RAPID ENTRY & TRANSACTIONS

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Objectives

The purpose of this manual is to instruct users on understanding:

- **How the Rapid Entry Application works**
- **How to take different types of Transactions in Rapid Entry**
- **Understand the different types of Transactions that are generated**
- **Understand how to issue Refunds to Transactions**
- **How to track Transactions**

Rapid Entry Overview

This manual is for the understanding of how Rapid Entry and Transactions perform in the Aegis CRM.

Rapid Entry is the Aegis CRM's processing application that enables the manual creation, recording, and entry of Batches and their related Transactions into the Aegis CRM database. Its purpose is to help customer focused end users/operators enter transactional data – both monetary and otherwise – into the system quickly and efficiently. The Rapid Entry interface is accessed via a separate application from the Aegis CRM database. This enables those customer centric users to enter data without needing to interact with the complexity of the entire Aegis CRM interface.

The following are the common Batches to which transactional data is assigned and loaded into the Aegis CRM via Rapid Entry:

- Donations
- Orders (for Products)
- Split Transactions
- Pledges
- Soft Credits
- Matching
- Zero Dollar (Edits to Donors personal info: Address, Phone, Email, Flags, etc.)

When Transactional data is entered into Rapid Entry, it is associated with a particular Donor, and, in most cases, also a Payment, Appeal, Segment, and Acknowledgement. Once batches and their transactions are finalized and submitted via Rapid Entry, the associated Payment, Appeal, Segment, Donor, and Order info is then updated in the Aegis CRM. This enables the data to be available for analysis, editing, and final processing. Final processing that would include the critical Fulfillment processes of recording, preparing, and delivering Acknowledgements and Orders from the attending mail and warehouse processing services.

Important NOTE: Rapid Entry is NOT the only way to get Transactions tied to Batches into the Aegis CRM system. Users can use **Batch Imports** or **Scheduled Imports** to do so. Users that need an overview of how to Bulk Import Transactions in to Aegis should access the **Importing Data** manual.

Rapid Entry Batching and Transaction Scenarios

In this manual users will be taken through the following series of exercises that will familiarize them with how to use the Rapid Entry application for each of the major Transaction types.

AFTER each of these scenarios, users will be taken into the CRM to observe the results of these transactions.

The following common client scenarios covering the creation and Processing of batches & transactions will be covered:

- Rapid Entry Setup & Overview
- Batch Creation
- Donations
- Product Orders
- Split Transactions
- Pledges
- Soft Credits
- Matching

IMPORTANT NOTE: **Transactions** will display on the Aegis CRM side exactly the same way regardless of how they were inputted into the system, whether by **Rapid Entry or through Data Importing**.

The only difference on the Transaction record would be in the designation of the **Origin Source Code** field, which will be covered when Transaction records are addressed in the exercises.

Rapid Entry Setup

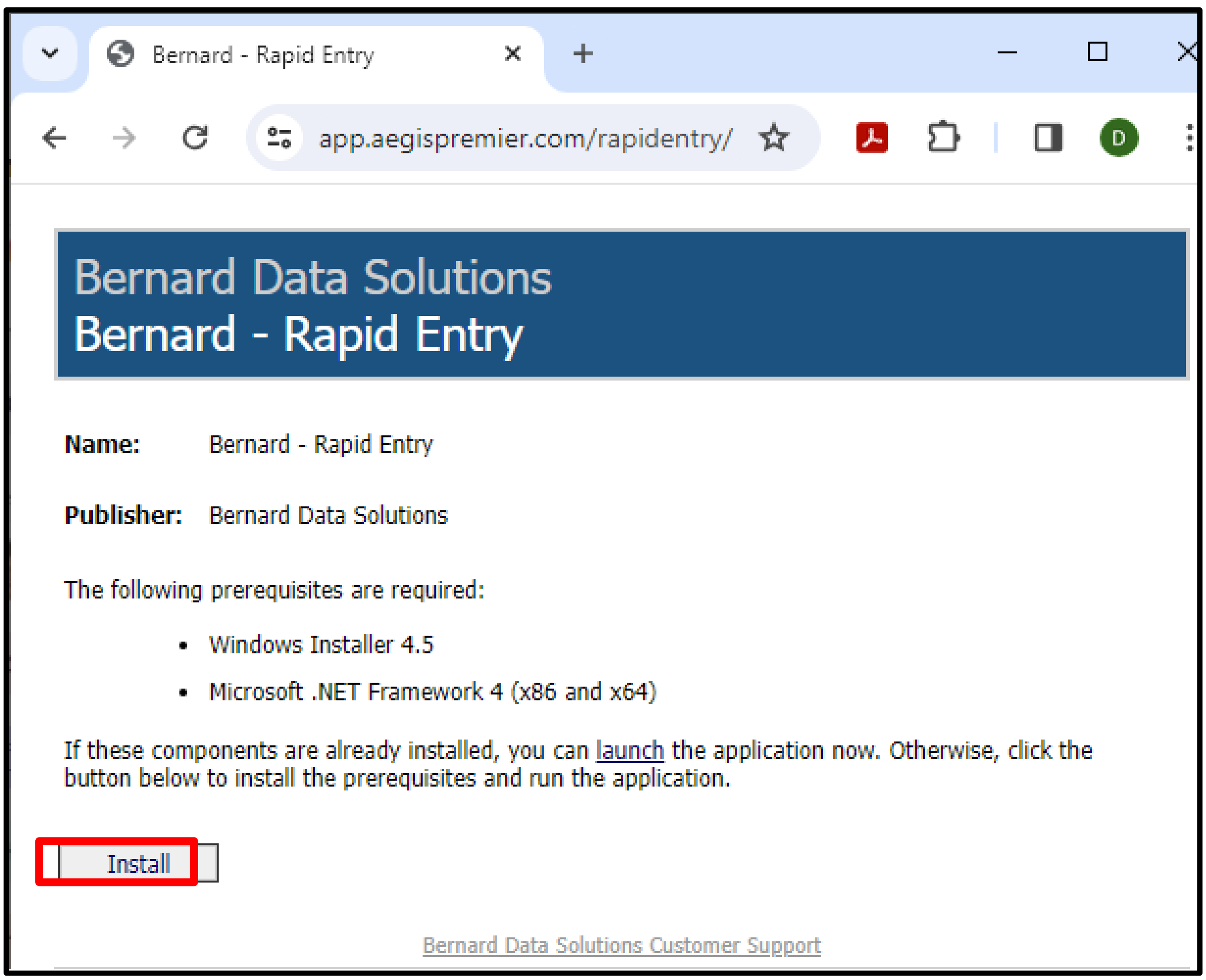
On the following pages are specific instruction sets on how to:

- **Download Rapid Entry** - only done once, initially.
- **Create a Batch** – done frequently – Each Batch holds up to 250 Transactions. Recommended between 100 - 150 for processing speed.
- **Set up the Transaction screen** - only done once, initially; setting saved for next usage. Be aware - If update done then new version downloads automatically upon next login.

These steps will then be followed by each of the specific scenarios that users would commonly encounter. If a user is familiar with Rapid Entry, and needs specific scenario instructions, they should skip this section and proceed to those steps.

Downloading Rapid Entry STEPS

1. Go to: **https://app.aegispremier.com/rapidentry/**



2. Click on the **Install** button.

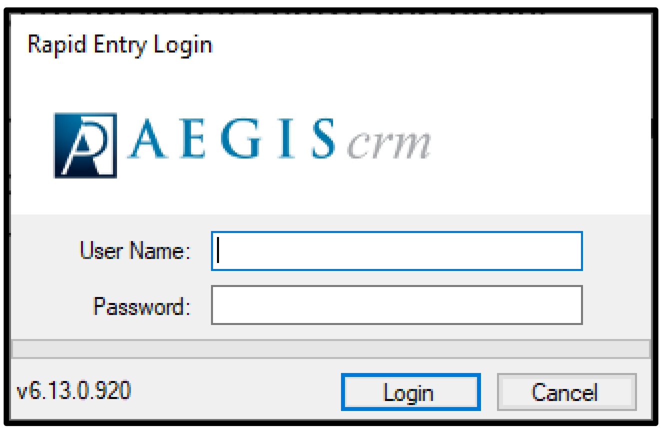
3. Open the **Setup.EXE** file that downloads.

4. Click **Install** to the default folder selected (unless otherwise desired).

5. Once downloaded – right-click **Aegis CRM** icon in **Task Bar**, and **Pin to Task Bar**.

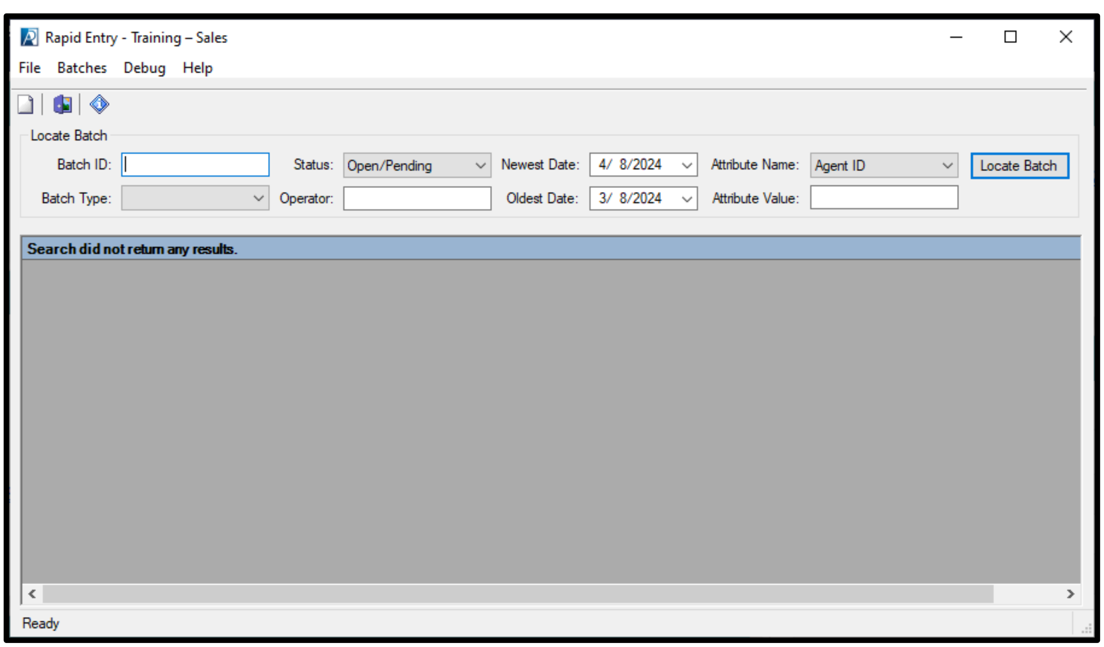
6. Click on the new **Rapid Entry** icon in the taskbar to open.

7. Enter the **User Name** and **Password** assigned.



8. Click the **Login** button.
   - IF a user has multiple Aegis DBs to track, they will have an additional step of selecting the desired Database from a dropdown.

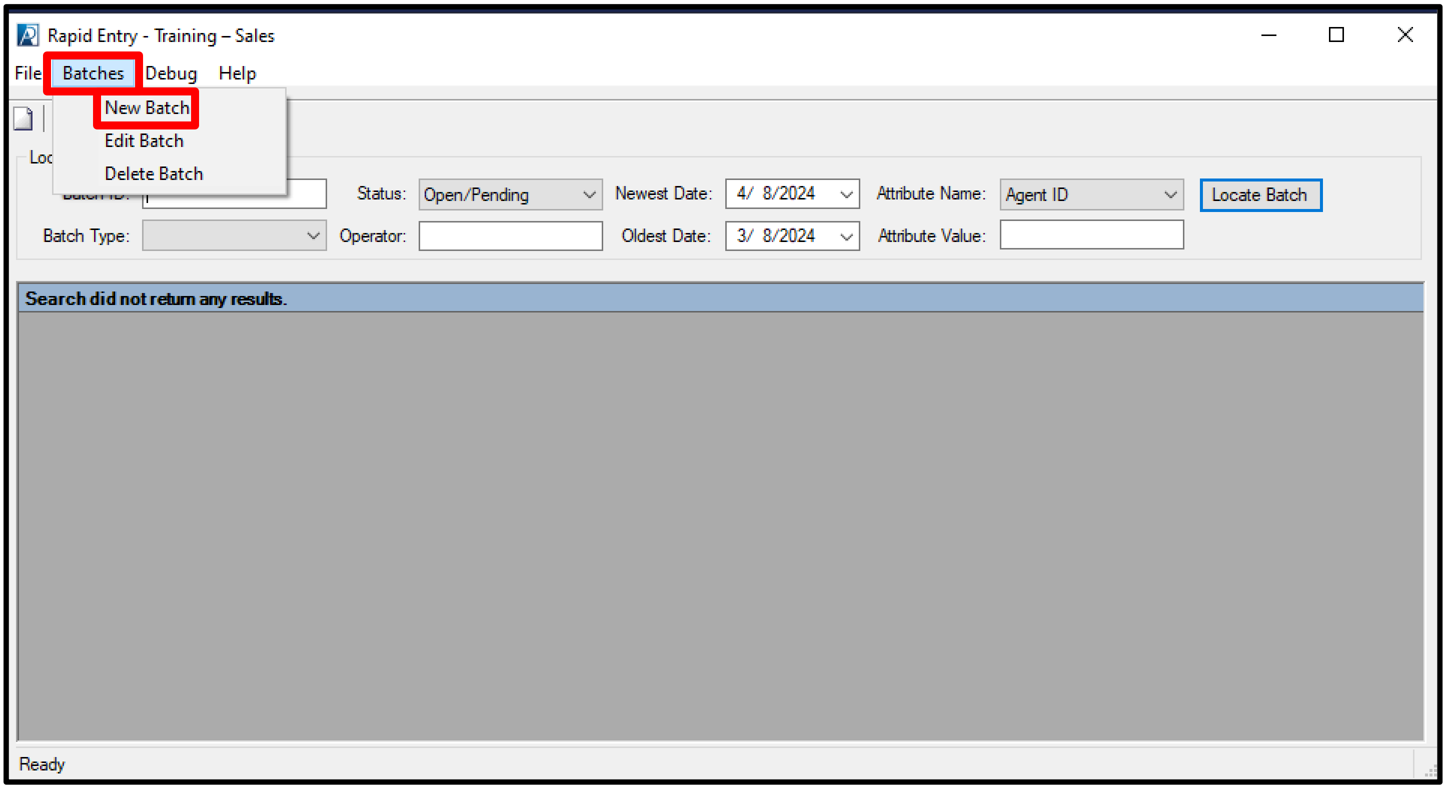
9. The **Locate Batch** landing page displays:



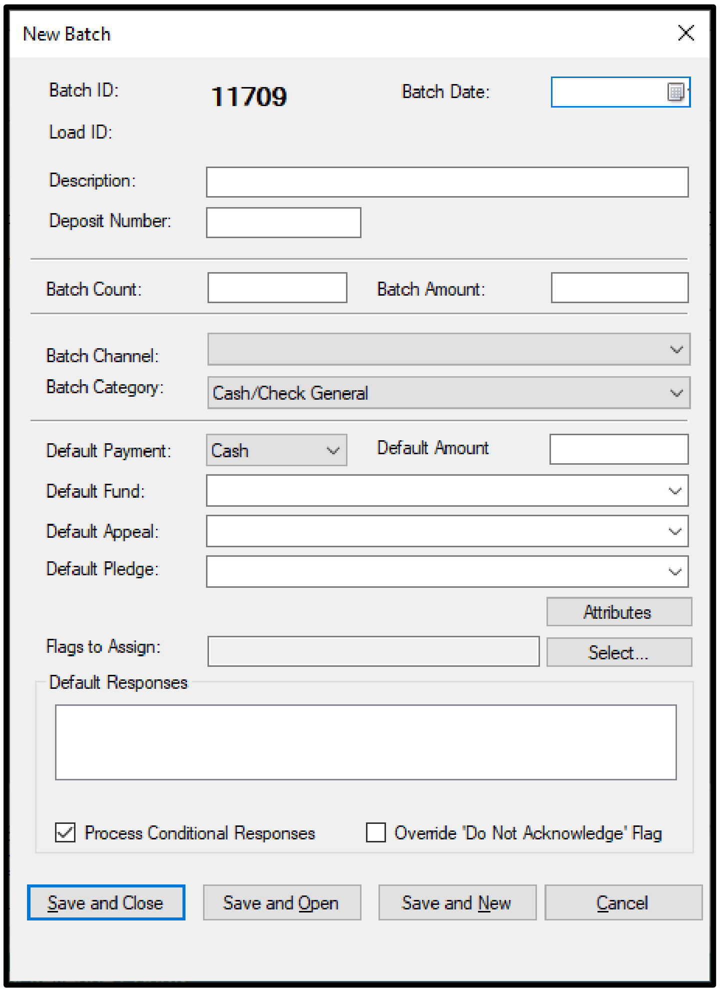
Creating a Batch STEPS

1. Click on the **Batches** dropdown from the **Rapid Entry** landing page.

2. Click on the **New Batch** option.



3. A new **Batch** record displays:



4. The **Batch ID** will default to the next consecutive Batch number.

5. In the **Batch Date** field, enter **Today's date**.
    - It is possible to back or forward date as needed.

6. In the **Description** field, enter the desired description text.
    - Users should check with local Administrator as to the naming conventions for this field, but value should describe the Batch Type in some way, usually with a date and origin source.
    - EXAMPLES
        - Manual Transactions - **4-11-24 Conference Adds/Donations**
        - Imported Transactions - **4-11-24 Sun Trust Bank Lock Box Imports**

7. Enter a **Deposit Number** if desired.
    - Users can enter Banking information in this field if tracking particular cross-reference numbers to a bank deposit/lock box.

8. In the **Batch Count**, enter the total whole number of different Donor Id's Transacted against. For example, one Donor ID could have THREE Transactions, so the count would therefore be ONE.
    - Can be edited/updated if exact amount unknown at time of initial entry.

9. In the **Batch Amount**, enter the amount of money expected to be collected.
    - Can be edited/updated if exact amount unknown at time of initial entry.
    - In situations where the exact amount is unknown - conferences, registrations, live donation events - users can enter a high number and correct once actual number determined.

10. From the **Batch Channel** dropdown, select the desired method. Options generally between Direct Mail, Web, and Telemarketing**.**
    - Values represent the method from which Transactions were solicited.
    - Value will apply to all entries in Batch – can be overwritten at entry level.

11. From the **Batch Category** dropdown, select the desired payment method.
    - Values represent general payment type by which Transactions collected.
    - Value will apply to all entries in Batch – can be overwritten at entry level.

12. From the **Default Payment** dropdown, select the desired payment method.
    - Values represent the specific payment type that will default for each Transaction record when entered.
    - This value can be overwritten on the Transaction if it differs from default.

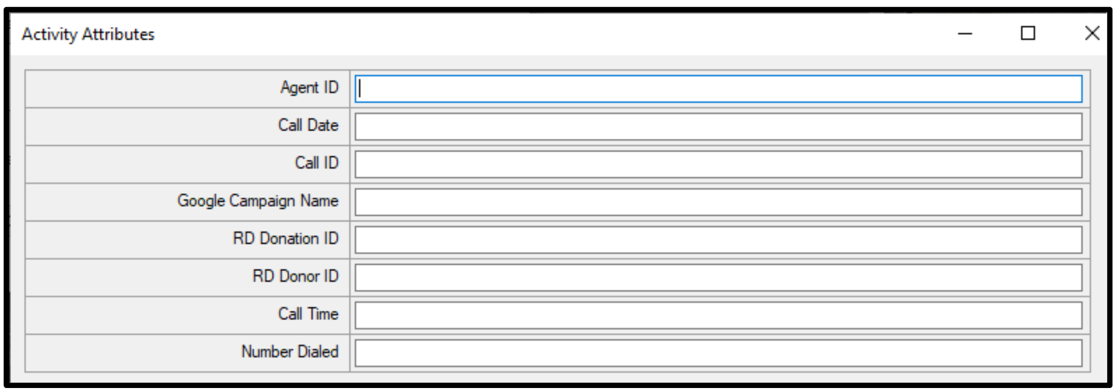
13. Enter a **Default Amount** as desired.
    - This amount will default in all the created Transaction record Amount fields.
    - Users can set a Donation/Transaction amount is same amount expected.
    - The amount CAN be overwritten on the Transaction record if needed.

14. From the **Default Fund** dropdown, select the desired Fund Code.
    - Values represent the **Fund Code** that the Batch will be attributed to.
    - Order of Fund Code assignment:
        - IF Fund Code manually entered at time of Transaction entry, that Fund Code is recorded
        - IF Default Fund NOT manually entered, then the Appeal SEGMENT Fund Code recorded.
        - IF Default Fund Code NOT manually entered, AND no Segment Appeal available, then Fund Code tied to APPEAL recorded.
        - IF NONE of the above options chosen/available, then the BATCH HEADER Fund Code recorded.

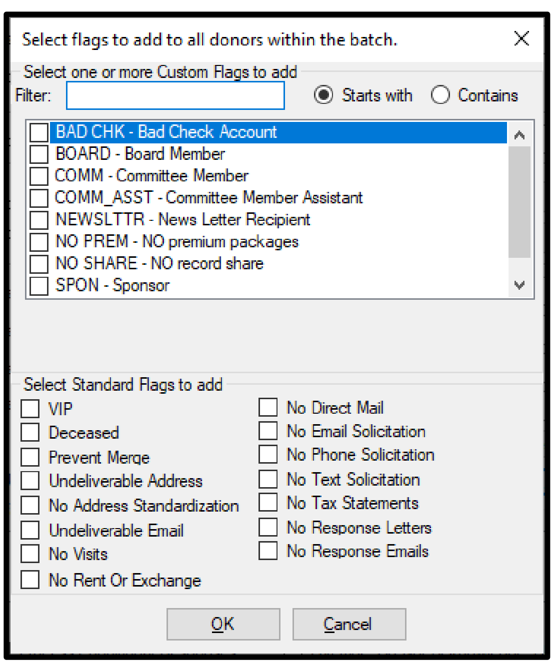
15. From the **Default Appeal** dropdown, select desired Appeal.
    - Appeal to which added Transactions will be associated and tracked.
    - If Donations are received that are NOT motivated by an Appeal, users should have a generic, White Mail appeal in place to associate them with.

16. From the **Default Pledge** dropdown, select desired Pledge.
    - Designates Pledge which added Transaction records associated
    - Only used in the case of actual Pledge taken - NOT for a contribution.

17. Clicking the **Attributes** button (far right) enables users to associate multiple field values from the **Activity Attributes** pop-up to Transactions.
    - Activity Attributes are defined by local Administrators.
    - Capture added info the user’s org needs stamped on each Transaction.



18. Clicking the **Select** button to the right of the **Flags to Assign Field** enables users to add selected **Custom** (at top) and **Standard** (at bottom) Flags as checked to the user associated with each Transaction.
    - Users can Filter/Search for Custom Fields in top Filter field as desired.



19. **Default Reponses** enables users to check a specific Acknowledgement letter(s) listed for the responses for donations to this Batch.
    - If there are not Default Response Check boxes listed, then no Available Acknowledgements were set up for the Default Appeal selected above.
    - In order for Default Responses to display, an **Appeal** would need Acknowledgements set up (in the CRM) under its **Acknowledgements>Available Acknowledgments** section.
    - See screenshot on page 11 for examples.

20. Users can check/uncheck **Process Conditional Responses** as desired.
    - This is checked by default, as most Appeals have Conditional Response rules set up for automating the Acknowledgements delivered.

21. Users can check/uncheck the **Override 'Do Not Acknowledge' Flag** as desired.
    - Unusual to <u>check</u> this box. If a user has a Do Not Acknowledge flag on, it is for a reason.
    - Users might uncheck if free give-away; calendar, shirt, mug, etc being delivered to Donor.

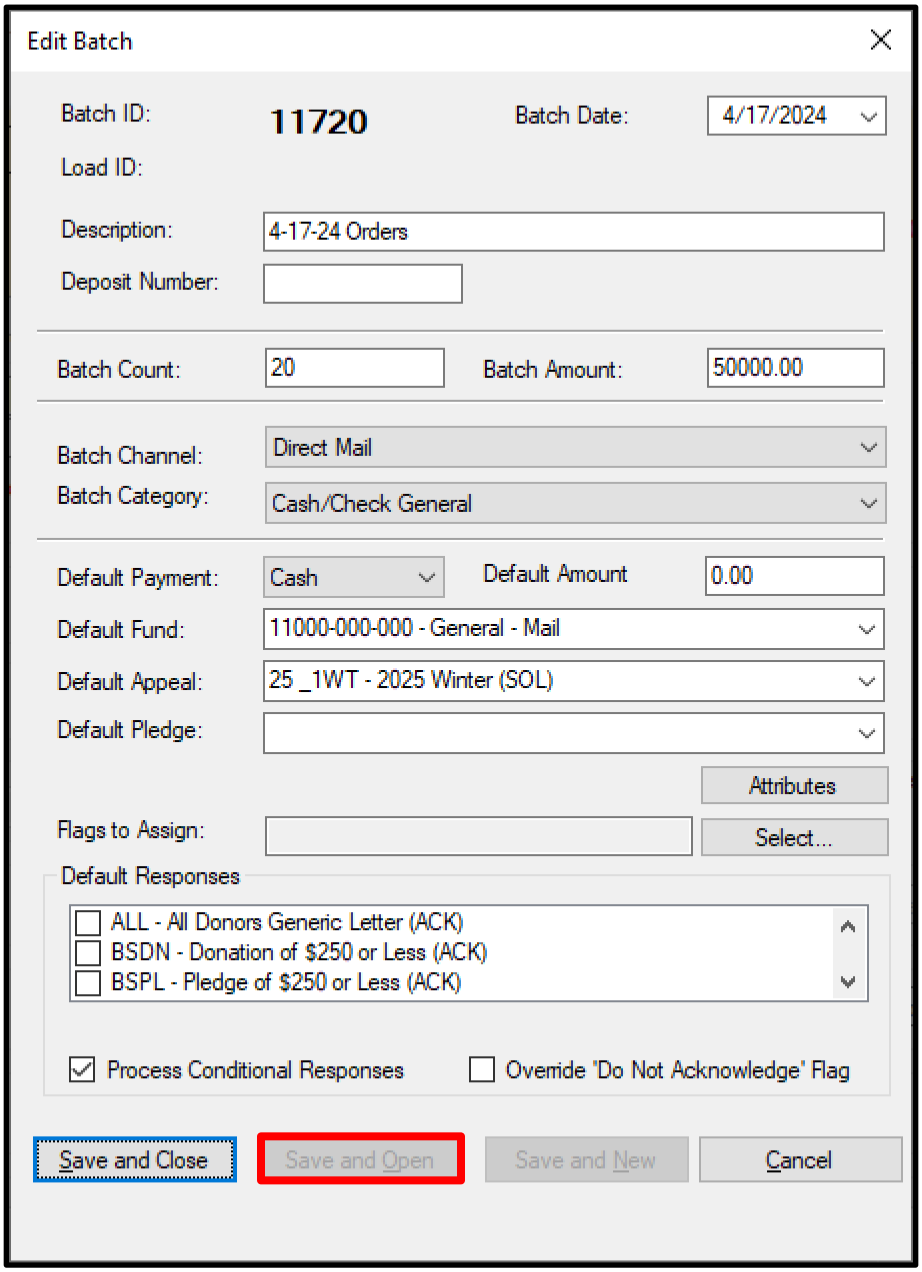
IMPORTANT – READ:

- Marking or unmarking any of the checkboxes allows the user to decide whether or not the appeal's business rules will be considered along with any that are manually selected by the operator.
- If a response is selected when a new batch is created and it is different than that set by the business rule(s) in the appeal, both the business rule response AND the checked response will be sent for all transactions that meet the criteria set for the responses.
- If, during or after a transaction is entered, the response is manually unchecked, NO RESPONSE WILL BE SENT, even if the transaction meets criteria in the motivating appeal. Any change at this level supersedes response templates previously set whether in the business rules of the motivating appeal or in the batch set-up.

Displayed below is an example of an unsaved New Batch for Donations with the typical fields completed.

This example will be used to set up the initial Transaction settings in the next exercise and to demonstrate a Donation type of Batch.

Normally, **Save and Open** is available once Batch entered and should be clicked in order to begin adding Transactions to the Batch.



Setting Up/Adjusting the Transaction Screen STEPS

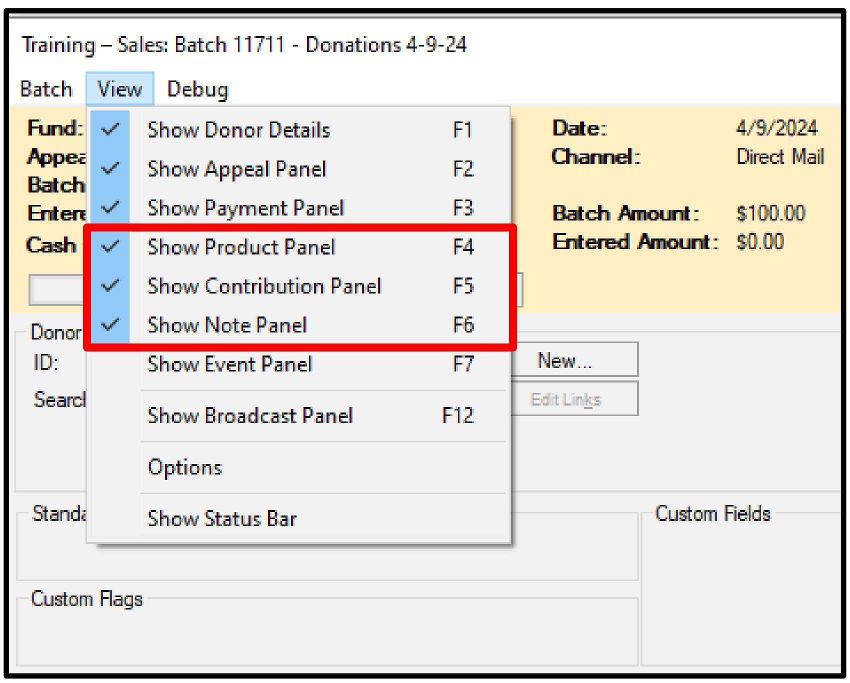
Transaction screen settings enable users to set personalized default display areas/fields for all Batch Transaction entries from the moment they are edited onwards. These steps are specifically for when users:

A. Enter and utilize **Rapid Entry for the FIRST time**. Specifically, when the initial Transaction Screen displays after creation of their FIRST Batch.
B. Need to adjust the Transaction Screen options.

1. **Open a Batch** that is ready to take Transactions.
   - If a Batch has just been created, users can click the **Save and Open** button as highlighted in red on the previous page's screenshot.

2. The **Transaction Entry** screen displays.

3. Click on the **View** dropdown from the Menu bar.



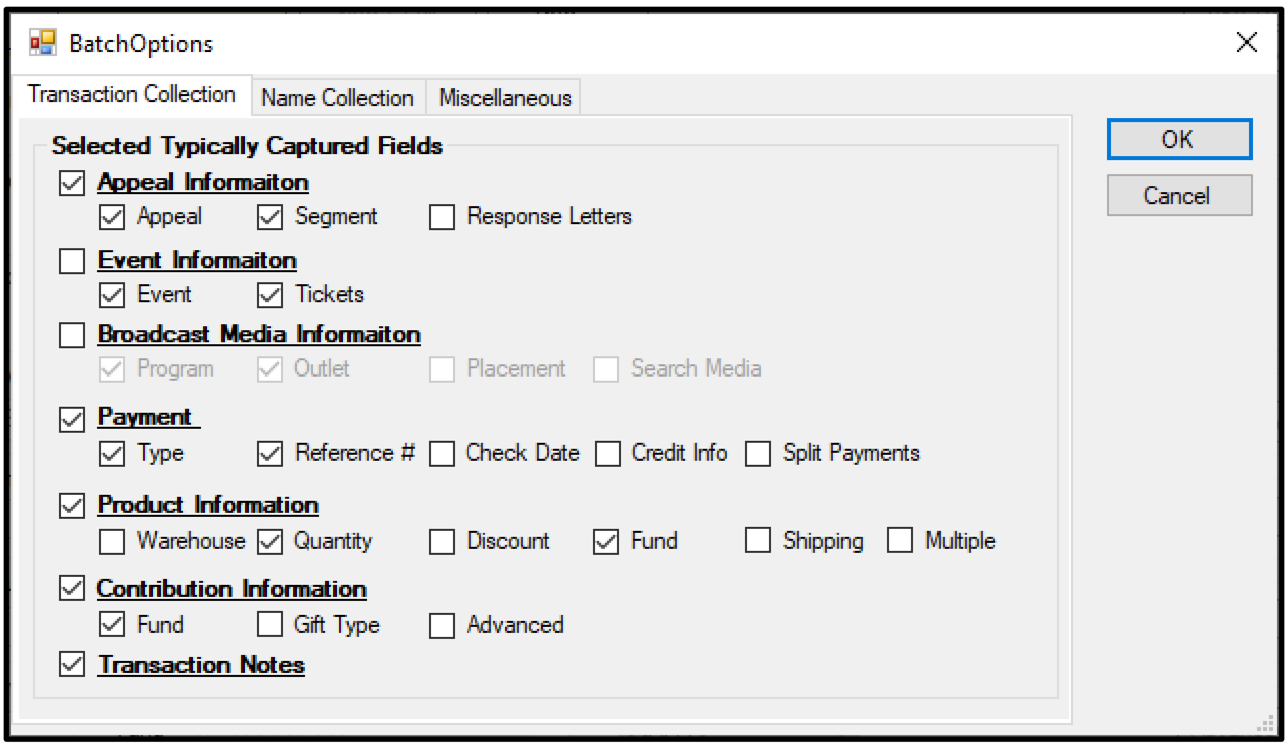
4. Observe the **Check marks** next to each of the **Details/Panel** displays. Users should consider the following changes boxed in red if circumstances apply:
   - IF Products NEVER processed - org doesn't "sell" products - users should uncheck the **Show Product Panel** to provide easier viewing.
   - IF Fund Codes NEVER manually entered – Fund Codes always inherited from BATCH HEADER, SEGMENT, OR APPEAL - uncheck **Show Contribution Panel** - greatly accelerate Data entry.
   - IF Notes seldom entered, uncheck the **Show Note Panel**.

5. **Check marks continued**: IF users NOT using **Event** or **Broadcast** options - it should remain unchecked (as in example).
    - Clicking on ANY of the **F1-F12** keyboard keys – listed to the right of panels – will toggle that panel on for all future Transaction records - same effect as if the user "checked" the entry.

6. Click on the **View** option from the Menu bar again.

7. Click on the **Options** selection.

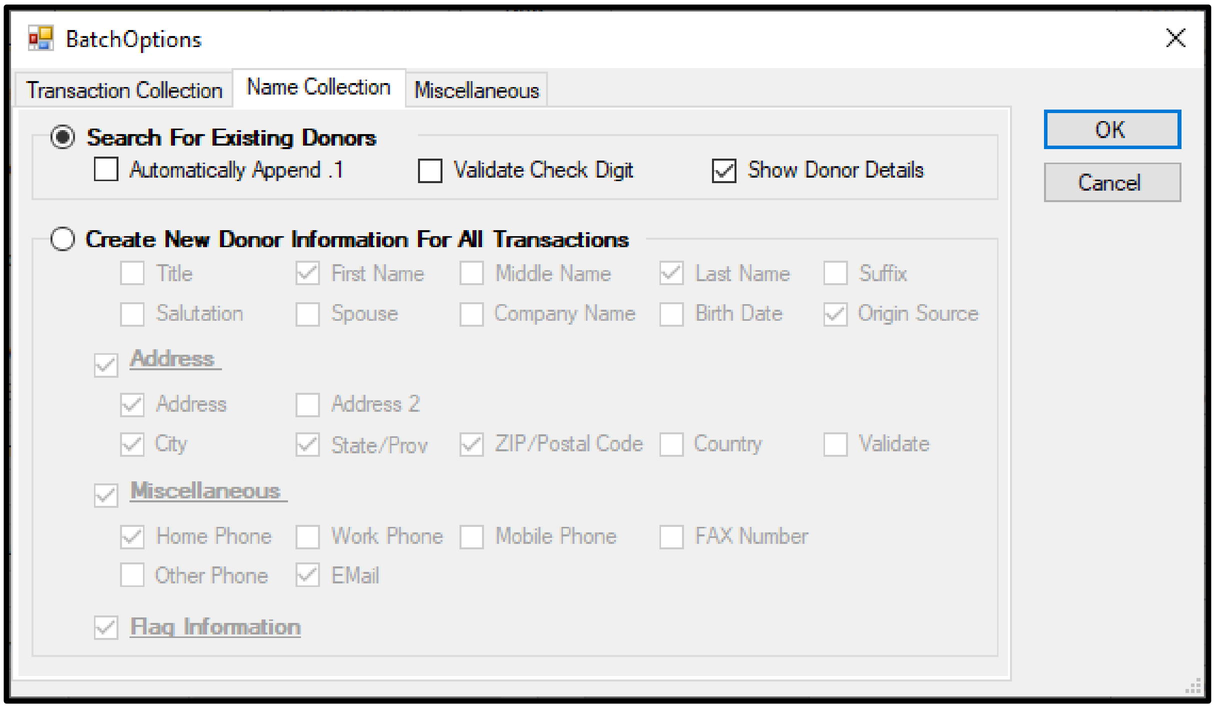
8. The **Batch Options** screen displays.
    - Users can decide which fields for which sections should display.
    - Selected settings reflect the most widely adopted choices, but users can choose to edit any desired.
        - For instance, if a user's organization tracks Products Shipping, they would check the Shipping checkbox under Product Information.



9. Click on the **Name Collection** tab from the Menu bar.

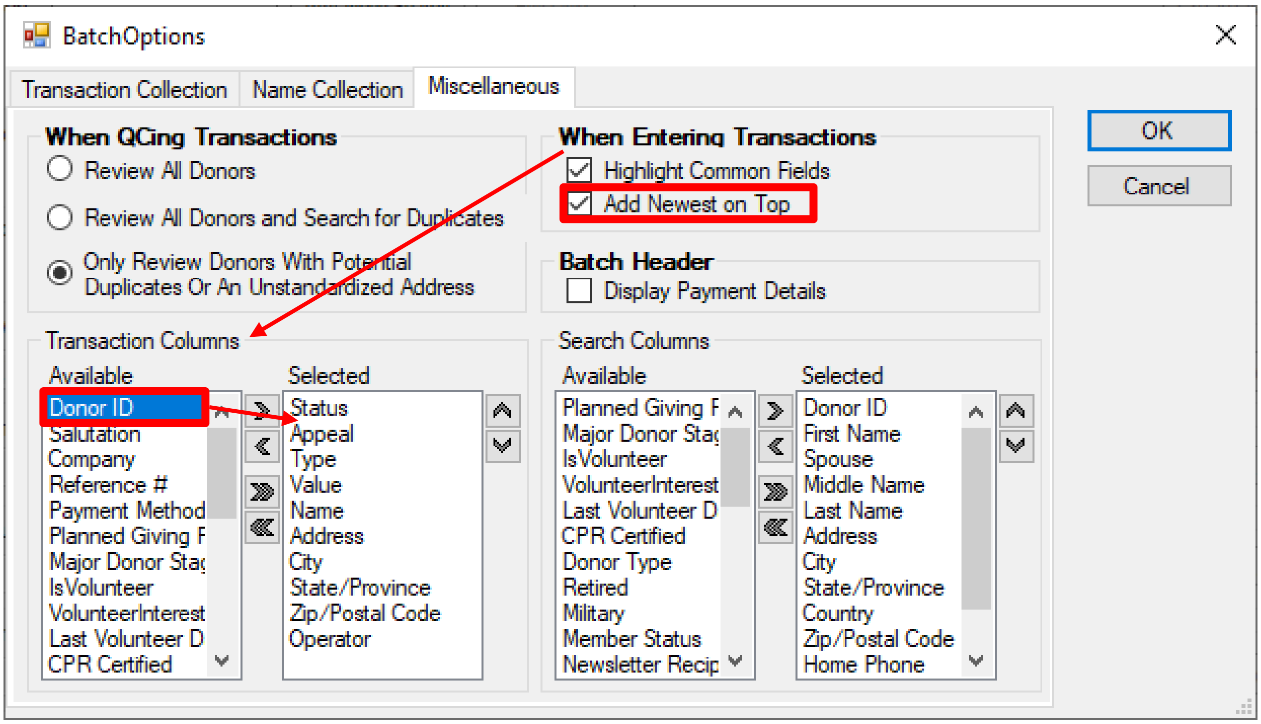
10. Settings here determine how **Donor** information will be collected IF there is a potential duplicate situation:
    - **Search for Existing Donors**
        - **Automatically Append.1** – If a new donor is added via Rapid Entry AND an existing donor has the same address, the new person becomes part of

Household and labeled as #1. Next one as #2, etc.
  - **Validate Check Digit** – Not available.
  - **Show Donor Details** – Displays the duplicate user's information and the user must change one of the addresses OR Merge the records.
- **Create New Donor Information For All Transactions**
  - This would be very unusual and would enable duplicate records.



11. Click on the **Miscellaneous** tab from the Menu Bar.

12. Observe the **When QCing Transactions** section:
  - **Review All Donors** – Forces users to review ALL Transaction submissions. Unusual that this would be enabled. Very labor intensive.
  - **Review All Donors And Search for Duplicates** – Forces users to review ALL Transaction submissions but marks possible Duplicates. Again, labor intensive, but sometimes implemented with smaller groups of records.
  - **Only Review Donors With Potential Duplicates Or An Unstandardized Address** – Only flags Donors that are seen as possible dupes or that have a non-recognized address by verification. Helpful in forcing users to review the records in most need of attention. <u>Most commonly selected</u>.



13. Observe the **When Entering Transactions** section:
  - **Highlight Common Fields** – Will cause the selected **Transaction Columns** to be highlighted when entering data. Defaults as checked.
  - **Add Newest on Top** – Causes newest (by date/time) Transactions to display at top of list. **ALWAYS** check – Users will need to see latest.

