

Contents

Viewing an Account's Transactions	3
Finding Transactions.....	3
Specifying the Order in Which Transactions Display	4
Finding Transactions for One Account	4
Finding Transactions for a Particular Batch	5
Finding Transactions for a Particular Project	5
Finding Transactions Associated with a Particular Check Number	5
Finding Transactions for a Tribute.....	6
Additional Transaction Search Criteria	6
Including Adjustments, Pledge Payments, and Soft Credits	7
Using the Giving History Summary Screen.....	7
Giving History Summary Layouts	8
Viewing and Updating From the Giving History Screens	11
Batch Information (Giving History).....	12
Donor Mailing Label Information (Giving History).....	12
Acknowledgment Information (Giving History)	13
Recognition Information (Giving History).....	14
Marketing Information (Giving History).....	14
Payment Method Information (Giving History).....	15
Pledge Information (Giving History).....	15
Special Transactions (Giving History)	18
Viewing an Account's Benefits.....	21
Overview of the Benefits Awarded Screen.....	22
Basic Benefit Information	22
Mailing Label Information	23
Benefit Cost and Value Information.....	23
UPC and ISBN Information (Benefits Awarded).....	23
Renewal Recipient Information.....	23
Comments Associated with the Benefit.....	24
Benefit Status Information.....	24
Benefits Awarded to Adjusted Transactions.....	24
Benefit Start and Expiration Dates	26
Renewal Information.....	26
Benefit Delivery Information	26
Underwriting Credit Information	28
Gift or Complimentary Benefits	29
Complimentary Benefits	29
Accounts That Have Given Gift Benefits	29
Accounts That Have Received Gift Benefits	30
Viewing an Account's Interactions	30
Overview of the Interaction History Screen.....	30
Finding Interactions	31
Additional Interaction Search Criteria	32
Interaction Field Descriptions.....	33
Account Activity Information	35
Telemarketing Information.....	35
Viewing an Account's Transactions and Interactions	35
Overview of the Gift and Interaction History Screen	36
Finding Transactions and Interactions	36
Finding Transactions and Interactions for an Account	36
Structure of the Gift and Interaction History Screen.....	37
Transaction Information (Gift and Interaction History Screen)	37
Transaction/Interaction Details (Gift and Interaction History Screen)	38

Viewing an Account's Account Activity	38
Overview of the Account Activity Screen.....	39
Other Account Activity Records Created by TA.....	40
Ranking Giving to an Activity (Recency, Frequency, and Monetary Value).....	40
Parameters (Calculate RFM Scores)	40
Functionality (Calculate RFM Scores)	41
Status of the Account Activity Records	45
Activity Status for Renewable Activities.....	46
Status for the Cumulative Giving Record	46
Status for a Roll-up Account Activity Record.....	47
Account Activity Status Associated with the Sustaining Pledge Gift Kind	47
Start Date and Expiration Date	48
Track, Affiliation, and Solicitation Cycle	48
Track	49
Affiliation	50
Solicitation Cycle	51
Gift and Pledge Information	52
First, Last, and Largest Gift Information	53
Acquired Source Code and Date.....	53
Last Pledge and Unfulfilled Pledge Information.....	54
Total Pledged, Total Paid, Total Number of Gifts, and Total Number of Payments.....	54
Current Activity and Giving Level Information	55
Setting the Giving Level and Current Activity for a New Account Activity Record	55
Updating the Giving Level and Current Activity on an Existing Account Activity Record.....	57
Setting the Prior Activity.....	60
Current and Prior Giving Amounts and Giving Levels	60
Member, Calendar, and Fiscal Year Totals.....	61
Setting the Member Year Totals.....	62
Member Year Soft Credit Totals	62
Member Year Amounts	63
Period Amounts.....	64
Account Manager, Comments, and Working Fields	64
Account Manager	65
Comments for an Account Activity Record.....	65
User-defined Working Fields.....	65
Gift Memberships and Other Gifts Awarded Membership Benefits	65
Account Activity Records for Gift Memberships	65
Account Activity Records for Nonmembership Gifts Awarded Membership Benefits	66
System Preferences (Giving, Interactions, Benefits, Acct Activity)	66

Viewing an Account's Transactions

[Finding Transactions](#)

[Using the Giving History Summary Screen](#)

[Viewing and Updating From the Giving History Detail Screen](#)

Finding Transactions

An account's giving history consists of every transaction processed for the account. The term "transaction" refers to any financial activity posted to an account such as a pledge, pledge payment, gift, soft credit, or adjustment that was entered or uploaded. You can view an account's giving history on the Giving History Summary or Giving History Detail screens.

- The Giving History Summary screen displays general information about each transaction listed. You can view specific transactions for one or more accounts on this screen. You (or your system administrator) can configure the fields that display on this screen.
- The Giving History Detail screen provides a detailed view of a transaction. Although, you are required to post an adjustment to change most of the information on a transaction item, you can update some information on this screen such as pledge status or acknowledgement information if you want the transaction to be re-pulled for acknowledgements or billing.

To find transactions on either the Giving History Summary or Giving History Detail screen, complete the steps below.

- Click <Find> to displays the Find Transactions window.
- Enter the criteria for the transactions you want to find. **You must enter at least one of the following:** Account ID, Batch Number, Pledge Number, Check number, Bank Account number, or Project. If you have security access you may enter Card number. If you want to view all of the transactions that have been posted toward a particular Tribute, you must enter the Account ID and Name fields in the Tribute block (bottom right).

Note: The more additional information that you enter, the more restrictive your search. For example, you can view transactions made by one account within a specific date range, if you specify a date range in addition to Account ID.

Click the <Find> button.

See Also:

[Specifying the Order in Which Transactions Display](#)

[Finding Transactions for One Account](#)

[Finding Transactions for a Particular Batch](#)

[Finding Transactions for a Particular Project](#)

[Finding Transactions Associated with a Particular Check Number](#)

[Finding Transactions for a Tribute](#)
[Additional Transaction Search Criteria](#)
[Including Adjustments, Pledge Payments, and Soft Credits](#)

Specifying the Order in Which Transactions Display

Once you enter the criteria for the transactions you want to find, you can indicate on the Find Transactions window the order in which you want Team Approach® (TA) to display the selected transactions. Use the Order field on the Find Transactions window to control the sort order of transactions. Note that you can also click any column heading on the Giving History Summary screen to change how transactions are listed.

- "Account ID, Gift Date" displays the selected transactions by Account ID from the most recent to the oldest transactions.
- "Activity Type" displays the selected transactions alphabetically by the activity type for the transaction. For example, transactions with the activity type "A" display before transactions with the activity type "C".
- "Pledge Number" displays transactions so that pledges and related pledge payments are listed together.

To change the display order, press the [F9] key from the Order field and select a new value.

Note: Depending on your user settings, TA may ask you if you want to make the new order the default whenever you find transactions.

Finding Transactions for One Account

To find transactions for one account you must enter criteria in at least one of the following fields on the Find Transactions window: Account ID, Pledge Number, or Credit Card Number (if you have security access).

You can	TA finds
Enter an Account ID. If you do not know the Account ID, you can press the [F9] key to access the Find an Account window.	All transactions for the account number you entered.
Enter a pledge number.	Only the transaction(s) associated with the pledge number you entered.
Enter a credit card number.	Only those transactions made with the credit card number you entered.
Note: Only users granted access to credit card numbers can find transactions by credit card number. See	

You can	TA finds
the Credit Card Number Access system and user preference for more information.	
Enter a bank account number if the transaction was an EFT	All transactions that have been posted according to the bank account number.

Finding Transactions for a Particular Batch

To find transactions from a specific batch you must enter at least the batch number on the Find Transactions window.

You can	TA finds
Enter a batch number. Press the [F9] key to select the batch number from the list of values.	Only those transactions in the batch you entered.
Enter a sequence number. Press the [F9] key to select the sequence number from the list of values.	Only the transaction that corresponds to the sequence number you entered from the specified batch.
Note: You must enter a batch number in the Batch Number field <i>before</i> you can enter a sequence number.	

Finding Transactions for a Particular Project

To find transactions associated with a particular project you must enter at least the project code on the Find Transactions window. You can press the [F9] key from the Project field to select from a list of projects. TA finds only the transaction(s) posted toward the specified project.

Finding Transactions Associated with a Particular Check Number

To find transactions associated with a particular check number you must enter at least the check number on the Find Transactions window. You can search for transactions by check number alone, or by check number and other criteria such as Account ID or batch number.

Finding Transactions for a Tribute

To find all of the transactions for a specific tribute, complete the following steps:

- Enter the Account ID for the tribute account in the Tribute Account ID field. If you do not know the Account ID, you can press the [F9] key to access the Find an Account window.
- Enter the name of the person on the account for whom the tribute was established. Press the [F9] key to select a name from the list of names within the account.

Additional Transaction Search Criteria

You can focus the transactions that are returned by your search by entering more fields in the Find Transactions window. For example, to view transactions for a particular donor that occurred on a specific day or date range, you enter an Account ID and the Date Range fields. To view transactions that were made to a particular source code or general ledger account for a donor, enter the Account ID and Source, and/or G/L Credit fields.

You can	TA finds
Enter a start date and end date in MM/DD/YY format in the Date Range fields.	Transactions made during the date range you entered for an account.
Enter an activity type in the Activity Type field. Press the [F9] key to select the activity type from the list of values.	Transactions made to the activity type you entered for an account or a specific batch.
Enter a complete source code in the Source Code field, or enter at least the first letter of a source code and press the [F9] key to select the source code from the list of values.	Transactions made to the source code you entered for an account or a specific batch.
Enter a general ledger credit account in the G/L Credit field. Press the [F9] key to select the general ledger credit account from the list of values.	Transactions made to the general ledger credit account you entered for an account or a specific batch.
Enter an office code in the Office Code field. Press the [F9] key to select the office code from the list of values.	Transactions made to the office you entered for an account or a specific batch.

Including Adjustments, Pledge Payments, and Soft Credits

Once you enter the criteria for the transactions you want to find for a donor's giving history, you can mark or unmark the Include checkboxes on the Find Transactions window so that TA includes these types of transactions in your search. By default, one or more of these checkboxes are marked when you access the Find Transactions window.

Note: Depending on your user settings, if you mark or unmark Include checkboxes, TA may ask you if you want to include these types of transactions by default whenever you find transactions.

Checkbox	If Marked	If Unmarked
Adjustments	TA displays the entire audit trail of the adjustment: the original transaction (inactive status), the reverse--or negative transaction that TA creates (inactive status), and the final adjusted transaction (active status).	TA displays only the final adjusted transaction.
Payments	TA displays a separate transaction for each pledge payment and its associated pledge transaction.	TA displays a "rolled up" pledge transaction that includes the pledge amount and the total pledge payment amount to date.
Soft Credit	TA displays soft credits and includes soft credits in the giving history totals.	TA does not display soft credits or include soft credits in the giving history totals.

Using the Giving History Summary Screen

The general structure of the Giving History Summary screen is as follows:

- Information such as Account ID and batch number appear at the top of the screen for the transaction that is highlighted in the multirow block. The specific fields displayed on the top of the Giving History Summary screen depend on the screen layout you're using.
- The bottom of the screen displays a multirow block for each transaction found based on your search.

- The totals for the selected transaction appear at the bottom left of the screen: total number of transactions, total pledge amount, and total payment amount.
- The Include options and the search criteria you used when finding transactions.
- If TA cannot display all of the premiums associated with a transaction, TA displays the text ...<More> in place of the premiums. To view the premiums that were awarded on this transaction you must access the Giving History Detail screen or the Benefits Awarded screen.

Basics on using the screen:

- Use the horizontal scroll bar on the bottom right of the screen to view columns that are not immediately visible.
- Use the vertical scroll bar on the far right of the screen to view transactions that are not immediately visible.
- To view more detail: highlight a transaction and click on the corresponding zoom button (to the left).
- Resort the transactions listed by clicking on any column heading.
- To change transactions included in your search, reset any of the Include Options fields and click [Find] to refresh the screen.
- To find transactions for another account or to limit or change other search criteria, click on [Find] on the toolbar, or press <F3> to access the Find Transactions window.

See Also:

[Giving History Summary Layouts](#)

Giving History Summary Layouts

TA is delivered with three standard layouts for the Giving History Summary screen: Layout A, Layout B, and Layout C. These layouts are similar to each other, but contain different scrollable columns in the Multi-Row portion of the screen.

Note: Your organization can choose to customize layouts by using the [Screen Layout Customization](#) screen.

The horizontal scroll bar columns: The columns that you see depend on the default Giving History layout assigned to your user name. If no layout is assigned to your user name, TA uses the layout your organization set in the Giving History Layout system preference.

See Also:

[Layout A \(Giving History Summary\)](#)

[Layout B \(Giving History Summary\)](#)

[Layout C \(Giving History Summary\)](#)

Layout A (Giving History Summary)

The top portion of the Giving History Summary screen displays: Account ID, name line, batch number, batch sequence number, fund description, and premiums awarded to the transaction.

The left stationary portion includes: Date, number, page, pledge amount, and payment amount.

The columns for the horizontal scrollbar portion of the screen contains the following columns:

Acct ID	The donor's Account ID.
PM	The payment method for the transaction.
GK	The gift kind for the transaction (e.g., "OP" for one payment, "IN" for installment).
GT	The gift type for the transaction (e.g., "NW" for new, "RN" for renew, "AD" for additional).
Source	The source code associated with the transaction.
Affiliation	The affiliation associated with the donor for the transaction (e.g., Radio, TV, or the code for the donor's local chapter).
TT	The transaction type (e.g., "GF" for gift, "PL" for pledge, "PP" for pledge payment).
Pledge #	The pledge number for the transaction, if it is a pledge.
AC	The adjustment code for the transaction if it is an adjustment.

Layout B (Giving History Summary)

The top portion of the Giving History Summary screen displays: Account ID, name line, batch number, batch sequence number, fund description, and premiums awarded to the transaction.

The left stationary portion includes: Date, number, page, pledge amount, and payment amount.

