

Standing Operating Procedure

SUBJECT: Steps to Doing the Deposit		Standard Operating Procedure #2
Date: January 2002, last update on 12/13/05	PREPARED BY: Angie Fuller Outreach/Dev Cdtr	Allen Foundation Series
Page 1		APPROVED BY: John Doe Manager

PROCEDURE:

1. Total up checks on calculator with tape.
2. Take to the cashier for confirmation of total. She will give you a receipt.
3. Do Daily Recap on email, send to Jane and print out for Foundation file. Be sure cashier receipt and deposit slips and daily recap balance each other.
4. Fill out deposit slip – making sure the total matches your total on the receipt.
5. Stamp/Endorse Checks
6. Make copies:
 - 2 copies of the bank deposit slip
 - 1 copy of Daily Recap sheet
 - 1 copy of each check
7. Send to Jane in Accounting
 - 1 copy of the bank deposit slip
8. Keep for your records
 - Copy of Daily Recap sheet
 - 1 copy of the bank deposit slip
 - 1 copy of each check
9. Attach receipt from cashier to the above listed in #8.
10. Put \$ in the North Bank Bag or South Bank bag. (with green heart key chain)
11. Take bank bag(s) to Distribution and have them sign for it in the notebook in the file drawer under North Bank Deposit. (Don't allow volunteer to sign for bag). Courier will deliver and bag will be returned to Foundation mail slot.

Standing Operating Procedure

SUBJECT: Board of Directors		Standard Operating Procedure #3
Date: May, 2001	PREPARED BY:	Allen Foundation Series
Page 1		APPROVED BY: John Doe Manager

PROCEDURE:

Monthly:

The meetings of the Memorial Foundation Board of Directors are usually held at 12:00 p.m. on the third Wednesday of each odd month in the Allen Hospital Board Room.

1. One week before the meeting:

- a. Fill out a "Special Function Request" form (found in the left lateral file drawer under Special Function Request forms) and send a copy to Dietary.

2. Wednesday before the meeting: Give John a draft of Board Agenda. (Found in Word:Board Meetings)

3. Friday before the meeting:

- a. Send out the Board Packet. John and Jane received financial information (supplied by Jane in finance). Include a report from Dir. Of Dev, VP of Inst. Adv., Dev. Asst., College Chancellor, Planned Giving Committee, Pres/CEO of Hosp., financials, minutes.
- b. Put originals in the Foundation Book.

4. Day before the meeting:

- a. Call each Board member to see if he/she will be attending.
- b. Call Dietary by 8:30 a.m. day of meeting with the exact number of attendees so they can plan the lunch (include those Board members who plan to attend, John, Joe, and yourself as well as any guests).
- c. You are to eat with the Board and take minutes at the meeting, which follows.

5. Following the meeting:

- a. Type the minutes and have staff review them.
- b. Have the Secretary/Treasurer to sign the minutes at the next meeting.
- c. Make copies for all Board members to send out in packet.
- d. Put the original minutes in the Foundation notebook.

Yearly:

1. Immediately following the September meeting, send a memo to each of the Board members regarding the meeting schedule for the following year.
2. Send a copy of the memo to Jane Doe so she can reserve the Board Room for the year.
3. Immediately following the July meeting (by August 1) email Julie Goecke with the names of board members' terms who are expiring. She will have someone call all those members and ask if they will agree to another term. She will contact you before September with who will serve again and who won't. In the September packet, include a memo that lists who wishes to serve another term, who doesn't, and any potential candidates for membership. These will be voted on in November.

CHECKLIST

- | | |
|--|--|
| <input type="checkbox"/> Fill out "Special Functions Request | <input type="checkbox"/> Call Dietary |
| <input type="checkbox"/> Send out Meeting Notice/Packet | <input type="checkbox"/> Type Minutes |
| <input type="checkbox"/> Type Agenda | <input type="checkbox"/> Call Secretary/Treasurer to |
| sign minutes | |
| <input type="checkbox"/> Make copies of Agenda | <input type="checkbox"/> Check on RSVP's |
| <input type="checkbox"/> Send out packet the Friday before meeting | <input type="checkbox"/> Meet with Accounting |

Standing Operating Procedure

SUBJECT: Entering payments and generating receipts		Standard Operating Procedure #5
Date: July 10, 2003	PREPARED BY: Angela Fuller Outreach/Dev Cdtr	Allen Foundation Series
Page 1		APPROVED BY: John Doe Manager

PROCEDURE:

Click on "Raiser's Edge 7" on desktop
Click on "Records" from left hand side of window

Open a constituent
Enter last name, first name
Select appropriate constituent (make sure addresses are the same or you are positive they are the same constituent)

- If not in database, enter new constituent (white page with star or file, new)
- Select individual or organization
- Enter all information available (first, last name, middle initial, address, Phone)
- Go to Addr/Sal tab, enter "Mr. and Mrs. Paul Jones" for Addressee
- Enter Paul and Michelle for Salutation
- Go to Attributes tab, enter "Mail Code" in first column, "Donor" in Second
- Second row in Attributes, enter Mail Code in first column
- Follow rest of instructions for entering gift

Enter any additional information from check if not in Blackbaud (phone number, spouse, etc)

Go to Gifts tab, select New Gift from top left corner of gift listing.

- Gift Type: always cash unless gift is specified to be a stock transfer.
- Gift subtype: blank
- Gift date: defaults to today's date
- Campaign: select appropriate campaign
- Fund: will be specified on check. If not, it is probably unrestricted. Write specified fund in memo line of each check. Select fund from drop down menu. If fund starts with "T-Z" click on binoculars to type in fund. Example: unrestricted.
- Appeal: If check comes in appeal envelope, select "Year End 2003". If check is associate campaign, select "Associate Campaign".

