



Processing Statement of Mutual Expectations (CRM Lite)

	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 • Provides a control total with submitted data • Submits ticket request 	<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 • Retrieves and provides pledge cards/donor files • Provides a Control Total • Submits ticket request 	<ul style="list-style-type: none"> • Enters mapped pledge forms • Uploads electronic pledge files • Marks opportunities as Pledged
Agency Vetting	<ul style="list-style-type: none"> • Reviews Unapproved Designations report and provides contact information and EINs for agencies • Sends applications to new agencies • Creates new agencies in database • Requests Patriot Act information for agencies that can't be vetted through GuideStar 	<ul style="list-style-type: none"> • Vets all agencies with an EIN through GuideStar • Vets all 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
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<p>Designation Payouts</p>	<ul style="list-style-type: none"> • Reviews and approves payouts • 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 • Collects, coordinates, reports pledges/payments under UWW Standard M Guidelines 	<ul style="list-style-type: none"> • Pulls the following reports prior to Payout for United Way to review: <ul style="list-style-type: none"> • Unapproved Designations • Overpaid Opportunities • Opportunities Missing Designations • Live Payout Report prior to payout to United Way to check for accuracy, i.e., fees, expected amounts • Produces payout reports Agency Donor Reports, Agency Payout Reports • Posts agency payments to database by marking open Master Payout Records as paid
<p>Agency Reporting</p>	<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 	<ul style="list-style-type: none"> • Notifies recipient agencies of donor details (name, address, email, employer) through the online agency reporting portal
<p>Tax Receipts</p>	<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 • All payout reports must be balanced and payout exception reports must be cleared up prior to onboarding. • Creates New Accounts • Creates New Campaigns 	<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