The columns for the horizontal scrollbar portion of the screen contains the following columns:

OF	The office code associated with the transaction (e.g., "MA" for Massachusetts, "NL" for national office).
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Source	The source code associated with the transaction.
Acct ID	The donor's Account ID.
Credit Account	The G/L account credited for the transaction.
Debit Account	The G/L account debited for the transaction.
PM	The payment method for the transaction.
GT	The gift type for the transaction (e.g., "NW" for new, "RN" for renew, "AD" for additional).
Affiliation	The affiliation associated with the donor for the transaction (e.g., Radio, TV, or the code for the donor's local chapter).
TT	The transaction type (e.g., "GF" for gift, "PL" for pledge, "PP" for pledge payment).
Pledge #	The pledge number for the transaction, if it is a pledge.
GK	The gift kind for the transaction (e.g., "OP" for one payment, "IN" for installment).
AC	The adjustment code for the transaction if it is an adjustment.

Layout C (Giving History Summary)

The top portion of the Giving History Summary screen displays: Account ID, name line, batch number, batch sequence number, fund description, and premiums awarded to the transaction.

The left stationary portion includes: Date, number, page, pledge amount, and payment amount.

The columns for the horizontal scrollbar portion of the screen contains the following columns:

OF	The office code associated with the transaction (e.g., "MA" for Massachusetts, "NL" for national office).
Fund	The fund credited for the transaction.
Source	The source code associated with the transaction.
Acct ID	The donor's Account ID.

TT	The transaction type (e.g., "GF" for gift, "PL" for pledge, "PP" for pledge payment).
Pledge #	The pledge number for the transaction, if it is a pledge.
GT	The gift type for the transaction (e.g., "NW" for new, "RN" for renew, "AD" for additional).
PM	The payment method for the transaction.
AC	The adjustment code for the transaction if it is an adjustment.
Total Payment Amount	The total payment amount for the transaction. This field is used for split transactions to record the total payment amount for <u>all</u> parts of the split. This field is \$0.00 if you are viewing a pledge. This field equals the payment amount if you are viewing a pledge payment or a gift.
SC	The soft credit type, if the transaction is a soft credit.

Viewing and Updating From the Giving History Screens

The Giving History Detail screen contains details about posted transactions. You can zoom in many of the fields in the detail screen to access additional information.

Note: Although you are required to post an adjustment to change most of the information on a transaction item, you can update some information on this screen such as pledge status or acknowledgement information if you want the transaction to be re-pulled for acknowledgements or billing.

You can access the Giving History Detail screen from the Main Menu, or you can highlight the transaction on the Giving History Summary screen and click the <Zoom> button to the left of the transaction.

Note: You can use the [Up Arrow] and [Down Arrow] keys to view details for the other transactions that you found on the Giving History Summary screen. You can click the <Gifts> button at the bottom of the Giving History Detail screen to return to the Giving History Summary screen. You can click <Attachments> to [attach](#) an outside file to the record

See Also:

[Batch Information \(Giving History\)](#)
[Donor Mailing Label Information \(Giving History\)](#)
[Acknowledgment Information \(Giving History\)](#)
[Recognition Information \(Giving History\)](#)
[Marketing Information \(Giving History\)](#)
[Payment Method Information \(Giving History\)](#)

[Pledge Information \(Giving History\)](#)
[Special Transactions \(Giving History\)](#)

Batch Information (Giving History)

Each transaction in TA is processed in a batch. You can view information about the batch a transaction was processed in from the Giving History Detail screen. Click <Zoom> on the toolbar or press the [F10] key from the Batch field (located in the bottom left) to access the Batch Information window. On the Batch Information window:

In the field	TA displays
Batch Type	The type of the batch (e.g., a manual batch, an acquired batch, a batch created from the Customer Service or Planned Giving modules).
Deposit Date	The date on which the batch was deposited.
Entry Date	The date on which the batch was created.
Processed Date	The date on which the batch was processed.
Commitment Date	The commitment date for the transaction you are viewing (e.g., for underwriting).
Recognition Date	The recognition date for the transaction you are viewing (e.g., to recognize restricted funds on a different date).
Fiscal Month/Year	The fiscal month and year in which the batch was deposited.
Acquired Batch Number	The batch number assigned if the batch was from an outside vendor.
Acquired Batch Sequence	The sequence number for the transaction if the batch was uploaded from an outside vendor.

Donor Mailing Label Information (Giving History)

For every transaction, TA associates the name, address, and salutation of the account or individual that made the transaction. You can view and update mailing label information on the Giving History Detail screen. Click <Zoom> on the toolbar or press the [F10] key from the Account ID field to access the Account Information window. From each field, you can press the [F9] key to select a different name, address, or salutation code from the list of values.

Note: If the transaction is a gift membership, you can press [Alt][F10] from the Account ID field to view the donor mailing label information for the recipient account.

Acknowledgment Information (Giving History)

For every transaction, you can indicate whether an individual or account should be acknowledged. You can view and update acknowledgment information on the Giving History Detail screen. Click <Zoom> on the toolbar or press the [F10] key from the Acknowledgment field to access the Acknowledgment Information window.

On the Acknowledgment Information window:

In the field	TA displays	You can
Acknowledgment Code	"Y" if the transaction is to be acknowledged, "N" if it is not to be acknowledged, or the name of an output to be used for the acknowledgment, if entered during batch entry.	Set the field to either "Y" or "N" or press the [F9] key to select a different output from the list of values.
Account ID	The Account ID to be acknowledged for the transaction.	Click <List> on the toolbar or press the [F9] key to select a different account to acknowledge.
Account Name	The account or individual name to be acknowledged for the transaction.	Click <List> on the toolbar or press the [F9] key to select a different name from the list of values.
Address	The address to which the acknowledgment should be sent.	Click <List> on the toolbar or press the [F9] key to select a different address from the list of values.
Salutation	The salutation to be used in the acknowledgment.	Click <List> on the toolbar or press the [F9] key to select a different salutation from the list of values.
Acknowledgment Date	The date on which the acknowledgment was sent.	Delete the date if you want the transaction to be re-pulled in the next acknowledgment query.
Action Code	The code for a special acknowledgment such as phone call or handwritten letter.	Click <List> on the toolbar or press the [F9] key to select a special action code from the list of values.
Action Comments	Comments explaining why a special acknowledgment is needed.	Enter comments to explain the special action, if applicable.

Note	The customized note to be printed on the acknowledgment.	Enter text to be included in the acknowledgment letter if it has not been sent.
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Recognition Information (Giving History)

For every transaction, you can indicate whether the donor is listed in your publication or annual report. You can view and update recognition information on the Giving History Detail screen. Click <Zoom> on the toolbar or press the [F10] key from the Payment Amount or Pledge Amount field to access the Payment Information window.

On the Payment Information window:

In the field	TA displays	You can
Recognized Gift Amount	The amount of the transaction to be recognized.	Update an existing amount or enter an amount.
Recognized Gift Name	The name to be used for recognition, if entered during batch entry.	Update an existing name or enter a name.

Note: The name to be used for recognition is entered only if the recognized name should be different from the donor's name.

Marketing Information (Giving History)

Every transaction must be associated with a source code to indicate the fundraising area to which the transaction should be applied. You can view the source information associated with a source code on the Giving History Detail screen by clicking <Zoom> on the toolbar or pressing the [F10] key from the Source Code field.

On the Source Information window, you can update only the Staff field to indicate the staff person responsible for the transaction. To assign the transaction to a staff person, enter the brief name of the staff person in the Staff field. You can click <List> on the toolbar or press the [F9] key to select from a list of brief names.

Note: For split gift transactions, the source code on the Giving History Detail screen can be different from the source information on the Source Information window. The Giving History Detail screen represents the source code *that brought in the gift*. The source information on the Source Information window represents the specific fundraising area where the money was applied. For example, if a donor sends a donation that included the renewal notice where half was to renew membership and the other half of the donation was for a capital campaign, the Giving History Detail screen displays the renewal source code, and on page two of the transaction item the Source

Information window displays the source information for the capital campaign.

Payment Method Information (Giving History)

For every transaction, you must enter the payment method (such as check or credit card) by which the transaction is made. By clicking <Zoom> on the toolbar or pressing the [F10] key from the Payment Method field, you can view additional payment information. The specific payment method determines the detail that you see.

You can update the Approval Code field for a credit card transaction. You cannot update any other field from the Giving History Detail screen. (You must create an adjustment transaction to change all other fields.)

For payment method	You can zoom to the
B%	Credit Card Information window Note: On this window, you can view the credit card number used on the transaction only if you have credit card viewing privileges. Your organization decides who should have credit card viewing privileges. See the Credit Card Number Access system and user preference for more information.
CK	Check Information window
EF	EFT Information window
IK	Property and In-kind Gift Information window
MO	Check Information window
PS	Property and In-kind Gift Information window
ST	Stock Information window

Pledge Information (Giving History)

If a transaction is a pledge, you can view information about the pledge from the Giving History Detail screen by zooming from the Pledge Number field. TA displays the Pledge Information window

Note: If you want to view information for a pledge, make sure that you are viewing the pledge transaction (PL) and not a pledge payment (PP).

The Pledge Information window includes the following additional information about a pledge.

- Paid amount is the total payments made to date for the pledge; Pledge date and time; Pledge amount in its original currency if

applicable; Original pledge amount; Total pledge amount is applicable only if the pledge is a split pledge; and Date the pledge was last pulled and last billed

- Number of bills sent to date and the date the last pledge bill was sent
- Whether the account should be billed for the pledge (updateable)
- Pledge status (updateable)
- Program: for a pledge drive and Caller if the pledge came during a telemarketing campaign, and you have Brief Names set up with the Caller Brief Name function activated.
- Whether the pledge is a hedge
- Pledge Account ID and Name Line, the Account ID and name of the account that made the original pledge (this is filled in only when viewing third-party pledge payments)

See Also:

[Pledge Status \(Giving History\)](#)

[Pledge Installment Information \(Giving History\)](#)

[Account Snapshot/Giving Level Information \(Giving History\)](#)

Pledge Status (Giving History)

TA automatically sets the pledge status based on the rules set up by your organization. You can manually set the pledge status if necessary. For example, you determine that a pledge was a false pledge. You can set the pledge status to "PH" for phony. For another example, you have an installment pledge that is partially fulfilled but towards which no pledge payments have been made in a long time. You can set the pledge status to "PC" for partially collected to prevent the pledge from being pulled for future pledge bill mailings.

The following table describes the pledge statuses that TA assigns automatically.

Pledge Status	Description
FF	Fulfilled. TA assigns this status when the full amount of a pledge has been paid.
DF	Default Fulfilled. TA assigns this status when the Fulfill Partially Paid One-time Pledges? system preference is set to "Y" for yes and the marketing information on the payment is different from the marketing information on the source code.
PC	Partially Collected. TA assigns this status when the Fulfill Partially Paid One-time Pledges? system preference is set to "Y" for yes, and the pledge payment for a one-time pledge is less than the pledge amount.

Pledge Status	Description
PF	Partially Fulfilled. TA assigns this status to installment pledges towards which you have received partial payment.
UC	Uncollectible. TA assigns this status when you have not credited any payments towards the pledge and don't expect to receive any payment (for example, when you have refunded all of a pledge payment on a one payment pledge).
UF	Unfulfilled. TA assigns this status to a pledge towards which you have received no payments.

Pledge Installment Information (Giving History)

If you are viewing an installment pledge view more information about the installment schedule for the pledge by pressing the [F10] key from the Gift Kind field (if the field set to "IN" for installment, "SG" for sustaining gift, or "SP" for sustaining pledge) or by selecting <Schedule>.

- To view each scheduled payment, edit an expected payment amount or date, or to edit when a reminder notice should be sent, select the Schedule tab.
- To edit how a particular payment was applied or to view how payments have been applied, select the Reconciliation tab.

Note: The setting on the system preference [Years to keep Pledge Schedule Records](#) determines whether you can edit the installment schedule record for regular schedules versus irregular installment schedules. You would edit an installment schedule record so that you can override the default reconciliation and apply a donor's payment toward a particular future (or past) installment.

Terms tab

- Payment Frequency such as "M" for monthly If this field is set to "I" the pledge payment schedule is one with a irregular payment frequency.
- Number of payments in the schedule and Installment amount: the amount expected to be paid for each payment
- Start and End date for the pledge schedule. TA determines the end date based on the date of the first payment.
- Sustaining Gift Number, if the schedule corresponds to a particular sustaining gift transaction.

Schedule tab

This tab displays each expected payment. You can change the Expected Date (of the payment) field. TA does not automatically update the Reminder Due Date field if you change the Expected Date. Update this field according to your business practices.

- You cannot change the total amount expected. TA does permit you to edit an expected payment amount however, if you change one amount, then you must change another amount field so that the Total expected amount balances. To change the total expected amount you must process an adjustment on the PL transaction.
- You can remove or add an item to schedule. However, the Total expected amount must balance. That is, if you add ([Shift] <F6>) or remove an item (<F6>), you must edit an existing expected payment amount. You cannot change the total expect amount unless you process an adjustment.
- Payment Schedule Statuses:
 OP (Open) - No payment has been applied toward this schedule item.
 PC (Partially Collected) - No more payment is expected. You can manually set this or use an update procedure.
 PD (Paid) - This schedule item has been paid in full.
 PR (Partially Paid) - Partial payment has been received and additional funds are expected to be applied
 UC (Uncollectable) - No payment is expected on this item. You can manually set this or use an update procedure.

Reconciliation tab

Click <Show Payments> to view how each payment was applied to the schedule.

- To change how a particular payment was applied, click <Change Posting>.
- To change how a payment was applied, first unreconcile it. Highlight the payment and click <Unreconcile>. Then, highlight the schedule item that it should be applied toward on the left side of the screen and click <Reconcile>.
- You can change the Posted Amount field to be lower. TA automatically creates an unreconciled item that equals the difference between the amount that was originally posted and the amount that you entered. To reconcile the new item, highlight the schedule on the left that it should correspond to and click <Reconcile>.

Account Snapshot/Giving Level Information (Giving History)

You can access a snapshot of the account's current activity and giving level at the time the transaction was posted toward the account. Click <Account> to view the following:

- The prior and current activity
- The prior and current giving level
- The prior and current giving level amount

Special Transactions (Giving History)

From the Giving History Summary and Detail screens, you can access specific information for adjustments, matching gifts, transactions associated with events, and transactions toward a tribute.

