

**Author:** Kristenson, Joel **Last Updated:** 2017-05-22

#### **Overview**

This article will teach you how to setup a new **pledge** (which can be a **single** or **recurring** payment pledge) in a donor's record. Then it walks through the steps to **apply payments** (donations) to **open pledges** from the **Contributions** list.

The article also touches on how to search for donors who have unpaid pledges, and view detailed pledge reports in the Pledge Details list.

**Tip:** Prefer video? This short video tutorial shows how to apply payments (donations) to open pledges.

#### **Outline**

**#1** Create a New Pledge in a Donor's Record Card

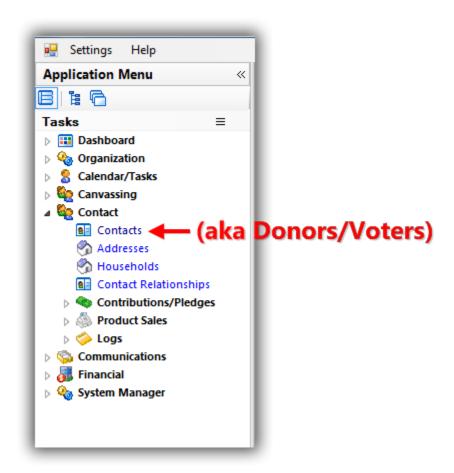


- #2 Applying Donations to Open Pledges from the 'Contributions List' (Single Apply & Mass Apply)
- **#3** Running Reports for Donors with Unpaid Pledges, and Pledge Detail Reports
- **#4** Related Resources

### #1 - Create a New Pledge in a Donor's Record Card

Navigate to the Contacts (Donors/Voters) list.

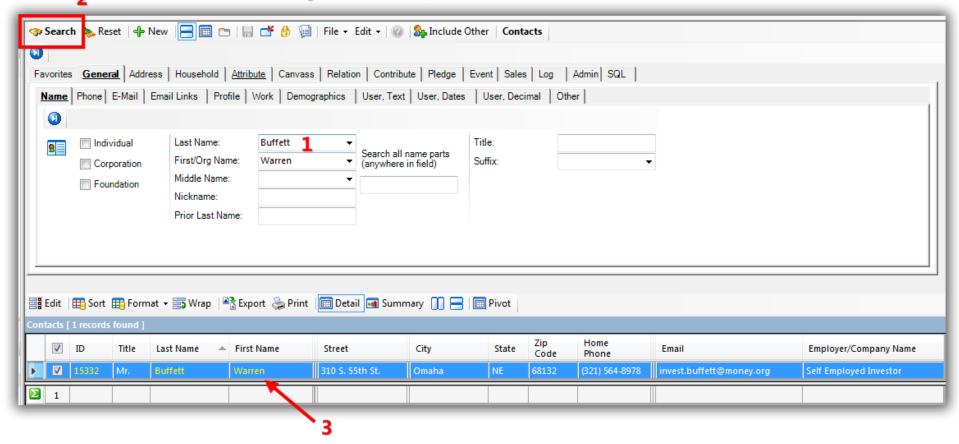




<u>Search</u> for and **open** the donor's record you want to create a **new pledge** for. Or <u>create a new donor</u> record if they don't exist – my example is below.

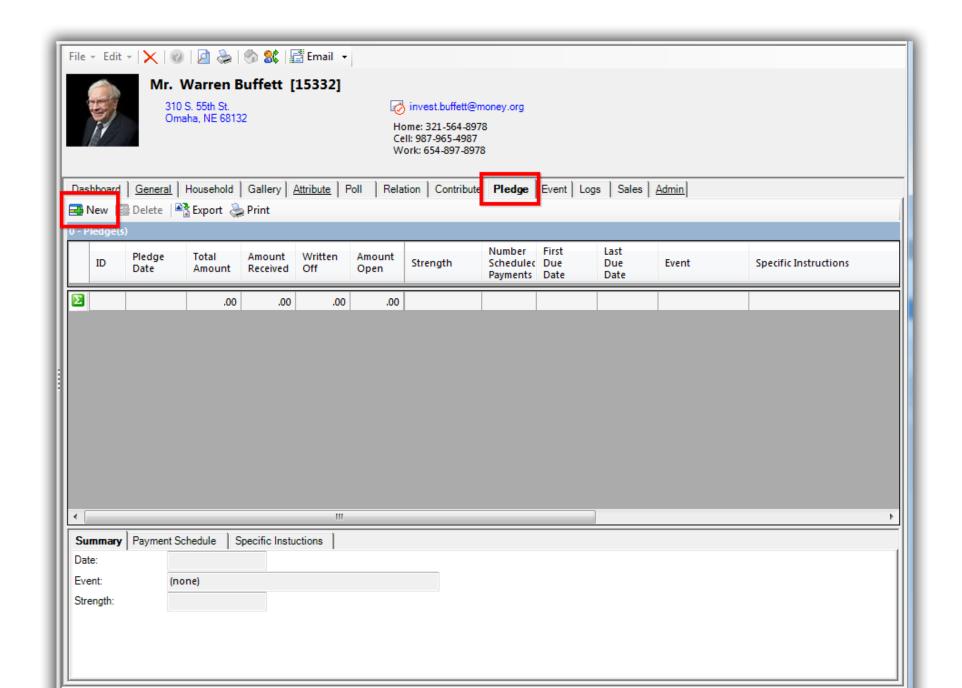


Search for and open the donor's record you want to add a pledge for (or create a new one if they don't exist).



Navigate to the **Pledge** tab and click the [+ New] button.

