

CRM User Forum

January 19, 2022

Cornelia Ellis – Don Day

John Kuehn – Valerie Eaton



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Objectives

- Finishing up Year 2021
 - Clearing out old batches
 - Write offs and receivables
 - Contribution statements
- This Year 2022
 - Creating new appeals
 - Creating designation requests – why and or when
 - Special event setup
- Updating Payment Reminders & Gift Acknowledgements



Finishing Up 2021



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Cleaning up Batches

- This will be done in the Uncommitted Batch Tab.
- Uncommitted batches accumulate if you have your filters active
- Need to clear your date filters to see if you have hidden batches
- Leave site filter to all sites
- If you find uncommitted batches, edit the batch
 - If batch contains information, confirm if it has or has not been committed in another batch
 - If batch not needed, delete the batch
 - If batch is empty, use or delete the batch.
- Your goal should be to not have open batches.



Sample from production

Sample with filter engaged

Uncommitted batches (1) + Add 🔍 Batch search 📅 More ▾

Date range: Last 7 days ▾ Sites: All sites ▾ ☐ Show only batches with exceptions 🟢 Apply 🔄 Reset

+ Columns ▾ 🔄 Clear all filters

Batch number	Owner	Date added ▲	Description
🟢 L0532354	Shondell Williams BSA-440	11/19/2019	

Sample with no filter engaged

Uncommitted batches (3) + Add 🔍 Batch search 📅 More ▾

Date range: ▾ Sites: All sites ▾ ☐ Show only batches with exceptions 🟢 Apply 🔄 Reset

+ Columns ▾ 🔄 Clear all filters

Batch number	Owner	Date added ▲	Description
🟢 L0375706x2	Shondell Williams BSA-440	1/3/2019	Exceptions from batch L0375706x1
🟢 L0447530x4	Shondell Williams BSA-440	5/2/2019	Exceptions from batch L0447530x3
🟢 L0532354	Shondell Williams BSA-440	11/19/2019	



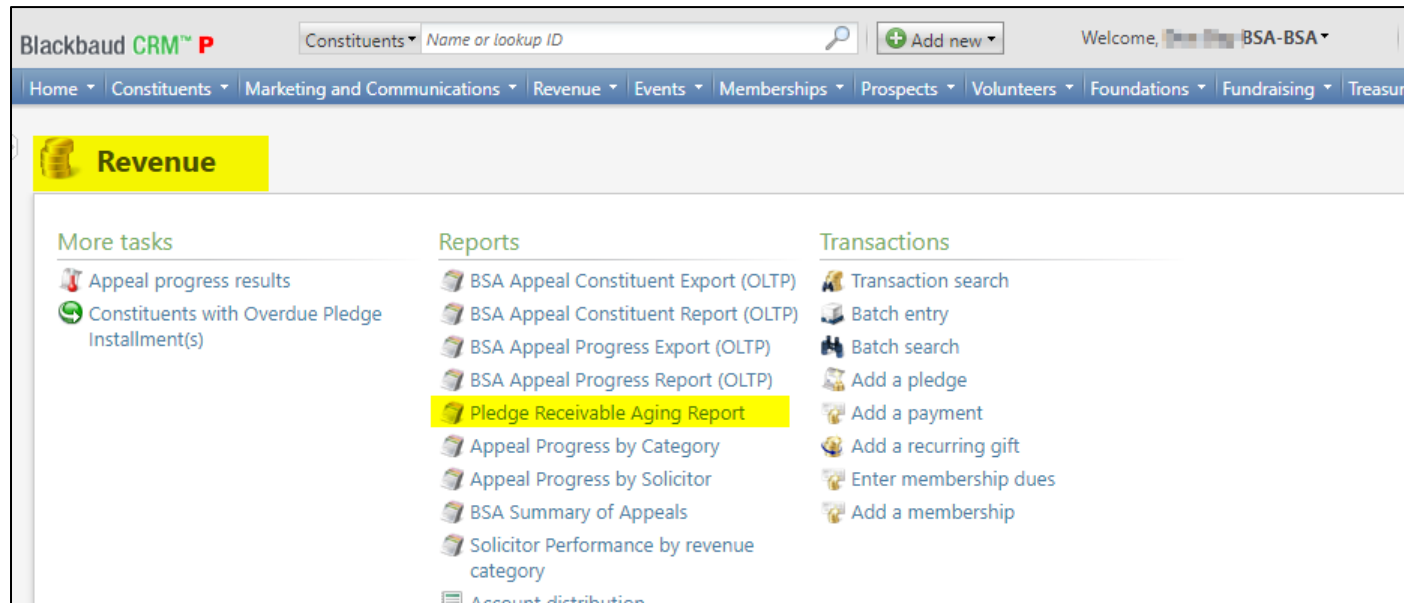
Write Offs



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Determine collectible value

- Create the Pledges Receivable Aging Report
- Blackbaud CRM ~ Revenue ~



Determine collectible value

Create the Report

1. BSA Organization – your council
2. Report Code – year
3. Appeal – must be run for each open appeal with outstanding donor pledge values
4. Click “View Report”
5. Wait...



Pledge Receivable Aging Report

Blackbaud CRM™ P

Constituents

Welcome, BSA-BSA

Home | Constituents | Marketing and Communications | **Revenue** | Events | Memberships | Prospects | Volunteers | Foundations | Fundraising | Treasury

Pledge Receivable Aging Report

BSA Organization **1** Report Code **3**

Appeal **2** **4**



Pledge Aging Receivable Report

- Print report and give to management to review:
 - All open pledges
 - Determine who will still pay
 - Sign and date
- After management review, proceed to Pledge Write-Off process



Pledge Write-off Procedure

- Determine when your council needs to write-off pledges.
- Pledges written off by appeal
- You will use your current Global Pledge Write-off business process
- You will edit the selection in your current business process



Global Pledge Write-off

edge write-off processes (276) + Add

Name	Description
L144	Pledge Write-Off Proc
L144 Abraham Linco...	Just change the select
L003	Pledge Write-Off Proc
L022	Pledge Write-Off Proc
L583	Pledge Write-Off Proc
L382	Pledge Write-Off Proc
Start process	
	Edit Delete As
L618	Pledge Write-Off Proc
L104	Pledge Write Off Proc
L303	Pledge Write-Off Proc
L157	Pledge Write-Off Proc
L468	Pledge Write-Off Proc
L092	Pledge Write-Off Proc
L368	Conversion Pledge W
L220	Pledge Write-Off Proc
L574	Pledge Write-Off Proc
L635	Pledge Write-Off Proc
L695	Global Write-Off
L449	Pledge Write-Off Proc
L006	Pledge Write-Off Proc

