#### **CRM User Forum**

January 16, 2019
Cornelia Ellis
John Kuehn
Don Day



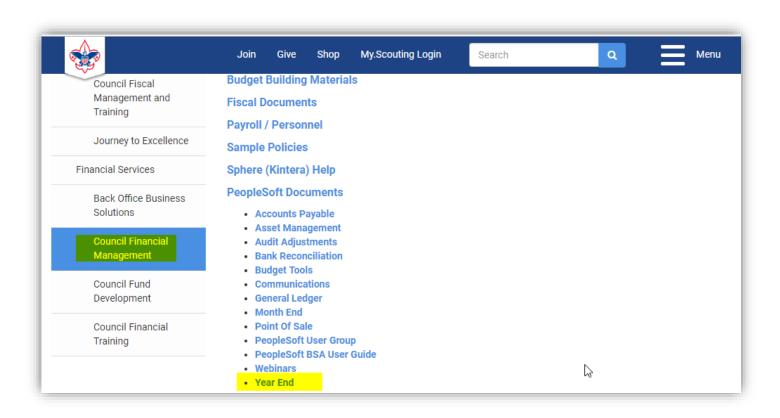
# Objectives

- Welcome
- Year-End materials
- Contribution Statements How To
- BSAFR Basics
- New Year Procedures
  - Adding an appeal
  - Adding a special event
  - Assigning designations
- Questions & Answers



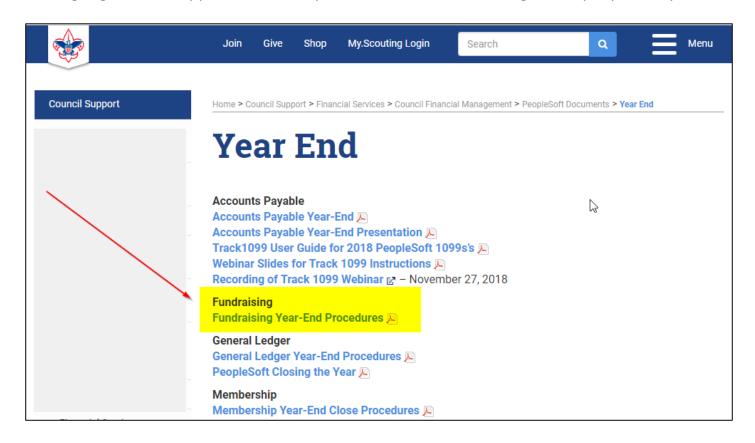
#### Year-End Close

www.scouting.org/financeimpact





scouting.org/council-support/finance-impact/council-financial-management/peoplesoft/year-end/



#### **BSAFR**

- A customization to CRM for Local Councils
- After conversion, your Annual Campaign "FOS" history was reviewed and put into this format
- The process looked at revenue and workers
- Was done several weeks after you converted

#### **BSAFR**

- Every fundraising position in ScoutNET was converted into a group/committee in CRM
- Each one is listed on the BSAFR Query
  - LXXX Example Council Folder
    - Search for BSAFR Groups query
      - Modify for your council
      - Export to excel
      - Sort by BSAFR Reporting Level



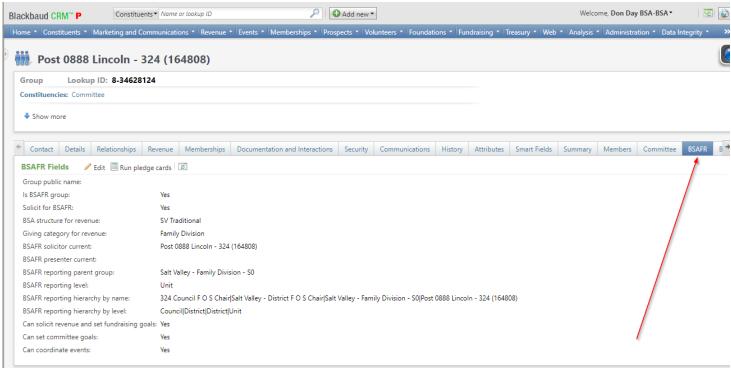
# **BSAFR Groups Query Fields**

- Group Name & Lookup ID
- Hierarchy by level
- Member Count
- Reporting parent group
- Structure for revenue
- Giving category for revenue
- Current Solicitor
- Presenter
- Reporting level



