CRM User Forum

January 20, 2021 Cornelia Ellis – John Kuehn – Don Day



Objectives

- Finishing up Year 2020
 - Clearing out old batches
 - Write offs and receivables
 - Contribution statements
- This Year 2021
 - Creating new appeals
 - Creating designation requests why and or when
 - Special event setup
- Updating Payment Reminders & Gift Acknowledgements



Finishing Up 2020



Cleaning up Batches

- This will be done in the Uncommitted Batch Tab.
- Uncommitted batches accumulate if you have your filters active
- Need to clear your date filters to see if you have hidden batches
- Leave site filter to all sites
- If you find uncommited batches, edit the batch
 - If batch contains information, confirm if it has or has not been committed in another batch
 - If batch not needed, delete the batch
 - If batch is empty, use or delete the batch.
- Your goal should be to not have open batches.



Sample from production

Sample with filter engaged

Uncommitted batches (1)	Add 📩 Batch search 🖾 More 🕶			
Date range: Last 7 days	Sites: All sites	v 🖁 🗌 Sh	ow only batches with exceptions	🝸 Apply 🛛 🐺 Reset
Search	🕒 Columns 🔹 🎶 Clear all filters			
Batch number	V Owner	🛛 Date added 🔺 🛛 🍸	Description	
S L0532354	Shondell Williams BSA-440	11/19/2019		
<				

Sample with no filter engaged

Uncommitted batches (3) C Add Ba	atch search 🖾 More 🕶			
Date range	Sites: All sites	v ₽ Sł	now only batches with exceptions $\$	🕇 Apply 🐺 Reset
Search Oclu	ımns 🔹 💞 Clear all filters			
Batch number 🕎	Owner 🍸	Date added 🔺 🛛 🍸	Description	
⊗ L0375706x2	Shondell Williams BSA-440	1/3/2019	Exceptions from batch L0375706x1	
⊗ L0447530x4	Shondell Williams BSA-440	5/2/2019	Exceptions from batch L0447530x3	
🛞 L0532354	Shondell Williams BSA-440	11/19/2019		
<				



Write Offs



Determine collectible value

- Create the Pledges Receivable Aging Report
- Blackbaud CRM ~ Revenue ~





Determine collectible value

Create the Report

- 1. BSA Organization your council
- 2. Report Code year
- 3. Appeal must be run for each open appeal with outstanding donor pledge values
- 4. Click "View Report"
- 5. Wait...



Pledge Receivable Aging Report

Blackbaud CRM [™] P	Constituents Name or lookup ID	Add new ▼	Welcome, BSA-BSA •
Home - Constituents	Marketing and Communications Revenue	Events • Memberships • Prospects • Volunteers •	Foundations • Fundraising • Treasury •
🏐 Pledge R	eceivable Aging Report		
BSA Organization	000-BSA Council	▼ 1 Report Code 2018 ▼ 3	View Report
Appeal	18SAF Legacy	× 2	4



Pledge Aging Receivable Report

- Print report and give to management to review:
 - All open pledges
 - Determine who will still pay
 - Sign and date
- After management review, proceed to Pledge Write-Off process



Pledge Write-off Procedure

- Determine when your council needs to write-off pledges.
- Pledges written off by appeal
- You will use your current Global Pledge Write-off business process
- You will edit the selection in your current business process



Global Pledg		Edit pledge write	e-off process
dge write-off proce	esses (276)	General	
		Name:	L382
Name	Description	Descriptions	
L144	Pledge Write-Off Proc	Description:	Pledge Write-Off Process
L144 Abraham Linco	Just change the select	Selection:	L382 Global Write Off Query (Ad 🧚 🖍
L003	Pledge Write-Off Proc	Post status:	Do not post
L022	Pledge Write-Off Proc		
L583	Pledge Write-Off Proc	Post date:	mm/dd/yyyy
L382	Pledge Write-Off Proc	Site:	Allegheny Highlands Council 🛛 🗸 🔎
🎡 Start process 🥒 P	Edit 🗙 Delete 🛛 🖉 As	Write-off reas	ion
L618	Pledge Write-Off Proc	Reason code:	LINC Uncollectable
L104	Pledge Write Off Proc		UNC - Uncollectable
L303	Pledge Write-Off Proc	Details:	2017 Write Off
L157	Pledge Write-Off Proc		\sim
L468	Pledge Write-Off Proc		
L092	Pledge Write-Off Proc	Output	
L368	Conversion Pledge Wi	Create outp	ut selection
L220	Pledge Write-Off Proc		disting selection
L574	Pledge Write-Off Proc		-
L635	Pledge Write-Off Proc	Selection name:	
L695	Global Write-Off		
L449	Pledge Write-Off Proc	🕢 Help	Save Cancel
L006	Pledge Write-Off Proc		Currer