See Also:

- [Adjustment Information \(Giving History\)](#)
- [Matching Gift Form Information \(Giving History\)](#)
- [Event Information \(Giving History\)](#)
- [Tribute Information \(Giving History\)](#)

Adjustment Information (Giving History)

When an adjustment transaction is posted, you can view the full audit trail of the adjustment on the Giving History screen by clicking on the Adjustments checkbox in the Include Options block (bottom of the Giving History Summary screen). You will see 3 transactions for every adjustment:

- Final adjusted transaction: This the most recent transaction with an Active status containing all of the changes that you made to the gift, pledge, pledge payment, etc. Note that if you have the Adjustments checkbox (Include Options block) unmarked, you will see this transaction.
- Minus transaction: TA automatically creates a minus transaction for any adjustment. It is a copy of the original transaction and the amount is set to the minus amount of the original transaction. This transaction is set to an Inactive status and you will only see it if you mark the Adjustments checkbox.
- Original transaction: When you create an adjustment, TA makes a copy of the original transaction and inactivates it (the status is set to Inactive). You will only see this you mark the Adjustments checkbox.

You can view information about the adjustment by highlighting the final adjusted transaction and zooming from the **Adjustment Sequence** field. In the Adjustment Information window, TA displays the adjustment description, Account ID, gift date, gift sequence number, and adjustment sequence number. (If you are looking at the final transaction, TA displays only the adjustment description and the adjustment date if you are looking at the zero transaction.)

Adjustment Information Window Field Descriptions

- Adjustment description: This is the text description of the adjustment code that was entered for the adjustment. For example, if the transaction was posted as an RF, this field displays 'Refund.'
- Adjustment date: This is the actual date that the adjustment transaction was posted.
- Notification date: If you use the [Update Adjustment Notice](#) procedure to capture when the adjustment was sent to your accounting department, this field is filled in with the date. Otherwise, this field is blank.
- Adjustment Account: This Account ID is the same as the Account ID of the transaction. This Account ID would be different only if the adjustment including changing the Account ID of the transaction. For example, if you adjusted a transaction that was originally applied to account 500999 and changed the transaction so that it is now applied to account 500111, this field displays the account ID of the original transaction. (The actual transaction is

removed from the original account, although you do see the minus)

- Adjustment Gift Date: This is the original gift date of the adjusted transaction.
- Adjustment Gift sequence: The sequence number of the adjusted transaction
- Adjustment Adj sequence: This number is always 1, unless the transaction was adjusted more than once. If you made another adjustment to this same transaction, this number is 3.

Matching Gift Form Information (Giving History)

If one or more matching gifts are associated with the transaction displayed on the Giving History Detail screen, you can access the Matching Gift Information window for each matching gift by clicking <Match>. The Matching Gift Information window lists the following:

- The matching company
- The matching amount
- The date the matching gift form was received
- The matching amount actually received from the matching company
- Comments, which you can update or enter
- The status of the matching gift (e.g., fulfilled or ineligible)

Note: TA automatically creates a soft credit for an account when you enter the account's gift through batch processing and indicate that an account has returned a matching gift form to your organization. To view the matching gift information on the Giving History Detail screen, make sure you are viewing the "hard dollar" transaction and not the soft credit. The Soft Credit field to the right of the Transaction Type field is blank on the "hard dollar" transaction.

If you receive a matching gift form for a donor after the gift has been processed, you must enter an adjustment to the gift; you can update only the Comments field on the Matching Gift Information window.

Event Information (Giving History)

If a transaction is associated with an event, you can view information about the event on the Event Information window by clicking the <Event> button from the Giving History Detail screen. The Event Information window displays the following:

- The name and description of the event
- The event unit (e.g., tickets or premiums)
- The number of units purchased

The information on the Event Information window is view only, i.e., it cannot be updated. Click <OK> to return to the Giving History Detail screen.

Tribute Information (Giving History)

If the transaction you are viewing is associated with a tribute (e.g., the gift was made in memory of someone), you can view the tribute information from the Giving History Detail screen. You can zoom from the Tribute? field when it is set to "Y" to access the Tribute Information window. The Tribute Information window displays the following information for the tribute gift.

Field	Description
Account ID	The Account ID for the tribute account.
Name	The name of the person for whom the tribute was established.
Tribute Name	The description of the tribute (e.g., the name line of the name associated with the tribute, followed by the word "Tribute").
Tribute From	The name of the giver of the tribute.
Tribute Code	The code for the type of tribute acknowledgment sent.
Tribute Type	The type of tribute, e.g., memorial, honor.
Date Notification Sent	The date on which the tribute acknowledgment for the transaction was sent to the notification recipient(s).
One-time Tribute?	Indicates whether the transaction is for a one-time tribute, i.e., a tribute record has not been set up for the account because your organization does not expect further donations for the tribute.
Personalization Line1 and Line 2	Displays gift-specific text associated with the tribute gift, which can be selected with queries and outputs (e.g., "In honor of your 60 th birthday").
Notification Recipients Block	The Account ID, name, and address of accounts to be notified of the current tribute gift, as well as an indicator for one-time notification recipients, and the date the notification was sent.

Viewing an Account's Benefits

[Overview of the Benefits Awarded Screen](#)

- [Basic Benefit Information](#)
- [Benefit Status Information](#)
- [Benefit Start and Expiration Dates](#)
- [Benefit Delivery Information](#)
- [Underwriting Credit Information](#)
- [Gift or Complimentary Benefits](#)

Overview of the Benefits Awarded Screen

A benefit is any tangible (e.g., a calendar) or intangible (e.g., membership to your organization) item that an account receives in return for a donation. In TA, benefits are awarded to an account during transaction processing. Once benefits are awarded to an account, you can view and update the awarded benefit information on the Benefits Awarded screen.

Accessing the Benefits Awarded Screen

You can access the Benefits Awarded screen by:

- selecting the Benefits Awarded operation (in the Gifts and Pledges module) from the Main Menu
- clicking the <Zoom> button from the Benefits block on the Giving History Detail screen
- clicking <Zoom> on the toolbar or pressing the [F10] key from the Benefits Awarded block on select screens

Basic Benefit Information

Transaction Benefit Information

Benefits in TA are awarded through transaction processing. The Benefits Awarded screen displays information about each benefit and its associated transaction. You can also view Gift type (e.g., a new gift or a rejoin) and Pledge number (if the benefit was awarded to a pledge transaction).

In the field	TA displays
Account ID	The Account ID and account name for the account awarded the benefit
Benefit	The benefit code and description for the benefit
Gift Date/Gift Sequence	The date of the transaction and the sequence of the gift within the batch that awarded the benefit
Package	If the benefit was awarded as part of a benefit package, e.g., a membership package, TA displays the package code in this field.

Click the <More Info> button to access the Additional Information window. This window contains [Complimentary Benefit](#) and event information such as event code, meal or seating preference if the transaction included this information.

See Also:

- [Mailing Label Information](#)
- [Benefit Cost and Value Information](#)
- [UPC and ISBN Information](#)
- [Renewal Recipient Information](#)
- [Comments Associated with the Benefit](#)

Mailing Label Information

For each benefit awarded to an account, the Benefits Awarded screen displays the information to be used in the mailing label when the benefit is sent to the donor. This information includes the following:

- Name (the account name or the individual name to use in the benefit mailing)
- Address
- Salutation

You can update mailing label information for each awarded benefit. Press the [F9] key from each field to select a different name, address, or salutation.

Benefit Cost and Value Information

For each benefit awarded to an account, you can track the cost and value for that benefit, and you can use the benefit value to generate year-end tax statements. If cost and value information was entered for a benefit record at the time the benefit was set up, TA defaults the information into the fields on the Benefits Awarded screen for each account awarded the benefit.

You can update the Cost and Value fields. See the [Understanding Benefits chapter](#) for more information about these fields.

UPC and ISBN Information (Benefits Awarded)

If the benefit has a Universal Product Code (bar code), you can view this code in the UPC field.

If the benefit is a published book, you can view its International Standard Book Number in the ISBN field.

Renewal Recipient Information

For renewable benefits awarded for a gift membership, the Renewal Recipient field indicates whether the giver ("G") or the recipient ("R") should be renewed when the membership expires. You can update this field only if the recipient is different from the gift giver. If the Renewal Recipient field is blank, you can solicit either the giver or the recipient, according to your organization's practices.

Comments Associated with the Benefit

To enter comments associated with an awarded benefit, click the <Comments> button located in the bottom left of the Benefits Awarded screen. (TA displays the Comments window.) If comments were entered during batch entry, TA displays the comments. Click <OK> to close the Comments window.

Benefit Status Information

On the Benefits Awarded screen, you can view the status of an awarded benefit in the Status field. TA sets the status of an awarded benefit to one of the following five statuses during transaction processing:

- A (Active): An awarded benefit with the status of "A" indicates that the benefit is considered current and can be selected by TA in a query that selects benefits to be delivered.
- I (Inactive): An awarded benefit with the status of "I" indicates that the benefit is no longer current and will not be selected by TA in a query that selects benefits to be delivered.
- C (Completed): An awarded benefit with the status of "C" indicates that the benefit's expiration date is prior to the current date *and* a duplicate benefit with the status of "A" has been awarded to the account.
- S (Superseded): An awarded benefit with the status of "S" indicates that the benefit's expiration date is equal to or greater than the current date *and* a duplicate benefit with the status of "A" has been awarded to the account.
- D (Delete): An awarded benefit with the status of "D" indicates that the benefit has been marked for deletion and will be removed from TA when your organization runs delete processing.

Note: To inactivate an awarded benefit, you can create an adjustment to the transaction that awarded the benefit. Or, if the benefit has been cancelled, TA updates the status to Inactive when you enter a cancelled date.

See Also:

[Benefits Awarded to Adjusted Transactions](#)

Benefits Awarded to Adjusted Transactions

When you enter an adjustment to a transaction, the transaction may no longer qualify for the benefits that were awarded when the transaction was originally processed. When you review the Benefits Awarded screen for an account, TA displays one or more inactive benefits associated with the adjusted transaction.

- For each benefit that TA awarded to a gift or pledge based on the current (adjusted) information for the gift or pledge, TA creates an active, benefit awarded record setting the OK to Deliver? field as appropriate (this record is associated with the current, adjusted gift or pledge transaction).

When Benefit Qualification Has Changed for an Adjusted Transaction

When an adjusted transaction no longer qualifies for a benefit awarded to the original transaction:

- TA inactivates the benefit awarded record for the benefit (this record is associated with the original gift or pledge transaction), and
- TA creates a second, inactive benefit awarded record for the same benefit (this record is associated with the "negative" transaction TA created to reverse the original gift or pledge, hence "reversing" the awarded benefit).

Example

A donor pledges \$300 for which TA automatically awards a "mid-level" membership package of three items: the membership itself, a monthly membership publication, and a membership card.

Before you send a pledge bill to this donor, the donor calls to reduce the amount of the pledge to \$150. You enter an adjustment for the pledge on the Batch Detail Entry screen and you have TA reevaluate the benefits based on the adjusted pledge amount. TA removes the benefits for the mid-level membership package and then automatically awards the basic membership package because the adjusted pledge for \$150 qualifies for this membership package.

When you access the Benefits Awarded screen, the donor's account has nine awarded benefits, three of which are active. The six inactive records represent the benefits from the mid-level membership package for the original pledge transaction and the "negative" pledge transaction. The three active benefits represent the benefits from the basic membership package for the current, adjusted pledge transaction.

If the donor had given \$300 and asked for a full refund, you see six awarded benefits, all of which are inactive. The six inactive records represent the benefits from the mid-level membership package for the original gift transaction and the "negative" gift transaction.

When Benefits Do Not Change for an Adjusted Transaction

When you enter an adjustment in TA and the benefits awarded to the original pledge or gift do not change, TA displays the benefits awarded to the transaction as follows:

- TA inactivates the benefit awarded record for the benefit (this record is associated with the original gift or pledge transaction).
- TA creates a second, inactive benefit awarded record for the same benefit (this record is associated with the "negative" transaction TA created to reverse the original gift or pledge, hence "reversing" the awarded benefit).
- TA creates a third, active benefit awarded record associated with the current, adjusted gift or pledge transaction, copying the information from the original benefit record that TA inactivated.

Benefit Start and Expiration Dates

For each benefit awarded to an account:

- TA sets the benefit's start date based on the date of the transaction that marks the benefit "OK to Deliver."
- If the benefit is renewable, TA sets the benefit's expiration date.
- If the benefit is not renewable, TA does not set the expiration date.

You can update the start and expiration dates for each awarded benefit. If you update the start or expiration date for a benefit that is part of a package, TA displays the message "Should all benefits in the package be updated with this new information?"

Note: A benefit's expiration date must be set to either the first or last day of the month depending on how your organization set up TA. If you enter an expiration date that is not the first or last day of the month, TA displays the message "Expiration date must be the [first or last] day of the month. Date is being changed."

See [Benefits](#) for more information on how a benefit is marked "OK to deliver" and how TA determines the expiration date for a renewable benefit.

See Also:

[Renewal Information](#)

Renewal Information

When a benefit is meant to be ongoing (e.g., given compliments of the organization) or is awarded for a sustaining gift (i.e., no renewals are sent and the benefit is continually awarded), the benefit is set up to be automatically renewed. The Auto Renew? checkbox, in the bottom left corner of the Benefits Awarded screen, indicates whether a benefit is to be automatically renewed. You can mark or unmark the Auto Renew? checkbox to indicate whether a benefit should be renewed automatically.

Benefit Delivery Information

For each benefit awarded to an account, you can track delivery, backorder, and return information in the Delivery Information block.