#### **BSAFR**

- Modifying BSAFR
  - Look up group or committee





# Modifying BSAFR



#### **BSAFR Notes**

- This was done at conversion
- Any new units won't be set up for BSAFR
- Each local council has to setup BSAFR for new units
- Top Level positions were created for Community & Family



## **Contribution Statements**

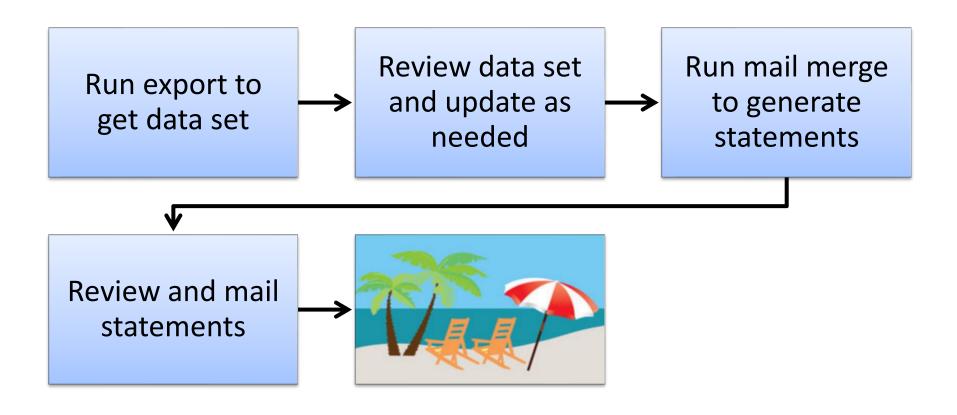
**CRM User Forum Presentation** 



## IRS Publication 1771, Charitable Contributions— Substantiation and Disclosure Requirements

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

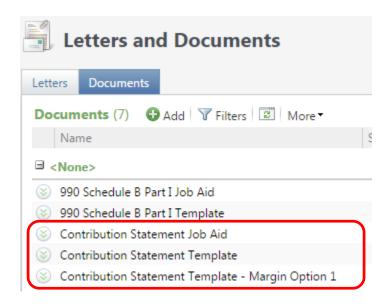
#### **Process Overview**





#### **Process Overview**

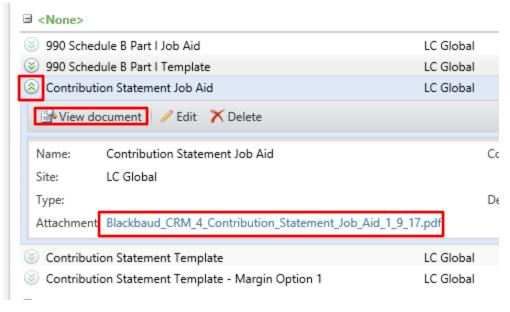
- Marketing and Communications>Packages>Letters and documents>View letters and documents>Documents tab
- Job aids have detailed, step-by-step instructions