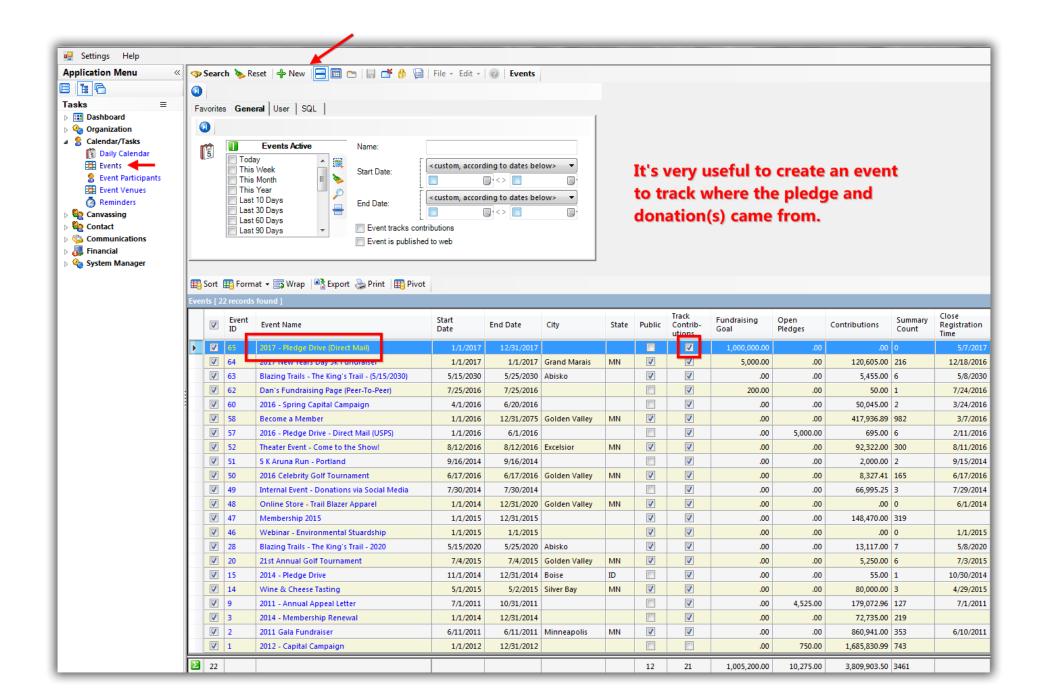






**Tip:** It's very useful to **link** the pledge to an 'event' (the source), to accurately track **where** the pledge came from, and then link the **donation** (payment) to the same 'event'. The *example* used in this tutorial was an event called '2017 Pledge Drive (Direct Mail)':







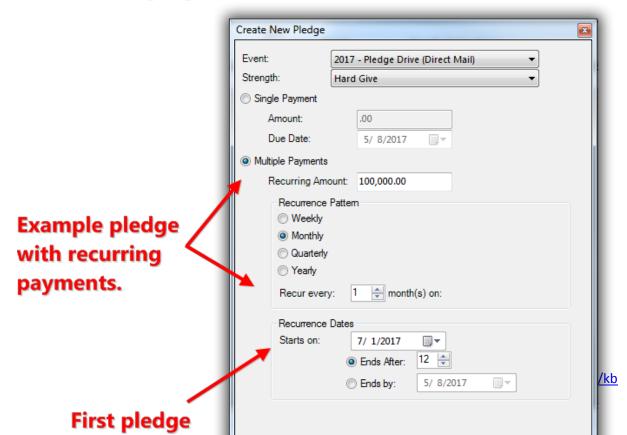
Fill out the pledge **input form** (**single** payment or **multiple** payment, **amount**, first payment **due date**, the **event**, etc.), and then click **[OK]**. *My* example is below for a \$1,200,000.00 pledge broken into 12 months that came from the 2017 Pledge Drive (Direct Mail) event.



Fill out the pledge form.

It's very useful to tie the pledge to an event (the source) so that the donation can also be attached to the same event.

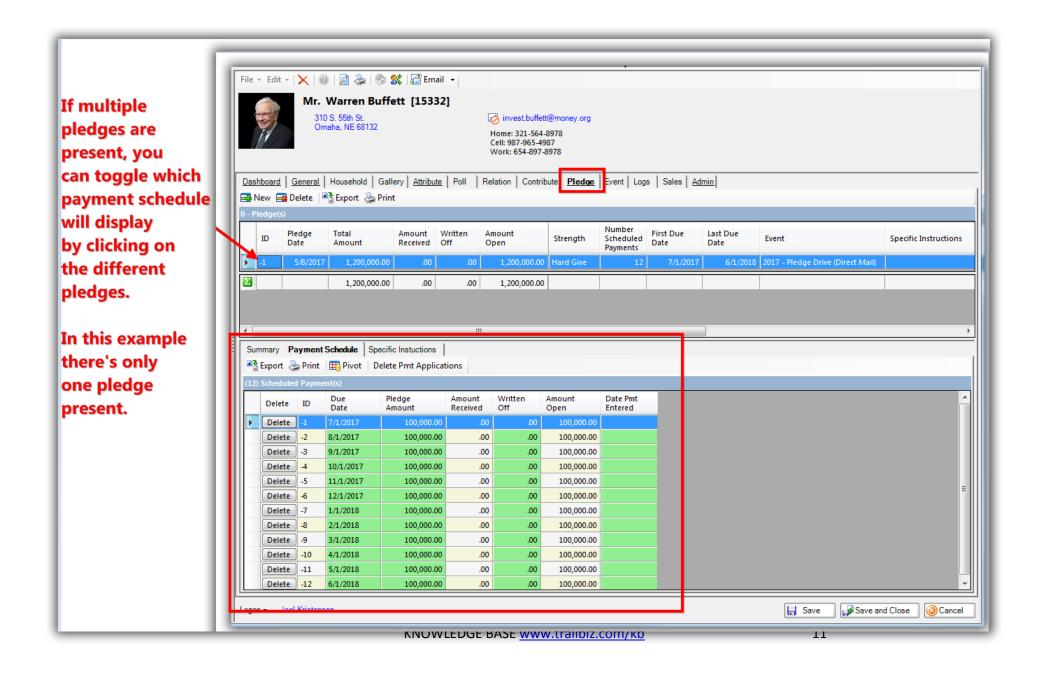
Input the payment due date, the recurrence, amount, etc. and then click [OK].