Field	Description
OK to Deliver?	This checkbox is marked if the benefit has met both the award and delivery criteria and should be pulled for delivery to the donor. You may mark or unmark this checkbox as needed.
	This field also displays in Benefits Requested

Field	Description
	window (Batch Detail). It defaults to N until the batch is posted when it is changed to Y if it qualifies. You can override the default if, for example, you manually award a complimentary benefit where normally the donor would have to pay to receive the specific benefit. In this scenario, this field for the benefit would never get updated to Y (unless you manually changed it) since the delivery criteria would never be met (the donor did not pay the minimum amount for the benefit to be delivered.
Suspend?	This checkbox indicates if a benefit should be suspended for delivery, e.g., the donor is on a long vacation and does not want to receive the member publication for a period of time. Mark or unmark this checkbox as needed.
Resume Date	If the Suspend? checkbox is marked for a benefit, the resume date indicates when the delivery of the benefit should no longer be suspended. Enter the date in MM/DD/YY format.
Delivery Priority	This field enables you to specify a delivery priority (e.g., a number from 1 to 3) for TA to use when determining how to send benefits for which the inventory is less than the demand. If you set a delivery priority during batch entry, TA defaults the priority on the Benefits Awarded screen. This field is used in conjunction with the Mark Benefits as Backordered update procedure.
Mail Class	This field enables you to specify how a benefit should be mailed (e.g., first class, overnight).
Actual Class	This stores the actual shipping method used to deliver the benefit by the vendor. The Benefit Delivery Upload process uploads the value in this field. Note that the Mail Class field stores the desired shipping method.
Last Pulled	This field indicates the date on which a benefit was pulled in a benefits query for delivery (e.g., the date on which your organization did its last membership publication pull). To resend a benefit (e.g., the benefit was never received), you can remove the date from the field to have TA select the benefit in the next benefit query.
Delivered	This field indicates the date on which a benefit was actually delivered to the donor, e.g., by a fulfillment house. <i>In a future release of TA, you will be able to use an upload to load shipping information from a vendor.</i>

Field	Description
Backordered	This field indicates the date on which a benefit was backordered. You can set this field manually or by running the Mark Benefits as Backordered update procedure.
Notice Sent	This field indicates the date on which a donor was notified that a benefit he or she was awarded is on backorder. You can set this field manually or by running the Set Backorder Notice Date update procedure for benefit records that are backordered.
Returned	You can enter the date on which a benefit was returned to your organization. Enter the date in MM/DD/YY format.
Tracking ID	This stores a shipment tracking number from shipping vendors. Note that usually this field is uploaded from the Benefit Delivery Upload procedure but you can also manually enter this field.
Delivery Status	This field indicates the status of the benefit (e.g., not available, cancelled, invoiced). You can set this field manually or by running the Benefit Delivery Upload procedure, if your upload layout sets this field. Note: The delivery status can be used to set the Cancelled field, if you use a Benefit Delivery Upload layout that takes advantage of this information.
Cancelled	This field indicates the date on which a benefit is cancelled. You can set this field manually or by running the Benefit Delivery Upload procedure, if your upload layout sets this field. Note: If you enter a date in this field, TA sets the status of the benefit to "I" for inactive.

Underwriting Credit Information

In TA, underwriting credits are tracked as benefits. You can click the <Underwriting> button to view or update the following underwriting credit information.

- Program for which underwriting credit was awarded
- Credit line
- Schedule for airing the credit line (i.e., the air dates and times)
- The visual attributes of the credit line (e.g., the company logo)

To select a program from the list of values, enter at least one character of a program code and press the [F9] key.

Gift or Complimentary Benefits

TA enables you to award a benefit compliments of your organization (i.e., an account did not make a donation that qualified it for the benefit). You can also award a benefit to an account different from the account that made the donation (a gift membership). In TA, you award such benefits through transaction processing on the Batch Detail Entry screen. You can view complimentary gift benefit information on the Benefits Awarded screen.

See Also:

[Complimentary Benefits](#)
[Accounts That Have Given Gift Benefits](#)
[Accounts That Have Received Gift Benefits](#)

Complimentary Benefits

Click the <More Info> button on the Benefits Awarded screen to view the following information for a benefit awarded compliments of your organization.

- Complimentary Code, which describes why the benefit was given to the account (e.g., the account is a major gift prospect)
- Department that awarded the complimentary benefit
- Complimentary notes, which describe why the benefit was awarded complimentary

You can update this information for a benefit, if it was not entered or was entered incorrectly on the Batch Detail Entry screen. Press the [F9] key from the Department field and the Complimentary Code field to select from the list of values.

Accounts That Have Given Gift Benefits

If the account you are working with on the Benefits Awarded screen has given away one or more benefits, the <Recipients> button in the bottom left of the screen is enabled.

To view information for the benefit recipient, click the <Recipients> button. TA displays the Benefits Given to Other Accounts window with the following information.

In the field	TA displays
Current Account	The Account ID of the current account (i.e., the benefit giver's Account ID)
Recipient	The Account ID of the benefit recipient. To the right of this field, TA displays the name of the account or individual that received the benefit.

Benefit	The benefit the recipient was given
Giver	The name of the account or individual that gave the benefit
Gift Date	The date of the transaction that awarded the benefit
Status	The current status of the awarded benefit on the recipient's account

You cannot update any of the information on the Benefits Given to Other Accounts window. To view the Benefits Awarded screen for a benefit recipient, click the <Zoom> button next to the Recipient column.

Accounts That Have Received Gift Benefits

If the account you are working with on the Benefits Awarded screen has received one or more gift benefits, the <Giver> button in the bottom left of the screen is enabled.

To view information for the benefit giver, click the <Giver> button. TA displays the Giver Information window with the following information.

In the field	TA displays
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Account	The Account ID of the benefit giver. To the right of this field, TA displays the account name of the account that gave the benefit.
Name	The name of the account or individual that gave the benefit
Salutation	The default salutation of the account or individual that gave the benefit
Gift Date	The date of the transaction that awarded the benefit

You cannot update any of the information on the Giver Information window.

Viewing an Account's Interactions

[Overview of the Interaction History Screen](#)
[Finding Interactions](#)
[Interaction Field Descriptions](#)

Overview of the Interaction History Screen

On the Interaction History screen, you can view the interaction history for one account or view interactions for multiple accounts based on a date or date range.

Note that your organization configures this screen and determines the exact fields that display.

You can create an interaction on an account by

- manually entering an interaction on the Customer Service Entry, Account Diary Entry screen, or the Inquiry & Referral View Screen based on direct contact (telephone call, letter, email, etc.) from your constituent, member, prospect, or donor.
- using the Create Interaction procedure which creates an interaction based on the accounts selected in a query. This procedure usually used for interactions that represent solicitations, acknowledgments, or invitations sent to your donors, prospects, or members.
- manually entering an account note. These are special types of interactions that pertain to the account as whole and indicate indirect information gained about the account. Notes can be viewed from any account-based screen and by anyone in your organization who has access to the account-based screens. See the [Managing Account Information chapter](#) for more information on the Notes feature.

The general structure of the Interaction History screen is as follows:

- The top right and left display fields determined by your organization.
- An on-screen filter that you can use to quickly display interactions according to solicitations sent. (Other filter choices may be added in future releases.)
- Total number of interactions selected based on your search.

Basics on using the Interaction History screen:

- Use the horizontal scroll bar on the bottom right of the screen to view columns that are not immediately visible.
- Use the vertical scroll bar on the far right of the screen to view transactions that are not immediately visible.
- To view more detail: highlight an interaction, double-click or click on the corresponding zoom button (to the left). Your user setup determines the default screen (Customer Service Entry, Account Diary, Inquiry & Referral View, or Media Entry) that you use to view the details of an interaction. If you do not have a default setup TA provides a message asking which screen you'd like use to view the interaction.
- Resort the interactions listed by clicking on any column heading.
- To find interactions for another account or to limit or change other search criteria, click on [Find] on the toolbar, or press <F3> to access the Find Transactions window.

Finding Interactions

On the Interaction History screen you can view interactions for one account or view interactions for a specific date or date range. Click <Find> or press the [F3] key (from the Interaction History screen) to use the Find Interactions window. To find interactions you must enter at least:

- Account ID to view interactions for a particular account, **or**
- A date range to view interactions created during a specific time period

Entering search criteria in addition to Account ID or date range narrows the list of interactions that are found. For example, by using both Account ID **and** date range, you find only the interactions for an account within a specified time period.

See Also:

[Additional Interaction Search Criteria](#)

Additional Interaction Search Criteria

Once you enter at least an Account ID or date range on the Find Interactions window, you can limit the transactions you want to find by entering criteria in one or more of the additional fields. The following table lists each additional field and an example of when you would use it.

See [Overview of the Interaction History Screen](#) for information on using the Interaction History screen.

Search Field	Example
Activity Type	Enter "P" for planned giving to find all planned giving interactions within a date range you select.
Source Code	Enter the source code representing an invitation to a special event to view all the invitations mailed during a date range you select.
Staff	Enter your own brief name to view a list of all the interactions for which you were responsible for a specific account.
Interaction Category	Enter "MS" for member services to view all the member service interactions with a specific account.
Interaction Type	Enter "BCARD" for birthday card to find all the interactions representing sent birthday cards for a date range you select.
Query	Enter the name of a query for which TA created interactions when the query was run.
Solicitor	Enter the brief name of a solicitor to find interactions with which the solicitor is associated.
Status	Enter "O" for open in addition to entering your brief name in the Staff field to find all your open interactions (ticklers) for a date range you select.
Technique	Enter "EF" for e-mail from account to view all the e-mails a specific account has sent to your

	organization.
Response Category	Enter "INVRESP" for invitation response to view all the interactions representing a response to an invitation within a date range you select.
Response Type	Enter "DECLINED" to view all interactions representing declined invitations within a date range you select.

Interaction Field Descriptions

Below are definitions of interaction-specific fields that can be displayed on the Interaction History screen and/or are available when you view the details of the interaction. The chart groups the fields according to General and Response Fields which can apply to any interaction, and Solicitation, Acknowledgement, and Benefit-related fields. The Solicitation, Acknowledgement, and Benefit-related fields are entered when you execute the [Create Interaction update procedure](#). These fields are usually not entered manually. See [Account Activity Information](#) or [Telemarketing Information](#) for this additional information that can be viewed for an interaction.

Field Name	Definition
General Fields	
Date	The date the interaction occurred.
Page	The page number of the interaction (i.e., for multipage interactions created through the Customer Service module).
Interaction Type	The code that represents the content of interaction such as address change or acknowledgment.
Technique	The code that represents the method and direction of the communication. For example, Call to Account (CT) or Call from Account (CF), or Mass Mailing (MM) if the interaction represents a general solicitation.
Summary	A text field providing a brief summary of the purpose of the interaction.
Staff	The brief name of the staff member responsible for the interaction.
Status	The current status of the interaction. An Open status indicates that interaction includes a Tickler where action for task has not been completed.
Solicitor	The brief name of the solicitor associated with the interaction. This could represent the solicitor

or met or visited with the donor or the solicitor associated with the source code (if the interaction is related to a mailing.)

Comments The comments entered for the interaction.

Response Fields

Date The date on which a response was sent to or received from the account.

Category The response category (e.g., mail response).

Type The response type (e.g., resend acknowledgment).

Solicitation, Acknowledgement or Benefit - Related Fields

Salutation The salutation used in the mailing

Query The query that pulled the account for the solicitation, acknowledgement, or benefit mailing.

Output The user-defined output paired with the solicitation, acknowledgement, or benefit query, indicating the information to be pulled for each account selected (e.g., salutation, address)

Source Code The code that identifies the appeal. The following components of the source code display above this field: activity type, activity, campaign, initiative, effort.

Source Analysis Code The code that captures characteristics of a donor (e.g., highest gift) at the time of the solicitation. The code is generated by TA based on a source analysis rule that specifies the information to record.

Ask Amount Rules The rule used to calculate the ask amounts for the solicitation.

Offer Amount The minimum amount the donor must give in order to receive particular benefits when responding to the mail piece specified in the Source Code field on the interaction.

Trans Amount The amount of the transaction acknowledged

Benefit/Value The code for the benefit and the value associated with the benefit

Acknowledgement Optional fields that may be set for the

Details

interaction:

Acknowledgment Code: represents letter sent.
Action Code: represents any special action taken to acknowledge the donor such as a hand-written letter.
Action Comments additional text related to the action code

Account Activity Information

You can view an account's account activity information at the time of the solicitation. Click <Snapshot> to view the Account Activity Information at Time of Interaction window. This window includes the following information:

- Expiration date
- Giving level
- Activity status, e.g., "L" for lapsed
- Solicitation cycle, e.g., "I" for installment giver
- Track, e.g., "RM" for renew by mail
- Affiliation, e.g., "RD" for radio
- Source code, date, and amount of last gift, last additional gift, and largest gift

Telemarketing Information

For telemarketing solicitations, your organization may upload the following information:

- The brief name of the telemarketing firm
- The number of attempts to contact the account
- The time of the interaction
- The expense of the interaction

Press the [F10] key from the Technique field on the Account Diary Entry screen to access the Solicitation Details window.

Viewing an Account's Transactions and Interactions

[Overview of the Gift and Interaction History Screen](#)
[Finding Transactions and Interactions](#)
[Structure of the Gift and Interaction History Screen](#)

Overview of the Gift and Interaction History Screen

An account's gift and interaction history consists of every transaction processed for the account and every interaction created between the account and your organization. The term "transaction" refers to any financial activity posted to an account such as a pledge, pledge payment, gift, soft credit, or adjustment that was entered or uploaded. The term "interaction" refers to any contact between the account and your organization. You can view an account's gift and interaction history on the Gift and Interaction History screen.

Access the Gift and Interaction History Screen

- Select the Gift and Interaction History operation (in the Gifts and Pledges or Corporate and Major Gifts and Grants module) from the Main Menu or
- Click the <History> button on the Account Diary Entry screen.

Finding Transactions and Interactions

On the Gift and Interaction History screen you can view both transactions and interactions for an account. To find the transactions and interactions you want to view:

- Access the Gift and Interaction History screen.
- Click <Find> on the toolbar or press the [F3] key. TA displays the Find Interactions and Transactions window and the Both option button is selected by default.
- Enter the criteria for the transactions and interactions you want to find.
- Click the <Find> button.

See Also:

[Finding Transactions and Interactions for an Account](#)

Finding Transactions and Interactions for an Account

To find an account's interactions and transactions, you *must* enter, at least, Account ID on the Find Interactions and Transactions window. If you do not know the Account ID, you can press the [F9] key to access the Find an Account window. The default sort order lists transactions according to the most recent gift date. Select "Activity" if you want to sort the transactions by activity type.