14. Observe the **Batch Header** – **Display Payment Details** checkbox – enables user to display Payment Details in the Batch Header for easy identification.
  - Display can help in balancing deposit amounts thru easy visibility.

15. Observe the **Transaction Columns** AND **Search Columns** – Those selected will be those that show up when a user conducts a **Batch** or **Donor** search.
  - ALWAYS move **Donor ID** below **Status** in **Transaction Cols** (screen shot).

16. Click **OK** when finished with selections.

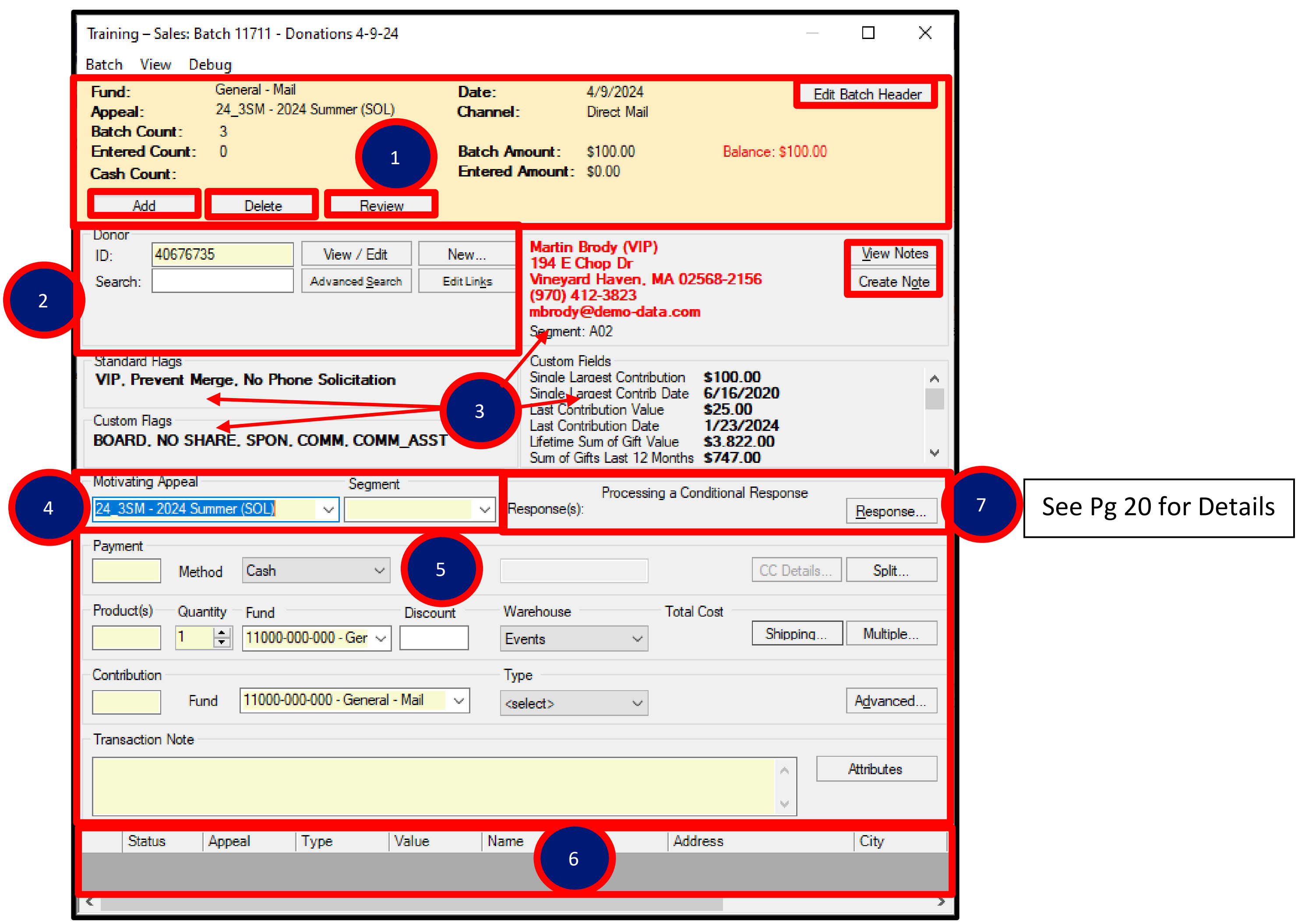
Transaction Screen Overview

The Transaction screen has many options, some of which are general functions applicable to every Transaction entered - such as searching for a Donor. Others of which are unique to the type of Transaction being entered.

This section will cover the general functions. Specific actions that should be taking for processing a Donor contribution vs. a Pledge vs. a Product Order will be covered during the next section – **Processing Different Batch Types & Transactions**.

The Add Transaction screen will display once user Creates a New Batch and clicks OK after adding the required information OR when a user looks up and accessing an existing, Pending Batch.

Observe the sections of the **Transaction Entry** screen below – **Martin Brody – Donor ID 406767735** is designated as the Donor as an example.



1 **Batch Header Info** – Displays the Fund, Appeal, Batch Count, Cash Count, Date, Channel and Actual Batch Amounts as well as the Balance Due in Red. Users can Edit the Batch Header from this location as well.

- ADD/DELETE/REVIEW buttons for Transaction also located here.

2 **Donor Search/Edit** – Area where Donor can be located via ID, basic Search, or by Advanced Search. Donors can be Edited and New Donors created.

3 **Donor Summary Info** – Displays donor summary information from the Donor's full record found as a result of the Donor's Search above. Users can also View and Create Donor related Notes as needed. Custom Fields that display are defined by Administrators in the CRM.

4 **Motivating Appeal Area** - A Motivating Appeal is the appeal that solicited the contribution, such as the **24_3SM – 2024 Summer (SOL).**

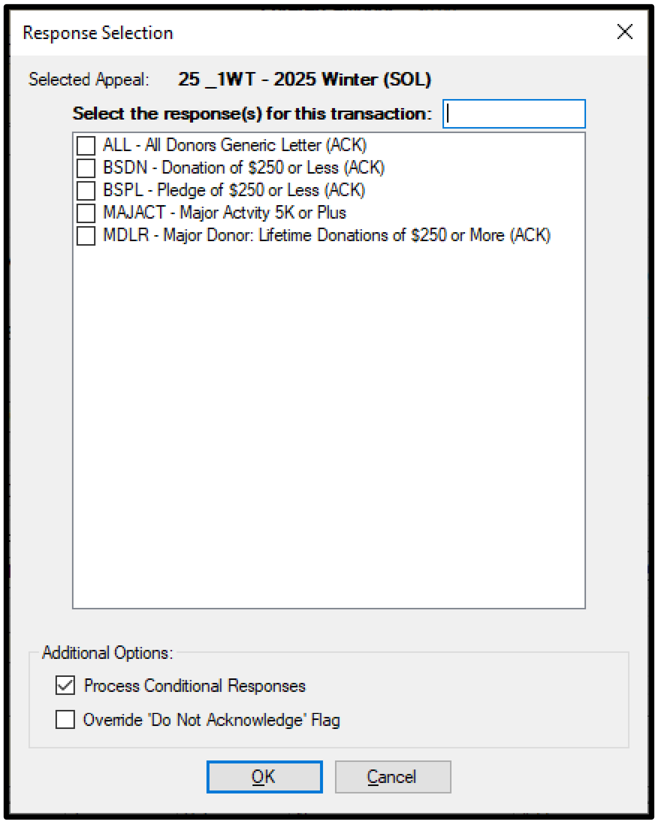
The designation is taken from the **<u>Appeal</u> ID** followed by a **Dash** and then the full **<u>Appeal Name</u>**.

This entry defaults on every Transaction because it was previously entered into the Batch header, BUT can be overwritten at the Transaction level - White Mail situation as an example.

5 **Transaction Entry Area** – Information defining the Transaction, it's linked Appeal, Segment, Contribution amount/Payment amount, etc. are recorded. Information entered varies dependent on the type of Transaction recorded.

6 **Transaction Record Area** – This is the area where completed Transactions are displayed once the **Add** button is selected.

7 **Processing a Conditional Response** - Users can also choose to overwrite the Conditional Responses set up to default in the Batch Hearder by clicking on the **Response** button.



Selecting the response(s) for this transaction checkboxes**:**

- Enables users to check a specific Acknowledgement letter(s) response listed below for delivery to the donator tied to this Transaction.
- In order for Default Responses to display/apply, an **Appeal** would need Acknowledgements set up (in the CRM) under its **Acknowledgements>Available Acknowledgments** section.
- If there are not Default Response Check boxes listed, then no Available Acknowledgements were set up for the Default Appeal selected above.

Process Conditional Responses checkbox:

- This is checked by default, as most Appeals have Conditional Response rules set up for automating the Acknowledgements delivered.

Override 'Do Not Acknowledge' Flag checkbox:

- Unusual to <u>check</u> this box. If a user has a Do Not Acknowledge flag on, it is for a reason.
- Users might uncheck if free give-away; calendar, shirt, mug, etc being delivered to Donor.

IMPORTANT – READ:

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- If, during or after a transaction is entered, the response is manually unchecked, NO RESPONSE WILL BE SENT, even if the transaction meets criteria in the motivating appeal. Any change at this level supersedes response templates previously set whether in the business rules of the motivating appeal or in the batch set-up.

Donor Search STEPS

The Donor Search & Summary areas have multiple interactive buttons that enable users to:

- **Quick Search –** Using the ID or Search fields for record search.
- **Advanced Search** – Utilize multiple donor fields for record search.
- **View/Edit** – Opening the full Donor record to View or Edit.
- **New…** – Create New Donor Records.
- **Edit Links** – Edit the Donors linked to this Donor.
- **View Notes** – View existing Donor Notes.
- **Create Note** – Create New Donor Notes.

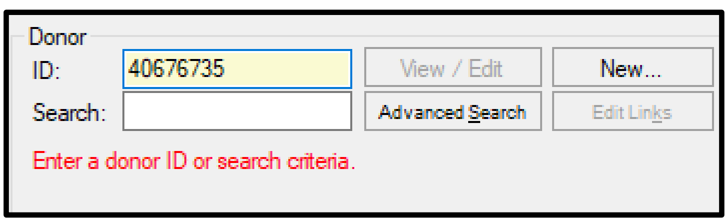
We will cover each in the sections below.

Quick Search for a Donor

Users can quick search in two ways to quickly link a Donor record to the Transaction record by using the ID Search or by typing a Name OR email into the Search field.

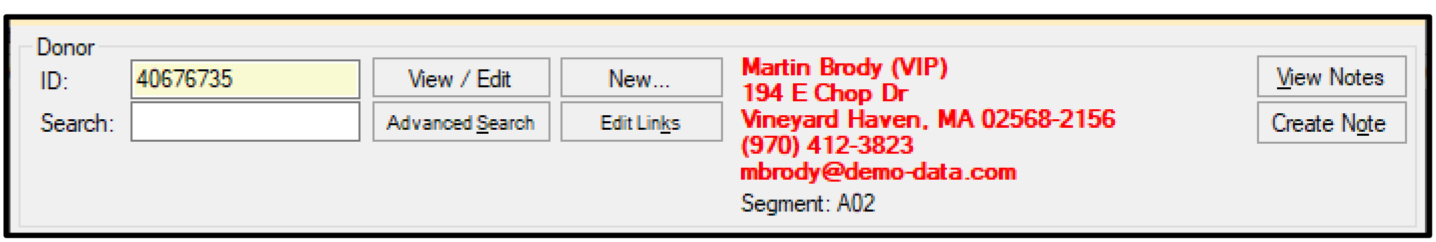
Using the ID Field

1. Enter an **ID** in the **ID** field (Example – 40676735).



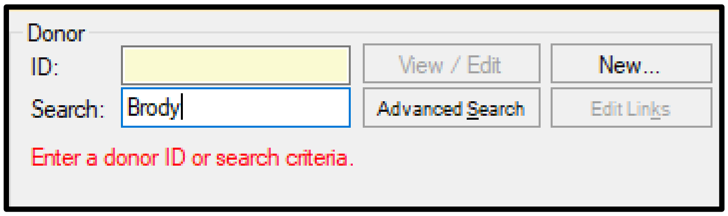
2. Hit the **Enter** Key on the **Keyboard**.

3. The **Donor** automatically is entered.



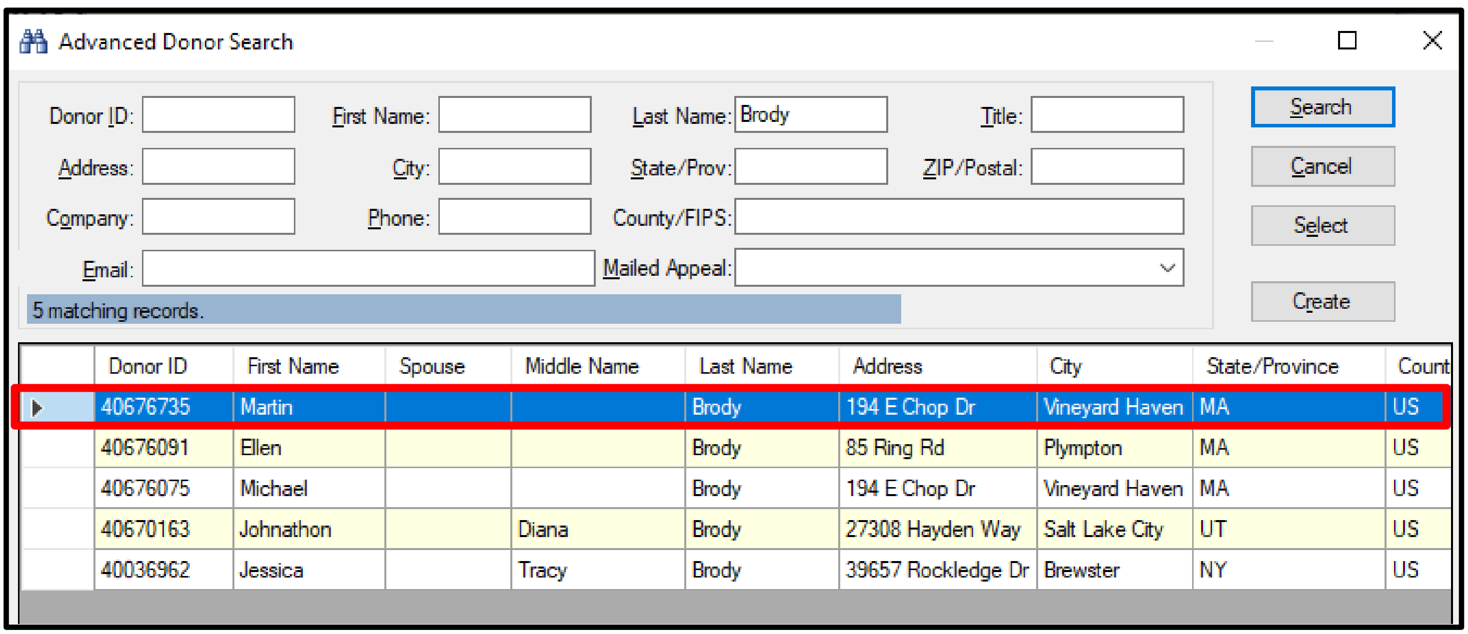
Using the Search Field

1. Enter a Donors **Last Name** in the Search field (Example – Brody).

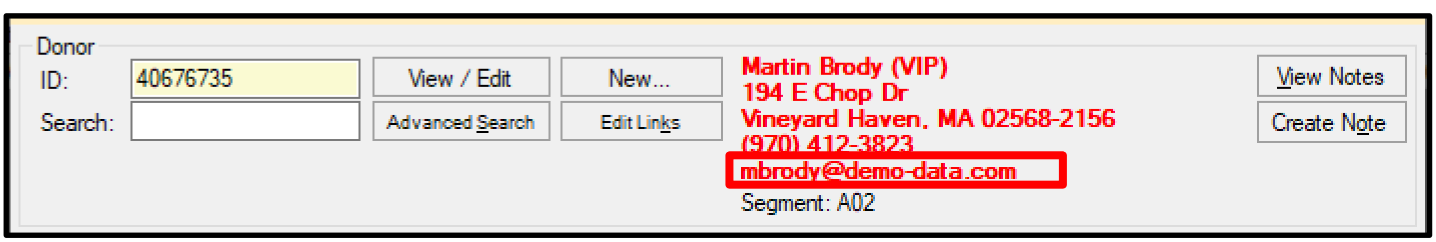


2. Hit the **Enter** Key on the **Keyboard**.

3. The **Results** display.



4. Users can **double-click** on the desired **Donor** to link them to the screen.

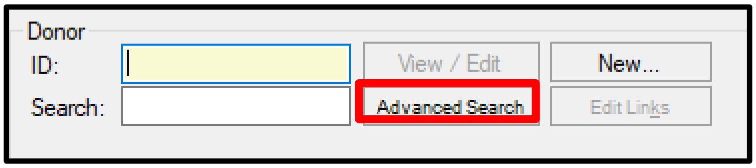


5. Users can also enter a full **Email address** in the Search field to find the Donor.

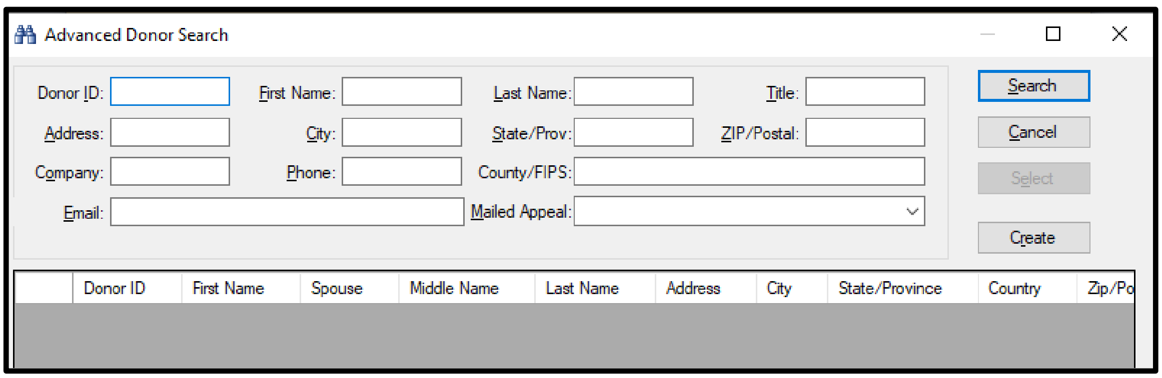
Advanced Search to Find a Donor

Users can also search by one or multiple fields from a Donors record by clicking on the Advanced Search button.

1. Click on the **Advanced Search** button.



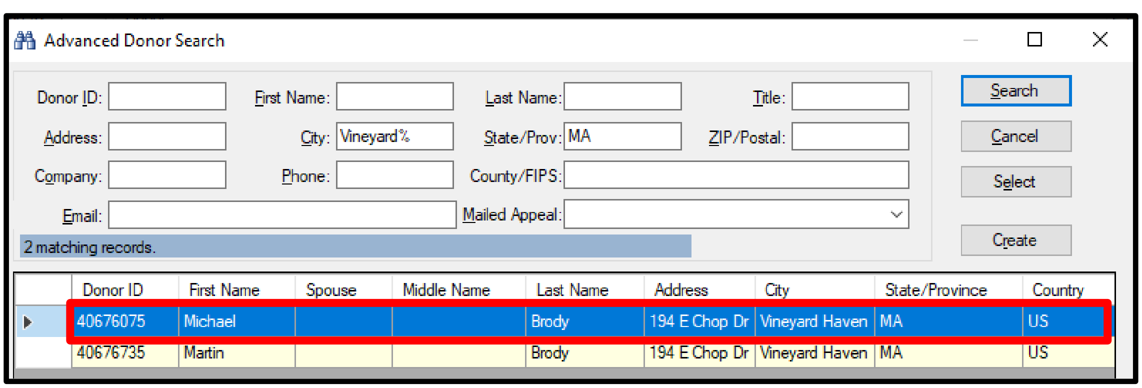
2. The **Advanced Donor Search** screen displays.



3. For example the following is entered:
   - **City** equals **Vineyard%** (Use % as wildcard)
   - **State/Prov** equals **MA**

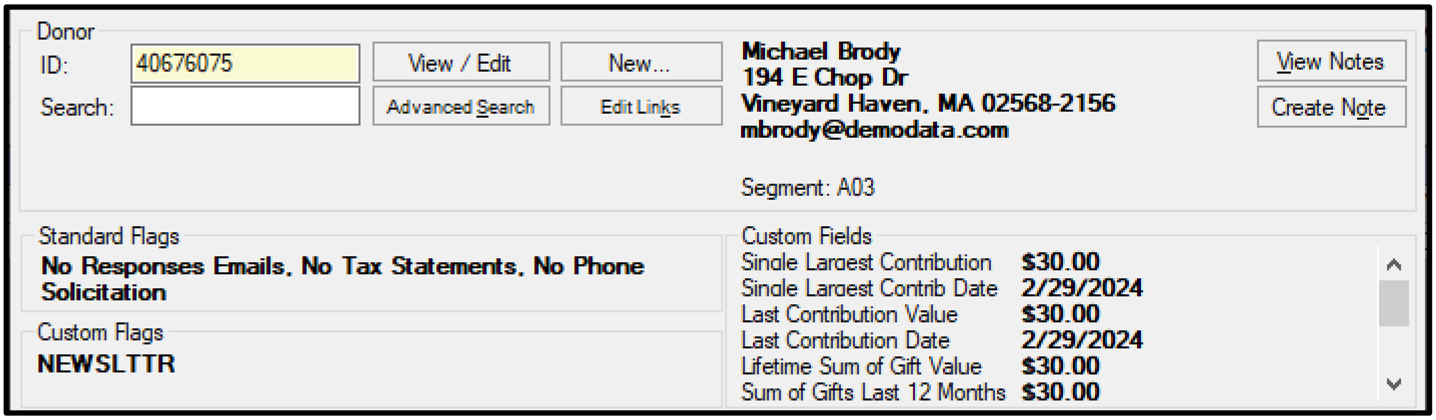
4. Click **Search** button.

5. **Results** Display:

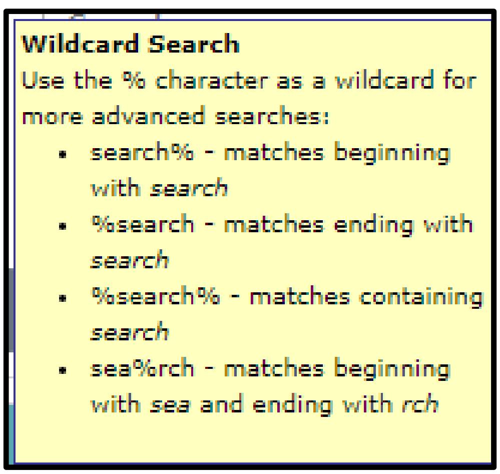


6. User can **double-click**, or click **Select** button, to choose the desired record.

7. And the **Donor** – in this example – **Michael Brody** is ready to be linked to **Transactions**.



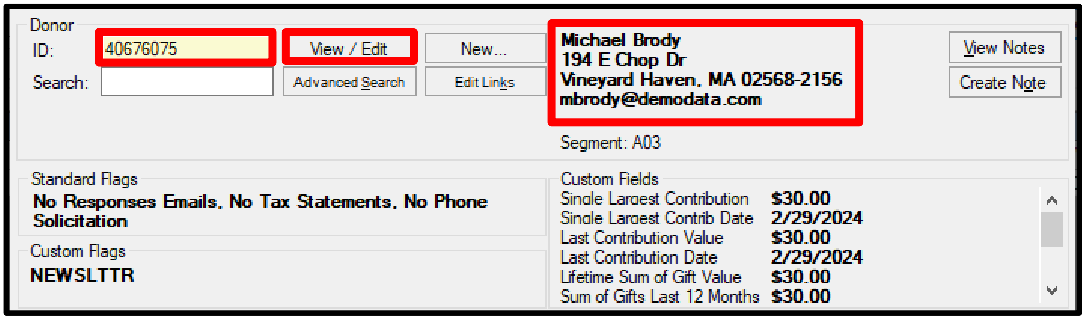
8. Just a reminder that any fields can utilize a **Wildcard Search** with the **%** character. The following screen shot lists the possible cofigurations:



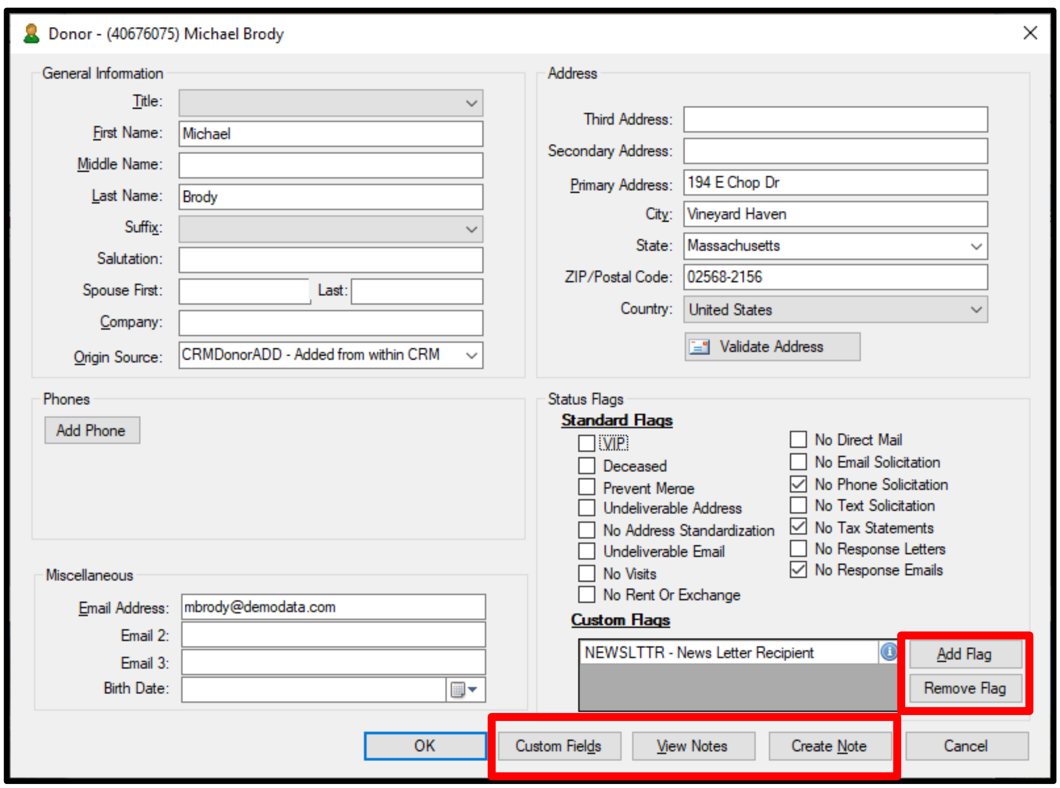
View/Edit a Donor

Users can open most of the major fields of a Donors record for viewing or editing as desired. Any changes made will be included in the **Batch/Transaction**.

1. Ensure that either the **Donor ID** or **Donors summary information** is present at the top of the page.



2. Click on the **View/Edit** button.



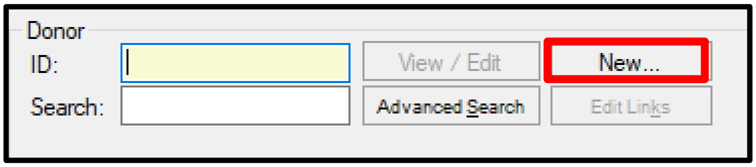
3. Users can **Edit** as desired. Including the ability to **Add/Remove Custom Flags**, edit **Custom Fields**, **View Notes**, or **Create Notes** using the buttons on the bottom of the page.

4. Users can click the **OK** button when finished.

Creating a New Donor

Users can also add a completely new Donor to the Batch, and subsequently to the Aegis CRM once the Batch is completed, by clicking on the New… button.

1. Click on the **New…** button.



2. A Blank **New Donor** Record displays.

3. Users can fill out the desired fields.

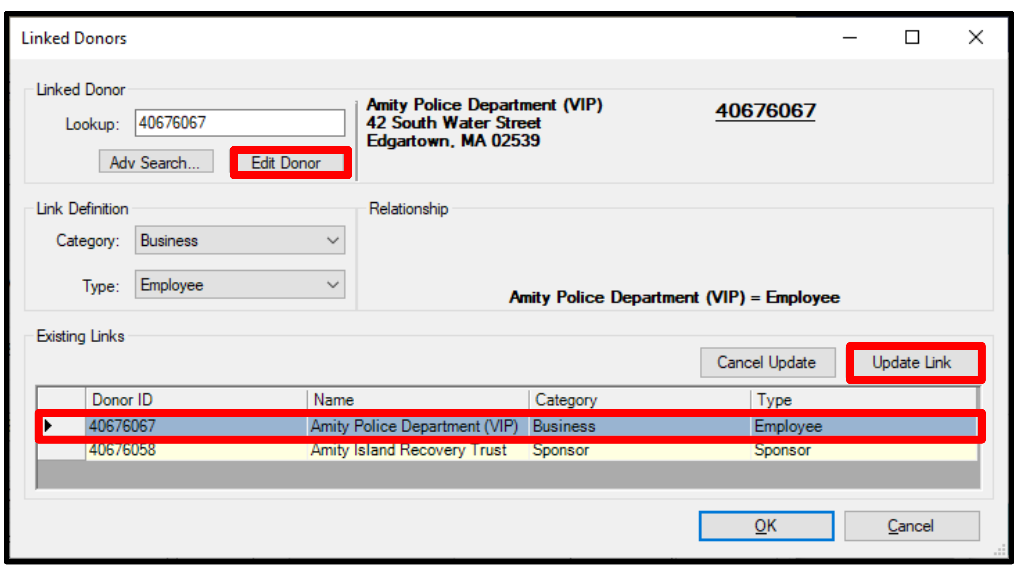
4. Click **OK** to save the user.
   - Once Batch is saved, Donor information will be loaded into CRM.

Editing Donor Links

Clicking on Edit Links enables users to edit any Linked records with a relationship to the Donor. It does NOT display Household links.

1. Click on the **Edit Links** button.

2. Once displayed, users can click on a listed Linked records and **Edit** the Donor or **Update** the Link as desired.



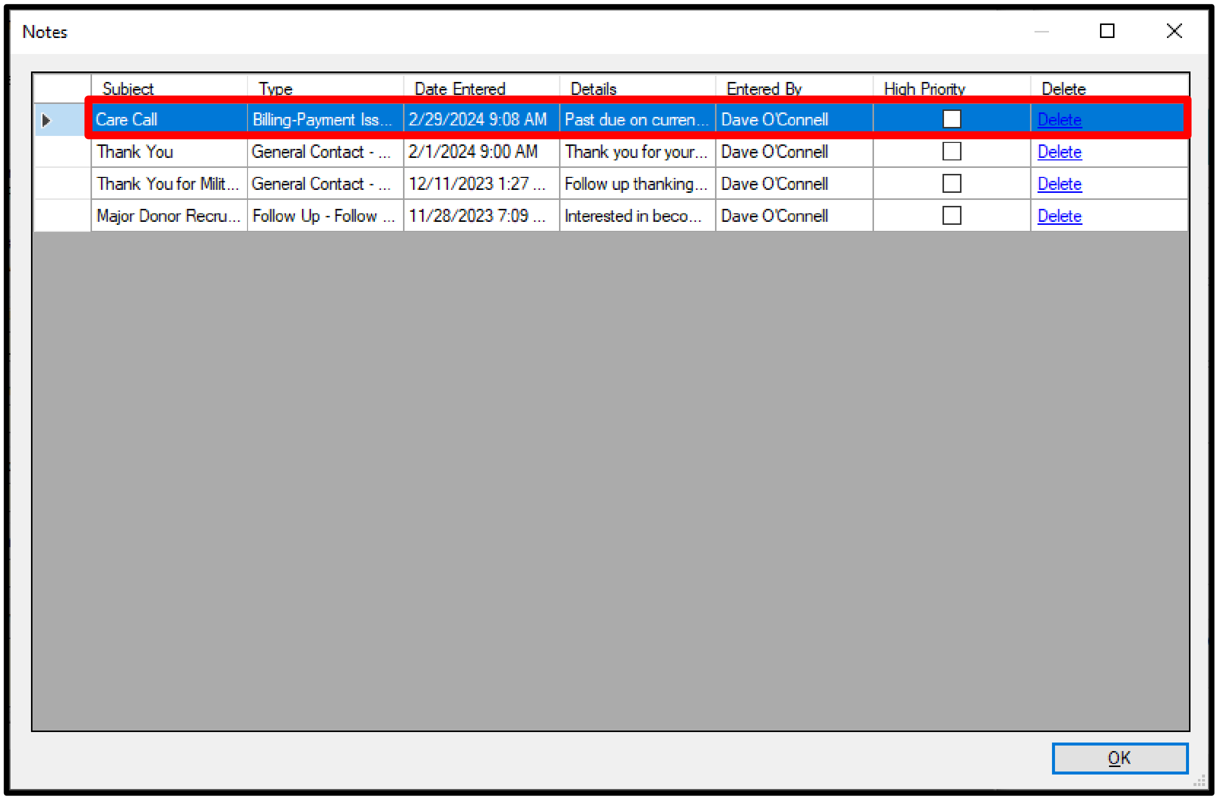
3. Click **OK** button when Updates/Edits complete.

Viewing & Creating Transaction Notes

Users can view and create Donor Notes by using the View Note and Create Note buttons. These Notes are specific to the Donor and will appear under the Donor>Donor Notes section in the CRM. Transaction specific Notes are created separately.

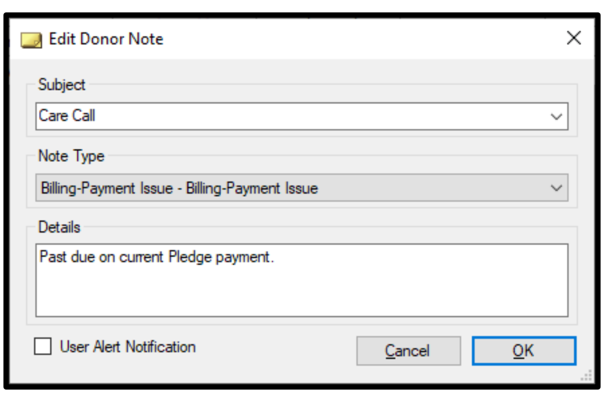
1. Click on the **View Notes** button.

2. The **Notes** display screen appears.

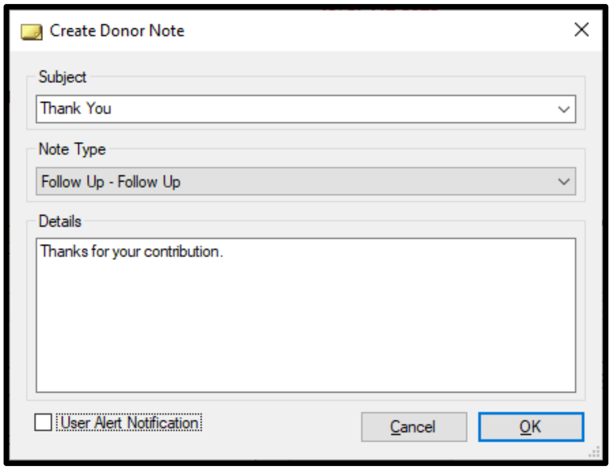


3. Double clicking on a specific **Note** opens the record.

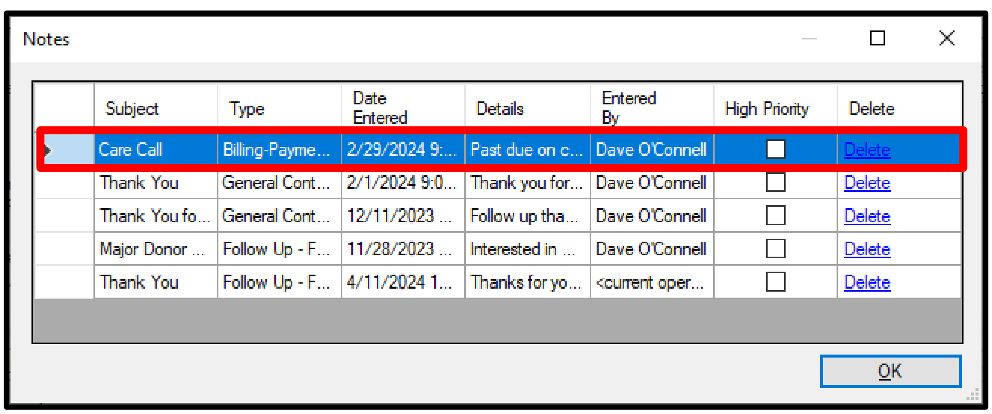
4. Users can **Edit** if desired.



5. Click the **OK** button to save changes.
6. Users also have the ability to **Delete** the Note as desired via the last column.
7. Clicking **OK** on the Notes display returns the user to the Transaction screen.
8. Users can click on **Create Note** to add a Note to the Donor record.



9. Users can add a **Subject**, **Note Type**, and **Details** as desired.
10. Clicking **OK** saves the Note to the Donors record.
11. Clicking **View Notes** will display the new Note in the list.



Processing Transactions

On the following pages are specific instruction sets on how to process the following Transaction types. Each section will follow the Transaction type through:

- Addition of Transactions in Rapid Entry
- Closing of Batch

The following Transaction types will be covered in their own series of Steps:

- Donations
- Product Orders
- Pledges
- Soft Credits
- Motivating & Matching
- Split Transactions
- Donor Advised Funds (DAFs)
- Donor Record Updates

IMPORTANT: Each of the following exercise contains demonstration steps on how to enter Transactions in an existing Batch conducted in Aegis's proprietary Training Database. The steps that a user's organization uses in processing may vary from these and should be consulted.

Processing Donation Transaction STEPS

The following steps cover how to process **Donation** Transactions.

- The steps for setting up a Batch are NOT included here but are explained in the **Creating a Batch Steps (Pages 6-11).**

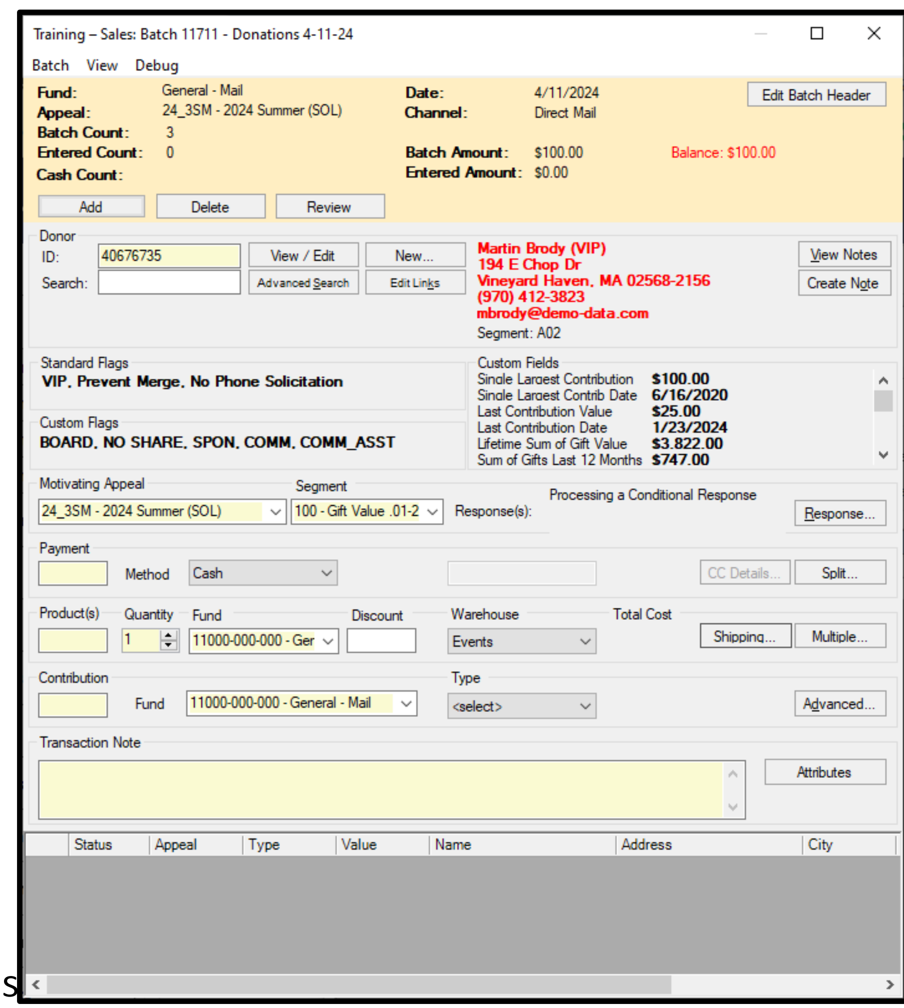
STEPS EXAMPLE EXPLANATION: In this example, users will observe addition of 3 separate contribution (donation) Transactions totaling $100. Batch will have a Count of 3 and Amount of $100.

- **Find and Open** the desired Batch.

  OR – If Batch just created:

  Click **Save and Open** to proceed to the **Add Transactions** screen of the Batch.

- The **Add Transactions** page displays:



- S tion.