The Query will open and you will need adjust the filters to only write-off those appeals you want to close. You do this by clicking on the Appeal record/Name filter and adding in the names of the appeals you need to write-off. This example show the council preparing to do more than one appeal at a time. They have changed the filter to "one of" and then can now list multiple appeals.



Prepared.

dit Ad-Hoc Query - L382 (Slobal Write Off Over			
un Au-Hoc Query - L362 (Sobar Write On Query			bef
Select filter and output fields	Set sort and group options	Preview results	Set save options	run
Results (78 records found)				ma
Appeal\Name	Pledge/Grant award bala	ance		app
(382) F-18 - 2018 Friends of Sco	out \$250.00			
(382) F-18 - 2018 Friends of Sco	out \$600.00			tha
(382) F-18 - 2018 Friends of Sco	out \$500.00			wa
(382) F-18 - 2018 Friends of Sco	out \$40.00			
(382) F-18 - 2018 Friends of Sco	out \$30.00			
(382) F-18 - 2018 Friends of Sco	out \$20.00			
(382) F-18 - 2018 Friends of Sco	out \$1,200.00			
(382) F-18 - 2018 Friends of Sco	out \$1,000.00			
(382) F-18 - 2018 Friends of Sco	out \$95.00			
(382) F-18 - 2018 Friends of Sco	out \$30.00			
(382) F-18 - 2018 Friends of Sco	out \$60.00			
(382) F-18 - 2018 Friends of Sco	out \$100.00			
(382) F-18 - 2018 Friends of Sco	out \$720.00			
(382) F-18 - 2018 Friends of Sco	out \$45.45			
(382) F-18 - 2018 Friends of Sco	out \$75.00			
(202) E.10 - 2010 Friends of Sec	\$20.00			

Always preview your query before saving it and running your routine to make sure only your appeals are showing and that only the appeals you want to write-off are listed.



Contribution Statements



Contribution Statements

- Due to donors by last day of January
- Contribution statement template is ready for use.



IRS Publication 1771, Charitable Contributions–Substantiation and Disclosure Requirements

- A donor must have a bank record or written communication from a charity for any monetary contribution before the donor can claim a charitable contribution on his/her federal income tax return
- A donor is responsible for obtaining a written acknowledgment from a charity for any single contribution of \$250 or more
- A charitable organization is required to provide a written disclosure to a donor who receives goods or services in exchange for a single payment in excess of \$75
- Recipient organizations typically send written acknowledgments to donors no later than January 31 of the year following the donation.



Process Overview





Process Overview

- Marketing and Communications>Packages>Letters and documents>View letters and documents>Documents tab
- Job aids have detailed, step-by-step instructions





To Download Document

- Click the Chevron
- Either click "View document" or click the document hyperlink to download.
- Do not edit and change the site for LC Global to your council.





Run Export

- 3 Choices
 - Cumulative contributions > \$0
 - All donors get statements
 - Cumulative contributions >= \$250 or Benefited
 - Donors that give \$250 or more, cumulatively, and any donors that received benefits get statements
 - Single contribution >= \$250 or Benefited
 - Donors that give a single gift of \$250 or more and any donors that received benefits get statements



Run Export

• Administration>Tools>Export





Run Export

 Because you are site secured only your records will be returned when you run this.