You can limit the transactions and interactions to find by entering any of the following fields (in addition to Account ID).

- Date Range. Enter a start date and end date in MM/DD/YY format.
- Activity Type. Press the [F9] key to view the list of your organization's activity types.
- Source Code. Enter at least the first letter of a source code and press the [F9] key to select the source code from the list of values.

Finding Only Transactions

On the Find Interactions and Transactions window you can mark the Transactions option button to find only transactions for an account. When you select the Transactions option button, TA displays the [Find Transactions](#) window.

Finding Only Interactions

On the Find Interactions and Transactions window you can mark the Interactions option button to find only interactions for one or more accounts. When you select the Interactions option button, TA displays the [Find Interactions](#) window.

Structure of the Gift and Interaction History Screen

Based on the criteria you enter on the Find Interactions and Transactions window, TA displays the transactions and interactions that match your criteria on the Gift and Interaction History screen. The structure of the screen is as follows:

- Each transaction and interaction that TA found appears in a multirow block at the bottom of the screen.
- Account and transaction information appears at the top of the screen for the interaction or transaction that is highlighted in the multirow block. (The transaction information is blank if you highlight an interaction.)
- The total number of interactions and transactions appears in the top right corner of the screen

Use the vertical scroll bar found on the far right of the screen to view transactions and interactions that are not immediately visible. You can highlight a transaction or interaction by clicking in any of the columns in the multirow block or by pressing the Up/Down arrow keys on your keyboard.

See Also:

- [Transaction Information \(Gift and Interaction History Screen\)](#)
- [Transaction/Interaction Details \(Gift and Interaction History Screen\)](#)

Transaction Information (Gift and Interaction History Screen)

For each transaction, TA displays the following information.

In the field	TA displays
Batch	The number of the batch containing the transaction.
Sequence	The sequence of the transaction within the batch.
G/L Credit	The general ledger credit account associated with the transaction.
Activity Type	The activity type associated with the transaction or interaction.
Pledge Number	The pledge number associated with the transaction,

if the transaction is a pledge or pledge payment.

Soft Credit If the transaction is a soft credit transaction, the type of soft credit such as soft credit from a matching gift, or a gift membership.

Transaction/Interaction Details (Gift and Interaction History Screen)

For each transaction or interaction, TA displays the following information.

In the field	TA displays
Date	The date of the transaction or interaction.
Type	The type of transaction (e.g., pledge or gift) or the interaction type (e.g., account note, address change).
Pledge Amount	The amount of the pledge if the transaction is a pledge transaction.
Payment Amount	The amount of the payment if the transaction is a gift or pledge payment.
Source Code	The source code associated with the transaction or interaction.
Summary	A brief summary of the purpose of the interaction.
Status	The current status of the transaction or interaction.

Viewing an Account's Account Activity

[Overview of the Account Activity Screen](#)

[Status of the Account Activity Records](#)

[Start Date and Expiration Date](#)

[Track, Affiliation, and Solicitation Cycle](#)

[Gift and Pledge Information](#)

[Current Activity and Giving Level Information](#)

[Member Year, Calendar Year, and Fiscal Year Totals](#)

[Period Amounts](#)

[Member Year Amounts](#)

[Account Manager, Comments, and Working Fields](#)

[Gift Memberships and Other Gifts Awarded Membership Benefits](#)

Overview of the Account Activity Screen

The Account Activity screen provides summary giving information for an account. Each account activity record is distinguished by activity type (i.e., an account can have account activity records for annual giving, capital campaign, and events but can have only one record for each activity type).

Note: Your organization determines whether pledge amounts or paid amounts are displayed on the Account Activity screen based on the setting of the [Display Paid Amounts in Account Activity](#) system preference.

Using the Account Activity Screen

- Access the screen from the Account Management module or by zooming from the Activities block on the Account Overview screen or from Customer Service Entry.
- Use the list block to view a specific activity record or the cumulative record.
- When you move your mouse over a source code, TA displays the source code text description.
- While most fields are view-only, you can update fields such as status, current and prior activity, lock activity, and date activity changed

Creating Account Activity Records

- *Transaction Processing.* If the account does not have an account activity record for the activity type on the transaction, TA creates an account activity record for that activity type.
- *Manually.* TA enables you to manually create an account activity record for an account from the Account Activity screen (e.g., to identify an account as a prospect for an activity type). To access the Create New Account Activity window, press the [F6] key or click <New> on the toolbar.
- *Creating an Account Project Record.* When you associate an account with a project on the Account Project Entry screen, TA automatically creates an account activity record for the account with a status of "P" for prospect if none exists for the activity type to which the project is assigned.
- *Query and Output Processing.* Your organization can run a query to select accounts that you want to identify as prospects for an activity type and run the Create Prospect update procedure to automatically create the account project records.
- *Creating a Planned Gift Record.* When you create a planned gift record for an account, TA automatically creates a prospect account activity record for the activity type of the planned gift.

See Also:

[Other Account Activity Records Created by TA](#)
[Ranking Giving to an Activity \(Recency, Frequency, and Monetary Value\)](#)

Other Account Activity Records Created by TA

In addition to creating an account activity record for the activity type to which a transaction is applied, TA also creates the following other account activity records.

- *The Cumulative Giving Record* totals an account's giving to all activity types for your organization. The system preference [All Activity Types](#) determines how TA identifies the cumulative giving record (The system default is with an asterisk). TA creates the cumulative giving record when TA processes the first transaction for an account.
- *The Roll-up Account Activity Record.* Your organization can set up roll-up activity types that total the giving amounts for a group of activity types for your organization. For example, your organization is split into regional offices and you want to track separately the money a donor gives to each regional office for annual giving (i.e., each regional office has its own annual giving activity type). Your organization can set up an overall annual giving record so that the totals for each regional office are added together. TA creates an account activity record for a roll-up activity type when the first transaction for any activity type included in the roll-up activity type is posted.

Each time TA processes a transaction, TA updates the cumulative giving record and the roll-up account activity record associated with the transaction, if one exists.

Ranking Giving to an Activity (Recency, Frequency, and Monetary Value)

The Calculate RFM Scores procedure enables you to assign recency, frequency and monetary value scores to an account, based on the account's current activity. You can specify the scale to be used for each of these scores. For example, you can segment the frequency of giving to the "AM" current activity within the last 48 months into 5 parts, allowing TA to assign a score between 1 and 5 to each account to indicate a range of low to high frequency of giving. This procedure is available from the System Maintenance module although you usually schedule it so that it automatically runs.

TA updates the fields on Page 3 of the Account Activity screen with the scores determined by this procedure.

See Also:

[Parameters \(Calculate RFM Scores\)](#)
[Functionality \(Calculate RFM Scores\)](#)

Parameters (Calculate RFM Scores)

You can set the following parameters for the Calculate RFM Scores procedure.

<u>Parameter</u>	<u>Description</u>
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RFM Field(s) to Calculate	Enter the name of the field you want to set (Recency, Frequency or Monetary Value). You can enter one or more fields in a comma-separated list, or you can enter "ALL." Press the [F9] key to view the list of fields.
Activity	Enter the current activity for which you want to update the recency, frequency or monetary value score. Press the [F9] key to view the list of your organization's activities. You must set this parameter.
Giving History Months	Enter the number of months of giving history data you want to use when calculating the recency, frequency or monetary value score. For example, enter "18" for the previous 18 months.
Number of Parts	Enter the number of parts into which the range of scores should be divided. For example, if you want to divide the giving frequency into 5 parts, enter "5." TA then sets the Frequency field to a number between 1 and 5.
Gift Types	<p>Set this parameter only when you include the Monetary Value field in the RFM Field(s) to calculate parameter. You can set this parameter to indicate which gift types TA should include when calculating the monetary value score. For example, you can set this parameter to "NW" for new if you want TA to include only transactions with a gift type of new when TA calculates the monetary value score.</p> <p>TA defaults this field to "AD" for additional; however you can enter one or more gift types in a comma-separated list, or you can enter "ALL." Press the [F9] key to view the list of your organization's gift types.</p>

Functionality (Calculate RFM Scores)

The following sections describe the processing that TA uses to assign the Recency, Frequency, and Monetary Value scores.

See Also:

[Assigning the Recency Score](#)

[Assigning the Frequency Score](#)

[Assigning the Monetary Value Score](#)

Assigning the Recency Score

TA uses the following process to set the Recency score on Page 3 of the Account Activity screen for the accounts selected by the procedure.

- TA selects accounts whose current activity does not have the status of "D" for delete and is one that you entered in the Activity parameter.
 - For each account selected by step 1, TA counts the number of transactions for each account that meet the following criteria:
 - The transaction has a gift date within the number of months prior to the procedure's run date, as specified by the Number of Months parameter. For example, if you run this procedure on 09/13/99, TA selects all transactions with a gift date between 08/01/99 and 09/30/99 if you set the Number of Months parameter to "2."
 - The activity type of the transaction is the same as the activity type for the current activity you specified in the Activity parameter. For example, if you specify "AM" in the Activity parameter, TA selects transactions with an activity type of "A."
 - The transaction is not a soft credit.
 - The transaction is not a pledge (a pledge is not counted toward recency, because it is not money given to your organization; a pledge payment or gift is counted toward recency).
 - The transaction has an active status (i.e., TA excludes negative transactions and original transactions that now have been adjusted).
 - TA orders the selected accounts and transactions by the most recent transaction's gift date.
 - TA divides the resulting list of Account IDs into the number of parts you specified in the Number of parts parameter and ranks the current activity of each account from one to the number you specified in the Number of parts parameter. For example, if there are 21 accounts, and you entered 3 in the Number of Parts parameter, TA assigns the rank of "3" to the 7 accounts that have the most recent gift dates on their transactions, "2" to the next 7 accounts, and "1" to the final 7 accounts that have the least recent gift dates on their transactions.
 - TA sets the Recency field for each account's current activity (as selected in the Activity parameter) to the score calculated based on the above processing.
- Note:** If two accounts have the exact same gift date, they may fall into different ranks. If two accounts have the same absolute score of recency, then the account with the older acquired date gets a higher relative ranking. See the example below, which illustrates accounts divided into five parts.

Account ID	Gift Date	Recency Score
100	10/01/99	5
101	10/01/99	5
201	10/01/99	4

107	09/15/99	4
125	09/14/99	3
135	09/14/99	3
141	09/13/99	2
142	09/12/99	2
302	09/01/99	1
150	08/15/99	1

Assigning the Frequency Score

TA uses the following process to set the Frequency score on Page 3 of the Account Activity screen for the accounts selected by the procedure.

- TA selects accounts whose current activity does not have the status of "D" for delete and is one that you entered in the Activity parameter.
- For each account selected by step 1, TA counts the number of transactions for each account that meet the following criteria:
 - The transaction has a gift date within the number of months prior to the procedure's run date, as specified by the Number of Months parameter. For example, if you run this procedure on 09/13/99, TA selects all transactions with a gift date between 08/01/99 and 09/30/99 if you set the Number of Months parameter to "2."
 - The activity type of the transaction is the same as the activity type for the current activity you specified in the Activity parameter. For example, if you specify "AM" in the Activity parameter, TA selects transactions with an activity type of "A."
 - The transaction is not a soft credit.
 - The transaction is not a pledge payment (because the procedure does not count each pledge payment toward a frequency of gifts, only each pledge).
 - The amount paid on the transaction is greater than \$0 (i.e., to exclude reverse transactions or transactions for which the donor has received a full refund).
 - The transaction has an active status (i.e., TA excludes negative transactions and original transactions that now have been adjusted).
- TA then orders the selected accounts and number of transactions by number of transactions (from high to low).
- TA then divides the resulting list of Account IDs into the number of parts you specified in the Number of parts parameter and ranks the current activity of each account from one to the number you specified in the Number of parts parameter. For example, if there are 10 accounts, and you entered 5 in the Number of Parts parameter, TA assigns the rank of "5" to the first two accounts that have the largest number of transactions, "4" to the next two accounts, "3" to the next two accounts, etc.

- TA sets the Frequency field for each account's current activity (as selected in the Activity parameter) to the score calculated based on the above processing.

Note: If two accounts have the exact same score, they may fall into different ranks. If two accounts have the same absolute score of frequency, then the account with the older acquired date gets a higher relative ranking. See the example below.

Account ID	# of Trans	Frequency Score
201	10	5
101	5	5
140	5	4
107	4	4
125	4	3
135	4	3
127	2	2
142	2	2
144	1	1
150	1	1

Assigning the Monetary Value Score

TA uses the following process to set the Monetary Value score on Page 3 of the Account Activity screen for the accounts selected by the procedure.

- TA selects accounts whose current activity does not have the status of "D" for delete and is one that you entered in the Activity parameter.
- For each account selected by step 1, TA counts the number of transactions for each account that meet the following criteria:
 - The transaction has a gift date within the number of months prior to the procedure's run date, as specified by the Number of Months parameter. For example, if you run this procedure on 09/13/99, TA selects all transactions with a gift date between 08/01/99 and 09/30/99 if you set the Number of Months parameter to "2."
 - The activity type of the transaction is the same as the activity type for the current activity you specified in the Activity parameter. For example, if you specify "AM" in the Activity parameter, TA selects transactions with an activity type of "A."
 - The transaction is not a soft credit.
 - The transaction is not a pledge (a pledge is not counted toward monetary value, because it is not money given to your organization; a pledge payment or gift is counted).
 - The transaction has an active status (i.e., TA excludes negative transactions and original transactions that now have been adjusted).

- The gift type for the transaction is one you specified in the Gift Types parameter.
- TA calculates the sum of the payment amounts for all the selected transactions for each account.
- TA orders the accounts and transactions by the resulting total amounts paid by each donor.
- TA divides the resulting list of Account IDs into the number of parts you specified in the Number of parts parameter and ranks the current activity of each account from one to the number you specified in the Number of parts parameter. For example, if there are 21 accounts, and you entered 3 in the Number of parts parameter, TA assigns the rank of "3" to the 7 accounts that have paid the most, "2" to the next 7 accounts, and "1" to the final 7 accounts that have paid the least.
- TA sets the Monetary Value field for each account's current activity (as selected in the Activity parameter) to the score calculated based on the above processing.