  - Users can enter a Donor **ID** in **ID** field, enter **Name** or full **Email** in **Search**, or click **Advanced Search**.
  - Example Value: **ID** =’s **40676735**

- The **Motivating Appeal** defaults to the Default Appeal identified during the Batch Created. Users can override.
  - Example Value: **24_3SM – 2024 Summer (SOL)**

- The **Segment** defaults to the Segment of the Motivating Appeal this user was solicited from. If the user has NOT been solicitated, value defaults as <u>Blank</u>. Users can override with dropdown value IF desired.
  - Example value: **100 - Gift Value .01-24.99 – 1**

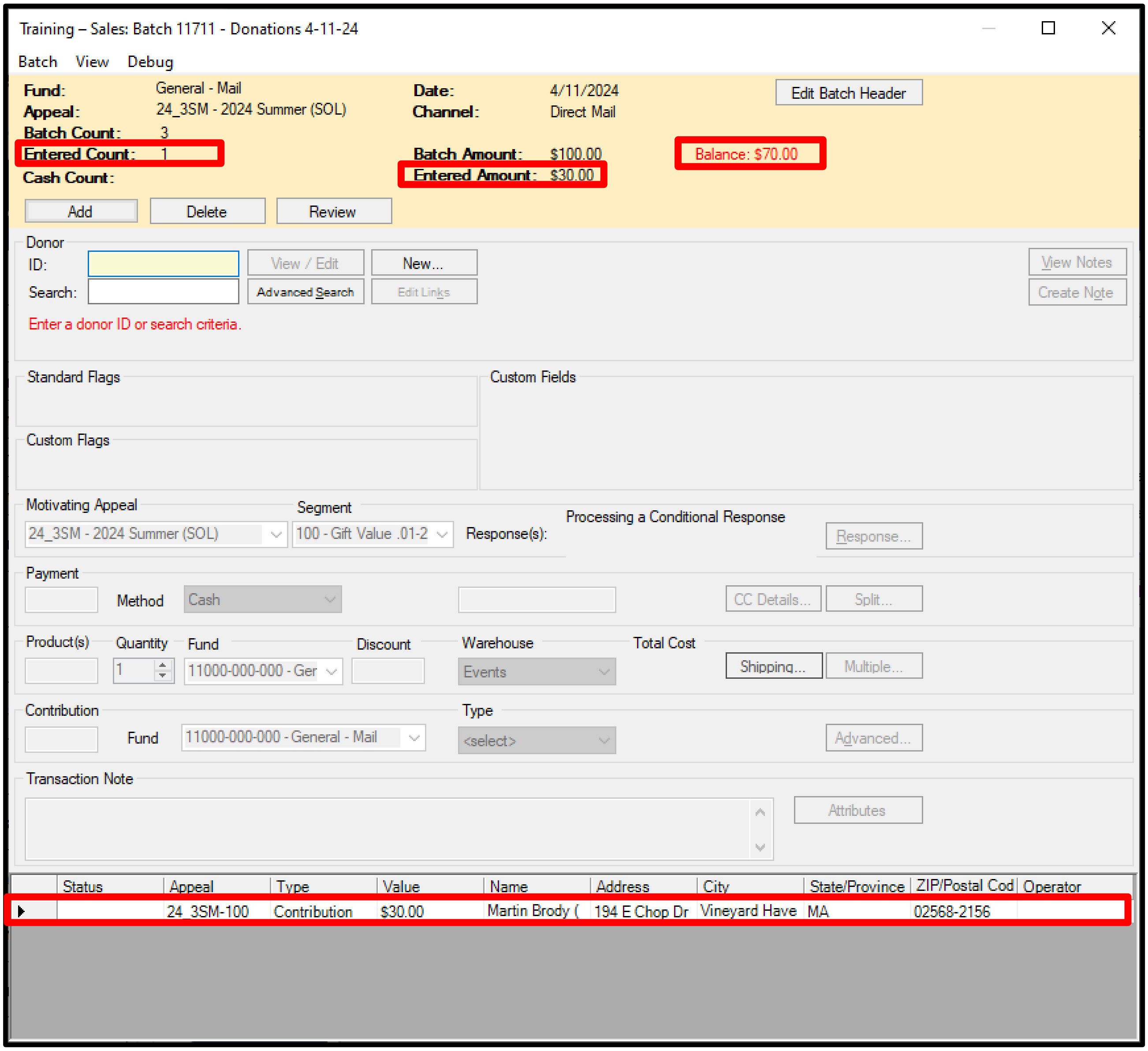
- **Processing a Conditional Response/Response button** used if the user wishes to override the Batch response setup .
  - Example value: **Skip**

- **Payment** represents the $ amount the user will be charging to a CC, Check, EFT, or paying in Cash for whatever type of Transaction will need a Payment.
  - Example value: **25**

- **Contribution** represents the $ amount that will be donated/contributed. In a simple donation transaction, it would represent the same $ amount as the Payment.
  - Example value: **25**

- Click on the **Add** button
  - This button Adds the first **Transaction line to the Batch**.
  - This line contains the **Donor** linked to the **Value** (Contribution) amount and **Address** info to the bottom of the screen.

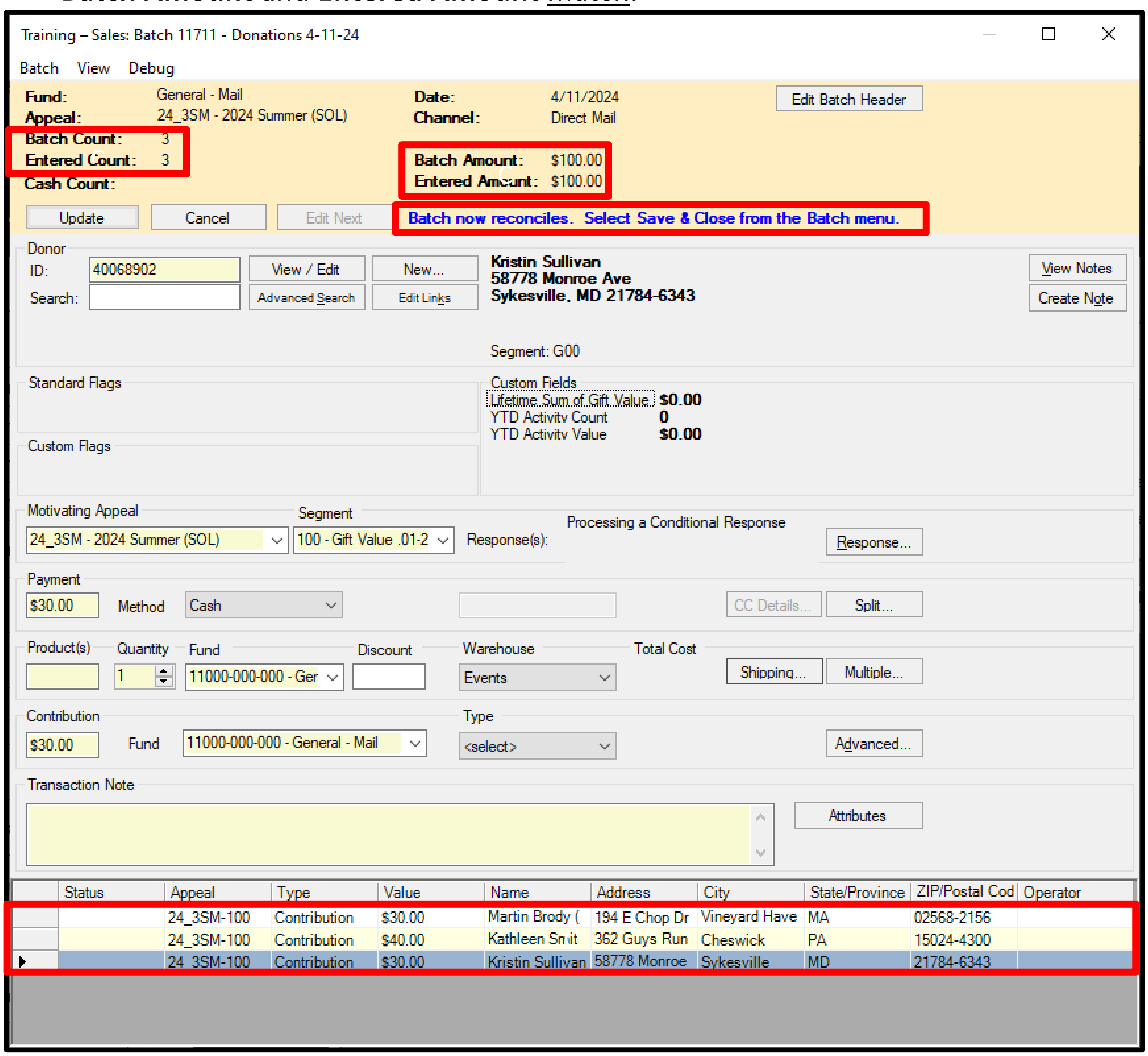
- Observe the **Donation Batch** with the first **Transaction** added.
  - Users should note the updated **Entered Count**, **Entered Amount**, and remaining **Balance** in red.



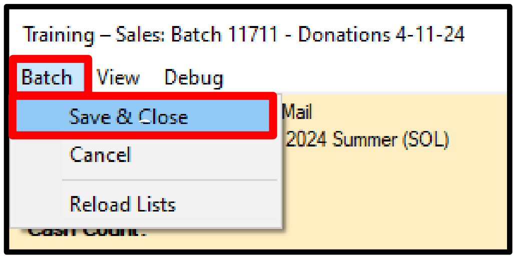
- The Next two **Donation Transactions** are entered with the same method and values with the exception of the Donor and Payments/Contributions:
  - **Kathleen Smith (ID - 40678821) - 40**
  - **Kristin Sullivan (ID - 40068902) – 30**

- In the completed screen, users can observe the three Transactions listed on the bottom.
  - Since **Kristin Sullivan's** Transaction record has been clicked, users can see her information displayed.

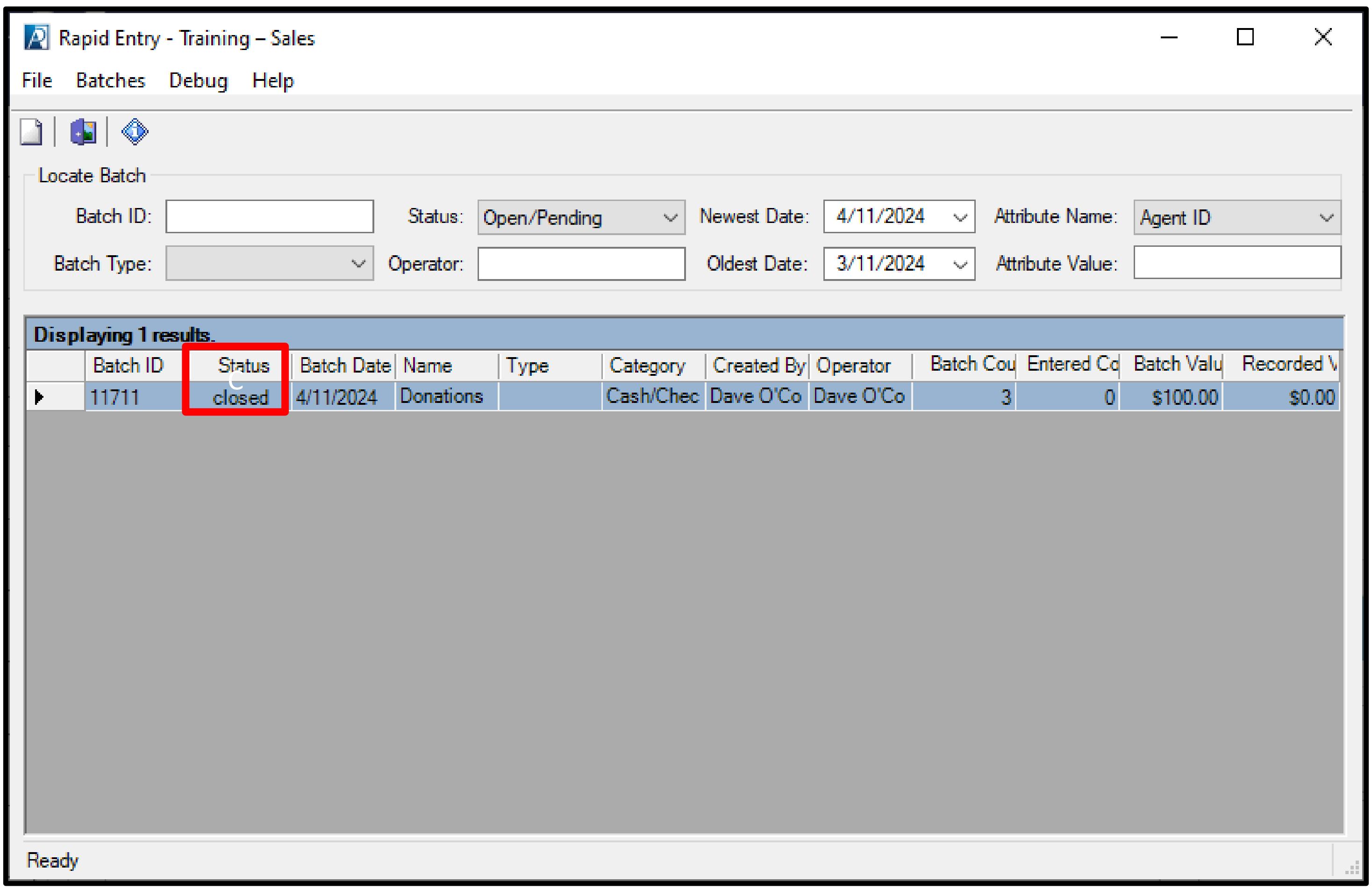
- Users should also observe the message in blue at the top: **Batch now reconciles. Select Save & Close from the Batch menu.**
  - This occurred because the **Batch Count** and **Entered Count** <u>match</u> and the **Batch Amount** and **Entered Amount** <u>match</u>.



- From the **Batch** menu option, click the **Save and Close** option.



- The **Locate Batch** screen will display. Eventually the **Batch Status** will display as **Closed**, it may read **Pending** until refreshed.



- This Batch is now ready to be reviewed and fulfilled in the **Aegis CRM** under the **Batches** and **Fulfillments** modules. To see more details on how to conduct those operations, see the **Batches and Fulfillments Manual**.
  - IF the Batch saves BUT remains in a **Pending** status, users must resolve a Balancing issue, Address Validation problem, or Record issue before **Closing**.

Processing Order Transaction STEPS

The following steps cover how to process **Order (Product)** Transactions.

- Orders batches in Aegis always involve the purchase or transfer of a product, whether physical – mug, hat, pen or electronic – event registration or service rendered.
- The steps for setting up a Batch are NOT included here but are explained in the **Creating a Batch Steps (Pages 6-11).**

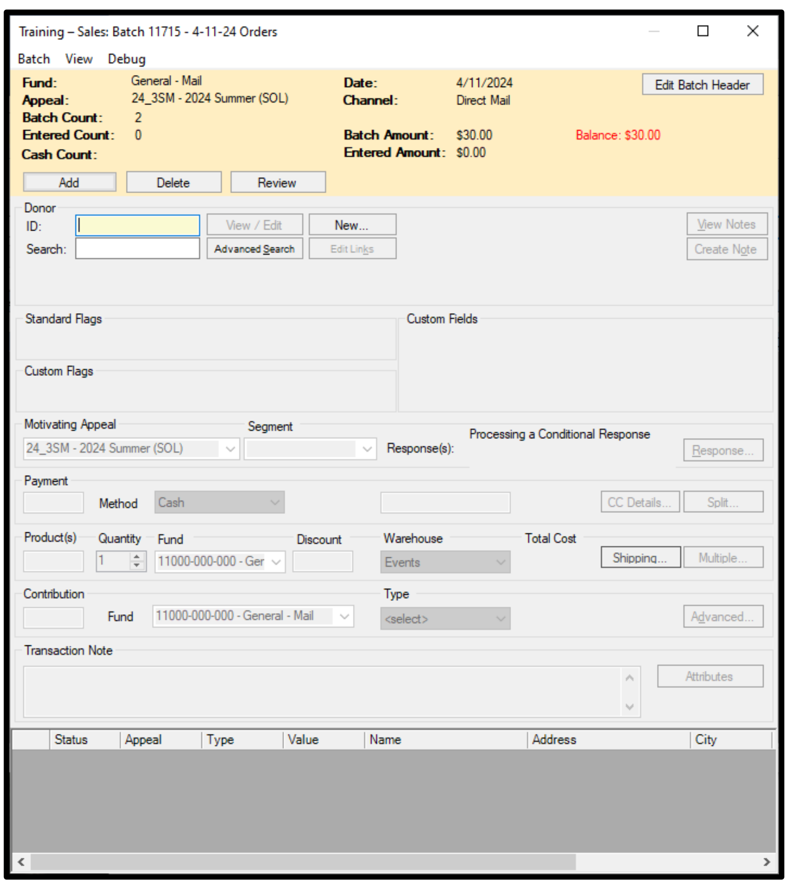
STEPS EXAMPLE EXPLANATION: Users will observe the adding of 2 separate orders for products generating Transactions to total $30. Batch will have a Count of 2 and an Amount of $30.

1. **Find and Open** the desired Batch.

   OR – If Batch just created:

   Click **Save and Open** to proceed to the **Add Transactions** screen of the Batch.

2. The **Add Transactions** page displays:



3. Search for and select the **Donor** to whom to add the **Transaction**.
    - Users can enter a Donor **ID** in **ID** field, enter **Name** or full **Email** in **Search**, or click **Advanced Search**.
    - Example Value: **ID** ='s **40676735**

4. The **Motivating Appeal** defaults to the Default Appeal identified during the Batch Created. Users can override.
    - Example Value: **24_3SM – 2024 Summer (SOL)**

5. The **Segment** defaults to the Segment of the Motivating Appeal this user was solicited from. If the user has NOT been solicitated, value defaults as **Blank**. Users can override with dropdown value IF desired.

6. **Processing a Conditional Response/Response** button used if the user wishes to override the Batch response setup .
    - Example value: **Skip**

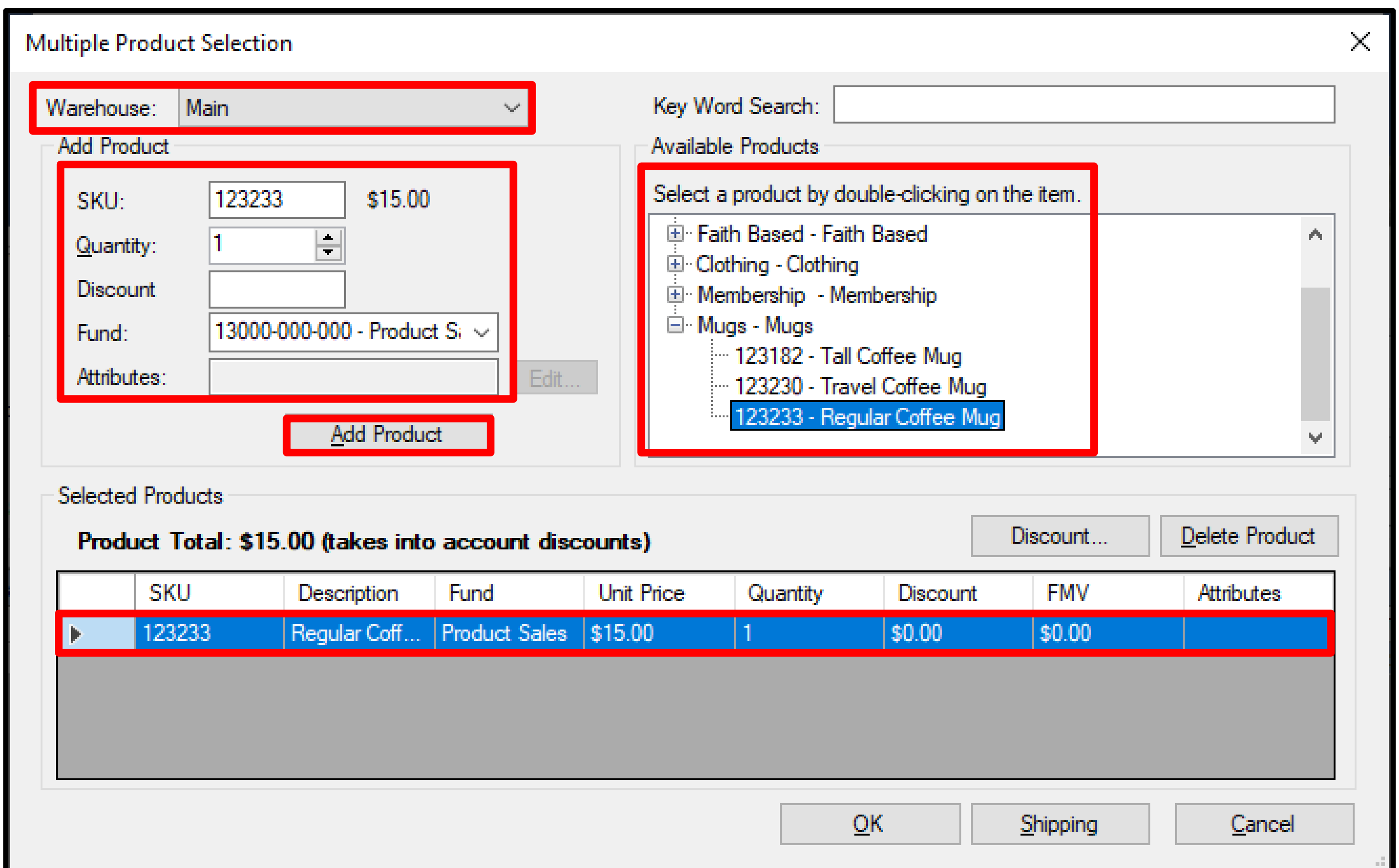
7. **Payment** represents the $ amount the user will be charging to a CC, Check, EFT, or paying in Cash for whatever type of Transaction will need a Payment.
    - Example value: **15**

8. **Products** a user can enter a SKU# in this field if the user has that number available. IF the user does not have the SKU#, they should proceed to **Step 25**.

9. If the **Product** SKU is NOT known or remembered, users can look it up by clicking on the **Multiple** button on the far right across from Products.
    - NOTE: Even though the title of this field is Multiple, it is used quite often to find a single product.
    - Often times organizations label frequently purchased Product Kits AFTER an Appeal Name and associate a particular SKU with the grouping to create easy addition during Product selection from this screen.
        - For example – A faith-based product kit might include a Bible, Study Guide, and Bookmark, be labeled **Bible Study Kit**, and have a distinct SKU of 10101 to easily add.

10. The **Multiple Product Selection** screen displays. Users should take the following actions to select a Product from this screen:
    - Change, if necessary, the **Warehouse** to the desired **Inventory location** in which the product is located.
    - Select the desired **Product** from the right by clicking on it once found.
    - Observe the **SKU**, **Amount**, **Quantity**, and **Fund** under **Add Product** section on left.

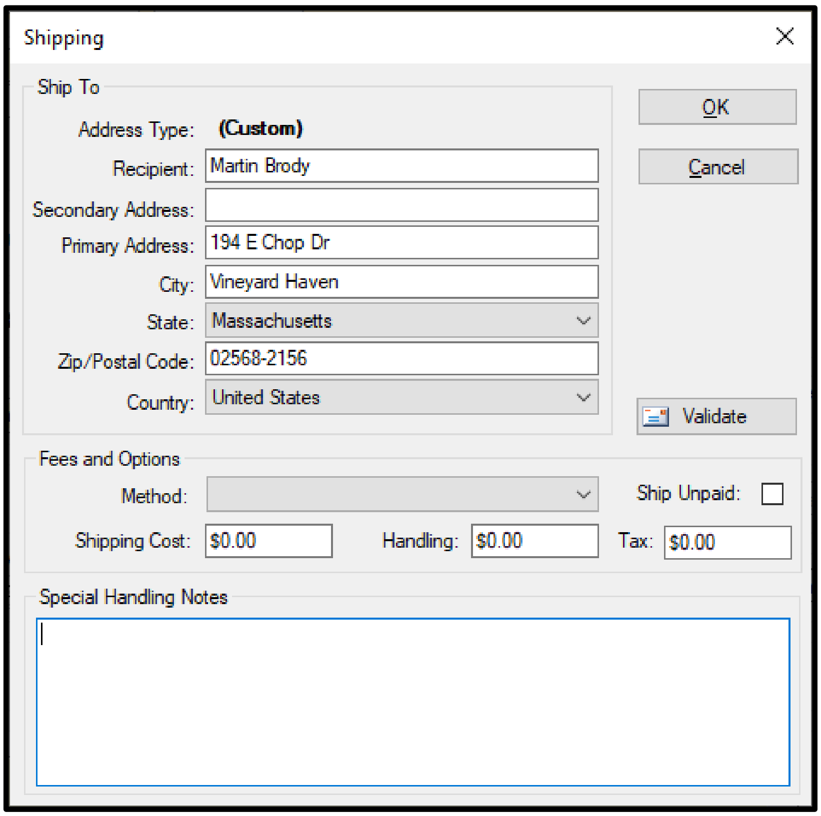
11. Click on the **Add Product** button when finished with this screen.



12. The User returns to the **Transaction Add** screen.

13. Click the **Shipping** button to right of Products line (next to Multiple button).

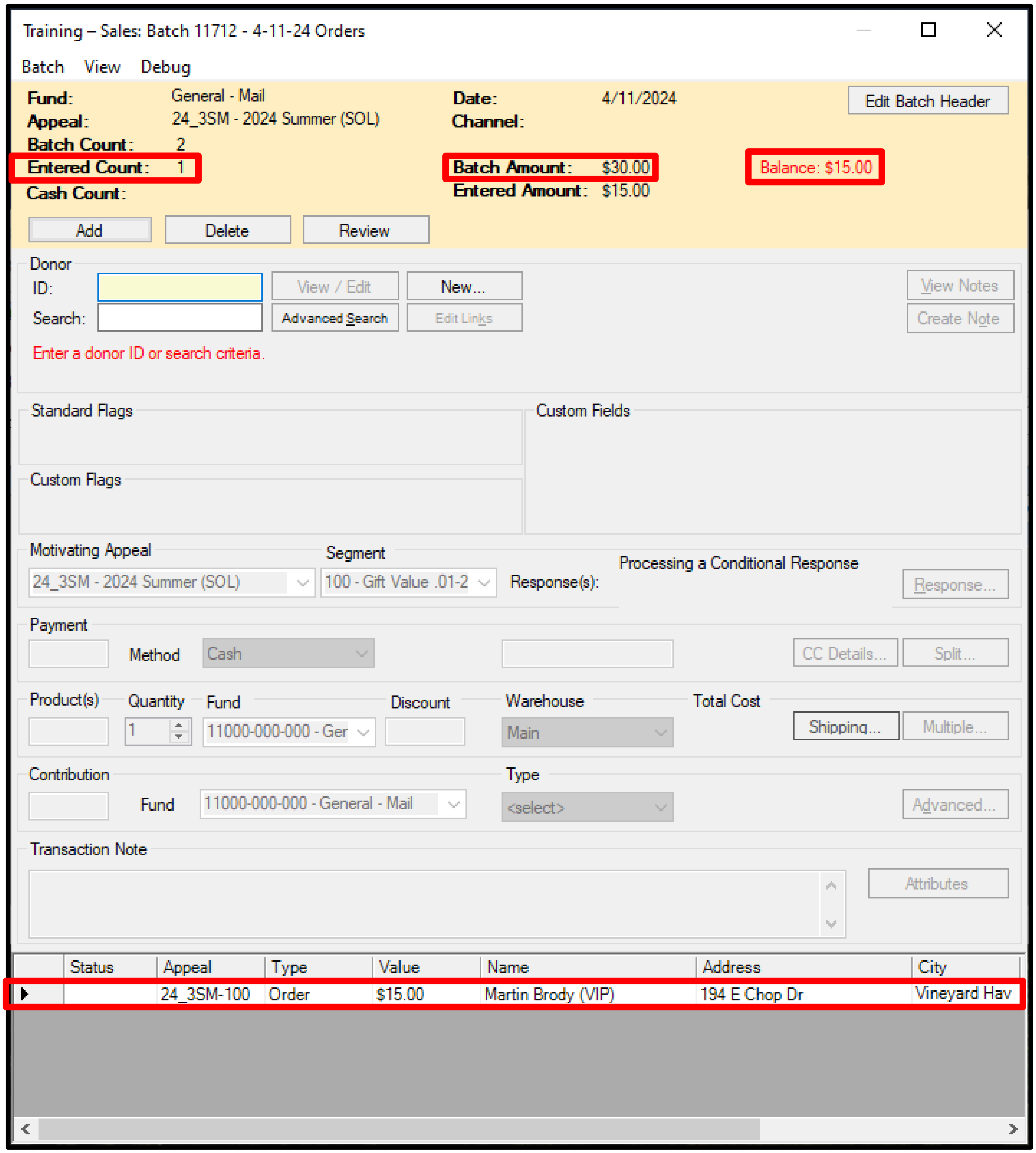
14. From this location users can overwrite the default shipping information for the Recipient if desired, this may be necessary if:
    - Recipient wishes a different address to be used.
    - Recipient wishes to replace themselves with another person they are buying product for.



15. Click **OK**.

16. Click on the **Add** button
    - This button Adds the first **Transaction line to the Batch**.
    - This line contains the **Donor** linked to the **Value** (Product Price) amount and **Address** info to the bottom of the screen.

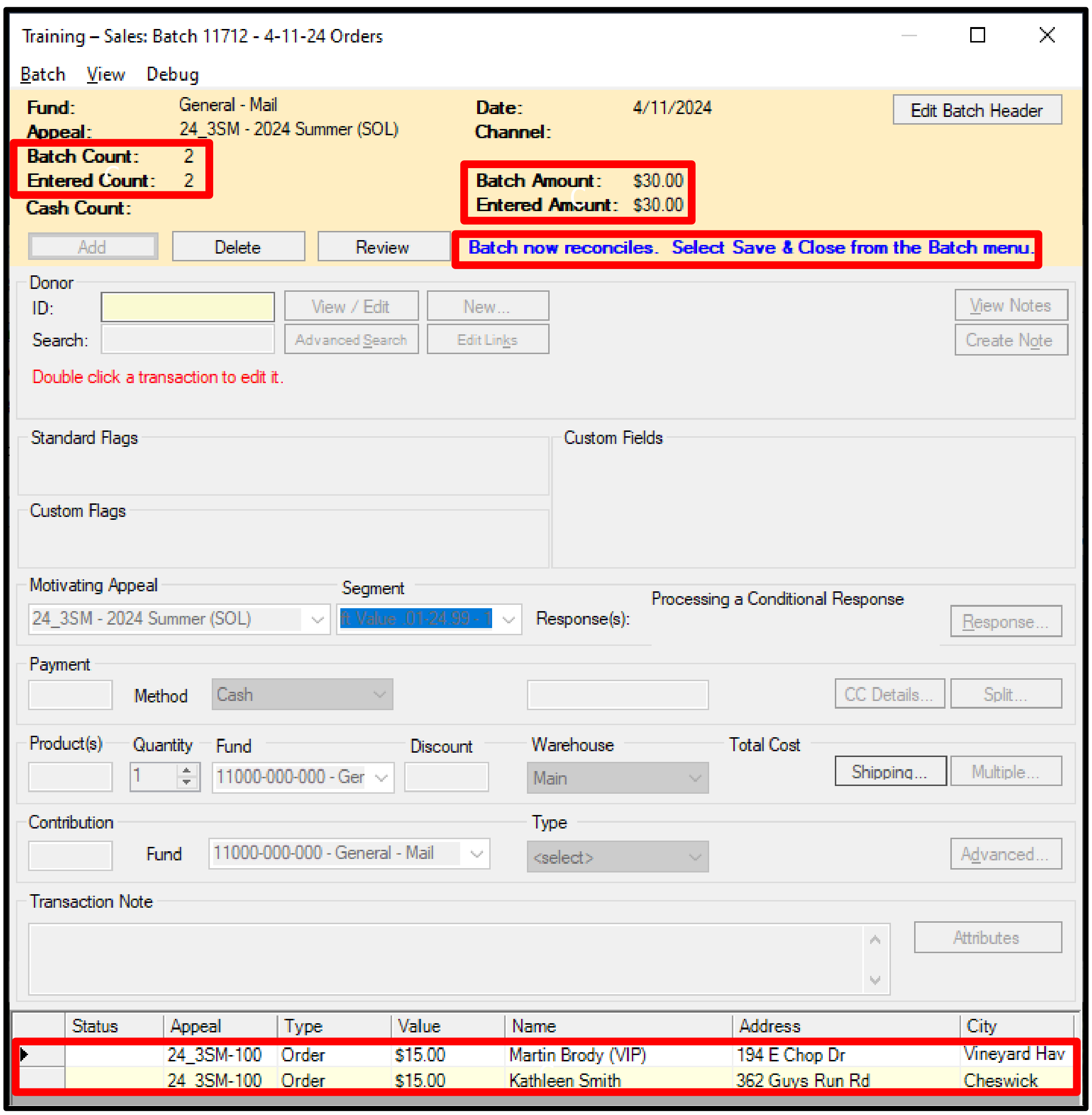
17. Observe **Orders Batch** adjusted amounts at screen top.
    - Note updated **Entered Count**, **Entered Amount**, & remaining **Balance** in red.



18. The Next **Order Transaction** is entered with the same method and values with the exception of the Donor info:
    - **Kathleen Smith (ID - 40678821) - 15**

19. In the completed screen, users can observe the two Transactions listed on the bottom.
    - Since **Kathleen Smith** Transaction clicked, users can see her info displayed.

20. Users should also observe the message in blue at the top: **Batch now reconciles. Select Save & Close from the Batch menu.**
    - This occurred because the **Batch Count** and **Entered Count** <u>match</u> and the **Batch Amount** and **Entered Amount** <u>match</u>.



21. From the **Batch** menu option, click the **Save and Close** option.

Processing Pledge Transaction STEPS

The following steps cover how to process **Pledges** transactions.

- The steps for setting up a receiving Batch are explained in the **Creating a Batch Steps (Pages 6-11).**

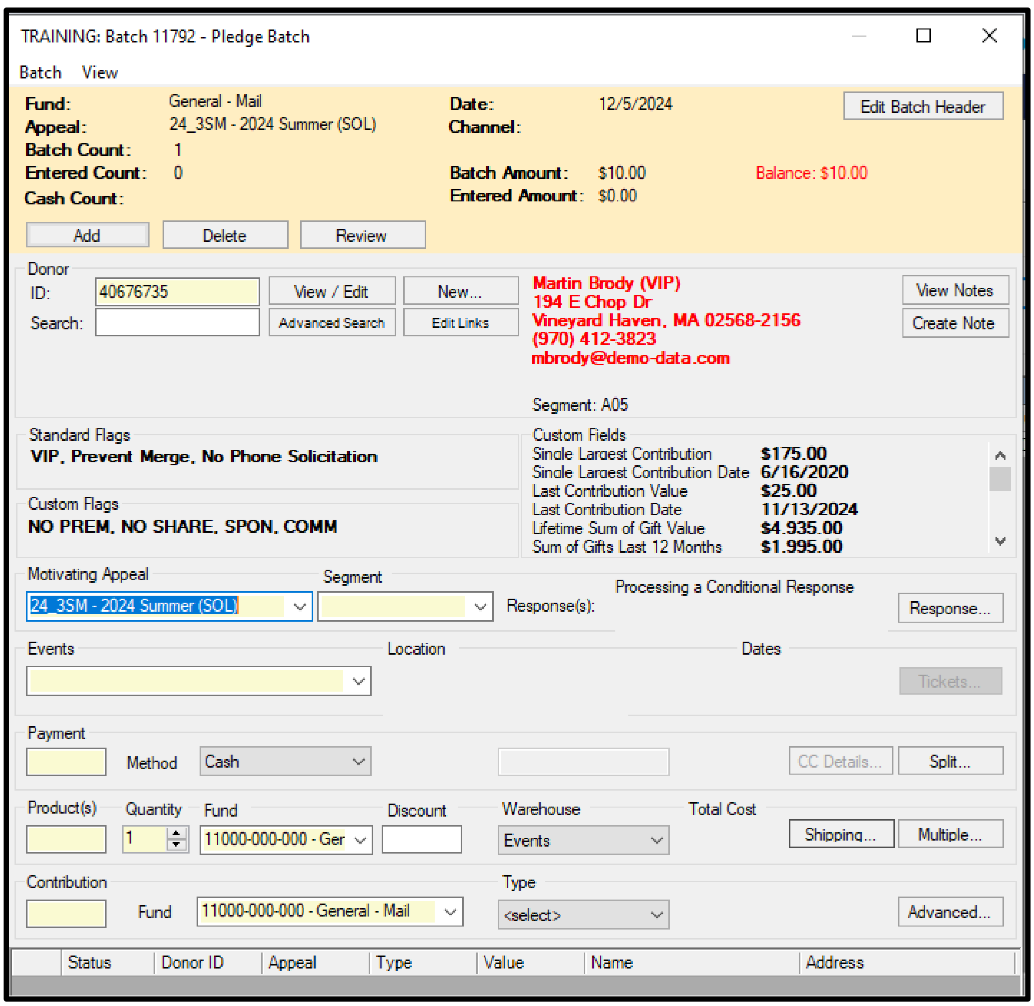
STEPS EXAMPLE EXPLANATION: In this example, users will observe the adding of a **Pledge** transaction for $10. The Batch will have a Count of 1 and an Amount of $10.

1. **Find and Open** the desired Batch.

   OR – If Batch just created:

   Click **Save and Open** to proceed to the **Add Transactions** screen of the Batch.

2. The **Add Transactions** page displays:



3. The First **Order Transaction** of this Batch will be for a <u>Pledge</u> Transaction.
   - Users will **Add a Donor** and then load additional Pledge information that will both describe the Pledge and add a separate Pledge line to the Contribution lines.

4. Search for and select the **Donor** to whom to add the **Transaction**.
   - Users can enter a Donor **ID** in **ID** field, enter **Name** or full **Email** in **Search**, or click **Advanced Search**.
   - Example Value: **ID** ='s **40676735 (Martin Brody)**

5. The **Motivating Appeal** defaults to the Default Appeal identified during the Batch Created. Users can override.
   - Example Value: **24_3SM – 2024 Summer (SOL)**

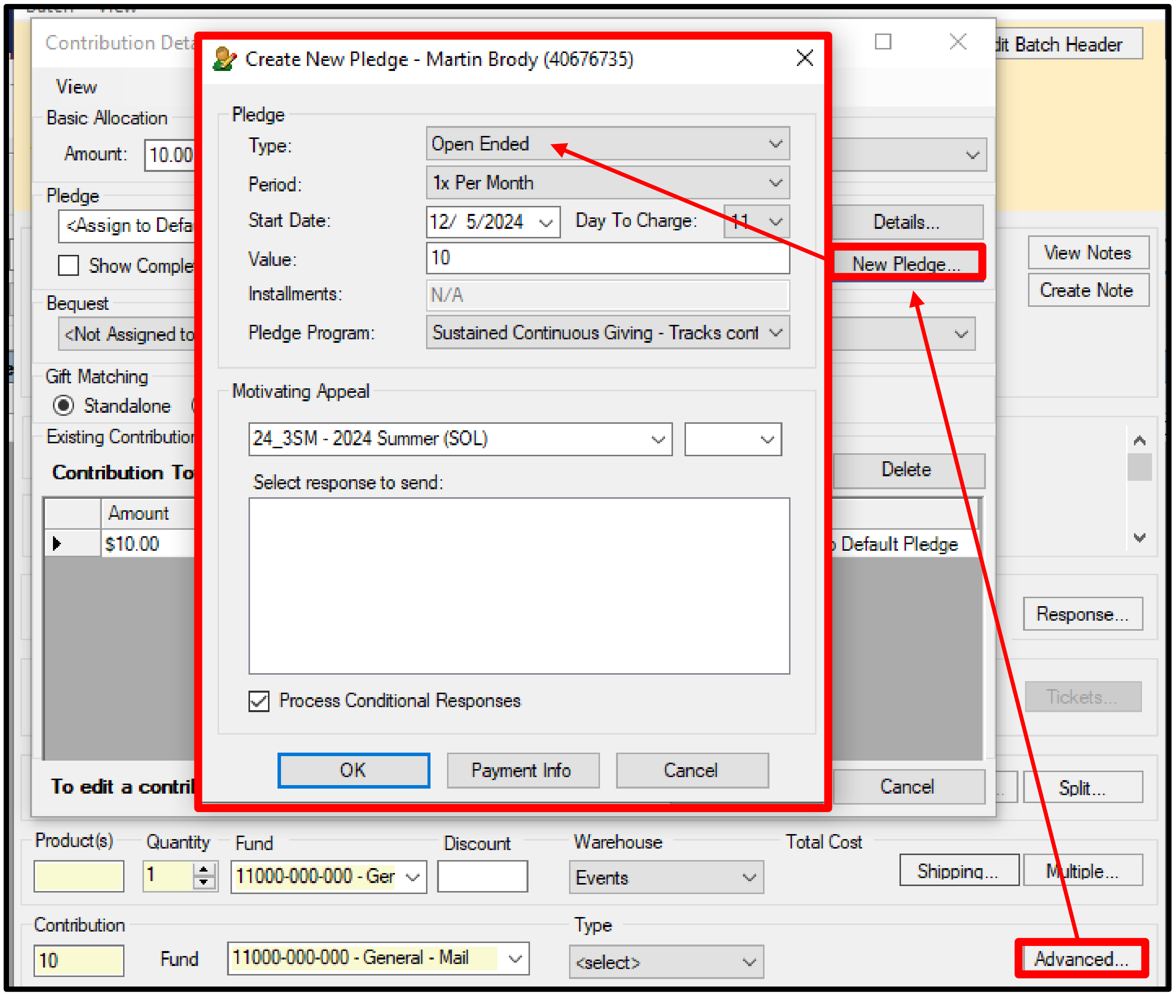
6. The **Segment** defaults to the Segment of the Motivating Appeal this user was solicited from. If the user has <u>NOT</u> been solicitated, value defaults as **Blank**. Users can override with dropdown value IF desired.