After creating the pledge you can view the **details** under the **Payment Schedule** tab. *My example is below.* 







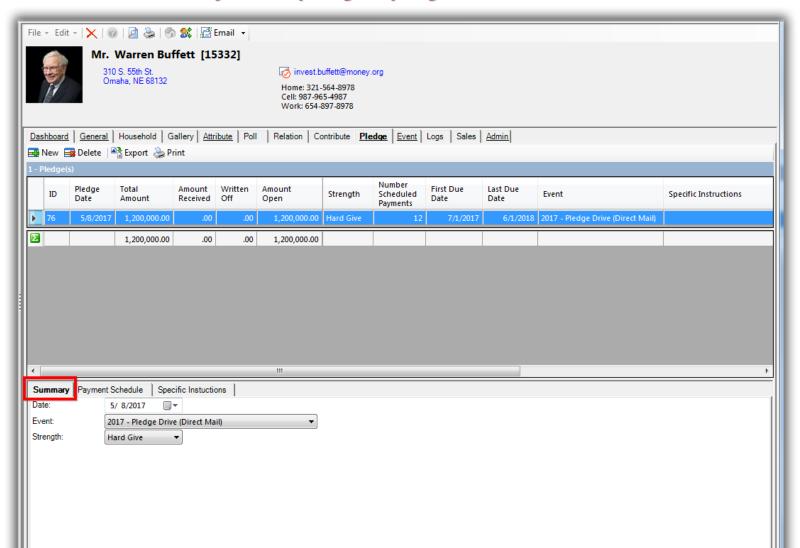
You can make further adjustments under the Summary tab.

One **common change** is the **date** of the pledge (which is the **original pledge date**, **not** the due date). It's common to change this *if* you are **backfilling data** and the person pledged **prior** to the date you are entering it. It's **critical** you enter the pledge date **prior** to the contribution date or it won't apply correctly when the payment (donation) comes in.



Under the 'Summary' tab you can modify the 'Pledge Date' (which is the original date that the donor pledged, \*not\* the due date). You can also modify the 'Event' and the pledge 'Strength'.

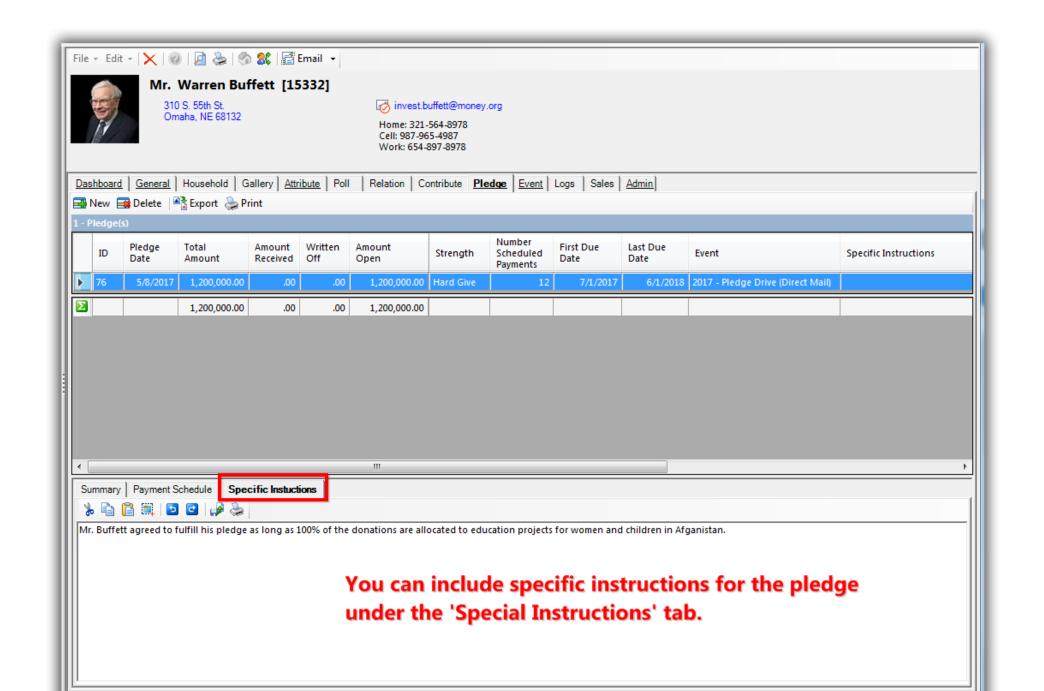
It's not uncommon that if you are backfilling pledge data you'll need to change the 'pledge date' to an earlier date than the date you are inputing the pledge.