Edit pledge write-off process

General

Name: L382

Description: Pledge Write-Off Process

Selection: L382 Global Write Off Query (Ad)

Post status: Do not post

Post date: mm/dd/yyyy

Site: Allegheny Highlands Council

Write-off reason

Reason code: UNC - Uncollectable

Details: 2017 Write Off

Output

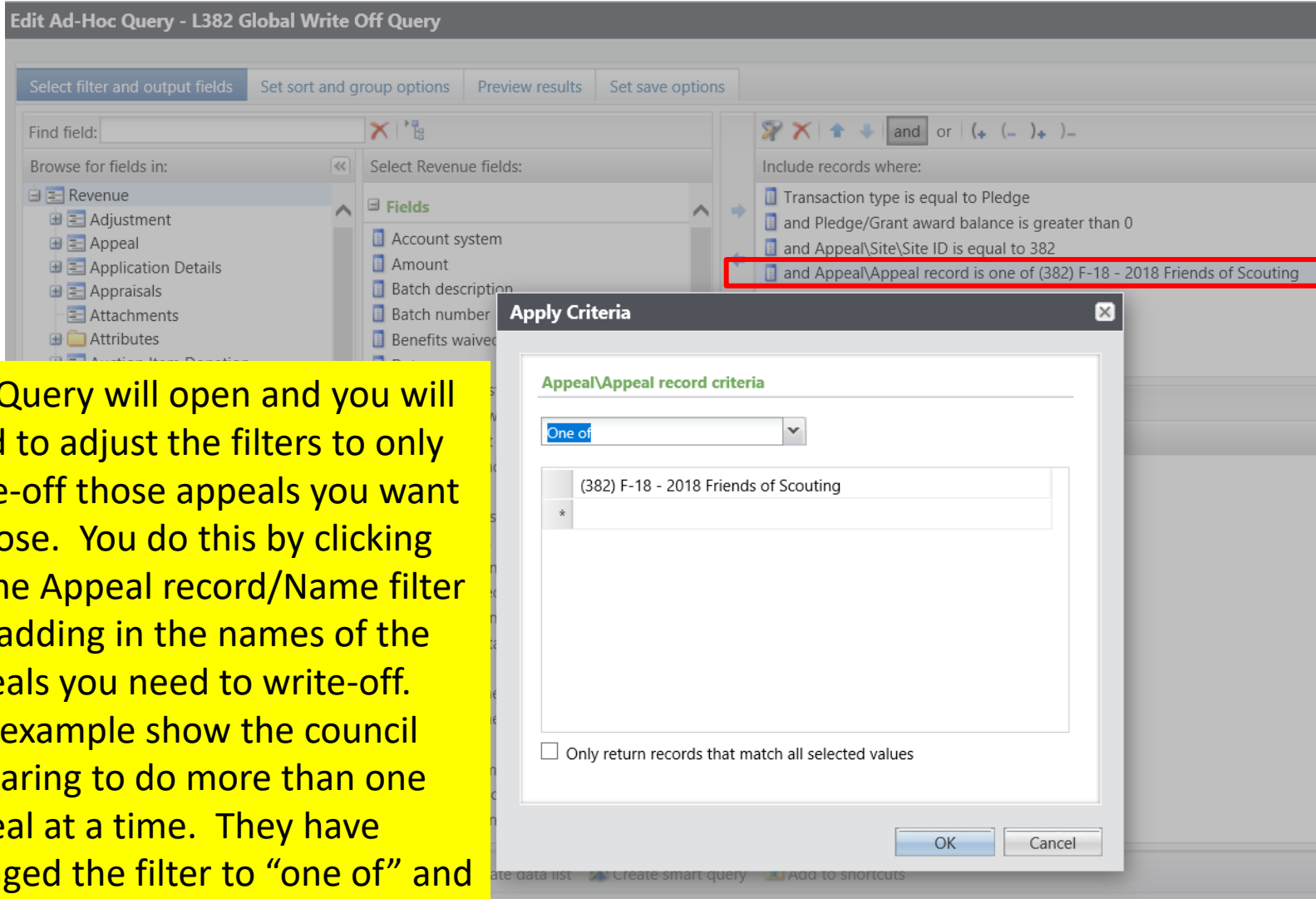
☐ Create output selection

☐ Overwrite existing selection

Selection name:

Help Save Cancel

Go to the Global Pledge Write-off processes and edit your routine. No need to create a new routine. When the edit window opens click the pencil to edit the query attached as the selection.



The Query will open and you will need to adjust the filters to only write-off those appeals you want to close. You do this by clicking on the Appeal record/Name filter and adding in the names of the appeals you need to write-off. This example show the council preparing to do more than one appeal at a time. They have changed the filter to “one of” and then can now list multiple appeals.



Prepared.

Edit Ad-Hoc Query - L382 Global Write Off Query

[Select filter and output fields](#)[Set sort and group options](#)[Preview results](#)[Set save options](#)

Results (78 records found)

Appeal\Name	Pledge/Grant award balance
(382) F-18 - 2018 Friends of Scout...	\$250.00
(382) F-18 - 2018 Friends of Scout...	\$600.00
(382) F-18 - 2018 Friends of Scout...	\$500.00
(382) F-18 - 2018 Friends of Scout...	\$40.00
(382) F-18 - 2018 Friends of Scout...	\$30.00
(382) F-18 - 2018 Friends of Scout...	\$20.00
(382) F-18 - 2018 Friends of Scout...	\$1,200.00
(382) F-18 - 2018 Friends of Scout...	\$1,000.00
(382) F-18 - 2018 Friends of Scout...	\$95.00
(382) F-18 - 2018 Friends of Scout...	\$30.00
(382) F-18 - 2018 Friends of Scout...	\$60.00
(382) F-18 - 2018 Friends of Scout...	\$100.00
(382) F-18 - 2018 Friends of Scout...	\$720.00
(382) F-18 - 2018 Friends of Scout...	\$45.45
(382) F-18 - 2018 Friends of Scout...	\$75.00
(382) F-18 - 2018 Friends of Scout...	\$20.00

Always preview your query before saving it and running your routine to make sure only your appeals are showing you want to write-off are listed.