7. **Processing a Conditional Response/Response button** used if the user wishes to override the Batch response setup .
   - Example value: **Skip**

8. **Payment** represents the $ amount the user will be pledging to a CC, Check, EFT, or paying in Cash for whatever type of Transaction will need a Payment.
   - Example value: **10**

9. **Contribution** represents the $ amount that will be donated/contributed. In a simple donation transaction, it would represent the same $ amount as the Payment.
   - Example value: **10**

10. Click the **Advanced** button to the far right of **Contribution** line.



11. Click on **New Pledge** from the **Contribution Details** screen.

12. From the **Create New Pledge** screen, select the **Type** of desired Pledge:
   - One Time
   - Open Ended
   - Fixed Period
   - Goal Based
   - Example value: **Open Ended**

13. From the **Period** dropdown, choose the desired Period.
   - Example value: **1x Per Month**

14. In the **Start Date** field, enter the desired date.
   - Example value: **12-5-24**

15. In the **Day to Charge**, select the day of month the account should be charged.
   - Example value: **11**

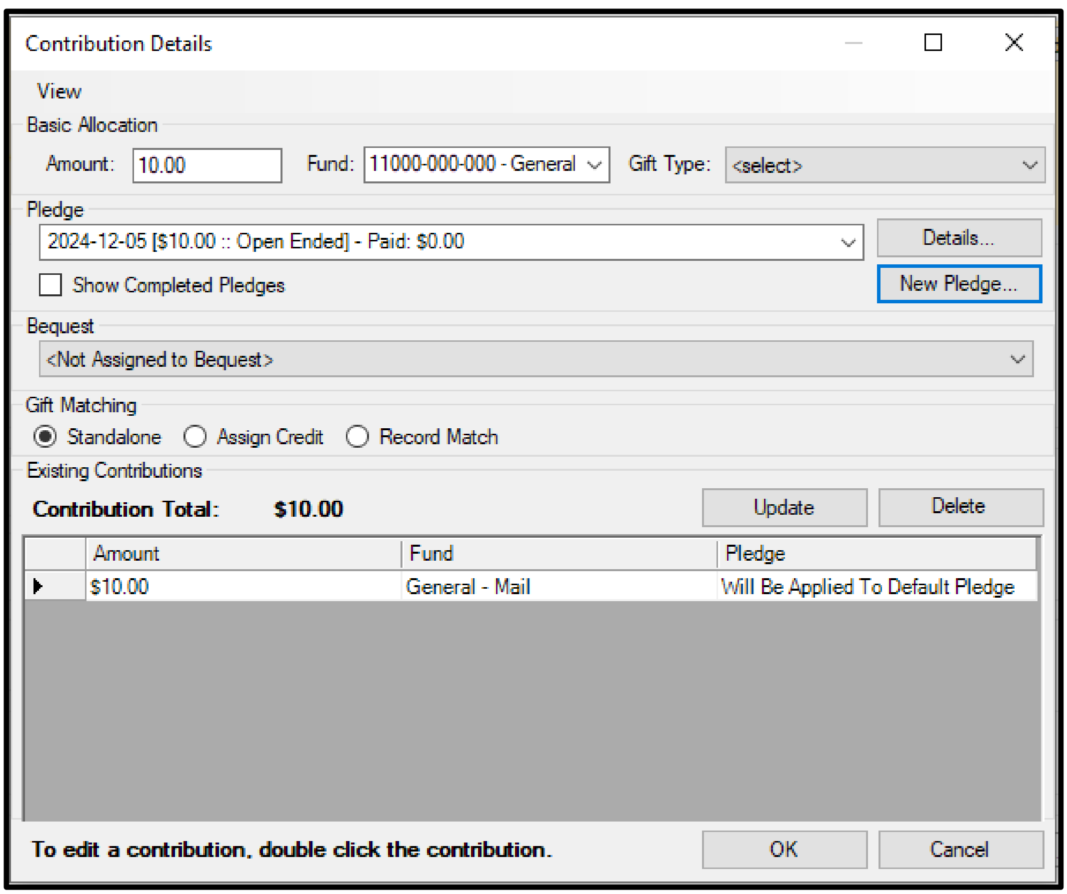
16. In the **Value** field, enter the amount that will be charged (pledged) each month.
    - Example value: **10**

17. From **Pledge Program**, select the desired program to associate Pledge with.
    - Example value: **Sustained Continuous Giving**
    - This will represent the Appeal that the user wants all pledge payments, outside of the first, be received into.

18. From the **Motivating Appeal** dropdown, correct if the default Appeal is not the Appeal that should receive the first payment.
    - Example value: **24_3SM – 2024 Summer (SOL)**

19. Click on the **OK** button.

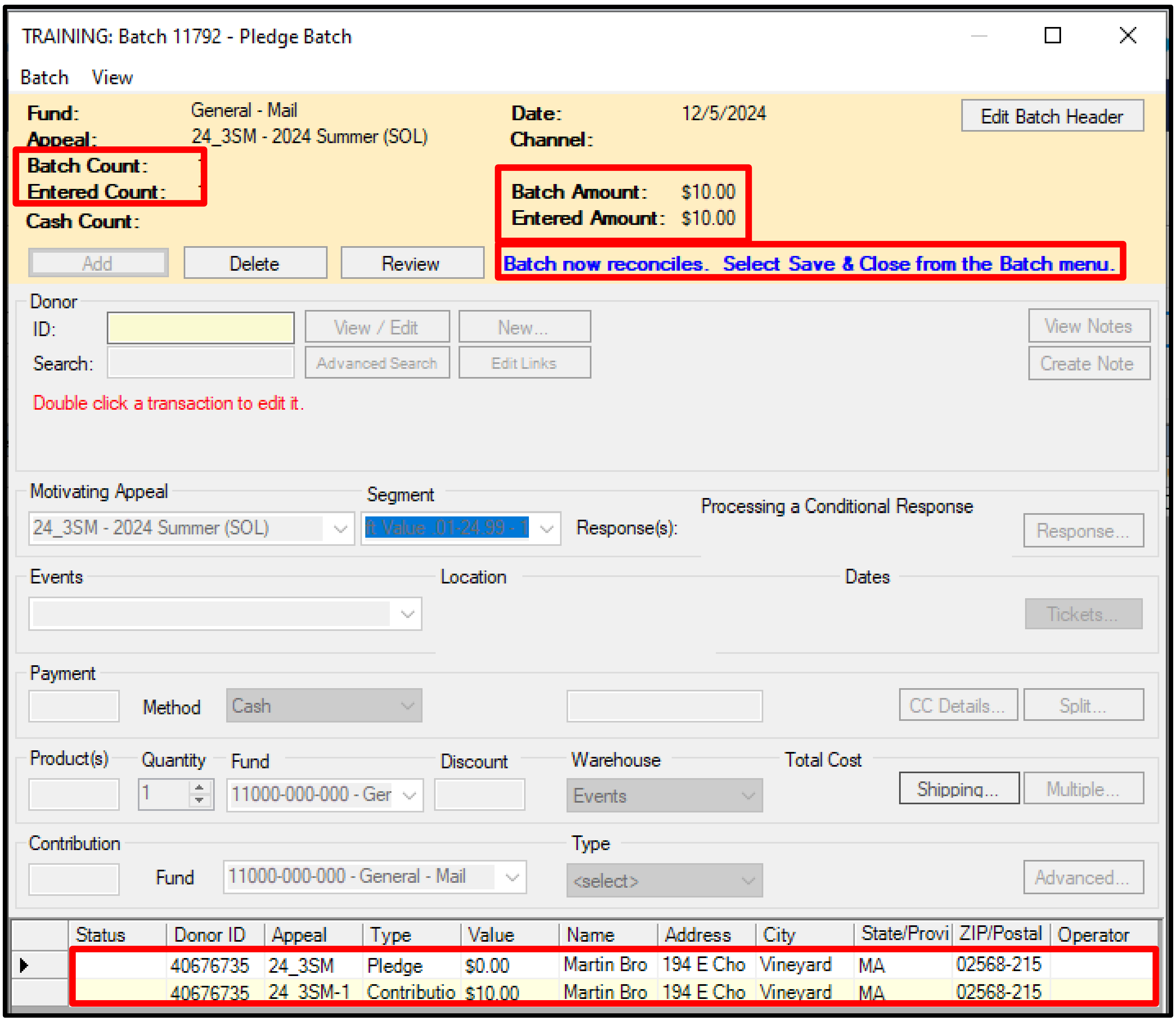
20. The **Contribution Details** screen displays.
    - Users can see the Pledge details listed.
    - Users can also choose to associate a Transaction with an already in progress Pledge by clicking the **Pledge** dropdown.



21. Click the **OK** button.

22. Click on the **Add** button
   - This button Adds the Both the Pledge AND the initial Contribution **Transaction lines to the Batch**.
   - Both lines contains the **Donor** linked to the **Value** (Product Price) amount and **Address** info to the bottom of the screen.

23. Observe **Pledges-Soft Credits-Matching Batch** adjusted amounts at screen top.
   - Note updated **Entered Count**, **Entered Amount**, & remaining **Balance** in red.
   - ALSO – TWO lines recorded, but only ONE counts towards Entered Count.



22. From the **Batch** menu option, click the **Save and Close** option.

Processing Soft Credit Transactions STEPS

The following steps cover how to process **Soft Credit** transactions.

- The steps for setting up a receiving Batch are explained in the **Creating a Batch Steps (Pages 6-11).**
- Users will Add a **Donor**, and then identify a **Motivating Donor** that led the Added Donor to make the Donation.
- This Donor functions as the **Hard Credit** in this scenario.

STEPS EXAMPLE EXPLANATION: In this example, users will observe the adding of a **Soft Credit** transaction for $40. Batch will have a Count of 1 and an Amount of $40.

1. Search for and select the **Donor** to whom to add the **Transaction**.
   - Users can enter a Donor ID in ID field, enter Name or full Email in Search, or click Advanced Search.
   - Example Value: **Kathleen Smith (ID - 40678821)** – she is the Hard Credit.

2. The **Motivating Appeal** defaults to the Default Appeal identified during the Batch Created. Users can override.
   - Example Value: **24_3SM – 2024 Summer (SOL)**

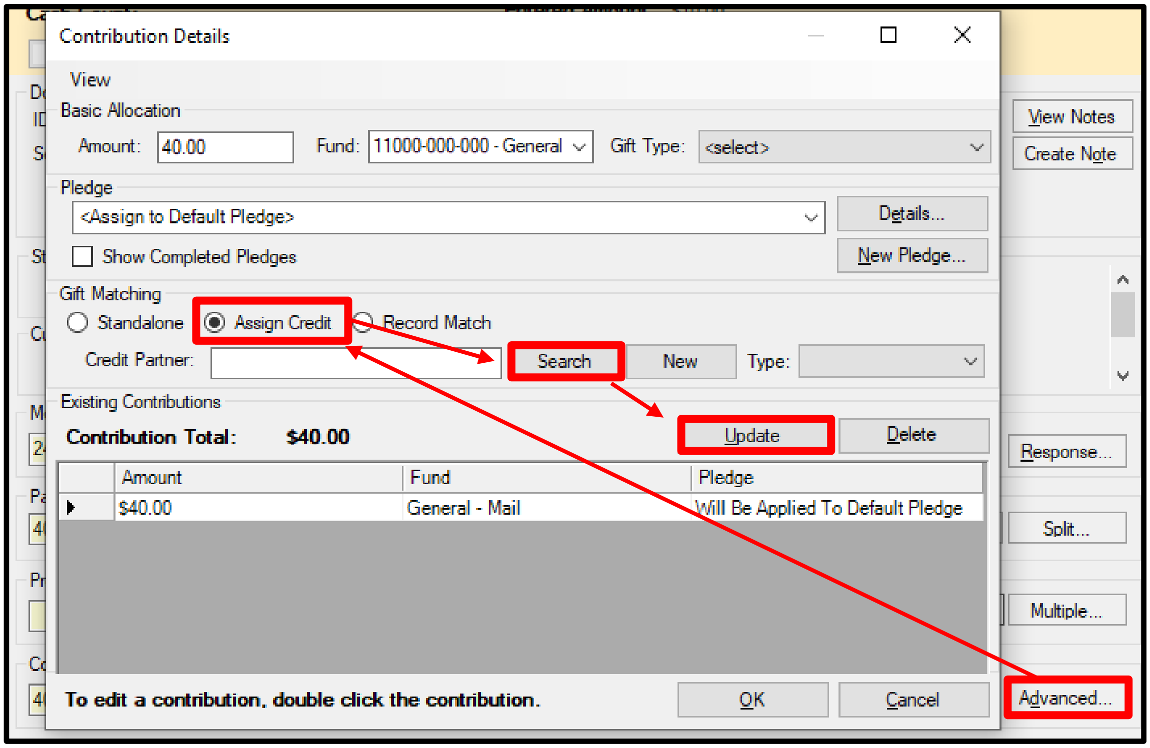
3. The **Segment** defaults to the Segment of the Motivating Appeal this user was solicited from. If the user has NOT been solicitated, value defaults as **Blank**. Users can override with dropdown value IF desired.

4. **Processing a Conditional Response/Response button** used if the user wishes to override the Batch response setup .
   - Example value: **Skip**

5. **Payment** represents the $ amount the user will be pledging to a CC, Check, EFT, or paying in Cash for whatever type of Transaction will need a Payment.
   - Example value: **40**

6. **Contribution** represents the $ amount that will be donated/contributed. In a simple donation transaction, it would represent the same $ amount as the Payment.
   - Example value: **40**

7. Click the **Advanced** button to the far right of **Contribution** line.

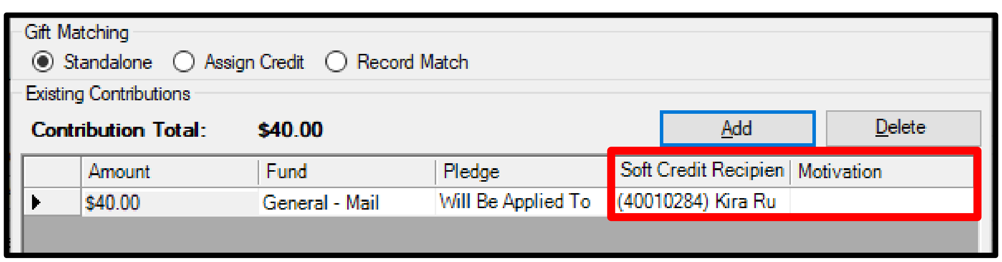


8. Click on **Assign Credit** radio button on the **Contribution Details** screen.
   - The Account selected here will be the **Soft Credit**.

9. Click on the **Search** button.
   - If users know the ID, they can type it in Search field – it will load the Name.

10. Search for the desired **Motivator.**
    - Example value: **Kira Russell** – she is the **Soft Credit.**

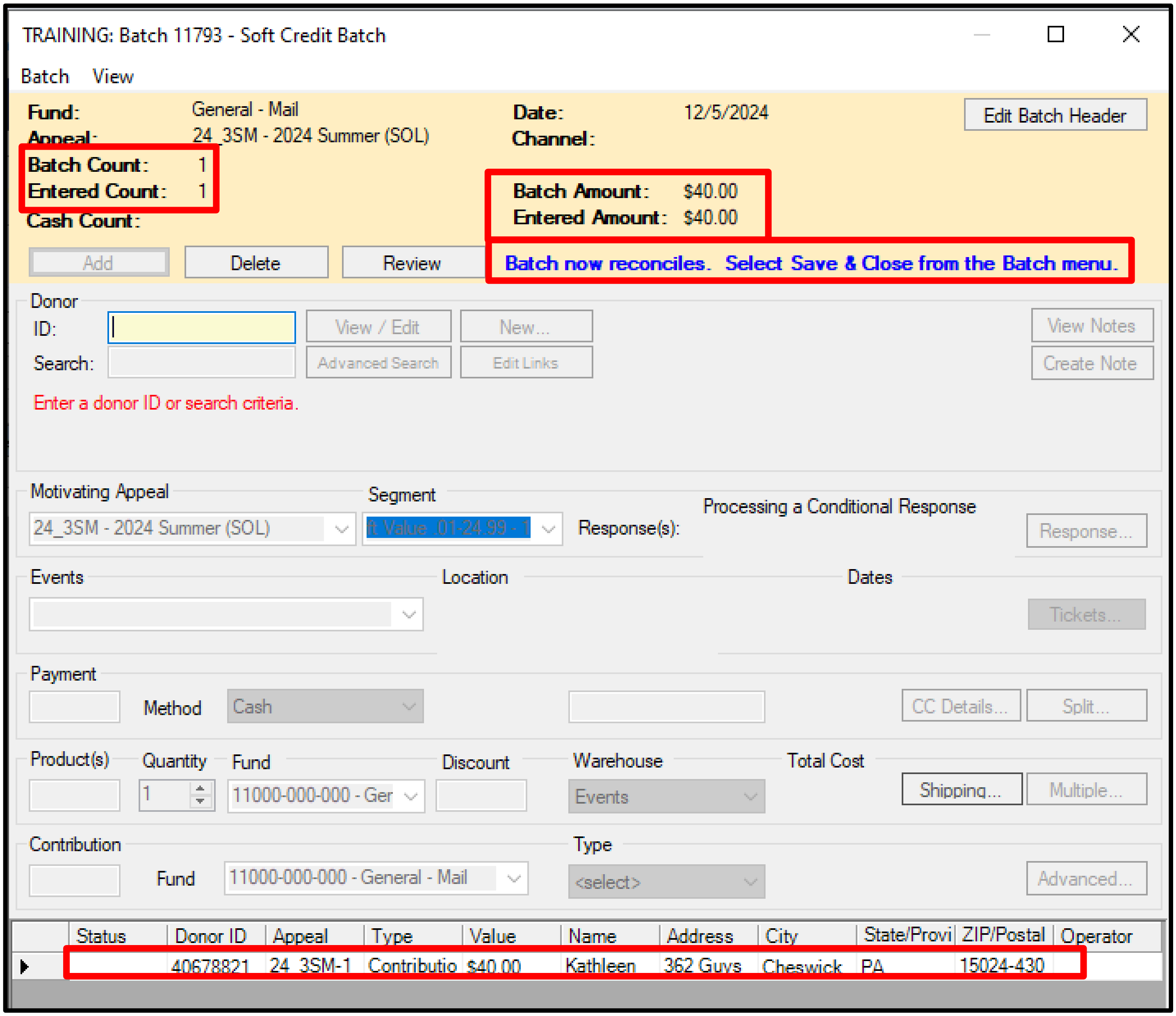
11. Click the **Update** button – this will assign the **Soft Credit** on Contribution line.



12. Click the **OK** button to close the **Contribution Details** Screen.

13. Click on the **Add** button
    - This button Adds the third, Soft Credit Transaction line to the Batch.
    - This line contains the Donor linked to the Value (Product Price) amount

14. Observe **Soft Credits Batch** adjusted amounts at screen top.
   - Note updated **Entered Count**, **Entered Amount**, & remaining **Balance** in red.



15. From the **Batch** menu option, click the **Save and Close** option.

Processing Matching Gifts STEPS

The following steps cover how to process **Initial** and **Matching** transactions.

Two distinct Transactions on SEPARATE Motivating and Matching BATCHES must be taken in order to fulfill the Matching Gifts cycle:

1st – Initial Donation

- **A.** Open and Set up the **Initial** Batch
- **B.** Add the Donor
- **C.** Enter the Donor's Contribution and Payment Amount
- **D.** Use the **Advanced** button to Search for/Link the **Matching** Donor
- **E.** **Add** the **Donation** to the **Batch**
- **F.** **Close** the Batch

2nd – Matching Donation

- **A.** Open and Set up the **Matching** Batch
- **B.** Add the **Matching** Donor (Identified in step C above)
- **C.** Enter the **Matching** Donor's Contribution and Payment Amount
- **D.** Use the **Advanced** button to Search for/Link the **Motivated** Donor
  NOTE: The **Type** must be selected as **Workplace Giving**
- **E.** **Add** the **Donation** to the **Batch**
- **F.** **Close** the Batch

ADDING THE MOTIVATING TRANSACTION

1. Search for and select the **Donor** to whom to add the **Transaction**.
   - Example Value: **ID** ='s **40676735 (Martin Brody)**

2. The **Motivating Appeal** defaults to the Default Appeal identified during the Batch Created. Users can override.
   - Example Value: **24_4CH – 2024 Christmas (SOL)**

3. The **Segment** defaults to the Segment of the Motivating Appeal this user was solicited from. If the user is a non-solicitated, it will default to the first Segment listed. Users can override.
   - Example value: **100 - Gift Value .01-24.99 – 1**

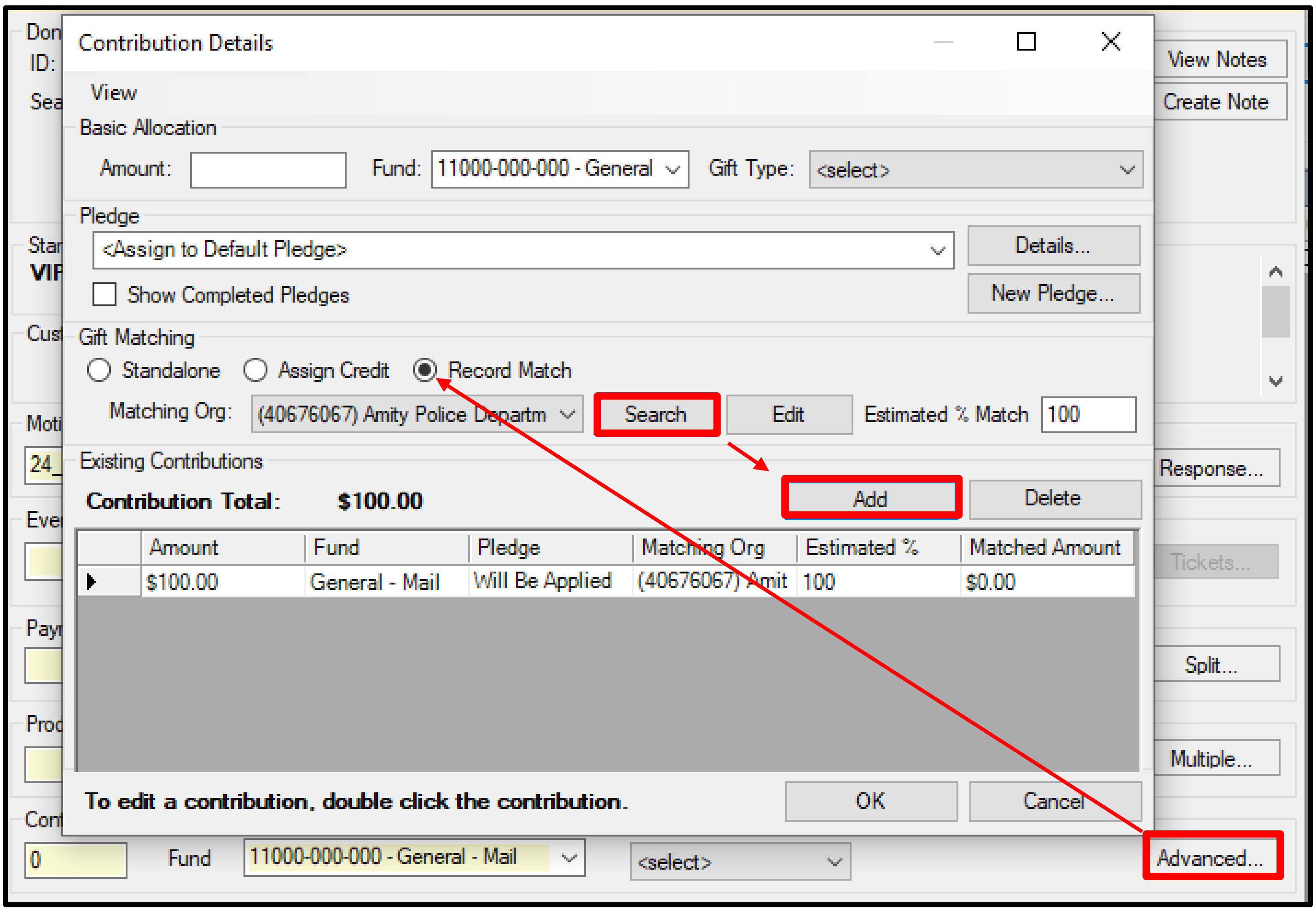
4. **Processing a Conditional Response/Response button** used if the user wishes to override the Batch response setup .
   - Example value: **Skip**

5. **Payment** represents the $ amount the user will be pledging to a CC, Check, EFT, or paying in Cash for whatever type of Transaction will need a Payment.

- Example value: **100**

6. **Contribution** represents $ amount that will be donated/contributed. In a simple donation transaction, it would represent the same $ amount as the Payment.
    - Example value: **100**

7. Click the **Advanced** button to the far right of **Contribution** line.



8. Click on the **Record Match** Radio button.

9. To the right of the **Matching Org** field, select a previously selected record from the dropdown OR click on the **Search** button to associate a new record
    - **NOTE:** Only Matching Orgs that have been recently associated via a previous Transaction with the Donor will display in the **Matching Org** dropdown.
    - Records linked via the CRM **Donor** record as an **Individual link** do <u>NOT</u> automatically display in the Matching Org dropdown.

10. <u>If Searching</u> - enter desired **Matching Person/Company** in search fields popup.
    - Example value: **Amity Police Department (40676067)**

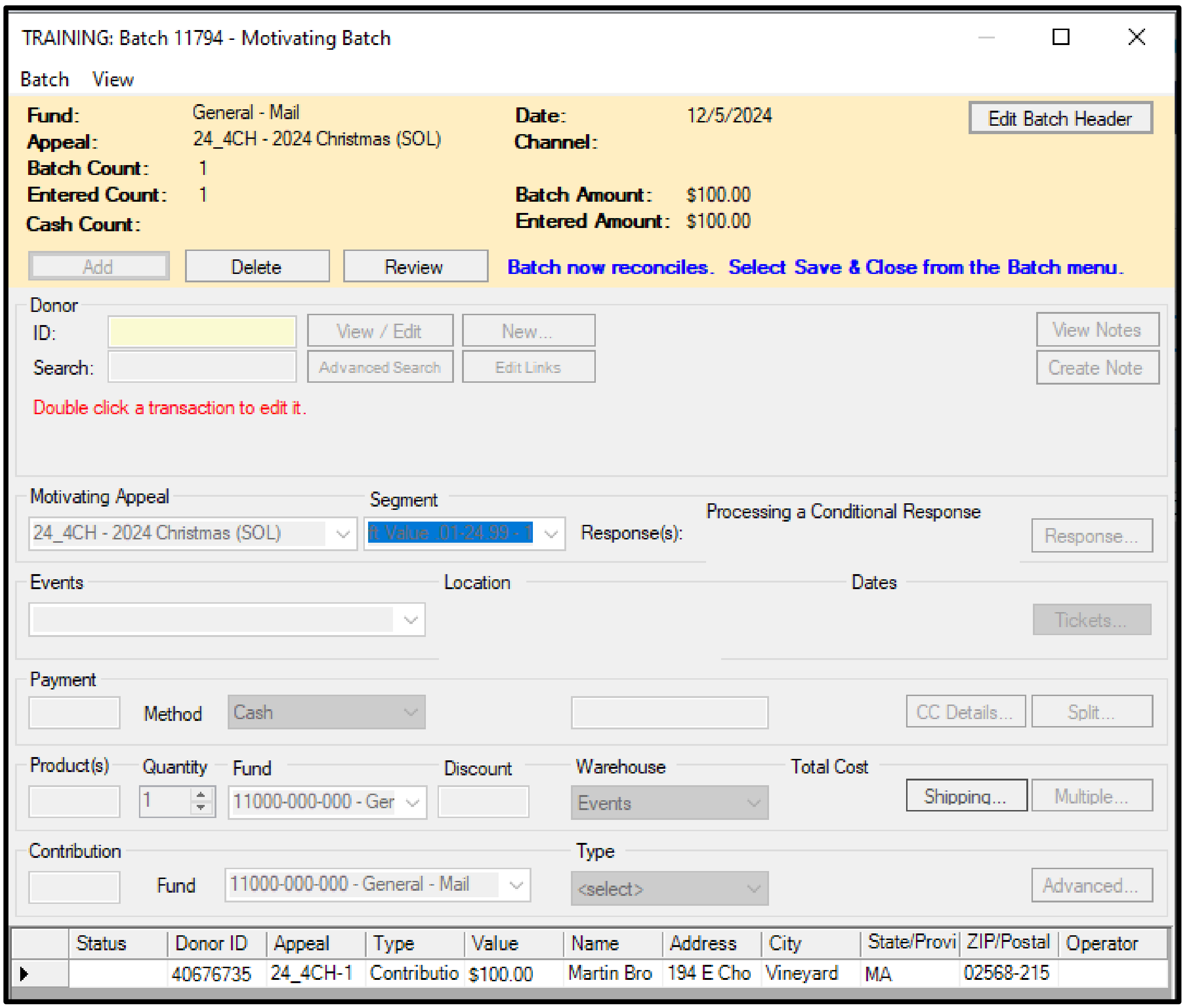
11. Enter the **Estimated % Match** if different than **100%**.

12. Click **Update** button – this assigns the **Matching Org** to the Contribution line.

13. Click the **OK** button to close the **Contribution Details** Screen.

14. Click on the **Add** button from the **Batch** screen.
    - This button Adds the **Motivated Transaction line to the Batch**.

15. Observe **Batch** adjusted amounts at screen top.

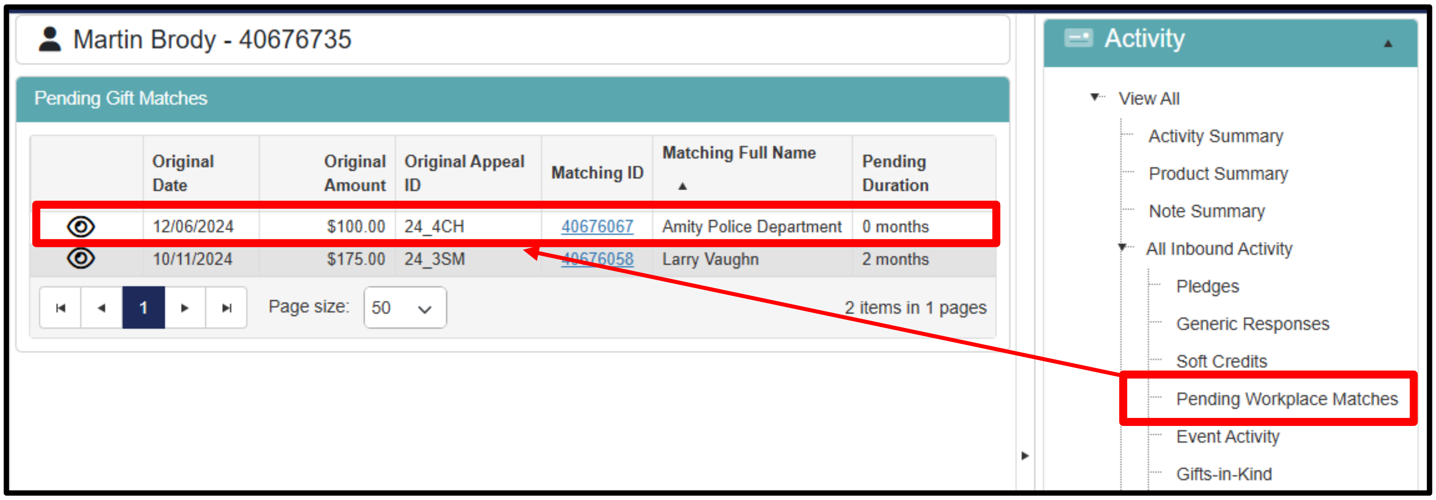


16. From the **Batch** menu option, click the **Save and Close** option.

CRM TRACKING OF INITIAL MATCHING

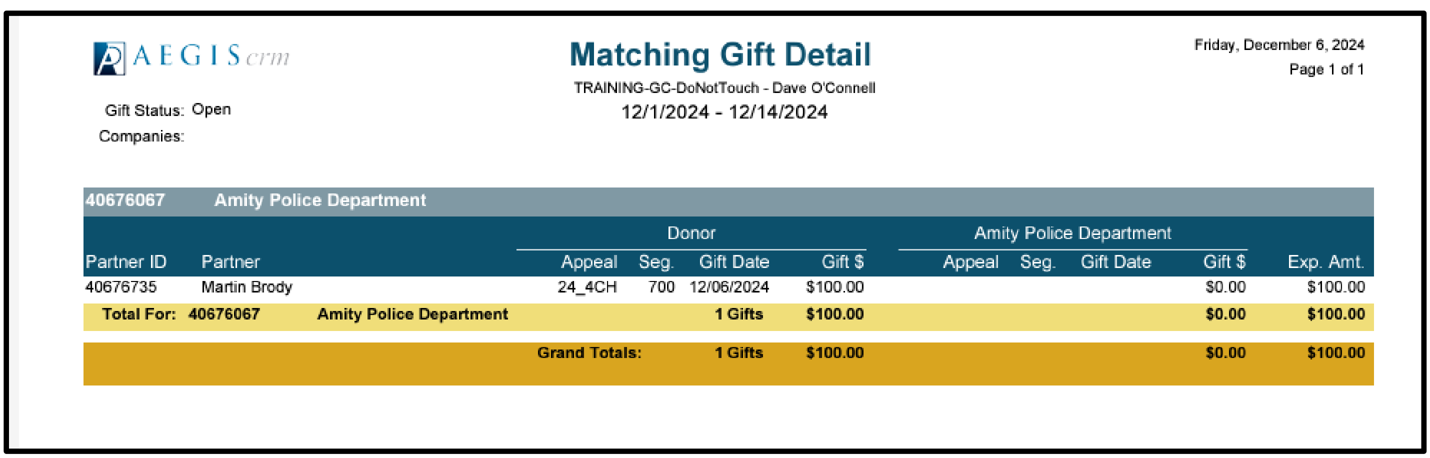
DONORS RECORD

From the **Initial Donor** record (Martin Brody) **Activity** Section>**Pending Workplace Matches**, users will see the outstanding **Matching** Company (Amity Police Department) for the amount of the agreed upon Match ($100).



ANALYTICS MODULE

From the **Analytics** module>**Donor**>**Revenue>Matching Gift Details (P1028)** report – with a **Start Date/End Date** set AND the **Select Gift Status** set to **Open** - users will see any initial Donations (Martin Brody) and any Pending Matches as still outstanding (Amity Police Department) .



AEGIS crm

Matching Gift Detail

TRAINING-GC-DoNotTouch - Dave O'Connell

12/1/2024 - 12/14/2024

Friday, December 6, 2024

Page 1 of 1

Gift Status: Open

Companies:

40676067	Amity Police Department									
		Donor				Amity Police Department				
Partner ID	Partner	Appeal	Seg.	Gift Date	Gift $	Appeal	Seg.	Gift Date	Gift $	Exp. Amt.
40676735	Martin Brody	24_4CH	700	12/06/2024	$100.00				$0.00	$100.00
Total For: 40676067	**Amity Police Department**			**1 Gifts**	**$100.00**				**$0.00**	**$100.00**
		Grand Totals:		**1 Gifts**	**$100.00**				**$0.00**	**$100.00**

QUERIES

From **Queries** module – users can use the **GiftReferences** Query Type to pull accurate Matching and Pending Match Statuses.

ADDING THE MATCHING TRANSACTION

1. Search for and select the **Donor** to whom to add the **Matching Transaction**.
   - This should be the **Individual or Company that was listed as the Matching** entity on the previous **Motivating Batch**.
   - Example Value: **Amity Police Department (40676067)**

5. The **Motivating Appeal** defaults to the Default Appeal identified during the Batch Created. Users can override.
   - Example Value: **24_4CH – 2024 Christmas (SOL)**
     - **NOTE:** The Appeal listed here does <u>**NOT**</u> have to be the same one as the first transaction that this transaction is matching.

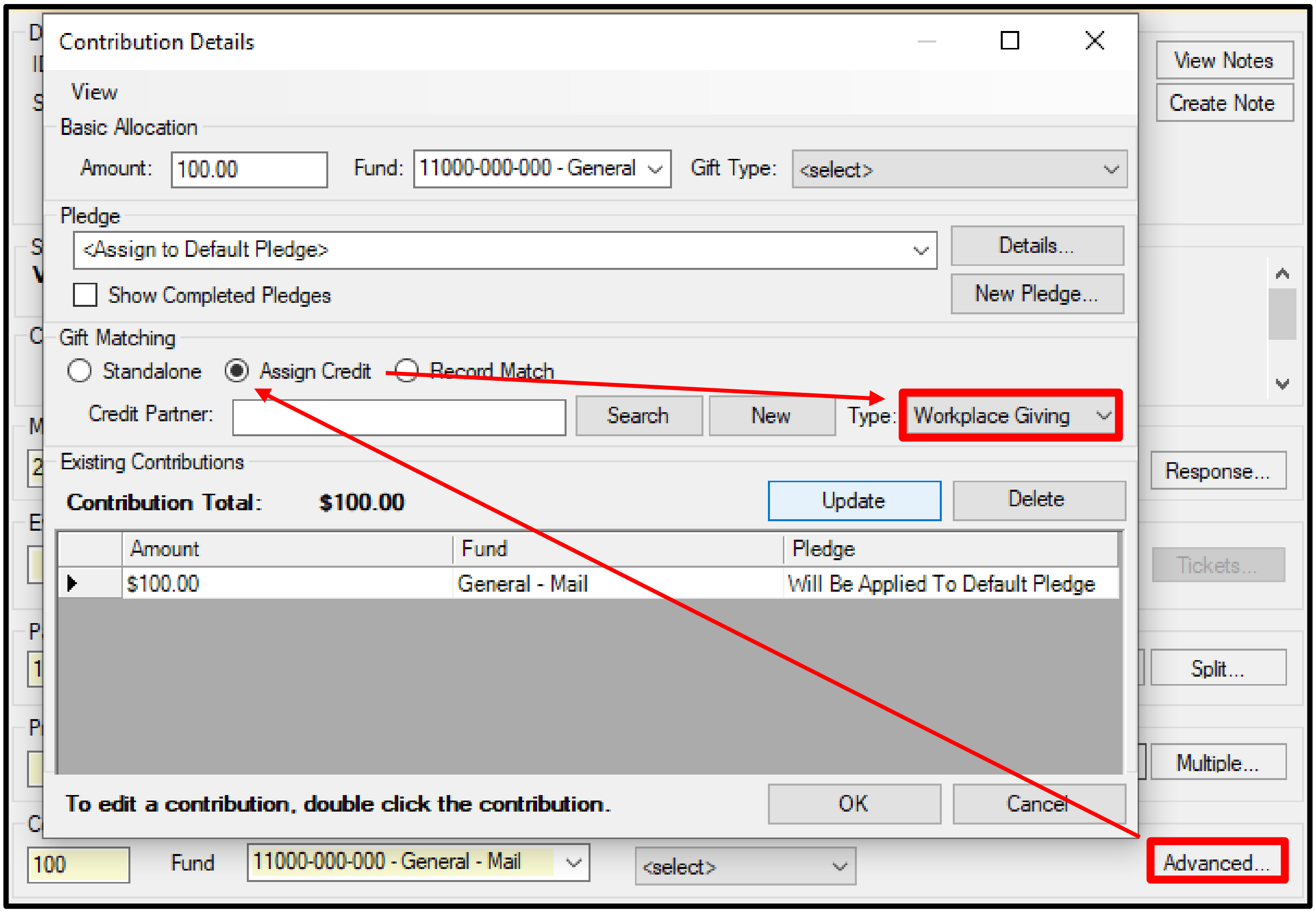
6. The **Segment** defaults to the Segment of the Motivating Appeal this user was solicited from. If the user has <u>NOT</u> been solicitated, value defaults as **Blank**. Users can override with dropdown value IF desired.

7. **Processing a Conditional Response/Response button** used if the user wishes to override the Batch response setup .
   - Example value: **Skip**

8. **Payment** represents the $ amount the user will be pledging to a CC, Check, EFT, or paying in Cash for whatever type of Transaction will need a Payment.
   - Example value: **100**

9. **Contribution** represents the $ amount that will be donated/contributed. In a simple donation transaction, it would represent the same $ amount as the Payment.
   - Example value: **100**

10. Click the **Advanced** button to the far right of **Contribution** line.



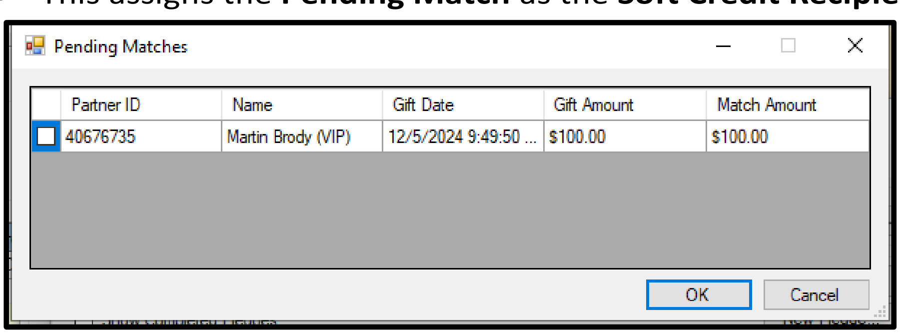
11. Click on the **Assign Credit** Radio button.

12. Click on the **Type** dropdown.

13. Click **Workplace Giving**.

14. From the **Pending Matches** screen, select the **Person/Company** to whom **Soft Credit** will be assigned.
    - Example value: **Martin Brody**

15. Click **OK**.
    - This assigns the **Pending Match** as the **Soft Credit Recipient**.



16. Click the **Update** button.

17. Click the **OK** button to close the **Contribution Details** Screen.

18. Click on the **Add** button
    - This button Adds the **Matching Transaction line to the Batch**.
    - This line contains the **Donor** linked to the **Value** (Product Price) amount and **Address** info to the bottom of the screen.

19. Observe **Matching Batch** adjusted amounts at screen top.

20. From the **Batch** menu option, click the **Save and Close** option.

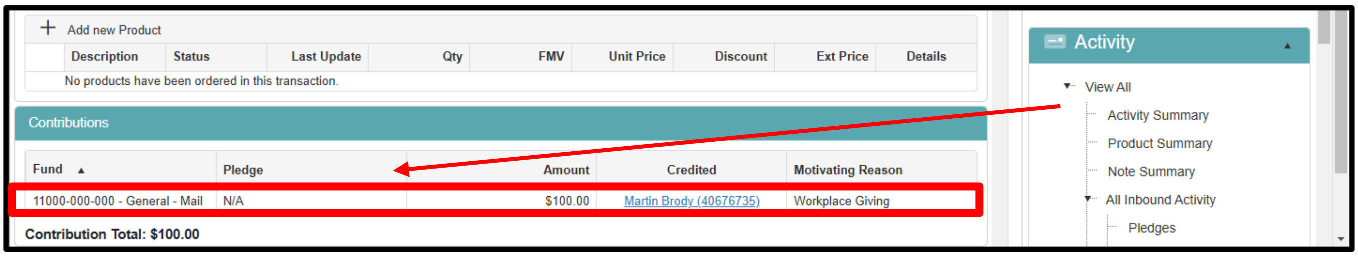
NOTE: Users can associate MULTIPLE Initial Donations to one MATCHING Company/Person. They will then be able to process ALL those matching to that Company on one Transaction via a Matching Batch.