You can add **special instructions** under the **Special Instructions** tab. *My example is below.* 

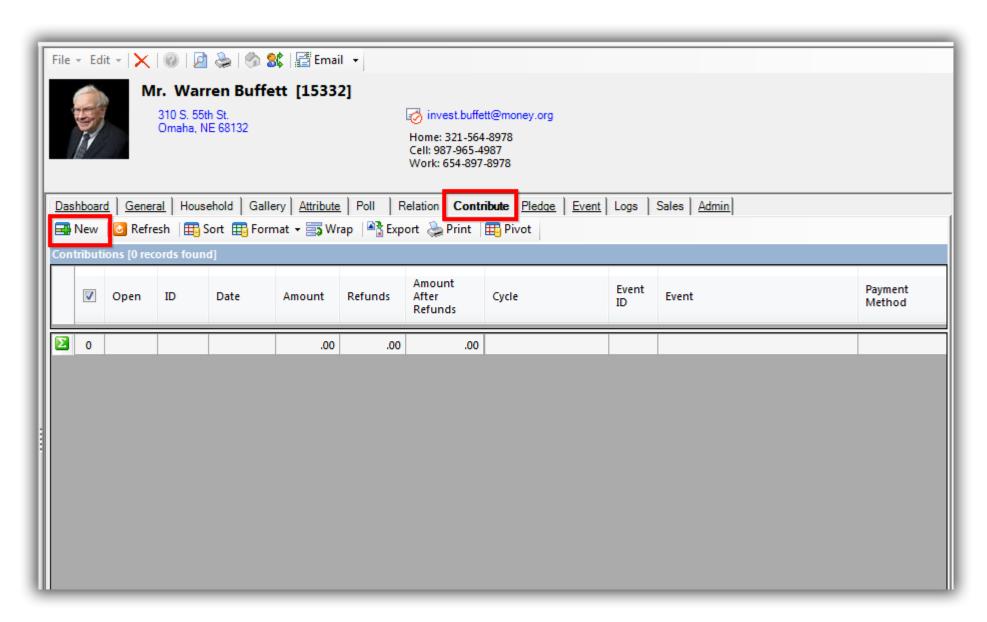






When the payment (donation) for a pledge comes in, open the donor's record card, navigate to the Contribute tab, and click the [+ New] button.





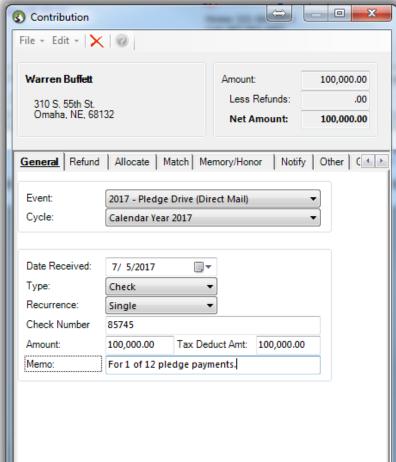


**Fill out** the donation input form and click **[Save and Close]**. *If* your pledge is linked to an <u>event</u>, make **sure** the donation is linked to the **same** event. The donation **date** must come **after** the pledge date. *My example is below*.



When the donation comes in, fill out the donation form. The date of the donation \*needs\* to be after the 'pledge date'.

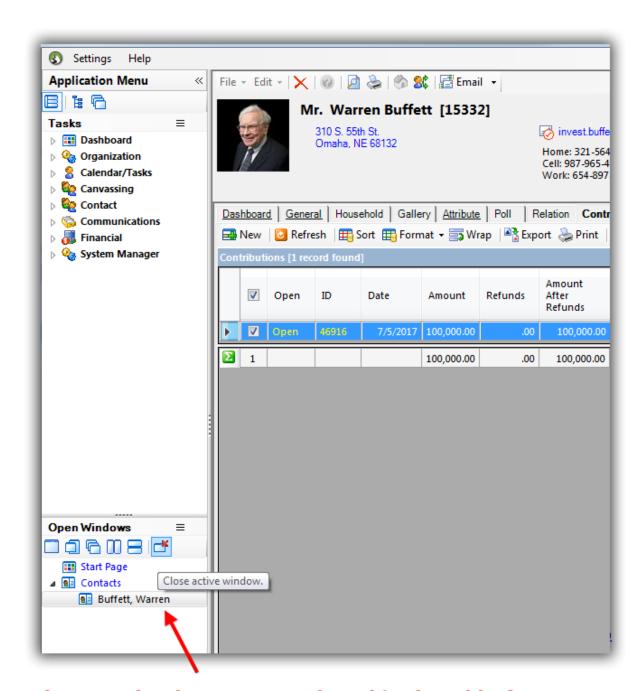
It's important to link the donation to the same event as the pledge is linked (if applicable).



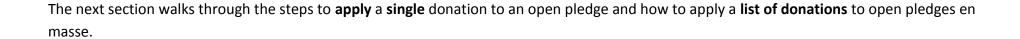


**Close** out of the donor's record card before proceeding to apply the donation towards the open pledge. The process **won't** work if the donor's record card is open. If you're going to mass apply multiple donations make sure all of the donor's records are closed. This article shows how to mass 'unlock' donor records.





