - defining rules 121
 - managing 561
 - manually generating membership 563
 - processing membership automatically 564
 - tracking progress 567
 - understanding 561
 - viewing summary 567, 568
- Giving Club Summary page 562, 567
- giving history
 - analyzing 571
 - comparing profiles 587
 - viewing commitment register 583
 - viewing commitment summary 582, 583
 - viewing donor profile 576
 - viewing organization profile 579
 - viewing transaction register 585
- Giving Profile Org - Giving Profile page 572
- Giving Profile page 572, 576, 579
- Giving Vehicles component (AV_GIVE_VEHICLE) 129
- Giving Vehicles page 130, 141
- GL interface
 - financials interface best practices 606
 - interfacing with financials 593
 - running file extract 507
 - understanding 502
 - viewing accounting lines 531
- GL Interface File Extract page 506, 507
- GL Interface page 108, 506, 602, 604
- goals
 - defining types 67
 - developing anticipated gift table 76
 - viewing related 337
- Goal Types page 67
- Goal Type Table component (AV_GOAL_TYPE_TABLE) 67

- GPS (gift and pledge supervisor) *See* supervisor
- graduates, adding constituent types 153
- Graduates to Alumni page 153
- Graduates to Alumni report 655, 657

H

- historical giving 576
- history
 - giving *See Also* giving history
 - memberships 400
 - volunteer 411

I

- IDs, tracking external system 150
- illustrations
 - acknowledgement process 541
 - campaign management 347
 - Constituent Accumulators process 504
 - credit card adjustment process 469
 - CR integrations 2
 - electronic payment transaction processing 511
 - financial messaging process 594
 - GL Interface scenarios 108
 - mass load gift and pledge 458
 - online giving life cycle 612
 - online pledge life cycle 612
- implementation 2
- Initial Setup page 106
- Initiative Action page 332, 333
- Initiative Action Summary page 336
- Initiative Audience Build page 315, 317
- Initiative Detail page 252, 358, 359
- Initiative Goals page 349, 350, 374
- initiative mass change process 339
- initiatives
 - assigning related 320
 - assigning resources 321, 322
 - attachments 29
 - budgeting 328
 - building and merging audience 317
 - creating 58, 311
 - creating actions 331
 - creating attachments 326
 - defining 310
 - defining action information 69
 - defining action results 52
 - defining action status codes 51
 - defining audience 61, 314, 315
 - defining budget categories 70
 - defining communication methods 68
 - defining contact types 50
 - defining goal types 67
 - defining public relations plan 324
 - defining types 59
 - linking related 319
 - management prerequisites 310
 - managing 309
 - managing campaigns 347
 - managing events 415
 - managing membership 363
 - managing other 421
 - managing volunteers 403

- preparing for letters 416
- setting up 55
- setting up appeals 71
- setting up attribute types 61
- setup prerequisites 55
- tracking expenses 328
- types 58
- understanding 309
- understanding mass change template 339
- understanding setup 55
- using mass change 338
- viewing action summaries 335
- viewing related goals 337
- viewing responsible staff 338
- initiative types, required values 60
- Initiative Types page 60
- Initiative Type Table component
(AV_INTV_TYPE_TABLE) 59
- installation
 - completing 5
 - setting institution defaults 9
- institutional bequests 281
- Institution Defaults component
(AV_INSTALL_INST) 9
- Institution Installation 2 page 10, 13
- Institution Installation page 10
- integrations 2
- Internal Legacy Degrees page 156, 158
- involvement
 - adding records 209
 - categories required values 35
 - creating roster 211
 - defining categories 34
 - defining codes 37
 - defining giving vehicles 141
 - defining settings 131
 - defining types 35
 - maintaining information 207
 - understanding 37, 207
 - viewing records 210
- Involvement
 - defining campaign linked appeals 140
 - defining campaign linked designations 139
 - defining web appeals 135
 - defining web campaigns 136
 - defining web designations 133
 - giving online 613
 - managing credit card transactions 611
 - setting up online giving 129
 - setting up online pledges 129
 - understanding 611
- Involvement Categories component
(AV_INVLV_C_TBL) 34
- Involvement Categories page 34
- Involvement Codes component
(AV_INVLV_CD_TBL) 37
- Involvement Codes page 37
- Involvement component (AV_INST_WEB_INV)
129
- Involvement Detail page 209
- Involvement Filter page 208, 210
- Involvement page 207, 209
- Involvement Setup - Campaign Linked Appeals
page 130, 140
- Involvement Setup - Campaign Linked
Designations page 130, 139
- Involvement Setup page 130, 131, 619
- Involvement Summary page 208