> EXAMPLE: IF three persons select Amity Police as a Match for $100 each. The **Initial Batch** would be a **Batch Count** of **3** and a **Batch Amount** of **$300**.
>
> When the **Matching Batch** is created, the **Batch Count** would be **1** and the **Batch Amount** of **$300**, as they would all be matching to Amity Police.
>
> I would then simply process ONE Transaction on the **Matching Batch** for Amity Police and upon reaching the **Pending Matches** screen, I would select ALL three of the Initial Donors.
>
> In the CRM I would see this reflected in:
>
> > **Donors**> **Transactions** - As three separate Contribution lines (visible by opening the Amity Police Donors record>Transaction record).
> >
> > **Analytics**> **Donors>Revenue>Matching Gift Details** - As three separate Contribution lines in Report fulfilled by Amity Police Department.

CRM TRACKING OF COMPLETED MATCHING

DONORS RECORD

From the **Matching Donor** record (Amity Police Department) **Activity** Section>**View All**, users will see the **Matching Transaction** (Amity Police Department) for the amount ($100) AND under the **Contributions** section will see the **Credited** designated to Martin Brody and the **Motivating Reason** of **Workplace Giving**.



ANALYTICS MODULE

From the **Analytics** module>**Donor**>**Matching Gift Details (P1028)** report – with a **Start Date/End Date** set AND the **Select Gift Status** set to **CLOSED** - users will see any initial Donations (Martin Brody) and any Completed Matches (Amity Police Department) .

AEGIS crm

Matching Gift Detail

TRAINING-GC-DoNotTouch - Dave O'Connell

12/1/2024 - 12/14/2024

Friday, December 6, 2024

Page 1 of 1

Gift Status: Closed

Companies:

40676067 Amity Police Department

		Donor				Amity Police Department				
Partner ID	Partner	Appeal	Seg.	Gift Date	Gift $	Appeal	Seg.	Gift Date	Gift $	Exp. Amt.
40676735	Martin Brody	24_4CH	700	12/06/2024	$100.00	24_4CH	100	12/06/2024	$100.00	$0.00
Total For: 40676067	**Amity Police Department**			**1 Gifts**	**$100.00**				**$100.00**	**$0.00**
		Grand Totals:		**1 Gifts**	**$100.00**				**$100.00**	**$0.00**

QUERIES

From **Queries** module – users can use the **GiftReferences** Query Type to pull accurate Matching and Completed Match Statuses.

Processing Split Transaction STEPS

The following steps will cover the action of **Processing a Split Transaction**, or a Transaction that has more than one payment method attached to it.

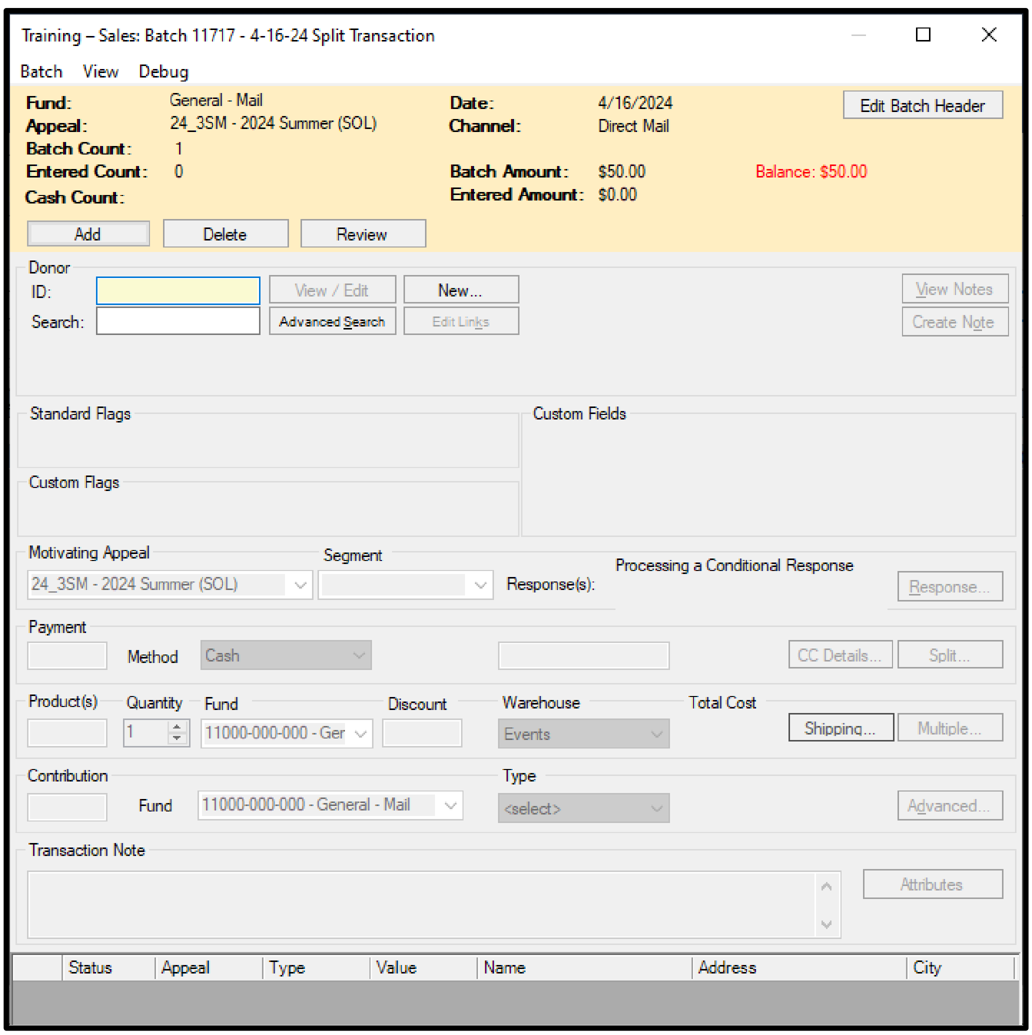
The steps for setting up a receiving Batch are explained in the **Creating a Batch Steps (Pages 6-11).**

In this example, users will observe addition of **1 transaction** for **totaling $50**. This Transaction will be paid using two separate payment types. Batch will have Count of 1 and Amount of $50.

1. **Find and Open** the desired Batch.

2. **Find and Open** the desired Batch. **OR – If Batch just created:** Click **Save and Open** to proceed to the **Add Transactions** screen of the Batch.

3. The **Add Transactions** page displays:



4. Search for and select the **Donor** to whom to add the **Transaction**.
    - Users can enter a Donor ID in ID field, enter Name or full Email in Search, or click Advanced Search.
    - Example Value: ID =’s **40676735**

5. The **Motivating Appeal** defaults to the Default Appeal identified during the Batch Created. Users can override.
    - Example Value: **24_3SM – 2024 Summer (SOL)**

5. The **Segment** defaults to the Segment of the Motivating Appeal this user was solicited from. If the user has <u>NOT</u> been solicitated, value defaults as **Blank**. Users can override with dropdown value IF desired.

6. **Processing a Conditional Response/Response button** used if the user wishes to override the Batch response setup .
    - Example value: **Skip**

7. **Payment** represents the $ amount the user will be charging to a CC, Check, EFT, or paying in Cash for whatever type of Transaction will need a Payment.
    - Example value: **50**
    - In this example this will be the total that will be Split.

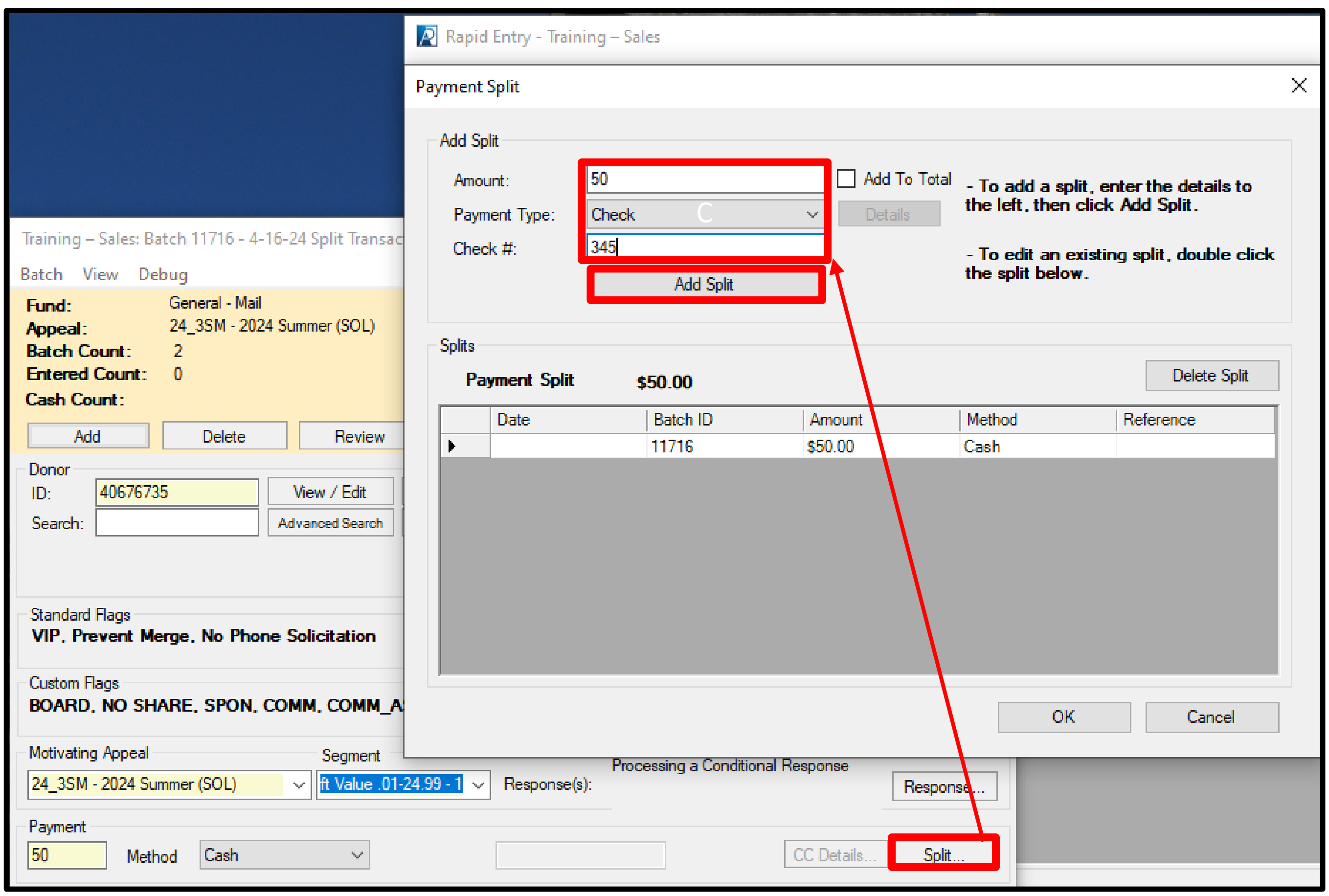
8. Click on the **Split** button on far right of Payment field.
   - Is this example, the payment is split evenly between cash and a check.

9. In the **Amount** field, enter the desired split value.
   - Example value: **25 –** splitting the Payment exactly in ½.

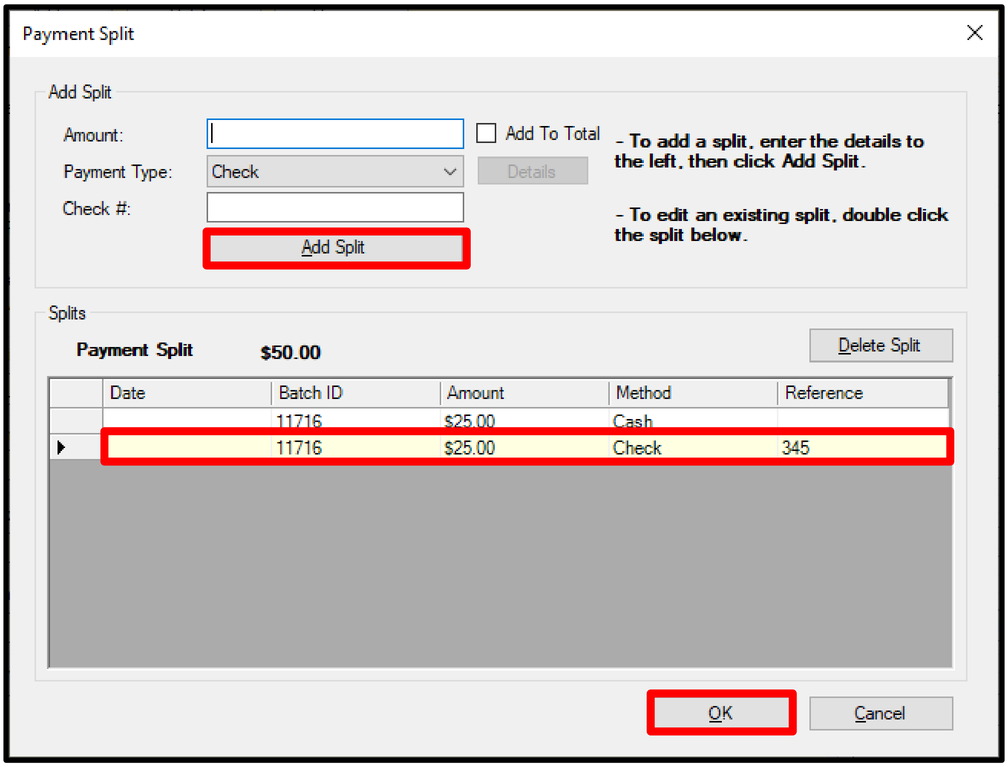
10. Observe in the **Payment Split** section there is an entry that reads $50. Once the current Split is added (Steps 14-16 completed), this amount will change to $25 and the additional split line for $25 to a different payment type will be added.

11. From the **Payment Type** dropdown, select the desired value.
    - Example value: **Check**

12. In the **Check #,** enter the Check #.
    - Depending on the Payment Type selected, the options will change for processing:
      i. Cash – requires no confirmation
      ii. Credit Card – requires CC Details: Number, Expiration Date, CSV Code
      iii. EFT – requires Bank Details: Account # & Routing #
      iv. Stock – requires Reference #



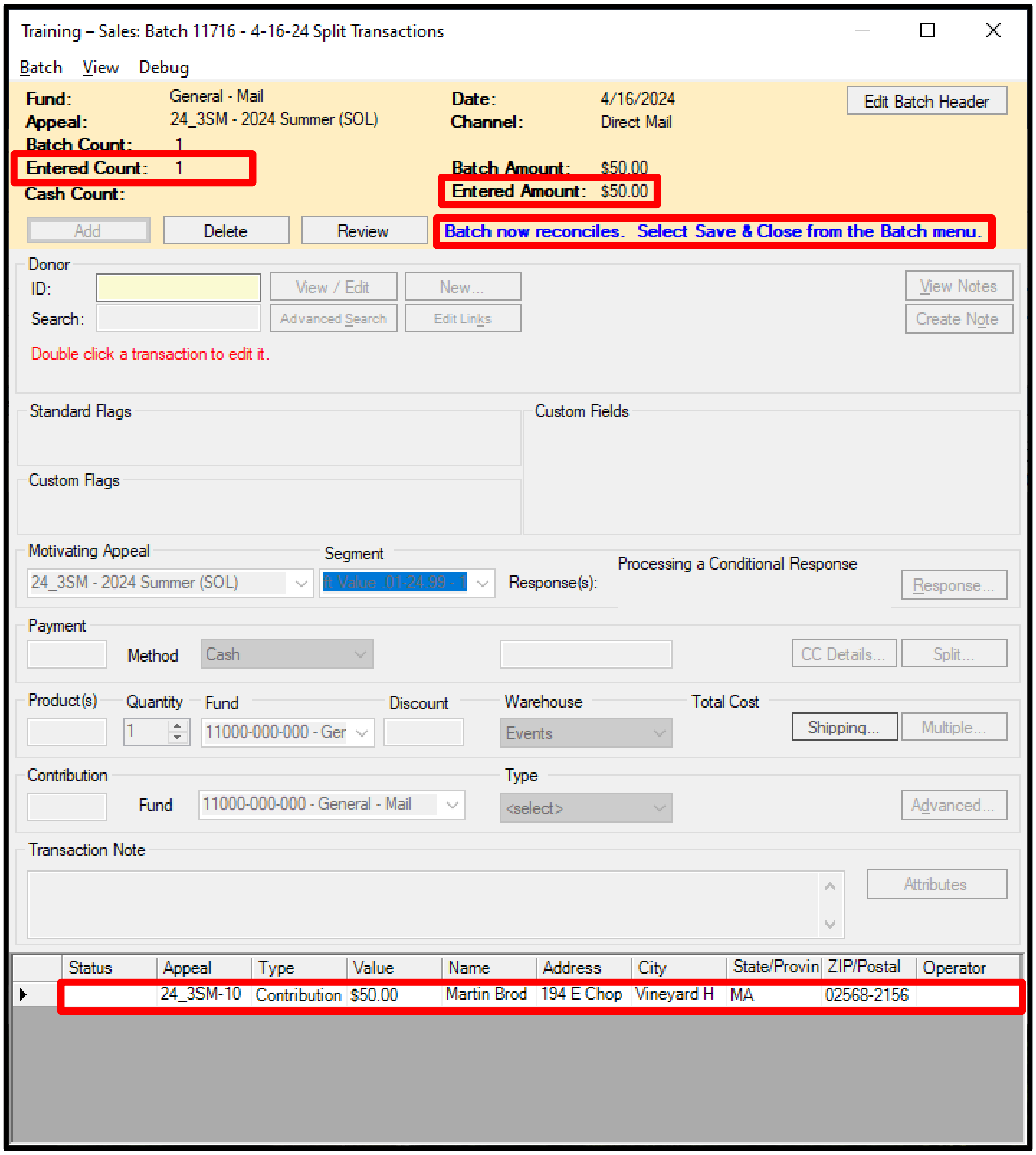
13. Click on the **Add Split** button to add to the **Payment Split** Screen.



14. Click **OK** to Save and exit the Payment Split screen.

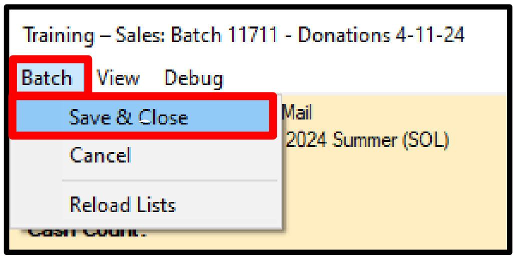
15. **Contribution** represents the $ amount that will be donated/contributed. In a simple donation transaction, it represents the same $ amount as the Payment.
    - Example value: **50**

16. Click on the **Add** button
    - This button Adds the first **Transaction line to the Batch**.
    - This line contains the **Donor** linked to the **Value** (Contribution) amount and **Address** info to the bottom of the screen.



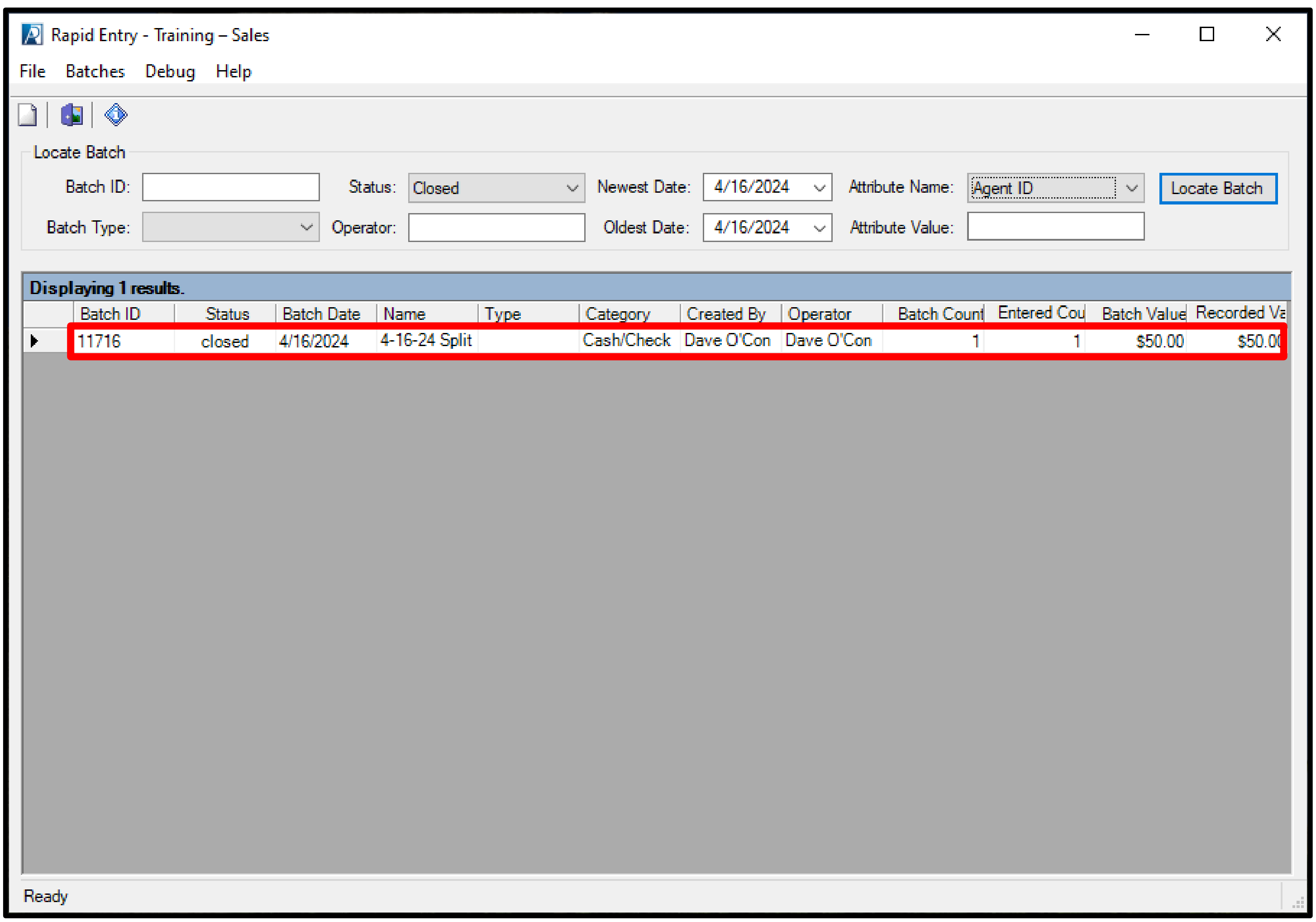
18. Observe **Split Transactions** Batch adjusted amounts at screen top.
    - Note updated **Entered Count** and **Entered Amount**,
    - Note the **Batch now Reconciles** message in Blue.

19. From the Batch menu option, click the Save and Close option.



20. The **Locate Batch** screen will display. Eventually the **Batch Status** will display as **Closed**, it may read **Pending** until refreshed.

21. This Batch is now ready to be reviewed and fulfilled in the **Aegis CRM** under the **Batches** and **Fulfillments** modules. To see more details on how to conduct those operations, see the **Batches and Fulfillments Manual**.
    - IF the Batch saves BUT remains in a **Pending** status, users must resolve a Balancing issue, Address Validation problem, or Record issue before **Closing**.



Processing Donor Advised Fund Contributions (DAFs) STEPS

The following steps cover the recording of a transaction contribution involving a **Donor Advised Fund (DAF).** These steps will be similar to those of recording a Soft Credit.

When Donor Advised Funds are recorded in Aegis, the following assignations are followed when creating the transaction:

- **Hard Credit** – Assigned the Company that manages the DAF (Example: Fidelity)
- **Soft Credit** – Assigned the Donor listed on the DAF check – i.e. the Person that asked Fidelity to write the check out of their account for the contribution amount (Example: Martin Brody).

The steps for setting up a receiving Batch are explained in the **Creating a Batch Steps (Pages 6-11).**

In this example, users will observe the addition of **1 DAF transaction totaling $100**.

The Company managing the DAF fund on behalf of the Donor is **Fidelity** and is the Hard Credit.

The Donor motivating the Donation and telling Fidelity to write a check is **Martin Brody** and is the Soft Credit.

1. **Find and Open** the desired Batch.

2. The **Add Transactions** page displays:

3. Search for and select the **Donor** to whom to add the **Transaction**.

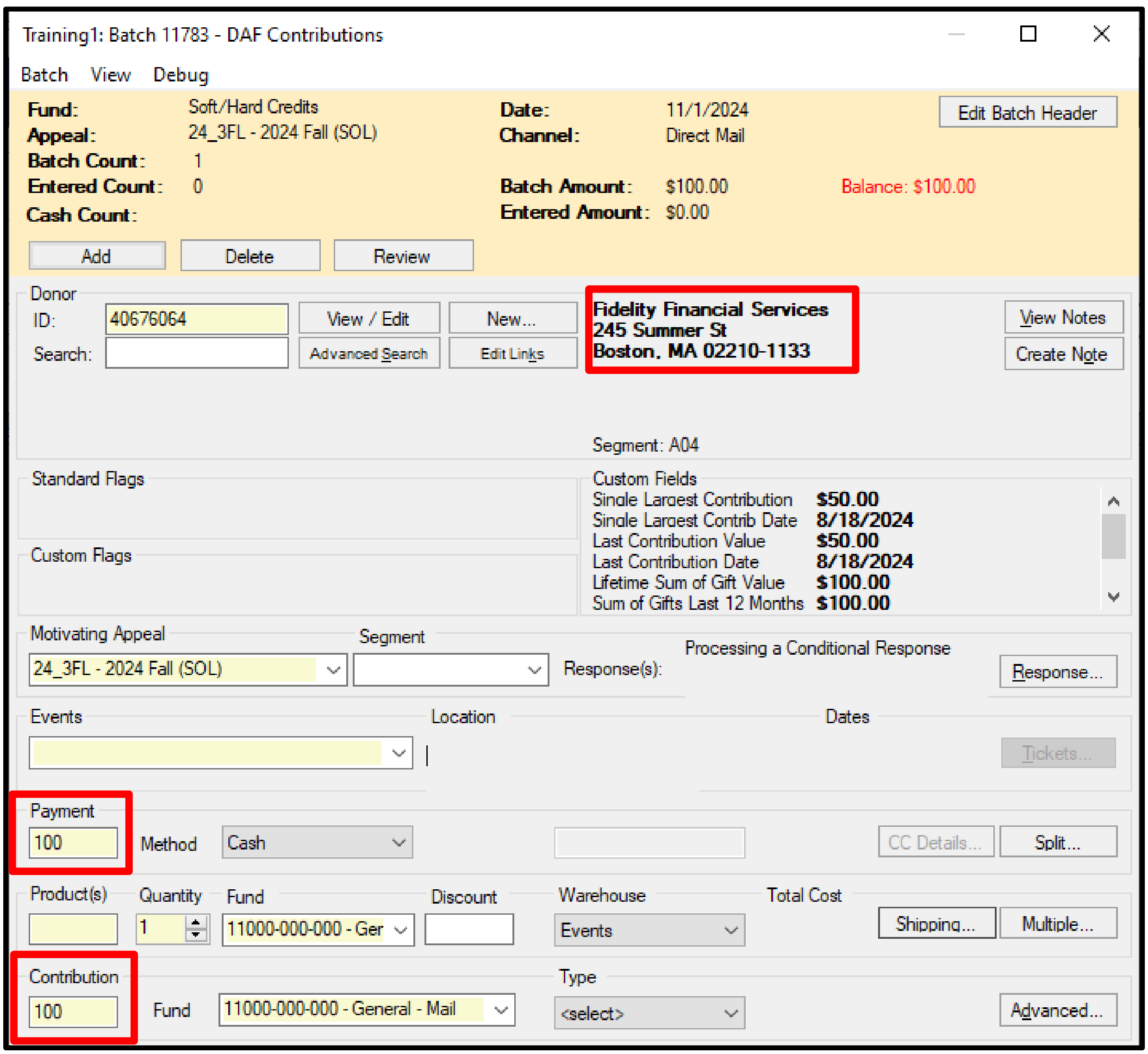
- Users can enter a Donor **ID** in **ID** field, enter **Name** or full **Email** in **Search**, or click **Advanced Search**.
  - Example Value: **Fidelity Financial Services** (**ID** ='s **40676064)**
    - **In this scenario, Fidelity Financial Services** is the **Hard Credit** and manages the **Soft Credits DAF** fund.

4. The **Motivating Appeal** defaults to the Default Appeal identified during the Batch Created. Users can override.
   - Example Value: **24_3FL – 2024 Fall (SOL)**

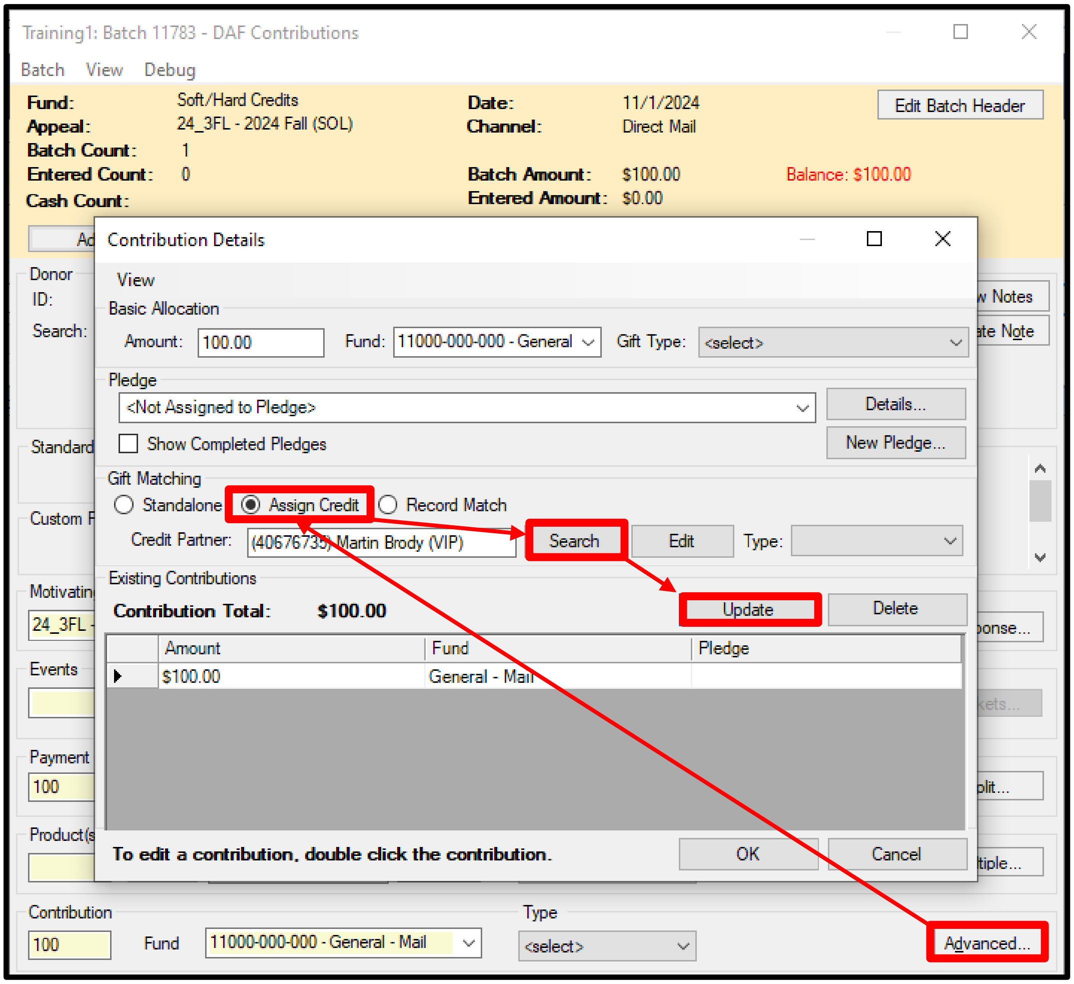
5. The **Segment** defaults to the Segment of the Motivating Appeal this user was solicited from. If the user has <u>NOT</u> been solicitated, value defaults as **Blank**. Users can override with dropdown value IF desired.

6. **Payment** represents the $ amount the user will be pledging to a CC, Check, EFT, or paying in Cash for the type of Transaction will need a Payment.
   - Example value: **100**

7. **Contribution** represents the $ amount that will be donated/contributed. In a simple donation transaction, it would represent the same $ amount as the Payment.
   - Example value: **100**



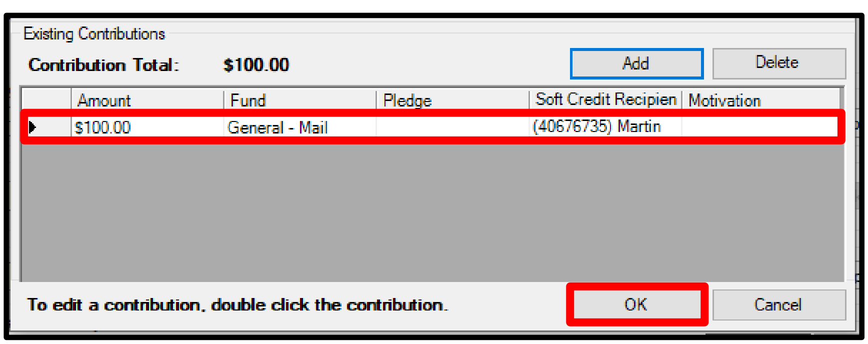
8. Click the **Advanced** button to the far right of **Contribution** line.



9. Click on **Assign Credit** radio button on the **Contribution Details** screen.

10. Click on the **Search** button. Search for the desired **Soft Credit.**
   - Example value: **Martin Brody**

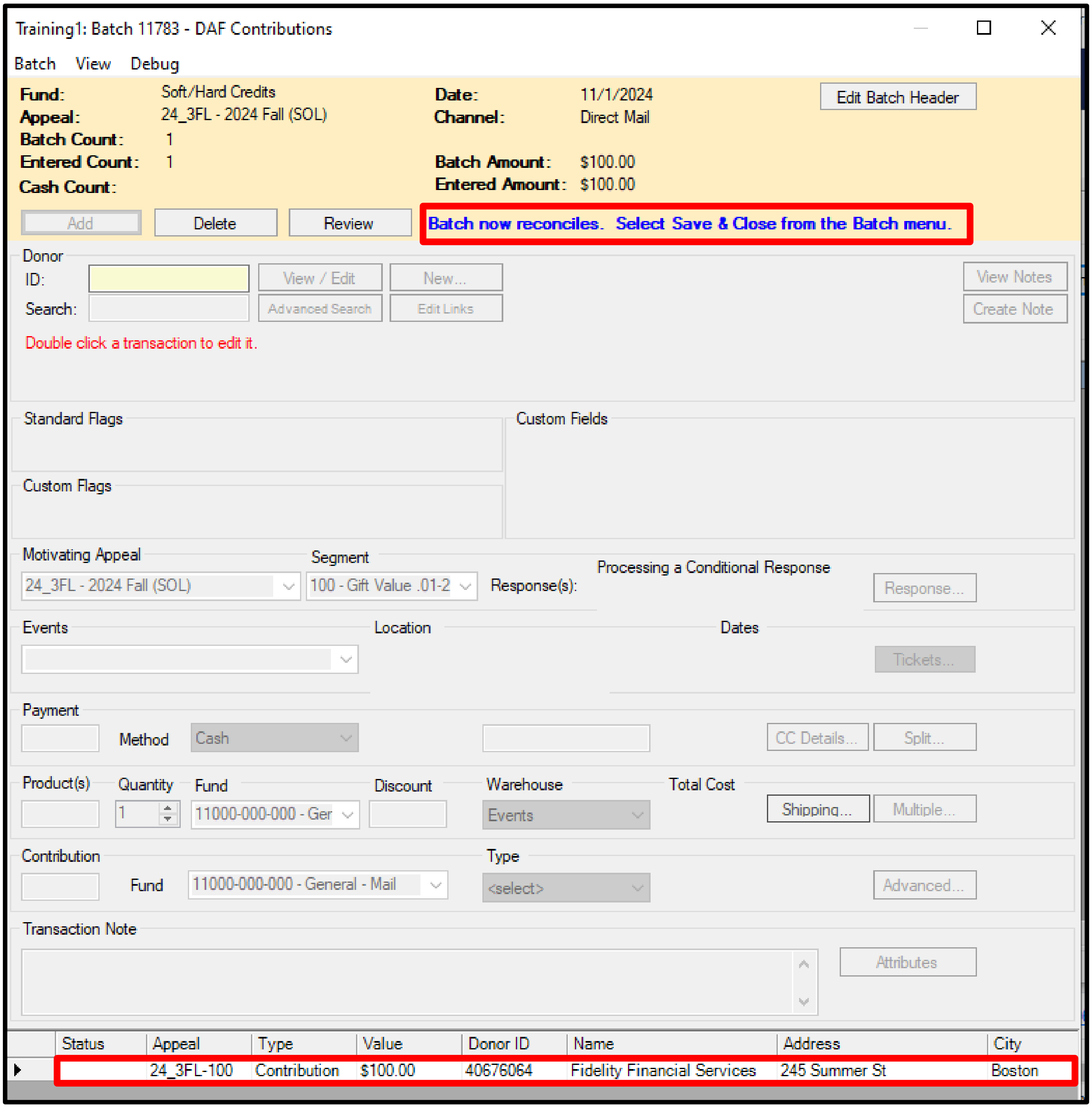
11. Click the **Update** button – this will assign the **Soft Credit** on Contribution line.



12. Click the **OK** button to close the **Contribution Details** Screen.

13. Click on the **Add** button
    - This button Adds the **DAF Transaction line to the Batch**.
    - This line contains the **Hard Credit Donor (Fidelity)** linked to the **Contribution** amount at the bottom of the screen.

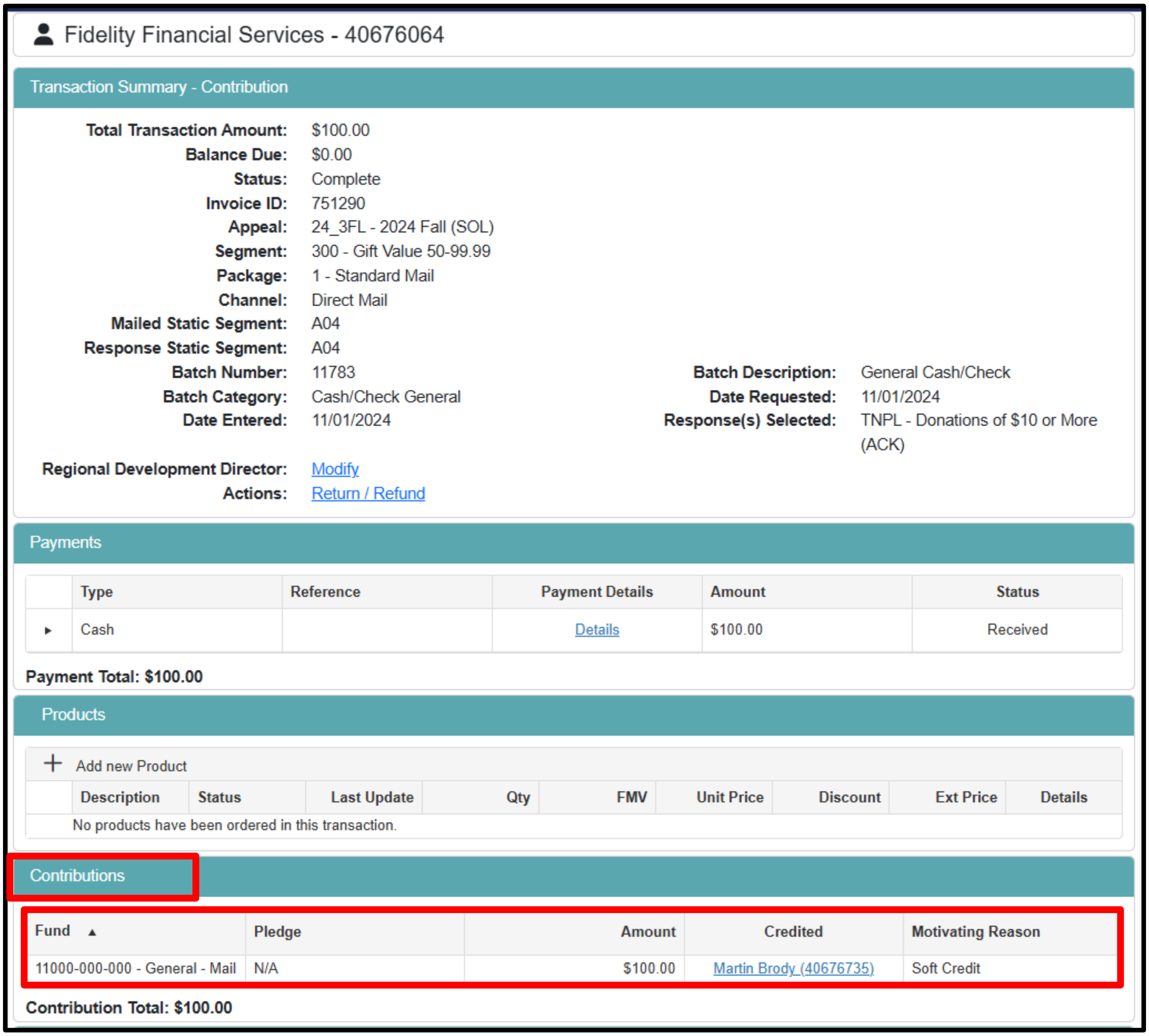
14. The Batch now reconciles. Users can now **Save and Close** the Batch.