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Contribution Statements



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Contribution Statements

- Should be mailed donors by last day of January.
- Contribution statement template is ready for use.

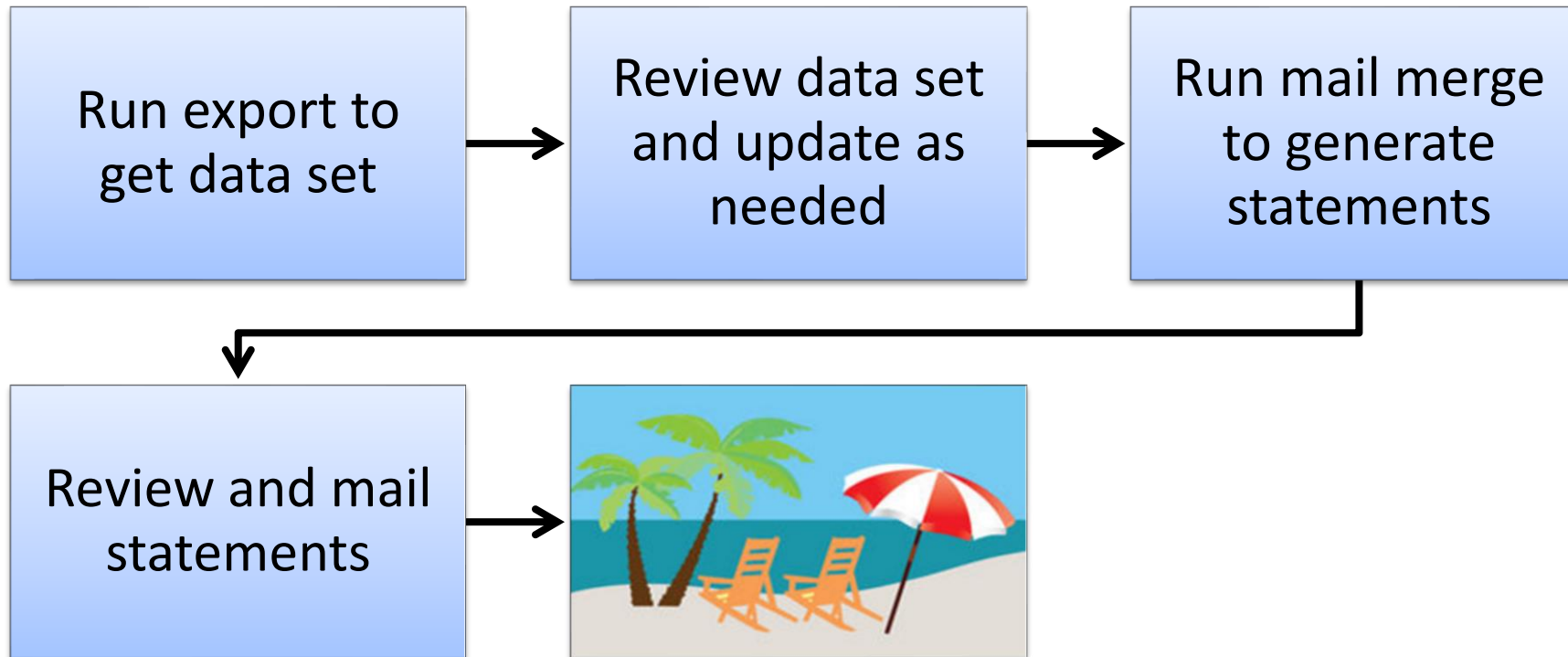


IRS Publication 1771, Charitable Contributions—Substantiation and Disclosure Requirements

- A donor must have a bank record or written communication from a charity for any monetary contribution before the donor can claim a charitable contribution on his/her federal income tax return
- A donor is responsible for obtaining a written acknowledgment from a charity for any single contribution of \$250 or more
- A charitable organization is required to provide a written disclosure to a donor who receives goods or services in exchange for a single payment in excess of \$75
- Recipient organizations typically send written acknowledgments to donors no later than January 31 of the year following the donation.

