

ROCK SOLID FINANCES



Welcome

Rock is developed on a clear set of objectives. These objectives cover the craftsmanship we want to bring to the product as well as the flexibility we want to achieve through open-source freedom. They also define what the product will do, which by default, defines what it won't do. Here's what Rock is all about: we seek to improve relationships through quality software and processes. This means that if a tool or process makes a difference to your organization's guest, then we want to work hard to help you achieve success. However, this also means that, while there are a great many important back-office needs for your organization, they won't fit squarely into our charter, at least not at this time.

Sounds complicated, but here's the bottom line: while a full back-office accounting system is important to every organization, it's not something that fits into our stated mission. Keep in mind that we're a small team of developers pouring our time and effort into creating a crafted Relationship Management System. In the famous, albeit translated words of Michael Porter, "We can't be all products to all people." We do work with a number of sponsors who offer tools you can use to build your accounting system. Some of the tools work with Rock. Some replace Rock. When using these tools, it's important to work with the vendor to create a finance structure that works for your organization.

So, if you're wondering, "Will Rock replace my accounting system?" the answer is no. That said, Rock does have some key features that organizational accounting teams will love. These features center around donor management since this is a major touch point with your guests. Let's take a look at what's possible.

It Goes Beyond Gifts

While we describe many of Rock's financial tools in terms of *giving* or *donations*, keep in mind they are simply financial transactions. If your organization works around the concept of *dues* or *payments*, you can use these same tools. We've worked hard to make these tools be as reusable and multi-purpose as possible.

Financial Components


Before diving into the tools, let's look at the basic financial components of Rock. To do this, we'll step through the components, starting with the person. Again, it's important to note that while we use a scenario of *donations*, these transactions could just as easily be *dues* or other forms of payments.

Transactions

Like everything in Rock, it all starts with people. People make financial transactions with your organization through gifts, donations, subscriptions or dues. These transactions can be simple (like money given to a single purpose) or they can be more complex (perhaps a single transaction covers multiple purposes). To be able to handle multiple purposes, transactions have one or more detail records to hold the information for each purpose.

In our example below, Ted has given \$110 dollars to Rock Solid Church. One hundred of these dollars are designated for the General Fund account with the remaining ten dollars going to the Building Fund account.

Transactions



Financial Transaction

Ted Decker
Date: 12/1 **Total Amount:** \$110

Transaction Details

General Fund	\$100
Building Fund	\$10














Batches

Transactions that occur in a similar date range are grouped together into batches. These batches help organize the transactions. They also play a key role in integrating to your General Ledger account system. Instead of re-entering every transaction into your General Ledger, you can enter the batch totals knowing that Rock will keep the historical details for you to reference later if you need them.

In our example below a batch has been created for the weekly gifts for the Rock Solid Church.

Batches

Financial Batch

 <p>Financial Transaction Ted Decker Date: 12/1 Total Amount: \$110 Transaction Details General Fund \$100 Building Fund \$10</p>	 <p>Financial Transaction Pete Foster Date: 12/3 Total Amount: \$250 Transaction Details General Fund \$200 Building Fund \$50</p>	 <p>Financial Transaction Alisha Marble Date: 12/4 Total Amount: \$125 Transaction Details General Fund \$100 Building Fund \$25</p>	 <p>Financial Transaction Pete Foster Date: 12/1 Total Amount: \$150 Transaction Details General Fund \$100 Building Fund \$50</p>	 <p>Financial Transaction Alisha Marble Date: 12/1 Total Amount: \$125 Transaction Details General Fund \$100 Building Fund \$25</p>
 <p>Financial Transaction Pete Foster Date: 12/2 Total Amount: \$150 Transaction Details General Fund \$100 Building Fund \$50</p>	 <p>Financial Transaction Alisha Marble Date: 12/2 Total Amount: \$125 Transaction Details General Fund \$100 Building Fund \$25</p>	 <p>Financial Transaction Pete Foster Date: 12/3 Total Amount: \$150 Transaction Details General Fund \$100 Building Fund \$50</p>	 <p>Financial Transaction Alisha Marble Date: 12/3 Total Amount: \$125 Transaction Details General Fund \$100 Building Fund \$25</p>	 <p>Financial Transaction Pete Foster Date: 12/4 Total Amount: \$150 Transaction Details General Fund \$100 Building Fund \$50</p>
 <p>Financial Transaction Alisha Marble Date: 12/4 Total Amount: \$125 Transaction Details General Fund \$100 Building Fund \$25</p>	 <p>Financial Transaction Pete Foster Date: 12/5 Total Amount: \$150 Transaction Details General Fund \$100 Building Fund \$50</p>	 <p>Financial Transaction Alisha Marble Date: 12/5 Total Amount: \$125 Transaction Details General Fund \$100 Building Fund \$25</p>		

Accounts

Accounts determine what a transaction is for. In our examples above, both the *General Fund* and the *Building Fund* are accounts. These accounts usually correspond with accounts you create in your accounting system.

Pledges

While most of Rock's financial tools are designed to be multi-purpose, the concept of pledges is closely tied to the nonprofit world of donations. Pledges allow your members and guests to commit to an amount that they will be giving over a stated period of time.

Batches

As we mentioned earlier, batches are a way of grouping financial transactions. Grouping transactions allows you to better integrate with your General Ledger software. You will only need to move over the batch totals instead of each financial transaction.

Characteristics of Batches

Before we dive into looking at the screens that make up batches let's first review the characteristics of batches.

Item	Description
Name	The name is used as a basic descriptor of the batch. You can come up with any naming convention you want.
Transaction Total	The sum amount of all the transactions in the batch.
Control Item Count	This helps in the scanning process to ensure that no items are missed.
Control Amount	When dealing with manually entered transactions, it's common to first add up the transaction amounts by hand. This number is then entered into the <i>Control Amount</i> column to be used as a double-check since transactions are individually entered into the system. When you're done entering your transactions, the batch's <i>Transaction Total</i> should equal the <i>Control Amount</i> .
Status	Batches can have one of three different statuses: <ul style="list-style-type: none">• Open: This means that the batch is editable. The details of the batch can be changed, and transactions can be modified.• Closed: The batch is done and should not be edited. Once you close the batch you should then move its total into your general ledger.• Pending: This is a special status used by the check-scanning software. When a batch is in a state of <i>Pending</i>, it means that transactions are still being scanned into the batch.
Start / End Dates	These dates provide a date range for the transactions that they contain.
Accounting Code	When you enter the batch total into your General Ledger there will more than likely be a transaction ID generated by that system. This

Item	Description
	field allows you to enter that identifier.

Working With Batches

Batches can be viewed under [Finance > Batches](#). Below is a figure showing the batch list screen with the various filters that are available.

The screenshot shows the 'Batches' application interface. At the top, there is a navigation bar with a home icon, a search bar, and a user profile. Below this is a sidebar with icons for home, user, search, settings, and a printer. The main content area is titled 'Batches' and contains a 'Batch List' section. This section includes a 'Filter Options' panel with dropdowns for Status (set to 'All'), Date Range, Campus, Contains Transaction Type, Title, and Contains Source Type. Below the filters are 'Apply Filter' and 'Clear Filter' buttons. The main area is a table with columns: Id, Date, Title, Transaction Count, Transaction Total, Amount Variance, Count Variance, Accounts, Campus, Status, and Note. Three rows are visible, each with a checkbox on the left and a status button ('Open' or 'Closed') on the right. At the bottom of the table, there are pagination controls (50, 500, 5,000) and a '3 Batches' indicator. Below the table is an 'Actions' dropdown menu. To the right of the table is a 'Total Results' summary table.

Id	Date	Title	Transaction Count	Transaction Total	Amount Variance	Count Variance	Accounts	Campus	Status	Note
182	3/21/2021	SampleData1539475200000	2	\$199.00	\$0.00	-	General Fund: \$149.00 Mission Fund: \$50.00		Open	
276	3/14/2021	SampleData1538870400000	1	\$154.00	\$0.00	-	General Fund: \$104.00 Mission Fund: \$50.00		Closed	
60	3/13/2021	SampleData1538784000000	1	\$315.00	\$0.00	-	General Fund: \$185.00 Building Fund: \$130.00		Closed	

Total Results	
General Fund	\$438.00
Building Fund	\$130.00
Mission Fund	\$100.00
Total:	\$668.00

- 1 Filters**
 The following filters help narrow the batches that are displayed on the list.
- 2 Batches**
 The filtered list of batches with relevant fields.
- 3 Actions**
 Clicking the checkbox next to batches and then selecting an action allows you to quickly open or close several batches at once.
- 4 Totals**
 At the bottom of the grid, you will see total numbers by account for the batches based on the filters you provide.

Clicking on a batch from the list pictured above will bring you to the *Financial Batch Detail* screen pictured below. From here you can see all the details of a batch.

Financial Batch Detail

SampleData1539475200000 Batch #182 Open Main Campus

1 Date Range
3/21/2021 12:00 AM to 3/21/2021 12:00 AM

2 Transaction Amount / Control / Variance
\$199.00 / \$199.00 / \$0.00

3 Transaction Item Count / Control / Variance
2 / 2 / 0

4 Accounting Code
1111

5 Notes
Processed and filed.

6 Project Code
9991234

7 Edit

8 Account Totals

General Fund	\$149.00
Mission Fund	\$50.00

9 Currency Totals

Check	\$199.00
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10 Match Transactions 11 Audit Log

12 Transactions 13 Transactions Transaction Details Options 14

<input type="checkbox"/>	Person	Date	Days Since Last Transaction	Amount	Currency Type	Transaction Code	Accounts	Summary
<input type="checkbox"/>	Lowe, Trish	3/21/2021		\$45.00	Check		General Fund: \$45.00	✕
<input type="checkbox"/>	Marble, Bill	3/21/2021		\$154.00	Check		General Fund: \$104.00 Mission Fund: \$50.00	✕

50 500 5,000 2 Transactions

-- Move Transactions To Batch --

15

Total Results

General Fund	\$149.00
Mission Fund	\$50.00
Total:	\$199.00

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- 1 **Date Range**
The date range of the batch.
- 2 **Transaction Amounts**
The transaction total, control amount and the variance between the two.
- 3 **Transaction Items**
The count of transactions, control count and the variance between the two.
- 4 **Accounting Code**
This is used to store an optional reference number to the organization's primary accounting system.
- 5 **Notes**

Batch notes, if any have been added, will be displayed here.

6 Batch Attribute

Any additional batch attributes you create will be displayed here if they are set to show in the grid. For more information, see the [Financial Batch Attributes](#) note below.

7 Edit

Access the Edit screen to open or close the batch or to adjust other settings as shown in the [example](#) pictured below.

8 Account Totals

This list shows account totals for the accounts that the transactions are tied to.

9 Currency Totals

This list shows account totals for each currency type.

10 Match Transactions

Batches that have been created by the transaction scanner need to have each transaction linked to an individual. This button takes you to the screen that assists with this process.

11 Audit Log

This button will take you to an audit screen that shows each change made to a batch or transaction in a batch.

12 Transaction List

A list of the transactions contained in the batch. Clicking on one of these transactions will take you to the details screen for the transaction.


13 Transactions / Transaction Details

If a single transaction goes to separate Accounts, selecting "Transaction Details" will provide separate rows in the grid for each Account.

14 Options

Use the Options drop-down to set whether images (e.g., scanned checks) should be shown in the grid.

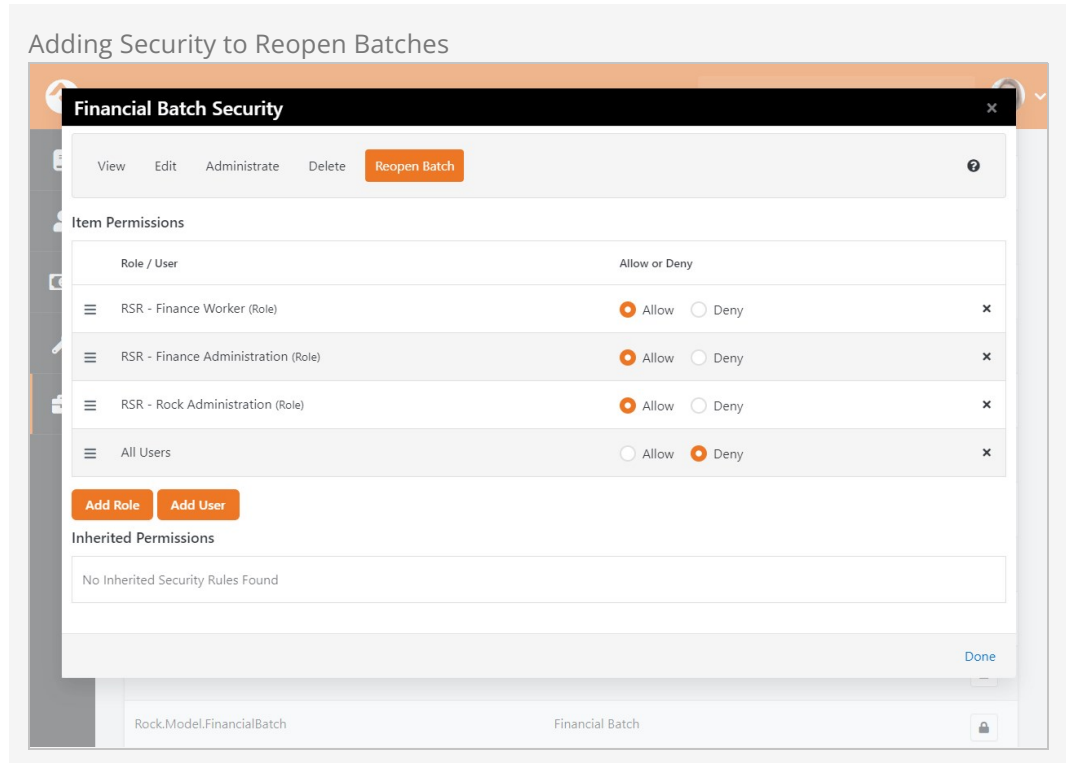
15 Add Transaction

Assuming the batch is not closed, you can add new transactions to the batch by clicking the  icon.


Financial Batch Attributes

Say you want to assign batches specific project codes, accounting codes, or another specific value. You can easily do this by creating an entity attribute with a Financial Batch entity type. Attributes are created in the *Entity Attributes* screen, located at [Admin Tools > System Settings > Entity Attributes](#). When you choose the *Show in Grid* option, the attribute values will be displayed in the *Batch Detail* screen. To learn more about Entity Attributes, see the [System Settings](#) chapter of the [Admin Hero Guide](#).

There may be times when a closed batch needs to be reopened in order to make changes. Because reopening a batch can cause hiccups between your system and your financial clearing house, you only want people with a certain level of security to be able to perform this action. This security role is added and modified at the Entity level.



To give a person the ability to reopen closed batches, follow these steps:

1. Go to `Admin Tools > Security > Entity Administration`.
2. In the *Entity List*, locate "Rock.Model.FinancialBatch".
3. Click  to open the *Financial Batch Security* window.
4. Click the `Reopen Batch` button.
5. Add roles and users to the *Item Permissions*, selecting whether to allow or deny each the ability to perform the action.
6. Click `Done`.

Once the security permission is set, you can reopen a batch simply by selecting the batch you want to reopen, clicking the `Edit` button to open the *Edit Financial Batch* screen, and choosing "Open" from the *Status* dropdown menu. Click `Save` when you're done.

Edit Financial Batch

Financial Batch Detail
Home > Batches > SampleData1539475200000

Edit Financial Batch Batch #182 Open Main Campus

Name *
SampleData1539475200000

Control Amount
\$ 199.00

Status *
Open

Control Item Count
2

Batch Start *
3/21/2021 12:00 AM

Campus
Main Campus

Batch End
3/21/2021 12:00 AM

Accounting Code ?
1111

Notes
Processed and filed.

Project Code
9991234

Save Cancel

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Batch statuses serve a critical function in providing accountability for your accounting processes. Each status in the lifecycle of a batch has been developed to ensure accurate record keeping. Below, we will guide you through each status in the lifecycle of a batch, explaining how it should be used.

1. **Pending:** When created using the check scanning app, batches start with a 'Pending' status, indicating that the scanning process is still ongoing.
2. **Open:** When a batch is in the 'Open' status, it means that the scanning process is complete, but additional matching or audits are still being performed. It also indicates that the batch has not yet been entered into the general ledger.
3. **Closed:** When a batch is in a 'Closed' state, it indicates that its amounts have been entered into the general ledger. To maintain the integrity of your accounting processes, Rock Security prevents closed batches from being re-opened without elevated permissions.

Automated Batches

There are times where you may be using a third-party system to create a batch and Rock is not in control of the process. For example, you may be using an outside giving service that downloads transactions into a batch. In this instance, while the batch is being created Rock will restrict the ability to edit or delete until the third-party software is done with its work. Third party systems can create automated batches using the Automated feature. These batches have an additional "Automated" label. While the transactions of an automated batch are downloading, the batch will have a "Pending" status. To prevent processing errors, this status cannot be changed until the download

is complete. Depending on the system, these batches might be temporary or permanent. Once all of the transactions are downloaded, the status will automatically change to "Open" and the batch can be processed.

The screenshot displays the 'Automated Batch' interface. At the top, there is a navigation bar with a search icon and a user profile. Below this is a sidebar with various icons. The main content area is titled 'Financial Batch Detail' and shows the batch ID 'SampleData1539475200000'. The interface includes tabs for 'Batch #182', 'Pending', 'Main Campus', and 'Automated'. The main content area displays the following information:

Date Range	
3/21/2021 12:00 AM to 3/21/2021 12:00 AM	


Transaction Amount / Control / Variance	
\$199.00 / \$199.00 / \$0.00	

Account Totals	
General Fund	\$149.00
Mission Fund	\$50.00

Currency Totals	
Check	\$199.00

Buttons for 'Edit', 'Match Transactions', and 'Audit Log' are visible at the bottom of the main content area. Below this is a 'Transactions' section with tabs for 'Transactions', 'Transaction Details', and 'Options'.

Transactions Created Using Teller Import

Transactions created using Teller Import have contribution amounts and associated accounts but no contributor name. Obviously, this can make matching transactions with givers difficult when processing batches. Selecting the "Limit to Existing" option in the *Transaction Matching Accounts Filter* screen allows you to display only accounts associated with that particular Teller Import file. To access the *Accounts Filter* screen, click the  button in the *Transaction Matching* screen.

Accounts Filter - Limit to Existing

It's important that all modifications to financial transactions are audited. Below is the audit log screen for a batch. It shows all changes to a batch and the transactions in the batch.

Batch Audit Log

Category	Who	Did	What	When
Batch	Alisha Marble	Modified Control Amount value from \$650.00 to \$850.00		2 Days Ago
Transaction	Alisha Marble	Modified Transaction ID:438 value from to		2 Days Ago
Transaction	Alisha Marble	Added Transaction value of \$200.00 for Ted Decker [4].		2 Days Ago
Batch	Alisha Marble	Modified Control Amount value from \$430.00 to \$650.00		2 Days Ago
Transaction	Alisha Marble	Modified Transaction ID:436 value from to		2 Days Ago
Transaction	Alisha Marble	Added Transaction value of \$220.00 for Ted Decker [4].		2 Days Ago
Batch	Alisha Marble	Modified Control Amount value from \$210.00 to \$430.00		2 Days Ago
Transaction	Alisha Marble	Modified Transaction ID:434 value from to		2 Days Ago
Transaction	Alisha Marble	Added Transaction value of \$220.00 for Ted Decker [4].		2 Days Ago

Transactions

Transactions represent the actual exchange of currencies for activities like donations, event registrations, or other financial events. Each transaction is made up of one or more detail (or sub) transactions. This allows for giving to more than one account in a single transaction.

Viewing Transactions in Batches

Where you view transactions in Rock will depend on what you're trying to do. If you're interested in transactions in the context of a specific batch, you can view them on the *Batch Detail* screen by selecting a batch from the *Batch List*.

Batch Details

Home > Batches > SampleData1537660800000

Financial Batch Detail

SampleData1537660800000 Batch #181 Open

Date Range
2/28/2021 12:00 AM to 2/28/2021 12:00 AM

Transaction Amount / Control / Variance
\$199.00 / \$199.00 / \$0.00

Account Totals	
General Fund	\$149.00
Mission Fund	\$50.00

Currency Totals	
Check	\$199.00

Edit Match Transactions Audit Log

Transactions

Person	Date	Days Since Last Transaction	Amount	Currency Type	Transaction Code	Accounts	Summary
<input type="checkbox"/>	Lowe, Trish	2/28/2021	\$45.00	Check		General Fund: \$45.00	✕
<input type="checkbox"/>	Marble, Bill	2/28/2021	\$154.00	Check		General Fund: \$104.00 Mission Fund: \$50.00	✕

50 500 5,000 2 Transactions

-- Move Transactions To Batch --

Total Results	
General Fund	\$149.00
Mission Fund	\$50.00
Total:	\$199.00

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Clicking on one of these transactions will then display the *Transaction Detail* page.

Transaction Detail

Transaction Detail
Home > Batches > SampleData153766080000 > Transaction Detail

Financial Transaction 1 Batch #181 Contribution

Authorized By

2 **Person**
Bill Marble
Home Address
3002 W Lupine Ave
Phoenix, AZ 85029
Main Campus

3 **Date/Time**
2/28/2021 10:00 AM

4 **Source**
On-Site Collection

5 **Transaction Code**
1122334455

6 **Payment Method**
Check

7 **Summary**
Bill donated \$104 to the General Fund and \$50 to the Mission Fund.

8 **Updates**
Last Modified by Alisha Marble on 2/28/2021 at 10:58 AM

Transaction Details

Accounts	Processing Fees	Amount
General Fund	\$0.00	\$104.00
Mission Fund	\$0.00	\$50.00
Total	\$0.00	\$154.00

9

10 **Images**

11 Edit 12 Refund 13 Add New Transaction < Back Next >

Transaction History

Filter Options

Category	Who	Did	What	When
Transaction	Alisha Marble	Added Transaction Code value of 1122334455 Added Summary value of Bill donated \$104 to the General Fund and \$50 to the Mission Fund. Added Source value of On-Site Collection		1 Day Ago

50 500 5,000 1 Change

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- 1 **Batch**
Link to the batch that the transaction belongs to.
- 2 **Person**
Link to the person who initiated and authorized the transaction.
- 3 **Date/Time**
This is the date and time that the transaction occurred.
- 4 **Source**
Where the transaction originated.
- 5 **Transaction Code**
This is the transaction code for the item. Most often this transaction code will be generated by an external service like the credit card gateway.
- 6 **Currency Type**
The form of payment that was used for the transaction. These don't have to be traditional forms of payment like cash or checks. For instance, if *Non-Cash Asset* is chosen when adding the transaction, you can select an

Asset Type of property, stock or vehicles. You can add your own non-cash asset types by adding to the *Non-Cash Asset Types* defined type.

7 Summary

Any notes related to the transaction.

8 Updates

Information about who last updated and processed the transaction.

9 Accounts

This is the account split for the transaction that shows the details for each account that was included on the transaction.

10 Images

Any images that are associated with the transaction (e.g., check images).

11 Refund

Selecting the 'Refund' button allows you to reverse the transaction. More details on the refund process are provided below.

12 Add Transaction

If the batch is still open, you can add a new transaction. This allows you to quickly enter new transactions without having to go back to the batch detail page.

13 Back / Next

The 'Back' and 'Next' buttons allow you to cycle through the transactions in a batch.

The transaction list on the *Batch Detail* page has a few extra options.

Transaction List Options

<input type="checkbox"/>	Person	Date	Days Since Last Transaction	Amount	Currency Type	Transaction Code	Accounts	Summary	
<input type="checkbox"/>	Lowe, Trish	2/28/2021		\$45.00	Check		General Fund: \$45.00		✕
<input type="checkbox"/>	Marble, Bill	2/28/2021	0.4	\$154.00	Check	1122334455	General Fund: \$104.00 Mission Fund: \$50.00	Bill donated \$104 to the General Fund and \$50 to the Mission Fund.	✕

50 500 5,000 2 Transactions

-- Move Transactions To Batch -- 2

1 Options Dropdown

The upper right corner of the list allows you to show the transaction summary or the transaction images.

2 Move Transaction

If the batch is open, you can also move the transaction to a different batch. The batch you're moving to must also be open.