Review and Update

- Review your data and make updates as needed
- Add a dummy record at end of the file

	Α	В	С	D	E	F	G	Н	Ι	J	К	L	М	N	0	Р	Q
1	BUSINESS	Site ID	ID	Last	First	Address	City	State	ZIP	Date	Transactio	Appeal	Amount	Receipt A	Benefit Va	Benefit D	Revenue I
2	1	42	8-1009096	Genented	h	1 Dna Way	South San	CA	94080-491	*****	Payment	(042) S15 -	\$900.00	\$900.00			rev-14573
3	2	42	8-1215544	Domingue	Francisco	3985 Lyma	Oakland	CA	94602-185	*****	Payment	(042) S16 -	\$300.00	\$300.00			rev-14697
4	3	42	8-1215650	Peterson	Andrew	103 Monti	Piedmont	CA	94611-392	*****	Payment	(042) S16 -	\$250.00	\$250.00			rev-14689
5	4	42	8-1217480	Kuesel	Christoph	3829 Rand	Oakland	CA	94602-120	*****	Payment	(042) S16 -	\$500.00	\$500.00			rev-14709
6	5	42	8-1217491	Kim	Kenneth	240 Estate	Piedmont	CA	94611-331	*****	Payment	(042) S16 -	\$100.00	\$100.00			rev-14688
7	6	42	8-1224086	Lymburn	Bruce	50 Wynga	Piedmont	CA	94611-362	*****	Payment	(042) 150	\$260.00	\$260.00			rev-14692
8	7	42	8-1224086	Lymburn	Bruce	50 Wynga	Piedmont	CA	94611-362	*****	Payment	(042) 150	\$400.00	\$0.00			rev-14700
9	8	42	8-1224086	Lymburn	Bruce	50 Wynga	Piedmont	CA	94611-362	*****	Payment	(042) 150	*****	*****			rev-14700
10	9	42	8-1224086	Lymburn	Bruce	50 Wynga	Piedmont	CA	94611-362	*****	Payment	(042) S16 -	*****	*****			rev-14701
11	10	42	8-1228420	Pierce	Christoph	4085 Whit	Oakland	CA	94602-243	4/6/2015	Payment	(042) S15 -	\$100.00	\$100.00			rev-14601
591	590	42	8 1571911	Cheung	Daniel	125 Ronad	Piedmont	СА	94611	****	Payment	(042) S16	\$100.00	\$100.00			rev-14711
592			Dummy	Dummy	Discard							. ,					
						J											



Review and Update

- Review Columns V and W
 - Possible benefit issue
 - Possible receipt amount issue
 - These error depend on how you have been using the system
 - Giving category column is on the sheet to help with benefits in column S



Review and Update

(002) 211 -	\$230.00	Ş230.00	164-21215	440403	FALSE	FALSE	Senting	
(089) S17 -	\$250.00	\$250.00	PAS-13989	61788	FALSE	FALSE	Sebring	
(089) S17 -	\$250.00	\$250.00	PAS-13975	60848	FALSE	FALSE	Family	
(089) S17 -	\$250.00	\$250.00	PAS-13969	60470	FALSE	FALSE	Community - DCA	
(089) A17	########	\$0.00	rev-41589	491027	TRUE	TRUE	Mexico Trip	
(089) A17	\$120.00	\$0.00	rev-41598	497003	TRUE	TRUE	Kendra Scott Neck	dace a
(089) A17	\$500.00	\$0.00	rev-41598	497682	TRUE	TRUE	Golf Clubs and Bag	3
(089) A17	\$100.00	\$100.00	rev-41598	498645	FALSE	FALSE	Sponsor	
(089) A17	\$40.00	\$0.00	rev-41599	499007	TRUE	TRUE	Play and Music Le	sson
(089) S17 -	\$250.00	\$250.00	PAS-13985	61326	FALSE	FALSE	Community - DCA	
(089) S17 -	#########	****	PAS-13985	61364	FALSE	FALSE	Citrus County	
	4	4						