## To Download Document

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



## Run Export

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

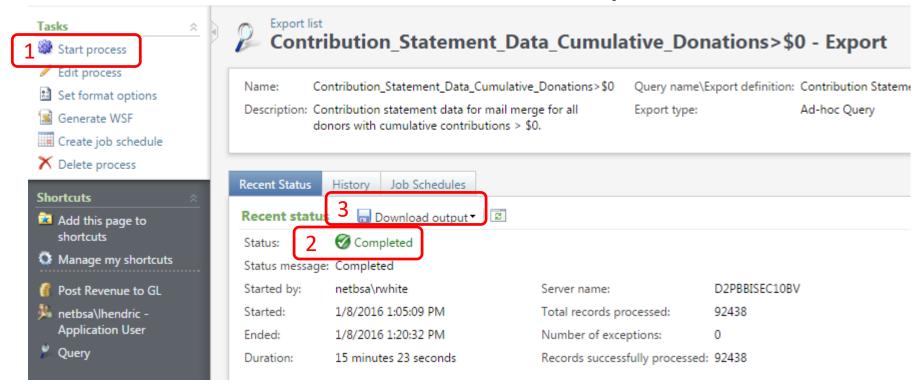
## Run Export

Administration>Tools>Export



## Run Export

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





# Review and Update

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

1	Α	В	C	D	E	F	G	Н	I	J	K	L	M	N	0	Р	Q
1	BUSINESS	Site ID	ID	Last	First	Address	City	State	ZIP	Date	Transactio	Appeal	Amount	Receipt A	Benefit V	Benefit D	Revenue I
2	1	42	8-1009096	Genented	h	1 Dna Way	South San	CA	94080-491	*********	Payment	(042) S15 -	\$900.00	\$900.00			rev-14573
3	2	42	8-1215544	Domingue	Francisco	3985 Lyma	Oakland	CA	94602-185	***********	Payment	(042) S16 -	\$300.00	\$300.00			rev-14697
4	3	42	8-1215650	Peterson	Andrew	103 Monti	Piedmont	CA	94611-392	***********	Payment	(042) S16 -	\$250.00	\$250.00			rev-14689
5	4	42	8-1217480	Kuesel	Christoph	3829 Rand	Oakland	CA	94602-120	***************************************	Payment	(042) S16 -	\$500.00	\$500.00			rev-14709
6	5	42	8-1217491	Kim	Kenneth	240 Estate	Piedmont	CA	94611-331	***************************************	Payment	(042) S16 -	\$100.00	\$100.00			rev-14688
7	6	42	8-1224086	Lymburn	Bruce	50 Wynga	Piedmont	CA	94611-362	***************************************	Payment	(042) 150	\$260.00	\$260.00			rev-14692
8	7	42	8-1224086	Lymburn	Bruce	50 Wynga	Piedmont	CA	94611-362	***************************************	Payment	(042) 150	\$400.00	\$0.00			rev-14700
9	8	42	8-1224086	Lymburn	Bruce	50 Wynga	Piedmont	CA	94611-362	***************************************	Payment	(042) 150	#########	#########			rev-14700
10	9	42	8-1224086	Lymburn	Bruce	50 Wynga	Piedmont	CA	94611-362	***************************************	Payment	(042) S16 -	#########	#########			rev-14701
11	10	42	8-1228420	Pierce	Christoph	4085 Whit	Oakland	CA	94602-243	4/6/2015	Payment	(042) S15	\$100.00	\$100.00			rev-14601
591	590	<del>A2</del>	8 1571911	Cheung	Daniel	125 Ronac	Piedmont	CA	94611	***************************************	Payment	(042) S16	\$100.00	\$100.00			rev-14711
592			Dummy	Dummy	Discard												