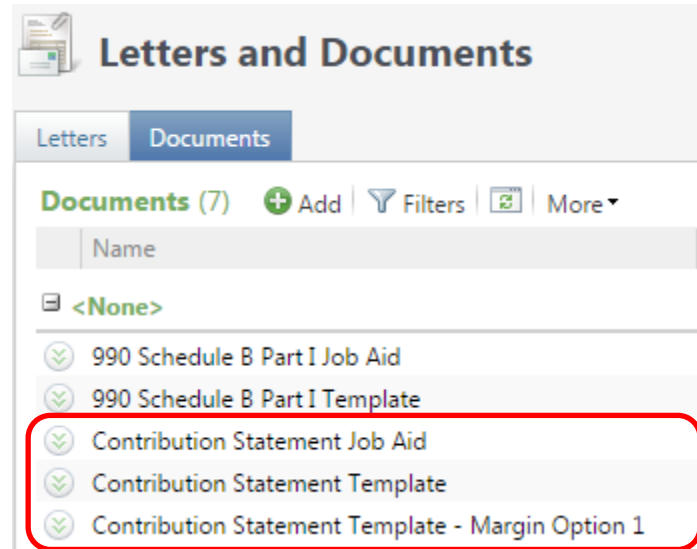


Process Overview



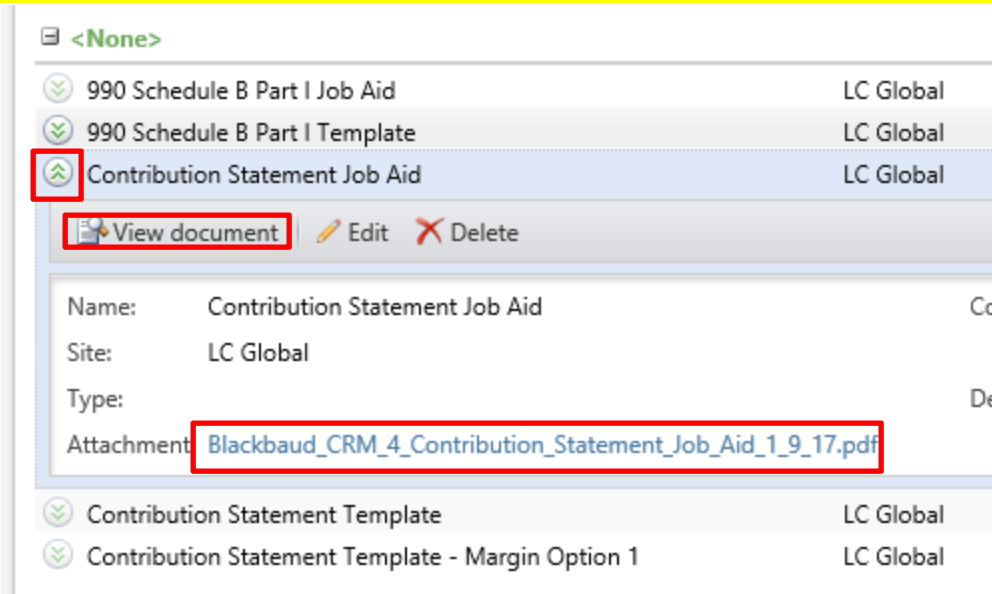
Process Overview

- Marketing and Communications>Packages>Letters and documents>View letters and documents>Documents tab
- **Job Aids** have detailed, step-by-step instructions



To Download Document

- Click the Chevron
- Either click “View document” or click the document hyperlink to download.
- **DO NOT** edit and change the site from LC Global to your council.



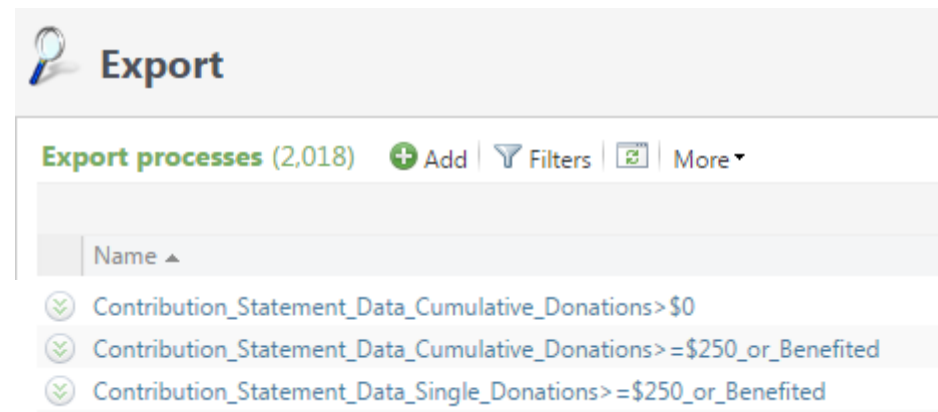
Run Export

- 3 Choices
 - Cumulative contributions > \$0
 - All donors get statements
 - Cumulative contributions >= \$250 or Benefited
 - Donors that give \$250 or more, cumulatively, and any donors that received benefits get statements
 - Single contribution >= \$250 or Benefited
 - Donors that give a single gift of \$250 or more and any donors that received benefits get statements



Run Export

- Administration>Tools>Export



Run Export

- Because you are site secured only your records will be returned when you run this.

The screenshot displays the 'Export list' interface. On the left, a 'Tasks' sidebar contains a list of actions: 'Start process' (highlighted with a red box and the number 1), 'Edit process', 'Set format options', 'Generate WSF', 'Create job schedule', and 'Delete process'. Below this is a 'Shortcuts' section with links like 'Add this page to shortcuts', 'Manage my shortcuts', and 'Post Revenue to GL'. The main area shows the details for an export named 'Contribution_Statement_Data_Cumulative_Donations>\$0 - Export'. It includes fields for Name, Description, Query name, Export type, and Ad-hoc Query. Below this, there are tabs for 'Recent Status', 'History', and 'Job Schedules'. The 'Recent Status' tab is active, showing a 'Recent status' section with a 'Download output' button (highlighted with a red box and the number 3). Below this, the status is 'Completed' (highlighted with a red box and the number 2), with a status message 'Completed'. Further down, a table provides details about the export job, including the user, server name, start and end times, duration, and the number of records processed.

Export list	
Contribution_Statement_Data_Cumulative_Donations>\$0 - Export	
Name:	Contribution_Statement_Data_Cumulative_Donations>\$0
Description:	Contribution statement data for mail merge for all donors with cumulative contributions > \$0.
Query name\Export definition:	Contribution Statement
Export type:	Ad-hoc Query

Recent Status	
Status:	Completed
Status message:	Completed
Started by:	netbsa\rwhite
Started:	1/8/2016 1:05:09 PM
Ended:	1/8/2016 1:20:32 PM
Duration:	15 minutes 23 seconds
Server name:	D2PBBISEC10BV
Total records processed:	92438
Number of exceptions:	0
Records successfully processed:	92438



Review and Update

- Review your data and make updates as needed
- Add a dummy record at end of the file

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
1	BUSINESS	Site ID	ID	Last	First	Address	City	State	ZIP	Date	Transactio	Appeal	Amount	Receipt A	Benefit V	Benefit D	Revenue I
2	1	42	8-1009096	Genentech		1 Dna Way	South San	CA	94080-491	#####	Payment	(042) S15	\$900.00	\$900.00			rev-14573
3	2	42	8-1215544	Domingue	Francisco	3985 Lyma	Oakland	CA	94602-185	#####	Payment	(042) S16	\$300.00	\$300.00			rev-14697
4	3	42	8-1215650	Peterson	Andrew	103 Monti	Piedmont	CA	94611-392	#####	Payment	(042) S16	\$250.00	\$250.00			rev-14689
5	4	42	8-1217480	Kuesel	Christoph	3829 Rand	Oakland	CA	94602-120	#####	Payment	(042) S16	\$500.00	\$500.00			rev-14709
6	5	42	8-1217491	Kim	Kenneth	240 Estate	Piedmont	CA	94611-331	#####	Payment	(042) S16	\$100.00	\$100.00			rev-14688
7	6	42	8-1224086	Lymburn	Bruce	50 Wynga	Piedmont	CA	94611-362	#####	Payment	(042) 150	\$260.00	\$260.00			rev-14692
8	7	42	8-1224086	Lymburn	Bruce	50 Wynga	Piedmont	CA	94611-362	#####	Payment	(042) 150	\$400.00	\$0.00			rev-14700
9	8	42	8-1224086	Lymburn	Bruce	50 Wynga	Piedmont	CA	94611-362	#####	Payment	(042) 150	#####	#####			rev-14700
10	9	42	8-1224086	Lymburn	Bruce	50 Wynga	Piedmont	CA	94611-362	#####	Payment	(042) S16	#####	#####			rev-14701
11	10	42	8-1228420	Pierce	Christoph	4085 Whit	Oakland	CA	94602-243	4/6/2015	Payment	(042) S15	\$100.00	\$100.00			rev-14601
591	590	42	8-1571911	Cheung	Daniel	125 Ronac	Piedmont	CA	94611	#####	Payment	(042) S16	\$100.00	\$100.00			rev-14711
592			Dummy	Dummy	Discard												



