



Upic Processing Statement of Mutual Expectations (Andar)

	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 and in database • Maintains vendor relationship with Credit Card/ACH vendors and local banking institutions • Provides all site credentials for retrieval of payments processed through 3rd parties • Manages credit balances, unprocessed transactions, and write-offs • Provides a control total with submitted data • Submits ticket request 	<ul style="list-style-type: none"> • Creates envelopes • Enters transactions • Researches and posts incoming payments to accounts in database • Pulls down payment files from web portals, if credentials are provided • Applies deposits to envelope • Closes envelopes • Processes Credit Card/ACH payments through database (if applicable) • Assists with annual write-off reporting
Statements	<ul style="list-style-type: none"> • Reviews A/R Trial Balance Reports • Prints/emails donor statements • Manages collections • Maintains billing schedules • Reviews statements template and submits changes/updates as needed 	<ul style="list-style-type: none"> • Produces donor statements • Emails donor statements • Updates statements template in database
Pledge Entry	<ul style="list-style-type: none"> • Deposits cash/check into local bank • Retrieve and provide donor files/pledge cards • Creates pledge envelopes with Control Total • Creates deposit record on envelope • Submits ticket request 	<ul style="list-style-type: none"> • Enters mapped pledge forms • Uploads electronic pledge files • Closes envelopes
Agency Vetting	<ul style="list-style-type: none"> • Reviews write-in agency reports and provides EIN for agencies • Manages unapproved donor designations • Sends applications to new agencies • Creates new agencies in database 	<ul style="list-style-type: none"> • Vets all agencies with an EIN through GuideStar • Monitors all unaffiliated agencies (minimum) semi-annually • Updates agency eligibility status in database • Provides a list of vetted agencies to United Way upon request • Creates new agencies in database • Monitors write-in report



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Designation Payouts	<ul style="list-style-type: none"> • Reviews and approves payouts • Makes payments to recipient agencies • Reviews notification email templates annually and submits any changes/updates needed • Notifies recipient agencies of payments outside of payout records produced through the database • Collects, coordinates, and reports pledges/payments under UWW Standard M Guidelines 	<ul style="list-style-type: none"> • Produces payout reports for UW review • Posts agency payments to database • Updates notification email templates • Notifies recipient agencies of payments • Assists with Standard M notifications • Rolls over donor choice structure
Agency Reporting	<ul style="list-style-type: none"> • Defines rules for release/acknowledge of donor information • Reviews agency portal content and submits changes/updates as needed • Maintains agency notification email templates • Maintains agency contact information • Maintains web users 	<ul style="list-style-type: none"> • Maintenance of agency reporting portal content • Notifies recipient agencies of donor details (name, address, email, employer) through the online agency reporting portal • Updates agency notification email templates •
Tax Receipts	<ul style="list-style-type: none"> • Reviews receipts • Maintains billing schedules • Produces individual receipts as requested • Prints/mails receipts • Reviews Receipts template and submits any changes/updates needed 	<ul style="list-style-type: none"> • Produces year end receipts • Emails receipts



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General	<ul style="list-style-type: none">• Maintains staff training on processing software functionality• Coordination of web envelopes• Use of a banking wholesale and/or retail lockbox prior to onboarding required• Cleanup of existing data including, but not limited to, duplicate accounts, credit balances, unposted transactions, misaligned pledges/payments prior to onboarding• All payout reports must be balanced, and payout exception reports must be cleared prior to onboarding.	<p><u>NOT INCLUDED</u></p> <ul style="list-style-type: none">• Pledge form scanning and image capture – 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