## Review and Update

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

Review and Update

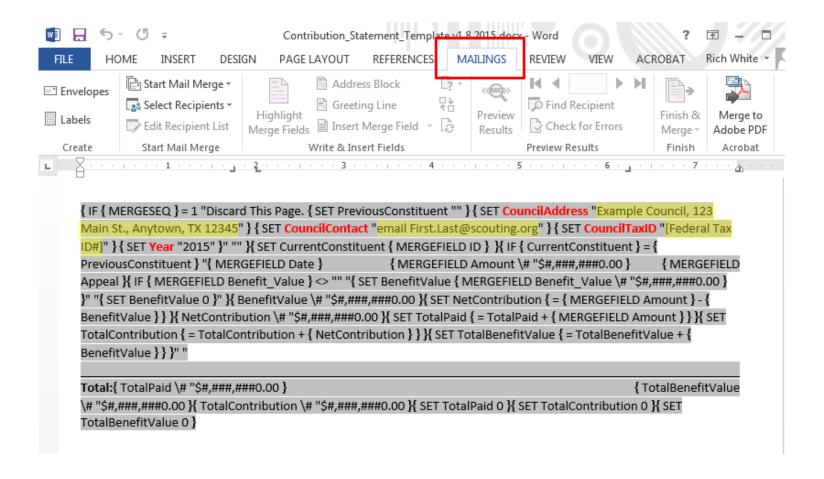
(002) 211 -	\$230.00	\$230.00	Tev-5	/312 44040.	TALSE	FALSE	senting		
(089) S17 -	\$250.00	\$250.00	PAS-1	3989 61788	8 FALSE	FALSE	Sebring		
(089) S17 -	\$250.00	\$250.00	PAS-1	3975 60848	FALSE	FALSE	Family		
(089) S17 -	\$250.00	\$250.00	PAS-1	3969 60470	FALSE	FALSE	Communit	ty - DCA	
(089) A17	******	\$0.00	rev-4	1589 491027	7 TRUE	TRUE	Mexico Tri	ip	
(089) A17	\$120.00	\$0.00	rev-43	1598 497003	3 TRUE	TRUE	Kendra Sco	ott Neckla	ce a
(089) A17	\$500.00	\$0.00	rev-4:	1598 497682	2 TRUE	TRUE	Golf Clubs	and Bag	
(089) A17	\$100.00	\$100.00	rev-43	1598 498645	5 FALSE	FALSE	Sponsor		
(089) A17	\$40.00	\$0.00	rev-4:	1599 499007	7 TRUE	TRUE	Play and N	Ausic Lesso	on
(089) S17 -	\$250.00	\$250.00	PAS-1	3985 61326	5 FALSE	FALSE	Communit	ty - DCA	
(089) S17 -	#########	#########	PAS-1	3985 61364	4 FALSE	FALSE	Citrus Cou	nty	
	4	4							

00/01	<b>Ģ</b> 50.00	<b>,,,,,,</b>			ICV 41007	JUTUU2	INDE	IAME	community DCA
89) S1	\$50.00	\$50.00			rev-41706	585076	FALSE	FALSE	Community - DCA
89) X1	\$500.00	\$500.00	_		rev-34061	431701	FALSE	FALSE	1/2 PAGE AD
89) X1	\$1,300.00	\$980.00	\$320.00	Table Sponsor	rev-34061	431585	FALSE	FALSE	Table Sponsors
89) S1	\$500.00	\$500.00	L		rev-41640	533302	FALSE	FALSE	Family
89) S1	\$500.00	\$500.00			PAS-13959	59990	FALSE	FALSE	Board Division
00) 01	¢วรก กก	ร่วรก กก			DAC 12060	60/102	EVICE	EVICE	Community DCA

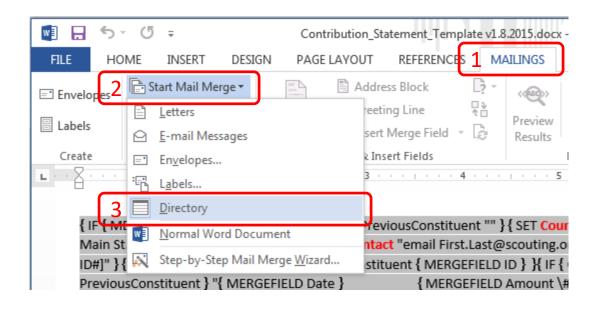


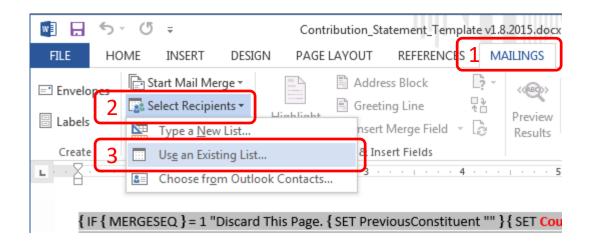
- Download mail merge template
- Edit merge field values for your council
- Start a Directory mail merge
- Select the contribution statement data file
- Finish the merge