Review and Update

- Review Columns W and X
 - Possible benefit issue
 - Possible receipt or benefit amount issue
 - These issues depend on how you have been using the system
 - Giving category column is on the sheet to help with benefits in column Y



Review and Update

(089) S17	\$250.00	\$250.00			rev-37512	440403	FALSE	FALSE	Sebring		
(089) S17	\$250.00	\$250.00			PAS-13985	61788	FALSE	FALSE	Sebring		
(089) S17	\$250.00	\$250.00			PAS-13975	60848	FALSE	FALSE	Family		
(089) S17	\$250.00	\$250.00			PAS-13965	60470	FALSE	FALSE	Community - DCA		
(089) A17	#####	\$0.00			rev-41589	491027	TRUE	TRUE	Mexico Trip		
(089) A17	\$120.00	\$0.00			rev-41598	497003	TRUE	TRUE	Kendra Scott Necklace a		
(089) A17	\$500.00	\$0.00			rev-41598	497682	TRUE	TRUE	Golf Clubs and Bag		
(089) A17	\$100.00	\$100.00			rev-41598	498645	FALSE	FALSE	Sponsor		
(089) A17	\$40.00	\$0.00			rev-41599	499007	TRUE	TRUE	Play and Music Lesson		
(089) S17	\$250.00	\$250.00			PAS-13985	61326	FALSE	FALSE	Community - DCA		
(089) S17	#####	#####			PAS-13985	61364	FALSE	FALSE	Citrus County		

(089) S1	\$50.00	\$50.00			rev-41706	585076	FALSE	FALSE	Community - DCA		
(089) X1	\$500.00	\$500.00			rev-34061	431701	FALSE	FALSE	1/2 PAGE AD		
(089) X1	\$1,300.00	\$980.00	\$320.00	Table Sponsor	rev-34061	431585	FALSE	FALSE	Table Sponsors		
(089) S1	\$500.00	\$500.00			rev-41640	533302	FALSE	FALSE	Family		
(089) S1	\$500.00	\$500.00			PAS-13955	59990	FALSE	FALSE	Board Division		
(089) S1	\$250.00	\$250.00			PAS-13965	60470	FALSE	FALSE	Community - DCA		



Run Mail Merge

- Download mail merge template
- Edit merge field values for your council
- Start a Directory mail merge
- Select the contribution statement data file
- Finish the merge



Run Mail Merge

Contribution_Statement_Template v1.8 2015.docx - Word

FILE HOME INSERT DESIGN PAGE LAYOUT REFERENCES MAILINGS REVIEW VIEW ACROBAT Rich White

Envelopes Labels Start Mail Merge Select Recipients Edit Recipient List Highlight Merge Fields Address Block Greeting Line Insert Merge Field Preview Results Find Recipient Check for Errors Finish Merge Merge to Adobe PDF

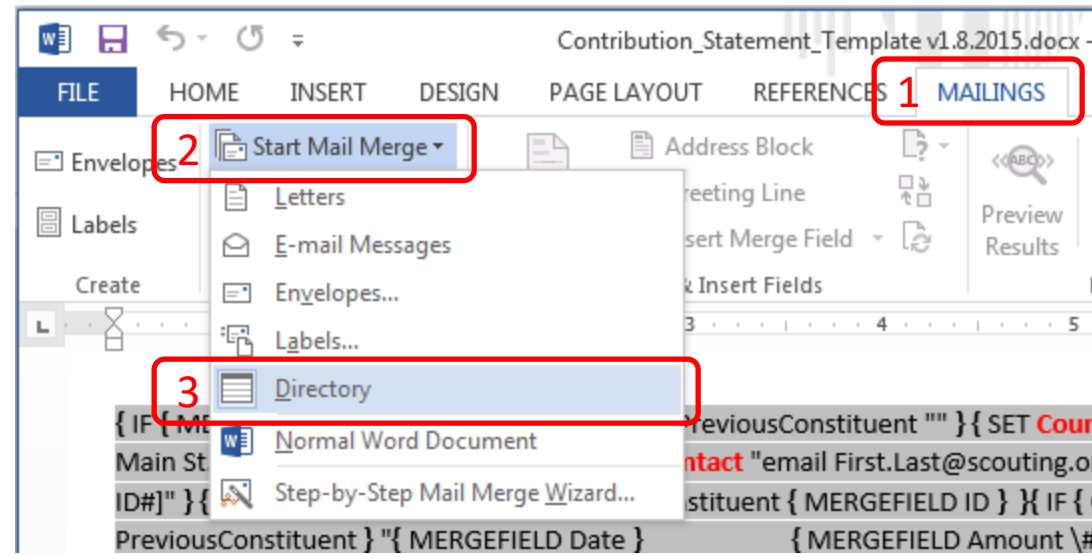
Create Start Mail Merge Write & Insert Fields Preview Results Finish Acrobat