- Involvement Types component
(AV_INVLV_T_TBL) 35
- Involvement Types page 36
- item types setup 105

J

- joint acknowledgements 543
- joint communications 550
- joint letter generator 543
- Join Worksets page 24, 25
- Journal Generator Template component 509
- journal generator templates 105
- journal sets 108
- journal sources 105

L

- Leadership Types component
(AV_LDR_TYPE_TBL) 81
- Leadership Types page 82, 85
- Letter Generation page 545
- Letter Generator process (CCLTRGEN) 541
- letters
 - managing acknowledgements 541
 - preparing acknowledgements 111
 - preparing for initiatives 416
 - processing acknowledgements 544
 - using mass change 338
- lifetime giving 576
- Linked Actions page 233, 235
- linked addresses 149
- lockbox
 - loading gifts and pledges
See Also Mass Load Gift/Pledge process
(AVPGPLOA)

M

- Mail In Donation Form page 616, 619, 621
- Maintain Sessions page 428
- Make a Donation - Confirm and Submit page
616, 618, 621
- Make a Donation - Gift Information page
615, 617
- Make a Donation - Payment Information page
615, 618, 620
- Make a Donation - Pledge Information page 620
- Make a Donation - Welcome page 615, 617, 620
- Manage Worksets page 24
- Mass Action Completion page 249
- mass actions, completing 257
- Mass Actions page 249, 254
- Mass Assign Staff page 221, 224
- Mass Assign Units page 221, 224
- Mass Assign Volunteers page 221, 224
- mass change
 - understanding 339
 - understanding definitions 339
 - understanding membership template 341
 - using 338
- MASSCHNG process 345