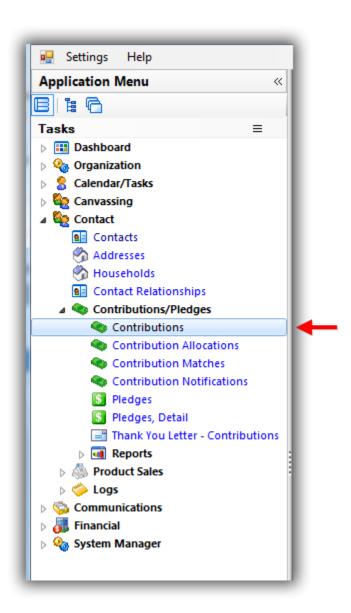




## #2 – Applying Donations to Open Pledges from the 'Contributions List' (Single Apply & Mass Apply)

Navigate to the **Contributions** list under the **Application Menu**.







#### **Single Apply**

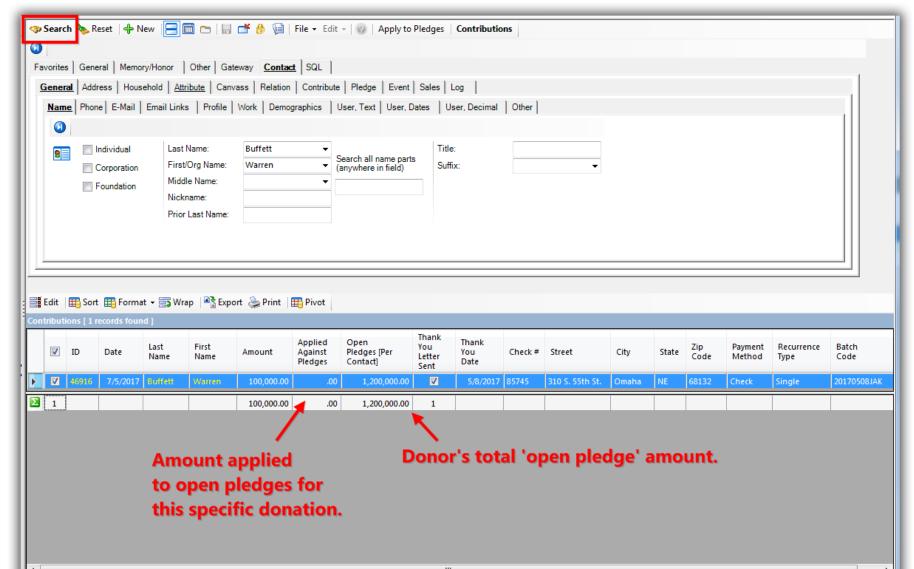
Run a search query for the donation you want to apply to an open pledge.

Some common examples would be by **date** or by the donor's **name**. The columns for **open pledge amount**, and **amount applied** will display by default. *In this example I searched by the donor's name and they currently had one donation present*.



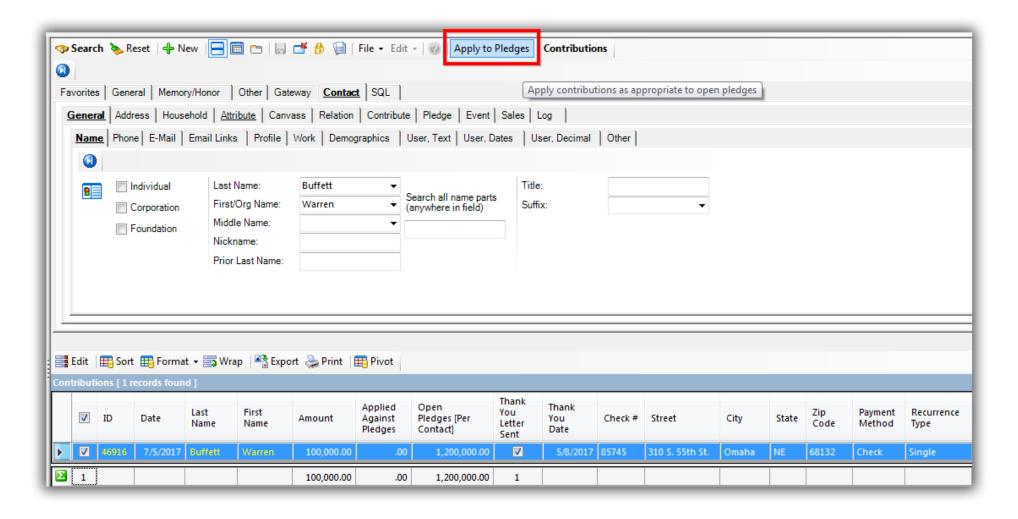
Run your search query for the donation(s) you need to apply to open pledges.

In this example I searched by the donor's name, but you could filter by other things such as date.





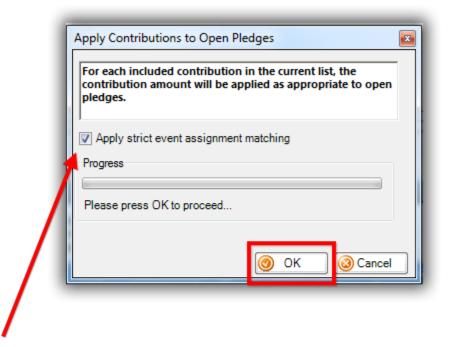
Click the [Apply to Pledges] button at the top of the screen.





By **default** a box will be checked to enforce strict **event assignment** between pledges and donations. Typically you'll leave this checked \*unless your donation and pledge have different events recorded, or one has an event linked and the other doesn't and you still need them to apply.