Searching For Transactions

When you're searching for a specific transaction, it's often easier to use the transaction filtering capabilities found under [Finance > Transactions](#). This screen allows you to provide a set of search options and list transactions that match.

Transactions

Transaction List

Filter Options

Date Range: [] to []

Amount Range: [] to []

Currency Type: []

Credit Card Type: []

Transaction Code: []

Account: []

Transaction Type: []

Source Type: []

Campus (of Batch): []

Campus (of Account): []

Person: []

Apply Filter Clear Filter

Person	Date	Days Since Last Transaction	Amount	Currency Type	Transaction Code	Batch Id	Accounts	Summary
Marble, Bill	3/21/2021		\$154.00	Check		182	General Fund: \$104.00 Mission Fund: \$50.00	
Lowe, Trish	3/21/2021	7.0	\$45.00	Check		182	General Fund: \$45.00	
Decker, Ted	3/13/2021	6.0	\$315.00	Check		60	General Fund: \$185.00 Building Fund: \$130.00	
Marble, Bill	3/7/2021	6.6	\$154.00	Check		275	General Fund: \$104.00	

Adding a Transaction

While there are other entry points for transactions (e.g., check scanning, giving on the public website) you can manually add transactions to a batch. You can also edit existing transactions. In either case you'll be brought to the page pictured below.

Transaction List Options

Transaction Detail
Home > Batches > Sunday Collection 18-SEP-2022 > Transaction Detail

Financial Transaction

1 Person
Ted Decker

2 Show As Anonymous

3 Transaction Date/Time
09/18/2022

4 Transaction Type
Contribution

5 Source
On-Site

6 Currency Type
Check

7 Transaction Code
512340

8 Comments

Accounts	Amount
	\$0.00

9

10 This is a Refund
 Yes

11 Images
Upload Upload

Save Save Then Add Save Then View Batch Cancel

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1 Person

This is where you'll pick the person that the transaction is for. For instance, this is the person who made the contribution that's being entered.

2 Show As Anonymous

Select this option to have the transaction appear as anonymous rather than associated with the person selected above.

3 Transaction Date/Time

This is the date and time that the transaction occurred. You don't need to select a time if it doesn't make sense to do so.

4 Transaction Type

Rock ships with two values for this field, *Contribution* and *Event Registration*. In most cases you'll probably be adding a *Contribution*.

5 Source

The *Source* indicates where the transaction originated. If you're manually adding transactions, it's likely you'll be entering them from on-site collections, but you can choose other values from the list.

6 Currency Type

The form of payment that was used for the transaction. These don't have to be traditional forms of payment like cash or checks. For instance, if *Non-Cash Asset* is chosen when adding the transaction, you can select an *Asset Type* of property, stock or vehicles. You can add your own non-cash asset types by adding to the *Non-Cash Asset Types* defined type.

7 Transaction Code

This is the transaction code for the item. Typically, the transaction code will be generated by an external service (e.g., credit card gateway) but when adding transactions manually you can use any code you wish.

8 Comments

These are simply notes that you might want to make about the transaction. These will be visible when viewing the *Transaction Detail* page described above.

9 Account/Amount

This is where you'll select the account that should be used for the transaction, and the amount of the transaction. You can have multiple accounts and amounts listed for a single transaction, if needed, but you must have at least one.

10 This is a Refund

If the transaction is a refund, then it will be processed as such.

11 Images

You can add one or more images associated with the transaction. Typically, these are images of a check from a check scanner, but you can manually upload any image you wish.

Refunding A Transaction

Sometimes you need to rollback a transaction. Selecting the `Refund` button from the *Transaction Detail* page will allow you to reverse the payment using the modal shown below.

Refunding A Transaction

Refund

Amount * **1**
\$ 200.00

Reason * **2**
Refund Requested

Summary **3**

4 Process refund through financial gateway

Save Cancel

1 Amount

This tells Rock how much the refund should be for. By default, the full amount of the financial transaction is entered into the box.

2 Refund Reason

This dropdown allows you to pick from a standard set of refund reasons. You can modify this list under [Admin Tools > General Settings > Defined Types > Refund Reason](#).

3 Summary

This field allows you to enter specific notes about the refund.

4 Process Refund Through Financial Gateway

This checkbox determines if the refund should be automatically run through the payment gateway (checked) or just entered into Rock (unchecked).

On-Site Collection

While the number of online transactions is skyrocketing, we shouldn't neglect to mention the tools that support the traditional on-site collection of cash, checks or even credit cards. Below we'll walk through how we process these transactions in the context of weekly giving.

Processing Cash Transactions

Cash transactions come in two formats: anonymous gifts and gifts given by a known person. Let's look at how we tackle each one.

Anonymous Gifts

Typically, you'll enter an anonymous user into your database and link all anonymous gifts to this person. When you count up all of the anonymous cash for the weekend, you can add one transaction for this total amount and select the individual *Anonymous*.

Known Gifts

There are a couple of options when processing gifts from known individuals:

1. Manually create transactions for these gifts entering in all the transaction details.
2. If your organization uses a giving envelope, you could also use Rock's check scanner software to scan in the envelopes. Then, you'd use the *Match Transaction* feature discussed below to process the remainder of the transaction information.

Credit Cards

You can add credit card transactions manually by going to the *Contributions* tab on a person's profile page. Either enter a one-time transaction by clicking the `Add One-time Gift` button, or you can create a recurring scheduled transaction by clicking the `+` button under *Scheduled Transactions*.

Checks

Checks can be scanned using Rock's check scanning software. More information about setting up and using this software can be found in the *Scanning Checks* chapter below. Once the checks are all scanned, they must be matched to individuals and their amounts entered into the correct accounts. We'll discuss that next in the *Matching Transactions* section below.

Matching Transactions

When you've used the check scanning software to add checks or scanned images of envelopes to a batch you must match them to individuals before you can close the batch. To start this process, open the batch you want to work on under [Finance > Batches](#) and then click the [Match Transactions](#) button.

This will launch a screen to walk you through each check (or envelope) and allow you to tie them to an individual and enter the amounts into the proper accounts.

Transaction Matching

Home > Batches > Transaction Matching

50%

Add Business Add Family

1 2 3

4

5

6

7

8

9

10

Previous Next

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1 Progress Indicator

This lets you know how far along you are in the process of matching all the scanned checks to people.

2 Add Family/Business

You may find that the transaction is for someone who is not currently in the system. Using these buttons will pop up a new window where you can add them.

3 Settings

Allows you to select which accounts you are entering amounts for.

4 Check Images

The images of the scanned checks are shown here.

5 Individual

Rock can match a person to the account and routing number of their checking account. If a person already matches the check's account

information, you can pick them from the list.

6 Assign to New

Assigns a new individual to the check's account number.

7 Envelope #

Allows you to search for an individual by their giving envelope number. This requires that the *Enable Giving Envelope Number* Global Attribute is enabled. See the *Giving Envelopes* chapter below for details.

8 Person Details

The screen will present the currently matched person's address and contact information. This is a great way to not only ensure that you have matched to the current individual but also that their contact information has not changed.

9 Account Split

Accounts are shown to allow you to split the check's total across multiple accounts based on notes in the memo field of the check or outside of the envelope.

10 Navigation Buttons

Buttons at the bottom of the screen allow you to go to the next record or re-visit a previously completed record.

Saved Check Matching

Once a person is matched to a check via the check's MICR information their name will be displayed in the 'Individual' dropdown shown in item #5 above.

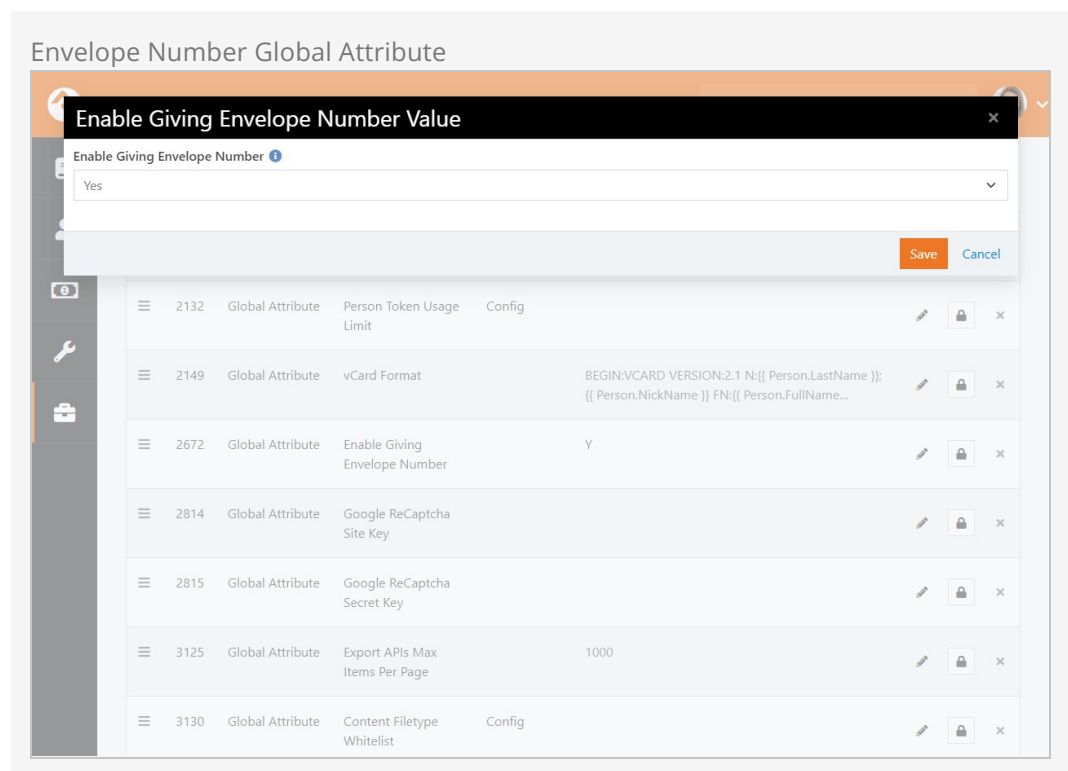
Multiple People Matching at the Same Time

With large batches you might want multiple people to work on matching at the same time. Rock allows this by making sure that each person gets a different record to work on.

Giving Envelopes


Does your church use envelopes for giving? You can use Rock to generate envelope numbers, search for members by envelope number, and use envelope numbers to help with matching transactions. Let's look at how to set up Rock to do this.

Enabling the Envelope Number Global Attribute



Envelope numbers are a global attribute in Rock, which means switching them on in one place makes them available across the system. To turn the envelope numbers option on, go to [Admin Tools > General Settings > Global Attributes](#). Select *Enable Giving Envelope Number* from the attributes list and choose 'Yes' from the dropdown menu. Click [Save](#). Rock is now set to display giving envelope options.

Assigning Envelope Numbers to Members

Envelope numbers are assigned in the Edit Person screen, accessed from the Person Profile. Simply go to a person's profile and click the  button in the bio block.

Envelope Number Field on Person Profile Screen

The screenshot shows the 'Person Profile Screen' with a sidebar on the left containing icons for home, person, envelope, tools, and a briefcase. The main content area is titled 'Advanced Settings' and includes several sections: 'Alternate Identifiers', 'Combine Giving With' (set to 'Decker Family (Ted, Cindy, Noah and Alex)'), 'Previous Last Names' (set to 'No Person Previous Names Found'), 'Envelope #' (with a 'Generate Envelope #' button), 'Lock as Child' (checkbox for 'Yes'), and 'Search Keys' (with 'Search Type' and 'Search Value' fields, currently showing 'No Search Keys Found'). At the bottom of the settings panel are 'Save' and 'Cancel' buttons. A footer note reads 'Crafted by Spark Development Network / License'.

The envelope number field is located in the Advanced Settings section at the bottom of the Edit Person screen. You can enter a person's existing envelope number into the Envelope # field, or you can allow Rock to assign a new envelope number by clicking the `Generate Envelope #` button. When finished, click `Save`. The envelope number is now associated with that person.

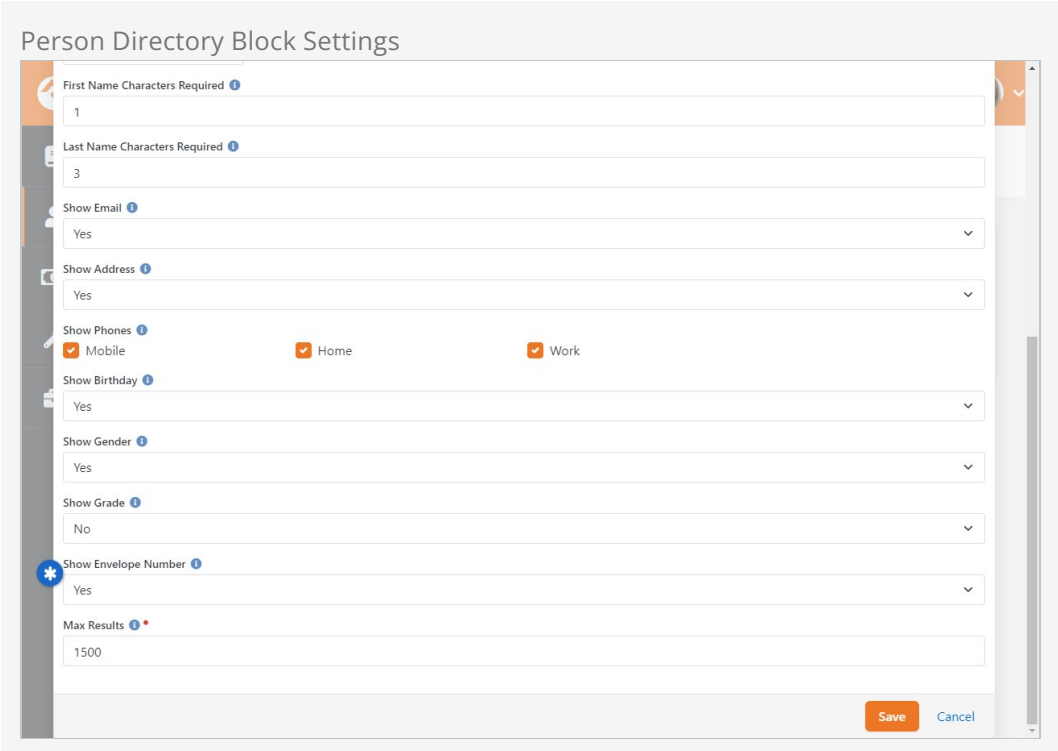
Envelope Number Alert

This screenshot is identical to the previous one, but with an alert dialog box overlaid in the center. The dialog box contains the text: 'The envelope #1 is already assigned to Ted Decker. Do you want to also assign this number to Cindy Decker?'. It has 'OK' and 'Cancel' buttons. The background settings are dimmed, and the 'Save' and 'Cancel' buttons at the bottom of the settings panel are still visible.

If you enter a number that is already assigned to someone else, Rock will display an alert asking if you want to proceed. There may be times when you'll want two or more people to have the same number, such as when assigning numbers to multiple members of the same family. Click to continue.

Searching for Envelope Numbers

Once envelope numbers have been assigned to members, you can quickly view them using the Directory search function ([People > Directory](#)). To do this, you first need to enable envelope numbers in the Person Directory block settings.

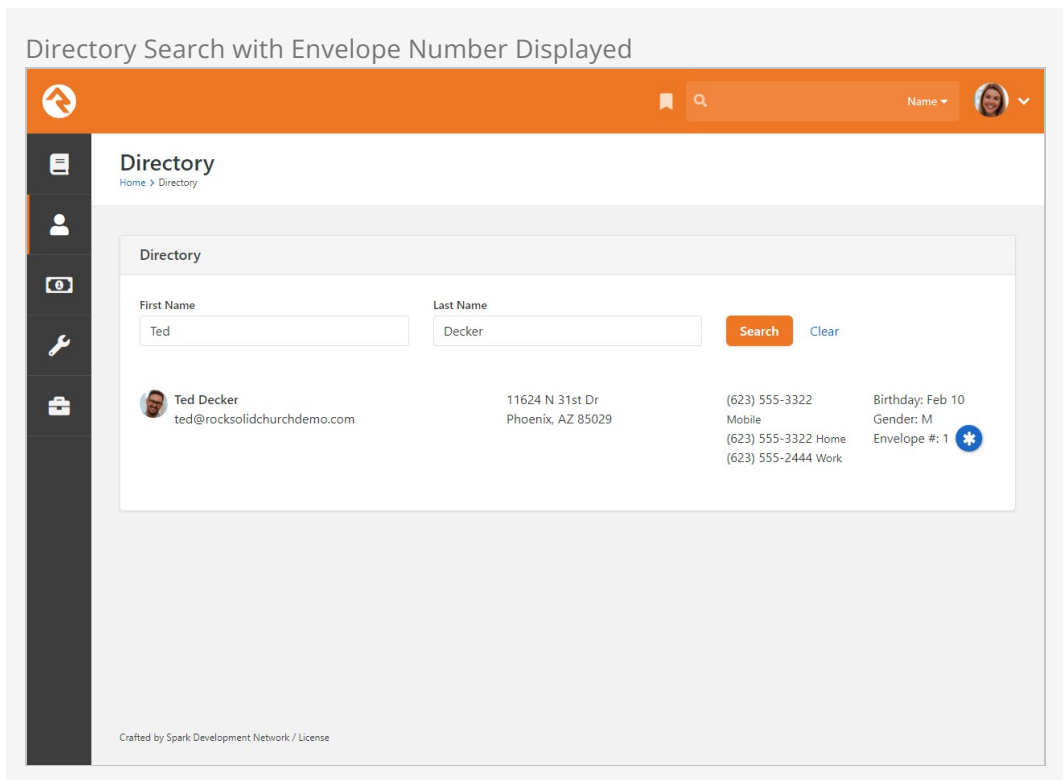


The screenshot shows the 'Person Directory Block Settings' interface. The settings are as follows:

- First Name Characters Required: 1
- Last Name Characters Required: 3
- Show Email: Yes
- Show Address: Yes
- Show Phones: Mobile, Home, Work
- Show Birthday: Yes
- Show Gender: Yes
- Show Grade: No
- Show Envelope Number: **Yes** (highlighted with a blue star icon)
- Max Results: 1500

Buttons for 'Save' and 'Cancel' are located at the bottom right of the settings panel.

Locate the Show Envelope Number field in the Person Directory block settings and select 'Yes' from the dropdown menu. Click . Now envelope numbers will be included in the information returned for directory searches.



Keeping this functionality in one search screen, rather than accessing individual profile pages, can save you or your volunteers a lot of time.

Now that you have envelope numbers set up, let's look at how they can be helpful when matching transactions.

Transaction Matching by Envelope Number

When matching transactions, you can search for members by their assigned envelope numbers. Simply enter the envelope number into the Envelope # field and click `Find`. The name and information of the individual associated with that number will be displayed.

Matching Transactions with Envelope Numbers

Transaction Matching

Home > Batches > SampleData1533513600000 > Transaction Matching

50%

Add Business Add Family

Individual

Assign to New

Ted Decker

Envelope #

1 Find

Ted Decker

Spouse: Cindy Decker

Campus: Main Campus

Home

11624 N 31st Dr

Phoenix, AZ 85029

Transaction Code

Total Amount

\$ 300.00

General Fund \$ 150.00

Building Fund \$ 150.00

Event Registration \$ 0.00

Mission Fund \$ 0.00

If the number entered isn't found, Rock will display an alert. If more than one person has been assigned that number, you'll be prompted to choose which person you wish to associate with the transaction.

Multiple Envelope Numbers Alert Message

Alert

More than one person is assigned envelope number 1. Please select the individual you wish to use.

Ted Decker

Cindy Decker

Select Cancel

Individual

Assign to New

Ted Decker

Envelope #

1 Find

Transaction Code

Total Amount

\$ 300.00

Summary

General Fund \$ 150.00

Building Fund \$ 150.00

Event Registration \$ 0.00

Mission Fund \$ 0.00

Previous Next

Scanning Checks

Rock provides special tools to help automate the scanning of large amounts of checks. Let's take a look at what's available.

Supported Operating Systems

Rock's check scanning software should work with anything greater than Windows 7. It will NOT work with Windows XP.

Supported Scanners

Rock supports three types of scanners with its scanning tools.

Scanners that Support the Ranger Interface

Rock has integrated with the Ranger Interface API toolset from Silver Bullet Technologies. Technically any check scanner that works with the Ranger API should work with Rock. That said, in the process of developing Rock and testing, we have exclusively used the Canon CR-series of check scanners (specifically the CR-L1). While other makes and models should also work, we haven't tested them. Ranger provides a list of supported scanners on their website.

Use the Latest Ranger Driver

In our testing, we've noticed that the latest Ranger drivers work better at reading the check's MICR information. Be sure to download the latest driver from your scanner manufacturer. For those using the Canon CR-L1 try this link.

MagTek MICRImage

Because of the large number of these legacy scanners available, we have also integrated and tested with the MagTek MICRImage check scanners. To use the MagTek MICRImage, please install the drivers from MICRImage. Once on the "software" page scroll down to the OCX title and download the MICRImage OCX - PN99510045 - v112.

Additionally, as part of the MagTek family, we support the Image Safe USB check scanner. Download and install the drivers for this scanner here: [Image Safe](#).

Installing Image Safe drivers

When you reach the MagTek website to download the driver for the Image Safe scanner, the download contains several files. Once the download is complete unzip the download and follow the instructions on where the files are located. Once you reach the ExcellaSTXImageSafeInstall folder you'll choose the 'setup' application to install.

If purchasing a new scanner

If you're in the market for new scanners, we highly recommend using the Canon CR-series.

Rock Check Scanning Software

Rock's check scanning software allows you to quickly and easily add checks to transactions in Rock. Let's walk through the process of scanning checks using this software.

Installing the Rock Check Scanning Software

Installing the check scanning software is easy. It requires a Windows machine running Windows 7 or later to run. To install, follow these steps:

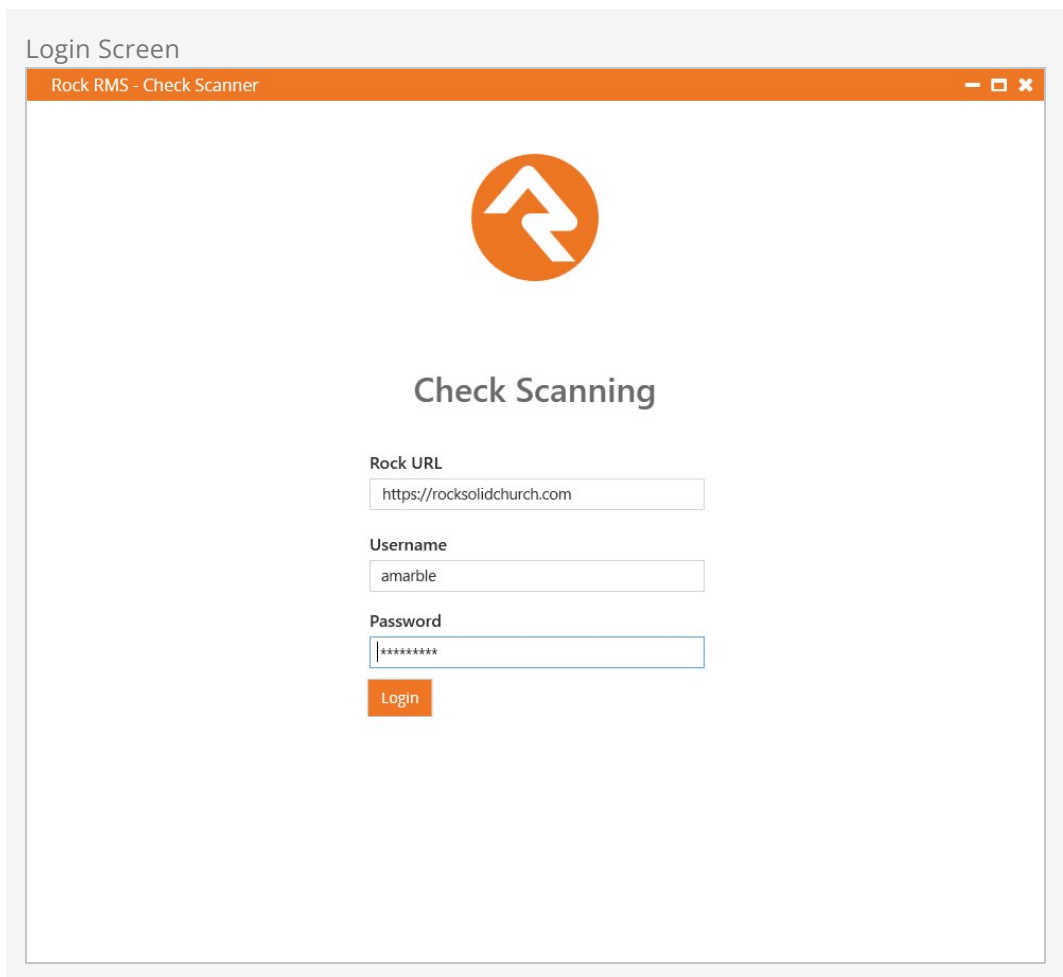
1. First, install the drivers for the scanner you'll be using. If you're using the Canon CR-series, that will be the Ranger software that came with your scanner. In either case, these are simple installs.
2. Download the setup application under `Admin Tools > Power Tools > External Applications > Rock Check Scanner`.
3. Run the setup. The check scanning setup is a breeze with just three quick screens.

