POLICY MANUAL

Subject: Donor Management

Effective Date: 7/98

Initiated By: Eleanor Templeton
Development Director

Approved By: James B. Moore
CEO

Review Dates: 3/99, 1/12 MWF, 2/14 MWF

Revision Dates: 6/10 MWF, 2/13 MWF, 3/15 MWF

POLICY:

Cumberland Heights' Development office records, acknowledges, and forwards to the Business Office all donations to the Cumberland Heights Foundation.

PROCEDURE:

Cash

1. The designated Business Office Staff member brings all the donation checks from the current day's mail to the Development Assistant.
2. The Development Assistant or designee makes two copies of each check, envelope, and any notes included with the donation and returns the check with one copy to the Business Office before the end of the day. The account number (used by Accounting) is written on both copies of the check along with the name of the fund and the date the check will be keyed into the system.
3. Each gift is entered from the check copy into the Raiser's Edge Donor Database Program. This program records each donor's name, address, donor group (i.e. staff, alumni, etc.), date of check, date received, amount, source of donation and designation.
4. The check copy is initialed and dated, then filed into a monthly folder and a designated folder, if applicable (example: United Way, Foundation Gift, etc.)
5. The check copies are then placed in a "Thank You" folder for review by the CDO before acknowledgement letters are sent.
6. The CDO sends an acknowledgement for every donation received with an IRS declaration for all gifts.
7. At the conclusion of each month, the Development Office sends a list of the month's contributions according to their records and the Finance Office reconciles with that list every month.

Pledges

1. Constituents are asked to submit a "confidential statement of intention" for pledges. The same procedure as cash donations are followed for pledges. Those with outstanding pledges are sent a pledge reminder in November, unless otherwise requested.
2. Donors who opt to pay a pledge using a Credit Card may submit their info to the Development Office, who will automatically run the due amount at the 15th of each month.

At the beginning of every month, Development sends the Controller a detailed report of all donations received for the previous month and a pledge status report. A report detailing gifts for the year is also included. The Controller reconciles these reports against the general ledger. The Controller and Development Assistant work together to research any discrepancies.