



### Processing Statement of Mutual Expectations (StratusLIVE)

	Local United Way	Upic
Cash Receipts	<ul style="list-style-type: none"> <li>• Deposits cash/check into local bank</li> <li>• Scans documentation and submits cash receipts daily</li> <li>• Manages Credit Card/ACH account numbers locally and in database</li> <li>• Maintains vendor relationship with Credit Card/ACH vendor</li> <li>• Maintains vendor relationship with local banking institution(s)</li> <li>• Provides all site credentials for retrieval of payments processed through 3<sup>rd</sup> parties</li> <li>• Manages credit balances, unprocessed transactions, and write-offs</li> </ul>	<ul style="list-style-type: none"> <li>• Creates envelopes</li> <li>• Enters transactions</li> <li>• Researches and posts incoming payments to accounts in database</li> <li>• Applies deposit advice to batches</li> <li>• Posts batches</li> </ul>
Statements	<ul style="list-style-type: none"> <li>• Reviews A/R Trial Balance Reports</li> <li>• Prints/mails donor statements</li> <li>• Manages collections</li> <li>• Reviews statements template and submits changes/updates as needed</li> </ul>	<ul style="list-style-type: none"> <li>• Produces donor statements list</li> </ul>
Pledge Entry	<ul style="list-style-type: none"> <li>• Deposits cash/check into local bank</li> <li>• Provide pledge cards/donor files</li> <li>• Creates pledge envelopes</li> <li>• Submits pledge files/cards for entry</li> <li>• Creates deposit record on envelope</li> </ul>	<ul style="list-style-type: none"> <li>• Enters pledge forms</li> <li>• Uploads electronic files</li> <li>• Posts pledge envelopes</li> </ul>
Agency Vetting	<ul style="list-style-type: none"> <li>• Reviews agency reports and provides EIN for agencies</li> <li>• Manages unapproved donor designations and suspense designations</li> <li>• Sends applications to new agencies</li> <li>• Creates new agencies in database</li> </ul>	<ul style="list-style-type: none"> <li>• Vets all agencies with an EIN through GuideStar</li> <li>• Monitors all unaffiliated agencies (minimum) semi-annually</li> <li>• Updates agency eligibility status in database</li> <li>• Provides a list of vetted agencies to United Way upon request</li> </ul>



**Processing Statement of Mutual Expectations (StratusLIVE)**

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



### Processing Statement of Mutual Expectations (StratusLIVE)

	<b>Local United Way</b>	<b>Upic</b>
General	<ul style="list-style-type: none"><li>• Maintains staff training on processing software functionality</li><li>• Coordination of online envelopes</li><li>• Use of a banking wholesale and/or retail lockbox prior to onboarding required</li><li>• Cleanup of existing data including, but not limited to, duplicate accounts, credit balances, unposted transactions, misaligned pledges/payments prior to onboarding</li><li>• All payout reports must be balanced and payout exception reports must be cleared prior to onboarding.</li></ul>	<p><b><u>NOT INCLUDED</u></b></p> <ul style="list-style-type: none"><li>• Pledge form scanning and image capture – priced separately</li><li>• Pledge file fetch – priced separately</li><li>• Annualization or any data manipulation within pledge files beyond standard formatting for upload purposes – priced separately</li><li>• Form mapping/setup – priced separately, per form, per side</li><li>• Data cleanup activities</li><li>• Custom Reports and Dashboards</li><li>• Accounting services and activities – priced separately</li></ul>