Using Rock Check Scanning Software


Once everything is installed, start by launching the Rock check scanning software and logging in. Users must be a member of one of the security groups below to log in using this software:

- RSR - Finance Administration
- RSR - Finance Worker
- RSR - Rock Administration

If this is your first time logging in, you'll also be asked for the web address of your Rock server. This is the address that the scanning software will upload checks to.



Software Options

First off, we'll show you where the software settings are so you can configure them to meet your needs. To do this, select the  icon located on the bottom right of the check scanner window. You can always come back to this page to make any adjustments at any time.

Capture Amount on Scan

Before we dive too deep into the settings, we want to highlight one setting in particular. As noted below, you have the option to *Capture Amount on Scan* while scanning checks. When this is enabled the scanning process will pause after each check so you can type in the amount of the check. This saves you from having to go into Rock later and add the amount for each check as part of a separate step. Simply read the amount of the check from the scanned image, and add that amount to the appropriate account(s) listed on the screen in the Check Scanner app.

The list of accounts that you can add amounts to is configurable when you turn on *Capture Amount on Scan* in the configuration area pictured below. From this configuration screen, check the box next to any accounts that you want available during the scanning process. Selecting multiple accounts also allows you to split a single check into different accounts if needed.

Scanner Settings

Rock RMS - Check Scanner

1 Scanner Information

Scanner Type: Canon CR-50
Interface Version: 4.9.2.1
Feeder Type: Multiple Items

Scanner Settings

Rock URL
https://rock.yourserver.com/

Scanner Interface
Ranger

Scan Image Color Type
Black and White

Scanning Options

Capture Amount on Scan

Campus Filter
Main Campus

Batch Options

Require Control Amount

Require Control Item Count

Accounts for Capturing Batches

General Fund

Building Fund

Event Registration

Mission Fund

Campus Ministry Fund

Campus Ministry Fund 1

Campus Ministry Fund 2

Campus Ministry Fund 3

Building Fund 1

Building Fund 2

Building Fund 3

Advanced: Sensitivity and Plurality can be tuned from 1-255. Increase sensitivity and/or lower plurality if you are getting too many bad reads. Normally these can be left blank which will use the default of 128.

Sensitivity

Plurality

Save Cancel

1 Scanner Information

This area displays information about the physical check scanner that is currently configured.

2 Rock URL

You'll want to confirm this contains the correct Rock server address for your organization.

3 Scanner Interface

Select the type of interface that's currently set up (Ranger or MagTek).

4 Scan Image Color Type

Select the color depth that should be used when scanning. Options will vary by scanner. The Ranger interface supports black/white, grayscale and color. Just understand that using an option other than black/white will significantly grow the size of your database.

5 Scanning Options

Select the options that best fit your scanning process.

- **Capture Amount on Scan:** If enabled, the scanning process pauses after each check is scanned to allow the entry of the dollar amount on the check. Enabling this also enables the "Batch Options" and "Accounts for Capturing Batches" options.
- **Campus Filter:** The list of available accounts (when *Capture Amount on Scan* is enabled) can be filtered by campus. Accounts that are not tied to any campus will always appear in the list.

- **Batch Options:** Select whether the *Control Amount* and/or *Item Count* fields in the Batch Details should be required. These options are only available if *Capture Amount on Scan* is enabled.

6 MICR Read Sensitivity/Plurality

The Ranger driver allows you to adjust the sensitivity and/or plurality of the MICR reading. You probably won't need to change these unless your check scanner is having problems reading checks properly. See the next section below for full details on these settings.

7 Accounts for Capturing Batches

Used when entering the amount for the check to go to a specific account. The list of accounts is only available if *Capture Amount on Scan* is enabled.

Sensitivity and Plurality

For the most part you shouldn't need to adjust these settings. However, if you're running into problems reading checks, changing the *Sensitivity* and *Plurality* values might help.

Scores

To understand how sensitivity and plurality work, you need to know about scores. When the scanner reads a character, that character is assigned a score. The score is based on how confident the scanner is that it read the character correctly.

For instance, let's say the number "3" is being read on the check. We know it's the number "3" but the check scanner thinks it could also be an "8" because those numbers have similar shapes. The scanner will assign a score to both "3" and "8" based on how confident it is about which number is being read. In this example, we'll say "3" is assigned a score of 240 and "8" is assigned a score of 130. These scores indicate the scanner is more confident about "3" than "8".

Sensitivity

The *Sensitivity* setting is like a cutoff, or threshold, for the scores described above. By default, the sensitivity is set to 128. So, if the score for a character is below 128, that character is rejected as incorrect. You can raise or lower the sensitivity to accept or reject different confidence scores. Any value between 1 and 255 can be chosen.

In the example described above, the numbers "3" and "8" were assigned scores of 240 and 130, respectively. Because the default sensitivity value is 128, and because both scores are above 128, both are potentially correct. If we increased the sensitivity to 138, the score for "8" would be too low and the scanner will select "3" as the correct character being read.

Plurality

Let's say the numbers "3" and "8" are assigned scores of 130 and 125, respectively. In this case, with a default *Sensitivity* setting of 128, the number "3" is favored because its score is higher than 128. But the scanner is almost equally confident about both numbers, so there's a risk it could pick "3" when the true character is actually "8".

To account for this scenario, the *Plurality* setting looks at the difference between scores. This lets you set how different the scores should be before deciding on the correct character. By default, the plurality value is set to 128. This means the difference between scores must be at least 128. In this example, the difference between scores of 130 and 125 is only 5, which falls below the plurality threshold. In that case, the scores aren't different enough to know for sure which one is correct, and neither is chosen.

Working with Sensitivity and Plurality

Now let's bring it all together. We'll circle back to the original example, with the character "3" assigned a score of 240 and the character "8" assigned a score of 130. To start, we'll assume default (blank) values of 128 for both *Sensitivity* and *Plurality* settings.

Keeping in mind what you now know about these settings, we can already tell that neither "3" nor "8" will be selected. Even though both scores meet the sensitivity threshold, the difference between them is only 110, which does not meet the plurality threshold of 128. The scores are too close together to be sure which one is correct. Lowering the *Plurality* setting to 100 would resolve this, and "3" would be returned as the correct character.

Both thresholds must be met for a character to be returned. If the *Sensitivity* setting is changed to 255, and the *Plurality* setting is changed to 100, then no character will be returned in this example. Even though the plurality threshold has been met, neither of the scores are high enough to meet the sensitivity threshold of 255.

Troubleshooting

When the scanner can't determine a character, it will return the "@" symbol. If you're seeing lots of "@" symbols in your scans, adjusting the *Sensitivity* and *Plurality* might help.

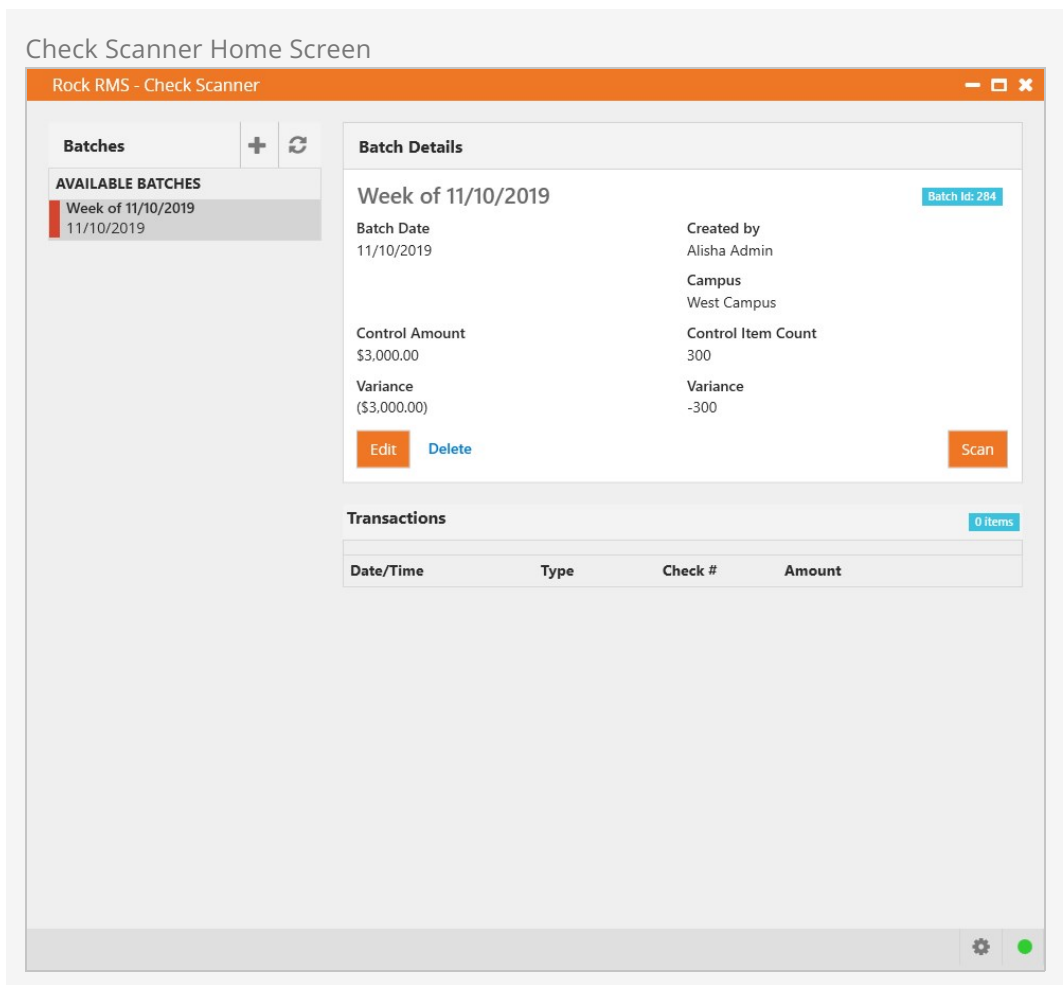
Finding the right settings can be a bit of a challenge because, unlike the examples we've discussed above, you won't know what the scores are. The scores are assigned and evaluated behind the scenes. So, you might need to run a few tests with different settings to see what works best.

We recommend changing in increments of 10 as a general guideline. Given default values of 128, you might change the *Sensitivity* to 138 and the *Plurality* to 118. If that doesn't work, you might try keeping the *Sensitivity* at 128 but lowering the *Plurality* to 118. When you make these changes, be sure to test with several different checks. The key is to find the right balance that gets you the most consistently accurate results.

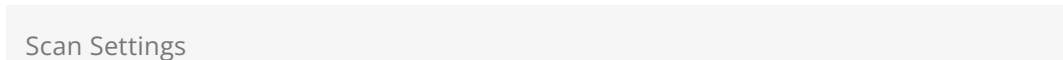
Scanning Checks

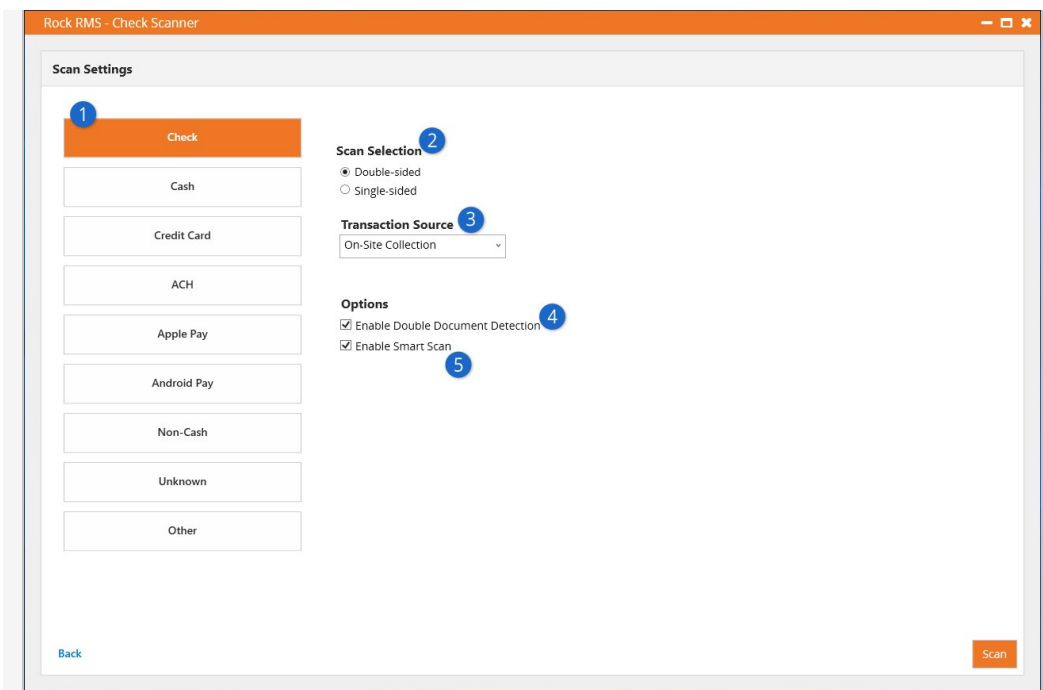
When you're ready you'll be at the home page. Here you can start scanning checks to a current batch listed or create a new batch right from this window by pressing the **+** icon next to the *batches* panel.

Now press the button pictured below to start scanning and advance to the *Scan Settings* page.



The *Scan Settings* page (pictured below) lets you select which tender type you'll be scanning into Rock. In most cases you'll be scanning checks, but you can also select "Cash" if you want to scan the envelopes that the cash transaction came in.





1 Currency Type

Select the currency type you will be scanning. The available settings will change based on the currency type and the scanner driver that you select.

2 Single / Double-sided

Determines if Rock should scan one side or both sides of the selected currency.

3 Transaction Source Type

This setting allows you to set the transaction source for the scan. This is helpful for times when you'd like to differentiate bank checks that are from the bank's bill pay system from normal personal checks. You'll notice that not all transaction sources are displayed on this list. You'll only see those that are marked as 'Show In Check Scanner' under [Admin Tools > General Settings > Defined Types > Transaction Source](#).

4 Enable Double Document Detection

The Ranger driver can communicate with the scanner to detect when two or more checks are scanned at once (e.g., because they're stuck together). It does this by measuring the thickness of what's being fed into the scanner, so if you're scanning items thicker than a single check (like envelopes) you'll want to ensure this is turned off. Some Ranger model check scanners have a physical button or switch to press to enable duplication detection such as the CR-120 and 150 models. Be sure to check your check scanner user manual for verification.

5 Enable Smart Scan

With smart scan turned on the scanner will read the contents of the MICR on the check to ensure that the same check is not scanned more than once. Also, this should be enabled if you want to be notified if check account information cannot be read correctly.

Extra Features

The double-sided scanning and double document detection options are only available on scanners using the Ranger API. See the Supported Scanners section above for more info on scanners that support the Ranger API.

Now the check scanner will start scanning checks. If there is a problem reading one of the checks, it will immediately stop the scanning process and warn you of the error (upside down check, check facing backwards, etc.) From here, you can skip the bad scan and attempt a rescan, upload the scan as-is without the check account information, or stop the scanning process.

Capture Amount On Scan

When *Capture Amount On Scan* is enabled, you'll notice (pictured below) that the check scanning pauses for each check so you can add the amount. It also shows the *Control Items* and the *Control Amounts* at the top, which will be updated after each scan.

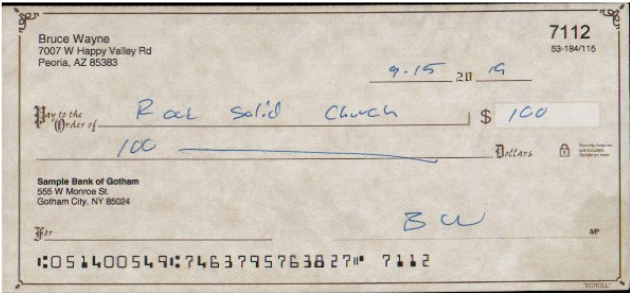
Check Scanning - Capture Enabled

Rock RMS - Check Scanner


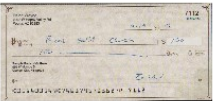
Check Scanning Uploaded: 1

Uploaded Successfully

Control Items	1 of 300	Control Amounts	\$100.00 of \$3,000.00	General Fund
				\$100.00
				Total \$100.00

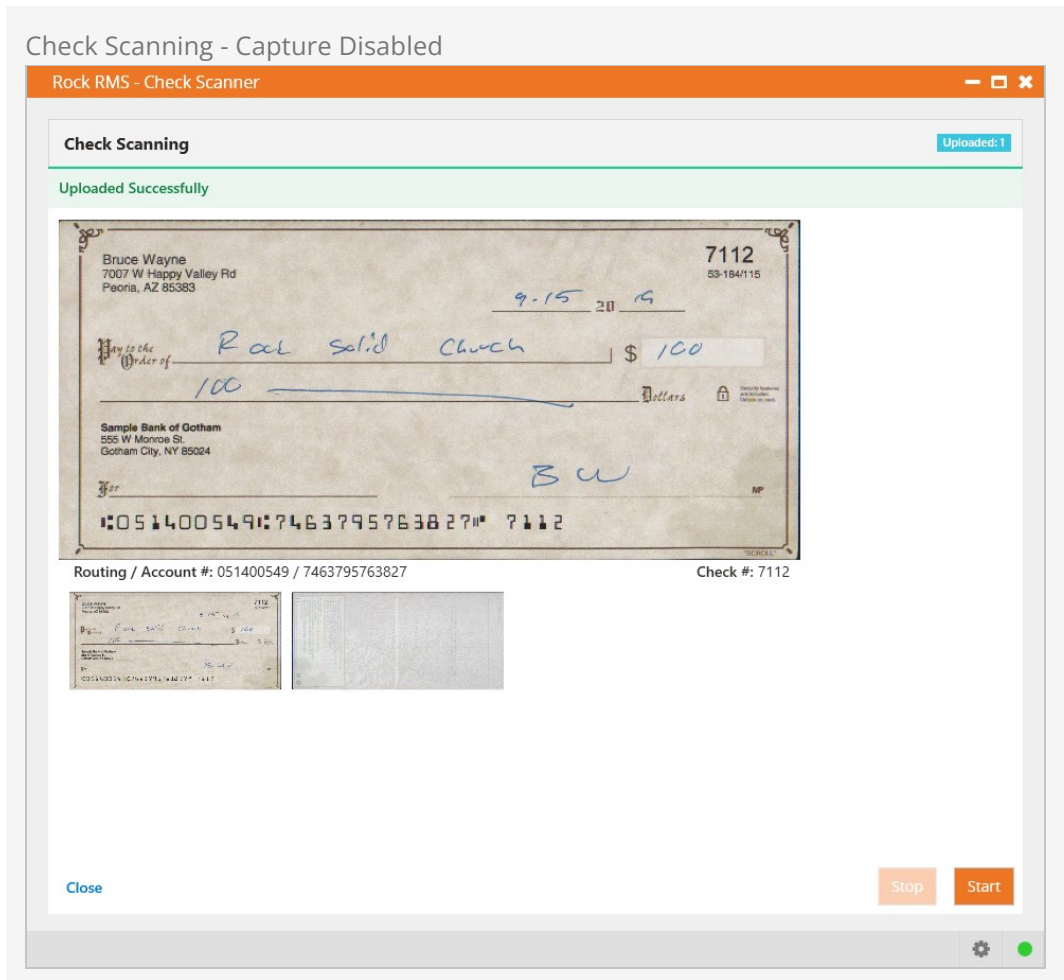


Routing / Account #: 051400549 / 7463795763827 Check #: 7112

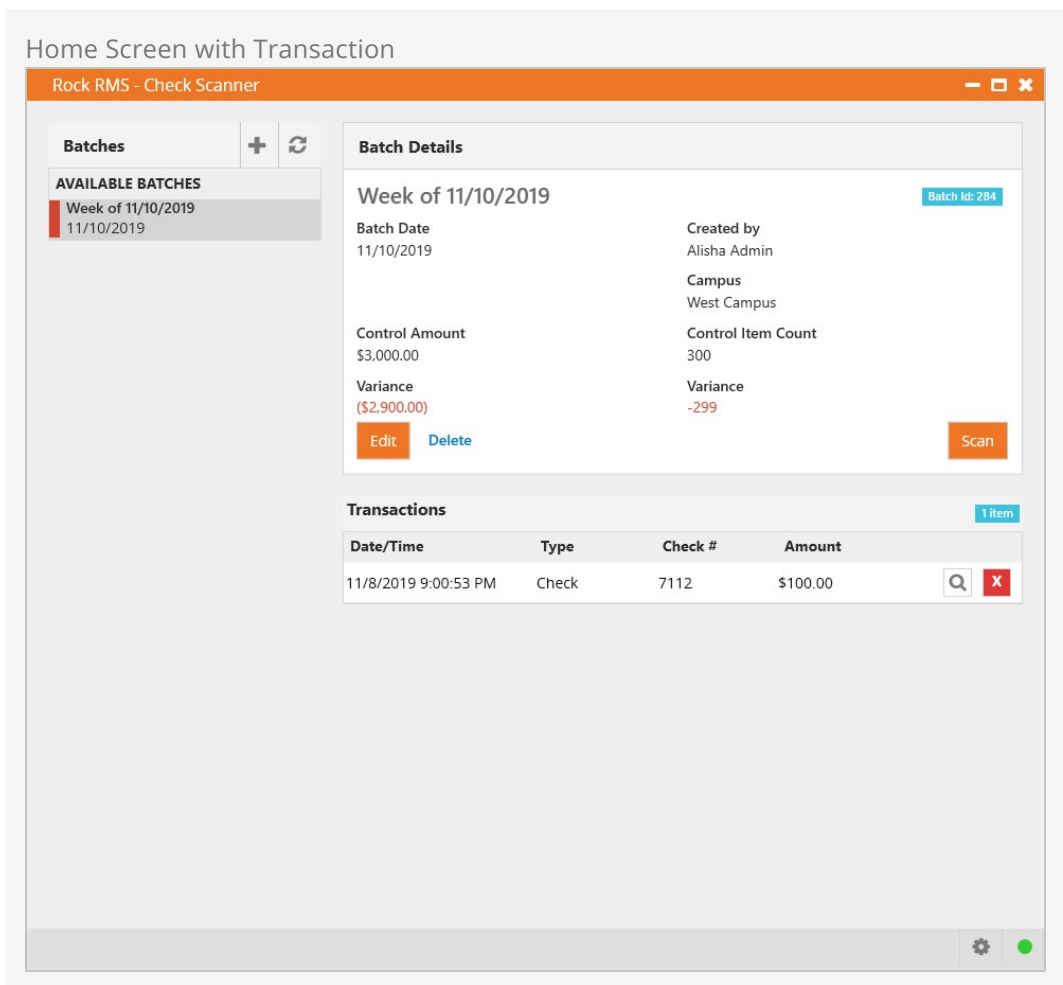


Close Start

If *Capture Amount On Scan* is not enabled, the page pictured above will instead appear as pictured below. You'll note below that the *Control Items*, *Control Amounts* and check amount fields are no longer visible.



After the scanner finishes with the batch of checks in its hopper, you can add more and scan again. When you're done scanning, press the `Close` button. The main page (pictured below) will show the list of batches and the scanned items. From here, you can add and delete batches, view or delete individual transactions, or start scanning additional items.