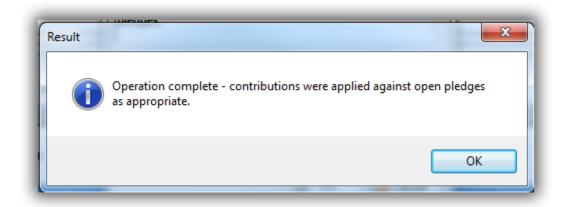
Click **[OK]** to proceed. *In my example the pledge and donation had matching events (which is the most common).* 



If you pledge and donations are linked to events you'll want to leave this box checked (which it is by default) but you do have the option to uncheck it if necessary.



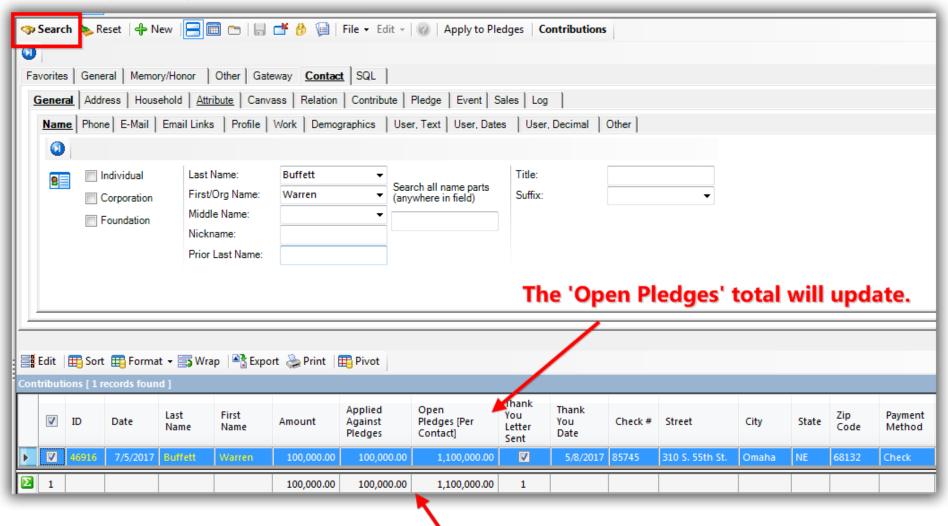
Click [OK] once the operation has finished.



Back in the Contributions list, click [Search] to refresh the list and the amount applied values for pledges will update.



### Click [Search] to refresh the list.



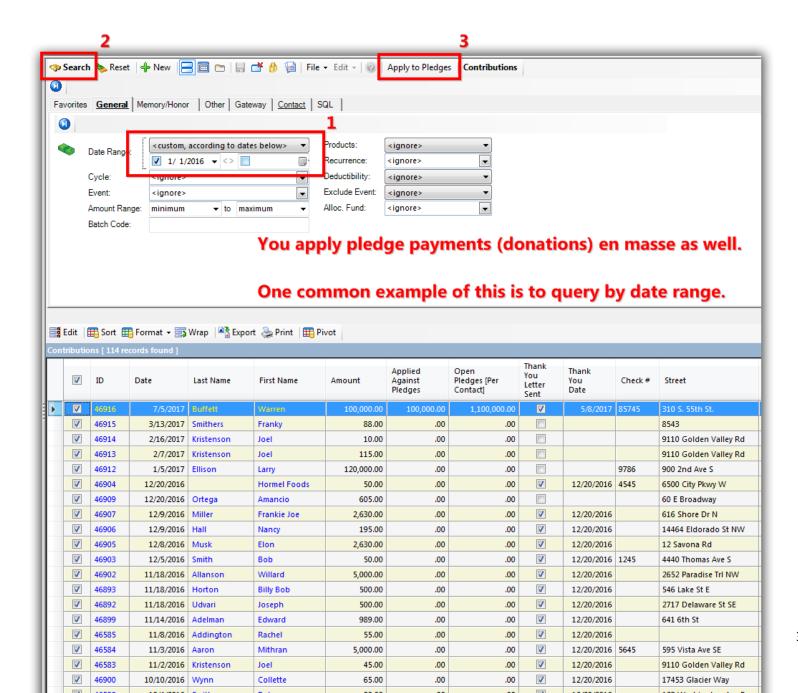


#### **Mass Apply**

Run a search query for a **list** of **donations** and click the **[Apply to Pledges]** button at the top of the screen. The system will **only apply** donations **where applicable** so it's quite likely there will be some donations that populate your list that won't apply to open pledges. *In this example I searched for all donations since 1/1/2016 which produced 114 results*.

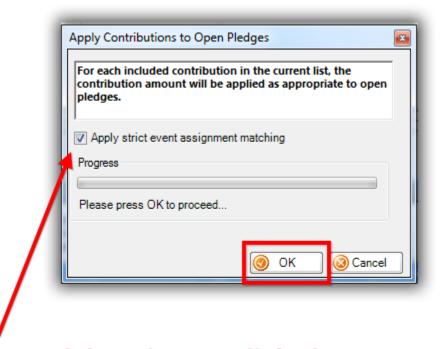
**Note:** The system will **not over apply** pledges to donations that are in the list, so you don't have to worry about only searching for donation records that need a pledge applied.







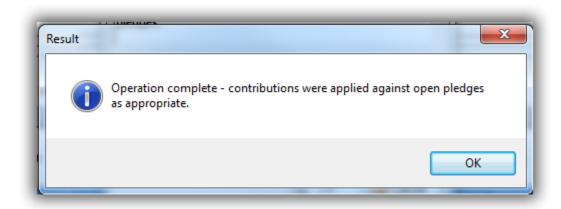
Choose your option for how to apply pledges and click [OK]. (Typically you'll leave the default box checked to apply strict event assignment).