00/01	400.00				104 41007	334032	I ALUE	IAUL	community DCA
89) S1	\$50.00	\$50.00			rev-41706	585076	FALSE	FALSE	Community - DCA
89) X1	\$500.00	\$500.00	_		rev-34061	431701	FALSE	FALSE	1/2 PAGE AD
89) X1	\$1,300.00	\$980.00	\$320.00	Table Sponsor	rev-34061	431585	FALSE	FALSE	Table Sponsors
89) S1	\$500.00	\$500.00	L		rev-41640	533302	FALSE	FALSE	Family
89) S1	\$500.00	\$500.00			PAS-13959	59990	FALSE	FALSE	Board Division
001 01	¢250.00	¢250.00			DAC 12060	60/102	EVICE	EVICE	Community DCA



- Download mail merge template
- Edit merge field values for your council
- Start a Directory mail merge
- Select the contribution statement data file
- Finish the merge



🛯 🗄 S	- (J =	Contribution_Statement_Template v	1.8.2015 docx	Word	?	A - D
FILE	OME INSERT DESI	IGN PAGE LAYOUT REFERENCES	MAILINGS	REVIEW VIEW A	CROBAT	Rich White 👻
E Envelopes	Edit Recipient List	Highlight Address Block ? Highlight Greeting Line ? Merge Fields Insert Merge Field ✓ ?	Preview	Find Recipient	Finish & Merge •	Merge to Adobe PDF
Create	Start Mail Merge	Write & Insert Fields		Preview Results	Finish	Acrobat
A = 1 A = 1 A = 1 A A = 1 A		· <u>2</u> · · · · · · · · · · · · · · · · · · ·	5	· · · · · · · · · · · · · · · · · · ·	1 · · · 7	· · · <u>A</u> · · · ·

{ IF { MERGESEQ } = 1 "Discard This Page. { SET PreviousConstituent "" } { SET CouncilAddress "Example Council, 123
Main St., Anytown, TX 12345" } { SET CouncilContact "email First.Last@scouting.org" } { SET CouncilTaxID "[Federal Tax
ID#]" } { SET Year "2015" }" "" } { SET CurrentConstituent { MERGEFIELD ID } } IF { CurrentConstituent } = {
PreviousConstituent } "{ MERGEFIELD Date } { MERGEFIELD Amount \# "\$#,###,###0.00 } { MERGEFIELD
Appeal } IF { MERGEFIELD Benefit_Value } <> "" "{ SET BenefitValue { MERGEFIELD Benefit_Value \# "\$#,###,###0.00 }
}" "{ SET BenefitValue 0 }" } BenefitValue \# "\$#,###,###0.00 } SET NetContribution { = { MERGEFIELD Amount } - {
BenefitValue } } NetContribution \# "\$#,###,###0.00 } SET TotalPaid { = TotalPaid + { MERGEFIELD Amount } } } SET
TotalContribution { = TotalContribution + { NetContribution } } SET TotalBenefitValue { = TotalBenefitValue + {
BenefitValue } } " "

 Total:{ TotalPaid \# "\$#,###,###0.00 }
 { TotalBenefitValue

 \# "\$#,###,###0.00 }{ TotalContribution \# "\$#,###,###0.00 }{ SET TotalPaid 0 }{ SET TotalContribution 0 }{ SET

 TotalBenefitValue 0 }









• Navigate to your downloaded data file and select it









Clifford Wang 603 Blair Ave Piedmont, CA 94611-3405

Dear Clifford Wang,

The following is a list of paid contributions for the calendar year 2015 recorded by Example Council, 123 Main St., Anytown, TX 12345 (Federal Tax ID [Federal Tax ID#]). Thank you for your generous support of Scouting! If you have any questions or concerns, please email First.Last@scouting.org.