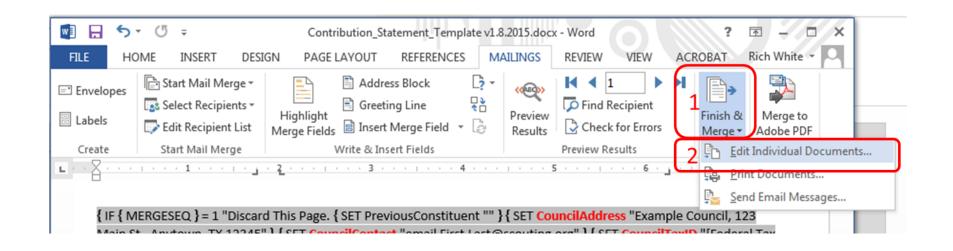


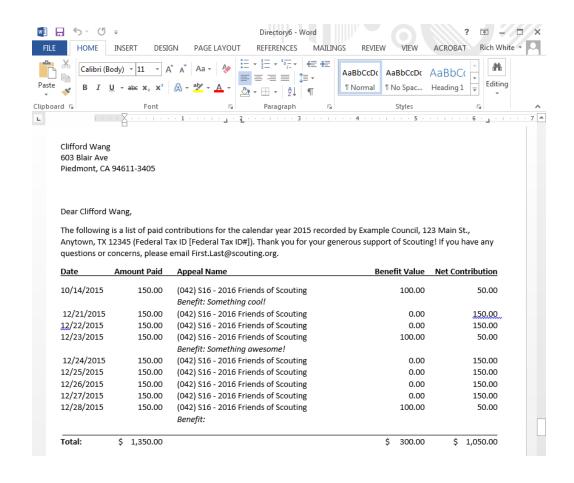




Navigate to your downloaded data file and select it







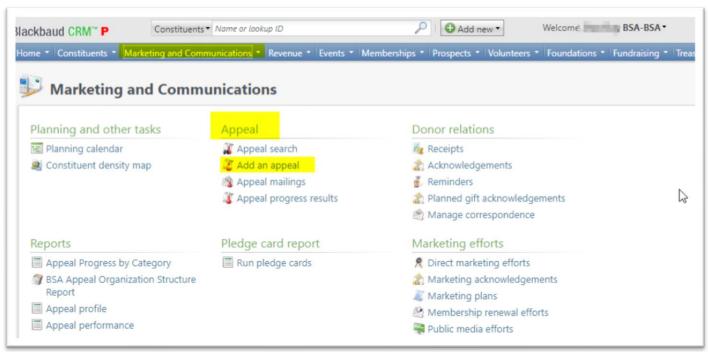


## Review and Mail

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

## **New Year Procedures**

Add your appeal(s)