15. Using **Locate Transaction** – find and open the **Hard Credit** – Example: **Fidelity Financial Services** (**ID** ='s **40676064)**

16. Open the **DAF** Transaction.

17. Observe the **Contributions** section where **Martin Brody** is Credited with a **Soft Credit** of $100.



Fidelity Financial Services - 40676064

Transaction Summary - Contribution

Total Transaction Amount:	$100.00
Balance Due:	$0.00
Status:	Complete
Invoice ID:	751290
Appeal:	24_3FL - 2024 Fall (SOL)
Segment:	300 - Gift Value 50-99.99
Package:	1 - Standard Mail
Channel:	Direct Mail
Mailed Static Segment:	A04
Response Static Segment:	A04
Batch Number:	11783
Batch Category:	Cash/Check General
Date Entered:	11/01/2024
Batch Description:	General Cash/Check
Date Requested:	11/01/2024
Response(s) Selected:	TNPL - Donations of $10 or More (ACK)
Regional Development Director:	Modify
Actions:	Return / Refund

Payments

	Type	Reference	Payment Details	Amount	Status
▸	Cash		Details	$100.00	Received

Payment Total: $100.00

Products

+ Add new Product

	Description	Status	Last Update	Qty	FMV	Unit Price	Discount	Ext Price	Details
	No products have been ordered in this transaction.								

Contributions

Fund ▲	Pledge	Amount	Credited	Motivating Reason
11000-000-000 - General - Mail	N/A	$100.00	Martin Brody (40676735)	Soft Credit

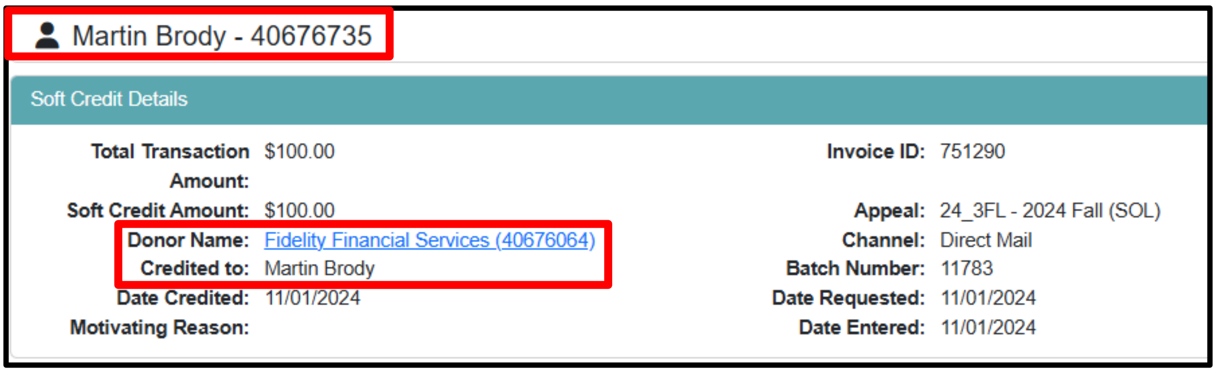
Contribution Total: $100.00

18. Using **Locate Donor** – find and open the **Soft Credit Donor** – Example: **Martin Brody (ID** =’s **40676735)**

19. Under the **Activity** menu (lower right), click on the **Soft Credits** option.

20. Click on the targeted **Soft Credit**.

21. See the **Credited to**: **Martin Brody** (**Soft Credit**) and the **Donor Name**: **Fidelity Financial Services** (**Hard Credit**).


Martin Brody - 40676735

Soft Credit Details

Total Transaction Amount:	$100.00	Invoice ID:	751290
Soft Credit Amount:	$100.00	Appeal:	24_3FL - 2024 Fall (SOL)
Donor Name:	Fidelity Financial Services (40676064)	Channel:	Direct Mail
Credited to:	Martin Brody	Batch Number:	11783
Date Credited:	11/01/2024	Date Requested:	11/01/2024
Motivating Reason:		Date Entered:	11/01/2024

<u>NOTE:</u> Users may want to Add a **Custom Flag** of **DAF Account** to Donors. This would enable the querying of DAF Accounts to be much more effective.

Transaction Records

On the following pages are directions on how to find and read Transaction records in the CRM once a Batch has been saved and closed in Rapid Entry.

Users will find and examine each of the following Transaction record type by using both the **Find Transaction** functionality, and from accessing a **Donors** record:

- Contributions
- Orders (for Products)
- Pledges
- Soft Credits
- Matching
- Split Transactions

The user will start the chapter by understanding the Find Transactions function, move on to an overview of a typical Transaction record, and end with specific examples of the Transaction listed above and where they connect to a Donors record.

Finding Transaction STEPS

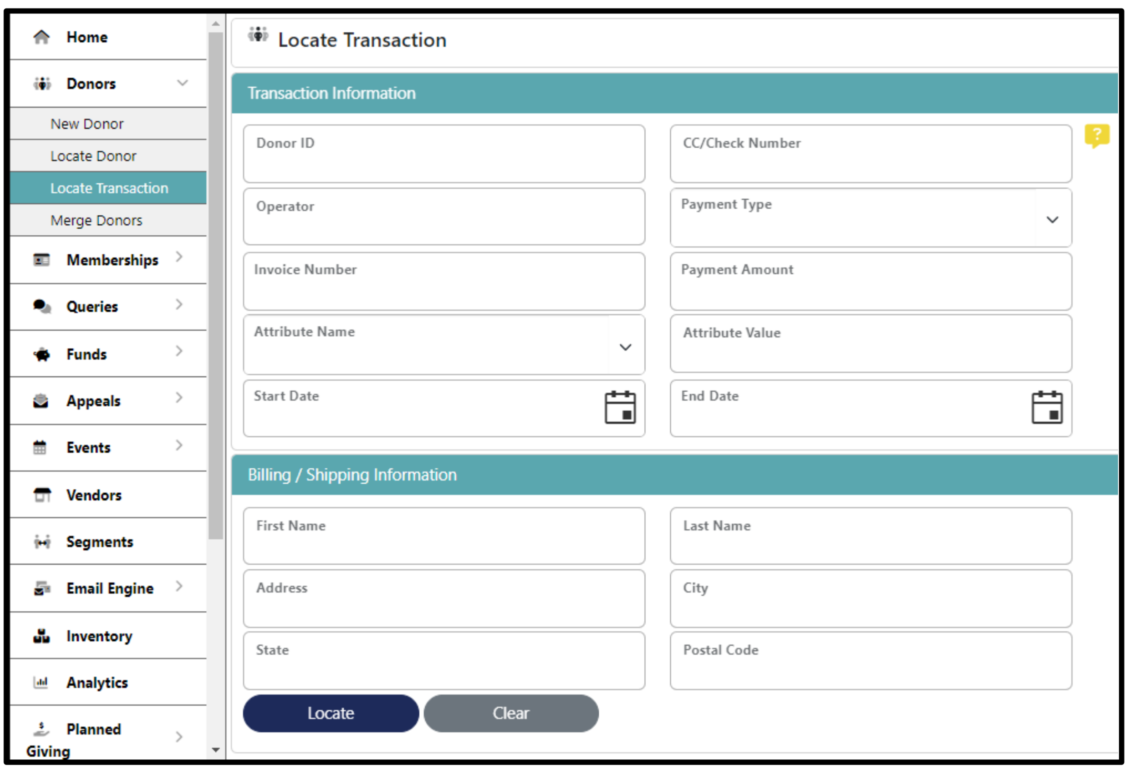
The following steps will cover the action of finding any type of Transaction in the CRM from the Find Transactions page.

1. In the **Aegis CRM**, go to the left-hand **Navigation menu**.

2. Expand the **Donors** module.

3. Click on the **Locate Transaction** sub-module.

4. Observe the different fields by which users can find desired Transaction(s).
   - To find large groupings of Transactions over a specific time period users should use the **Start Date** and **End Date** fields.
   - To find specific individual Transactions, CC or **Check Number** and/or **Invoice Number** bring exact matches.
   - To find Transactions associated with a certain Donor/Partner users should use the address fields under the **Billing/Shipping Information** section



5. Click in the **Start Date** and **End Date** field.
   - This example will utilize the Date fields to bring up results for Transactions created in the previous Batches in this manuals earlier exercises.
   - Example value: **April 10-17**

6. Click the **Locate** button.

7. The **Results** display below the Search area.
    - These results are from this manuals section on Rapid Entry and will be used to demonstrate the different types of Transactions.

1 Page size: 50 9 items in 1 pages

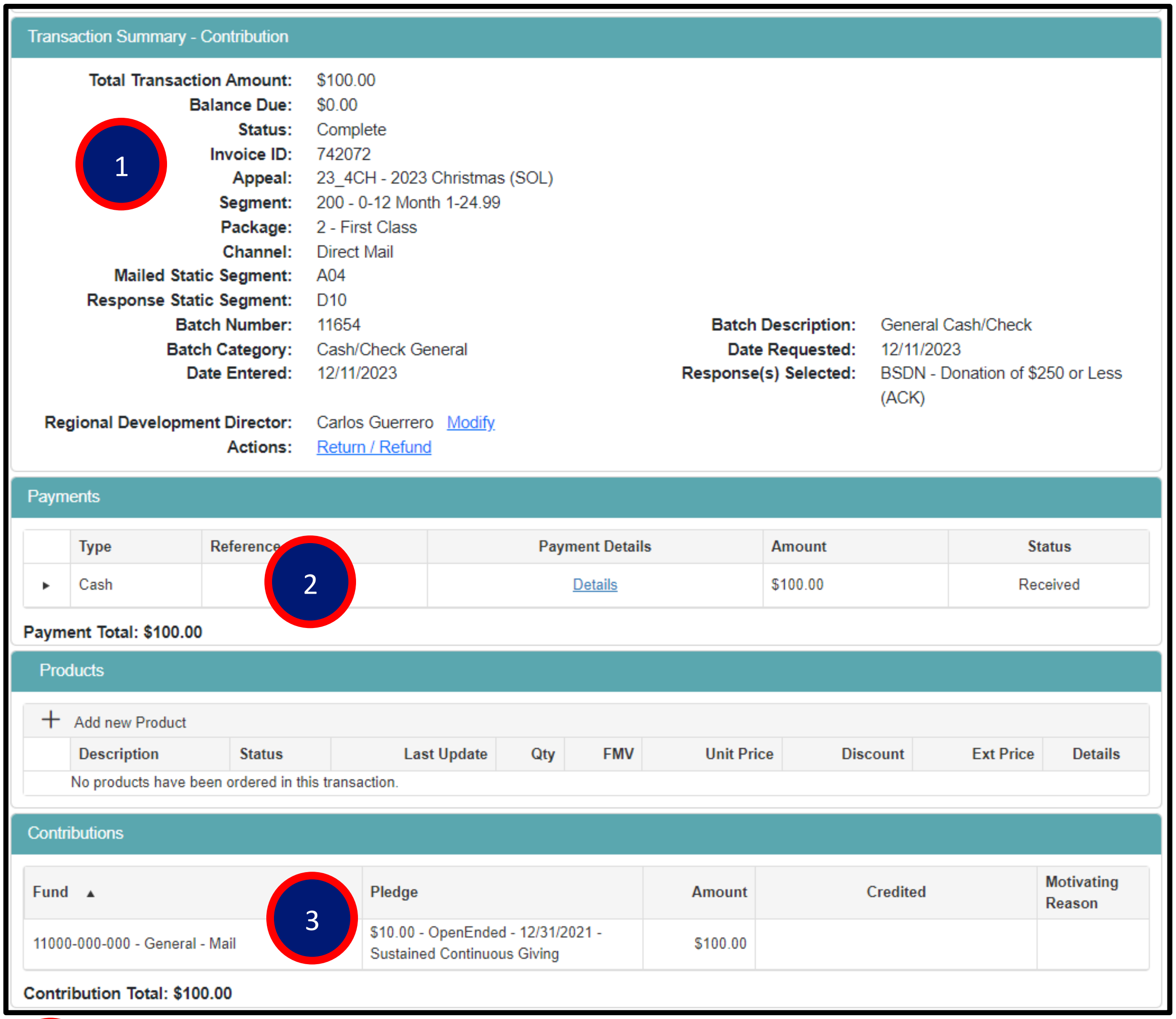
Activity Type	Donor ID	Name	Invoice #	Batch	Activity Date	Appeal Name	Operator
Contribution	40676735	Martin Brody	744395	11716	04/16/2024	2024 Summer (SOL)	Dave O'Connell
Contribution					04/16/2024		Dave O'Connell
Contribution	40000298	Jamie Jorden	744394	11714	04/11/2024	2024 Summer (SOL)	Dave O'Connell
Contribution	40678821	Kathleen Smith	744393	11714	04/11/2024	2024 Summer (SOL)	Dave O'Connell
Contribution	40676735	Martin Brody	744392	11714	04/11/2024	2024 Summer (SOL)	Dave O'Connell
Contribution					04/11/2024		Dave O'Connell
Order	40678821	Kathleen Smith	744391	11712	04/11/2024	2024 Summer (SOL)	Dave O'Connell
Order	40676735	Martin Brody	744390	11712	04/11/2024	2024 Summer (SOL)	Dave O'Connell
Order					04/11/2024		Dave O'Connell
Contribution	40068902	Kristin Sullivan	744389	11711	04/11/2024	2024 Summer (SOL)	Dave O'Connell
Contribution	40678821	Kathleen Smith	744388	11711	04/11/2024	2024 Summer (SOL)	Dave O'Connell
Contribution	40676735	Martin Brody	744387	11711	04/11/2024	2024 Summer (SOL)	Dave O'Connell
Contribution					04/11/2024		Dave O'Connell

8. Clicking on the **Eye** icon in the second column from the left takes the user to the Transaction record row with which it is associated.

9. Users can also sort results by clicking on the column headers.

Transaction Record Overview

The following outlines the fields most frequently populated on a typical transaction record. A Contribution record will be used as an example.


Transaction Summary - Contribution

Total Transaction Amount: $100.00
Balance Due: $0.00
Status: Complete
Invoice ID: 742072
Appeal: 23_4CH - 2023 Christmas (SOL)
Segment: 200 - 0-12 Month 1-24.99
Package: 2 - First Class
Channel: Direct Mail
Mailed Static Segment: A04
Response Static Segment: D10
Batch Number: 11654
Batch Category: Cash/Check General
Date Entered: 12/11/2023
Batch Description: General Cash/Check
Date Requested: 12/11/2023
Response(s) Selected: BSDN - Donation of $250 or Less (ACK)
Regional Development Director: Carlos Guerrero Modify
Actions: Return / Refund

Payments

	Type	Reference	Payment Details	Amount	Status
▸	Cash		Details	$100.00	Received

Payment Total: $100.00

Products

+ Add new Product

	Description	Status	Last Update	Qty	FMV	Unit Price	Discount	Ext Price	Details
	No products have been ordered in this transaction.								

Contributions

Fund ▲	Pledge	Amount	Credited	Motivating Reason
11000-000-000 - General - Mail	$10.00 - OpenEnded - 12/31/2021 - Sustained Continuous Giving	$100.00		

Contribution Total: $100.00

1 **Transaction Summary** – Displays critical information about the transaction including Amount Paid, Balance Due, linked Appeal, Invoice ID, as well as assigned Mail and Static segments and Batch Data.

2 **Payments** – Contains basic Payment information – Type, Amount, and Status but also contains a link to Payment Details which when clicked provide detailed Credit Card information if that method was used.

3 **Contributions** – IF Donation made, Displays donation information such as the Fund attributed to, Pledge (if any) assigned, Amount of the contribution, and whether it was Credited to someone or Motivated by some action.

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The following outlines aspects of **Other** types of transaction records. These sections are taken from **MULTIPLE** different Transaction records

Products – IF a Product was purchased, displays a summary of its details: **Description**, **Status**, **Quantity**, & **Pricing – Unit Price/Discount/Extended Price** are typical focus.

Products

Add new Product

	Description	Status	Last Update	Qty	FMV	Unit Price	Discount	Ext Price	Details
▸	123130 - Logo Jacket For use in tracking all physical product sales.	Pending	12/11/2023 1:21:42 PM	1	$0.00	$55.00	$0.00	$55.00	Details
▸	123200 - Table 1 Tickets For use in tracking all event registration sales.	Pending	12/11/2023 1:21:42 PM	1	$0.00	$150.00	$0.00	$150.00	Details

Product Sub-Total: $205.00

Product Total: $205.00

Gift-In-Kind-Transactions – Lists GIK items donated to the Organization for re-sale, auctioning, promo. Displays **Fair Market Value (FMV)**, **Gift Name**, & **Gift Description**.

Gift-In-Kind Transactions

	Date	Invoice No.	Appeal Id	Appeal Name	Operator	Gift Name	FMV
	01/09/2024	742079	24_4CH	2024 Christmas (SOL)	Dave O'Connell	Rocky Mountain Growler Mountain Bike	$1,000.00
	02/27/2024	743314	24_3SM	2024 Summer (SOL)	Dave O'Connell	2 6/15 Yankees (V) vs Red Sox (H) Baseball Tickets	$1,500.00

1 Page size: 50 2 items in 1 pages

Attributes – List any Product attributes describing the products from section 3 on previous page. Characteristics such as **Ticket information**, **Product Color**, **Size**, **Configuration** etc. that fully define product would be listed here.

Attributes

Name	Value
RD.Donation.Comment	, General Admission Tickets: 5 tickets for $600, Child Tickets: 1 ticket for $24
RD.Donation.Id	44681
RD.Donor.Id	35247
System	RaiseDonors
Transaction Date	10/31/2023
Transaction Time	11:25 AM

Activity Note – List any Notes added to the Transaction during Rapid Entry

Activity Note

Coat is a gift for spouse; both items should be packaged together.

Shipping – Displays all Shipping information: Cost, Address, Notes, etc.

Shipping

Shipping & Handling Cost:	$0.00
Ship To:	Ellen Brody
Address:	85 Ring Rd
City:	Plympton
State/Province:	MA
ZIP/Postal Code:	02367-1406
Country:	US
Shipping Note:	

Transaction Attachments Library – Displays any documents attached to Transaction along with the Operator who submitted and whether it is Private or Archived. Users can Edit, Read, Archive, or Delete with the appropriate permissions.

Transaction Attachments Library

Show Archived Documents

+ Add new record Refresh

	Document Name	Description	Name	Date Created	Operator	Private?	Archived?
	Detailed 3rd Party Delivery Instructions		Order: $55.00	03/01/2024	Dave O'Connell		

Refunding Transactions

In **Aegis CRM** users can Refund transactions from within the CRM by utilizing Find Transaction to locate the target to refund.

Before refunding, users should be aware of the following criteria for refunding concerning Aegis or non-Aegis Portal Gateways:

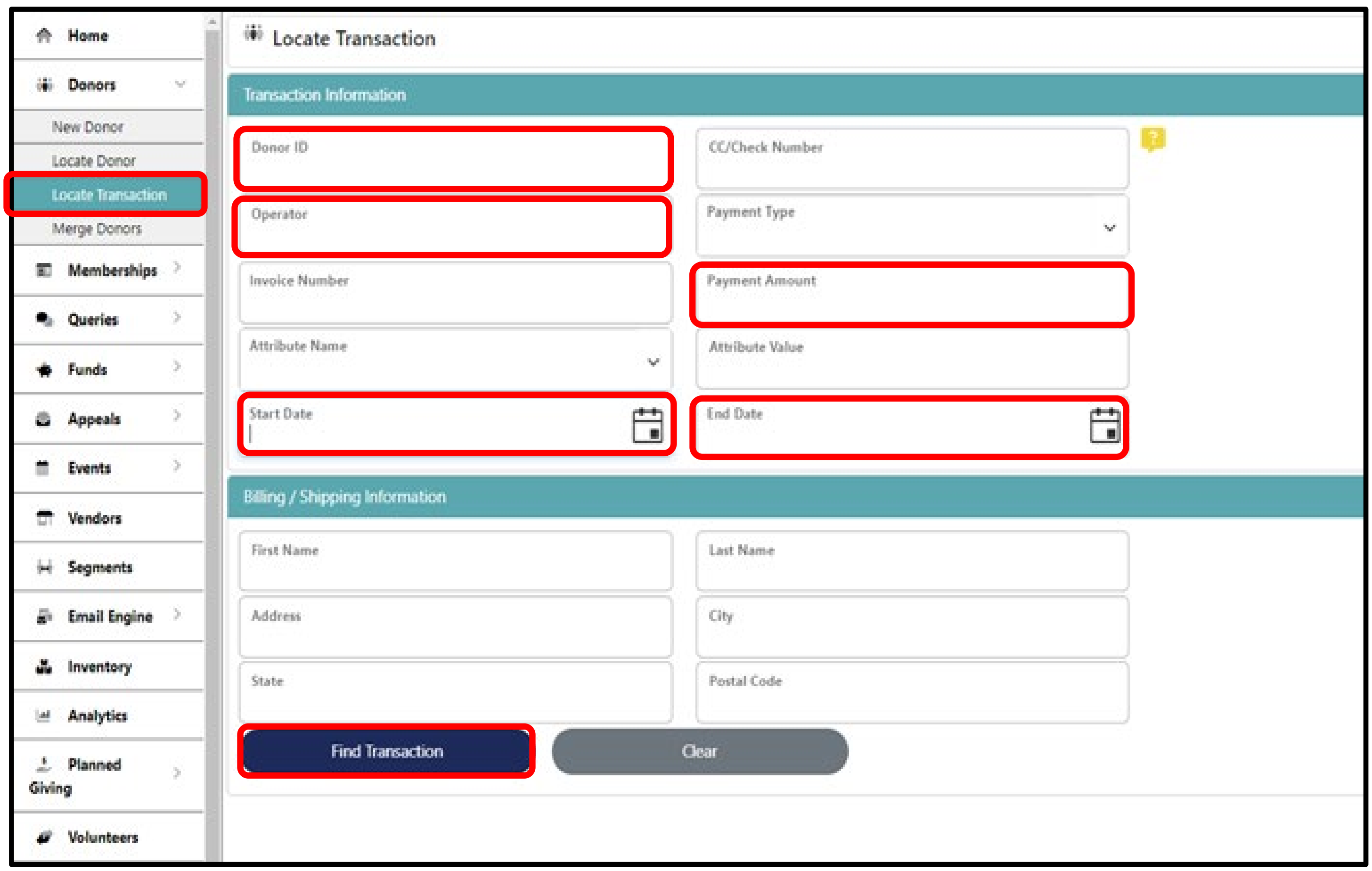
Aegis Payment Gateway vs. 3rd Party Portal Gateway

- **If using** an Aegis payment gateway, card refunds should be **processed through the web interface**.
    - Aegis PGs: **TrustCommerce, Paperless**, **CyberSource,** & **Authorize.Net**.
- **If NOT using** an Aegis payment gateway, **refunds should be processed via the credit card co. portal with whom the credit card processing relationship is established**.
    - **NOTE:** Users can still record a record of NON-AEGIS PAYMENT GATEWAY refund in the donor's transaction history by following the refund instructions below - BUT users MUST uncheck the Process Refunds toggle, so no attempt is made to charge the payment processor.
  - For information on refunding gifts applied to Aegis, see documentation.

Locating Transaction to Refund STEPS

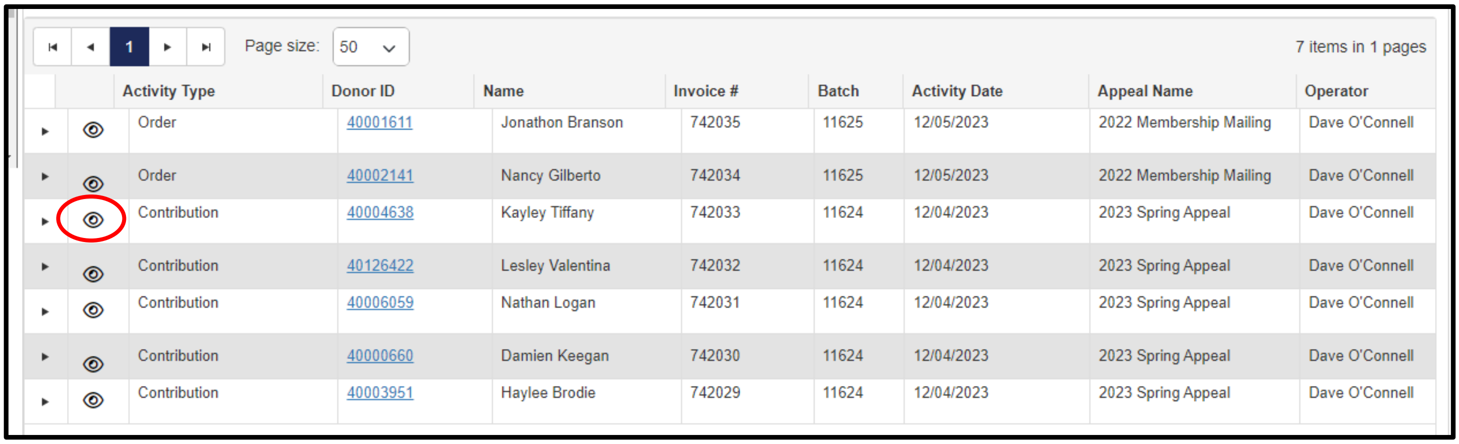
1. In Aegis open the **Donors** module and select the option for **Locate Transaction**.

2. Individual transactions can be located directly by searching via:
   - **Donor ID**
   - **Operator**
   - **Invoice #** (if known)
   - **Payment Amount**
   - **Date Between**
3. Once you have entered the desired search criteria, click **Find Transaction**.



4. From the **Transaction** results that display below the Locate Search, click on the **Eye** icon in the left hand most column of the desired result.

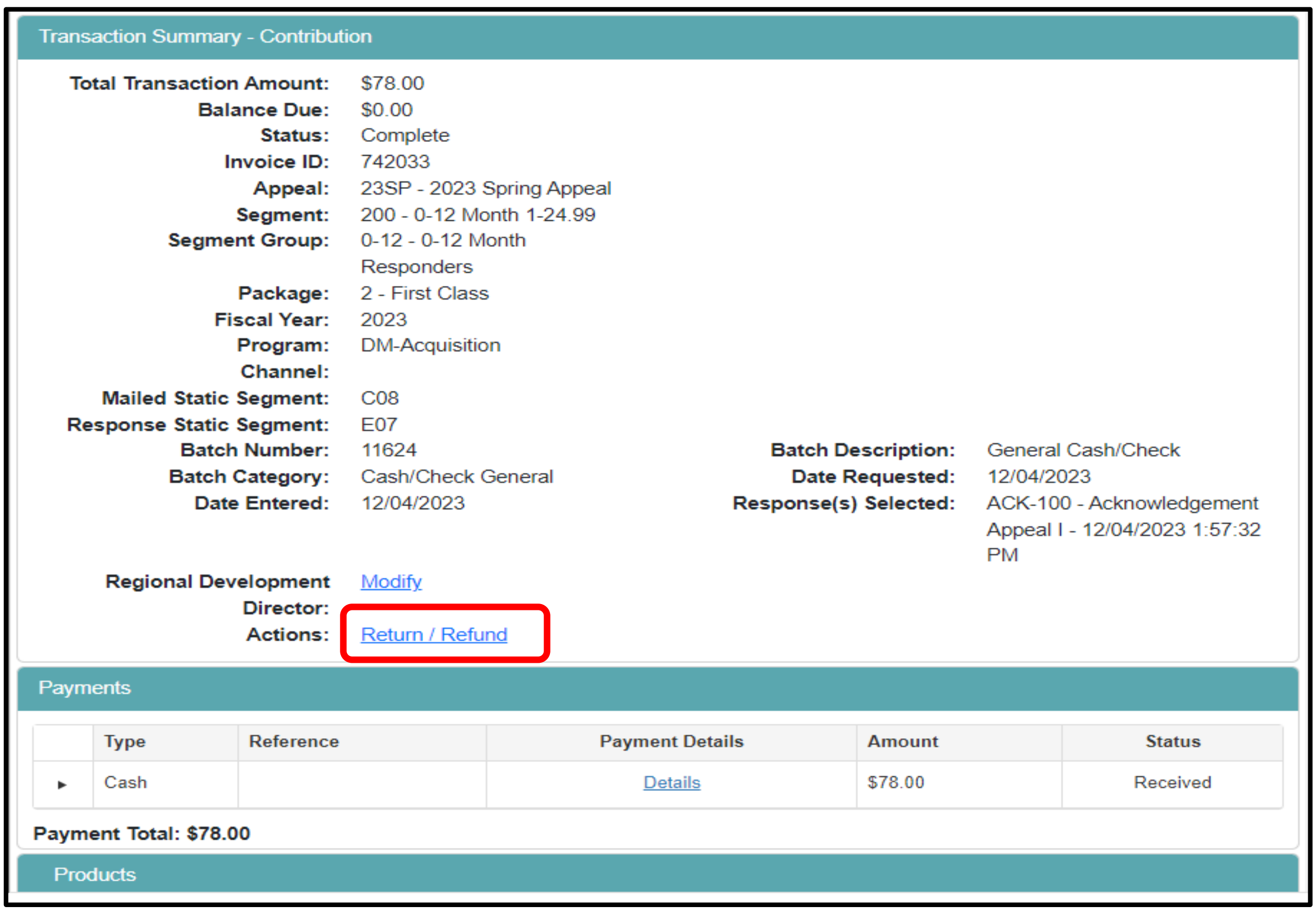
    - Do NOT click on the Blue ID link as this will take you to the Donor's record.



Page size: 50 | 7 items in 1 pages

Activity Type	Donor ID	Name	Invoice #	Batch	Activity Date	Appeal Name	Operator
Order	40001611	Jonathon Branson	742035	11625	12/05/2023	2022 Membership Mailing	Dave O'Connell
Order	40002141	Nancy Gilberto	742034	11625	12/05/2023	2022 Membership Mailing	Dave O'Connell
Contribution	40004638	Kayley Tiffany	742033	11624	12/04/2023	2023 Spring Appeal	Dave O'Connell
Contribution	40126422	Lesley Valentina	742032	11624	12/04/2023	2023 Spring Appeal	Dave O'Connell
Contribution	40006059	Nathan Logan	742031	11624	12/04/2023	2023 Spring Appeal	Dave O'Connell
Contribution	40000660	Damien Keegan	742030	11624	12/04/2023	2023 Spring Appeal	Dave O'Connell
Contribution	40003951	Haylee Brodie	742029	11624	12/04/2023	2023 Spring Appeal	Dave O'Connell

5. Once the record displays, click the **Return / Refund** button located across from the **Actions** field at the bottom of the screen.



Transaction Summary - Contribution

Total Transaction Amount: $78.00
Balance Due: $0.00
Status: Complete
Invoice ID: 742033
Appeal: 23SP - 2023 Spring Appeal
Segment: 200 - 0-12 Month 1-24.99
Segment Group: 0-12 - 0-12 Month Responders
Package: 2 - First Class
Fiscal Year: 2023
Program: DM-Acquisition
Channel:
Mailed Static Segment: C08
Response Static Segment: E07
Batch Number: 11624
Batch Category: Cash/Check General
Date Entered: 12/04/2023
Batch Description: General Cash/Check
Date Requested: 12/04/2023
Response(s) Selected: ACK-100 - Acknowledgement Appeal I - 12/04/2023 1:57:32 PM
Regional Development Director: Modify
Actions: Return / Refund

Payments

Type	Reference	Payment Details	Amount	Status
Cash		Details	$78.00	Received

Payment Total: $78.00

Products

6. The **Return / Refund** screen displays.

Issuing a Full Refund STEPS

From the **Return/Refund** screen, users should take the steps below to issue a full refund.

1. **Refund Date** field auto-fills Today's date - typically left as is.

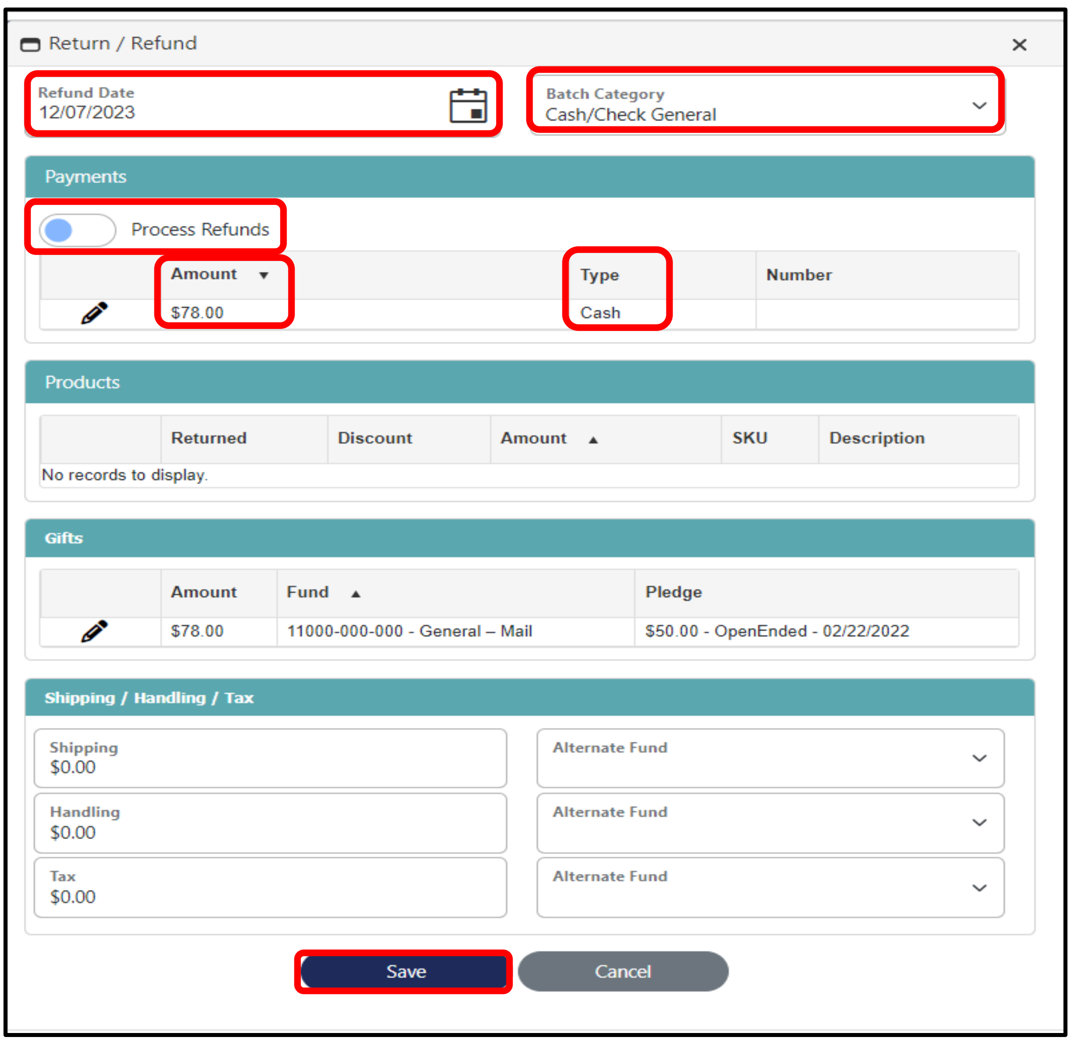
2. **Batch Category** reflects the same batch category as the original transaction.

3. Turn ON the **Process Refund** toggle to enable refund through the Credit Card/Bank processor upon Save – BUT ONLY IF refunding to donors Credit Card or ACH
   - Keep OFF the toggle IF refunding Cash, Ck or thru 3rd Party Pay Processor.

4. The **Amount** field reflects the original amount of the donation/payment.

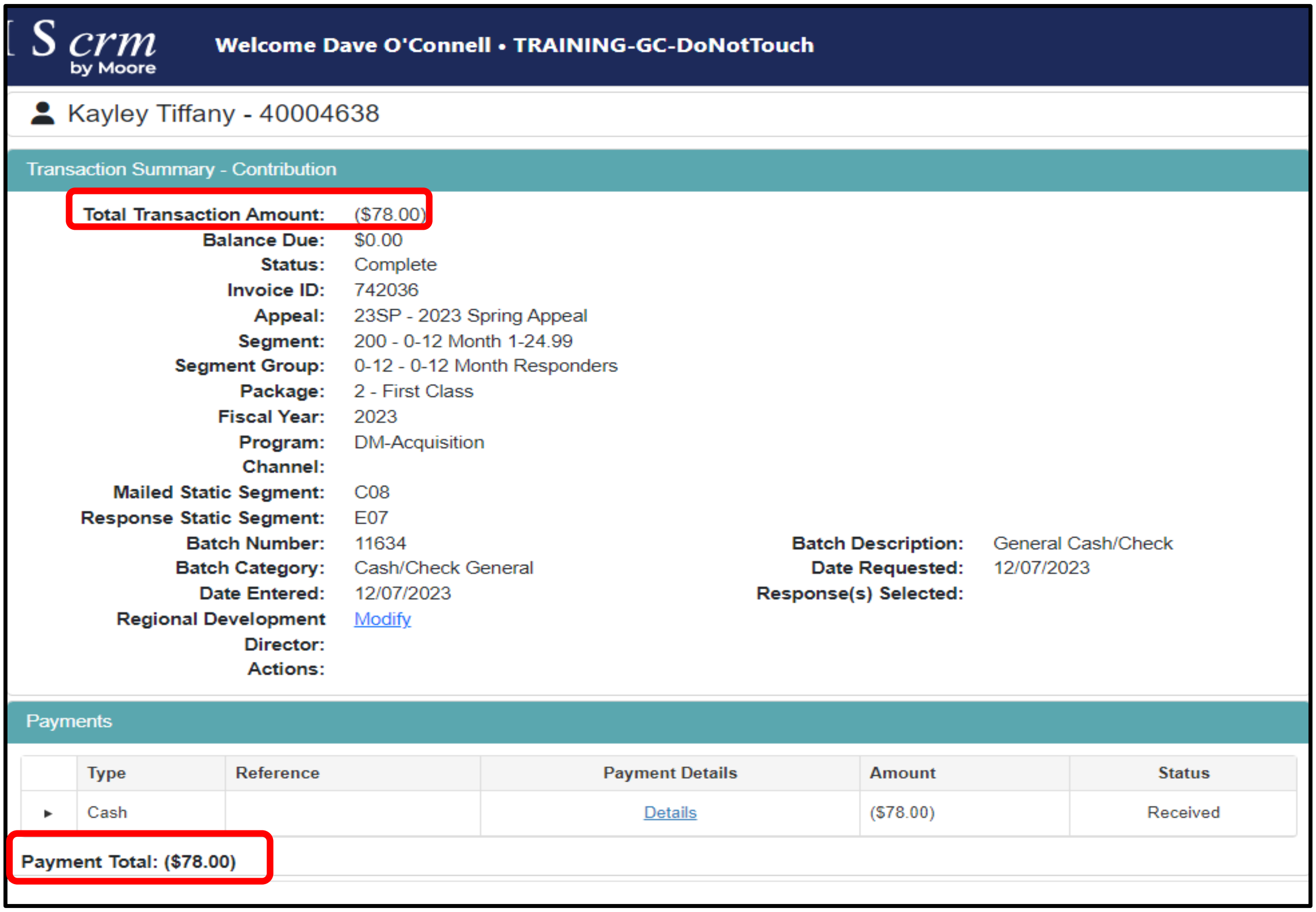
5. **Type** reflects the payment type from the original donation and is not editable.

6. Click **Save** to issue refund.

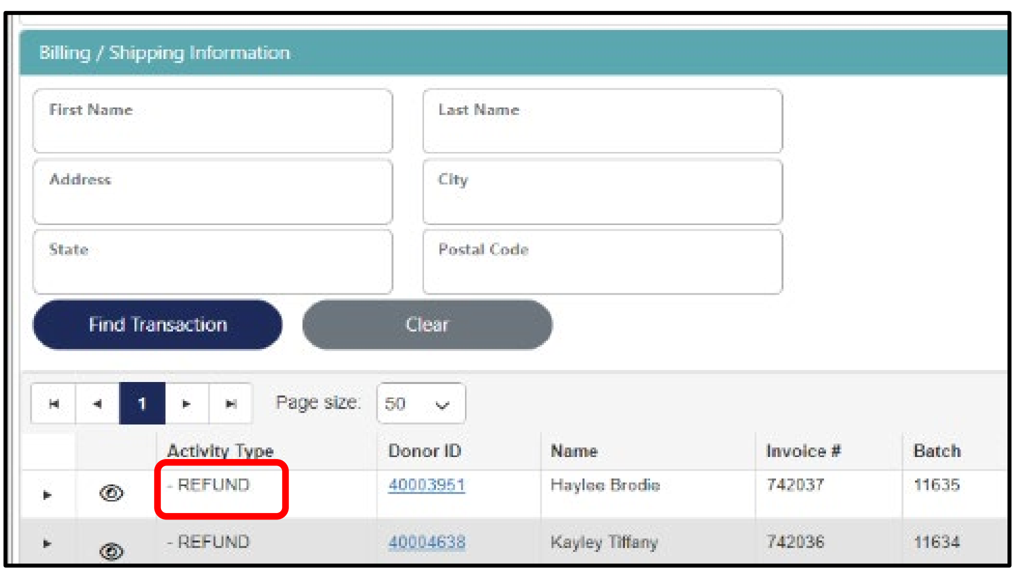


7. The user is returned to the updated **Transaction** record where the user can see both:
   - The **Total Transaction Amount** as a Refund
   - The **Payments Amount** as a Refund

8. Scrolling further down would show a Refund to the **Fund Amount** as well.



9. Return to **Find Transaction** screen – run same search criteria - view **Refund** stamp on the **Transaction** line.

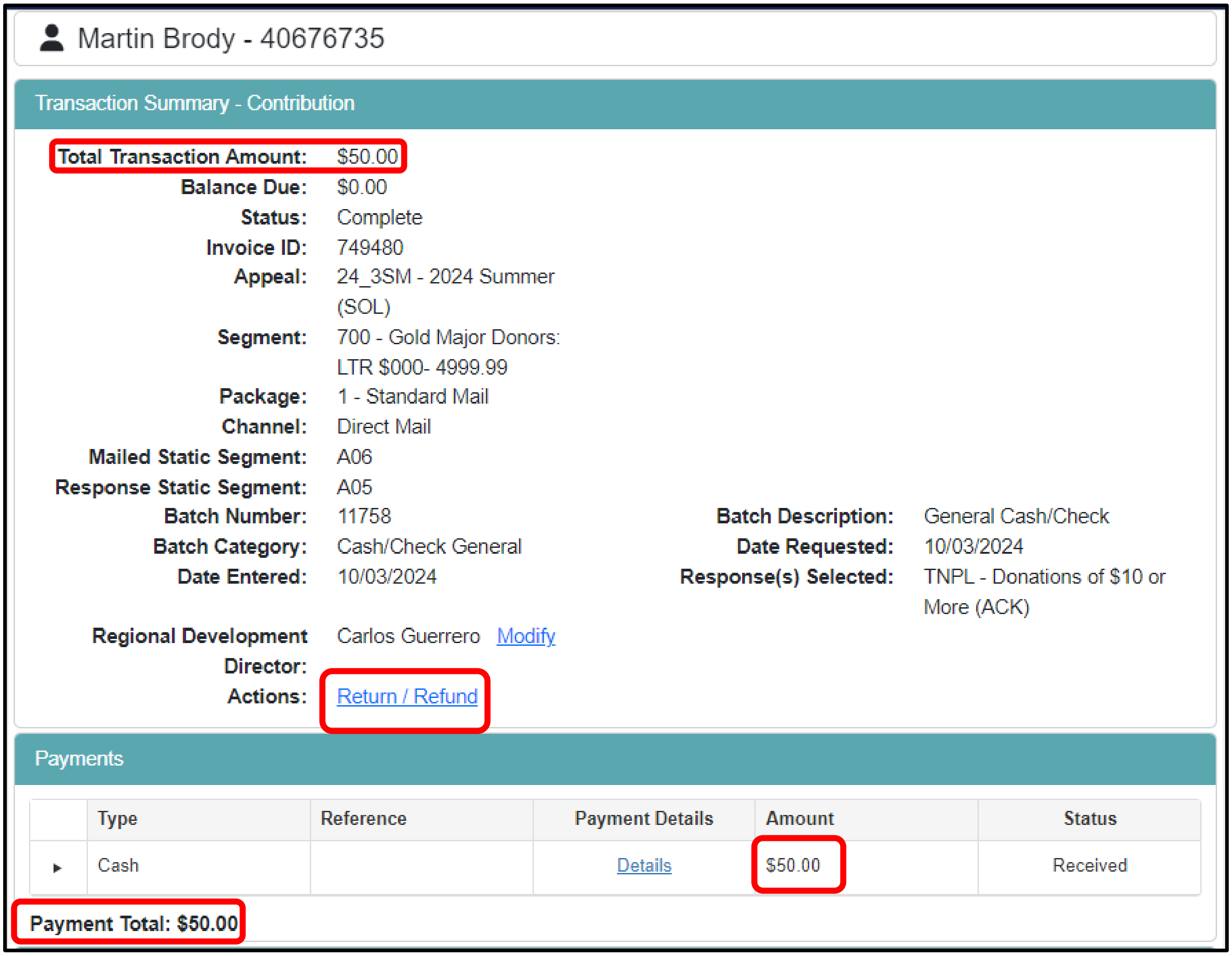


Issuing a Partial Refund (NO PRODUCTS) STEPS

In this example a Transaction record has been opened for Martin Brody with a **Transaction/Payment Amount** of **$50.00** which is visible from three locations on **Transaction Summary Record**.

