Upic Processing Statement of Mutual Expectations (Donation Tracker)

	Local United Way	Upic
Cash Receipts	• 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	• Creates envelopes • Enters transactions • Researches and posts incoming payments to pledges in database • Pulls down payment files from web portals, if credentials are provided • Posts and finalizes envelopes • Assists with annual write-off reporting
Reminders	• Reviews Reminder Listing (FINBILL60305) • Prints/mails donor reminders • Manages collections • Maintains billing schedules • Reviews reminder template and Updates reminder template in database as needed	• Produces donor reminders • Emails donor reminders
Pledge Entry	• Deposits cash/check into local bank • Provide pledge cards/donor files • Creates pledge envelopes with envelope summary totals & bank deposit amounts • Submits pledge files/cards for entry	• Enters Mapped pledge forms • Posts and finalizes envelopes
Agency Vetting	• 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	• 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	• Reviews and approves payouts • Makes payments to recipient agencies • Notifies recipient agencies of payments outside of payout records produced through the database • Collects, coordinates, and reports pledges/payments under UWW Standard M Guidelines Updates Agency Fees in system	• Produces payout reports Produces Agency Payout Notification report to provide Agencies receipt of payments
Agency Reporting	• Defines rules for release/acknowledge of donor information • Maintains agency contact information	• Produces reporting for recipient agencies of donor details (name, address, email, employer) (DESPAY50201)
Tax Receipts	• Reviews receipts • Produces individual receipts as requested • Prints/mails receipts Reviews Receipts template and updates any changes/updates needed	• Produces year end receipts • Emails receipts

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	Local United Way	Upic
General	• Maintains staff training on processing software functionality • Use of a banking wholesale and/or retail lockbox prior to onboarding preferred • 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 reviewed and approved prior to onboarding. • Acknowledgement letters • Campaign Roll Over	**NOT INCLUDED** • 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