



Processing Statement of Mutual Expectations (Empower)

	Local United Way	Upic
Cash Receipts	<ul style="list-style-type: none"> • Deposits cash/check into local bank • Scans documentation and submits cash receipts daily • Manages Credit Card/ACH account numbers locally • Maintains vendor relationship with Credit Card/ACH vendor • Maintains vendor relationship with local banking institution(s) • Provides all site credentials for retrieval of payments processed through 3rd parties • Manages credit balances, unprocessed transactions, and write-offs 	<ul style="list-style-type: none"> • Enters payment transactions • Researches and posts incoming payments to accounts in database • Pulls down payment files from web portals, if credentials are provided • Batch-posts payroll and match gifts • Assists with annual write-off reporting
Statements	<ul style="list-style-type: none"> • Reviews A/R Trial Balance Reports • Prints/mails donor statements • Manages collections • Maintains billing schedules 	<ul style="list-style-type: none"> • Produces data file for donor statements
Pledge Entry	<ul style="list-style-type: none"> • Deposits cash/check into local bank • Provides pledge cards/donor files • Retrieves and submits pledge records for processing • Creates new workplace accounts and workplace campaigns. 	<ul style="list-style-type: none"> • Enters Mapped pledge forms • Uploads electronic pledge files • Marks opportunities as Pledged
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Designation Payouts	<ul style="list-style-type: none"> • Reviews Overpaid/Fully Paid report as needed • Reviews and approves Accumulation Batch • Reviews and approves Payout Batch • Makes payments to recipient agencies • Notifies recipient agencies of payments made outside of payout records produced through the database • Maintains agency payment records in local financial software 	<ul style="list-style-type: none"> • Runs and reviews Overpaid/Fully Paid report • Produces Accumulation Batch for review • Initiates Payout Batch • Finalizes payouts and creates payment records
Agency Vetting	<ul style="list-style-type: none"> • Reviews write-ins and provides contact information and EINs for agencies for vetting purposes • Sends applications to new agencies • Establishes a unique identifier for GAUs • Creates new agencies in database • Creates portal user access credentials for agencies 	<ul style="list-style-type: none"> • Vets all agencies with an EIN through GuideStar • Vets all agencies (minimum) semi-annually • Updates agency eligibility status for GAUs in database • Provides a list of vetted agencies to United Way upon request • Creates new agencies in database
Tax Receipts	<ul style="list-style-type: none"> • Maintains billing schedules • Reviews data file • Produces individual receipts as requested • Prints/mails receipts annually 	<ul style="list-style-type: none"> • Produces data file for donor receipts



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General	<ul style="list-style-type: none">• Maintains staff training on donor database• Cleanup of existing data including, but not limited to, duplicate accounts, credit balances, misaligned pledges/payments prior to onboarding• Produces and balances all payouts prior to onboarding.• Balances and clears payout exception reports prior to onboarding.	<p><u>NOT INCLUDED</u></p> <ul style="list-style-type: none">• Pledge form scanning and image capture – priced separately• Pledge file fetch – priced separately• Annualization or any data manipulation within pledge files beyond standard formatting for upload purposes – priced separately• Form mapping/setup – priced separately, per form, per side• Data cleanup activities• Custom Reports and Dashboards• Accounting services and activities – priced separately