This example will cover the issuing of a partial refund of **$30.00 to this Transaction**.

1. Find and open the desired **Transaction** record.



2. Click the **Return/Refund** button.

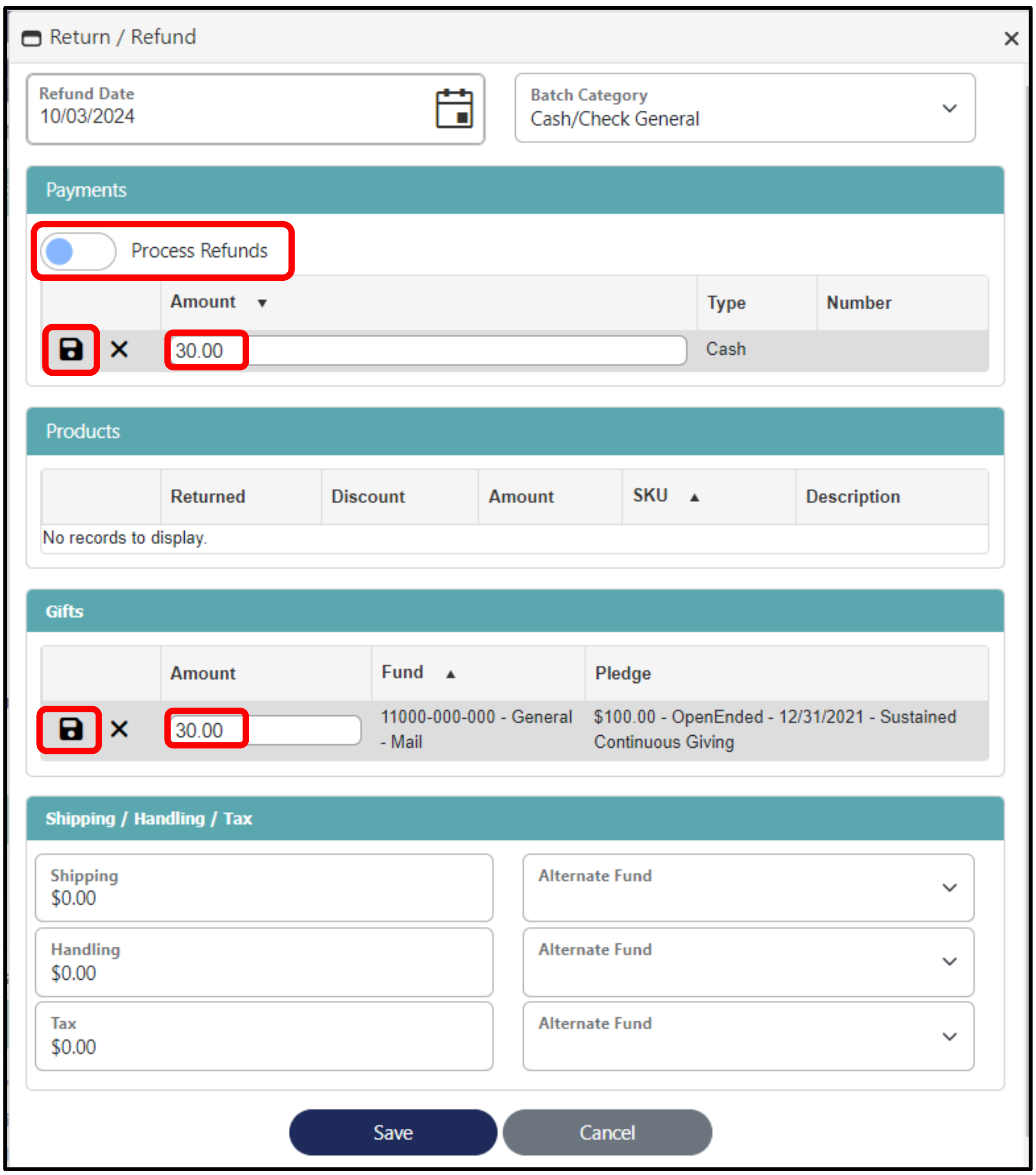
3. Turn ON the **Process Refund** toggle to enable the refund through the Credit Card/Bank processor upon **Save** – BUT ONLY IF refunding to donors Credit Card or ACH
    - Keep OFF the toggle IF refunding Cash, Ck or thru 3rd Party Pay Processor.

4. Click on the **Pencil** edit icon to left of the **Payment(s) Amount** - enter the **amount to be refunded** value.

5. Click the **Save** button to the left of the newly entered amount.

6. Click on the **Pencil** edit icon to left of the **Gift(s) Amount** - enter the SAME **amount to be refunded** value as entered in the Payments amount step 4 above.

7. Click the **Save** button to the left of the newly entered amount.



8. Review to ensure that the **Gifts Amount** is the SAME as the **Payments Amount**.
    - These amounts MUCH MATCH in order for the Refund to be issued.

9. Click the **Save** button at bottom of screen.

10. The Original **Transaction** record displays. Depending on timing of the Refund, there are TWO distinct outcomes for the Transaction display:

A IF a Refund is issued to a Transaction OLDER than the day the Transaction was taken – users receive three distinct records:

1 **Temporary Transaction Record** – Contains three unique **Fields** and **Amounts** at the top of the record.

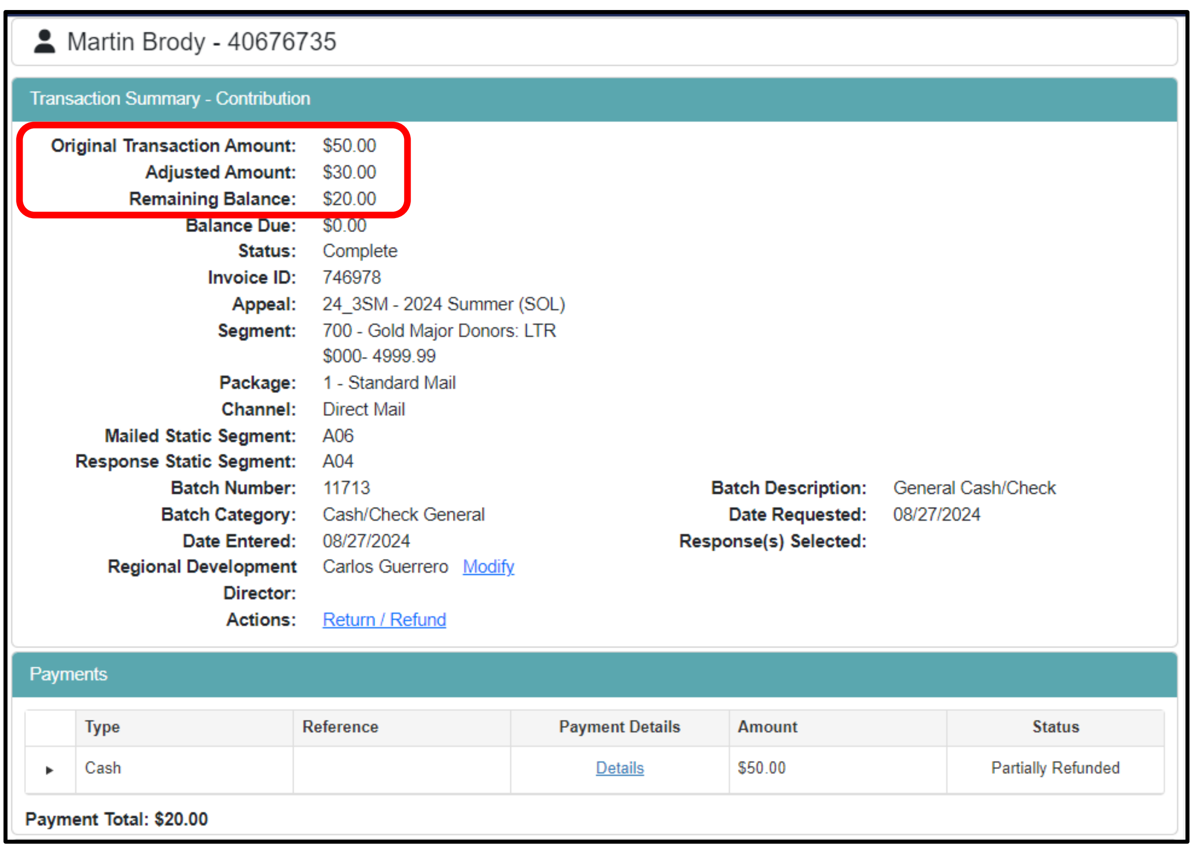
- **Original Transaction Amount** displays the ORIGINAL AMOUNT entered during Rapid Entry/Import
- **Adjusted Amount** displays the REFUNDED AMOUNT
- **Remaining Balance** displays the ADJUSTED CONTRIBUTION AMOUNT

THESE fields will disappear once the user clicks off the temporary record.

2 **Permanent Transaction Record** – Same form as the original transaction with the refund amount subtracted from the **Total Transaction Amount**.

3 **Refund Transaction Record** – New form with details regarding the Refund. ONLY created if the originating transaction existed for more than one day in the system.

TEMPORARY TRANSACTION SCREEN:



Martin Brody - 40676735

Transaction Summary - Contribution

Original Transaction Amount:	$50.00		
Adjusted Amount:	$30.00		
Remaining Balance:	$20.00		
Balance Due:	$0.00		
Status:	Complete		
Invoice ID:	746978		
Appeal:	24_3SM - 2024 Summer (SOL)		
Segment:	700 - Gold Major Donors: LTR $000- 4999.99		
Package:	1 - Standard Mail		
Channel:	Direct Mail		
Mailed Static Segment:	A06		
Response Static Segment:	A04		
Batch Number:	11713	**Batch Description:**	General Cash/Check
Batch Category:	Cash/Check General	**Date Requested:**	08/27/2024
Date Entered:	08/27/2024	**Response(s) Selected:**	
Regional Development Director:	Carlos Guerrero Modify		
Actions:	Return / Refund		

Payments

	Type	Reference	Payment Details	Amount	Status
▸	Cash		Details	$50.00	Partially Refunded

Payment Total: $20.00

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PERMANENT TRANSACTION SCREEN:

Martin Brody - 40676735

Transaction Summary - Contribution

Total Transaction Amount:	$20.00
Balance Due:	$0.00
Status:	Complete
Invoice ID:	749481
Appeal:	24_3SM - 2024 Summer (SOL)
Segment:	700 - Gold Major Donors: LTR $000- 4999.99
Package:	1 - Standard Mail
Channel:	Direct Mail
Mailed Static Segment:	A06
Response Static Segment:	A05
Batch Number:	11759
Batch Category:	Cash/Check General
Date Entered:	10/03/2024
Batch Description:	General Cash/Check
Date Requested:	10/03/2024
Response(s) Selected:	TNPL - Donations of $10 or More (ACK)
Regional Development Director:	Carlos Guerrero Modify
Actions:	Return / Refund

Payments

	Type	Reference	Payment Details	Amount	Status
▸	Cash		Details	$20.00	Partially Refunded

Payment Total: $20.00

REFUND TRANSACTION RECORD:

Martin Brody - 40676735

Transaction Summary - Contribution

Total Transaction Amount:	($30.00)
Balance Due:	$0.00
Status:	Complete
Invoice ID:	749479
Appeal:	24_1WT - 2024 Winter (SOL)
Segment:	700 - Gold Major Donors: LTR 1000- 4999.99
Package:	1 - Standard Mail
Channel:	Direct Mail
Mailed Static Segment:	A06
Response Static Segment:	A05
Batch Number:	11757
Batch Category:	Cash/Check General
Date Entered:	10/03/2024
Batch Description:	General Cash/Check
Date Requested:	10/03/2024
Response(s) Selected:	
Regional Development Director:	Carlos Guerrero Modify
Actions:	

Payments

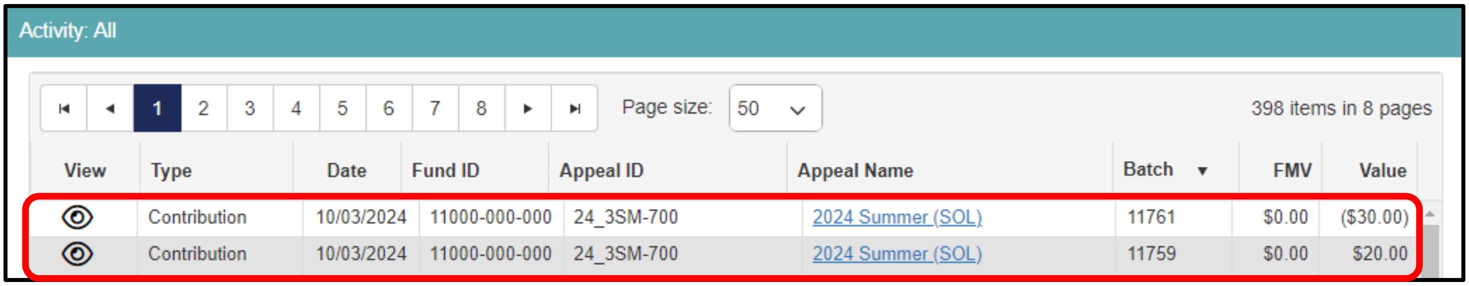
	Type	Reference	Payment Details	Amount	Status
▸	Check	5467	Details	($30.00)	Received

Payment Total: ($30.00)

B If a Refund is issued on SAME day as the original Transaction – users ONLY receive the **Permanent Transaction Record**, they will NOT receive the:

- Temporary Transaction Record
- Refund Transaction Record

11. To view any of these records, users can navigate to **Locate Transaction** or **Donors Activity** – **View All**



Issuing a Partial Refund (WITH PRODUCTS) STEPS

In certain scenarios, users may have to refund a monetary contribution, but will NOT require the accompanying product(s) to be returned. In this case, users need to adjust the monetary portion of the contribution, but ensure the refund reflects the product was NOT returned.

In this example, the **Transaction/Payment Amount** of **$34.99** includes a Products purchase of **$14.99** and a Contribution of **$20.00**. The Contribution of **$20.00** will be returned, the T-Shirt payment of **$14.99** will NOT.

Marlene Lorena - 40671002

Transaction Summary - Split Transaction

Total Transaction Amount:	$34.99
Balance Due:	$0.00
Status:	Pending
Invoice ID:	742038
Appeal:	23SP - 2023 Spring Appeal
Segment:	100 - 0-12 Month $1-24.99
Segment Group:	0-12 - 0-12 Month Responders
Package:	1 - Standard Mail
Fiscal Year:	2023
Program:	DM-Acquisition
Channel:	Direct Mail
Response Static Segment:	G00
Batch Number:	11636
Batch Category:	Cash/Check General
Date Entered:	12/07/2023
Batch Description:	General Cash/Check
Date Requested:	12/07/2023
Response(s) Selected:	ACK-100 - Acknowledgement Appeal I - 12/07/2023 1:54:40 PM
Regional Development Director:	Modify
Actions:	Return / Refund

Payments

	Type	Reference	Payment Details	Amount	Status
▸	Cash		Details	$34.99	Received

Payment Total: $34.99

Products

+ Add new Product

	Description	Status	Last Update	Qty	FMV	Unit Price	Discount	Ext Price	Details
▸	123193 - Medium Logo T-Shirt For use with General – Mail	Pending	12/07/2023 1:54:16 PM	1	$4.99	$14.99	$0.00	$14.99	Details

Product Sub-Total: $14.99
Product Total: $14.99

Contributions

Fund ▲	Pledge	Amount	Credited	Motivating Reason
11000-000-000 - General – Mail	N/A	$20.00		

Contribution Total: $20.00

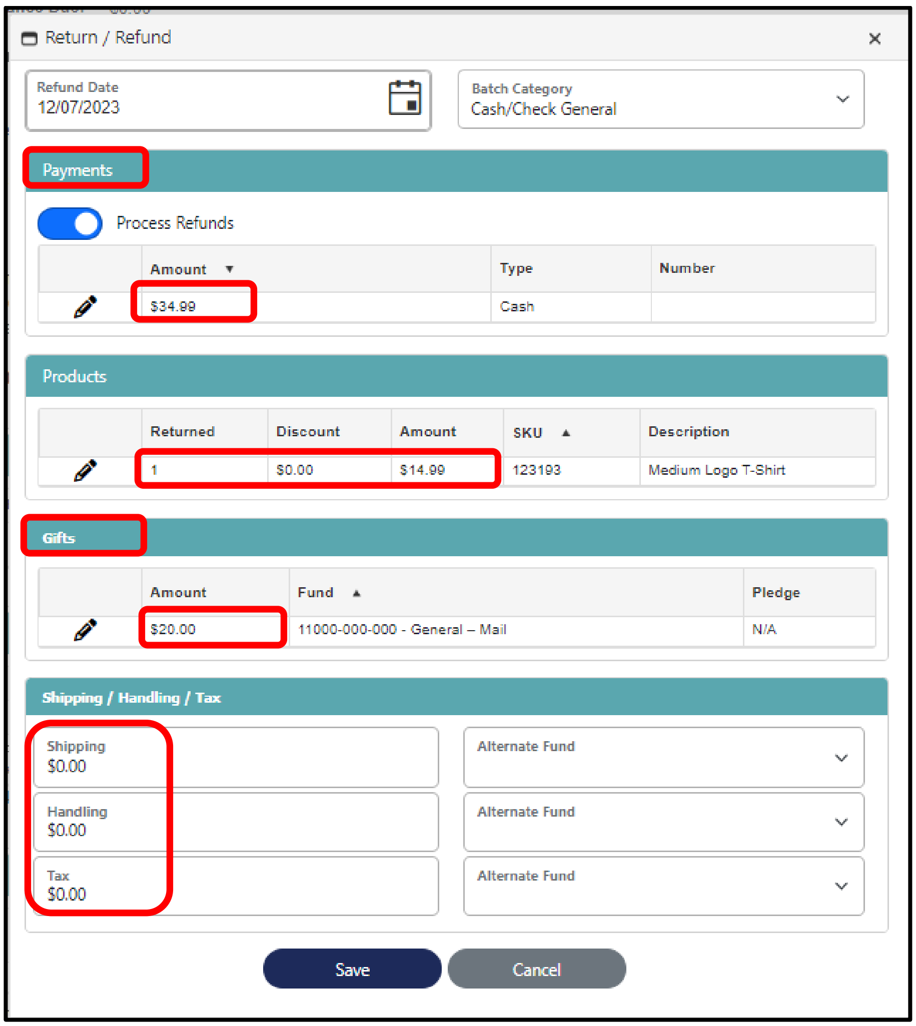
1. Click on the **Return/Refund** button.

2. Under the **Payments** section, edit the **Amount** of **$34.99** to read **$20.00**.

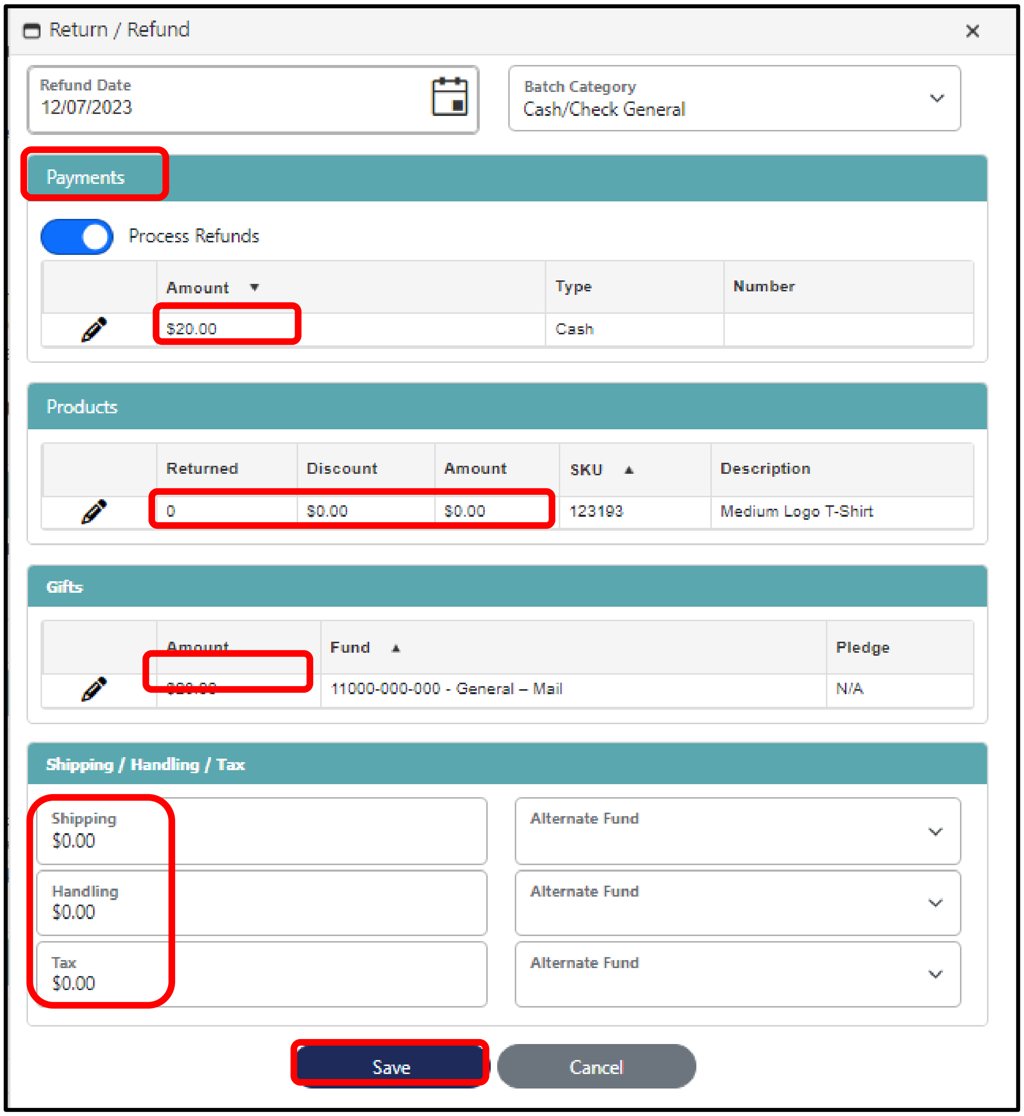
3. Under the **Products** section, edit the **Returned** and **Discount** amounts to read **0.**
   - **Returned** set to **0** will auto change the **Amount** field to **0**.

4. Under the **Shipping/Handling/Tax** section, set all amounts to **0**.

5. NOTE: If **Returned**, **Discounts**, and/or **Shipping/Handling/Tax** amounts are NOT set to 0, a **Transaction Reconciliation Error** popup will display upon **Save**.



The **Edited** screen should look like:



6. Once edits are reviewed, click **Save** at the bottom.

The user returns to the **Transaction Summary** screen where the partial refund will be reflected on the original transaction at the top and under the **Payment** section.

SEE PAGES 99-101 in the manual how Refunded Transaction records display once processed.

Note: Refunds will create a new batch automatically **<u>EXCEPT</u>** if a transaction is currently in a **Pending** or **Closed** status. In this situation users will need to adjust the transaction to the correct amount within its original batch.

Managing Pledges

Pledges are Donor commitments to make contributions and are recognized in Aegis as taken in four different methods:

- **Open Ended Pledge** – This is the most encouraged and most common type of pledge used by clients. OE Pledges most important characteristic is they have NO End Date. The pledged amount continues to be collected from the Donor for as long as it is marked active. These pledges are set up to collect once a period, most likely Monthly, but can be Weekly or Yearly.

- **One Time Pledge** – A pledge that is collected one time. Could be done as part of a pledge towards a certain achievement occurring – i.e. walk-a-thon, bike-a-thon, fun-run or simply a commitment made and captured to pay later, possibly at a conference.

- **Fixed Period Pledge** – A pledge that is collected for a certain period of time over multiple payments. Could be a 6-Month, 12-Month, 5 Year pledge, etc. But a pledge that has a clearly defined Start Date, End Date, and Frequency.

- **Goal Based Pledge** – A pledge that is collected until it reaches a defined monetary goal. The pledge does not have to have set amounts or time periods defined, but only the commitment to reach a certain goal and to stop contributing once that goal is met.

In this section, users will understand the steps in Aegis to create on of each types of these Pledges.

IMPORTANT NOTES – READ NOW:

- Pledges taken in the CRM are done solely from a Donor's record.

- Pledges CANNOT be taken in the CRM on the **Start Date** of the Pledge, they MUST be taken **at least** one day in advance of the Start Date.

- IF a user must take a **Pledge** with a **Start Date of Today's Date**, they MUST do so in **Rapid Entry**. The steps for doing so are contained in the Rapid Entry Manual.

Processing an Open-Ended Pledge STEPS

Pledge Details

1. **Locate** and **Open** the desired Donor record to assign a Pledge.
2. From the left-column **Actions** menu, click on **Manage Pledges**.
3. Click the +**Add New Pledge** button.
4. From the **Pledge Type** dropdown, select **Open-Ended**.
5. From the **Frequency** dropdown, select desired (example is **1x per Month**).
6. Can keep default of **Today's Date** in **Date Pledged** if desired.
7. BUT, must Enter **TOMORROW's** date (or later) in the **Start Date** fields.
   - Reminder: users CANNOT enter Today's date in Start Date
   - Be careful: Today's date always defaults in this field; users MUST manually change to tomorrow's date or later.
8. In **Day to Charge** field, choose the desired day of the month to charge payment.
   - This is the day that the user's payment of donation will be due/charged.
9. In the **Value** field, enter the amount contributed each period.
10. In **Pledge Program**, choose the desired Program (Optional) to affiliate pledge to.
11. In the **Appeal** field, enter the desired Appeal ID.
    - To exact enter the user must enter the Appeal ID (NOT Name).
    - Users can use the Lookup button to search for and select.
12. In **Channel**, users can enter a desired value.
13. In the **Active** field, keep **Yes** selected.
14. For **Inactivity Reason** field - if previous **Active** field value is **No** - user must select an Inactivity Reason.
    - Reasons available: Cancelled, CC Declined, CC Expired, Non-Renewal.

Pledge Payment Information

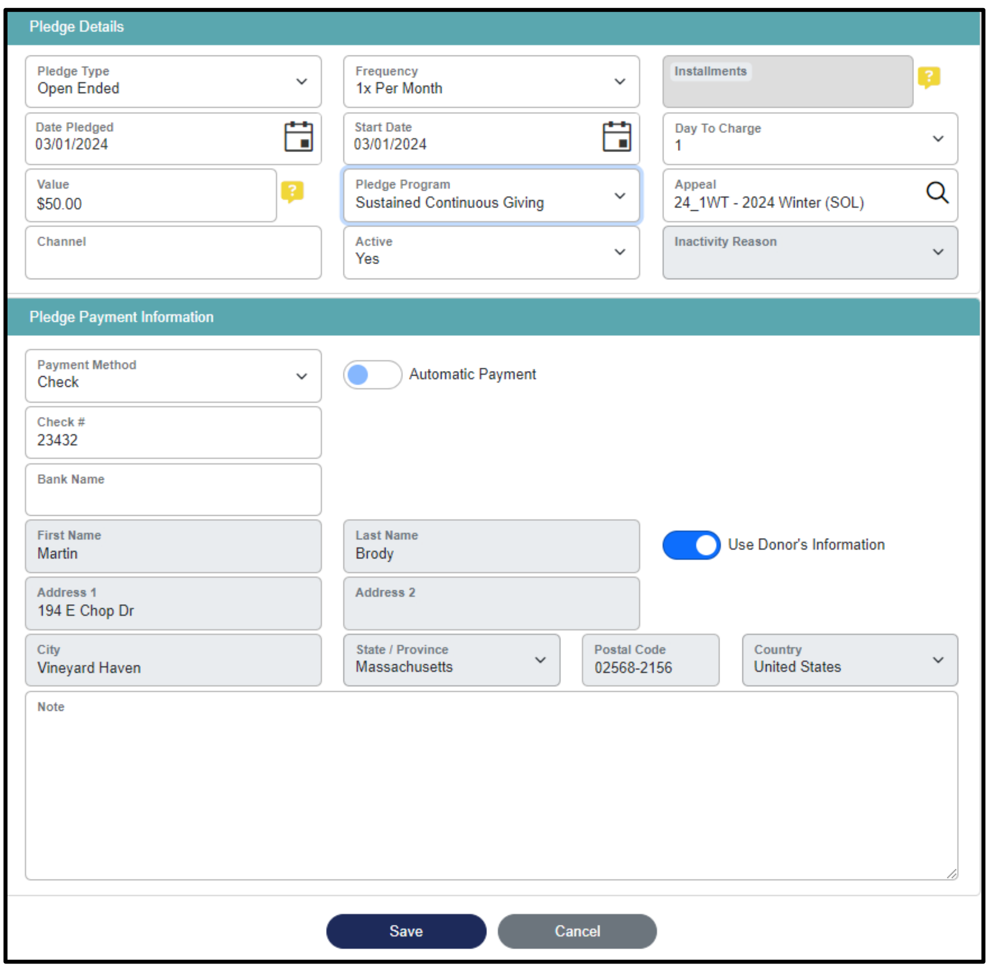
1. From the Payment Method dropdown, select the desired value: users can choose from **Cash**, **Check**, **CreditCard**, **ElectronicFundsTransfer**, and **Stock**.
    - If using CC or EFT, users can toggle **Automatic Payment** button with Donor permissions.

2. Fill out the appropriate Details for the **Payment Method** selected:
    - Check: Check #
    - Credit Card: Card Type, Credit Card #, CC CVV, Exp Month, & Exp Year
    - Electronic Funds Transfer: Account Type, Account #, & Routing #
    - Stock: Reference #

3. Fill out Bank Name if needed.

4. Toggling off **Use Donors Information** (default is on) enables user to edit Address info; otherwise it defaults from Donor's permanent address.

5. Add a **Note** if desired.



6. Click the **Save** button at the bottom of the screen.

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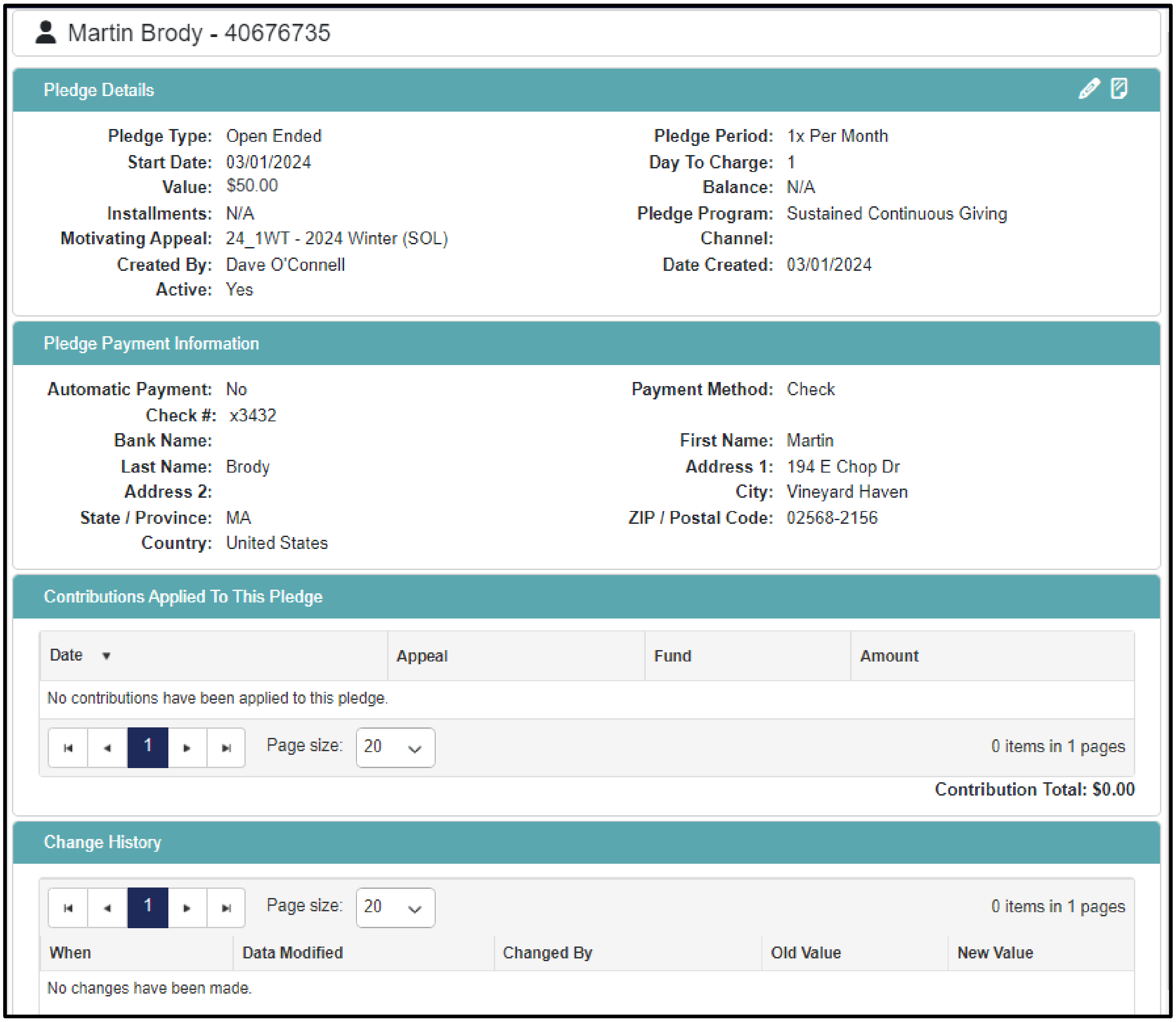
Saved Pledge

7. The new **Saved Pledge** record displays.



Processing a One Time Pledge STEPS

Pledge Details

1. **Locate** and **Open** the desired Donor record to assign a Pledge.

2. From the left-column **Actions** menu, click on **Manage Pledges**.

3. Click the +**Add New Pledge** button.

4. From the **Pledge Type** dropdown, select **One-Time**.

5. The **Frequency** and **Installments** fields gray out.

6. Can keep default of **Today's Date** in **Date Pledged** if desired.

7. BUT must Enter **TOMORROW's** date (or later) in the **Start Date** fields.
    - Reminder: users CANNOT enter Today's date in Start Date
    - Be careful: Today's date always defaults in this field; users MUST manually change to tomorrow's date or later.

8. In **Day to Charge** field, choose the desired day of the month to charge payment.

    - This is the day that the user's payment of donation will be due/charged.

9. In the **Value** field, enter the amount contributed each period.

10. In **Pledge Program**, choose the desired Program (Optional) to affiliate pledge to.

11. In the **Appeal** field, enter the desired Appeal ID.
    - User must enter Appeal ID (NOT Name).
    - Users can use the Lookup button to search for and select.

12. In **Channel**, users can enter a desired value.

13. In the **Active** field, keep **Yes** selected.

14. For **Inactivity Reason** field - if previous **Active** field value is **No** - user must select an Inactivity Reason.
    - Reasons available: Cancelled, CC Declined, CC Expired, Non-Renewal.

Pledge Payment Information

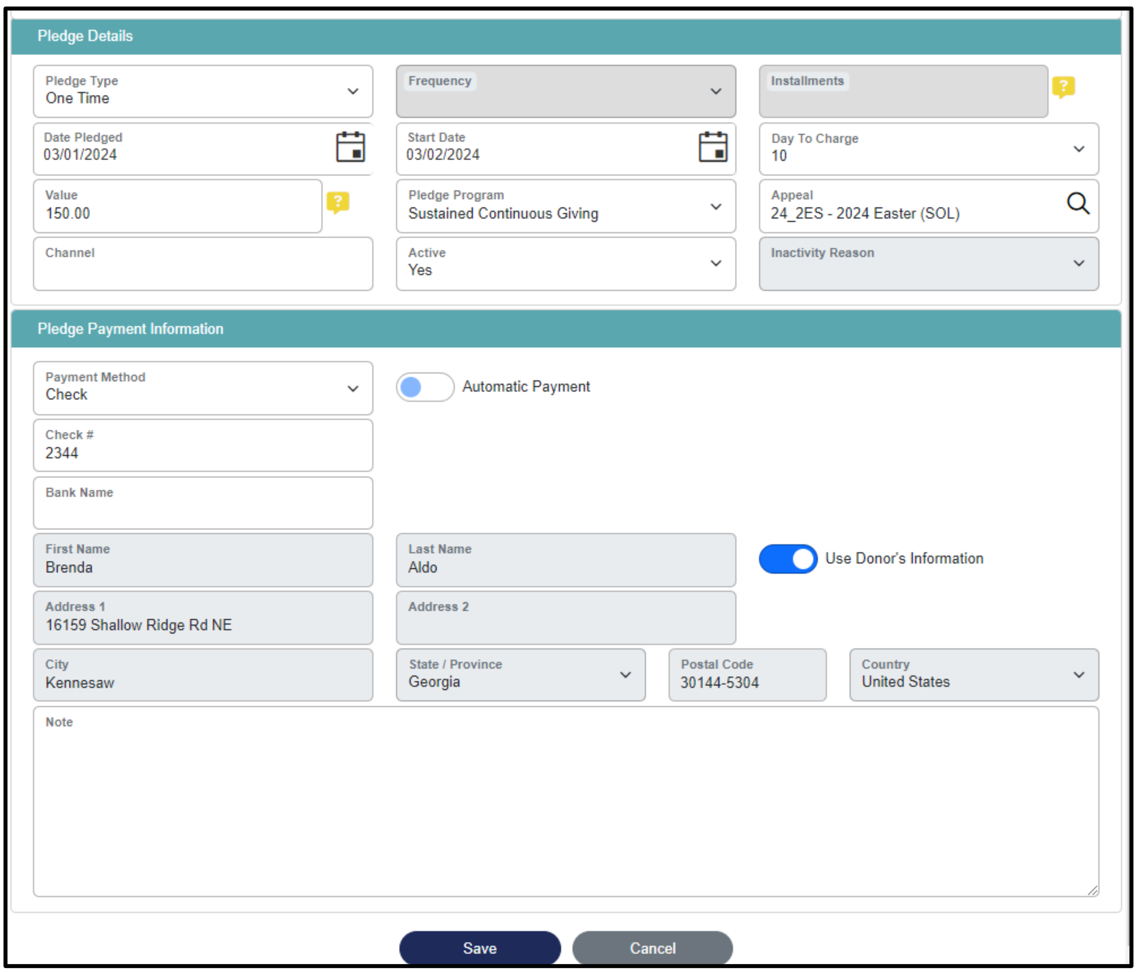
1. From the Payment Method dropdown, select the desired value: users can choose from **Cash**, **Check**, **CreditCard**, **ElectronicFundsTransfer**, and **Stock**.
    - If using CC or EFT, users can toggle **Automatic Payment** button with Donor permissions.

2. Fill out the appropriate Details for the **Payment Method** selected:
    - Check: Check #
    - Credit Card: Card Type, Credit Card #, CC CVV, Exp Month, & Exp Year
    - Electronic Funds Transfer: Account Type, Account #, & Routing #
    - Stock: Reference #

3. Fill out Bank Name if needed.

4. Toggling off **Use Donors Information** (default is on) enables user to edit Address info; otherwise, it defaults from Donor's permanent address.