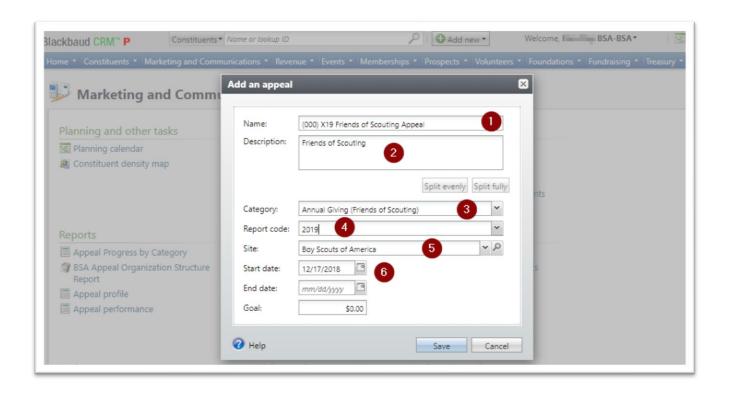


# Add an Appeal

- 1. Name be sure to include council number in parentheses
- 2. Description what you want to show on documents
- 3. Category choose from list
- 4. Report Code calendar year of the appeal
- 5. Site your council
- 6. Start date when you start the appeal
- 7. Link to prior-year appeal

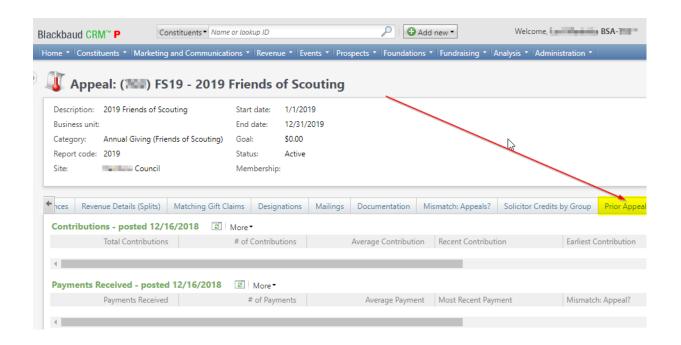


# Add an Appeal



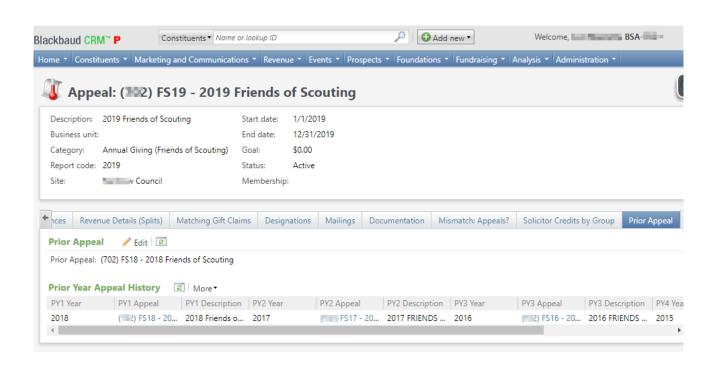
# Add an Appeal

Link to prior-year appeal



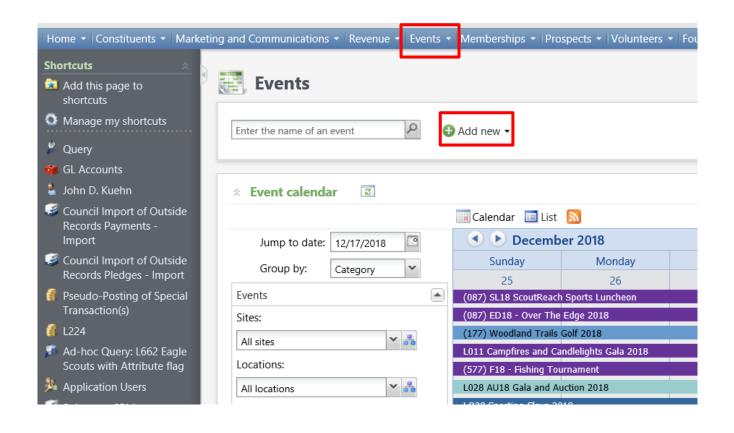


# Link to prior appeal





## Setup Special Events – Add New



## Setup Special Events

- 1. Name the event beginning with L(Council#)
- 2. Provide Description
- 3. Select Category