When viewing transaction details, you can see the scanned date and time, the transaction date and time (determined by the batch date), and additional details of the transaction. You can also adjust the amount of the check and its disbursement for accounts.

Transaction Details - Capture Enabled

Rock RMS - Check Scanner

Transaction

Batch
Week of 11/10/2019

Scanned Date/Time	Transaction Date/Time	Source	Transaction Code	Currency Type
11/8/2019 9:00 PM	11/10/2019 12:00 AM	On-Site Collection	7112	Check

Transaction Detail

Accounts	
General Fund	100.00
Total	\$100.00

Front

Back

The details page is also impacted by whether *Capture Amount On Scan* is enabled or not. It is enabled in the screenshot pictured above, so the check amount is available for editing. In the example pictured below, *Capture Amount On Scan* was not enabled, so there is no amount to edit, but the other details can still be viewed.

Transaction Details - Capture Disabled

Rock RMS - Check Scanner

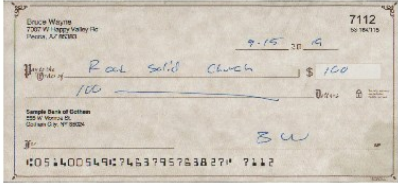
Transaction

Batch
Week of 11/10/2019


Scanned Date/Time	Transaction Date/Time	Source	Transaction Code	Currency Type
11/8/2019 9:08 PM	11/10/2019 12:00 AM	On-Site Collection	7112	Check

Transaction Detail

Front



Back



Close

Dates Associated with Scanning

The Scanned Date/Time that you see in the Scanner Grid is the Date/Time that the scanned item was uploaded. The Transaction Date/Time of each scanned transaction is determined by the Batch Date at the time of the scan. Note that if the Batch Date was changed after some checks were already uploaded, the previously scanned checks would have the old Batch Date and the new scanned checks will have the new Batch Date.

Scheduled Transactions

Many transactions occur once and then they're done. However, sometimes your guests will want to set up automatic repeating payments that run on a selected schedule (weekly, monthly, etc.). Rock calls these *Scheduled Transactions*.

Administrating Scheduled Transactions

You can view all of the scheduled transactions in Rock under `Finance > Scheduled Transactions`.

Scheduled Transactions

Scheduled Transactions
Home > Scheduled Transactions

Scheduled Transaction List

Filter Options

Contributor	Amount	Accounts	Frequency	Created	Starting	Ending	Next Payment	Currency Type	Schedule ID	Active
Decker, Ted	\$50.00	General Fund: \$50.00	Twice a Month	10/4/2021	10/10/2021		10/10/2021	Credit Card	Subscription_20211004193359504	✓

50 500 5,000 1 Scheduled Transaction

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From there you can choose a scheduled transaction to edit.

Adding A New Scheduled Transaction

Scheduled transactions must be entered from the individual's *Person Profile* page. They can also be added by your guests on your external website.

Scheduled Transaction Detail

🏠
🔍 Search
👤

☰
👤
📄
🔧
📦

Scheduled Transaction

Home > Scheduled Transactions > Scheduled Transaction

2
Scheduled Transaction Details
1 Active

Person Ted Decker	Amount \$100.00	Accounts
Source Website	Frequency Bi-Weekly	Account
Payment Method Type: Credit Card	Start Date 8/12/2021	Covered Fees
Name on Card: Ted Decker	Next Payment Date 8/12/2021	Amount
Account Number: *****4444	Last Status Refresh 8/11/2021 8:37 PM	General Fund
Expires: 10/27	Payment Gateway TestGateway	\$100.00
Transaction Code T20210810185802914	Refresh Now	
Schedule Id Subscription_20210810185802914		

3 Change Account Allocation

4

Edit
Cancel Schedule
Cancel

5
History
Date Created: 8/10/2021

Filter Options
⚙️ 📄 📄

Category	Who	Did	What	When
Transaction	Alisha Marble	Modified Summary value from Bi-Weekly starting 8/11/2021 Credit Card - Visa *****1111 General Fund: \$100.00 Online Contribution to Bi-Weekly starting 8/11/2021 Credit Card - Visa *****1111 General Fund: \$100.00 Online Contribution Modified Start Date value from 8/11/2021 to 8/12/2021		5 Days Ago
Transaction	Ted Decker	Added General Fund [1] value of \$100.00 .		6 Days Ago
Transaction	Ted Decker	Added Transaction. Added Authorized Person value of Ted Decker [4] Added Gateway value of Test Gateway [2] Added Gateway Schedule Id value of Subscription_20210810185802914 Added Transaction Code value of T20210810185802914 Added Summary value of Bi-Weekly starting 8/11/2021 Credit Card - Visa *****1111 General Fund: \$100.00 Online Contribution Added Source value of Website Added Frequency value of Bi-Weekly Added Start Date value of 8/11/2021 Added Is Active value of True		6 Days Ago

50 500 5,000 3 Changes

6
Processed Transactions
Transactions
Transaction Details

⚙️ 📄 📄

Person	Date	Days Since Last Transaction	Amount	Currency Type	Transaction Code	Batch Id	Accounts	Summary
No Transactions Found								

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1 Status

This displays the current status of the scheduled transaction. It is *Active* in the example, but you may also see values like Canceled, Completed, Failed, Past Due or Paused.

2 Details

Here are all the details related to this scheduled transaction.

3 Change Account

Link to change account allocation. This option is available for open batches only. When clicked, Rock displays the current account allocation and allows you the option to add and delete allocations.

4 Cancel Schedule

Button to cancel the scheduled transaction. Some financial gateways, such as Pay Flow Pro or NMI, allow you to edit scheduled transactions. In such cases, an `Edit` button is displayed here as well.

5 History

History of changes and edits to the scheduled transaction.

6 Processed Transactions

Listing of transactions that have been initiated by the schedule.

Personal Profile

Scheduled transactions can also be viewed on the individual's *Person Profile* page under the *Contributions* tab.

See our `Person and Family Field Guide` for more information.

Scheduled Transaction Frequencies

The following options are available as frequency patterns for scheduled transactions. Each payment gateway will support only a subset of these options. Each gateway will also have some special rules for how they calculate the schedules. Notes on these rules can be found at the end of this document under the chapters for each gateway.

- **Weekly:** Every seven days starting on the start date.
- **Bi-Weekly:** Every two weeks starting on the start date.
- **Twice A Month:** Twice a month. Usually this is used with the start date of the first of the month. Payments will then come out on the 1st and 15th of the month.
- **Monthly:** Once a month on that day of the month established by the start date.
- **Quarterly:** Every three months on the same date as the first payment.
- **Twice A Year:** Every six months on the same date as the first payment.
- **Yearly:** Once a year on the same date as the first payment.

Downloading Transactions

There are two ways to configure this download. The first way is to set up a *Get Scheduled Payments* job to run every night. This can be done under `Admin Tools > System Settings > Jobs Administration`. This job will run each night (or when you decide you want it to run) and create batches and transactions for new payments.

Don't Forget To Set Up The Download Job

It's important to remember to set up the *Get Scheduled Payments* job if you want the transactions to download automatically (highly recommended).

The download job has a few settings that you should review. These include:

1. **Batch Name Prefix:** When the transactions are downloaded from the gateway, they're assigned to a batch. You can configure the names of these batches to all start with a certain prefix.
2. **Days Back:** The number of previous days that the download job should use when querying the gateway for processed transactions. We recommend a value of seven. This allows for times that the job may not run every day. There is no risk in downloading the same transaction on multiple days as Rock keeps track of which transactions have already been added.
3. **Receipt Email:** Each time a new transaction is downloaded for a person, Rock can send them a receipt of that transaction. Use this setting to specify the system communication that should be sent when new transactions are downloaded.
4. **Failed Payment Email:** You can send a communication to specific recipients if a scheduled payment fails. Choose which system communication you want to send from the dropdown menu.
5. **Failed Payment Workflow:** You can launch an optional workflow if a scheduled payment fails. Choose the workflow you want to run in this field.

You can also choose to manually download the new payments from the payment processor. You can do this under [Finance > Download Payments](#). This does the same thing as the Rock job but requires you to manually run the download. This block also has settings that are similar to the job settings for setting the batch prefix and email receipt.

Setting a Payment Reversal Notification Workflow

The Scheduled Job Detail screen also includes an option to trigger a workflow when a scheduled transaction is declined (called a "reversal"). You can configure the workflow to perform any necessary follow-up task, such as sending an automated communication. Simply configure the workflow in your General Settings, then select it from the Failed Payment Workflow dropdown menu.

Downloading transactions from the gateway is actually a bit trickier than you might think because of certain edge-cases and advanced features. We'll cover some of these next.

Recent Scheduled Transaction Changes

Consider this example. Ted has a scheduled transaction set that takes \$120 out of his account every week and puts it to the *General Fund* account. Early in the morning the payment gateway creates a new transaction for this amount. Ted arrives at work and changes his giving to \$100 per week. Finally, later in the day, the church's *Get Scheduled*

Payments job runs and pulls that day's transactions down from the gateway. The gateway's transaction says it's for \$120 but Rock's information only has \$100 allocated. When this happens (certainly a rare edge-case) Rock will apply any extra amount to a *default* account. This default account is the first active account that does not have a parent account and where the current date falls between the account's start/end dates.

Naming Batches for Online Giving

The way that Rock calculates the *Batch Name* is by combining a *batch prefix* and a *batch suffix*. The prefix is usually set by a block or job setting (the default value used by the *Utility Payment Entry* block, *Scheduled Payment Download* block, *Get Scheduled Payments* job etc. is *Online Giving*). The suffix depends on the currency type (*Tender Type* Defined Type). If it is not a credit card transaction, then the currency type value is used (e.g., *ACH*). If it is a credit card transaction, then the *Credit Card* type value is used (e.g., Visa, MasterCard, etc.). However, the *Credit Card* defined value also has a *Batch Name Suffix* that can be used to override this value. For example, if you want to combine Visa, MasterCard and Discover transactions into the same batch, you can set the *Batch Name Suffix* for all three to the same value (e.g., *VMD*) and then transactions of these types will be combined into the same batch.

Expiring Credit Card Notification

By default, a *Send Credit Card Expiration Notices* job is configured to run once a month. This can be found under `Admin Tools > System Settings > Jobs Administration`.

Expiring Credit Card Job Configuration

The screenshot shows the 'Scheduled Job Detail' configuration page for a job named 'Expiring Credit Card Notices'. The page is titled 'Edit Service Job' and includes a navigation breadcrumb: 'Home > System Settings > Jobs Administration > Scheduled Job Detail'. The job is currently 'Active' (checked). The description is 'Checks scheduled transactions for credit cards that are expiring next month and sends an email notice to the person.' The configuration includes the following fields:

- Name:** Expiring Credit Card Notices
- Active:**
- Description:** Checks scheduled transactions for credit cards that are expiring next month and sends an email notice to the person.
- Notification Status:** All
- Cron Expression:** 0 30 7 1 1/1 ? *
- Notification Emails:** (empty)
- Cron Description:** At 07:30 AM, on day 1 of the month
- Job Type:** Send Credit Card Expiration Notices
- Job History Count:** 500
- Expiring Credit Card Email:** Expiring Credit Card Notice
- Last Status Message:** 0 scheduled credit card transactions were examined with 0 notice(s) sent.
- Workflow:** (empty)
- Remove Expired Saved Accounts after days:** (empty)
- Enable Sending Bus Event:** No

Buttons for 'Save' and 'Cancel' are located at the bottom of the form. The footer text reads 'Crafted by Spark Development Network / License'.

The purpose of this job is to let people know that their credit cards are about to expire. Typically, this will mean that the job will send an *Expiring Credit Card Notice* system communication ([Admin Tools > Communications > System Communications](#)) to the person whose credit card will expire the following month. However, some organizations may use a bus message to signal their system to send an email by enabling the *Enable Sending Bus Event* option.

If you wish to do additional processing for each expiring scheduled credit card transaction, the job can optionally be configured to launch a custom workflow. You can also choose to delete any saved accounts with credit cards that have expired after the provided number of days.

Online Giving

In this fast-paced world, people are always looking for a way to save time. Online donations are a great way to provide flexible options to your attendees, while bringing consistency to your weekly giving. Let's tour the online transaction options included in Rock.

These Tools Can Be Used For More Than Giving

While the tools we'll discuss in this section were created mainly for online donations, they can be used for any type of online payment or transaction.

Types of Giving Transactions

As we've seen earlier there are two types of giving transactions:

- **One-Time Transactions:** A single specific gift given on a single date.
- **Scheduled Transactions:** A recurring transaction that follows a set schedule (weekly, monthly, etc.)

External Website Tools

Rock provides several pages for your website guests to use to set up and manage their online transactions. These pages can all be found under the *Give* section.

[Giving Homepage](#)

Rock Solid Church Demo New Here? Resources Connect **Give** Blog Calendar Watch Hello Alisha ▾

Give

Home / Give

- Give Now
- Giving History
- 1 Manage Giving Profiles
- Pledge
- Payment Accounts

Hello, Alisha

You currently have no active profiles. [Manage](#) **2** [View History](#)

[Give Now](#)

"Bring all the tithes into the storehouse so there will be enough food in my Temple. If you do," says the LORD of Heaven's Armies, "I will open the windows of heaven for you. I will pour out a blessing so great you won't have enough room to take it in! Try it! Put me to the test!"
— Malachi 3:10 (NLT)

Frequently Asked Questions

What does your church believe about money?
God is our provider. He promises in Matthew 6:33 to provide for our needs. The Bible teaches that everything we have comes from God and belongs to Him. Psalm 24:1 says, "The earth is the Lord's and everything in it, the world, and all who live in it." Therefore, we are mere stewards of what God has given to us. Tithing is giving back to God what is already His. We return 10% back to Him.

What is the difference between a tithe and an offering?
The word "tithe" means one tenth. So when you tithe, you give one tenth or 10% of your earnings. Tithing (10%) is the starting point of giving. Offerings are gifts given above the tithe. God has blessed some people financially who are able to give substantially more than 10% and still live comfortably.

Why should I give money to the church?
We recognize that Jesus talked more about giving than He did on any other subject. Matthew 6:21 says, "For where your treasure is, there your heart will be also." Together, we work as a church to reach the lost. Malachi 3:10 says, "Bring the whole tithe into the storehouse, that there may be food in my house. Test me in this," says the LORD Almighty, "and see if I will not throw open the floodgates of heaven and pour out so much blessing that there will not be room enough to store it." The storehouse today is the local church you are attending. By partnering our monies together, God's work is done more effectively.

1 Pages

Links to the various giving management pages.

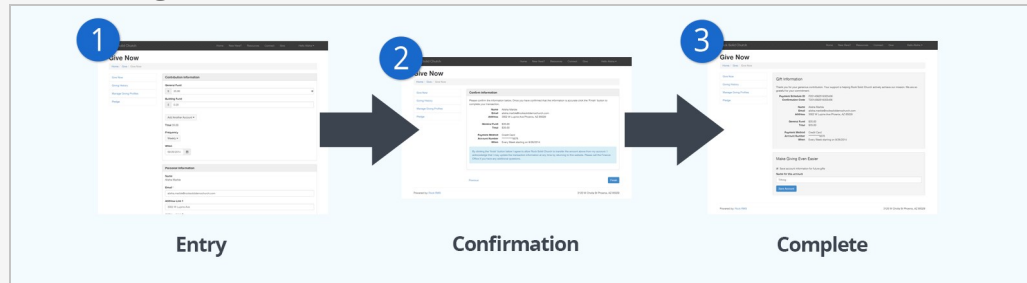
2 Personalization

If the guest is logged-in, a personalized view of their scheduled transactions will be shown with the option to give now.

Give Now Page

The give now page is a flexible page that walks a person through the process of giving in a wizard-like fashion.

Online Giving Flow



1 Entry Step

The entry page is used to get the giving details from the guest. More information on this step and its settings can be found below.

2 Confirmation Step

The next step in the process confirms what the guest has entered before saving and processing the transaction. The confirmation header and footer of this step can be customized from the block settings.

3 Final Step

The final step provides the guest with the ability to save their account information (credit card or check account/routing number) for future use. It will also encourage the visitor to create a login to use for subsequent visits. Like the confirmation step, the header and footer can be updated from the block settings.

The entry step is by far the most complex. Let's look at it in more detail.

Give Now Page

Rock Solid Church New Here? Resources Connect Give Blog Calendar Watch Hello Alisha

Give Now

Home / Give / Give Now

Give Now

Giving History

Manage Giving Profiles

Pledge

Payment Accounts

1 Contribution Information

General Fund

\$ 0.00

Building Fund

\$ 0.00

Add Another Account **2**

Total 0.00

Frequency **3**

One-Time

When **4**

7/14/2017

5 Personal Information **5a** Give As Person Business

Name

Alisha Admin

Address

Address

City AZ Zip

Email

alisha@rocksolidchurchdemo.com

6 Payment Information

Credit Card Bank Account

Credit Card #

VISA Mastercard American Express Discover

Expiration Date / **Card Security Code**

Next

Powered by: Rock RMS 3120 W Cholla St Phoenix, AZ 85029

- 1 Accounts**
The guest will first be asked to select the dollar amount they would like to contribute to each account. The accounts that are listed are configured via a block setting.
- 2 Additional Accounts**
You can also configure less-frequently used accounts to be added from a list.
- 3 Frequency**
This setting determines if the gift will be one-time or be configured to process on a schedule of their choosing. See the section *Scheduled Transactions* for details on the scheduling patterns for each option. You can disable the creation of scheduled transactions using the block settings.

4 When

This determines when the gift will come out of their bank. When used with a scheduled transaction this will be the start date for the schedule.

5 Personal Information / Business Information

This is the name and contact information of the guest. If they're logged in, it will be auto-filled with their current information. If they change it here, this information will also be updated in the database. If they have given as a business, they can view the business name and information here as well by changing the *Give As* option to 'Business'.

5a Give As

When *Enable Business Giving* is enabled in the block settings, both the individual and business names will appear as tabs which allow the user to view the information of each.

6 Payment Information

This contains the credit card or checking account information needed to process the transaction. The block settings define a payment gateway for both credit card and ACH (checking accounts). If you would like to disable either of these payment types, simply leave the gateway blank for the one you would like to exclude.

This block has a few other settings that you should know about. These include:

1. **Batch Name Prefix:** When the transactions are downloaded from the gateway, they're assigned to a batch. You can configure the names of these batches to all start with a certain prefix.
2. **Source:** For reporting, it's good to know where a transaction came from. For instance, you might use this block on your main website or a web-based kiosk in your lobby. Knowing the source for every transaction will help you determine the success of each platform. New source options can be set up under [Admin Tools > General Settings > Defined Types > Transaction Source](#).
3. **Address Type:** You'll want the address information the guest entered to be for their home address in most cases, but you can change this if you wish.
4. **Layout Style:** This setting determines if the layout should be:
 - **Vertical:** Sections are stacked vertically (default)
 - **Fluid:** Sections flow in a horizontal layout as they fit.
5. **Additional Accounts:** Determines if the *Add Another Account* option is shown.
6. **Impersonation:** This setting allows staff with proper security to enter gifts for individuals in the database. This is helpful in cases where the block is used internally.
7. **Prompt For Phone:** Determines if the guest should be asked to provide their phone number on the entry screen (default is no).
8. **Prompt For Email:** Determines if the guest should be asked for their email address on the entry form (default is yes).
9. **Enable Business Giving:** This setting displays the option to give as a business. When enabled, the individual can toggle between their personal and business information on the Give Now and Giving History screens.

10. **Confirm Account Email Template:** When a guest decides to create an account after confirming the gift, you can send them an email confirming this action. This setting allows you to select the email template to use for this email.
11. **Receipt Email Template:** When a guest's gift has been processed, you can send them an email receipt. This setting allows you to select the template to use for this email. If this setting is left blank no receipt will be sent.
12. **SMS Opt-in:** If you're asking for the person's phone number, this gives you the option of allowing them to opt in to receiving text messages. The message the person sees can be customized by going to [Admin Tools > System Settings > System Configuration | UI Settings](#).

Transactions that occur from the *Give Now* page will be immediately processed through the payment gateway and added to a batch using the *Batch Name Prefix* block setting.

Giving History

This page shows all other previous transactions for the logged-in user. Note the Show Giving For tabs which allow you to toggle between individual and business giving history.

Giving History

Rock Solid Church Demo New Here? Resources Connect Give Blog Calendar Watch Hello Ted ▾

Giving History

Home / Give / Giving History

Give Now

Giving History

Manage Giving Profiles

Pledge

Payment Accounts

The report below will allow you to view your previous giving. Use the date and account filters to adjust the display.

Show Giving For **1**
Ted Decker Copper State Glass and Screen

Available Contribution Statements

2022 YTD 2021 2020

2 Date Range: 1/1/2022 to 4/4/2022 **3** Accounts: General Fund, Building Fund

4 Summary:
• General Fund: \$100.00

Date	Currency Type	Transaction Code	Summary	Amount
4/4/2022	Credit Card - Visa	T20220404155059321	General Fund (\$100.00)	\$100.00

50 500 5,000 1 Gifts

Powered by: Rock RMS 3120 W Cholla St Phoenix, AZ 85029

- 1 Show Giving For**
This allows you to toggle between individual and business giving history.
- 2 Date Range**
This allows the person to filter the transactions shown to a specific date range. The default range is the first day of the current year as the start date and the current day as the end date.
- 3 Accounts**
Used to filter transactions based on the account. The list of accounts shown is configured on the block settings.
- 4 Summary**
Shows transaction totals based on the filters provided.
- 5 Transaction List**
Shows all the transactions based on the filters.

Manage Giving Profiles

This page allows the guest to manage any scheduled transactions they have created.

Manage Giving Profiles

Rock Solid Church Home New Here? Resources Connect Give Hello Alisha

Manage Giving Profiles

Home / Give / Manage Giving Profiles

Give Now

Giving History

Manage Giving Profiles

Pledge

Payment Accounts

Your current giving profile(s) are below. You can change the Frequency, Start Date, and Amount that you'd like to contribute by selecting the "Edit" button. If you wish to stop the automated giving program you can click the "Delete" button. Once you delete your profile you can create a new one at any time.

1

\$35.00 on ACH Every Week. Next gift will be on September 26, 2014.

Edit Delete

2

Create New Gift

Powered by: Rock RMS 3120 W Cholla St Phoenix, AZ 85029

1 Profiles

Listing of all configured scheduled transactions with the ability to edit or delete each one. This listing is created with a liquid template that allows you to modify the markup that's used to build the list.

2 Create New Gift

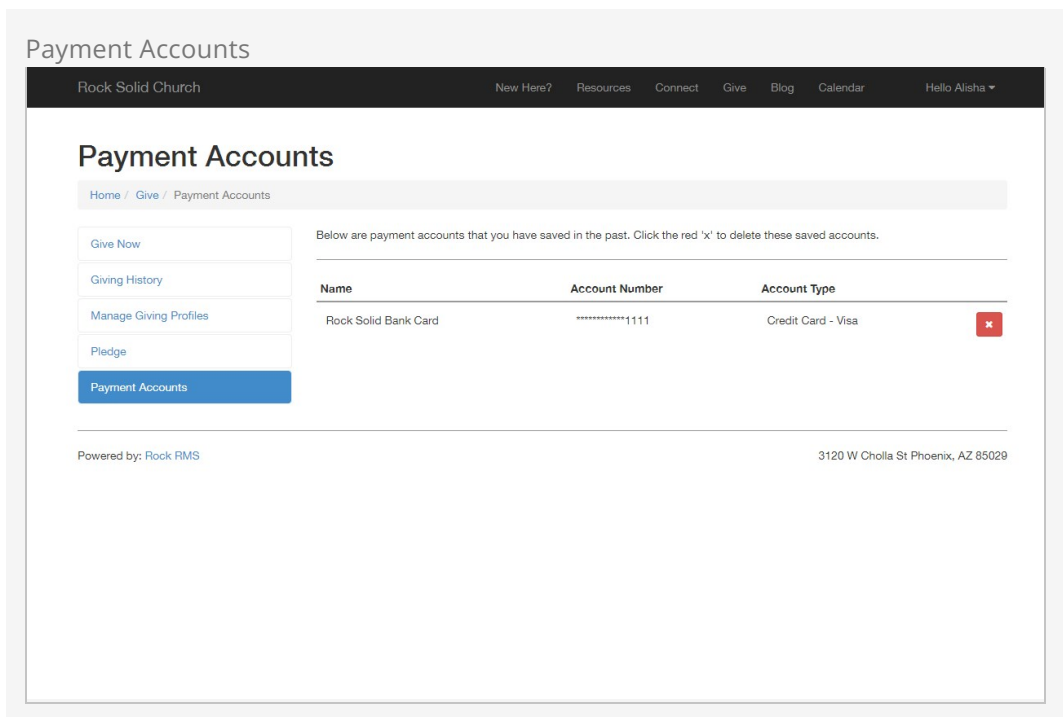
Button that allows the guest to create a new scheduled transaction.