- mass gifts and pledges, loading 458
- Mass Load Gift/Pledge page 458
- Mass Load Gift/Pledge process (AVPGPLOA)
 - data fields 639
 - using 458
 - warning about pledges 458
- Matching Gift Detail page 462
- Matching Gift Rules inquiry page 554
- Matching Gift Rules page 116
- matching gifts
 - adjusting 468
 - applying 452
 - changing gift type 469
 - defining organization matching rules 116
 - defining types for designations 97
 - handling 551
 - identifying potential 452
 - matching and foreign currency 552
 - setting rules 117
 - understanding 551
 - viewing expected matches 558
 - viewing for organization 560
 - viewing for people 559
 - viewing giving profile 576
 - viewing organization matching rules 555
 - viewing outstanding 558
- Matching Gifts page 437, 452, 466, 469
- Matching Gift Types component (AV_MTCH_GFT_TYP) 97
- Matching Gift Types page 97
- meetings, assigning details 419
- Member Adjust page 393, 394
- Member Adjust Summary page 392, 393
- Member Criteria page 364, 366
- Member Dues page 364, 367
- Member Objectives page 364, 367
- Member Organization page 364
- member organizations
 - assigning resources 370
 - building and merging 371
 - creating 363
 - defining 364
 - defining dues 367
 - defining objectives 367
 - setting criteria 366
 - understanding 363
- Member Resources page 364, 370
- Membership Audience Build page 372
- Membership Category component (AV_MBR_CAT) 79
- Membership Category page 80
- Membership Detail - Designation page 401
- Membership Detail page 400
- membership entry
 - adjusting designations 395
 - adjusting dues payments 392
 - adjusting transactions 393
 - assigning designations 389
 - entering dues 377
 - entering dues payment detail 379
 - processing credit card transactions 392
 - understanding dues payments 392
 - understanding processing
 - See Also* memberships
- Membership Entry page 379
- membership history, self-service 624
- Membership History page 624
- Membership History Prsn page 400
- membership initiatives
 - defining goals 374
 - definition *See Also* initiatives, 59
 - setting annual goals 375
 - setting intermediate goals 374
 - setting up 79
 - setup prerequisites 55
- Membership page 311
- Membership Progress page 398
- memberships
 - adjusting credit card payments 469
 - authorizing and capturing credit card transactions 517
 - authorizing and capturing denied credit card transactions 525
 - authorizing credit card transactions 515
 - canceling 395
 - capturing credit card transactions 517
 - creating actions 331
 - defining categories 81
 - defining types 80
 - entering tender type details 385
 - giving clubs 563, 564
 - GL Interface process 502
 - managing 361
 - preparing for letters
 - See Also* membership entry
 - reviewing credit card transactions 527
 - selecting credit card transactions for processing 513
 - selecting credit card transactions for review 527
 - selecting denied credit card transactions 524
 - setting defaults 12
 - transferring sessions 539
 - understanding 361
 - understanding dues 377
 - understanding mass change template 341
 - using mass change 338
 - viewing benefit history 401
 - viewing history 400
 - viewing progress 398
 - viewing summary 401
- Membership Summary page 402
- Membership Type component (AV_MBR_TYP) 79
- Membership Type page 80
- membership types, required values 80
- member supervisor *See* supervisor
- Merchant Table component (AV_MERCHANT_TBL) 124
- messages, credit card 530
- messaging, illustrating the process 594
- Methods page 68
- Method Table component (AV_METHOD_TABLE) 68
- MG *See* matching gifts
- MS (member supervisor) *See* supervisor

N

- names, managing 150
- Narrative page 237, 239
- notifications, sending 27
- numbering 9

O

- online gifts
 - balancing, queuing, posting 625
 - confirming and submitting 618
 - defining giving vehicles 141
 - donating to campaigns 619
 - entering gift information 617
 - entering payment information 618
 - entering tender type details 446
 - giving by mail 619
 - illustrating the life cycle *See Also* gifts
 - prerequisites 614
 - selecting campaign 619
 - selecting organization 616
 - selecting ways to give 616
 - setting up 129
 - starting the process 617
 - understanding 614
 - viewing fund information 618
 - viewing payment results 618
- online pledges
 - confirming and submitting 622
 - creating 621
 - entering information 622
 - entering payment information 622
 - illustrating the life cycle 612
 - making a pledge 619
 - pledging to campaign 621
 - selecting ways to give 621
 - setting up *See Also* pledges
- Open Pledge Register page 487, 489
- Org/Person Relationships page 217
- Org / Person Relationships page 214
- organization commitments 194
- organization details 191
- organization financial details 193
- Organization Financial Info page 164
- Organization Foundation Information page 172
- Organization Locations page 160
- organization participation 196
- Organization Profile page 188
- organizations
 - adding 162
 - defining foundation information 166
 - defining matching gift rules 116, 174
 - defining person relationships 38
 - defining reciprocal relationships 39
 - entering contact data 163
 - entering department data 163
 - entering location data 163
 - establishing org-to-org relationships 215
 - establishing org-to-person relationships 217
 - establishing person-to-org relationships 216
 - maintaining financial information 164
 - reviewing data 175
 - setting up contact types 40
 - updating constituent information 456
 - viewing employee list 175
 - viewing foundation information 171
 - viewing matching gift rules 175, 555
 - viewing profiles 187, 188
- Org Reciprocal Relationships component (AV_ORG_RELATE_TBL) 39
- Org Relationship Summary page 215
- Other Initiative Goals page 422
- other initiatives

- creating actions 331
- definition 59
- management prerequisites 421
- managing 421
- preparing letters 422
- setting intermediate goals 422
- setup prerequisites 55
- understanding management 421
- Other Initiatives/Others Assigned page 336
- Other Initiatives page 311
- Outstanding Matching Gifts page 554, 558

