



# charitymaster™

## Scheduled donations tutorial

### Introduction

---

Some people prefer to make donations on a periodic basis rather than in a lump sum. CharityMaster has a feature called “Scheduled Donations” which reduces the workload involved in handling such contributions. CharityMaster assumes that you will issue only one tax receipt annually for *all scheduled donations* received during a calendar year.

A "scheduled donation" requires no further authorization or action by the donor on the basis that they have provided written authorization to take payments either from their credit card or from their bank account on the scheduled date or dates. Scheduled donations can also be used when you hold several post-dated checks. CharityMaster will remind you when each payment is due and assist you in processing the transaction.

Note that the "Scheduled Donations" feature can only be used with for individuals not organizations. Also, CharityMaster allows only one donation schedule per person.

To use this feature, you must first set up a schedule of payments. Then, when a payment is due, CharityMaster will provide you with a reminder when the payment is due. When you open the reminder, a screen will appear that will quickly process the transaction. CharityMaster will record the donation, and it will appear on the “Sponsorship History” screen with a check mark in the “Scheduled Donations” checkbox. If the optional QuickBooks module is enabled, CharityMaster will also automatically enter the transaction into QuickBooks.

The system works best when all the payments are equal, and the payments follow a regular schedule. Instructions for handling exceptions are below: see “Other aspects” on page 5.

*Scheduled donations are NOT entered using the ‘Add Sponsorship history’ screen.*

A handy “cheat sheet” has been provided at the end of this tutorial.

### Setting up the schedule

---

- With the **Maintain names** screen open, navigate to the donor for whom you want to set up a schedule.
- If the optional QuickBooks module is activated, you cannot add a recurring donation schedule until the donor has been “linked” to QuickBooks.
- Click the **Scheduled donations** button (in the **Transactions** group of the ribbon.)

Set up scheduled donations for: Graham Yonge

Schedule: Monthly | Day of the month: 7 | Next Due Date: 07-Mar-19

Remaining payments: 12 |  Continue until deleted | Amount: \$0.00

Sponsorship Type: Donations-Restricted

Payment method: Visa

Sales receipt template: Blue Rounded Fill SR

Buttons: Add Credit Card, Cancel, Delete, Save, Process donation

The screen that appears is used to set up a new donation schedule or to edit an existing one.

- Schedule: Select a schedule from the drop-down list. CharityMaster will automatically set the “Next due date.”
- Next due date. As required, click on the calendar button to the right of the “Next due date” field to select the due date of the first payment in the schedule. Avoid dates later than the 28th of the month since this will result in the payment being scheduled at different days of the month. You can ‘back date’ the start of the payment schedule to a date earlier than today. See “Back date the start of the schedule” on page 5 below.
- Remaining payments. If you selected a schedule other than "One time only" CharityMaster assumes that the donations will be paid over a year. You can override the number of remaining payments.
- Continue until deleted. When this is checked, CharityMaster will continue reminding you of scheduled donations until you delete the schedule or edit the schedule by unchecking this box and entering the number of remaining payments.
- Amount. Enter a number greater than \$0.
- Sponsorship type. The available types are set up on the ‘Maintain sponsorship types’ screen.
- Payment method. You can select cash, a credit card, direct debit / pre-authorized payment or check.
- Sales receipt template. This field is displayed when the optional QuickBooks module is activated. Select the QuickBooks Sales Receipt template that will be used when a scheduled donation is entered into QuickBooks.
- Credit card information. (Button not shown.) You can use CharityMaster to store credit card numbers if you have activated this feature on the **Feature activation** tab of the **System setup** screen. If you have already entered credit card information for this person (click on Credit card details on the Maintain names tab), that information will appear on this screen. You can add or edit the credit card information here. Storing the credit card information makes it even easier to process scheduled payments.

## Editing an existing schedule

- With the **Maintain names** screen open, navigate to the donor whose schedule you want to edit.
- Click the **Scheduled donations** button (in the **Transactions** group of the ribbon.)
- Delete the schedule or change any of the fields.

## Processing scheduled payments

On the next due date, a “Recurring donation” reminder will appear on the **Reminders** screen when you start CharityMaster.

To ensure you see all reminders, it is good practice to shut down CharityMaster at the end of each day. However, you can also display the “Reminders” screen by clicking on the **Reminders** button on the **Home** tab of the ribbon.

ReminderType	Reminder regarding	Description	Due Date	Assigned to:
Recurring Donation	William Steinkrauss	\$200.00	15-Feb-19	Admin
Vol. qual. Expiry 1	Warren French	Expiring qualification	10-Aug-19	Admin
Vol. qual. Expiry 1	George Benefactor	Expiring qualification	16-Sep-19	Admin
To do	David Potter	To do for: David Potter	10-Dec-19	Admin

Reminders to show:  All users  Assigned to me

View: All reminders

Buttons: Add 'to do', Open selected, Maintain names

On the “Reminders” screen, select the donation you want to process and then click the **Open selected** button or double click the reminder. The “Process scheduled payment” screen will appear.

Process scheduled payment for: William Steinkrauss

Schedule: Monthly | Day of the month: 15 | Next Due Date: 13-Feb-19

Remaining payments: 11 | Continue until deleted:  | Amount: \$200.00

Sponsorship Type: Donation - individual

Payment method: Mastercard

Buttons: Add Credit Card, Cancel, Delete, Save changes, Process donation

When you click the **Process donation** button on the “Process scheduled payment” screen, the following will occur:

- The donation will be entered on the Sponsorship history for this person. The tax receipt number will be set to "Sched. Don."
- If the QuickBooks interface is active, the payment will be entered into QuickBooks.
- Credit card payments. The payment information will be entered on the “Credit Card Payment Processing” screen (if tracking of authorizations has been activated.) Process the credit card authorization as required.
- Direct debits and checks. The payment information is added to the “Deposit Processing” screen (if tracking of deposits has been enabled.) Process the check / direct debit / PayPal payment as required.
- The next due date will be set, and the number of remaining payments will be reduced by 1. If this is the last or only scheduled payment, then the schedule will be deleted.