Moving To A New Payment Gateway

If your organization decides to move your online giving to a new payment gateway, this block has settings to help you transfer your scheduled transactions to the new gateway. See the *Transferring Gateways* section of the *Payment Gateways* chapter for details on how to handle this scenario.

Saved Payment Accounts

Your website guests have the option to save their credit card and bank accounts for later use. This screen allows them to manage these accounts. The options on this screen will vary depending on your gateway provider. At the very least your guests will be able to delete these accounts from this page. Some providers may allow you to also edit the saved payment accounts.



Batches For Online Transactions

Unlike processing on-site transactions, which are manually entered, the creation of online transactions in Rock is an automated process. The steps differ a bit depending on whether the transaction is a one-time transaction or a scheduled recurring transaction.

One-Time Transactions

When a one-time transaction is created online, it's immediately sent to the payment gateway and processed. If the gateway accepts the payment, a transaction is immediately created in Rock. The transaction is added to an *Online Transaction* batch. The transaction will be placed in an existing batch if one is available with the following criteria:

- Is open
- Has a matching prefix to the one defined on the Utility Payment Entry block
- The current date and time falls in between the batch's start and end date

Otherwise, a new batch will be created for the transaction with a start and end date of the current day.

Future One-Time Gifts

If a one-time gift is configured to process on a day other than the current day, it will be processed like a scheduled transaction.

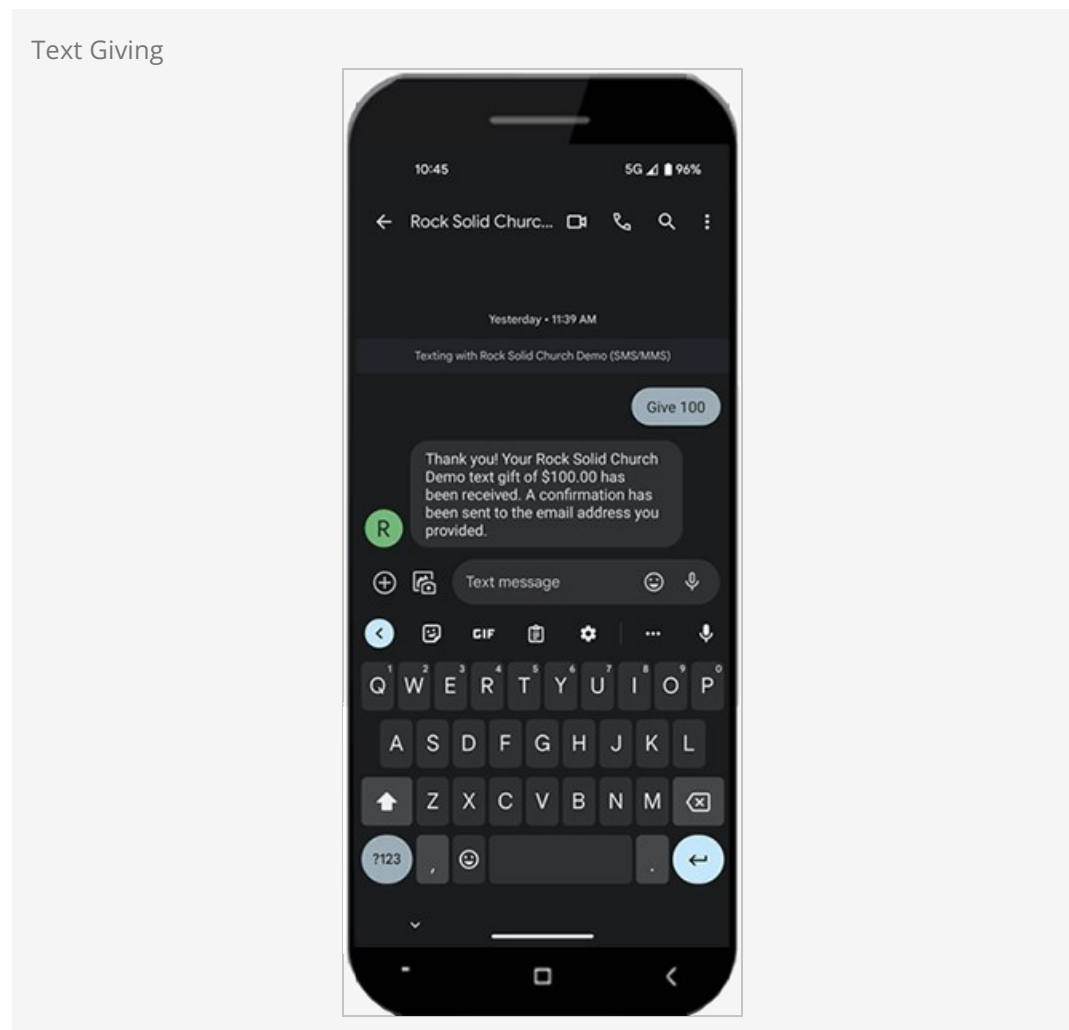
Schedule Recurring Transactions

Scheduled transactions work a bit differently than one-time gifts. These transactions must be downloaded at a later date from the payment gateway. See the [Downloading](#)

Transactions section for details on how to download these transactions.

Text Giving

What could be more convenient than texting your financial gift straight from your phone? Text Giving provides a simple process, making giving via text quick and easy.



As pictured above, all a person needs to do is text the word “give” and then the amount they wish to donate. If they entered the wrong amount, then they can just text “refund” and it will be like the gift never happened.

You can customize which keywords a person texts to donate or request a refund. The keywords are case-insensitive, so it doesn’t matter if someone texts “give” or “Give”. Similarly, the person can either add the dollar sign or not. If the amount is in the

thousands, they can include the comma (\$1,500) or not (\$1500).

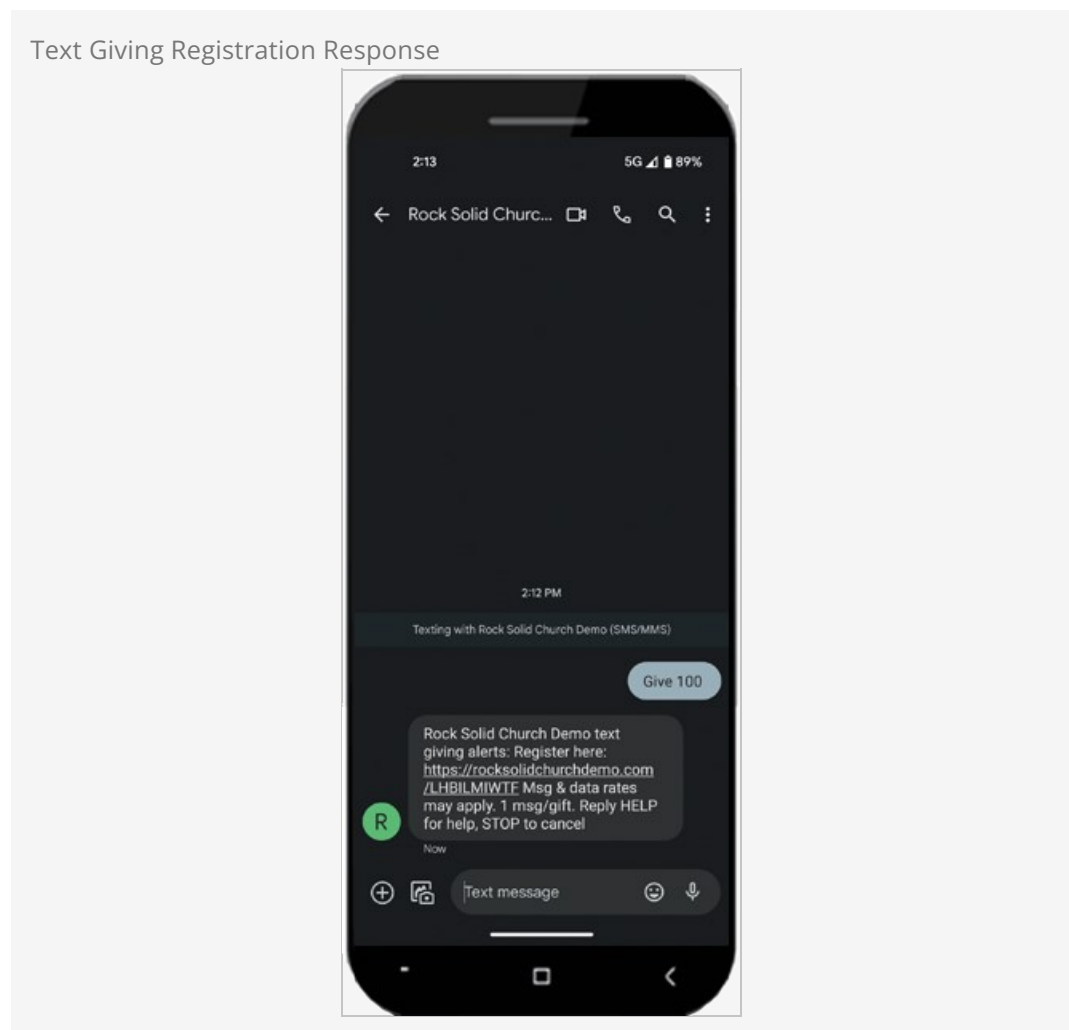
Before a person can start Text Giving, though, they'll need to register. We'll walk you through the registration and giving process, and then show you how to set it all up.

The Text Giving Experience

Below we'll look at what a person can expect as they go through the Text Giving process. It starts with a one-time registration each person needs to complete (or you can do it for them, more on that later). Going forward they can text a keyword and an amount, to give at the push of a button.

Text Giving Registration

When a person first texts a giving keyword to your SMS Pipeline they'll get a response containing a link to the registration page. This is where people go to complete the one-time setup needed to give by text and to complete their first gift.



Out of the box, the setup page is configured for you on the external site template we provide. Located under the *Give* area, a person could navigate there directly rather than accessing it by text. The page comes with the *Utility Payment Entry* block. The *Utility Payment Entry* block is the money block, literally, for Text Giving. However, an

administrator must configure this block before Text Giving can be used. We'll cover that configuration a little later.

If the person is logged in, most of the form is filled in for them. They'll just need to provide a payment method. Otherwise, the form is short and easy to complete.

The screenshot shows a web application interface for 'Text Giving Setup'. At the top, there is a navigation bar with 'Rock Solid Church Demo' on the left and links for 'New Here?', 'Resources', 'Connect', 'Give', 'Blog', 'Calendar', 'Watch', and 'Log In' on the right. Below the navigation bar, the main heading is 'Text To Give Setup'. A breadcrumb trail shows 'Home / Give / Text To Give Setup'. The form itself is divided into several sections: 'General Fund' with a dropdown for '\$' and a text input for '0.00'; 'First Name' and 'Last Name' text inputs; 'Address' section with 'Address Line 1' and 'Address Line 2' text inputs; 'City' text input, a state dropdown menu currently showing 'AZ', and a 'Zip' text input; 'Email' section with an email icon and a text input; and a payment section with 'Credit Card Number', 'mm/yy', and 'CVV' text inputs. A blue 'Give' button is located at the bottom right of the form. At the bottom of the page, there is a footer with 'Powered by: Rock RMS' on the left and '3120 W Cholla St Phoenix, AZ 85029-4113' on the right.

After submitting the form pictured above, the person sees the confirmation page pictured below. The text near the top of the block lets them know their next gift can be sent by texting the word "Give" followed by an amount.

Text Giving Setup Confirmation

Rock Solid Church Demo [New Here?](#) [Resources](#) [Connect](#) [Give](#) [Blog](#) [Calendar](#) [Watch](#) [Log In](#)

Text To Give Setup

[Home](#) / [Give](#) / Text To Give Setup

Thank you for your gift. Your next gift can be completed by texting the word "give" followed by the dollar amount (e.g. "give \$100").

Confirmation Code
T20230130172320807

Name
Ted Decker
ted@rocksolidchurchdemo.com
Phoenix, AZ 85029-4113

Payment Method	Credit Card
Account Number	*****4444
When	Today

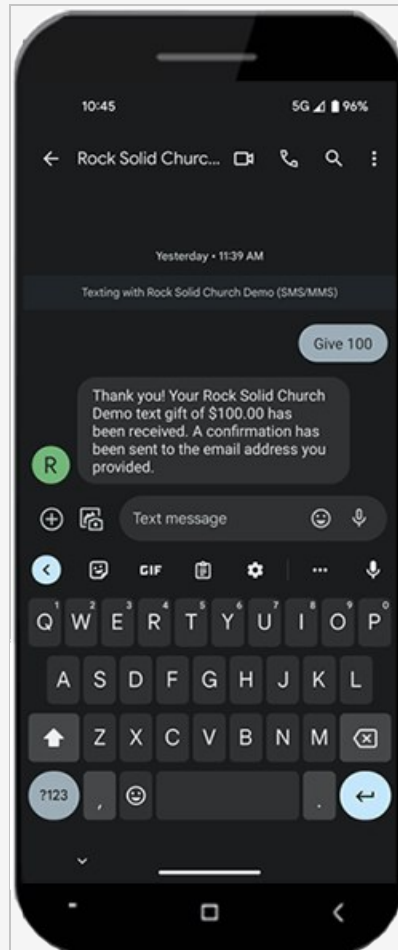
Powered by: [Rock RMS](#) 3120 W Cholla St Phoenix, AZ 85029-4113

You can configure what the message along the top says by updating the *Finish Lava Template* block setting for this block. You'll want to update this if your SMS Pipeline is configured with giving keywords other than "Give". We'll dive into the SMS Pipeline configuration in a bit, but for now just know that's where giving keywords (like "Give" or "Gift") are configured.

Continued Giving

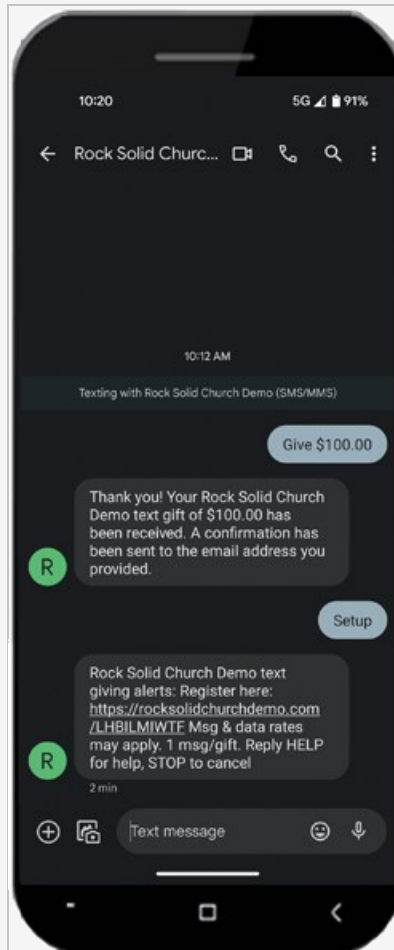
After the above setup is complete, the person can give simply by texting a keyword and an amount.

Text Giving



If they need to access the setup page again, perhaps because they want to change their payment method, all they need to do is text "Setup" and they'll be sent a link to the setup page. Like the giving keyword, you can configure what Setup keyword(s) a person can text. You can also customize the response the person receives. We'll show you how to set that up in the configuration section below.

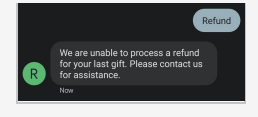
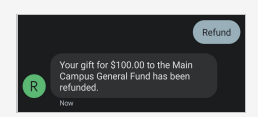
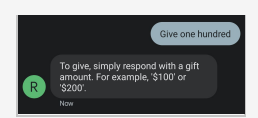
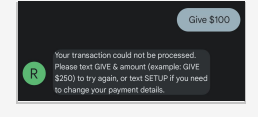
Text Giving Setup Keyword



Other Scenarios

What we've described will be the experience for most people. They will text a giving keyword and will receive a response confirming the gift or requesting they register. Occasionally they may text "Setup" if they need to make changes. However, there are other scenarios. Below is what comes with Rock out of the box, but for each of these scenarios you can customize the response.

<p>Help Response</p>	<p>Because people can text just about anything, the text a person sends may not be what Rock is expecting. Or perhaps an error occurred. In those cases, Rock sends a response providing directions on how to use Text Giving.</p>	<p>The screenshot shows a message from the church: "To give, text GIVE & amount. Example: GIVE \$250. More help at https://rocksolidchurchdemo.com/giving. Msg & data rates may apply. Reply STOP to cancel."</p>
<p>Max Amount Response</p>	<p>You can optionally set a maximum allowed amount for Text Giving. If the person tries to give over that amount, they'll receive this response.</p>	<p>The screenshot shows a message from the church: "Thank you for your generosity but our mobile giving solution cannot process a gift this large. Please give using our website."</p>

<p>Refund Failure Response</p>	<p>Text Giving also allows people to request a refund of their last texted donation. However, there are scenarios where the refund can't be processed via text (see below). In those cases, the person receives the response seen here.</p>	
<p>Refund Success Response</p>	<p>If the refund is requested within a configurable amount of time, the person can text a refund keyword and it will be like the donation never happened. That's because there's a configurable delay between the person's text and sending the transaction through your financial gateway.</p>	
<p>Missing Amount Response</p>	<p>If Rock picks up a giving keyword in the person's text, but can't determine the amount, the person receives this response. All the person needs to do here is respond with the amount they wish to give (no keyword is needed).</p>	
<p>Transaction Failure Response</p>	<p>If the transaction can't process or encounters an error, this is the message the person may receive. However, if you delay processing (see <i>Processing Delay Minutes</i> below) then the message configured in the <i>Charge Future Transactions</i> job will be sent instead.</p>	

Configuring Text Giving

The above is all made possible with just a few configuration steps. Generally, you'll use what ships with Rock out of the box, but there are opportunities for customization.

Utility Payment Entry Block

The registration page we showed in the prior section is simple for the person using it, but there are many settings driving this block. That's because the *Utility Payment Entry* block can be used for purposes besides Text Giving. For now, we'll just highlight the settings that are needed for Text Giving to work. The rest of the settings for this block should be kept as-is to avoid any issues with Text Giving.

Utility Payment Entry Block Settings

Online Physical

Campus Statuses ⓘ
 Closed Open Pending

1 Enable Multi-Account ⓘ
Yes

Impersonation ⓘ
Don't Allow

Layout Style ⓘ
Vertical

Account Header Template ⓘ *
{{ Account.PublicName }} (Id: {{ Account.Id }})

2 Accounts ⓘ
[Account Icon]

3 Use Account Campus mapping logic. ⓘ
No

Scheduled Transactions ⓘ
Allow

Prompt for Phone ⓘ
No

Prompt for Email ⓘ
Yes

1 Enable Multi-Account

This should be set to "No" when this block is used for Text Giving. Text Giving is designed to use a single account.

2 Accounts

If you select an account here, it should be the same as the one on the SMS Pipeline. If you have sub-accounts for each campus, choose the parent account here, and be sure to enable the next setting.

3 Use Account Campus Mapping Logic

If this is enabled, then Rock looks at the child accounts of the configured account and uses the first one it finds matching the campus chosen by the person. This lets you have one page with one set of configuration, but with gifts going to multiple accounts based on campus. For full details on this setting and its logic check out the help icon located on the page. Note, the parent account is used by default if a campus can't be determined.

Refund Instructions

There's another block setting called *Finish Lava Template* that controls what's displayed on the setup confirmation page. You'll want to update this if your giving keywords don't include "give" or if you want to provide instructions on how to request a refund.

On the *Advanced Settings* tab of the block settings, you'll find the option to enable this block for Text Giving as pictured below. This is enabled on the Text Giving setup page by default, but you may want to double-check it if you're having issues with Text Giving.

Utility Payment Entry Advanced Settings

Transaction Type *

Contribution ▼

Transaction Entity Type i

▼

Entity Id Param i

Transaction Header i

1	

Enable Initial Back button i

No ▼

Show Panel Headings i

No ▼

* Enable Text-To-Give Mode i

Yes ▼

Save
Cancel

SMS Pipeline Setup

The next step in enabling Text Giving requires configuring your SMS Pipeline. There's a special *Give* action that is added to the pipeline to support Text Giving. For details on setting up and using the SMS Pipeline in general, see our [Communicating Using Rock](#) manual.

Navigate to [Admin Tools > Communications > SMS Pipeline](#) and select the pipeline you want to use for Text Giving. While editing the pipeline, click and drag the *Give* action from the panel on the left into the center of the page under *Incoming SMS Message*. As pictured below, the *Give* action is now included in your pipeline and is ready to be configured.

SMS Pipeline Give Action

SMS Pipeline Detail
 Home > Communications > SMS Pipeline > SMS Pipeline Detail

SMS Pipeline Detail

Name: Default Webhook URL: <http://www.organization.com/Webhooks/TwilioSms.aspx?SmsPipelineId=1>

Description:

[Edit](#) [Delete](#)

SMS Pipeline Actions

Give Launch Workflow

Reply SMS Conversations

Incoming SMS Message

- Group Response
- Connect Response
- Launch Workflow
- Give**
- SMS Conversations

Give

Name: Give

Active: Continue:

[Advanced Settings](#)

Filters

Phone Numbers: Contains

Giving

- Give Keyword: GIVE,TITHE,GIVING,GIFT
- Setup Keyword: SETUP
- Maximum Gift Amount: \$ 0.00
- Financial Account: General Fund
- Setup Page: Text To Give Setup (...)

Refund

- Refund Keyword: REFUND
- Processing Delay Minutes: 30

Response

Help Response: To give, text GIVE & amount. Example: GIVE \$250. More help at XXXXXXXX. Reg & data rates may apply. Reply STOP to cancel.

Max Amount Response: Thank you for your generosity but our mobile giving solution cannot process a gift this large. Please give using our website.

1 Give Keyword

This is where you set which keyword(s) a person can text to donate. You

can have a single keyword, or multiple keywords separated by a comma. If there are multiple keywords, individuals don't have to use the same keyword for all their gifts.

2 Setup Keyword

If the person texts the keyword(s) here, they'll get a response with a link to the *Setup Page* configured below. This is where they'll access the one-time setup needed to enable Text Giving. You can have multiple Setup Keywords separated by a comma.

3 Maximum Gift Amount

You might not want to accept gifts over a certain amount via text. This field controls how much a person can give in a single text before receiving the *Max Amount Response* message configured below.

4 Financial Account

This is the account into which Text Giving transactions go. If you have sub-accounts for each of your campuses, select the parent-level account here. This should match the *Utility Payment Entry* block configuration discussed in the prior section. That block has a setting that chooses the correct account based on the person's campus selection. Note, if this is left blank then the giving account on the person's profile (see below) is used.

5 Setup Page

Out of the box, Rock comes configured with a page for setting up Text Giving for an individual. This page is already set up for you on the external site template we provide and is located in the *Give* area. An admin needs to configure the block on this page as described in the prior section above.

6 Refund Keyword

Not only can people give, but they can also request a refund of their last gift by texting the keyword(s) here. A dollar amount is not needed. You can have multiple Refund Keywords, separated by a comma. If the refund can't be issued automatically, the person receives a message that can be configured below. Leave this blank to disable the refund function. A person can't request a refund via text if the *Processing Delay Minutes* configured below have passed.

7 Processing Delay Minutes

The person can request a refund via text (using the Refund Keyword described above) within this amount of time and it will be like the gift never happened. That's because the transaction won't go through your financial gateway until this delay elapses. If this is blank or set to zero, then the refund function is disabled.

8 Responses

For each stage of the process, you can provide a custom, Lava-enabled message that is sent (as applicable) to the person giving. These responses are sent automatically depending on the person's scenario.