If you pledge and donations are linked to events you'll want to leave this box checked (which it is by default) but you do have the option to uncheck it if necessary.

Click [OK] once prompted that the operation is complete.

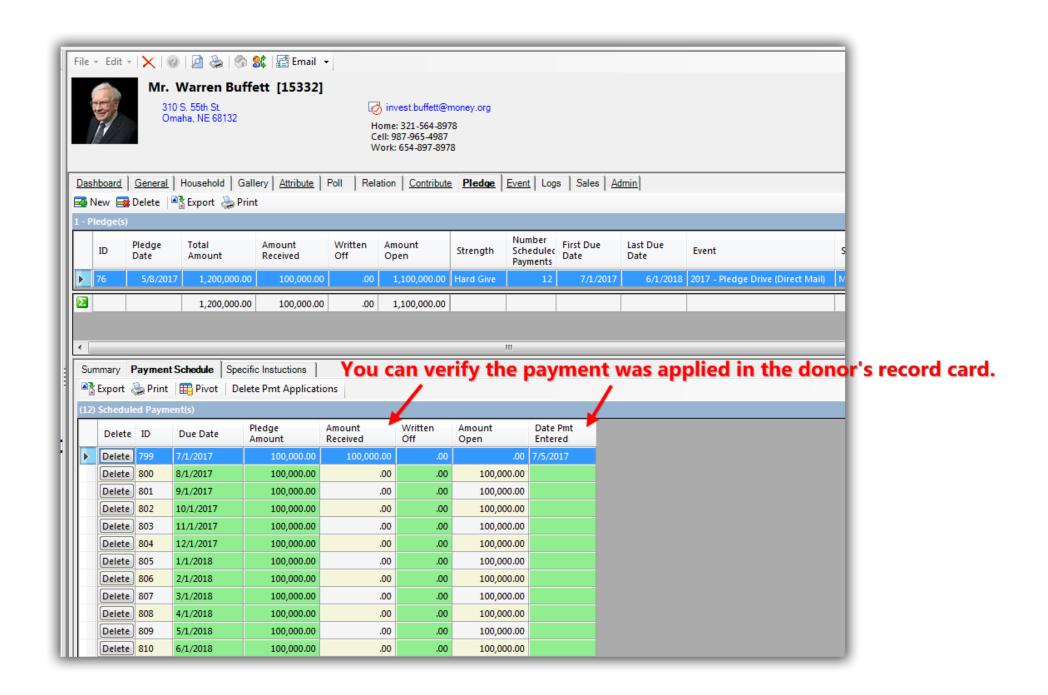




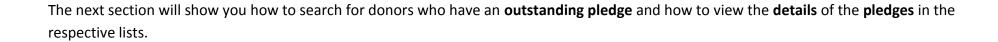
Click [Search] to refresh the list and the values will update accordingly.

You can open a donor's record card and **view** their pledge **payment schedule** to verify the payments were applied correctly. *My example is below* for Warren Buffet where the first payment was applied out of 12 payments.