Note: If two accounts have the exact same sum of payment amounts (i.e., total paid for the selected transactions), they may fall into different ranks. If two accounts have the same absolute score for monetary value, then the account with the older acquired date gets a higher relative ranking. See the example below, which illustrates accounts divided into five parts.

Account ID	Total Paid	Monetary Score
201	\$1500	5
101	\$1250	5
140	\$1200	4
107	\$1135	4
125	\$1100	3
135	\$1000	3
127	\$1000	2
142	\$1000	2
144	\$1000	1
150	\$1000	1

Status of the Account Activity Records

Each time your organization creates a new activity type, TA automatically creates the following activity statuses for that activity type.

- "A" for active
- "D" for delete
- "P" for prospect

When your organization creates a new activity for that activity type, TA creates the same activity statuses for the activity. For each activity type or activity, your

organization can create additional activity statuses (e.g., "G" for grace and "L" for lapsed).

See Also:

[Activity Status for Renewable Activities](#)

[Status for the Cumulative Giving Record](#)

[Status for a Roll-up Account Activity Record](#)

[Account Activity Status Associated with the Sustaining Pledge Gift Kind](#)

Activity Status for Renewable Activities

For renewable activity types (e.g., annual membership), your organization can have TA automatically update the status of an account activity record for an account based on the number of months past the account's expiration date. For example, for the Annual Giving activity type, your organization sets up TA to assign the following statuses based on expiration date.

- "A" for active until the account's expiration date
- "G" for grace from the account's expiration date up to two months after the expiration date
- "L" for lapsed from two months past the account's expiration date up to five years past the account's expiration date
- "I" for inactive after the lapsed period

TA updates the status of account activity records when your organization runs end-of-month processing.

Status for the Cumulative Giving Record

TA sets the status for the cumulative giving record based on the status of the account's other account activity records. The status is set according to the following rules.

- If any account activity record has a status other than "P" for prospect, "I" for inactive, or "D" for delete, then TA sets the cumulative giving record's status to "A" for active. For example, if any one account activity record has a status of "A" for active, then TA sets the status of the cumulative giving record to "A" for active, even if all other account activity records have a nonactive status.
- If no account activity record has a status other than "P," "I" or "D," then TA sets the status of the cumulative giving record according to the following rules.
- TA sets the status to "P" for prospect if at least one account activity record has a status of "P."
- TA sets the status to "I" for inactive if no account activity record has a status of "P" but at least one account activity record has a status of "I."
- TA sets the status to "D" for delete if all account activity records have a status of "D."

Status for a Roll-up Account Activity Record

TA sets the status for the roll-up account activity record based on the status of each account activity record included in the roll-up account activity record. TA sets the status according to the following rules.

- If any account activity record included in the roll-up account activity record has a status other than "P" for prospect, "I" for inactive, or "D" for delete, then TA sets the status of the roll-up account activity record to "A" for active. For example, if any one account activity record has a status of "A" for active, then the status of the roll-up account activity record is set to "A" for active, even if the other account activity records included in the roll-up account activity record have a non-active status.
- If no account activity record included in the roll-up account activity record has a status other than "P," "I" or "D," then TA sets the status according to the following rules.
- TA sets the status to "P" for prospect if at least one account activity record has a status of "P."
- TA sets the status to "I" for inactive if no account activity record has a status of "P" but at least one account activity record has a status of "I."
- TA sets the status to "D" for delete if all account activity records have a status of "D."

Account Activity Status Associated with the Sustaining Pledge Gift Kind

If your organization uses the sustaining pledge (SP) gift kind, TA assigns one of the account activity statuses in the table below. TA determines which status to assign by comparing the rank of the transaction being posted with the highest-ranked previously posted transaction, and assigns the status associated with whichever rank is higher.

Statu s	Descripti on	Transaction Criteria	Rank
AS	Active Sustaining	Non-hedge pledge with a gift kind of SP or SG and a pledge status of PF or SU	10
AI	Active Installment	Non-hedge pledge with gift kind of IN and a pledge status of PF or SU	9
AO	Active Onetime	Non-hedge pledge with a gift kind of OP and a pledge status of PF or SU; If there are any One-time or sustaining pledges that were made at least 5 months ago and no payments have ever been received the pledge status will be changed from UF to UC.	8
DF	default fulfilled	This assumes that payments were made, but not in the last 5 months. The pledge status is changed from PF (partially fulfilled) to DF (default fulfilled).	7
GF	Gift	Gift (GF)	6

Statu s	Descripti on	Transaction Criteria	Rank
LS	Lapsed Sustaining	Non-hedge pledge with a gift kind of SP, SG, or IN, and a pledge status of LP	5
CS	Closed Sustaining	Non-hedge pledge with a gift kind of SP or SG and a pledge status of FF, DF, or PC	4
CI	Closed Installment	Non-hedge pledge with a gift kind of IN and a pledge status of FF, DF, or PC	3
CO	Closed Onetime	Non-hedge pledge with a gift kind of OP and a pledge status of FF, DF, or PC	2
P	Prospect	Everything else (pledge w/ hedge=Y; non-hedge pledge w/pledge status of UF, UC, or PH; soft credits only; no transactions)	1

Start Date and Expiration Date

During gift processing, TA sets the Start Date and Expiration Date fields on the account activity records for renewable activity types only (e.g., annual membership). TA sets the Start Date field to the date on which the account's first membership is made deliverable. TA sets the Expiration Date field to the expiration date of the account's membership and assigns this date when the membership is made deliverable.

Each time the account renews its membership, TA updates the Expiration Date field to the expiration date of the latest membership. Once set, TA does not update the Start Date field (i.e., the start date always represents the date on which the account's first membership was made deliverable).

Note: You can change the start and expiration dates for the current activity, e.g., to extend an account's membership. If you change the expiration date, TA automatically reflects that change on the account's membership package if your organization set the [Align Expiration Dates in Package?](#) system preference to "A" for automatic (i.e., TA sets the expiration date on the account's membership benefit, guide benefit, and card benefit to the date you entered).

TA does not set the Start and Expiration Date fields for nonrenewable account activity records, roll-up account activity records, or the cumulative giving record.

Track, Affiliation, and Solicitation Cycle

The Account Activity screen displays track, affiliation, and solicitation cycle information.

See Also:

[Track](#)
[Affiliation](#)
[Solicitation Cycle](#)

Track

Most often the track represents the gift type by technique for renewable activity types (such as membership). Each time TA processes a transaction for an account, TA looks at the gift type on the transaction to determine whether to set the track for the account activity record to which the transaction applies. Each time TA updates the track for an account activity record, TA copies the new track to the cumulative giving record and to the applicable roll-up account activity record. TA sets the track for the following gift types.

- "NW" for new
- "RN" for renew
- "RJ" for rejoin

TA uses the gift type combined with the technique of the transaction to set the track for the account activity record. For example, an individual responds to a mailing from your organization and becomes a new member. For the account's Annual Giving account activity record, TA sets the track to "NM" for New by Mail. At the end of the member year, the account responds to a renewal mailing from your organization and renews its membership. TA updates the track for the annual giving activity record to "RM" for Renewal by Mail.

Custom Calculations for Track

The system preference Track Calculation Method determines the specific values that you see in the Track field. Your organization may have configured custom calculations (something other than what is described above) that are used to update this field. Below is a summary of settings for these custom calculations.

ADA RULE

- If an account has an interest code of 'RES DM', set the track to 'RP'.
- If track is not yet set, and an account has an active classification code that starts with 'DB %', set the track to 'DD'.
- If track is not set, and an account has an active interest of PREMIUM, set the track to 'NP'.

GIVING LEVEL/SOLICITATION CYCLE

Giving Level	Sol Cycle	Track	Giving Level	Sol Cycle	Track	Giving Level	Sol Cycle	Track	Giving Level	Sol Cycle	Track
1A	0	MJ	1B	0	MJ	1C	0	MJ	2	0	MJ
1A	1	MJ	1B	1	MJ	1C	1	MJ	2	1	MJ
1A	2	MJ	1B	2	MJ	1C	2	MJ	2	2	MJ
1A	3	MJ	1B	3	MJ	1C	3	MJ	2	3	MJ
1A	4	MJ	1B	4	MJ	1C	4	MJ	2	4	MA
1A	5	HL	1B	5	HL	1C	5	HL	2	5	HL
1A	6	HL	1B	6	HL	1C	6	HL	2	6	HL
1A	7	HL	1B	7	HL	1C	7	HL	2	7	HL
1A	8	LG	1B	8	LG	1C	8	LG	2	8	LG
1A	9	LG	1B	9	LG	1C	9	LG	2	9	LG

Giving Level	Sol Cycle	Track	Giving Level	Sol Cycle	Track	Giving Level	Sol Cycle	Track	Giving Level	Sol Cycle	Track
3	0	MJ	4	0	MA	5	0	MA	6	0	LA
3	1	MA	4	1	MA	5	1	LA	6	1	LA
3	2	MJ	4	2	MA	5	2	LA	6	2	LA
3	3	MA	4	3	MA	5	3	LA	6	3	LA
3	4	MA	4	4	ML	5	4	ML	6	4	LL
3	5	ML	4	5	ML	5	5	ML	6	5	LL
3	6	ML	4	6	ML	5	6	LL	6	6	LL
3	7	ML	4	7	LL	5	7	LL	6	7	LL
3	8	LG	4	8	LG	5	8	LG	6	8	LG
3	9	LG	4	9	LG	5	9	LG	6	9	LG
Giving Level	Sol Cycle	Track	Giving Level	Sol Cycle	Track	Giving Level	Sol Cycle	Track	Giving Level	Sol Cycle	Track
7	0	LA	8	0	LA	9	0	LA			
7	1	LA	8	1	LA	9	1	LA			
7	2	LA	8	2	LA	9	2	LA			
7	3	LA	8	3	LA	9	3	LA			
7	4	LL	8	4	LL	9	4	LL			
7	5	LL	8	5	LL	9	5	LL			
7	6	LL	8	6	LL	9	6	LL			
7	7	LL	8	7	LL	9	7	LL			
7	8	LG	8	8	LG	9	8	LG			
7	9	LG	8	9	LG	9	9	ND			

Affiliation

A donor may be a member of a particular regional chapter, office, or service such as radio or television. TA permits you to track donor affiliations at the account and transaction level. This distinction enables your organization to credit a donation to the correct area of your organization. Account-level affiliation can be tracked by mapping ZIP Codes to affiliation codes (the system preference, "[Set Account Level Affiliation](#)" must also be set). You can view an account's affiliation on the Account Overview screen. You can also press the [F10] key in the Affiliation field from the Giving History Detail screen to view the account-level affiliation *at the time of the transaction*.

- You can set transaction-level affiliation based on the source code, ZIP Code, or an affiliate rule. For more information about

how these options work see [Set Transaction Level Affiliation](#) in the System Preferences chapter.

- The Account Activity screen provides a summary of the transaction-level affiliation within an activity type. When a new transaction is processed for an activity type, TA sets the Affiliation field on the Account Activity record according to how your organization set the system preference.

If TA sets the affiliation based on the source code:

- TA leaves the Affiliation field set to "BO" for multiple affiliations if it is already set to "BO";
- TA sets the Affiliation field to "BO" if the affiliation is not null or not set to "US" for unspecified (i.e., the affiliation on the account activity record is set to a specific chapter affiliation, "TV," or "RD" and the affiliation on the new transaction is different); or
- TA sets the Affiliation field to the affiliation on the transaction if the account activity Affiliation field is null or set to "US" for unspecified.

If TA sets the affiliation based on the ZIP Code or affiliate rule:

- TA leaves the Affiliation field set to "BO" for multiple affiliations if it is already set to "BO" or
- TA sets the Affiliation field to the affiliation on the transaction if it is not null.

Solicitation Cycle

TA most often uses the solicitation cycle to segment accounts based on the number of times the account contributes to an activity type each year. The solicitation cycle can describe separate pledges or gifts within the activity type or installment payments within one pledge. TA includes the following solicitation cycles.

- "O" for one time per year
- "M" for multiple times per year
- "I" for installment giver

For example, an account pledges \$120 to annual giving in monthly installments of \$10. TA sets the account's solicitation cycle for the annual giving account activity record to "I" for installment giver. For an account that gives a \$100 gift (not an installment) and later gives an additional gift to annual giving, the solicitation cycle within annual giving is "M" for multiple gift giver. An account that pledges \$100 to annual giving and pays the pledge in one payment with no additional gifts has a solicitation cycle of "O" for one time per year.

Based on the [Solicitation Cycle Calculation Method](#) system preference, your organization can populate the solicitation cycle field with Recency/Frequency values, where the number in this field represents number of gifts and number of months before today.

Custom Calculation settings:

If your organization has the system preference set to Solicitation Cycle Custom Calculation, then the Solicitation Cycle field is set to U, S, or M depending upon

the number of transactions between the system date and the gift processing date for each 12 month period.

- U (for Lifetime): The donor has given only one gift in his or her lifetime and that gift was given during the last 12 months.
- S (for Single): The donor has given at least two gifts in his or her lifetime and only one gift was given in the last 12 months.
- M (for Multiple Gift Giver): The donor has given at least two gifts in his or her lifetime and more than one gift was given in the last 12 months.
- If no transactions at all for the donor, solicitation cycle is null.

Refer to the tables below to see how the Solicitation Cycle field is set if your organization uses either SOI Rule or ADA Rule.

SOI Rule

# Gifts	# Months Before Today	Solicitation Cycle Value
> 1	0-6	0
= 1	0-6	1
> 1	7-12	2
= 1	7-12	3
> 0	13-18	4
> 0	19-24	5
> 0	25-36	6
> 0	37-48	7
> 0	49+	8
= 0	0+	9

ADA Rule

# Gifts	# Months Before Today	Solicitation Cycle Value
> 1	0-6	09
> 1	0-12	10
= 1	0-6	11
= 1	7-12	12
> 1	13-18	13
= 1	13-18	14
> 1	19-24	15
= 1	19-24	16
> 1	25-36	17
= 1	25-36	18
> 1	37-48	19
= 1	37-48	20
> 1	49-60	21
= 1	49-60	22
> 0	61+	23
= 0	0+	24

Gift and Pledge Information

On the Account Activity screen, TA displays information about individual gifts and pledges (e.g., first gift, largest gift, or last pledge), as well as totals of an account's activities (e.g., total amount pledged or total number of payments).