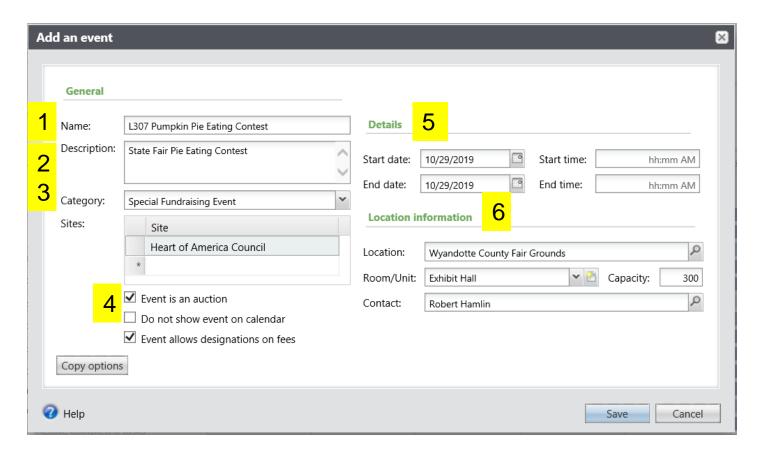
FY if putting in Future Revenue

Edit event to current year category after Jan 1.

- 4. Allow designation on fees and mark as auction if needed
- 5. Start and end date should be the same day
- 6. Add location

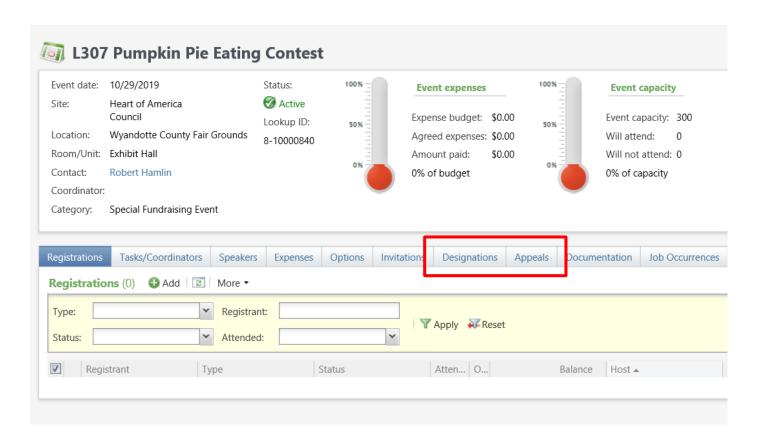


## **Setup Special Events**



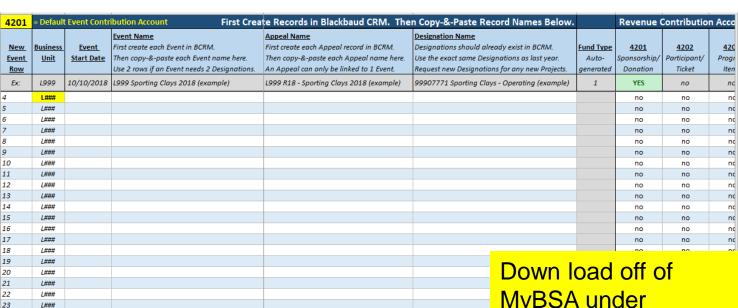


# Add your Appeal and Designation





# Fill out Event Mapping – Create Jira ticket



1



**New Events** 

Instructions (printable)

Composite\_Segments

Reference

MyBSA under
Blackbaud CRM
Resources.
The document is called
Event Revenue Setup
Request. Read
direction tab first then

#### Future CRM User Forums

#### Topics for future sessions:

- Printing BSAFR Pledge cards
- Maximizing BSAFR organization
- Managing constituents
- User security role templates
- Managing Prospects
- Auctions
- Using BSAFR barcode on other items (payment reminders)

#### Next CRM User Forum

Wednesday, February 20, 2019

10:00 am & 2:00 pm CT



## **Questions & Answers**