1 2 3 4 5 6 7

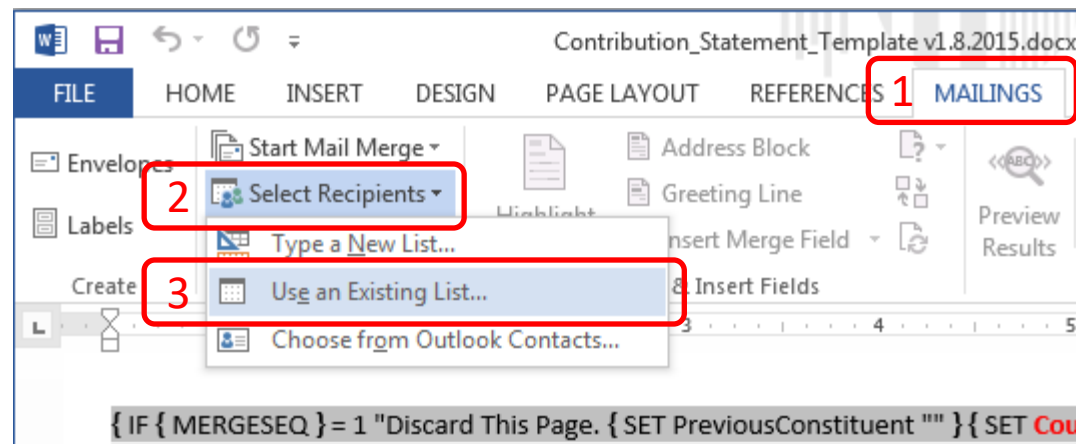
```
{ IF { MERGESEQ } = 1 "Discard This Page. { SET PreviousConstituent "" } { SET CouncilAddress "Example Council, 123
Main St., Anytown, TX 12345" } { SET CouncilContact "email First.Last@scouting.org" } { SET CouncilTaxID "[Federal Tax
ID#]" } { SET Year "2015" } "" } { SET CurrentConstituent { MERGEFIELD ID } } { IF { CurrentConstituent } = {
PreviousConstituent } "{ MERGEFIELD Date } { MERGEFIELD Amount \# "$#,###,###0.00 } { MERGEFIELD
Appeal } { IF { MERGEFIELD Benefit_Value } <> "" "{ SET BenefitValue { MERGEFIELD Benefit_Value \# "$#,###,###0.00 }
}" "{ SET BenefitValue 0 }" } { BenefitValue \# "$#,###,###0.00 } { SET NetContribution { = { MERGEFIELD Amount } - {
BenefitValue } } { NetContribution \# "$#,###,###0.00 } { SET TotalPaid { = TotalPaid + { MERGEFIELD Amount } } { SET
TotalContribution { = TotalContribution + { NetContribution } } { SET TotalBenefitValue { = TotalBenefitValue + {
BenefitValue } } }" "
Total:{ TotalPaid \# "$#,###,###0.00 } { TotalBenefitValue
\# "$#,###,###0.00 } { TotalContribution \# "$#,###,###0.00 } { SET TotalPaid 0 } { SET TotalContribution 0 } { SET
TotalBenefitValue 0 }
```



Run Mail Merge



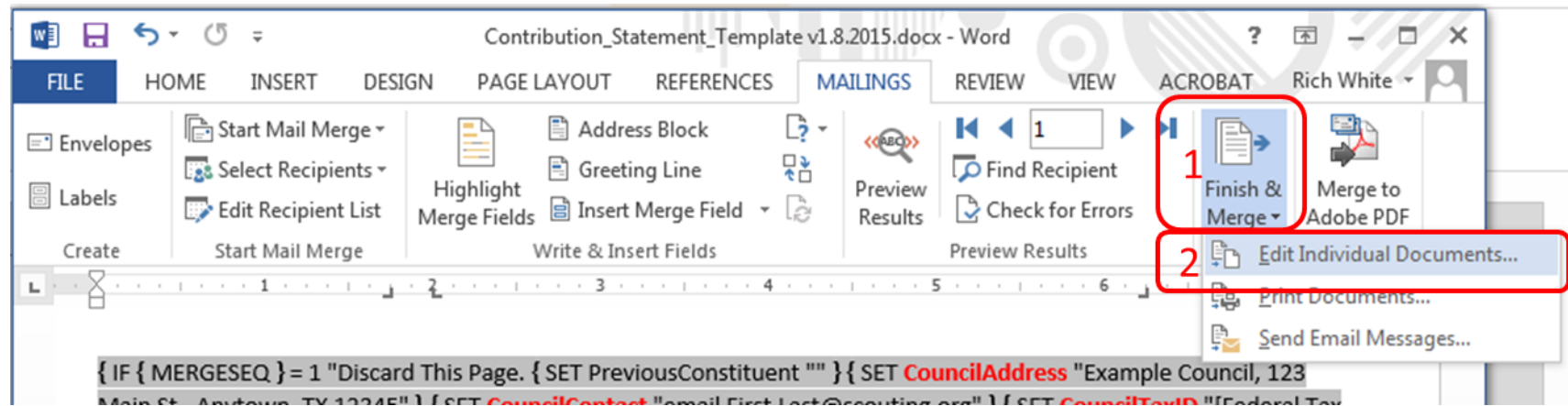
Run Mail Merge



- Navigate to your downloaded data file and select it



Run Mail Merge



Run Mail Merge

Directory6 - Word

FILE HOME INSERT DESIGN PAGE LAYOUT REFERENCES MAILINGS REVIEW VIEW ACROBAT Rich White

Calibri (Body) 11 A A Aa

Paste B I U abc x₂ x² A a b c

Clipboard Font Paragraph Styles

Normal No Spac... Heading 1

Clifford Wang
603 Blair Ave
Piedmont, CA 94611-3405

Dear Clifford Wang,

The following is a list of paid contributions for the calendar year 2015 recorded by Example Council, 123 Main St., Anytown, TX 12345 (Federal Tax ID [Federal Tax ID#]). Thank you for your generous support of Scouting! If you have any questions or concerns, please email First.Last@scouting.org.