Failed Transaction Notifications

The person will get an SMS text message if their gift fails to process successfully. If you're using the *Processing Delay Minutes* setting described above, you must add a *Send SMS Response From* number in the *Charge Future Transactions* job for this to work. If *Processing Delay Minutes* is set to "0" and the transaction fails, then the *Transaction Failure Response* configured in the SMS Pipeline will be sent.

If the person uses Text Giving, you can see that information on the *Person Profile* page under the *Contributions* tab.

Text Giving on the Person Profile

Profile Extended Attributes Steps Groups Documents **Contributions** Benevolence More

Ted Decker Member Main Campus

Giving Overview

First Gift: 10 Years Ago Last Gift: 2 Months Ago Giving Alerts 0

Last 12 Months \$2,505 9 gifts Last 90 Days \$300 2 gifts ↓ 52.4% Gives As Family

Giving Journey Consistent

Giving by Month

Giving Characteristics

Typical Gift \$315 \$0 Typical Frequency 39d ±15.3d Community View

Giving Configuration

Add One-time Gift

Text-To-Give Settings

Default Account General Fund Saved Account Text-To-Give - Visa (ending in 4444) (03/27)

Scheduled Transactions

Saved Accounts

Text-To-Give - Visa (ending in 4444) Default Visa - 4444 | Exp: 03/27

You can also come here to manually add or edit Text Giving settings for an individual. This is where you can set or change the default financial account to which the person gives. The person must have a saved account (e.g., credit card, checking account) on file to use Text Giving.

Accounts

Accounts determine what a transaction is for. In our examples above, both the *General Fund* and the *Building Fund* are accounts. These accounts usually tie into your accounting system. Accounts are managed under `Finance > Accounts`.

Account List

This page shows a list of all the accounts defined in Rock.

Account List

Accounts

Home > Accounts

Quick Find

- General Fund
- Building Fund
- Event Registration
- Mission Fund

General Fund

General giving fund

Public Name
General Fund

Is Tax Deductible
True

Edit Delete

Child Accounts

Filter Options

Name	Public Name	Active	Public	Tax Deductible	Starts On	Ends On
No Accounts Found						

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Note the hierarchical navigation tree on the left side of the screen. Like with the Group Viewer, this structure allows you to quickly and easily organize and view your accounts. Click the `ⓘ` icon to filter by Active or All accounts. If you have many accounts, you can search for an account using the *Quick Find* field above the tree.

Account Details

From the list of accounts, you can add or update an account using the account details screen.

Accounts
Home > Accounts

Accounts + Q

Quick Find

- General Fund
- Building Fund
- Event Registration
- Mission Fund

General Fund

1 Name* General Fund

Active 3

Show Publicly 4

2 Description
General giving fund

Public description HTML

5 Parent Account

6 Account Type

7 Public Name
General Fund

8 Campus

12 Url

9 GL Code

10 Start Date

End Date

11 Tax Deductible

13 Account Participants

Person Purpose

No Account Participants Found

Save Cancel

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- 1 Name**
The name that will be used when selecting an account.
- 2 Description**
This is a great place to document what the account will be used for and any details you'd like to keep about when and how it should be used.
- 3 Active**
Since accounts cannot be deleted if they are used by any transactions, you'll need to mark them *Inactive* once they should no longer be used.
- 4 Show Publicly**
This is where you designate if the account is public and should be viewable on the public website.
- 5 Parent Account**
Rock allows you to create account hierarchies to help manage situations

when you need to configure numerous accounts.

6 **Account Type**

This setting allows you to categorize your accounts to help with reporting. The setting has no impact on how accounts are used in Rock. The list of account types can be set under `Admin Tools > General Settings > Defined Types > Account Type`. You might consider using this setting to designate accounts that are used for donations vs. those you use for event registrations.

7 **Public Name**

You might want to describe your account differently when it's shown on the public website. This field allows you to configure a public-friendly name for your account.

8 **Campus**

If the account is specific to a campus, you can select the campus here. This is disabled if you have only one campus.

9 **GL Code**

The reference code used in the General Ledger software.

10 **Date Range**

The date range you provide here will help determine when the account is displayed on various screens in Rock. If the account is no longer valid, based on the date range, then it will not be displayed when picking from accounts.

11 **Is Tax Deductible**

Helps determine if the transactions assigned to this account are considered tax deductible. This is used in reporting.

12 **Url**

Although unused in Rock's core features, this URL could be used to generate a link to a custom 'More Info' page.

13 **Account Participants**

Being an Account Participant is similar to following a person or group. For now, this area is only used for notifying the listed people of certain Giving Alerts.

Custom Account Attributes

To add custom account attributes, go to `Admin Tools > System Settings > Entity Attributes`. Once there add a new attribute and set the *Entity Type* field to *Financial Account* and set the other settings as needed. Once you do this, the account's attribute value can be edited near the bottom of the *Account Detail* page.

Giving Analytics

The giving analytics block provides a powerful tool for analyzing and reporting giving information. Let's look at how we can use this block to empower your organization.

Chart Mode

Chart mode allows us to get summary information on the transactions that meet our search criteria. While the main view is the chart, we can also get the numbers behind the chart.

Giving Analytics Chart Mode

- 1 Date Range**
The first setting is the date range of the transactions that we're interested in.
- 2 Total Amounts**
Located in the Advanced Options, this is a numeric range of dollar amounts that should be used to filter the total gifts on. Note that this range is on the total amount of gifts per giving unit for the period/filters you've provided, not a range of a specific gift.
- 3 Limit by Data View**
Located in the Advanced Options, this allows you to limit who is considered for the report based on the data view provided.
- 4 Available Accounts**
Located in the Advanced Options, these allow you to decide whether to include only active accounts and/or only tax-deductible accounts.
- 5 Currency Types**
This allows you to filter gifts that were given by a certain currency type.

6 Transaction Source

You can also filter on a source for the transaction. This allows you to see what medium your donors give by.

7 Accounts

This setting allows you to filter by financial account.

8 Group By

The group by setting tells us the time series to use on the x-axis of the chart.

9 Graph By

This determines what series you would like to see on the graph.

10 Copy Link

The *Copy Link* button lets you share the currently displayed overview of giving with a colleague.

11 Show Data

This allows you to see the data behind the graph.

Details Mode

The details mode shows us the individuals behind the data. Note that the data is shown by 'Giving Unit'. If an individual combines their giving with their family, then the head of household will be listed instead of the individual matched to the transaction.

Giving Analytics Details Mode

1 Filter

2 Return Type

Person	Total	Number of Gifts	Is First Gift	First Gift in Period	First Gift Ever	Last Gift in Period	Last Gift Ever
Decker, Ted	\$2,826.00	9		3/13/2020	6/14/2015	11/11/2020	3/13/2021
Dexter, Frank	\$360.00	6		1/12/2020	7/15/2015	9/11/2020	2/11/2021
Lowe, Craig	\$1,170.00	26		2/9/2020	6/12/2016	12/6/2020	3/21/2021
Marble, Bill	\$6,913.00	45		1/5/2020	6/12/2016	12/27/2020	3/21/2021
Grand Total	\$11,269.00						

1 Filter

An additional level of filtering is available when looking in details mode. You can choose to view transactions by:

- **All Givers:** This displays information for all giving units matching the criteria on the left.
- **First Time Givers:** This will only show information for giving units whose first gift is within the date range provided on the left.
- **Pattern:** This allows us to provide a pattern like 'Has given at least three times in the selected range and did not give between another date range.'

2 Return Type

This setting provides four different ways to view family members that have a contribution transaction matching the selected filter criteria. These settings are a great way of getting lists of people to send communications to.

- **Giver:** This will show each of the giving leaders associated with the matching transactions and the amount given. This view is best for determining the total amount given for each person because

multiple people are not shown for the same transactions. Because of this, it is the only view that displays a grand total amount at the bottom of the list.

- **Adults:** This will show all the adults that have matching transactions or are combining their giving with a person who has matching transactions. It also displays the total amount given by the combined members with each adult listed.
- **Children:** This will show all the children that have matching transactions or are combining their giving with a person who has matching transactions. It also displays the total amount given by the combined members with each child listed.
- **Family:** This will show all family members who have matching transactions or are combining their giving with a person who has matching transactions. It also displays the total amount given by the combined members with each person listed.

For example, consider the Decker family. Ted and Cindy both have selected to combine their giving with the Decker Family, but Noah and Alex both give individually (they do not combine giving with any family). If Ted gave \$300, Cindy gave \$50, and Noah gave \$5 during the selected time period, the views would show the following:

- **Giver:** This will show Ted with \$350 given and Noah with \$5. This is because Ted and Cindy are the same "giving unit", and Noah is his own. Alex is also her own giving unit but did not give anything during the selected period.
- **Adults:** This will show Ted with \$350 and Cindy with \$350. This is because they are the adults in their family and their combined, total given for the family was \$350.
- **Children:** This will show Noah with \$5. This is because Noah is a child in his family, he does not combine his giving with the family and his total given was \$5. Alex is also a child in the family but because she did not give anything and because she does not combine her giving with anyone who did, she will not appear in the list.
- **Family:** This will show Ted and Cindy each with \$350, and Noah with \$5. It shows \$350 for Ted and Cindy because that is the combined total of their giving since they are configured to combine their giving. It shows \$5 for Noah because he is not configured to combine his giving and his total was \$5. It does not show Alex because she did not give anything, and she is not configured to combine her giving with anyone.

3 Data

The grid displays the transactions by giving unit that meet the provided criteria.

Last Gift Ever

Quick note on the 'Last Gift Ever' column on the Giving Analytics block. If spacing weren't an issue this column would really be named 'Last Tax-Deductible Gift Ever to Any Account'. When using patterns to exclude people with certain giving trends this column can be a little confusing until you realize it is not filtered by any account.

It's important to keep in mind that Rock's *Giving Analytics* reporting is focused on reporting on **people and ministry weeks**, not reporting on **dollars and transaction dates**. For that reason, Rock groups contributions together according to a Sunday date. Rock's weeks, for the purpose of attendance and giving, run on a Monday to Sunday timeframe by default. This provides insight into giving by people during a specific week. However, this means the results won't line up entirely with a calculated total of transactions grouped by the transaction date. For instance, December 31 was on a Monday in 2018. Giving analytics for 2018 split by week would therefore show contributions from December 31, 2018 in the week of January 6, 2019.

Pledges

Pledges predict the level of donations you can expect in a given timeframe. Some organizations use them to plan for their yearly budgets. Others use them to track what has been committed to a specific building or capital campaign. Either way, Rock can help you easily track these commitments.

Managing Pledges

Pledges are frequently given via paper commitment cards. When this occurs, someone within the organization will need to hand-enter the pledges into the system. This can be done under [Finance > Pledges](#). From this screen you'll see a list of all pledges currently in the system. You can use the grid filters to help limit which pledges are shown.

Pledge List

The screenshot shows a web interface for managing pledges. At the top, there's a navigation bar with a home icon, a search icon, and a user profile. Below that, a sidebar contains icons for home, user, search, settings, and a briefcase. The main content area is titled "Pledges" and "Pledge List". It features a "Filter Options" section with the following controls:

- Filter by Person:** A dropdown menu with a person icon.
- Filter by Account:** A dropdown menu with a grid icon.
- Date Range:** Two date input fields with calendar icons, separated by "to".
- Last Modified:** Two date input fields with calendar icons, separated by "to".
- Active Only:** A checkbox.
- Apply Filter:** A button.

Below the filters is a table with the following columns: Person, Account, Total Amount, Payment Schedule, Starts, Ends, and Last Modified. The table contains two rows of data:

Person	Account	Total Amount	Payment Schedule	Starts	Ends	Last Modified
Ted Decker	General Fund	\$4,700.00	Monthly	11/1/2024	7/31/2025	10/17/2024
Bill Marble	General Fund	\$7,400.00	Weekly	1/1/2025	6/30/2025	10/17/2024

At the bottom of the table, there are pagination controls showing "50", "500", and "5,000" options, along with a summary "2 Financial Pledges". To the right of the table is a "Total Results" summary box:

Total Results	
General Fund	\$12,100.00
Total:	\$12,100.00

At the bottom of the interface, there is a small text credit: "Crafted by Spark Development Network / License".

1 Filter Options

These are the filters available to narrow down the list of pledges.

2 Grid

This is a listing of the pledges that match the filters provided.

Ready for the Spotlight

The Pledge List block has several block settings to show/hide columns and filter settings. This makes it a powerful block for your external website.

From this pledge list page, you can update or add new pledges. The figure below shows this screen with the various options available.

Pledge Detail

Pledge Detail
Home > Pledges > Pledge Detail

Edit Financial Pledge

1 Person
Ted Decker

2 Account
General Fund

3 Total Amount
\$ 4700.00

4 Date Range
11/1/2024 to 5/31/2025

5 Payment Schedule
Monthly

Save Cancel

6 Pledge History
Date Created: 10/17/2024

Category	Who	Did	When
Transaction	Alisha Marble	Added Pledge. Added Person value of Ted Decker [5] Added Account value of General Fund [1] Added Amount value of \$4,700.00 Added Frequency value of Monthly Added Start Date value of 11/1/2024 Added End Date value of 5/31/2025	1 Month Ago

50 500 5,000 1 Change

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1 Person

This is the person who is making the pledge. For families you'll want to pick the *head of house*. As with many of Rock's financial tools, pledges can be viewed from a family perspective when linked to any adult in the family.

2 Account

The account that the pledge is for. Often times this will be a unique account for a capital campaign or building fund.

3 Total Amount

This is the dollar amount that will be given over the duration of the pledge.

4 Date Range

This defines the duration of the pledge.

5 Payment Schedule

This determines how often gifts (financial transactions) will be given to meet the pledge amount.

6 Pledge History

The *Pledge History* tracks any changes made to a person's pledge, including adjustments to the pledge amount, donation frequency, and time frame, along with details on who made each change and when. This provides transparency and accountability, ensuring that any updates are clearly documented. It also helps administrators manage donor relationships and resolve discrepancies efficiently.

Self-Entry

When possible, it's a great idea for members to enter their own pledges online. This not only allows you to reduce the amount of data entry, it also allows them to create a recurring giving profile to match their pledge. The sample external website that comes with Rock already has a pledge entry screen configured for you to use. You can find this page under [Give > Pledge](#).

The screenshot shows a web page titled "Pledge - Self Entry" for "Rock Solid Church Demo". The page has a dark navigation bar with links for "New Here?", "Resources", "Connect", "Give", "Blog", "Calendar", "Watch", and "Log In". Below the navigation bar is a breadcrumb trail: "Home / Give / Pledge".

The main content area is titled "Pledge" and contains a sidebar on the left with links: "Give Now", "Giving History", "Manage Giving Profiles", and "Pledge" (which is highlighted in blue). The main form area has a heading "Pledge" and a sub-heading "Thank you for your interest in making a commitment by pledging. Please complete the form below to complete your pledge."

The form fields are:

- First Name:** Ted
- Last Name:** Decker
- Email:** ted.decker@rocksolidchurchdemo.com
- Date Range:** 01/01/2025 to 06/30/2025
- Total Pledge Amount:** \$ 4700.00

A blue "Save" button is located below the form fields. Below the button is a note: "Note: This commitment is a statement of intent and may be changed as your circumstances change."

At the bottom of the page, there is a footer with the text "Powered by: Rock RMS" on the left and "3120 W Cholla St Phoenix, AZ 85029" on the right.

This pledge block on the external site has several block settings to make it very flexible for you to use.

Pledge Entry Block Settings

1 Enable Smart Names

This feature will attempt to find a matching person record in Rock to link the pledge to. This match will occur if a record exists with an exact match on first name, last name and email address. There's also some logic built in to handle cases when someone types in *Ted and Cindy* or *Ted & Cindy* in the first name field. When this happens only the value *Ted* will be used in the search. If an exact match does not occur a new person record will be created with the record status of pending, for future review by an Admin.

2 Account

If you provide a specific account as a block setting, the guest won't have to pick one, and their pledge will automatically be assigned to this account.

3 New Connection Status

In the case where a new person record must be created this will be the connection status that will be assigned to the record.

4 **Pledge Date Range**

This setting allows you to assign a date range for the pledge. If you provide both a start and end date, these values will be pre-populated behind the scenes, so the guest will not have to worry about entering them. In the Obsidian version of this block (in v16.7), if you provide an end date only, then when the person fills out the form that end date will be pre-populated for them and the start date will automatically be set to today's date.

5 **Show Pledge Frequency**

Determines if the *Pledge Frequency* field should be displayed. You may not want your guest to have to provide this information.

6 **Require Pledge Frequency**

There may be times when you would like to show the pledge frequency but not require someone to enter one. In other cases, you might want to require this item. With this setting you can have it any way you'd like.

7 **Save Button Text**

This setting allows you to customize the text of the *Save* button.

8 **Note Message**

The block allows you to provide a note to your guests to help explain the pledge in more detail.

9 **Receipt Text**

This is the message that will be displayed to your guest upon saving. This is a great place to celebrate their commitment. It comes out of the box configured to link them to set up a recurring donation to match the frequency they selected. If one was not selected, it will allow them to pick one. This field supports Lava, so you can personalize it.

10 **Confirmation Email Template**

You can also select to send a template confirmation email after the save. This email template can use the same liquid merge objects from the Receipt Text field.

11 **Select Group Type**

When you choose a group type here, the person will see a list of groups to which they belong that are of this type. The pledge will be associated with the group the person selects.

12 **Pledge Term**

This will change the word "Pledge" in "Total Pledge Amount" to whatever term you provide. For instance, you might use "Donation" as your Pledge Term, which means the person would see "Total Donation Amount" on the self-service pledge screen.

13 **Phone Types**

If you're using the Obsidian version of this block as of Rock v16.7, you can select which phone types to make available to the person. The phone number field(s) will only show if the person is not logged in.

14 **Required Phone Types**

If you have any Phone Types selected from the setting above, here you can choose which of those phone types are required. This is only available in the Obsidian version of the block.

More On Block Settings

Be sure to read [Designing and Building Websites Using Rock](#) for more information on changing block settings.

Once a person enters their pledge online you can still view and manage it using the same pages as described in the *Managing Pledges* section above.

Pledge Frequencies

In several of the screens above, we mention picking pledge frequencies for determining how often someone will be giving towards their pledge. Rock comes pre-configured with several frequency values, but you can add to or edit them under [Admin Tools > General Settings > Defined Types > Recurring Transaction Frequency](#).

Pledge Analytics

Being able to track the status of pledges and report on pledge progress is critical for most capital campaigns. The pledge analytics block ([Finance > Pledge Analytics](#)) helps to answer these questions. Let's see what it's capable of.

Pledge Analytics
Home > Pledge Analytics

Pledge Analytics

1 Account *
General Fund

2 Date Range
1/1/2024 12:00 AM to 12/31/2024 11:59 PM
Current
Year

3 Pledge Amount to

4 % Complete to

5 Amount Given to

6 Show
 Only those with pledges
 Only those with gifts
 Those with gifts or pledges

Person	Pledge Total	Total Giving Amount	Percent Complete	Giving Count
<input type="checkbox"/> Decker, Ted	\$4,700.00	\$0.00	0%	0
<input type="checkbox"/> Marble, Bill	\$7,400.00	\$1,047.00	14.15%	47

50 500 5,000 2 Items

Total Results

Total Amount Pledged:	\$12,100.00
Total Amount Given:	\$1,047.00

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- 1 Account**
The account(s) that you would like to report on. This will filter both the pledges and giving.
- 2 Date Range**
The date range that will be used to filter pledges. Any pledge that is active during any part of the date range will be used. All gifts in the account selected above will be included in the report regardless of date.
- 3 Pledge Amount**
Limits the pledges that are shown based on the amount of the pledge.
- 4 Percent Complete**
Limits the returned results based on the percentage that has been given towards the pledge.
- 5 Amount Given**
Limits the returned results based on how much the person has given.
- 6 Show**
Determines what should be shown in the result grid.
 - **Only those with pledges:** Only people where a pledge exists will be shown.
 - **Only those with gifts:** Will show anyone with a gift during the date range even if they don't have a pledge.
 - **Those with gifts or pledges:** If you have either a gift OR a pledge, we're going to show you.
- 7 Result Grid**
After clicking the button, the results are shown here.

Giving On The Person Profile

If you're interested in the giving information for a specific person, you can visit their *Person Profile* page. There is a tab that allows you to view their giving information. This tab is configured to only be accessible by people in the following groups:

- RSR - Finance Administration
- RSR - Finance Worker
- RSR - Rock Administration

Contributions - Person Detail Page

1 Giving Overview

First Gift: 7 Years Ago | Last Gift: 22 Hours Ago | Giving Alerts: 0

Last 12 Months: **\$2,035** (15 gifts) | Last 90 Days: **\$635** (6 gifts) ↑ 21.0%

Gives As: **Family**

Giving Journey: **Consistent**

Giving by Month: [Bar chart showing monthly giving amounts]

Giving Characteristics:

- Typical Gift: **\$150** (\$75)
- Typical Frequency: **25d** (±11.7d)
- Percent Scheduled: **0%**
- Frequency: **Variable**
- Preferred Currency: **Check**
- Preferred Source: **On-Site**
- Community View: **99%** (Percent Bin 1)

4 Yearly Summary

	2022	2021
General Fund	\$1,477.25	\$1,695.00
Mission Fund	\$7.84	\$260.00
Total	\$1,485.09	\$1,955.00

5 Transaction List

Filter Options: Enabled Filters | Date Range: 8/7/2022 to 8/14/2022

<input type="checkbox"/>	Person	Date	Amount	Currency Type	Transaction Code	Batch Id	Accounts	Summary
<input type="checkbox"/>	Decker, Ted	8/14/2022 12:00:00 AM	\$100.00	Check		287	General Fund: \$100.00	
<input type="checkbox"/>	Decker, Ted	8/9/2022 8:24:10 PM	\$150.25	Credit Card - Visa	T20220810202410134	282	General Fund: \$150.25	
<input type="checkbox"/>	Decker, Ted	8/8/2022 8:20:45 PM	\$52.00	Credit Card - Visa	T20220810202045119	282	General Fund: \$52.00	

50 | 500 | 5,000 | 3 Transactions

6 Reassign Transactions

- 1 Giving Overview**
The Giving Overview provides a lot of information about the person's giving. We have an entire section dedicated to this below.
- 2 Scheduled Transactions**
Scheduled transactions for the person are listed here, and more can be added.
- 3 Pledges**
A listing of any pledges the person has made, with the ability to add more.

4 Yearly Summary

Summary of total contributions by year for the current person.

5 Transaction List

Filterable list of transactions for the current person.

6 Reassign Transactions

This lets you take the selected transactions and reassign them to a different person. You can also optionally reassign bank accounts. This may be needed in cases of divorce or if two spouses want separate giving statements.

Giving Overview

The Giving Overview features provide detailed analyses of a person's giving and provides you with innovative alerts when an individual's giving patterns change. Keep in mind that this feature is not about money, but instead about shepherding. This feature allows you to respond to life changes as well as celebrate with individuals when they make the decision to trust God with their finances. It's all about measuring heart change.