Date	Amount Paid	Appeal Name	Benefit Value	Net Contribution
10/14/2015	150.00	(042) S16 - 2016 Friends of Scouting Benefit: Something cool!	100.00	50.00
12/21/2015	150.00	(042) S16 - 2016 Friends of Scouting	0.00	150.00
12/22/2015	150.00	(042) S16 - 2016 Friends of Scouting	0.00	150.00
12/23/2015	150.00	(042) S16 - 2016 Friends of Scouting	100.00	50.00
		Benefit: Something awesome!		
12/24/2015	150.00	(042) S16 - 2016 Friends of Scouting	0.00	150.00
12/25/2015	150.00	(042) S16 - 2016 Friends of Scouting	0.00	150.00
12/26/2015	150.00	(042) S16 - 2016 Friends of Scouting	0.00	150.00
12/27/2015	150.00	(042) S16 - 2016 Friends of Scouting	0.00	150.00
12/28/2015	150.00	(042) S16 - 2016 Friends of Scouting	100.00	50.00
		Benefit:		
Total:	\$ 1,350.00		\$ 300.00	\$ 1,050.00



Review and Mail

- Print, fold, stuff and mail per your council's usual procedure
- Discard the first and last pages from the merge file



This Year



Add an Appeal





Assign Designation & Prior Appeal (if one)

kbaud CR	•	eatures Feature (e.g. Information	n Library)		Administration +		
-					Administration -		
🖇 Арре	eal: Nation's Best I	Fundraising Appe	al				
Description:	We raise more \$\$ than anyone	e else Start date: 1/1/202	0				
Business unit:		End date: 12/31/2	020				
Category:	Other Support	Goal: \$100,00	0.00				
Report code:	2020	Status: Active					
Site:	Black Warrior Council	Membership:					
							2
evenue Sumn	mary Contributions Paym	nents Balances Revenue D	Details (Splits) Matching Gift Clair	ms Designations Mailings	Documentation Mismatch: Appeals	? Solicitor Credits by Group	Prior Appea
Contributio	ons - posted 8/21/2019	3 More •					
Jonanbaalo	Total Contributions	# of Contributions	Average Contribution	Recent Contribution	Earliest Contribution		
	Total Contributions	. of contributions	Alendge contribution	Recent contributor	Lance control aton		
Payments R	Received - posted 8/21/20	019 🗵 More 🕶					
ayments n	Payments Received	# of Payments	Average Payment	Most Recent Payment	Mismatch: Appeal?	Mismatch: Inbound Channel	?
	,	,	5,5	,			
Nrite-offs -	- will not post (manual Pe	eopleSoft journal entry re	auired)				
		iopicooni journal citil j io					
				Loading			
Dutstanding	g Balances - through 8/2'	1/2019 🗷 More •					



Designations

- Only request new designations for new
- The appeal may change but the designation stays the same



Create Special Event Appeal in CRM



Appeal: 2019 SG19 Special Event Appeal

	Description:	Appeal for Scouting Give Set Up Der		Set Up Demo	Start date	: 1/1/2019	
	Business unit:				End date:	12/31/2019	
	Category:	Special Events			Goal:	\$100,000.00	
	Report code:	de: 2019			Status:	Active	
	Site: Bay-Lakes Council				Members	hip:	
+	Revenue Su	ummary	Contributions	Payments	Balances	Revenue Details (Splits)	Revenue Details (Write-o
	Designation	ns (3)	🖉 Edit list of appe	eal designatior	ns 😨 Mo	ore▼	
	Designation 4						Default designation
	63508521 SG	Event					Ø
	63508521 SG						

From

Follow directions in the CRM user guide to create an event appeal. All monies in CRM must be connected to an appeal. The designation tab must be completed with at least the main designation. Sub-designation are not available until you have your designation event mapping completed.

Benefits

To

Benefits (0) 🕓 View benefits catalog 🔂 Add 🔝 More 🕶

Level

63508521 SG Event \ 63508521-4250 SG Event - Operating (Fees)



Adding Special Events



CRM Add an Event Form

General					
Name:	2019 Scouting Gives Event	Details			
Description:	Scouting Gives Event Setup Demo	Start date:	9/18/2019	Start time:	hh:mm AM
Category:	Special Fundraising Event	End date:	9/18/2019	End time:	hh:mm AM
Sites:			nformation		
	Bay-Lakes Council	Location:	Marriott Center City		Q
		Room/Unit:		▼ 🖻	Capacity: 0
	Event is an auction	Contact:	John C. Kuehn		Q
	Do not show event on calendar Event allows designations on fees				
Copy options					

Fill in the information on the event form. Ensure that you select "Event allows designation on fees" and "Event is an auction". You do not need to use the auction side of the event. However, if you fail to select either option, neither option can be added after you click save.