Leave all other fields as defaulted.

Enter check number and date. If donor has outstanding pledges, check to see if donation should be applied to pledge or if it's a separate donation. Save and close.

Select “Query” from left hand side of window.
Open “Gift Receipt Query”
Change date to today’s date (or whatever date you had entered gifts that need acknowledgement)
Save and close.

Select “Export” from the left hand side of window
Select “Gift Receipt Export”
Make sure “Include selected records” is selected
Click “Export Now” into Excel file and name file in this format “120502re”
“Save changes?” click yes. Make sure you remember the location of the file you just exported.
Close out of export

Open Excel
Go to X drive, Home, FullerAD, Excel 97, Angie, Angie05242002, Blackbaud receipts spreadsheets, or wherever you just saved the file.
Select whatever sheet you just exported.
You will need to change some column widths and add a couple rows with total amount, headers, and title for spreadsheet. Total amount of gifts – formula is =sum(A3:A7). Use the numbers of the you’re your are totaling. Example of how spreadsheet should look is attached.
Even if some of the columns have nothing under them (Contact and Box sometimes have no information) LEAVE THOSE COLUMNS IN THE SPREADSHEET. If you don’t the mail merge won’t work.
Go to page setup. Change to landscape, and put gridlines in. Save.
Email spreadsheet to John, Joe, Jane and Joan.
Print spreadsheet and put in notebook marked “Daily Reports” above my computer. Print second spreadsheet and put in red folder with receipts to be signed.
After printing, delete row that says “Gifts 12/05/02” and row with total amount. Save.

Receipts

In Word, open “use this receipt form”
Change date on letter to today’s date.
On tool bar, go to Tools, Mail Merge.
Under #2 Datasource, select get data, open data and select the spreadsheet you created.
Select the merge button and merge.
Print thank you letters on letterhead and put in red folder for Joe and John to sign.
Save letters in the shared folder titled “Angie” and in this format “120502 receipts”
After they have been signed, make copies and mail originals. Leave copies in my inbox.
Shred spreadsheet that was in the red folder unless John highlights a donor; then give the spreadsheet to Joan.

Standing Operating Procedure

SUBJECT: Daily Responsibilities		Standard Operating Procedure #9
Date: April, 2001	PREPARED BY: Sue Groves Administrative Secretary	Allen Foundation Series
Page 1		APPROVED BY: John Doe Manager

PROCEDURE:

To turn on the computer in the morning, press the button on the computer under the desk. When the screen comes up press OK. My password is:_____

Between 8:30 and 9:00 go to the mailroom and pick up the mail. Sort through the mail and distribute as necessary. At about 4:00 take the mail down to the mailroom and pick up the mail from our slot.

To sort the mail:

Do not open the mail yourself. Give to Cathy, Carrie or Matt to open. Any checks must be documented on an excel spreadsheet (in the shared drive) that will be reconciled with the Finance report at month end. After one of the previously named has opened all mail and documented checks, then sort as follows:

- ◆ John Doe – Slice open and put in John’s basket. John has taken over the responsibilities for the Henry B. Allen Family Foundation.
- ◆ John Doe B – Slice open and take mail out of envelope. Put in his mail slot.
- ◆ John Doe C – Slice open and take mail out of envelope. Put in his mail slot.
- ◆ Jane Doe – Slice open and take mail out of envelope. Put in her mail slot.
- ◆ Jane Doe B – Slice open and put in her mail slot.
- ◆ self – I receive anything else. Also, I receive all invoices for processing.

To answer the phone:

- ◆ Answer “Allen Foundation, this is _____”.

To transfer a phone call:

- ◆ Answer the phone. Do **not** put the person on hold.
- ◆ Hit “Transfer”.
- ◆ Dial the extension number.

- ◆ Hit “Transfer” again.

To transfer a call to voice mail:

- ◆ Hit “Transfer”.
- ◆ Dial “4555”
- ◆ Then dial “their extension” and “Transfer”.

To conference a call:

- ◆ Hit “Transfer”.
- ◆ Dial the number(s) to be conferenced.
- ◆ Announce the call
- ◆ Hit “Conference” to be sure the two or more parties are connected.
Then hang up.

To forward calls:

- ◆ Hit “Call Forward” and then “extension”. You will hear three beeps to confirm.

To cancel call forwarding:

- ◆ Hit “Call Forward” and the light should go off.

When something comes in over the fax – put in the corresponding mail tray.

To retrieve voice mails:

Dial 5155

Wait for prompt – Dial 3960

Wait for prompt – Enter password (_____)#

Dial 2,0 to listen to messages.

After retrieving messages, dial *3 to delete message.

Password to Raiser’s Edge:

Standing Operating Procedure

SUBJECT: Acknowledging Campaign Gifts		Standard Operating Procedure #26
Date: December 2006	PREPARED BY: Angela Fuller Administrative Secretary	Allen Foundation Series
Page 1		APPROVED BY: John Doe Manager

PROCEDURE:

1. Once pledge card enters office, issue formal tax receipt from foundation in normal receipting fashion.
2. All solicitors for that particular gift will handwrite a thank you note (this will include any Ketchum staff members to were present during solicitation.
3. Senior Director will handwrite a thank you.
4. President of hospital or Chancellor of college will send a formal, typed thank you note. This will be dependent on designation of the gift.
5. We have a contract on file with Petersen & Tietz floral. Order flower arrangement with the Allen gift attached. Petersent & Tietz stores the Allen gifts.
6. order flowers and have sent with small token gift attached

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