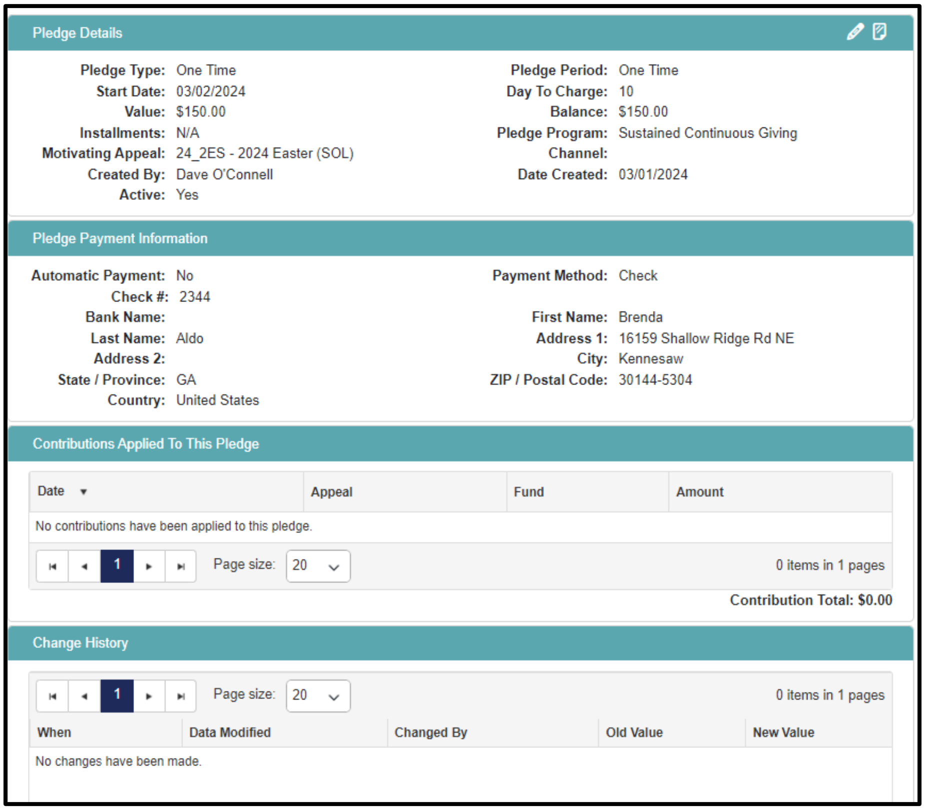
5. Add a **Note** if desired.



6. Click the **Save** button at the bottom of the screen.

Saved Pledge

8. The new **Saved Pledge** record displays.



Processing a Fixed Period Pledge STEPS

Pledge Details

1. **Locate** and **Open** the desired Donor record to assign a Pledge.

2. From the left-column **Actions** menu, click on **Manage Pledges**.

3. Click the +**Add New Pledge** button.

4. From the **Pledge Type** dropdown, enter **Fixed Period**.

5. From the **Frequency** dropdown, select desired (example is **1x per Month**).

6. From the **Installments** dropdown, enter desired (example is **8**).

6. Can keep default of **Today's Date** in **Date Pledged** if desired.

7. BUT must Enter <u>**TOMORROW's**</u> date (or later) in the **Start Date** fields.
   - Reminder: users CANNOT enter Today's date in Start Date
   - Be careful: <u>Today's date always defaults</u> in this field; users <u>MUST manually</u> change to tomorrow's date or later.

8. In **Day to Charge** field, choose the desired day of the month to charge payment.
   - This is the day that the user's payment of donation will be due/charged.

9. In the **Value** field, enter the amount contributed each period.

10. In **Pledge Program**, choose the desired Program (Optional) to affiliate pledge to.

11. In the **Appeal** field, enter the desired **Appeal ID**.
    - The user must enter **Appeal ID** (NOT Name).
    - Users can use the Lookup button to search for and select.

12. In **Channel**, users can enter a desired value.

13. In the **Active** field, keep **Yes** selected.

14. For **Inactivity Reason** field - if previous **Active** field value is **No** - user <u>must</u> select an Inactivity Reason.
    - Reasons available: Cancelled, CC Declined, CC Expired, Non-Renewal.

Pledge Payment Information

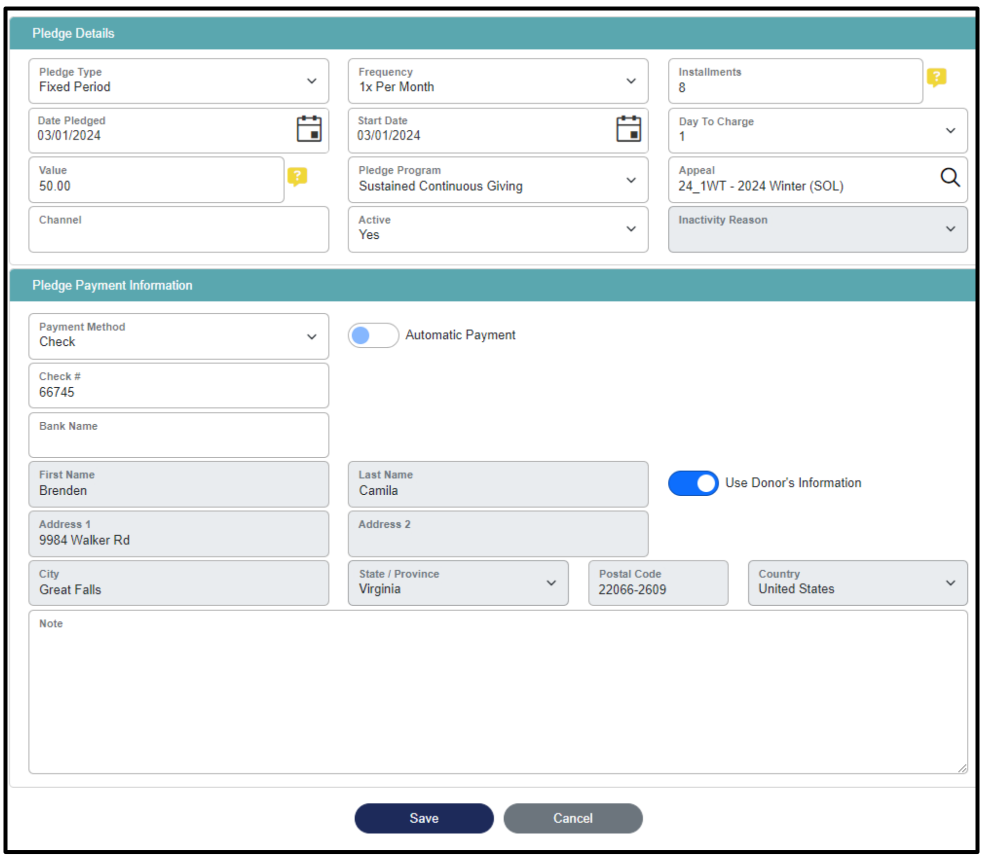
1. From the Payment Method dropdown, select the desired value: users can choose from **Cash**, **Check**, **CreditCard**, **ElectronicFundsTransfer**, and **Stock**.
   - If using CC or EFT, users can toggle **Automatic Payment** button with Donor permissions.

2. Fill out the appropriate Details for the **Payment Method** selected:
   - Check: Check #
   - Credit Card: Card Type, Credit Card #, CC CVV, Exp Month, & Exp Year
   - Electronic Funds Transfer: Account Type, Account #, & Routing #
   - Stock: Reference #

3. Fill out Bank Name if needed.

4. Toggling off **Use Donors Information** (default is on) enables user to edit Address info; otherwise, it defaults from Donor's permanent address.

5. Add a **Note** if desired.



6. Click the **Save** button at the bottom of the screen.

Saved Pledge

9. The new **Saved Pledge** record displays.

Pledge Details

Pledge Type:	Fixed Period	**Pledge Period:**	1x Per Month
Start Date:	03/02/2024	**Day To Charge:**	1
Value:	$50.00	**Balance:**	$400.00
Installments:	8	**Pledge Program:**	Sustained Continuous Giving
Motivating Appeal:	24_1WT - 2024 Winter (SOL)	**Channel:**	
Created By:	Dave O'Connell	**Date Created:**	03/01/2024
Active:	Yes		

Pledge Payment Information

Automatic Payment:	No	**Payment Method:**	Check
Check #:	x6745		
Bank Name:		**First Name:**	Brenden
Last Name:	Camila	**Address 1:**	9984 Walker Rd
Address 2:		**City:**	Great Falls
State / Province:	VA	**ZIP / Postal Code:**	22066-2609
Country:	United States		

Contributions Applied To This Pledge

Date	Appeal	Fund	Amount
No contributions have been applied to this pledge.			

1 Page size: 20 — 0 items in 1 pages

Contribution Total: $0.00

Change History

1 Page size: 20 — 1 items in 1 pages

When	Data Modified	Changed By	Old Value	New Value
03/01/2024 11:38:07 AM	StartDate	Dave O'Connell	03/01/2024 11:37 AM	03/02/2024 12:00 AM

Processing a Goal Based Pledge STEPS

1. **Locate** and **Open** the desired Donor record to assign a Pledge.

2. From the left-column **Actions** menu, click on **Manage Pledges**.

3. Click the +**Add New Pledge** button.

4. From the **Pledge Type** dropdown, select **Goal Based**.

5. The **Frequency** and **Installments** fields gray out.

6. Can keep default of **Today's Date** in **Date Pledged** if desired.

7. BUT must Enter **TOMORROW's** date (or later) in the **Start Date** fields.
    - Reminder: users CANNOT enter Today's date in Start Date
    - Be careful: Today's date always defaults in this field; users MUST manually change to tomorrow's date or later.

8. In **Day to Charge** field, choose the desired day of the month to charge payment.
    - This is the day that the user's payment of donation will be due/charged.

9. In the **Value** field, enter the amount contributed each period.

10. In **Pledge Program**, choose the desired Program (Optional) to affiliate pledge to.

11. In the **Appeal** field, enter the desired Appeal ID.
    - User must enter Appeal ID (NOT Name).
    - Users can use the Lookup button to search for and select.

12. In **Channel**, users can enter a desired value.

13. In the **Active** field, keep **Yes** selected.

15. For **Inactivity Reason** field - if previous **Active** field value is **No** - user must select an Inactivity Reason.
    - Reasons available: Cancelled, CC Declined, CC Expired, Non-Renewal.

Pledge Payment Information

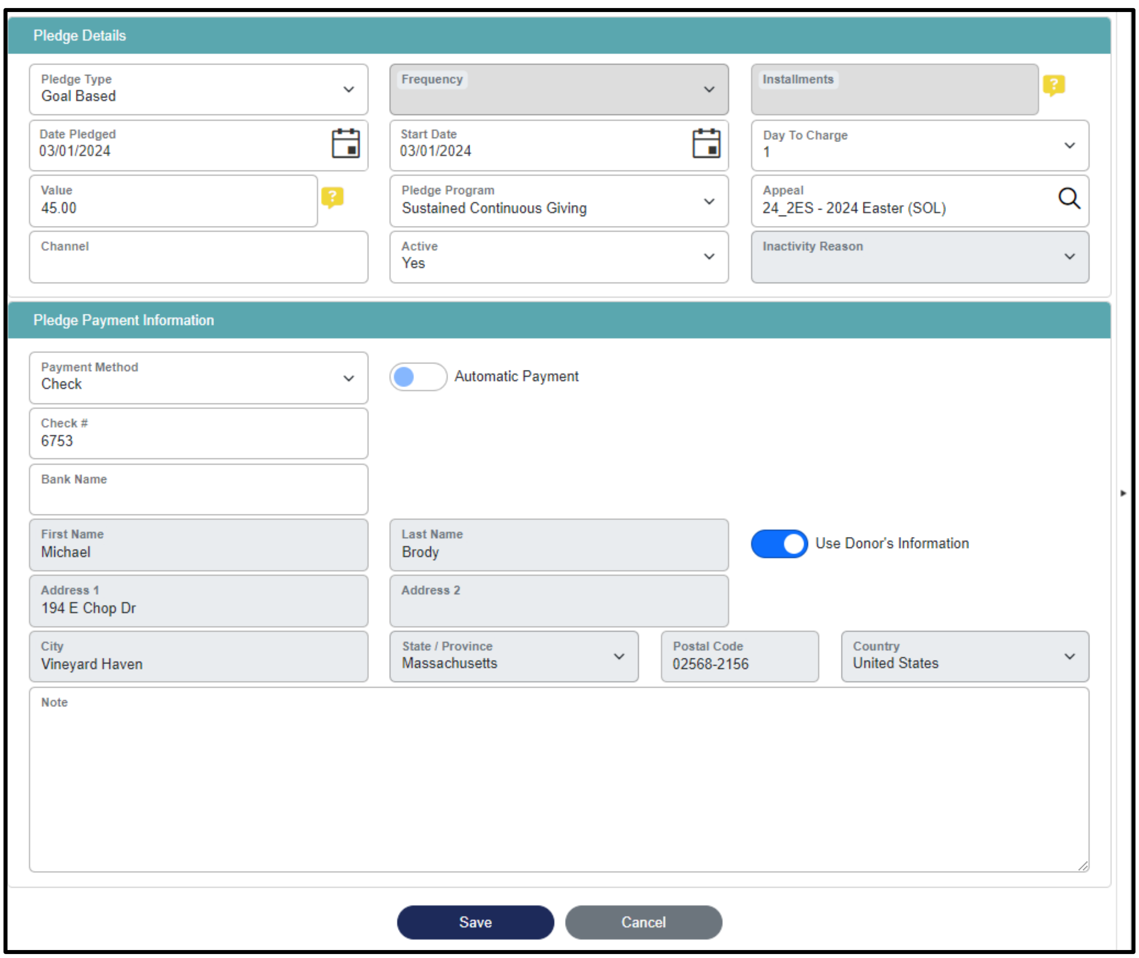
1. From the Payment Method dropdown, select the desired value: users can choose from **Cash**, **Check**, **CreditCard**, **ElectronicFundsTransfer**, and **Stock**.
    - If using CC or EFT, users can toggle **Automatic Payment** button with Donor permissions.

2. Fill out the appropriate Details for the **Payment Method** selected:
    - Check: Check #
    - Credit Card: Card Type, Credit Card #, CC CVV, Exp Month, & Exp Year
    - Electronic Funds Transfer: Account Type, Account #, & Routing #
    - Stock: Reference #

3. Fill out Bank Name if needed.

4. Toggling off **Use Donors Information** (default is on) enables user to edit Address info; otherwise, it defaults from Donor's permanent address.

5. Add a **Note** if desired.



6. Click the **Save** button at the bottom of the screen.

Saved Pledge

10. The new **Saved Pledge** record displays.

Pledge Details

Pledge Type:	Goal Based	**Pledge Period:**	One Time
Start Date:	03/01/2024	**Day To Charge:**	1
Value:	$500.00	**Balance:**	$500.00
Installments:	N/A	**Pledge Program:**	Sustained Continuous Giving
Motivating Appeal:	24_2ES - 2024 Easter (SOL)	**Channel:**	
Created By:	Dave O'Connell	**Date Created:**	03/01/2024
Active:	Yes		

Pledge Payment Information

Automatic Payment:	No	**Payment Method:**	Check
Check #:	6753		
Bank Name:		**First Name:**	Michael
Last Name:	Brody	**Address 1:**	194 E Chop Dr
Address 2:		**City:**	Vineyard Haven
State / Province:	MA	**ZIP / Postal Code:**	02568-2156
Country:	United States		

Contributions Applied To This Pledge

Date ▾	Appeal	Fund	Amount
No contributions have been applied to this pledge.			

1 Page size: 20 — 0 items in 1 pages

Contribution Total: $0.00

Change History

1 Page size: 20 — 0 items in 1 pages

When	Data Modified	Changed By	Old Value	New Value
No changes have been made.				

Quick Gift

Quick Gift is the function available both from the **Locate Donor** submodule (Partner/Constituent) and the **Donor** (Partner/Constituent) record, **Actions** menu.

Quick Gift enables users to record one-off Transactions of Donations/Contrbutions from within the CRM. This saves time from having to log into Rapid Entry for ad hoc or quick transactions.

Users should note the following regarding Quick Gift functionality:

- A One Time Batch ID is tied to each Donation Transaction created in QG – this Batch WILL display in Rapid Entry for reference purposes.
- QG Batches are auto-marked as Closed once a Transaction is processed
- QG Transactions can be tied to a Credit Card, but QG is NOT currently enabled to handle the actual processing of those Credit Cards.
- Currently QG will only process Contributions. Split and Product related transactions will need to be created in Rapid Entry.
- Users should continue to take Bulk contributions in Rapid Entry

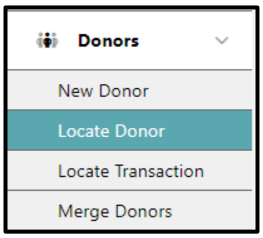
Creating a Quick Gift STEPS

Users can create a new Quick Gift from either of the two following locations

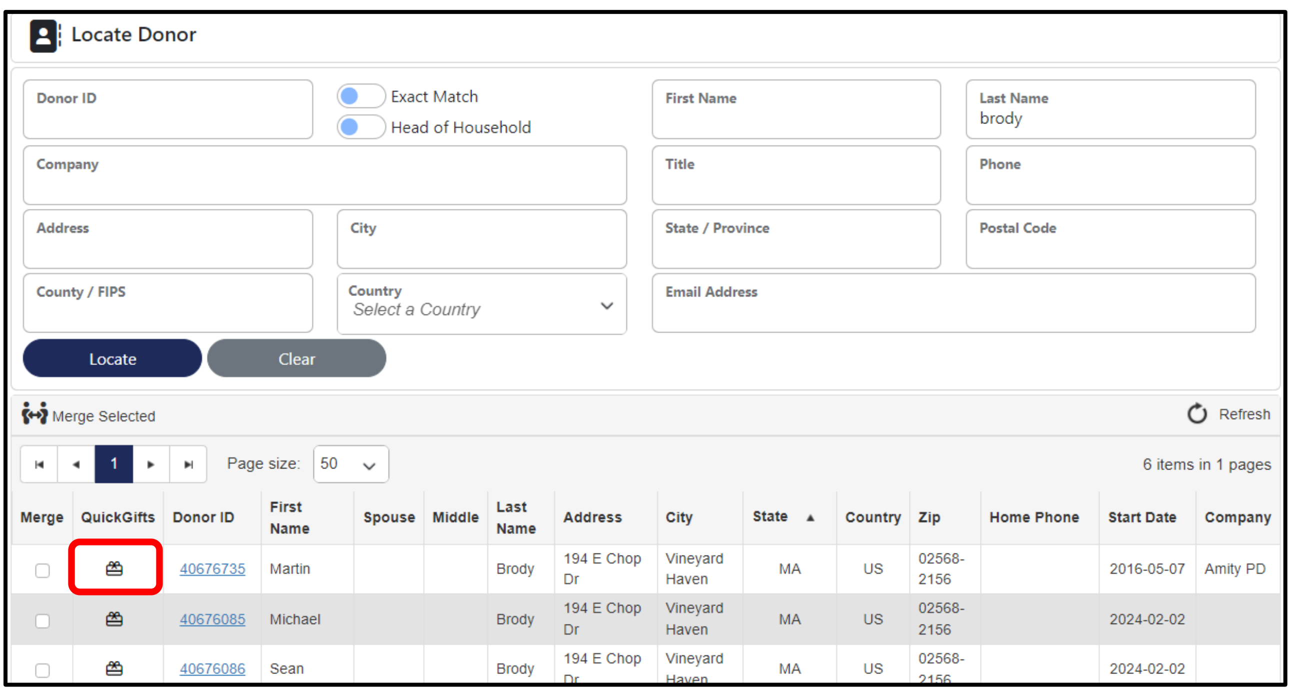
- From the Locate Donor submodule results
- From a Donor record in the Actions menu

Starting a Quick Gift from the Locate Donor Sub-module

1. Click on the **Donors** module.
2. Click on the **Locate Donors** sub-module.



3. Enter **Search** criteria to find a particular donor or group of donors.
   - Example – Last Name equals **Brody**
4. Under the **QuickGifts** column, click the **Quick Gifts icon** next to the desired Donor
   - Example – **Martin Brody**



5. The **Quick Gift** page will display – See **Recording Quick Gift STEPS** below.

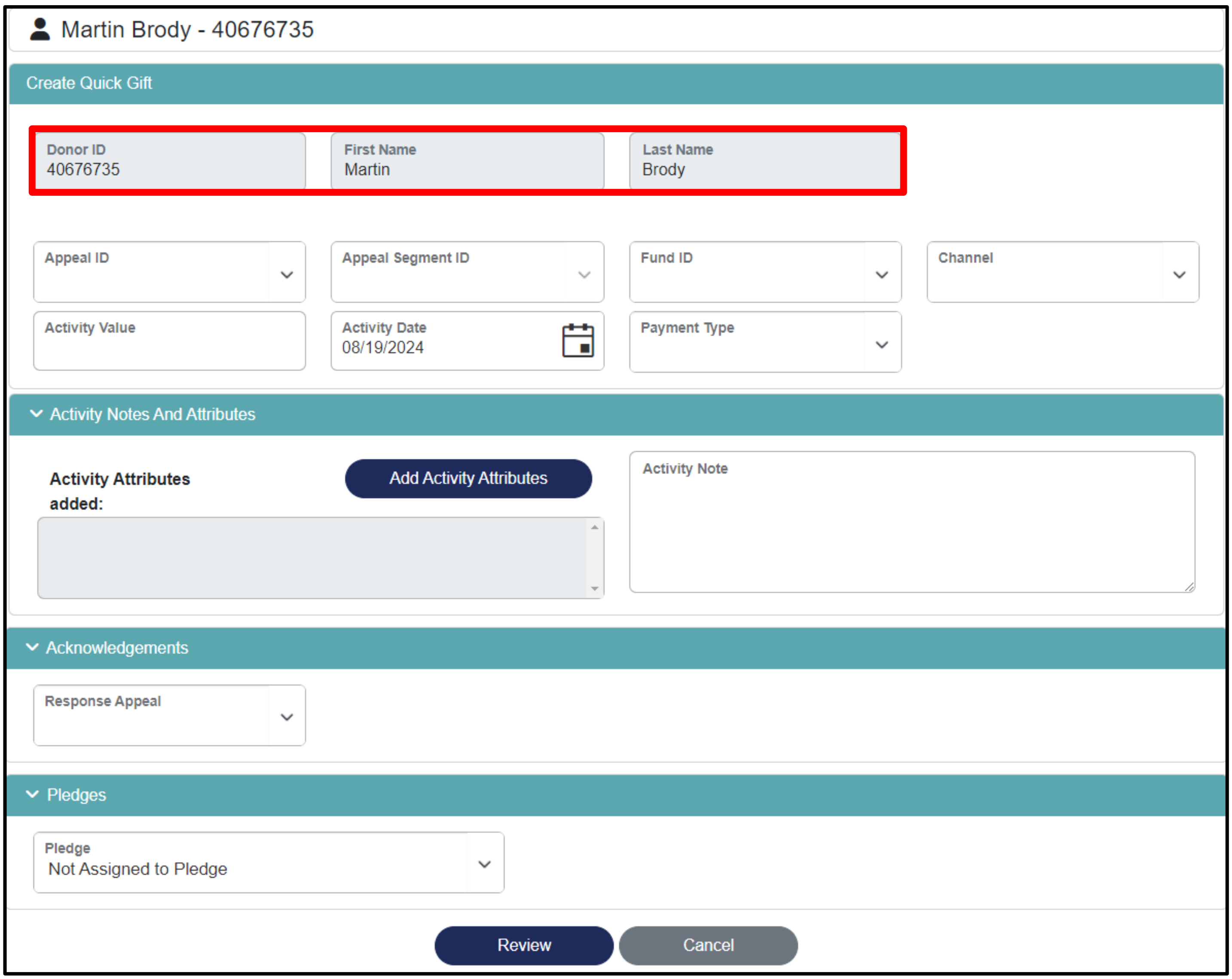
Starting a Quick Gift from the Donors Record

1. Open the desired **Donors** record.
    - Example – **Martin Brody**

2. From the **Actions** menu (Right colum on page), click on the **Record Quick Gift** button.

Recording Quick Gift STEPS

1. Once a Quick Gift is started from either the **Locate Donor** or **Donor** pages, the **Donor ID**, **First Name**, and **Last Name** will auto fill.



Create Quick Gift section

1. From the **Appeal ID** dropdown, select the desired **Appeal** to process the QG against.
   - Example – **24 _3SM – 2024 Summer (SOL)**

2. The **Appeal Segment ID <u>WILL</u>** auto-fill IF:
   - The users Organization <u>HAS</u> the Check Response Segments option selected (Enabled on the backend via Support).
   - Example – **700 – Gold Major Donors: LT**

3. The **Appeal Segment ID <u>WILL</u> <u>NOT</u>** auto-fill - AND user will be able to choose a **Segment** from the designated Appeal Pull values IF:
   - The users Organization does <u>NOT HAVE</u> the Check Response Segments option selected
   - The Donor has NOT been solicited for this particular Appeal

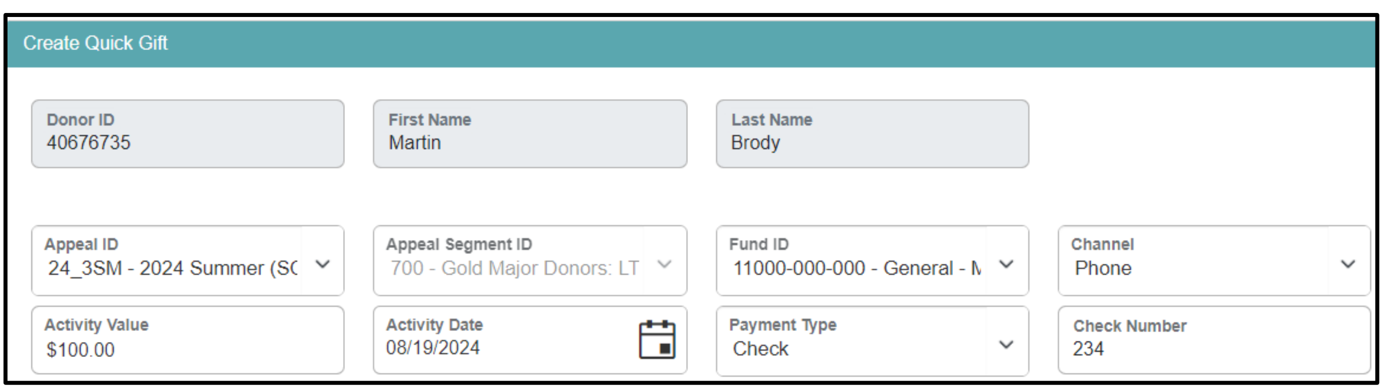
4. From the Fund ID dropdown, select the desired value.
   - Example – **10000-000-000 General – Mail**

5. From the Channel dropdown, select the desired value.
   - Example – **10000-000-000 General – Mail**

6. In the Activity Value, enter the value of the donation/contribution.
   - Example – **100**

7. In the **Activity** Date, users can choose to retain the default date of the current Date.
   - Users can also back date up to THREE months from Today's Date.
   - Users CANNOT forward date.
   - NOTE: Dates beyond Today's Date and further than 3 months in past are greyed out.

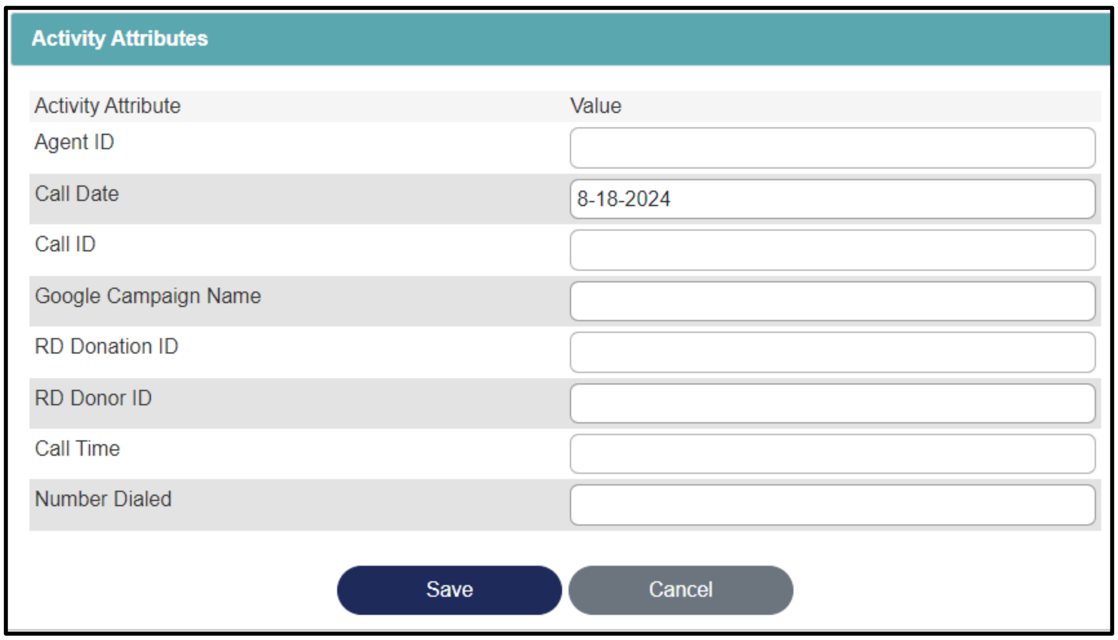
8. From the **Payment Type** dropdown, select the desired value.
   - Example – **Check/**Conditional **Check Number** Example **- 234**
   - IF a value of **CreditCard** selected, then NO CC information will be recorded in Quick Gift: Credit Card processing cannot be executed in the CRM.



Activity Notes And Attributes section

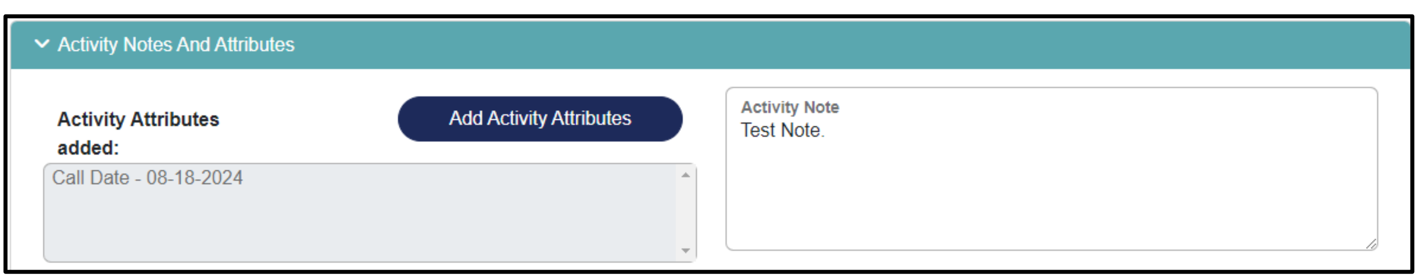
1. If desired, click on the **Add Activity Attributes** button.

2. From the **Activity Attributes** popup, enter the desired information in appropriate fields.
   - Example – **Call Date – Yesterday's Date**
   - If an Organization has <u>Required</u> Activity Attributes, the user will have to complete.



3. Click on the **Save** button.

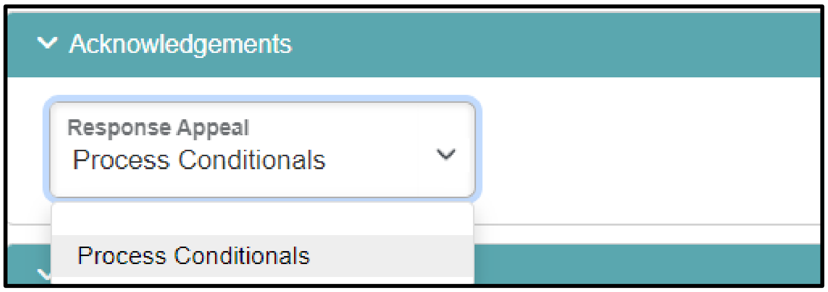
4. The **Attribute**(s) display in the grey field. Users can add Activity Notes as desired.



Acknowledgements section

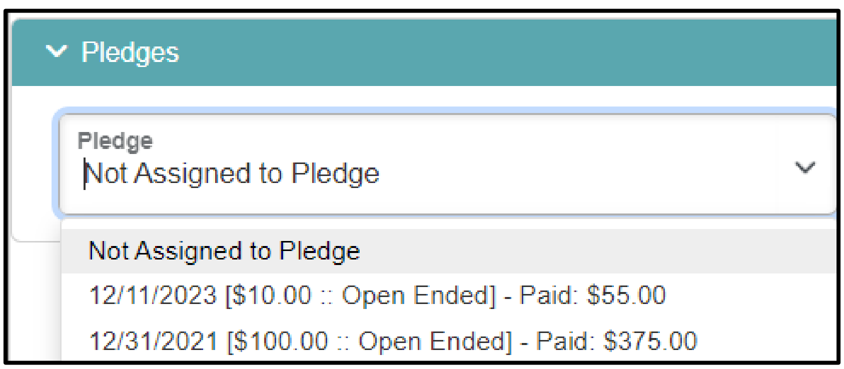
1. From the **Response Appeal** dropdown, select the desired **Response Appeal**.
    - Example – **Process Conditionals**

2. Users can also choose to select nothing.

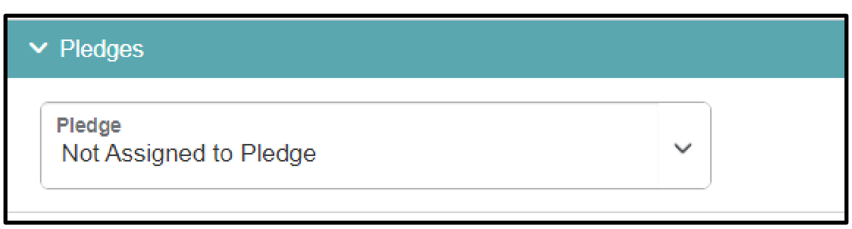


Pledge section

1. From the **Pledges** dropdown, click on the **Not Assigned to Pledge** dropdown/default value.

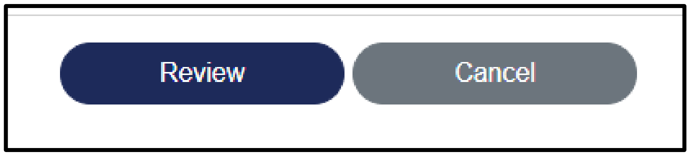


2. Any existing **Pledges** will display for this Donor.
    - Donors can choose to add the payments to any Pledge that displays in the dropdown.
    - Only Pledges labeled **Open-Ended** or with a **Balance Due** will display for the Donor.
    - Any Pledges that have a **Balance of 0** will **NOT** display in this section.
    - Example - **Not Assigned to Pledge**.

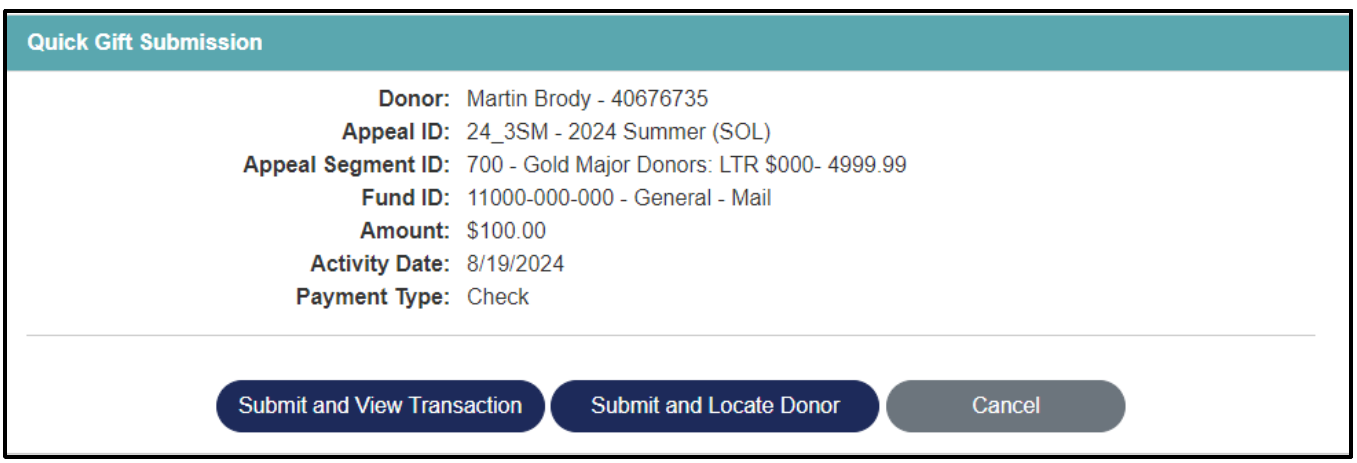


Review

1. Click on the **Review** button at the bottom of the page.
    - The Cancel button deletes the Quick Gift.



2. The user has three options from the **Quick Gift Submission** popup:
    - Submit and View Transaction: Enters Quick Gift as a Transaction and displays Transaction screen.
        - Usually done if a user is conducting an ad hoc or one time Quick Gift
    - Submit and Locate Donor: Enters Quick Gift as a Transaction and returns user to the Locate Donor screen.
        - Usually done if a user is entering multiple Quick Gifts for different Donors.
    - Cancel - deletes the Quick Gift.

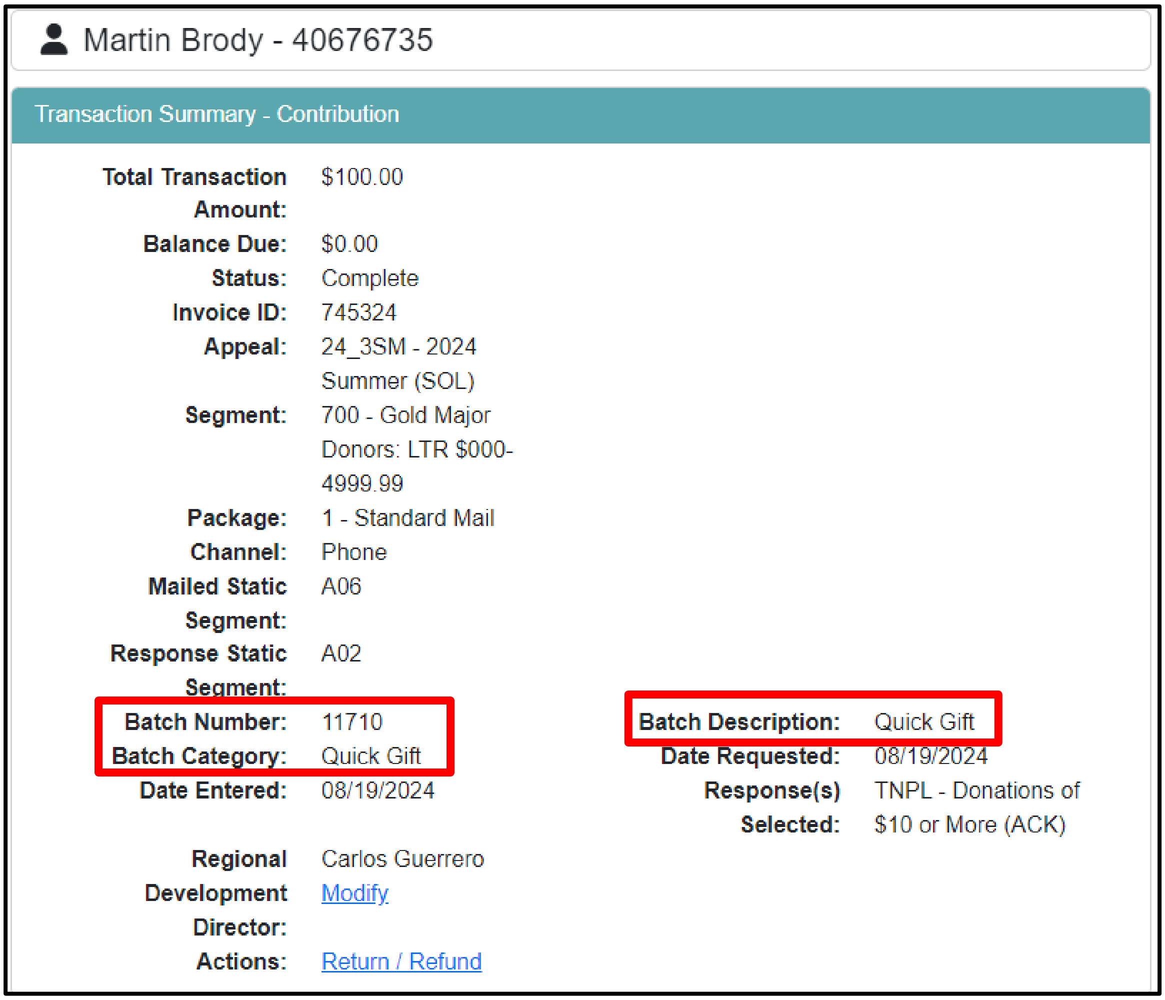


3. Click on the **Submit and View Transaction** button.

Quick Gift Transaction screen

The **Transaction Summary-Contribution** section of the Transaction record has several fields that indicate it is tied to a Quick Gift:

- **Batch Number** – value is a **Unique Number** that NO other transactions can be linked to
- **Batch Category** – value is **Quick Gift**
- **Batch Description** – value is **Quick Gift**



Martin Brody - 40676735

Transaction Summary - Contribution

Total Transaction Amount:	$100.00		
Balance Due:	$0.00		
Status:	Complete		
Invoice ID:	745324		
Appeal:	24_3SM - 2024 Summer (SOL)		
Segment:	700 - Gold Major Donors: LTR $000-4999.99		
Package:	1 - Standard Mail		
Channel:	Phone		
Mailed Static Segment:	A06		
Response Static Segment:	A02		
Batch Number:	11710	**Batch Description:**	Quick Gift
Batch Category:	Quick Gift	**Date Requested:**	08/19/2024
Date Entered:	08/19/2024	**Response(s) Selected:**	TNPL - Donations of $10 or More (ACK)
Regional Development Director:	Carlos Guerrero Modify		
Actions:	Return / Refund		