Date	Amount Paid	Appeal Name	Benefit Value	Net Contribution
10/14/2015	150.00	(042) S16 - 2016 Friends of Scouting <i>Benefit: Something cool!</i>	100.00	50.00
12/21/2015	150.00	(042) S16 - 2016 Friends of Scouting	0.00	150.00
12/22/2015	150.00	(042) S16 - 2016 Friends of Scouting	0.00	150.00
12/23/2015	150.00	(042) S16 - 2016 Friends of Scouting <i>Benefit: Something awesome!</i>	100.00	50.00
12/24/2015	150.00	(042) S16 - 2016 Friends of Scouting	0.00	150.00
12/25/2015	150.00	(042) S16 - 2016 Friends of Scouting	0.00	150.00
12/26/2015	150.00	(042) S16 - 2016 Friends of Scouting	0.00	150.00
12/27/2015	150.00	(042) S16 - 2016 Friends of Scouting	0.00	150.00
12/28/2015	150.00	(042) S16 - 2016 Friends of Scouting <i>Benefit:</i>	100.00	50.00
Total:	\$ 1,350.00		\$ 300.00	\$ 1,050.00



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Review and Mail

- Print, fold, stuff and mail per your council's usual procedure
- Discard the first and last pages from the merge file



This Year



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Add an Appeal

Blackbaud CRM™ P Application features ▾ Feature (e.g. Information Library) 🔍 + Add new ▾

Home ▾ Constituents ▾ Marketing and Communications ▾ Revenue ▾ Events ▾ Prospects ▾ Foundations ▾ Fundraising ▾ Analysis ▾

Marketing and Communications

Appeal

- Appeal search
- Add an appeal
- Appeal mailings
- Appeal progress results

Reports

- BSA Appeal Organization Structure Report
- Appeal profile
- Appeal performance

Acquisition and segmentation

- Acquisition lists
- Segments
- White mail segments
- Selections

Add an appeal

Name: Nation's Best Fundraising Appeal 1

Description: provide description 2

Split evenly Split fully

Category: Other Support 3

Report code: 2020 4

Site: 5

Start date: 1/1/2020 6

End date: 12/31/2020 7

Goal: \$100,000.00

? Help Save Cancel

Name format options



Assign Designation & Prior Appeal (if one)

Blackbaud CRM™ T Application features ▾ Feature (e.g. Information Library) 🔍 + Add new ▾ Wel

Home ▾ Constituents ▾ Marketing and Communications ▾ Revenue ▾ Events ▾ Prospects ▾ Foundations ▾ Fundraising ▾ Analysis ▾ Administration ▾

Appeal: Nation's Best Fundraising Appeal

Description: We raise more \$\$ than anyone else Start date: 1/1/2020
Business unit: End date: 12/31/2020
Category: Other Support Goal: \$100,000.00
Report code: 2020 Status: Active
Site: Black Warrior Council Membership:

1 2

Revenue Summary Contributions Payments Balances Revenue Details (Splits) Matching Gift Claims Designations Mailings Documentation Mismatch: Appeals? Solicitor Credits by Group Prior Appeal

Contributions - posted 8/21/2019  More ▾

Total Contributions	# of Contributions	Average Contribution	Recent Contribution	Earliest Contribution
---------------------	--------------------	----------------------	---------------------	-----------------------

Payments Received - posted 8/21/2019  More ▾

Payments Received	# of Payments	Average Payment	Most Recent Payment	Mismatch: Appeal?	Mismatch: Inbound Channel?
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Write-offs - will not post (manual PeopleSoft journal entry required)  More ▾

Loading...

Outstanding Balances - through 8/21/2019  More ▾

Total Balances	# Pledges with Balance	Average Balance	Final Installment Due	Mismatch: Appeal?
----------------	------------------------	-----------------	-----------------------	-------------------



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Designations

- Only request new designations for new
- The appeal may change but the designation stays the same



Create Special Event Appeal in CRM



Appeal: 2019 SG19 Special Event Appeal

Description:	Appeal for Scouting Give Set Up Demo	Start date:	1/1/2019
Business unit:		End date:	12/31/2019
Category:	Special Events	Goal:	\$100,000.00
Report code:	2019	Status:	Active
Site:	Bay-Lakes Council	Membership:	

Follow directions in the CRM user guide to create an event appeal. All monies in CRM must be connected to an appeal. The designation tab must be completed with at least the main designation. Sub-designation are not available until you have your designation event mapping completed.

← Revenue Summary Contributions Payments Balances Revenue Details (Splits) Revenue Details (Write-offs)

Designations (3) Edit list of appeal designations More ▾

Designation ▲	Default designation
63508521 SG Event	
63508521 SG Event \ 63508521-4202 SG Event - Operating (Ticket)	
63508521 SG Event \ 63508521-4250 SG Event - Operating (Fees)	

Benefits (0) View benefits catalog Add More ▾

	Level	From	To	Benefits
--	-------	------	----	----------



Adding Special Events



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CRM Add an Event Form

Add an event

General

Name: 2019 Scouting Gives Event

Description: Scouting Gives Event Setup Demo

Category: Special Fundraising Event

Sites: Site, Bay-Lakes Council

☒ Event is an auction

☐ Do not show event on calendar

☒ Event allows designations on fees

Copy options

Details

Start date: 9/18/2019 Start time: hh:mm AM

End date: 9/18/2019 End time: hh:mm AM

Location information

Location: Marriott Center City

Room/Unit: Capacity: 0

Contact: John C. Kuehn

Help Save Cancel

Fill in the information on the event form. Ensure that you select “Event allows designation on fees” and “Event is an auction”. You do not need to use the auction side of the event. However, if you fail to select either option, neither option can be added after you click save.



Updating Reminders and Acknowledgements



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Reminders

 L010 Pledge Payment Overdue

 Start process |  Set format options |  Edit |  De

Export definition: 

Criteria

Generate reminders for ☐ All pledges
☐ All recurring gifts
☒ Custom selection

Selection:  

Exclusions

Found under Marketing & Communication.
Drop Chevron and Edit. Find the selection and click pencil to update. Update selection filter. It could be adding new report code or next appeal.

and or (+) (-) (+) (-)

Include records where:

- Transaction type is one of Pledge
- and Pledge/Grant award next installment date is on or before last month and is not blank
- and Pledge/Grant award balance is greater than 0
- and Send pledge reminder is equal to Yes