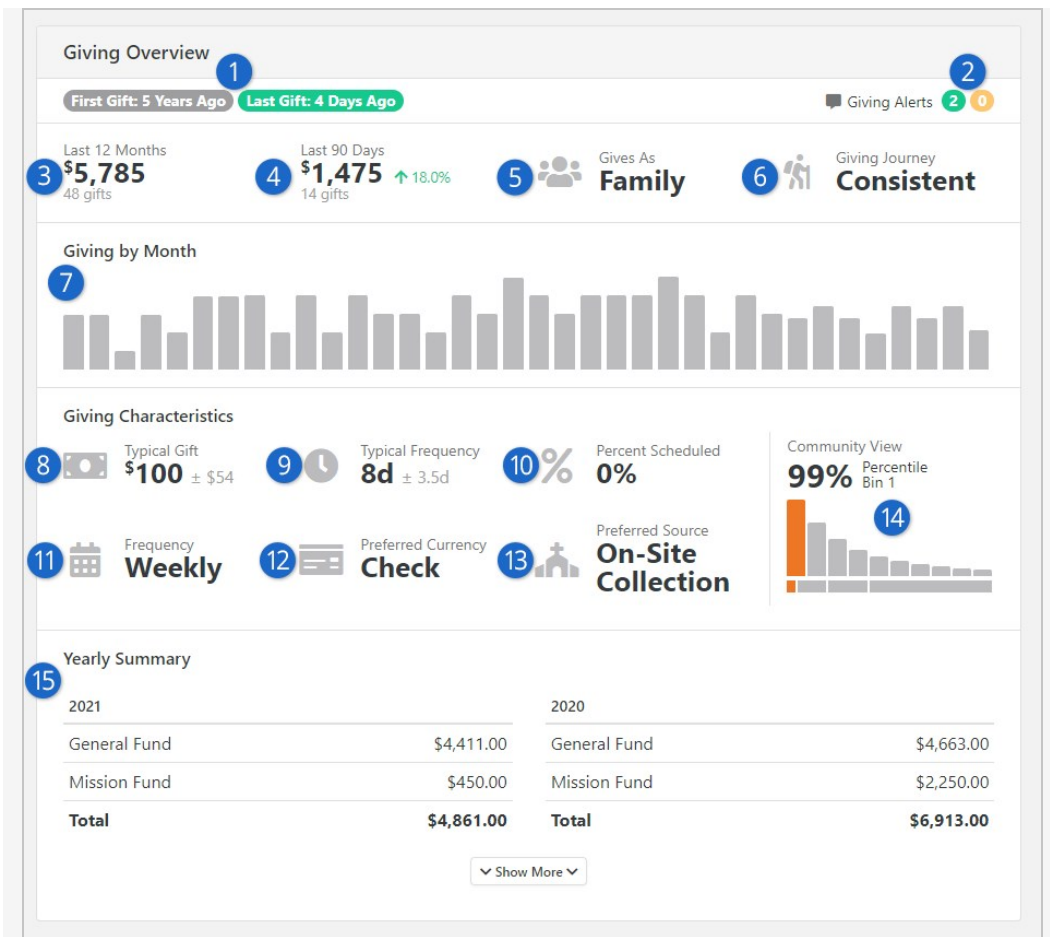
In this chapter we'll explore the different parts of the Giving Overview, how it can be used and the configuration that drives how it works.

Person Profile Giving Overview

Giving Overview information for a person can be viewed on the Contributions tab of the *Person Profile* page. There's a lot of important information packed into the Giving Overview that lets you see many details of a person's giving habits, and changes to those habits. For instance, you'll want to keep an eye on the Giving By Month chart, to look for bars that are unusually high or unusually low, as these can be good indicators that maybe something has changed in the person's life.

Let's take a look at an example for Ted Decker. As you read through, keep in mind that each of these items is stored as a person attribute, making it easy to access this data in reporting, communications or workflows.

Person Profile Giving Overview



- 1 First/Last Gift**
This lets you know how long the person has been giving, and how long it's been since their last gift. This high-level information gives you insight into the person's giving history.
- 2 Giving Alerts**
Giving alerts are triggered when a person's gift meets certain criteria. We have a whole section on Giving Alerts below.
- 3 Last 12 Months**
The total amount given in the past 12 months, as well as the number of gifts during that time.
- 4 Last 90 Days**
This shows how much the person has given in the last 90 days, and the number of gifts. The change compared to the past 12 months is shown, so you can gauge changes to the person's giving and whether they're trending up or down.
- 5 Gives As**
Here you can easily see if the person gives as an individual or as a family.
- 6 Giving Journey**
A person's Giving Journey stage tells us more about their giving habits. In this example Ted is a Consistent giver. Others might be in a different stage in their journey. See the Giving Journey section below for more details.
- 7 Giving by Month**

At a glance you can visualize patterns of giving, showing times when the person's giving has gone up or down compared to other months.

8 Typical Gift

It's important to know what the typical gift looks like for a person, to allow us to identify when their giving changes from the norm so we can react appropriately. This statistic gives the median giving amount, and the typical amount by which that might vary.

9 Typical Frequency

This is the average number of days between gifts. In this example Ted typically gives every eight days, but that can vary by as much as 3.5 days. This tells us that he probably gives weekly, but perhaps not every week.

10 Percent Scheduled

Shows the percentage of the person's gifts that come from scheduled transactions. This helps you identify people who aren't giving as consistently as they could, so you can reach out to them.

11 Frequency

This uses the typical frequency to calculate an overall frequency of giving for the person. Ted gives on a regular basis, so his frequency is classified as Weekly. Others might give on a bi-weekly, monthly, quarterly, erratic or variable basis.

12 Preferred Currency

In this example we can see that Ted primarily gives by writing a check. Others might give using cash, credit cards or other methods.

13 Preferred Source

Ted's preferred way to give is through on-site collection. Others might give through places like your website or mobile application.

14 Community View

This shows you how the person's giving compares to others in the community. This isn't to classify people, but rather to show where this person's giving falls in a larger context. Each person is assigned a bin based on their giving, as detailed in the next section below.

15 Yearly Summary

This area shows a total amount of giving by year for the person, broken up by account. This gives you insight into where the person is giving, in addition to how much.

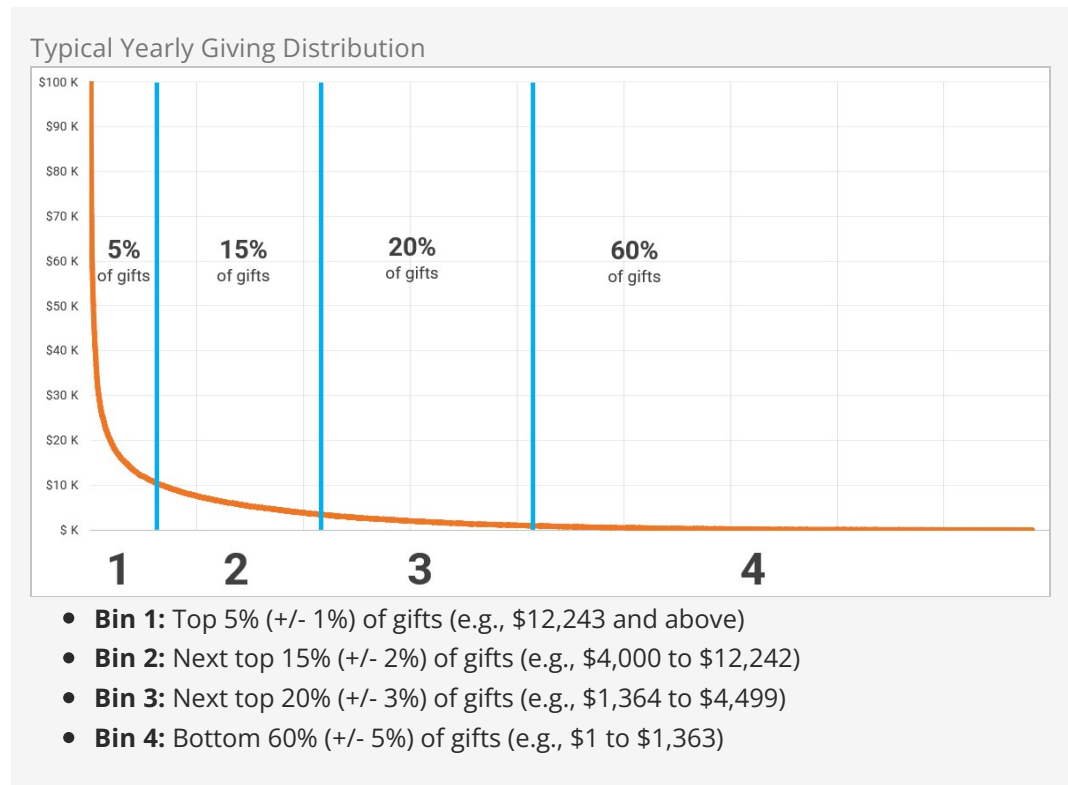
The Giving Characteristics area of the Giving Overview is calculated by the *Giving Automation* job. The other areas are calculated when the information is accessed.

You might have noticed that we use two different methods to calculate the *Typical Gift* and *Typical Frequency*. A lot of time and effort went into ensuring that we use the right calculations the right way. As you continue to read this chapter, you'll find that anything related to a dollar amount (e.g. *Typical Gift*) uses a median and Interquartile Range (IQR) to show the typical giving amount and the amount by which it varies. On the other hand, anything related to giving frequency (e.g. *Typical Frequency*) uses mean (average) and standard deviation to provide the typical frequency and the length of time by which

it varies.

Calculating Community View

The *Community View* is based on a typical yearly giving distribution. In the chart pictured below, the orange line represents giving amounts. The largest gifts are assigned to bin 1, while smaller gifts are assigned to bins 2, 3 and 4.




It's important that we not apply judgement to people based on the bins into which they are placed. We don't want to classify people based on their giving. Instead, we just want to recognize that people are in different stages of their giving. For instance, someone in Bin 4 may simply not understand generosity yet or have not yet put trust in God with their finances.

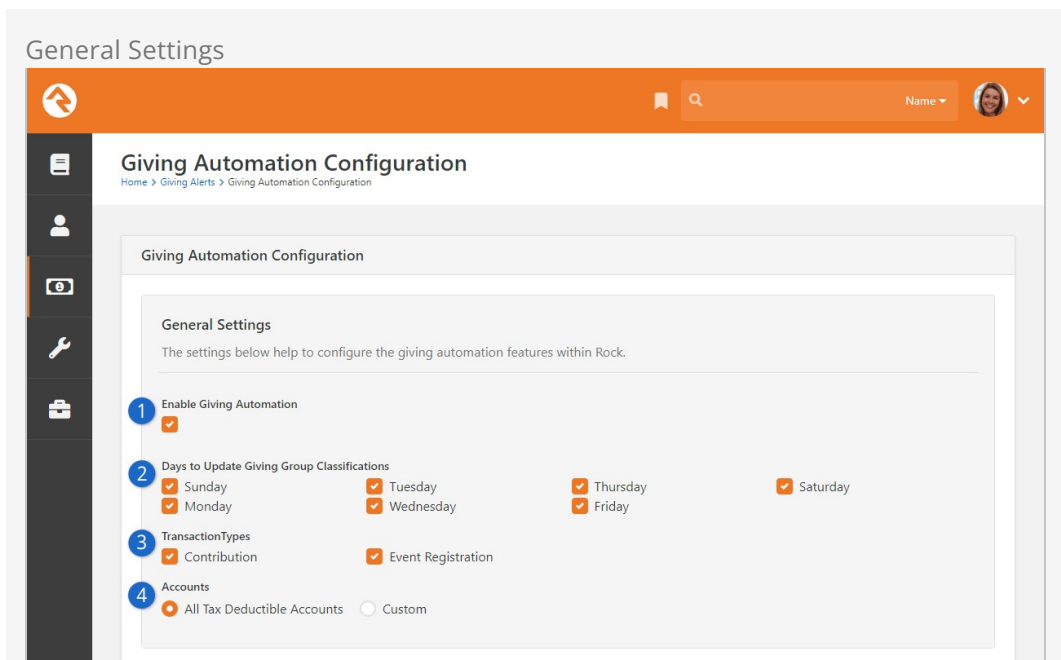
If a person goes from Bin 4 to Bin 3, we often say they've had a change of mind, while going from Bin 3 to Bin 2 is perhaps a change of heart.

If you dive deeply into the numbers, you may find that the placement into bins won't be exactly perfect. It might be off by a percent or two. This is to avoid a scenario where multiple people who gave the same amount are split into different bins. For instance, bin 1 is intended to hold the top 5% of givers but may actually contain 6% of your attendees if many of them have given the same amount or near the same amount.

Giving Automation Configuration

There are some general settings that control how giving automation features work at a high level. These settings drive much of what you see on the Giving Overview and are used by the *Giving Automation* job. This configuration can be accessed by clicking the  icon near the top right of the list of alerts under `Finance > Giving Alerts`. Typically, you

won't make changes to these settings once they're in place.



1 Enable Giving Automation

This needs to be enabled for the *Giving Automation* job to run, perform calculations and assign giving alerts. Even if you're not using alerts, you'll probably want to keep this enabled to ensure the giving information on the *Person Profile* page is up to date and accurate.

2 Days to Update Giving Group Classifications

You might not need to update your giving data every day, or you only need the data updated weekly. For instance, Sunday giving is typically entered on Mondays, so you might choose to only run the update on Mondays. Choosing only certain days to update giving group classifications can help lighten the load on your system.

3 Transaction Types

By default, the giving information described in the prior section comes only from contributions. However, you can choose to include payments for event registrations in the calculations. If you include event registrations, be sure to keep in mind that they do not apply to giving alerts.

4 Accounts

Typically, you'll want the giving calculations to include gifts to any tax-deductible account. However, you can optionally provide a custom list of individual accounts if you want to limit where the giving data is coming from.

Giving Alerts

Giving data has the potential to help you spot changes in a person's life or circumstances. Bearing that in mind, Giving Alerts are designed to let you know when

something has changed in a person's giving habits, so you can take action accordingly. You might want to follow up with someone who has suddenly stopped giving, to make sure everything is okay. Or you might want to show your appreciation for someone who has given more than they usually do. Having two alerts for the same person often signals a significant life change.

There are two types of Giving Alerts. The *Gratitude* alert type is intended to identify when someone has given a large amount or is giving more frequently than they normally do. On the other hand, you'll get a *Follow-up* alert type if the person starts giving less frequently. These alerts are calculated and generated by the *Giving Automation* job and are highly customizable as you'll see below.

Follow-up Alerts

Follow-up alerts should be about the frequency of giving rather than a change to the amount a person gives. For instance, a person might give a smaller amount than normal, but that gift might be in addition to their regular giving and not a sign that they're giving less.

Giving Alerts for an individual can be accessed from the *Person Profile* page under the Contributions tab. A list of all Giving Alerts can be found by navigating to [Finance > Giving Alerts](#). In either case, you'll be brought to a page like the one pictured below.

The screenshot shows a web interface titled "Giving Alerts". It features a navigation sidebar on the left and a main content area. The main content area has a header "Giving Alerts" and a table of alerts. The table has the following columns: Alert Date, Name, Campus, Alert Name, Gift Amount, Amount ± Median, Days ± Mean, Amt Measures, and Freq Measures. Two alerts are displayed:

Alert Date	Name	Campus	Alert Name	Gift Amount	Amount ± Median	Days ± Mean	Amt Measures	Freq Measures
11/18/2021	Ted Decker		Large Gift	\$1,000.00	\$875.00	24.8	4.0 \$215 IQR	2.0 11.9d σ
11/18/2021	Bill Marble		Late Gift	\$100.00	\$-25.00	-43	-1.0 \$25 IQR	-1.3 3.1d σ

At the bottom of the table, there are pagination controls showing "50", "500", "5,000" and "9 Alerts".

1 Alert Type

The alert types are color coded so you can distinguish between *Gratitude* (green) and *Follow-up* (yellow).

- 2 Alert Date**

This is the date the alert was created. This can be useful for reporting or filtering the results.
- 3 Name**

The person's name is displayed as a link. Clicking the link will take you to the Contributions tab of the *Person Profile* page for that person so you can view more information about their giving.
- 4 Campus**

As applicable, the campus associated with the alert is displayed. You can also filter the list of alerts by campus.
- 5 Alert Name**

You can have multiple alerts of the same type, so you'll need to know which specific alert is being viewed. This is a good reason to give your alerts descriptive names.
- 6 Gift Amount**

The amount of the gift that triggered the alert is shown for reference as a link. Clicking the link will take you to the *Transaction Detail* page for the transaction, allowing you to view its details.
- 7 Amount +/- Median**


Each person has a median giving amount, which reflects their typical gift. For the gift that triggered the alert, this column shows how much above or below the gift's amount is compared to the person's median gift amount. For instance, if a person's typical gift is \$100 and an alert was triggered when they gave \$200 then this column would show \$100. You might set up a *Gratitude* alert for people in this scenario.
- 8 Days +/- Mean**

Each person has a typical giving frequency. For instance, a person might have a mean average of one gift every 30 days. For the gift that triggered the alert, this column shows how many days before or after their expected gift that it was received. This tells you if the person gave sooner or later than expected.
- 9 Amount Measures**

Provides the person's current median giving amount and current IQR (Interquartile Range) at the time of the gift. This lets you compare the gift that triggered the alert to the person's typical gift amount.
- 10 Frequency Measures**

Provides the current mean frequency of giving for the person and the current standard deviation at the time of the gift.

Giving Alert Configuration

Now that you're familiar with what Giving Alerts look like, let's see how you can set them up. The configuration for Giving Alerts can be accessed by clicking the  icon near the top right of the list of alerts under `Finance > Giving Alerts`.

The Giving Alert configuration is near the bottom of the page, below the General Settings and Giving Journey settings. As you review this configuration, keep in mind that

you don't want to be bugging people all the time about changes to their giving patterns. Make use of the Repeat Prevention Duration settings as described below to ensure alerts are generated at reasonable frequencies.

Giving Alerts Configuration

Giving Alerts

The configuration below will be used to generate alerts. An alert will be triggered the first matching rule unless that rule is configured to continue matching other rules.

1 Global Repeat Prevention Duration 30 days

2 Gratitude Repeat Prevention Duration days

3 Follow-up Repeat Prevention Duration days

Name	Campus	Min Amount	Max Gift Amount	Action	Continue
Large Gift	All Campus			⚙️ ↓	✓ ×
Late Gift	Main Campus			⚙️ ↓	×

4

5

Save Cancel

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1 Global Repeat Prevention Duration

You don't want to be bugging people all the time about changes to their giving patterns. Setting this will prevent alerts of either type from being created within the specified number of days after an initial alert. In this example, if an alert is triggered for a person, that person won't get another alert of any type for at least 30 days.

2 Gratitude Repeat Prevention Duration


This setting controls how many days should pass after a *Gratitude* alert is generated for a person before another *Gratitude* alert is generated for the same person. A person may give more generously or more frequently, but that doesn't mean an alert should be generated every time. For instance, if a monthly giver were to give a large gift in the middle of the month, you might only want to thank them once even though they gave more frequently and more than usual.

3 Follow-up Repeat Prevention Duration


This is like the above setting but applies to *Follow-up* alert types. Typically, if you wanted to check in on someone who is giving less frequently, you don't need multiple different reasons to do it. In other words, you don't want to have multiple follow-up alerts in a small timeframe because you don't want to reach out to the person more than once in that timeframe.

4 Alerts

This is the listing of alerts that you have configured. The order of these alerts matters. Rock will evaluate a person for alerts from the top down. Once a person gets an alert they will not be evaluated for the next alert in the list unless the *Continue* option is enabled. You can click and drag the

 icon to move each alert up or down. Clicking on an alert row will open the configuration for that alert.

5 Add New Alert

New alerts can be added by clicking the  icon near the bottom of the list. The configuration you'll use is described below.

Settings for Giving Alerts

Each alert has its own settings, with options that let you control exactly when the alert should occur and what actions to take when it does.

As you set up your alerts there are a few things to keep in mind. The most important part is deciding whether you're creating a *Gratitude* alert or a *Follow-up* alert. *Gratitude* alerts are great for recognizing when someone gives a larger gift than normal, or more frequently than usual. *Follow-up* alerts should be used for tracking when someone starts giving less frequently. In the next section we'll give some suggestions for how to use these settings to set up alerts of different types.

Giving Alert Settings

Alert Details

1 Name

2 Person Campus

Account

4 Include Child Accounts

3 Alert Type Gratitude Follow-up

5 Continue If Matched

6 Days to Run Sunday Monday Tuesday Wednesday Thursday Friday Saturday

7 Repeat Prevention Duration days

Match Criteria

The following criteria will be considered to determine if this alert should be fired.

8 Amount Sensitivity Scale

For gratitude alerts, the amount sensitivity scale determines when a 'larger amount than usual' gift triggers the alert.

Typical Values are shown below.

- 2 (Aggressive) - This would alert when a gift was more than 2 times the interquartile range (IQR) from their median gift amount. For a bi-weekly giver with a median gift of \$400 and an IQR of \$65, this alert would be generated if a gift of \$530 was received.
- 3 (Normal) - This would alert when a gift was more than 3 times the interquartile range (IQR) from their median gift amount. For a bi-weekly giver with a median gift of \$400 and an IQR of \$65, this alert would be generated if a gift of \$595 was received.

In the event that there is a very consistent giver — every gift is the exact same amount — we use a fallback value. The fallback amount sensitivity is calculated as 15% of the median gift amount.

9 Frequency Sensitivity Scale

For a gratitude alert, the frequency sensitivity scale determines when to generate an alert if a gift is earlier than usual.

Typical Values are shown below.

- 2 (Aggressive) - This would alert when the frequency of a gift is earlier than 2 times the standard deviation. For a bi-weekly giver with a mean of 14 days and a standard deviation of 3.8, an alert would be generated for a gift if it has been fewer than 10 days since their last gift. (4 days early).
- 3 (Normal) - This would alert when the frequency of a gift is earlier than 3 times the standard deviation. For a bi-weekly giver with a mean of 14 days and a standard deviation of 3.8, an alert would be generated for a gift if it has been fewer than 7 days since their last gift. (7 days early).

In the event that there is a very consistent giver — every gift is the same number of days apart — we use a fallback value. The fallback frequency sensitivity is calculated as 15% of the average days between gifts. If that value is less than 3 days, then we again fallback to 3 days.

10 Minimum Gift Amount Maximum Gift Amount

11 Minimum Median Gift Amount Maximum Median Gift Amount

12 Maximum Days Since Last Gift days

13 Person Data View

Alert Actions

If the criteria above is matched the following actions will be taken.

14 Launch Workflow of Type

15 Connection Type

16 Send Donor Communication From Template

17 Send Account Participant Communication From Template

18 Send Bus Event

19 Alert Summary Notification Group

Save Cancel

- 1 Name**

A descriptive name will help you easily identify the alert and its purpose. This is especially helpful when you're looking at lists of alerts as shown in the sections above.
- 2 Person Campus**

An alert will only be generated if the person's campus matches the campus selected here. This lets you have different alerts for different campuses.
- 3 Alert Type**

As described in the sections above, alerts can be of type *Gratitude* or *Follow-up*. It's important to pick the right type for the alert you're setting up.
- 4 Account**

You can optionally limit alerts to gifts given to a certain financial account. You also have the option of including child accounts under the selected account.
- 5 Continue If Matched**

This setting controls whether Rock should continue evaluating a person for other alerts if they get this alert. Leaving this disabled can help ensure the person doesn't get multiple alerts for the same gift. However, depending on your setup, having multiple alerts can provide a more complete picture of how this gift compares to the person's normal giving.
- 6 Days to Run**

You probably won't need every alert to be processed on every day of the week. For instance, you may only want to calculate alerts on Mondays or Tuesdays after all the weekend giving has been entered. Calculating alerts only one or two days out of the week also lightens the load on your system when the *Giving Automation* job runs.
- 7 Repeat Prevention Duration**

This is the number of days that must pass before an individual who gets this alert can get it again. This is similar to the Repeat Prevention Duration configurations discussed in the prior section, except this applies to only this one alert.
- 8 Amount Sensitivity Scale**

This is where you find people who gave more or less than usual. The higher the number, the further from the person's normal giving level the gift must be to trigger the alert. You could use this to trigger a *Gratitude* alert for people who gave more than usual. Be sure to read the on-screen details and examples to guide you in choosing a value. This setting only applies to people who have given more than five gifts in the previous 12 months.
- 9 Frequency Sensitivity Scale**

This is like the above setting but identifies people who gave more frequently or less frequently than normal. You might use this to trigger a *Follow-up* alert for someone who gives regularly but seems to have stopped for some reason. This setting only applies to people who have given more than five gifts in the previous 12 months.
- 10 Min/Max Gift Amount**

You might not want an alert created for all gifts, even if they match the alert criteria you've configured. Adding values here will limit who gets an alert based on the amount of their gift. For instance, you might skip an alert for gifts under \$10. Or, you might have a separate alert for particularly large gifts.

11 Min/Max Median Gift Amount

This is similar to the above setting but looks at the person's median gift amount. This lets you trigger the alert only if the person regularly gives a certain amount. For instance, you might not want an alert to be triggered for someone who gives \$1 every week and then stops.

12 Maximum Days Since Last Gift

This setting gives you another way to control who gets alerts based on the frequency of giving. You could use this to set up a *Gratitude* alert for someone who has given twice in the past week.

13 Person Data View

Data Views are a powerful and flexible way to identify the exact population of people for whom you want to create alerts. For instance, you might only want alerts for people with a certain connection status.

14 Launch Workflow of Type

A workflow is a great way to take action on an alert. With the power and flexibility of workflows, you can do just about anything. Keep in mind that the person the alert is about (i.e., the financial transaction's 'authorized' person) is set as the workflow initiator.