P

- participation, organization 196
- participation profile, person 185
- Payment Result page 616, 618, 621
- payments
 - defining methods 126
 - entering 435
- Payment Schedule Adjust page 491
- people
 - adding to the system 147
 - viewing profile 178
- Person/Org Relationships component (AV_PE_RELATION_TBL) 38
- Person/Org Relationships page 39, 216
- Person / Org Relationships page 214
- Personal Asset Detail page 238
- personal assets 201
- Personal Assets page 237, 240
- Personal Asset Summary page 238, 242
- Person Matching Gifts page 554, 559
- person profile 176
- Person Profile page 178, 412
- philanthropic interests, prospect 204
- Philanthropic Interests page 239, 246
- phone data
 - entering for organizations 163
 - managing for people 148
- Phone Detail page 160
- Phones page 149
- photos 153
- planned gifts 204
- planned giving attachments 29
- planned giving profile
 - viewing 299
 - working with 298
- Planned Giving Profile page 299
- planned giving prospects *See Also* prospects
 - managing 275
 - tracking bequests 277
 - tracking gift annuities 289
 - tracking pooled income funds 293
 - tracking trusts 282
 - viewing profiles 298
- plans *See* prospects
- Pledge Adjust page 491
- Pledge Detail page 486, 488
- Pledge Entry page 479, 480
- pledges *See Also* online pledges
 - adjusting 490, 491
 - adjusting payment schedule 485
 - allowing feedable 8
 - determining payment schedule 483
 - distributing overpayments 11

- distributing underpayments 11
 - editing or deleting 432, 487
 - entering 478
 - entering commitments 425
 - entering payments 435
 - entering payment schedule
 - See Also* conditional pledges
 - entering transactions 480
 - entering tribute details 450
 - GL Interface process 502
 - investigating self-service transactions
 - See Also* giving history
 - loading mass transactions 458
 - managing sessions *See Also* sessions
 - receiving scheduled pledge 454
 - setting default schedules 8
 - setting payment override 8
 - transferring sessions 539
 - understanding adjustment 490
 - understanding entry 478
 - understanding payments 436
 - understanding sessions 427
 - understanding the process 425
 - updating constituent information 454
 - updating organization information 456
 - viewing 486
 - viewing details 488
 - viewing open register 489
 - viewing payment schedule 489
 - viewing summary 487
 - viewing supervisor summary 488
 - pledge schedule, adjusting 485
 - Pledge Schedule Aging report 655, 657
 - Pledge Schedule page
 - 437, 454, 479, 483, 485, 487, 489
 - Pledge Summary page 486, 487
 - Pooled Income Beneficiaries page 294, 296
 - Pooled Income Details page 294
 - Pooled Income Fund Detail page 299, 305
 - pooled income funds 293
 - Pooled Income Information page 294, 297
 - Population Selection 63
 - Preferred Class Year page 155, 158
 - Process Acknowledgements page 545
 - Process Giving Clubs page 562, 564
 - Profile Compare Columns page 575
 - Profile Compare page 575, 587
 - profiles
 - viewing for people 176
 - viewing organizational 187, 188
 - viewing personal 178
 - Proposal Info page 167, 170
 - Prospect Action page 249, 258
 - Prospect Assignments page 224
 - Prospect Detail page 355
 - Prospect List page 355
 - prospect management 201
 - prospect profile 197
 - Prospect Profile page 198, 199
 - prospects
 - assigning resources 220
 - clearing 253
 - creating strategies 231
 - defining action contact types *See Also* actions
 - defining action results 52
 - defining action status codes 51
 - defining rating categories 47
 - defining rating indicators 48
 - defining rating types 46
 - implementing plans 247
 - managing 219
 - managing planned giving *See Also* clearance
 - setting up 43
 - setting up data 31
 - setting up identifiers 43
 - setup prerequisites 43
 - tracking data 236
 - understanding management 219
 - viewing 197, 355
 - viewing clearances 266
 - viewing profile 199
 - Prospect Strategy Detail page 233, 236
 - Prospect Strategy page 232, 233
 - PR plan
 - See* public relations plan, public relations plan
 - PR Plan page 324
 - public relations plan
 - defining 323
 - defining communication methods 68
 - publish-and-subscribe 593
 - Purge Gift Security Codes page 519
 - Purge Membership Security Codes page 519
- ## Q
- queues 594
 - Queue Sessions page 498
- ## R
- Rating Categories component (AV_R_CAT_TBL)
 - 43
 - Rating Categories page 44, 47
 - Rating Indicators component (AV_R_IND_TBL)
 - 43
 - Rating Indicators page 44, 48
 - Rating Origin page 44, 46
 - ratings
 - defining categories 47
 - defining indicators 48
 - defining origins 46
 - defining types 46
 - filtering 244
 - maintaining 242
 - viewing 245
 - Ratings Detail page 239
 - Ratings Filter page 238, 244
 - Ratings page 238, 242
 - Rating Summary page 238, 245
 - Rating Type page 44
 - Rating Types component (AV_R_TYPE_TBL) 43
 - Rating Types page 46
 - receipts
 - managing acknowledgements 541
 - preparing acknowledgements 111
 - setting defaults 13
 - Reciprocal Relationship page 40
 - recognition
 - adjusting for pledges 491
 - adjusting in gifts 466
 - assigning to conditional pledges 477
 - defining types 102