Apply Criteria

Appeal/Report code criteria

One of 

☒ Value ☐ Output field

2006	   	Multi-year
2005		2020
2004		2021
2003		
2002		
2001		
2000		
1999 or earlier		
2019		

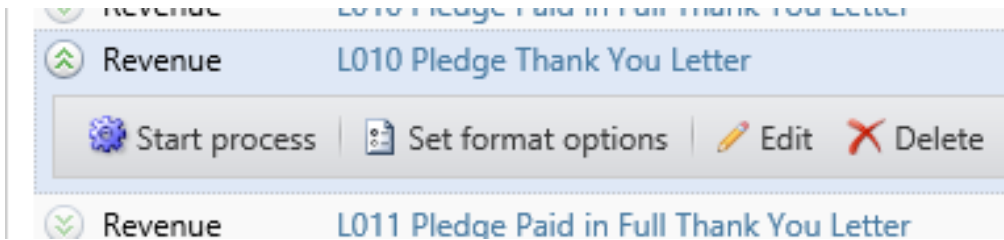
☐ Only return records that match all selected values

OK Cancel



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Acknowledgements



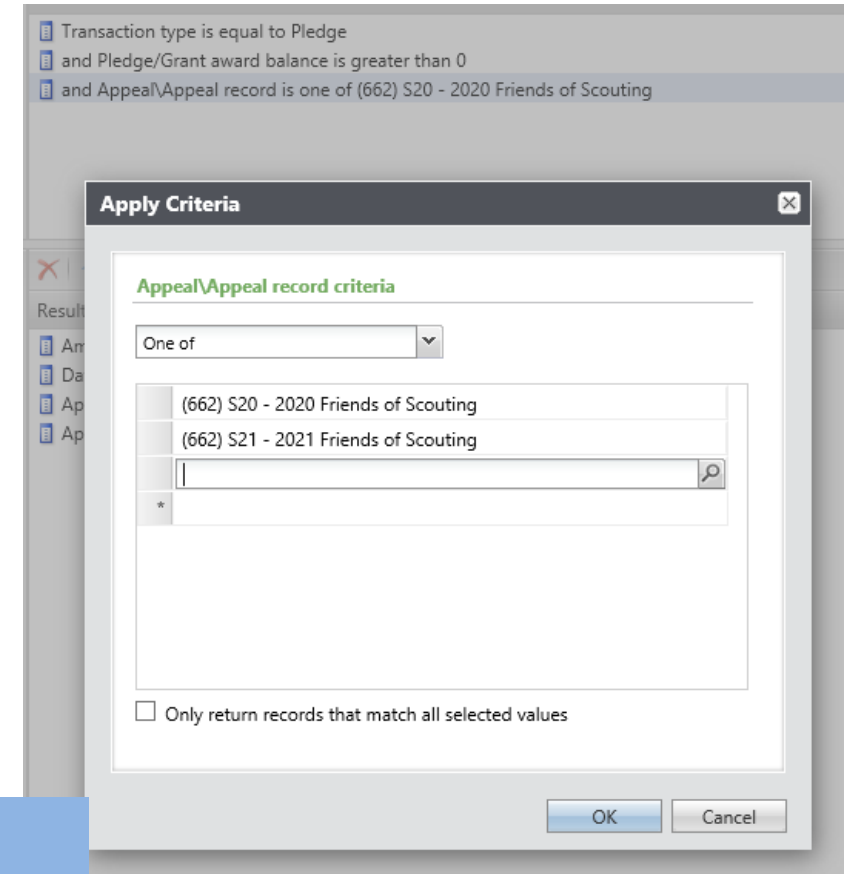
Criteria

Acknowledge revenue with letter:

Acknowledge: ☐ All 'Not acknowledged' revenue
☒ Selected revenue

Selection:

Exclusions



Found under Marketing & Communication.
Drop Chevron and Edit. Find the selection and
click pencil to update. Update selection filter. It
could be adding new report code or next
appeal.



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Next Forum

February 16, 2022
10:00 am & 2:00 pm CT





Resources

Council Business
Practices

Council Fiscal
Management and
Training

Journey to
Excellence

Council Funding and
Finance

Financial Planning

Funding The
Council

Council
Administration

Local Council
Financial Audits

Back Office

[Council Office Procedures](#)

[Council Stewardship Policies](#)

[FASB Accounting Changes and the BSA](#) – new for 2018

[Fiscal Management Procedures for Stewardship](#)

[Fiscal Policies And Procedures for BSA Units](#) – Revised November 2019

[Interpreting Financial Statements](#)

[Life Insurance Imputed Calculation](#)

[Local Council Accounting Manual](#)

[Local Council Financial Audit Tools](#)

[New York Conflict of Interest Policy](#)—Updated March 2014

[New York Conflict of Interest Policy](#)—March 2014

[Records Retention Policy](#)– Updated January 2019

Presentation: [Fringe Benefits: Employer-Provided Vehicles and Group-Term Life Insurance](#) –
Uploaded April 2014

[Record Camp Card Transactions—PeopleSoft](#)

[Record Product Sales](#) in General Ledger

[Time Study Forms](#)

[Blackbaud CRM User Forum](#)

[PeopleSoft Support](#)

- [Accounts Payable](#)
- [Asset Management](#)
- [Audit Adjustments](#)

www.scouting.org/financeimpact



Member Care Self-Service

- <http://membercare.scouting.org>



<http://membercare.scouting.org>



Online Support Center

Boy Scouts of America National Service Center

Need a resolution fast? Then, check out our knowledge base. We are hard at work updating knowledge and documentation.

Can't find what you are looking for in the knowledge base? Open a ticket using the service catalog below.

If you have feedback on how we can improve, please let us know by clicking on the link below.

[Click here](#)

What do you need help with?



[Search help](#)

Council Support

National Support

Scout Shops/NDC Support



New Council User or Transfer
Account & Access



Council Account Termination
Account & Access

Choose

“Council Support”

Then on right side:

“General Assistance”



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Summary – Description – Council

Summary

Blackbaud - need new giving category

A brief description of your problem.

Description - For quick resolutions please provide as much detail as possible.

Please provide me a list of giving categories

Council

006 Black Warrior Council



NTL/HAB employees select 999 and NDC/Scout Shop employees select 000



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User Name – Application - Attachments

Council #

006 Black Warrior Council

NTL/HAB employees select 999 and NDC/Scout Shop employees select 000

User Name

 Don Day

User ID *(optional)*

example: Jodavis

Application

Blackbaud CRM

Example: Blackbaud, Peoplesoft, Membership, etc.

Attachment *(optional)*

 Drag and drop files, paste screenshots, or
browse

Create Cancel



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Questions & Answers



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