Note: If your organization enters "negative" transactions (transactions where the pledge or payment amount is a negative dollar value), TA includes these transactions on the Account Activity screen in the same way as transactions where the pledge or payment amount is a positive dollar value.

See Also:

[First, Last, and Largest Gift Information](#)

[Acquired Source Code and Date](#)

[Last Pledge and Unfulfilled Pledge Information](#)

[Total Pledged, Total Paid, Total Number of Gifts, and Total Number of Payments](#)

First, Last, and Largest Gift Information

For each activity type, TA sets the gift amount, date and source code for each of the following gifts.

- First gift
- Last gift
- Last additional gift
- Largest gift
- Largest recent gift

Note: The term "gift" is used to describe both gifts and pledges. For example, an account makes a pledge of \$1,000 to a given activity type. That pledge appears as the last gift for that activity type. How your organization sets the [Display Paid Amount in Account Activity](#) system preference determines whether the Largest Recent fields display pledge or paid amounts.

The Largest Gift and Largest Recent Gift fields enable your organization to track the largest gift an account has ever made to your organization for that activity type and the largest gift the account has made for that activity type within a period of time that your organization considers "recent" (e.g., within the last four years). How your organization sets the [Largest Recent Calculation Method](#) system preference determines if the Largest Recent field is calculated based on a recent number of years from the donor's last gift or based on today's date. Your organization defines the period of time it considers recent by setting the [Recent Years](#) system preference to any positive number greater than one.

For the cumulative giving record, the gift information reflects the first gift, last gift, last additional gift, largest gift, and largest recent gift an account has made to any activity type within your organization.

For a roll-up account activity record, the gift information reflects the first gift, last gift, last additional gift, largest gift, and largest recent gift an account has made to any activity type included in the totals for that roll-up account activity record.

Acquired Source Code and Date

The acquired source code is the source code by which an account was acquired for an activity type. The acquired date is the date on which the account was acquired for that activity type.

The first gift source code is the source code by which an account makes its first gift within the activity type. In some cases, the acquired source code and the first gift source code are the same for an account activity record. For example, an account is involved in annual giving for your organization. When the account makes a capital campaign donation, TA sets the acquired source code for the

capital campaign activity record to the source code for that gift. Once the acquired source code is set, whether it is the same or different from the first gift source code, TA does not update it.

TA sets the acquired source code and date for the cumulative giving record to the source code and date for the first transaction.

TA sets the acquired source code and date for the roll-up account activity record to the source code and date for the first transaction for an activity type included in the roll-up activity type.

Last Pledge and Unfulfilled Pledge Information

When TA processes a pledge or pledge payment, TA updates the pledge information for that activity type. This pledge information appears at the bottom of the first page of the Account Activity screen. TA also updates the pledge information for the cumulative giving record and any applicable roll-up account activity record.

Each time TA processes a pledge, TA updates the last pledge amount, date, and the amount due for that pledge for the account activity record to which the pledge applies. If the donor does not pay the pledge in full, TA increases by one the number of unfulfilled pledges and adds the amount unpaid for the pledge to the total amount due for that activity type. When TA processes a pledge payment for the last pledge, TA updates the amount due for the last pledge and the total amount due for all outstanding pledges for that activity type. When an account fulfills a pledge, TA decreases the number of unfulfilled pledges for that activity type.

For the cumulative giving record, TA totals the number of unfulfilled pledges and the amount due for all activity types. TA sets the last pledge information (i.e., pledge amount, date, and amount due) to that of the last pledge made to your organization for any activity type.

For a roll-up account activity record, TA totals the number of unfulfilled pledges and the amount due for all activity types that roll up to the roll-up account activity record. TA sets the last pledge information (i.e., pledge amount, date, and amount due) to that of the last pledge made to your organization for any activity type that rolls up to the roll-up account activity record.

Total Pledged, Total Paid, Total Number of Gifts, and Total Number of Payments

TA totals the dollars pledged, dollars paid, number of gifts, and number of payments an account has made to each activity type in which the account is involved. For each gift and each pledge a donor makes to an activity type, TA increases the total number of gifts by one (i.e., the total does not include each pledge payment a donor pays toward a pledge).

For the cumulative giving record, TA adds the total dollars pledged, the total paid, and the total number of gifts a donor has made to all activity types for the organization.

For a roll-up account activity record, TA adds the total dollars pledged, the total paid, and the total number of gifts a donor has made to all activity types that roll up to the roll-up account activity record.

Current Activity and Giving Level Information

Your organization can create multiple activities within an activity type. For example, the Annual Giving activity type can include Basic, Midlevel, and Development activities. Your organization can also set up a series of giving levels associated with these activities and the account's account category. This allows, for example, the Development structure for an account assigned to the Individual/Family account category to be different from one assigned to the Corporation account category. TA provides the current activity and giving level structure for renewable activity types (e.g., membership).

As TA processes pledges and gifts, TA migrates an account from one activity to another (within an activity type) based on the account's giving level as compared to the giving levels for each activity and within the account category. On the first page of the Account Activity screen, you can view the account's current activity and giving level and prior activity and giving level, if applicable.

Note: You can manually change the account's current activity if you want to override how TA migrates the account. You can also lock an account's current activity if you don't want TA to update it. Mark the Lock Activity? checkbox if, for example, you manually move Bob Smith to the Development activity within Annual Membership and you want to maintain him in that activity regardless of his giving level during the year.

See Also:

[Setting the Giving Level and Current Activity for a New Account Activity Record](#)
[Updating the Giving Level and Current Activity on an Existing Account Activity Record](#)
[Setting the Prior Activity](#)
[Current and Prior Giving Amounts and Giving Levels](#)

Setting the Giving Level and Current Activity for a New Account Activity Record

When TA processes a transaction through gift processing, TA follows these steps to set the giving level amount, current activity, and giving level for a new account activity record.

Note: TA follows the steps below only if the activity type on the transaction has the setting for Current Activity Calculation to Giving Level Based. For more information about the current activity calculation method for other settings, see "[Fields to Set for Renewable Activity Types](#)" in the Marketing and Solicitations chapter.

- TA looks at the activity type on the transaction. The activity type usually corresponds to the activity type from the source code on the reply device, but you can change the activity type during gift entry by zooming to the Source Information window and changing the marketing information. For example, if your organization receives an annual giving donation in a capital campaign reply device, the source code on the batch detail record should be the

source code for the capital campaign reply device. To indicate that the gift should be applied to a different activity type (i.e., the annual giving activity type), you must change the activity information on the Source Information window.

- If the account does not have an account activity record for the activity type on the transaction, TA creates an account activity record. TA sets the giving level amount to the amount of the gift.
- Because TA is creating a new account activity record for the activity type, the account does not already have a current activity. TA sets the current activity on the new account activity record to the default activity for the activity type. Each renewable activity type (e.g., annual giving) must have a default activity. Your organization sets the default activity on the Activity Type Entry screen. If a default activity is not set on the activity type, TA does not create an account activity record for the account and produces an error for the gift.
- TA looks in the giving level table. Using the current activity (i.e., the default activity) and the giving level amount (i.e., the amount of the transaction), TA picks the record from the giving level table where the giving level amount is between the minimum and maximum amounts for that record.
- Each record in the giving level table includes giving activity fields. Based on the account category for the account, TA looks at these giving activity fields to determine to which current activity the account should migrate. For example, for an individual account, TA looks at the activity in the Individual Giving Activity field, whereas for a corporation account, TA looks at the activity in the Corporation Giving Activity field and sets the account's current activity accordingly.
- TA looks in the giving level table again to set the giving level. Using the new current activity and the giving level amount, TA picks the giving level from the giving level table where the giving level amount is between the minimum and maximum amounts for that giving level.

See Also:

[Setting Giving Level and Current Activity: Example](#)

Setting Giving Level and Current Activity: Example

The following example illustrates how TA sets the giving level amount, current activity, and giving level for a new donor's Annual Giving account activity record.

- John Smith is an individual donor who makes a \$1,000 gift to Annual Giving (i.e., the activity type on the source code of the reply device is "A" for Annual Giving). He is a new donor with no Annual Giving account activity record.
- When TA processes the gift, TA looks for an account activity record for the "A" activity type. When TA finds no record, TA creates a new account activity record.

- TA sets the giving level amount to the amount of the gift (i.e., \$1,000). TA sets the current activity to the default activity for the "A" activity type (i.e., "AM" for Annual, Membership).
- TA looks in the giving level table. Using the "AM" activity (i.e., the default activity) and the giving level amount (i.e., \$1,000), TA finds a record in the giving level table where \$1,000 is between the minimum and maximum amounts for that record.
- TA looks at the Individual Giving Activity field on the record to determine to which current activity the account should migrate. The Individual Giving Activity field is set to "AD" for the Annual, Development activity, which indicates that John Smith's account should migrate to the Annual, Development activity. TA sets the current activity to "AD."
- TA looks in the giving level table again to set the giving level. Using the current activity "AD," TA looks for the giving level for which \$1,000 falls between the minimum and maximum amounts for that giving level.

Updating the Giving Level and Current Activity on an Existing Account Activity Record

A donor's giving level amounts for a particular activity type can be reset based on the member, calendar, or fiscal year. You can set the type of year for each activity type in the Giving Level Reset field on the Activity Type Code Entry screen. TA defaults the giving level reset to "M" for member year based. You can change the reset to "C" for calendar year based, or "F" for fiscal year based.

Note: If the Current Activity Calculation Method field is set to "PLG BASED," then the Giving Level Reset field can only be set to "M" for member year based (e.g., the Giving Level Reset field reverts to "M" if the Current Activity Calculation Method field is set to "PLG BASED").

When an activity type's giving level reset is set to "M" for member year based, gift processing resets a donor's giving level amount at \$0 when it processes a gift that has one of the gift types specified in the Renewal Gift Types field.

When an activity type's giving level year reset is set to "F" for fiscal year based or "C" for calendar year based, the Gift Processing operation does not restart the giving level amount when it processes a transaction. See the End of Month Processing operation for more information about how TA resets the giving level for fiscal and calendar year based activity types.

See Also:

[Updating the Giving Level and Current Activity Based on Member Year](#)
[Updating the Giving Level and Current Activity Based on Calendar or Fiscal Year](#)

Updating the Giving Level and Current Activity Based on Member Year

When TA processes a transaction through gift processing, TA follows these steps to update the giving level amount, current activity, and giving level for an account activity record.

- TA looks at the account's current activity within the activity type on the transaction. TA uses the gift amount to readjust the giving level amount if the gift type for the transaction is in the giving level gift types for the activity (e.g., NW, RN, RJ, AD). You can see if the gift type is in the giving level gift types on the Activity Entry screen. TA adjusts the giving level amount according to the following rules.
- If the gift type is a renewal gift type (e.g., RN, RJ), TA resets the giving level amount to the gift amount.
- If the gift type is not a renewal gift type (e.g., AD), TA adds the gift amount to the giving level amount.
- TA looks in the giving level table. Using the existing current activity and the giving level amount, TA picks the record from the giving level table where the giving level amount is between the minimum and maximum amounts for that record.
- Each record in the giving level table includes giving activity fields. Based on the account category for the account (e.g., Individual/Family), TA looks at these giving activity fields to determine to which current activity the account should migrate (e.g., for an individual account, TA looks at the activity in the Individual Giving Activity field, whereas for a corporation account, TA looks at the activity in the Corporation Giving Activity field). TA sets the account's current activity to the appropriate giving activity.
- TA looks in the giving level table again to set the giving level. Using the new current activity (i.e., the appropriate giving activity) and the giving level amount, TA picks the record (i.e., giving level) from the giving level table where the giving level amount is between the minimum and maximum amounts for that giving level.

Note: TA follows these steps only if the activity type on the transaction has a giving-level based current activity calculation method. For more information about the current activity calculation method, see "[Fields to Set for Renewable Activity Types](#)" in the Marketing and Solicitations chapter.

See Also:

[Updating the Giving Level and Current Activity Based on Member Year: Example](#)

Updating the Giving Level and Current Activity Based on Member Year: Example

The following example illustrates how TA updates the giving level amount, current activity, and giving level for an individual donor who is involved in the Annual Giving activity type.

- John Smith is an individual donor. His current activity within the Annual Giving activity type is "AM" for Annual, Membership. His giving level amount is \$800, and his giving level is Q2.
- John Smith gives an additional \$200 (i.e., the \$200 gift is a nonrenewal gift for which the gift type is "AD" for additional).

Your organization includes additional gifts in the giving level gift types.

- TA adds the \$200 to the giving level amount, and John Smith's new giving level amount becomes \$1,000.
- TA looks in the giving level table. Using the "AM" activity (i.e., the current activity) and the giving level amount (i.e., \$1,000), TA finds a record in the giving level table where \$1,000 is between the minimum and maximum amounts for that record.
- TA looks at the Individual Giving Activity field on the record to determine to which current activity John Smith should migrate. The Individual Giving Activity field is set to "AD" for the Annual, Development activity, which indicates that John Smith's account should migrate to the Annual, Development activity. TA sets the current activity to "AD."
- TA looks in the giving level table again to set the giving level. Using the current activity "AD," TA looks for the giving level for which \$1,000 falls between the minimum and maximum amounts for that giving level. For the Annual, Development activity, the giving level Q1 includes giving level amounts ranging from \$1,000 to \$1,249.99.
- On the Account Activity record for John Smith's account, TA sets the Current Activity field to "AD," the Giving Level Amount field to "\$1,000," and the Giving Level field to "Q1."

Updating the Giving Level and Current Activity Based on Calendar or Fiscal Year

If the activity type's giving level reset is set to "F" for Fiscal Year Based and End of Month processing is closing the fiscal year, then after End of Month processing has calculated the fiscal year amounts, it sets the giving level amount to the current fiscal year amount.