- entering for gifts 438
 - entering for pledges 480
 - setting default soft credit type 8
 - setting spouse splits 7
 - viewing details 488
 - Recognition Detail page 462
 - recognition types, required values 102
 - Recognition Types component (AV_RCG_TYPE_TBL) 102
 - Recognition Types page 102
 - records
 - searching for 144
 - setting last number 9
 - setting maximum retrieval value 12
 - understanding 144
 - using search/match 145
 - Regional page 148
 - register, viewing for pledges 489
 - related goals 337
 - Related Goals page 337
 - Related Initiative page 320
 - related initiatives, viewing responsible staff 338
 - Related Rspn Prsn page 338
 - Relationship Detail page 214
 - relationships
 - defining organization reciprocal 39
 - defining person-to-org 38
 - establishing 213
 - establishing org-to-org 215
 - establishing org-to-person 217
 - establishing person-to-org 216
 - establishing person-to-person 215
 - understanding 213
 - Relationships page 214, 215
 - Relationship Summary page 214
 - religious preference 152
 - Reporting Rules page 75, 77
 - reports
 - AV702 657
 - AV703 657
 - AV704 658
 - AVBIOBIT, AVORGBIO 658
 - AVCAMPRO 659
 - AVDESDNR 662
 - AVGCINIT 663
 - AVPCAE 663
 - AVROLE 665
 - Biographic Profile 655
 - CAE 655
 - campaign progress 355
 - Campaign Progress 655
 - contact report requirements 8
 - designation donor 588
 - Designation Donor List 655
 - Graduates to Alumni 153, 655
 - Pledge Schedule Aging 655
 - role assignments 230
 - Role Assignments 655
 - setting up bio bit and bio brief 12
 - setting up rules 77
 - required values
 - action results 52
 - action status codes 51
 - action types 49
 - constituent types 32
 - gift types 93
 - initiative types 60
 - involvement categories 35
 - membership types 80
 - recognition types 102
 - roles 18
 - Resource Assignment Detail page 252
 - Resource Assignments page 223, 229
 - Resource Filter page 223, 228
 - resources
 - adding 15
 - adding staff 20
 - adding volunteers 20
 - assigning for membership 370
 - creating assignments 220
 - creating individual assignments 225
 - creating mass assignments 224
 - defining units 21
 - understanding 15
 - viewing assigned prospects 228
 - Resources page 321, 322
 - restrictions, matching gifts 117
 - Role Assignments page 224, 230
 - Role Assignments report 230, 655, 665
 - roles
 - assigning options 7
 - assigning volunteers 404
 - defining 18
 - pages affected by 15
 - required values 18
 - warning about installation settings 18
 - Roles component (AV_PRPS) 15
 - Roles page 17, 18
 - Roster Filter page 209, 211
 - Roster List page 209
 - rules
 - defining batch publish 598
 - viewing organization matching gift
 - See Also* giving club rules
 - rules, matching gifts 117
 - Rules page 555
 - Run Mass Change page 345
- ## S
- schedules
 - adjusting pledge payment 485
 - defining default payment 131
 - defining pledge payment 474
 - determining pledge payment 483
 - entering self-service pledge payments 622
 - receiving pledges 454
 - setting payment 8
 - setting up pledges 425
 - viewing matching gift distribution rules 555
 - viewing pledge payments 489
 - Search/Match 144
 - Search Criteria page 144
 - Search Results page 144
 - Seasonal Addresses page 149
 - securities, entering tender type information
 - 385, 446
 - security code 379, 437
 - security codes
 - purging 518
 - self-service
 - adjusting gift payments 632
 - capturing denied gift transactions 631
 - capturing gifts 628