Updating Reminders and Acknowledgements



Reminders

송 L010 P	ledge Payment Overdue
🎯 Starl	t process 🛛 🗈 Set format options 🛛 🥖 Edit 🛛 🗙 De
✓ 1010 B	Index Decement Descinder Consert Marsh
Export definition:	Custom Pledge Reminder Fields
Criteria	
Generate reminders	for 🗌 All pledges
	All recurring gifts
	✓ Custom selection
	Selection: L010 Pledge Payments Due Last 🔎 🥒

Found under Marketing & Communication. Drop Chevron and Edit. Find the selection and click pencil to update. Update selection filter. It could be adding new report code or next appeal.

	and or (+ (-) +)_				
🚺 and Ple	ction type is one of Pledge edge/Grant award next ins edge/Grant award balance	tallment d		or before last month and is not blank		
	nd pledge reminder is equ	ial to Yes				
Result	Appeal\Report code co	riteria				
 Arr Da Ple Co Co Lat Lat Ple 	One of Value O Output field					
	2006 2005 2004 2003 2002 2001 2000 1999 or earlier 2019 Only return records that m	that match	All sele	Multi-year 2020 2021 cted values		
L				OK Cancel		



Exclusions

Acknowledgements

		Iransaction type is equal to Piedge
w nevenue	coro ricage raid in rail mark rod cetter	and Pledge/Grant award balance is greater than 0
🛞 Revenue 🛛 🛛	.010 Pledge Thank You Letter	and Appeal\Appeal record is one of (662) S20 - 2020 Friends of Scouting
Start process	🗈 Set format options 🛛 🥓 Edit 🛛 🗙 Delete	Apply Criteria
🛞 Revenue 🛛 L	.011 Pledge Paid in Full Thank You Letter	Appeal\Appeal record criteria
Criteria		 Arr One of Da Ap (662) S20 - 2020 Friends of Scouting (662) S21 - 2021 Friends of Scouting (662) S21 - 2021 Friends of Scouting
Acknowledge revenue with lette	er: L010 Pledge Thank You Letter	
Acknowledge:	O All 'Not acknowledged' revenue	
	Selected revenue	
Selection:	L010 Pledge Thank You Letter (Ad-hoc Query)	
Exclusions	\bigcirc	Only return records that match all selected values
	Found under Marketing & Communica	
	Drop Chevrop and Edit Find the selec	tion and

Prepared. For Life.™

Found under Marketing & Communication. Drop Chevron and Edit. Find the selection and click pencil to update. Update selection filter. It could be adding new report code or next appeal.

Next Forum

February 17, 2021 10:00 am & 2:00 pm CT





BOY SCOUTS OF AMERICA Join Give Shop My.Scouting Login

Search

A Menu

Resources	Council Office Procedures				
Council Business	 Council Stewardship Policies FASB Accounting Changes and the BSA – new for 2018 				
Practices	Fiscal Management Procedures for Stewardship				
Council Fiscal Management and Training	Fiscal Policies And Procedures for B Interpreting Financial Statements Life Insurance Imputed Calculation Local Council Accounting Manual	SA Units – Revised No	vember 2019		
Journey to Excellence	Local Council Financial Audit Tools New York Conflict of Interest Policy– New York Conflict of Interest Policy–				
Council Funding and Finance	Records Retention Policy – Updated J Presentation: Fringe Benefits: Employ Uploaded April 2014	-	and Group-Term Life Insurance –		
Financial Planning	Record Camp Card Transactions—Peo Record Product Sales in General Ledo	-			
Funding The	Time Study Forms	,			
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Council Administration	PeopleSoft Support	G	}		
Local Council Financial Audits	Accounts PayableAsset Management				
Back Office	Audit Adjustments				





Questions & Answers