## Tax receipts

CharityMaster assumes that you will issue only one tax receipt annually for all scheduled donations received from a person during the year. As you enter each scheduled donation, the tax receipt number is set to "Sched. Don." After the end of the calendar year, you can issue a single tax receipt that covers all the payments received during the year.

### Scheduled Donation Tax Receipts screen

Open the scheduled donation tax receipt screen. (Click on the **Tax Receipts** menu (located on the **Outputs** tab) then click on **Scheduled Donations**.) All of the people who have made scheduled donations are listed on this screen. If a person has made scheduled donations in more than one calendar year, they will be listed for each year. If a tax receipt has been issued, the number of the receipt will be listed. If a tax receipt has NOT been issued, "Sched. Don." will appear instead of a receipt number.

Year	Name	Total donated	Tax receipt no.
2019	William Steinkrauss	\$400.00	Sched. Don.
2018	William Steinkrauss	\$200.00	Sched. Don.
2017	Ms. Dorothy Lacy	\$75.00	192

### Generate a draft tax receipt

You can generate a draft tax receipt that shows all of the scheduled donations made by a person during the year. Click on the row in which you are interested and click on the Print Draft button. A tax receipt number will NOT be assigned but you can see what the tax receipt will look like.

### Issue a tax receipt

To help ensure that all donations for a calendar year are included, CharityMaster prohibits you from generating a tax receipt until after the end of the current calendar year.

To create a tax receipt for all the donations made by a person during the selected calendar year, click on the row in which you are interested. "Sched. Don." will be shown under the receipt number column. Click on the Print Receipt button. All the donations made by that person during the year will have a new tax receipt number assigned and the tax receipt will be displayed. Press Ctrl-P or click the Print or PDF buttons to print the receipt. (The receipt number assigned is based on the Next Tax Receipt Number on the System setup screen.)

Note that once you generate a Scheduled Donation tax receipt for a person, there is no way to modify the receipt or the receipt number.

### Display / reissue a tax receipt

To display or print a tax receipt that has already been issued, click on the row in which you are interested. Click on the Print Receipt button. If you are issuing a replacement receipt, write "Duplicate receipt" on the receipt before you send it to the donor

## Other aspects

---

### Back date the start of the schedule

You can start the schedule of payments at an earlier date than the day you are setting up the schedule. Simply use the calendar button (beside the 'Next due date' field) and select a date earlier than today. Enter all other required information then **Save** the schedule.

Next, you *must* "catch up the system" by displaying all reminders (click the **View reminders** button on the **Home** tab of the ribbon) to display all "overdue" reminders. Then select the "Recurring donation" reminder in question and click the **Open selected** button to process the first payment. Repeat this step as required until the Next Due Date is a date in the future.

### Stopping the schedule

Navigate to the person in question. Display all reminders for this name (click the **View reminders** button on the ribbon). Then select the "Recurring donation" reminder and click the **Open selected** button. The "Process scheduled donation" screen will appear. Click the **Delete** button and all future scheduled donations will be deleted.

### Changing the schedule

Navigate to the person in question. With the **Maintain names** screen open, click the **Scheduled donations** button (in the **Transactions** group of the ribbon.)

You can change all aspects of the scheduled donation. Any changes you make will not affect and previously entered "scheduled donations" and click **Save**.

### Skipping a payment

If the payment was already processed, delete the last scheduled donation that was entered.

If the payment to be skipped has not yet been processed, navigate to the donor in question. With the **Maintain names** screen open, click the **Scheduled donations** button (in the **Transactions** group of the ribbon.) Change the "Next due date" and click **Save**.

### Handling declined credit cards, bounced checks

If a payment has been declined (authorization cannot be obtained, check returned NSF, etc.), then you must do the following:

- Delete the donation from the sponsorship history. If the QuickBooks interface is active, CharityMaster will void the sales receipt automatically when you delete the donation from the sponsorship history.
- Delete the donation schedule and set up a new one or adjust the schedule by following the steps set out above to edit a donation schedule.

### Handling a payment that is different from the scheduled amount

When you are processing a Scheduled donation, simply change the amount of the payment when you are processing it. All future payments will be for the revised amount unless you edit the payment schedule as detailed above.

We hope you enjoyed this tutorial. All this information is also available in the CharityMaster help system. Press the F1 key on any screen to get the information you need.

# Scheduled donations cheat sheet

## Set up a schedule

---

- With the **Maintain names** screen open, navigate to the donor for whom you want to set up a schedule.
- (If required) Link donor to QuickBooks.
- Click the **Scheduled donations** button (in the **Transactions** group of the ribbon.)
- Enter all required information on the “Set up scheduled donations” screen.

## Edit a schedule

---

- With the **Maintain names** screen open, navigate to the donor whose schedule you want to edit.
- Click the **Scheduled donations** button (in the **Transactions** group of the ribbon.)
- Edit information as required.

## Processing a scheduled payment

---

- When the “Reminders” screen appears, click a “Scheduled Donation” reminder.
- When you open a Scheduled Donation reminder, the “Process Scheduled Payment” screen will appear.
- Click the **Process donation** button and the transaction will be entered into CharityMaster (and QuickBooks if the QuickBooks module is enabled.)
- Process the credit card / deposit / etc. as required.
- Repeat the above steps for each Scheduled Donation that is due.