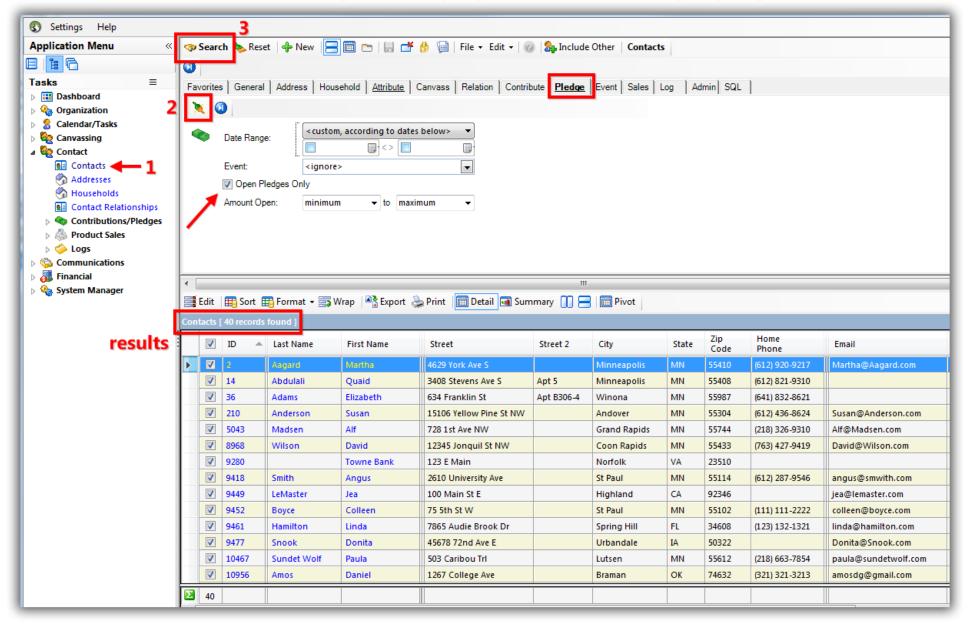


#3 – Running Reports for Donors with Unpaid Pledges, and Pledge Detail Reports

View Donors with an Outstanding Pledge in the Contacts (Donors/Voters) List



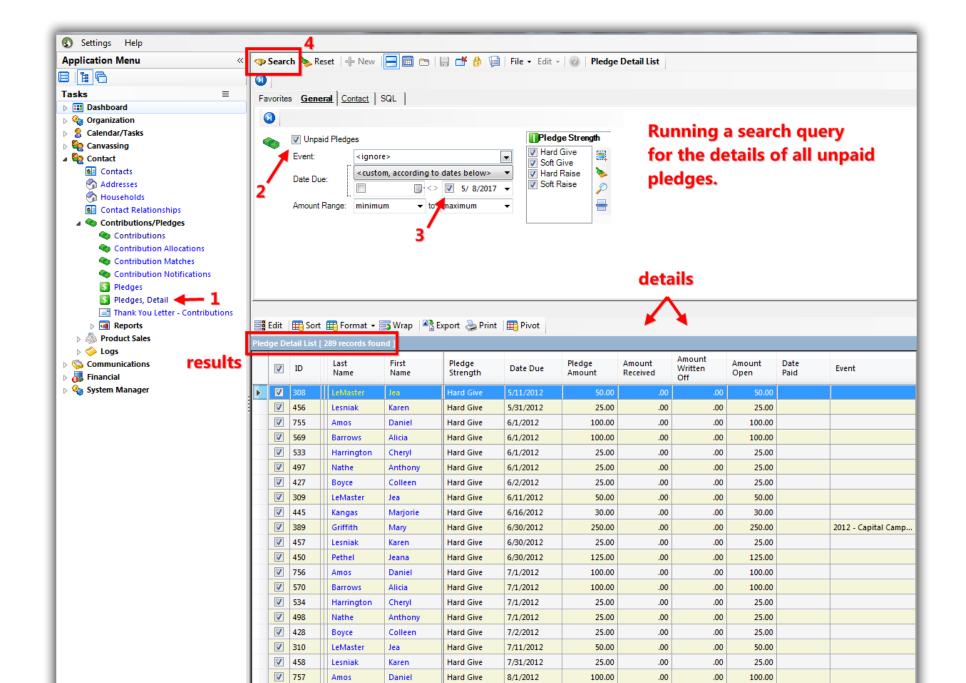
#### Running a search query for donors with an open pledge.





View Details (Line Items) for Pledges in the 'Pledges, Details' List

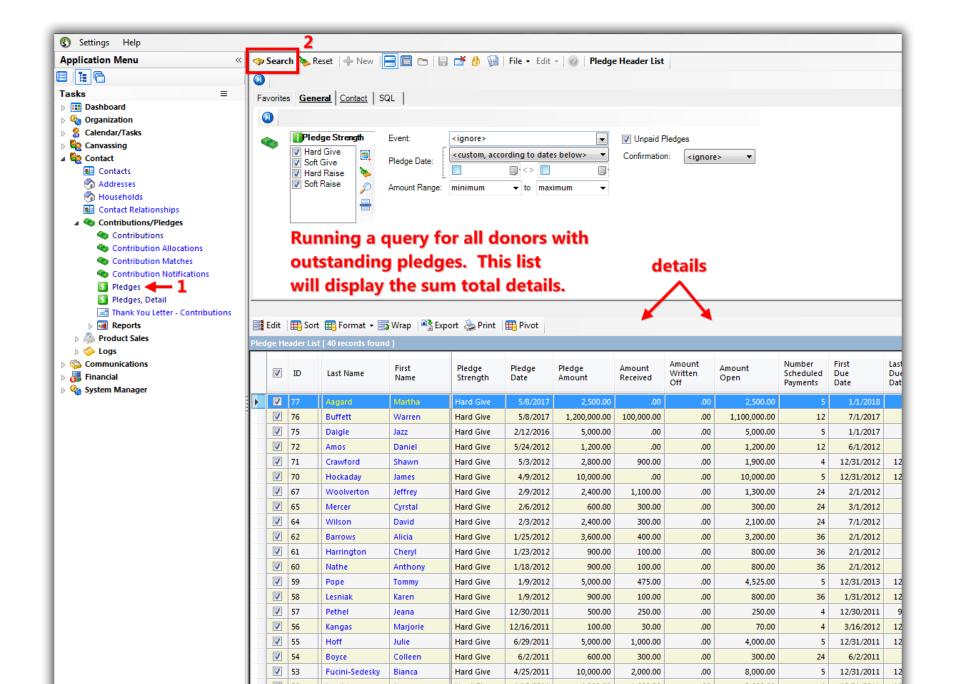






View Donors with Outstanding Pledges and a Summary of their Pledge in the 'Pledges' List







Checkout the **Related Resources** below for many other useful **articles** and **videos** related to this topic.



- YouTube Channel
- Knowledge Base Articles
- 3rd Party Resources



#### **Related Resources**

**Article:** Enter Contributions

**Article:** Contribution Year-End Report

Article: <u>Delete a Contribution</u>
Article: <u>Matching Contributions</u>

**Article:** Importing Pledges – Best Practices

**Video:** Contribution – Apply Contribution Payments to Open Pledges

Video: Getting Started 106a – Entering contributions (NON PROFIT ONLY)

Video: Pledges – Close out a pledge that has payments on it
Video: Getting Started 102 Beginning Queries – Nonprofit

### **Trail Blazer Live Support**

© Phone: 1-866-909-8700

Email: support@trailblz.com

Facebook: https://www.facebook.com/pages/Trail-Blazer-Software/64872951180

**Twitter:** https://twitter.com/trailblazersoft

<sup>\*</sup> As a policy we require that you have taken our intro training class before calling or emailing our live support team.



<u>Click here</u> to view our calendar for upcoming classes and events. Feel free to sign up other members on your team for the same training.

- \* After registering you'll receive a confirmation email with the instructions for how to log into the <u>GoToMeeting</u> session where we host our live interactive trainings.
- \* This service is included in your contract.