- filtering gifts 634
- generating gift sessions 624
- illustrating the online giving life cycle 612
- illustrating the online pledge life cycle 612
- investigating transactions 633
- managing credit card transactions 611
- online gifts *See Also* online pledges
- processing credit cards 626
- processing denied credit card transactions 630
- reviewing gift transactions 637
- selecting denied transactions 630
- selecting gifts for processing 627
- selecting gifts for review 636
- understanding 611
- understanding transaction types 626
- viewing commitment summary 623
- viewing gift details 636
- viewing gift information 635
- viewing gift log details 636
- viewing giving club progress 623
- viewing membership history 624
- viewing pledge details 636
- viewing pledge information 635
- Self Service Gifts process (AV_INV_SESS) 625
- Self Service Giving Inquiry - Filter Options page 633, 634
- Self Service Giving Inquiry - Self Service Gift Log Detail page 634, 636
- Self Service Giving Inquiry - Self Service Giving Detail page 634, 636
- Self Service Giving Inquiry - Self Service Giving List page 633, 635
- Self Service Giving page 625
- Send Action workflow 651
- Send BioDemo Update workflow 652
- Send Contact Report workflow 653
- Send Notification - Delivery Options page 28
- Send Notification - Lookup Address page 28
- Send Notification page 28
- service indicators, creating 27
- Session Defaults page 428, 431
- Session Detail page 428, 432
- Session Filter page 536, 537
- sessions
 - balancing 428
 - balancing self-service 625
 - correcting errors 540
 - creating 428
 - filtering 537
 - generating self-service 624
 - GL Interface process 502
 - loading mass transactions 458
 - managing 427
 - preparing for posting 104
 - processing and posting 499
 - queuing for posting 498
 - running GL Interface 506
 - scheduling pledge payments 483
 - selecting transactions to edit or delete 432
 - setting defaults 431
 - setting up item types 105
 - transferring 536, 539
 - understanding processing and posting 499
 - viewing details 432
 - viewing gifts 461
 - viewing summary 536, 538
 - viewing suspended 533
- Session Summary page 536, 538

- Session View page 428, 434
- soft credit, setting default type 8
- spouse recognition 7
- spouses
 - linking 23
 - managing joint communications 550
 - understanding joint acknowledgements 543
- staff, understanding *See Also* resources
- Staff Assignment page 222, 225
- Staff component (AV_STAFF) 15
- Staff To Do List page 273
- strategies
 - creating 233
 - creating for prospects 231
 - viewing details 236
 - viewing linked actions 235
 - viewing summary 236
- Strategy Summary page 233, 236
- Student Administration page 343
- Sub-Group Assignments page 405, 406
- Sub-Groups page 83, 87
- supervisor
 - correcting session errors 540
 - transferring sessions 539
 - viewing gift sessions 464
 - viewing pledges 486
 - viewing pledge summary 488
- Supervisor Gift Summ page 462, 464
- Supervisor Membership Summary page 402
- Supervisor Pledge Summary page 486, 488
- Support Areas page 167, 169
- Suspended Sessions page 533
- system IDs, tracking external 150
- system setup 5