If the activity type's giving level reset is set to "C" for Calendar Year Based and End of Month processing is closing the calendar year, then after End of Month processing has calculated the calendar year amounts, it sets the giving level amount to the current calendar year amount.

When a giving level amount is set to \$0 by End of Month processing, the current activity is retained. If the donor had given a "future" gift (e.g., the gift was made at the beginning of January before End of Month processing was run for December), all giving level fields are evaluated using the rules in the Giving Level table. Before giving level amount gets reset, prior giving level amount will be updated with the current giving level amount information and prior giving level will be updated with the current giving level information.

See Also:

[Updating the Giving Level and Current Activity Based on Calendar or Fiscal Year: Example](#)

Updating the Giving Level and Current Activity Based on Calendar or Fiscal Year: Example

If the "P" activity type's giving level reset is set to "C" for calendar year based, each gift the donor gives to this activity type is added to the current giving level, regardless of gift type. In this scenario, if a donor gives a renewal gift of \$50 before the end of a calendar year, that \$50 is added to the total giving level amount even though it is a renewal gift type. When the End of Month processing operation is run for the month of December, the giving level amount will be set to \$0.

Note: If the donor has a \$10 gift processed with a January gift date before the End of Month processing operation is run for December, the giving level amount will be set to \$10 when End of Month processing is run. Until the End of Month processing operation is run, the \$10 gift will not show up as part of the giving level amount.

If the "P" activity type is set to reset at the end of a fiscal year, the functionality is the same as when it is set to reset at the end of the calendar year, except that it will be reset only when the End of Month processing operation closes out the fiscal year.

Setting the Prior Activity

When TA migrates a donor from one activity to another, TA sets the Prior Activity field to the activity from which the donor moves. TA sets the Current Activity field to the activity to which the donor migrates. TA automatically sets the Current Activity Changed Date field to the date on which the account's current activity changed. For example, a donor gives a \$250 gift that results in TA moving the donor from the Annual, Midlevel activity to the Annual, Development activity. TA sets the Current Activity to "AD" for Annual, Development and the Prior Activity field to "AI" for Annual, Midlevel. TA sets the Current Activity Changed Date field to the date of the gift.

Current and Prior Giving Amounts and Giving Levels

When an account's giving level amount changes, TA resets the Current Giving Level Amount field. TA sets the Prior Giving Level Amount field to the account's giving level amount before the transaction that resulted in the change in the account's giving level amount. A change in the account's giving level amount does not necessarily result in a change in the account's giving level.

When the account's giving level changes, TA sets the Current Giving Level field to the new giving level. TA automatically sets the Current Giving Level Changed Date field to the date on which the account's giving level changed.

When TA sets the Prior Giving Level field, TA does not simply move the "old" current giving level to the prior giving level. TA sets the Prior Giving Level field to the giving level into which the donor *would have* fallen within the current activity based on the prior giving level amount. TA sets the Prior Giving Level field in this way so that if the account's current activity changes along with the giving level, your organization can see what the account's current giving level is and what it *would have been* under the new current activity before the giving level amount changed.

For example, an account has an Annual Giving account activity record. The current activity is Annual, Membership, i.e., "AM," and the giving level amount is

\$100. The account renews its membership with a gift of \$300. TA migrates the account to the Annual, Midlevel activity, i.e., "AI." TA sets the Current Activity field to "AI," the Current Giving Level Amount field to \$300, and the Current Giving Level field to the giving level into which a \$300 donation falls for the "AI" activity. TA sets the Prior Activity field to the activity from which the account migrated, i.e., "AM," and the Prior Giving Level Amount field to \$100 (i.e., the account's giving level amount before the \$300 gift). TA sets the Prior Giving Level field to the giving level into which a \$100 giving level amount falls for the "AI" activity (i.e., the new current activity).

Note: Your organization can set up your giving levels to be the same within each activity. For example, for each activity within annual giving, you can create the giving level "S4" for giving level amounts ranging from \$100 to \$119.99.

Member, Calendar, and Fiscal Year Totals

On Page 2 of the Account Activity screen, TA includes summary gift information organized by member year, calendar year, and fiscal year. For each type of year, TA displays the dollars pledged, the number of gifts, and the dollars paid during the current year and each of the last three years.

The following table describes how the different types of years are updated for the specific activity type, the cumulative giving record, and the roll-up account activity record:

	Calendar Year	Member Year	Fiscal Year
Activity Type	TA sets the calendar year totals for each activity type.	TA sets the member year totals for renewable (e.g., membership) activity types only.	TA sets the fiscal year totals for each activity type.
Cumulative Giving Record	TA adds the totals for each activity type.	TA does not set the totals.	TA adds the totals for each activity type.
Roll-up Account Activity Record	TA adds the totals for each activity type included in the roll-up account activity record.	TA does not set the totals.	TA adds the totals for each activity type included in the roll-up account activity record.

See Also:

- [Setting the Member Year Totals](#)
- [Member Year Soft Credit Totals](#)
- [Member Year Amounts](#)

Setting the Member Year Totals

Each time TA processes a transaction for a renewable activity type that has the Giving Level Reset field set to "M" for member year based, TA looks at the gift type on the transaction to determine whether to add the transaction to the totals for the current member year or move the totals for the current member year to the last member year and reset the current member year to the amount of the transaction.

Note: Your organization specifies on the Activity Entry screen which gift types indicate that TA should reset the current member year (e.g., "RN" for renew and "RJ" for rejoin).

For example, for the current member year, an account has made one gift of \$40. The account renews its membership with a gift of \$50 (i.e., the gift type on the transaction is "RN"). The gift type indicates that the account's current member year is expiring and the account is renewing its membership. TA resets the account's member year totals for the current member year to show one gift in the amount of the new transaction, i.e., \$50.

When TA resets an account's member year, TA "moves" the member year totals as follows:

- The totals from the current year fields move to the last year fields.
- The totals from the last year fields move to the second year fields.
- The totals from the second year fields move to the third year fields.

Member Year Soft Credit Totals

TA can award a soft credit to an account when your organization considers the account responsible for prompting another account's donation to the organization.

On page two of the Account Activity screen, TA displays the soft credits awarded to the account for the account's current member year and for each of the last three member years. TA also totals the soft credits for the current and last three member years.

TA sets the member year soft credit fields for renewable account activity records only (e.g., membership).

TA sets only the Total field under Member Year Soft Credits for nonrenewable account activity records (e.g., capital campaign, events). For example, you award a donor a \$100 soft credit for your organization's event activity type. TA sets the Total field to \$100, but TA does not set any of the member year soft credit fields because the activity type is not a membership activity type.

Note: An account can receive a soft credit for a renewable activity type without actually being a member of your organization (i.e., the account prompts another individual or organization to become a member of your organization, but the account itself is not a member). In such cases, TA creates an account activity record for the account awarded the soft credit

and sets the Current Member Year Soft Credit field to the amount of the soft credit. TA does not reset the member year soft credit fields unless the account actually becomes a member of your organization through a gift to that activity type.

Member Year Amounts

Page 3 of the Account Activity screen contains member year renewal, additional, and upgrade amounts for all renewable activities (e.g., membership).

See Also:

[Member Year Renewal Amounts](#)

[Member Year Additional Amounts](#)

[Member Year Upgrade Amounts](#)

Member Year Renewal Amounts

TA identifies the source code, date, and amount of the gift that renewed a donor's membership for the current member year and each of the last three member years. In addition, TA totals the renewal amounts for the current and last three member years.

When TA processes a transaction, TA looks at the activity type and gift type to determine whether the gift resets the account's membership year. If the gift resets the account's member year, TA sets the current member year renewal amount to the amount of the gift and sets the Source Code and Date fields to the source code and date of that gift.

TA does not set the member year renewal amount fields for the cumulative giving record or any roll-up account activity records.

Member Year Additional Amounts

For the current and each of the last three member years, TA totals the additional gifts (i.e., gift type "AD") an account has made to the activity type. In addition, TA totals the additional amounts and number of additional gifts for the current and last three member years.

For example, an account is a member of your organization's annual giving. The account makes an additional gift to annual giving before its current member year is over (i.e., the gift is not a renewal gift). TA adds the amount of the additional gift to the current member year additional amount.

TA resets the member year additional amounts when the current member year is reset.

Member Year Upgrade Amounts

An organization generally uses an upgrade solicitation to achieve one of the following goals.

- To increase an account's giving level within the current activity. For example, to move the account to a higher giving level within the Annual, Membership activity

- To change the account's current activity. For example, to move the account from "AM" for Annual, Membership to "AI" for Annual, Midlevel

Note: Your organization specifies on the Activity Entry screen which gift types indicate that a donor is being upgraded (e.g., "UP" for upgrade and "UR" for upgrade/reset).

Each time TA processes a transaction, TA updates the member year upgrade amount fields if the transaction has an upgrade gift type. For example, an account is a member of your organization's annual giving. The account responds to an upgrade mailing that results in an increase in its giving level within the current activity. TA adds the amount of the upgrade gift to the Current Member Year Upgrade Amount field (Page 3 of the Account Activity screen).

Your organization can indicate that certain upgrade gift types should reset the current member year. For example, if an upgrade gift results in the account moving to a different current activity, your organization may want to reset the account's current member year. See "[Setting the Member Year Totals.](#)"

Period Amounts

For each activity type, your organization can define four periods for which it wants to track the amount of money pledged. Page 2 of the Account Activity screen contains period totals. You determine the definition of "period." It could mean quarterly, or 1 year, etc. Your organization sets the start and end date for each period on the Activity Type Entry screen. The periods your organization defines cannot overlap. That is, a transaction can apply to only one period. For example, your organization sets up quarterly periods for the annual giving activity type. If the current date is July 2nd, the current period is July through September, the last period is April through June, the second last period is January through March, and the third last period is October through December of last year. If you set up annual (12 month) periods, then last period means "last year."

Note: Through end-of-month processing, your organization updates the start and end dates for each period so that the current period includes the current date.

Related System Preference Topics:

[Current Fiscal Month](#)

[Current Fiscal Year](#)

[Fiscal Year Offset](#)

[Period Date Setting](#)

Account Manager, Comments, and Working Fields

On Page 3 of the Account Activity screen, you can enter the name of the account manager and comments about an account activity record. This screen contains four working fields that can be used for advanced segmentation in solicitation queries.

See Also:

[Account Manager](#)

[Comments for an Account Activity Record](#)

[User-Defined Working Fields](#)

Account Manager

In the Account Manager field (on the Account Activity screen), you can enter the name of the person assigned overall responsibility for soliciting the account within the activity type represented by the account activity record. For example, if one staff member has overall responsibility for soliciting the account for underwriting money, you can set the Account Manager field to the person's brief name on the Underwriting account activity record for the account. If a different person has overall responsibility for soliciting the account for annual giving money, you can set the Account Manager field to that person's brief name on the Annual Giving account activity record for the account.

Comments for an Account Activity Record

You can use the free-text Activity Comments field for entering additional information or comments about the account activity record.

User-defined Working Fields

The four working fields --Gift Amount, Gift Date, Gift Source, and Gift Paid--are set through the Update Account Activities Working Fields update procedure. The working fields are set by "pre-segmentation" transaction queries constructed specifically to update the Working fields with a specific transaction, e.g., a gift in response to a particular campaign. These fields are then used for advanced segmentation in subsequent solicitation queries, e.g., to segment the audience by the amount of this gift.

See [Update Account Activities Working Fields](#) in Understanding Update Procedures for further explanation of Working Fields.

Gift Memberships and Other Gifts Awarded Membership Benefits

For gift memberships and non-membership gifts that are awarded membership benefits, TA creates account activity records as described below.

See Also:

[Account Activity Records for Gift Memberships](#)
[Account Activity Records for Nonmembership Gifts Awarded Membership Benefits](#)

Account Activity Records for Gift Memberships

When a donor makes a gift to your organization's annual giving, the donor may choose to give the membership to a different account. During gift entry, TA enables you to direct a donor's membership benefits to another account by zooming to the Benefits Requested window from the Benefits block on the Batch Detail screen and changing the benefit recipient information.

TA creates an account activity record for the donor, with the following exceptions to the way the account activity record is created when the donor keeps the membership.

- The donor does not have a start date and expiration date for the activity type.
- The status of the account activity record is set to "P" for prospect.

TA also creates an account activity record for the recipient account, even though the account has given no money. The recipient's account activity record includes only the following information.

- A start date and expiration date for the activity type
- A soft credit for the current member year in the amount of the donor's gift
- Current activity information, but no giving level information

Account Activity Records for Nonmembership Gifts Awarded Membership Benefits

In some situations, your organization may choose to award membership benefits based on a gift to a nonmembership activity type. For example, an account makes a donation to a capital campaign, and you manually award the membership package that you have set up for annual giving. TA creates account activity records for both the activity type to which the gift was made (capital campaign) and the activity type that corresponds to the membership benefits (annual giving).

For the non-membership activity type such as capital campaign, TA creates the account activity record as follows:

- TA does not set the member year totals for the activity type.
- TA does not set start and expiration dates for the activity type.

For the membership activity type associated with the benefits awarded, i.e., annual giving, TA creates the account activity record as follows:

- TA sets the start and expiration dates for the activity type.
- TA does not set any dollar amount totals for the activity type.

System Preferences (Giving, Interactions, Benefits, Acct Activity)

The following table lists each system preference that affects the Giving History Summary and Giving History Detail screens, the Interaction History screen, Benefits Awarded screen, or Account Activity screen and the related section in this chapter. For more information on each system preference see the [System Preferences](#) section of the Help file.

System Preferences (Giving, Interactions, Benefits, Acct Activity)

System Preference	See
Align Expiration Dates in Package?	<u>Start Date and Expiration Date</u>
All Activity Types	<u>Other Account Activity Records Created by TA</u>
Fulfill Partially Paid One-time Pledges?	<u>Pledge Status</u>
Giving History Layout	<u>Giving History Layout</u>
Recent Years	<u>First, Last, and Largest Gift Information</u>
Should Expiration Dates Be First or Last of Month	<u>Benefit Start and Expiration Dates</u>
Warn if expiration date changed?	<u>Benefit Start and Expiration Dates</u>