

CRM (Blackbaud) Year-End Procedures

Introduction In CRM (Blackbaud) you will be able to run the necessary reports to create a listing of all constituents with pledges that are not fully paid at the end of the calendar year. Council management then reviews this listing to identify pledges that are yet collectible and those that are not.

By running the Global Write off process, you can write off an entire group of pledges from one or multiple Appeals. The process will not post to General Ledger (PeopleSoft). After the Write off process runs give the list to the accounting team to make the adjustment in General Ledger.

Reports should be printed after all transactions are entered for current Appeals.

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Prepare for Year-End Pledge Write-Off Process

Print a Pledge Receivable Aging Report for each Appeal.

The first step in the Pledge Write-Off Process is to print a Pledge Receivable Aging Report for each of the Appeal. Council management reviews the pledge(s) and payment(s) of constituents listed on these reports to identify which pledges they anticipate are collectible and which are not. This initial step in the annual pledge write-off process is best done in November or December.

Important: As part of the year-end process, save both hard copies and electronic copies of these reports for each Appeal.

- ☐ Pledge Receivable Aging Report
- ☐ Query – LXXX Global Write Off Query

Procedure

To create the Pledge Receivable Aging Report, use the following procedure:

Step	Action
1	Sign into CRM (Blackbaud) : Select Revenue>Pledge Receivable Aging Report . Enter the Council's name, Report Code and Appeal . Print the report.
2	Review the report before giving it to council management. Look at the individual constituent pledges and payments for any possible or obvious errors. If necessary, to resolve any discrepancies, review the original pledge and payment documentation (pledge cards, receipts, etc.). If any errors are found, make corrections to the constituent records and rerun the Pledge Receivables Aging Report.
3	Give the Pledge Receivable Aging Report to council management with any guidance, assistance, or instructions they may need to conduct and complete the pledge write-off process in a timely and efficient manner.

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The Pledge Write-Off Process

Procedure

After council management reviews and returns the Pledge Receivable Aging Report, the Global year-end write-off process in the Blackbaud can be initiated.

Instructions are below, and the Global Pledge Write-off Job Aid is available under MyBSA>Blackbaud User Guide.

You find the Global Pledge Write-off under the Revenue tab on the menu bar

1. The Write-Off process needs a selection (from an Ad-hoc query) to be saved. There is One already attached to the process. You can edit this selection from the process by clicking the pencil next to the selection to open it up.
2. To do this go to Revenue\Global Pledge Write-off and select the one for your council. It will be the one with and LXXX with XXX being your council number.
3. You want to edit the process. When you click the "edit process" button you will get the edit form below. Click the pencil to edit the query. If the pencil is greyed out, the query needs to be unlocked. Member care can do this for you.
4. When you click the pencil the query (selection) will open, and you will need to edit the filters so that you exclude the appeals you do not want to have written off. The query will be set to only bring in revenue that belong to you by Appeal Site ID or for only revenue that belongs to your council through an all revenue selection.
5. Double click the link that says, "Appeal record is not one of" and replace your appeals in here with the **ones you do not want** to have written off. Preview the results to make sure that only the appeals you want written off show up before you save and close.
6. Once you save your update query you will need to then click save on the "Edit Pledge Write-Off Process form. You are now ready to run the process.
7. To run the process, click the "Start Process" button.
8. The Run Pledge Write-off Process form will open, and you will need to update the GL Post Date, the Reason Code to UNC and place some new details in the box like your initials and the date.
9. Then click start and let it run.
10. You can create a selection if you would like. The selection will allow you to bring in this group of write-offs into a query in the future. You can also do the same thing by looking for your write offs in a query with the details. I would avoid creating selections when not needed.

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Running the Process:

Once the Process is built, it will Appear on the Global Write Off processes page within Revenue.

1. Click the hyperlink for your process.
2. Click "Start Process" on the task bar on the left side of the page.
3. To make sure the process works correctly, you should run the Query again.
4. Go to the Analysis Page again and click Ad-hoc Query Search
5. Enter the name of the Query you built for your Selection and click Search.
6. When the Query appears, click the "I" icon to process the results. You should see no records if the Write Process worked properly.

Note: By software design, a general ledger batch is not created. The accounting team uses a copy of the final Year-End Write-Off List to record a journal entry in the general ledger for the total value of the pledges written off.

Return the final pledge write-off list to council management for review and an approval signature on the last page.

Keep a hard copy of this signed list in a file for quick access when requested during the annual council audit. Also keep an electronic copy of this list as noted on page 1 of this document.

Repeat this process for all campaigns that expire with the year-end close.

Reports

All reports should be printed after all transactions that was received on or before December 31st are committed and before entering in the future Appeals. CRM (Blackbaud) will commit the batch overnight, so run the reports on January 2, 20xx.

- Pledge Receivable Aging Report
- Appeal Progress by Category
- Appeal Progress by Solicitor
- BSA Summary of Appeals

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New Future Appeals

Before you begin adding a new appeal, you may want to refer to the historical appeal to see how it has been set up.

- On the navigation bar, click on **Marketing and Communications**
- Select **Add an Appeal**
- Complete the fields and options on the Add an Appeal window, following the information from the historical appeal. Be sure to populate the Report Code field with the current year. This field drives certain report so include this appeal.
- Click **Save**

Adding the Designation:

- Add the designation to allow pledges and payments for this appeal to be associated with the correct General Ledger Account.
- Select the **Designations tab**
- Click on "**Edit list of appeal designations**"
- If you know the General Ledger Account that this appeal with write to, enter it in the box. If not select the magnifying glass and search.
- Select the appropriate account from the search listing.
- Click **Save**

NOTE: There is no need to submit a new designation form to National, if the designation was used in prior year's Appeals.

Adding the Prior Appeal:

- Add the Prior Appeal to the new Appeal will allow for history to show on reports.
- Select the **Prior Appeal Tab**
- Click on **Edit**
- Enter in the "**Previous year appeal**"
- Click **Save**

Contribution Statement/990 Schedule B Part 1

Annual contribution statements should be prepared and mailed to all donors per IRS requirements. A Form 990 should be filed annually per IRS requirements. To produce a contributors list for Part I of Form 990 Schedule B. The Job Aids are available on **MyBSA** and **CRM** (Blackbaud).

- Under **Marketing and Communications>Packages>Letters and documents>View letters and documents>Documents tab**
- Select **Contribution Statement or 990 Schedule B Part 1 Templates** from the list of documents
- Select **View document** and **save** the template to your desired location on your computer.