T

- templates, for events 419
- Tender Type Detail - Check page 379
- Tender Type Detail - Credit Card Entry page 379
- Tender Type Detail - Credit Card page 437
- Tender Type Detail page 385, 436, 446
- tender types, defining 94
- Tender Types component (AV_GFT_TNDR_TBL) 94
- Tender Types page 94
- third-party credit card processor 125
- To Do List page 253
- to do lists
 - setting defaults 14
 - viewing 273
- Top Donors page 357
- Transaction Filter page 574, 585
- Transaction Register page 573, 575, 587
- transactions
 - attachments 29
 - viewing accounting lines 531
- Transfer page 536, 539, 546, 549
- tribute
 - adjusting for pledges 491
 - adjusting in gifts 466
 - entering details 450
 - entering for gifts 438
 - entering for pledges 480
- Tribute detail page 463
- Tribute page 437, 450

- Trust Account Information page 283, 286
- Trust Beneficiary page 283, 287
- Trust Categories component (AV_TRUST_C_TBL) 43
- Trust Categories page 45
- Trust Detail page 283, 299, 302
- Trust Gift Information page 283, 285
- Trust Information page 283, 288
- trusts 282
- Trust Terms component (AV_TRUST_R_TBL) 43
- Trust Terms page 45
- Trust Types component (AV_TRUST_T_TBL) 43
- Trust Types page 45

U

- Unit Assignment page 223, 227
- Unit Goals page 350, 353
- units *See Also* resources, 15
- Units component (AV_UNIT_TBL) 15
- Units page 18, 21
- Unit To Do List page 273
- Update Information page 205, 437, 438, 454, 456
- Update Linked Addresses page 148, 149

V

- View Staff page 18
- View Volunteers page 18
- Volunteer Assignment Detail page 412
- Volunteer Assignment page 222, 226
- Volunteer Assignments 1 page 408
- Volunteer Assignments 2 page 408, 409
- volunteer efforts
 - common terms 81
 - definition *See Also* initiatives
 - setting goals 86
 - setting up 81
- Volunteer Goals page 82, 86
- Volunteer Group Assignments page 405
- Volunteer History page 411, 412
- volunteer initiatives
 - creating actions 331
 - definition 59
 - setup prerequisites 55
- volunteers
 - assigning to roles 404, 405
 - assigning to tasks 407
 - creating biographic reports 411
 - creating subgroup assignments 406
 - defining areas of responsibility 83
 - defining assignment types 84
 - defining contact types 50
 - defining leadership types 85
 - evaluating 409
 - management prerequisites 403
 - managing 403
 - structuring leadership group 86
 - understanding *See Also* resources
 - understanding management 403
 - viewing audience history 413
 - viewing history 411
- Volunteers component (AV_VOLUNTEERS) 15

- Volunteers page 311
- Volunteer Structure page 83, 86
- Volunteer To Do List page 273

W

- warnings
 - budgets 329, 330
 - defining attribute types 62
 - loading gifts and pledges 458
 - mass load gift and pledge 458
 - Population Selection query 63
 - processing giving clubs 564
 - roles 18
- Ways to Give page 615, 616
- Web Appeals page 130, 135
- Web Campaign Narrative page 130, 138
- Web Campaigns page 130, 136
- Web Designations page 130, 133
- work experience, maintaining 159
- Work Experience inquiry page 160
- Work Experience page 159
- workflows
 - Send Action 651
 - Send BioDemo Update 652
 - Send Contact Report 653
- worksheets
 - Acknowledgement List page 549
 - Acknowledge Suspense page 547
 - building 25
 - building from system pages 26
 - comparing profiles 587
 - creating 24
 - Employee List page 176
 - Giving Club Membership Summary page 568
 - joining 25
 - Prospect List page 355
 - Resource Assignments page 229
 - Roster List page 211
 - Top Donors page 357
 - understanding 24
 - working with 23