15 Connection Type

Especially for *Follow-up* alerts, you might want to create a connection request for the person. Selecting a Connection Type will provide a second field where you can specify the Opportunity that the connection request should be added to. The person receiving the alert will be set as the requester.

16 Send Donor Communication From Template

You can choose to automatically send a communication to the person receiving the alert using the selected template. If you're creating a new alert you might want to wait before using this feature, to ensure the alert is getting generated for the population you intend to target.

17 Send Account Participant Communication From Template

If you have an Account filter set up (see #4 above) you can use this field to send a communication to anyone who is listed as an *Account Participant* within the Account's configuration, with the Purpose Key of *Giving Alerts*.

18 Send Bus Event

This setting only applies if you have a Message Bus set up. If you do, and if this is enabled, the alert will trigger an event to be sent.

19 Alert Summary Notification Group

Members of the selected group will receive an email notifying them that a giving alert has been created for the person. By default, the email only provides the person's name and a link to the alert. The system communication used for this is *Financial Transaction Alert Summary*.

Deleting Transactions

If you delete a financial transaction that triggered an alert, the alert will also be deleted automatically behind the scenes.

Giving Alert Examples

Now that you're familiar with the different options you have for Giving Alerts, below are some ways that you might implement them. Keep in mind these are only suggestions based on some common use cases.

- **Late Gift Alert**
 - Alert Type is Follow-up
 - Positive number in the Frequency Sensitivity Scale
- **Early Gift Alert**
 - Alert Type is Gratitude
 - Negative number in the Frequency Sensitivity Scale
- **Larger Gift Than Usual**
 - Alert Type is Gratitude
 - Positive number in the Amount Sensitivity Scale
- **A Single Large Gift**
 - Alert Type is Gratitude
 - Frequency Sensitivity Scale and Amount Sensitivity Scale are blank
 - Minimum Gift Amount has a high value
- **Large Gift for People Who Don't Normally Give That Amount**
 - Alert Type is Gratitude
 - Frequency Sensitivity Scale and Amount Sensitivity Scale are blank
 - Minimum Gift Amount has a high value
 - Maximum Median Gift Amount has a value lower than the Minimum Gift Amount (first-time giver would be \$0.00)

Giving Journey

Each person can be thought of as being in a certain stage of a giving lifecycle. Has the person just started giving, or have they been giving for a while, or have they stopped giving? Rock's Giving Journey feature helps you identify which stage a person is in. This gives you insight into where their heart is, and helps you identify the changes in heart that are reflected in giving patterns.

There are six stages in the Giving Journey that a person moves through:


1. Non-Giver
2. New Giver
3. Occasional Giver
4. Consistent Giver
5. Lapsed Giver
6. Former Giver

While a lot of thought and effort went into the configuration that ships with Rock, you

can customize the conditions that must be met for a person to be placed in each stage according to what makes sense for your organization.

Keep in mind that a person's current and previous Giving Journey stage are both stored as person attributes called *Current Journey Giving Stage* and *Previous Journey Giving Stage*. There's also a person attribute for the date that their stage changed, called *Journey Giving Stage Change Date*. This makes it easy to create data views, reports, SQL queries and targeted communications based on a person's Giving Journey information.

All changes to the *Current Journey Giving Stage* are written to the History table for in-depth analysis. Also, you could enable Analytics and Analytics History on the attribute for BI purposes.

To access the Giving Journey settings, navigate to `Finance > Giving Alerts` and click the  icon near the top right corner of the block. A person is evaluated for each stage in the order listed on the page until a match is found.

Giving Journey Configuration

Giving Journey Settings

Settings to define the journey stage for an individual. The classification process works by looking at the criteria for each stage and selecting the first one that matches.

- Days to Update Giving Journeys**
 Sunday Tuesday Thursday Saturday
 Monday Wednesday Friday
- Former Giver**
No Contribution in the Last days and Median Frequency Less Than days
Former Givers are defined as not having a contribution since the number of days provided and having a median frequency less than the number of days provided. Providing no value for Median Frequency would have the effect of not having it be considered.
- Lapsed Giver**
No Contribution in the Last days and Median Frequency Less Than days
Lapsed Givers are defined as not having contributed since the number of days provided and having a median frequency less than the number of days provided. Providing no value for Median Frequency would have the effect of not having it be considered.
- New Giver**
Contribution Count Between to and First Gift in the Last days
New Givers are defined as having a total contribution count between the values provided. Their first contribution must also be within the number of days configured.
- Occasional Giver**
Median Frequency Days to
Occasional Givers are defined as having a median frequency between the days provided. They must also have at least one gift in that time frame.
- Consistent Giver**
Median Less Than days
Consistent Givers are defined as having a median frequency less than the days provided. They must also have at least one gift in that time frame.
- Non-Giver**
Non-Givers are defined as having never given.

1 Days to Update Giving Journeys
It takes a lot of number crunching to calculate a person's Giving Journey stage, and the stage is unlikely to change twice in the same week for a person, so you don't need to calculate this every day. The default day is Tuesday, which is typically after most giving from the weekend has been entered into Rock.

2 Former Giver

This stage applies to someone who hasn't given for a significantly long time, where we can confidently say that the person has stopped giving entirely. Out of the box, Rock defines this as someone who hasn't given in over a year and who used to give at least once every 320 days (median frequency).

3 Lapsed Giver

Lapsed givers were likely occasional givers or consistent givers at some point but haven't been giving lately. Someone in this stage might have recently had a change in their lives.

4 New Giver

As you might have guessed, this is someone who has recently given for the first time. New givers should be celebrated, as this likely reflects a change in heart.

5 Occasional Giver

An occasional giver gives somewhat sporadically. They are active givers, but maybe only give once every couple of months.

6 Consistent Giver

Out of the box a consistent giver would be someone who regularly gives at least once a month. This speaks volumes about where their heart is. A consistent giver might be someone with a Scheduled Transaction set up.

7 Non-Giver

A non-giver has never given. This could identify someone who hasn't yet put full trust in God regarding their finances.

Family Giving

By default, giving transactions are summarized by family. This means that spouses share the same giving total even if they split the duties of writing the checks.

Multiple Families

Since Rock allows people to be in multiple families, you can choose which family their giving applies to. This can be set from their *Person Profile* page by clicking the *Edit Individual* button, then *Advanced Settings*. The *Combine Giving With* allows you to pick a specific family.

Individual Giving

There are situations where even married couples will want their gifts split onto separate giving statements. If you leave the *Combine Giving With* field discussed above blank, it will mark the individual as giving separate from the family.

Businesses

While Rock is all about managing people, there are some scenarios when financial transactions need to be managed for entities like businesses. Don't worry. Rock still has you covered. Businesses can be easily managed under `Finance > Businesses`.

Managing business giving is also easy. Out of the box, Rock is set to allow business giving. When an individual gives as a business, both the individual and business information and giving history will appear in the Give Now and Giving History screens. If you don't want business giving available for your organization, simply disable this feature by selecting 'no' in the Enable Business Giving option in the Contributions block settings of the Give Now screen. For more information on Rock's business giving options, see the Online Giving section above.

Business List

Home > Businesses

Convert Person/Business

<input type="checkbox"/>	Business Name	Contact Information	Address	Contacts	Campus
<input type="checkbox"/>	King Hardware	(623) 555-8888 king.hardware@fakeinbox.com	3120 W Cholla St Phoenix, AZ 85008-7475		Main Campus
<input type="checkbox"/>	Copper State Glass and Screen	(623) 555-8880 copperstateglass@fakeinbox.com	4129 W Charter Oak Rd Phoenix, AZ 85029-2944	Marble, Bill	Main Campus

50 | 500 | 5,000 | 2 Businesses

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From the business list you can add new businesses, or you can click on a business to edit its details.

Business Details

Business Detail
Home > Businesses > Business Detail

Edit Rock Solid Landscaping Active

Record Status **1**

Campus **2**

Name **3**

Address **4**

Save former address as Previous address

Contact Information **5**

Phone Number SMS Unlisted

Email Address

Email Preference Email Allowed No Mass Emails Do Not Email

Advanced Settings **6**

Search Keys **1**

Search Type	Search Value
No Search Keys Found	

- 1 Record Status**
Like individuals, businesses have a record status that allows you to mark them as inactive. Businesses can't be deleted from the database because there are historical financial transactions tied to them.
- 2 Campus**
Also like individuals, businesses can be assigned to a campus.
- 3 Name**
The name of the business.
- 4 Address**
The address of the business. Like families, businesses can have a Previous address.
- 5 Contact Information**
Businesses allow you to store a phone number and an email address. This should be the contact information for the business itself, not the person associated with the business.

6 Advanced Settings

Search Keys help prevent duplicate records from being created. Typically, you would use this field to store outdated or alternate email addresses for the business.

Businesses Are People Too

Behind the scenes, businesses are actually stored as special types of person records. You'll find people and businesses have much in common. For instance, you can optionally include businesses as valid values for attributes of type Person.

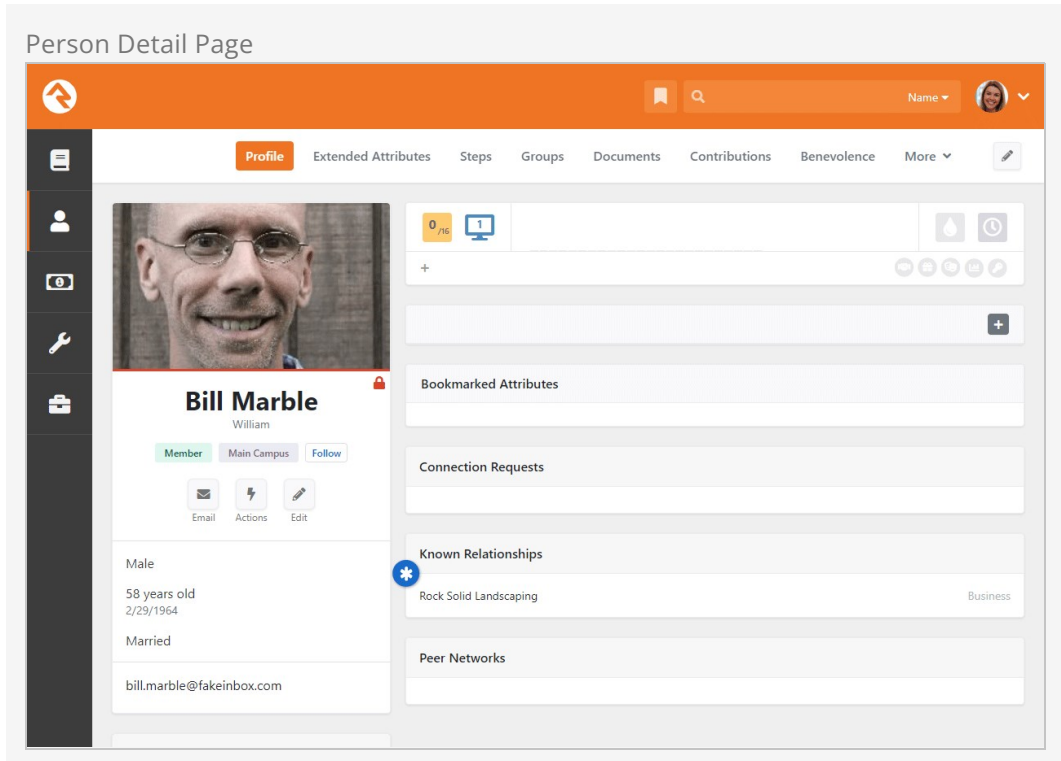
Business Contacts

While businesses will be the source of donations and gifts (financial transactions), there will most likely be an individual that links the business to your organization. Being able to manage these relationships is important.

Once a business is saved, you can add contacts to the business from the individuals stored within Rock. These relationships can be viewed on the *Business Detail* page and also on the *Known Relationships* section of the *Person Profile* page of the individual.

The screenshot displays the 'Business Details' page for 'Rock Solid Landscaping'. The page is divided into several sections:

- Business Details:** Shows the business name 'Rock Solid Landscaping', an 'add tag' button, and contact information: Address (3120 W Cholla St, Phoenix, AZ 85029-4113), Phone Number ((623) 555-5541), and Email Address (rockrocks@rocksolidchurchdemo.com). An 'Edit' button is located below the details.
- Business Contacts:** A table with columns for Contact Name, Amount, and a status indicator. It shows one contact: 'Bill Marble' with a status of '1 Contact'. There are input fields for amounts (50, 500, 5,000) and a 'Contact Name' field.
- Giving Configuration:** Includes an 'Add One-time Gift' button and a 'Scheduled Transactions' section. The 'Scheduled Transactions' table shows a 'General Fund' with a 'Monthly' frequency, 'Next Gift 4/10/2022', and an amount of '\$50.00'. The card also notes 'Visa - 4444 | Exp: 03/24'.



Business Contributions

Just as you can view the giving information for a specific person, you can also view the giving information for a business. To do this, simply go to [Finance > Businesses](#) and select the business name from the Business List. Rock will display all of the information and contribution history for that business, including yearly contribution statements. Financial transactions can also be entered from the Business Detail screen. Options include either a one-time gift or a new scheduled transaction.

Contributions - Business Detail Page

Business Detail
Home > Businesses > Business Detail

Business Details Active

Rock Solid Landscaping

add tag

Address: 3120 W Cholla St, Phoenix, AZ 85029-4113

Phone Number: (623) 555-5541

Email Address: rockrocks@rocksolidchurchdemo.com

[Edit](#)

Business Contacts

Contact Name: Bill Marble

50 | 500 | 5,000 | 1 Contact

1 Summary of Contributions

Year	General Fund	Total
2022	\$50.00	\$50.00

2 Add Transaction

3 Scheduled Transactions

General Fund: Monthly | Next Gift 4/10/2022 | \$50.00
 Visa - 4444 | Exp: 03/24

4 Pledges

4/10/2022 37 weeks: \$600.00
 General Fund | Monthly

5 Available Contribution Statements

2022 YTD

6 Transaction List

Person	Date	Amount	Currency Type	Transaction Code	Batch Id	Accounts	Summary
Rock Solid Landscaping	4/5/2022 9:32:07 AM	\$50.00	Credit Card - Visa	T20220405093207014	282	General Fund: \$50.00	

50 | 500 | 5,000 | 1 Transactions

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- 1 Summary of Contributions**
Summary of total contributions by year for the business.
- 2 Add Transaction**
Click this button to add a one-time gift from the business.
- 3 Scheduled Transactions**
List of all recurring scheduled transactions.
- 4 Pledge List**
List of financial pledges for the business.
- 5 Available Contribution Statements**

Links to available contribution statements by year.

6 **Transaction List**

Filterable list of transactions for the business.

Scheduled Transactions for Businesses

Just as you can set up scheduled transactions for an individual, you can also set them up for a business. The process is the same, but rather than going to the contributions tab on a person's profile, you locate the business in the Businesses screen ([Finances > Businesses](#)). From the Business Detail screen, you can either enter a one-time gift or set up a new scheduled transaction.

Business Details

At the top of the *Business Detail* page is the Business Detail block. This block shows details about the business like the name and contact information and allows you to edit those details. It also has a few settings that you'll want to know about.

Business Detail Block Settings

1 Name

You can change the name of the block if desired. This is typically only visible to administrators.

2 Communication Page

By default, clicking on the email address for the business will take you to the *New Communication* page that ships with Rock. Here you can set an alternate page that the person will be taken to instead.

3 Badges

Yes, businesses can have badges too! Badges selected here will be displayed under the name of the business.

4 Display Tags

Just like you can tag other entities like people or groups, you can tag businesses. Tagging is a great way to organize and categorize businesses for reporting purposes. If you don't want tags to be displayed for businesses, set this to No.

5 Tag Category

If you are displaying tags, you can set the Category here to only show tags in that category. If specified, all new personal tags will be added with this category. You can maintain your tag categories under [Admin Tools > General Settings > Tag Categories](#).

6 Search Key Types

Rock ships with only one Search Key Type (Email) but you may have added others. This setting lets you limit which Search Key Types can be added to businesses.

7 Business Attributes

Attributes are a great way to track information about a business beyond their name and contact information. The attributes you list here can be edited when the business is edited and will be displayed near the bottom of the Business Detail block.

8 Workflow Actions

Just like you can on the *Person Profile* page, you can launch actions for businesses. Simply list the workflows you want to have available, and an *Actions* drop-down menu will be available near the top right of the page.

9 Additional Custom Actions

Beyond workflows, you can have other custom actions. See the help icon on the page for an example of how this would look.

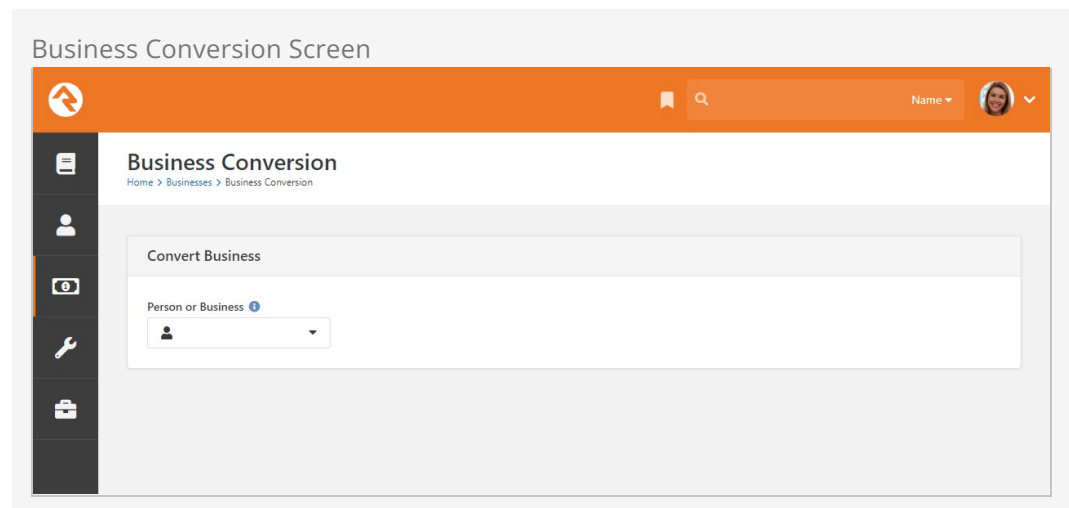
10 Context - Entity Type

This block is context aware, and this is where you set the entity type. You can read more about using context in our *Designing and Building Websites Using Rock* manual.

Converting a Person to a Business

While working with transactions, you may realize it would be best for Rock to consider a particular person a business or vice versa. Rock allows you to do this, though you'll rarely need to.

The process of converting a person to a business or a business to a person is simple. Access the *Business Conversion* screen by clicking the `Convert Person/Business` button at the top of the *Business List* screen, located at `Finance > Businesses`.



Select the person or business you want to convert, double check that the settings Rock

will use to convert the person or business are correct and click [Save](#) .

Rock won't convert a person with family members to a business because it would result in those family member records being lost. To convert a person with family members to a business, first move the person to their own family.

Merging Business Records

Just like you can merge person records, you can also merge business records. Typically, this is only needed if a single business has more than one record in your system.

You can merge business records directly from [Finance > Businesses](#) by selecting the businesses you want to merge and clicking the icon. You can also use the Smart Search to look for businesses with similar names.

Select Businesses to Merge

Businesses

Home > Businesses

Convert Person/Business

Business List

Filter Options

<input type="checkbox"/>	Business Name	Contact Information	Address	Contacts
<input type="checkbox"/>	Rock Solid Landscaping	(623) 555-5541 rockrocks@rocksolidchurchdemo.com	3120 W Cholla St Phoenix, AZ 85029	Marble, Bill
<input type="checkbox"/>	Rock Solid Landscaping	(623) 555-5514 rockrocks@rocksolidchurchdemo.com	3120 W Cholla St Phoenix, AZ 85029-4113	

50 500 5,000 2 Businesses

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If you've ever merged person records before, the page below will look very familiar. The first thing you'll want to do on this screen is pick the master record near the top. This is the record that the others will be merged into. Then, look at each row and ensure that the correct value is selected. If a value isn't correct on the master record, you can choose to select the data from one of the other records. After you've selected the data to keep, just click [Merge Records](#) to complete the merge.

Merge Businesses

Business Merge
Home > Businesses > Business Merge

Merge Records

<input checked="" type="checkbox"/>	Rock Solid Landscaping Business 3120 W Cholla St Phoenix, AZ 85029 (Work) 3120 W Cholla St Phoenix, AZ 85029 (Home) Last Modified 1 Month Ago by Alisha Admin	<input type="checkbox"/>	Rock Solid Landscaping Business 3120 W Cholla St Phoenix, AZ 85029-4113 Last Modified 3 Days Ago by Alisha Admin
Connection Status	<input checked="" type="radio"/> Web Prospect	<input type="radio"/>	
Phone Numbers			
Work	<input type="radio"/> (623) 555-5541	<input checked="" type="radio"/> (623) 555-5514	
Addresses			
Home	<input checked="" type="radio"/> 3120 W Cholla St Phoenix, AZ 85029	<input type="radio"/>	
Work	<input type="radio"/> 3120 W Cholla St Phoenix, AZ 85029	<input checked="" type="radio"/> 3120 W Cholla St Phoenix, AZ 85029-4113	

Merge Records

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The address displayed at the top of the merge block is shown for reference only. After selecting the primary/master record, you'll still need to pick which address(es) to carry forward.

Security For Finance

The finance features in Rock have been secured to only give access to those who need it. The following security roles have been created with the permissions below.

Finance Security Roles

RSR - Finance Worker: The finance user role is allowed to view and edit basic finance information like batches and transactions. They are not allowed to make modifications to the configuration of the finance features. For instance, they can't add a new account or edit an existing account. Similarly, this role can view businesses but cannot add new businesses or edit existing ones. This role does not have access to any benevolence features.

RSR - Finance Administration: The finance administrator role is allowed to view and edit all finance information including configuration information like accounts.

Areas That Are Secured

The following areas of Rock have been secured to limit access to financial information. Only those in the finance roles will have access to the following:

- **Finance Admin Pages:** All the pages under *Finance* on the main navigation.
- **Person Details Contribution Tab:** The *Contributions* tab on the *Person Profile* page.
- **Rock Check Scanner:** Log-in to use this application.
- **Data View Filters:** Write data views that report on financial information. (Once the data views are created however, anyone who has permission to view the data view can run them. Be sure to secure the data views you create.)
- **Reports:** Creating reports. (Once the reports are created though, they can be run by anyone with view access to the report.)

Additional Security Actions

The following can be secured separately from the permissions provided to Finance Workers and Administrators:

- **Financial Batch Entity:** Only those with security permission will be able to reopen or delete a batch.
- **Financial Transaction Entity:** Only those with security permission will be able to initiate a refund.
- **Filter by Person on Transaction List Block:** Only those with security permission

will be able to filter transactions on the Transaction List block by person.

Benevolence

The benevolence feature allows you to track the assistance you provide to those in need. This tracking allows you to better understand who is being helped and how much help you are providing. Let's see what's possible.

Request List

The benevolence features can be found under `Finance > Benevolence`. The first screen shows a list of benevolence requests that have been entered into the system. This list will quickly grow to be quite long so be sure to use the filters at the top to help you find the specific requests you're working on.

Benevolence List

The screenshot displays the 'Benevolence List' interface. At the top, there is a navigation bar with a home icon, a search bar, and a user profile. Below this is a sidebar with icons for home, user, filter options, settings, and a briefcase. The main content area is titled 'Benevolence' and contains a 'Benevolence Requests' table. The table has columns for Date, Campus, Name, Connection Status, Government ID, Request, Assigned To, Result Summary, Result Specifics, Status, and Total Amount. Three requests are listed: one denied, one pending, and one approved. A 'Total Results' box at the bottom right shows a total of \$100.00 for provided financial assistance. A footer note states 'Crafted by Spark Development Network / License'.

Date	Campus	Name	Connection Status	Government ID	Request	Assigned To	Result Summary	Result Specifics	Status	Total Amount
1/18/2022	Main Campus	Frank Dexter	Member		Needs help with rent this month.	Alisha Marble			Denied	\$0.00
1/16/2022	Main Campus	Sarah Simmons	Member		Requested help with groceries.	Alisha Marble			Pending	\$0.00
1/9/2022	Main Campus	Ben Jones	Member		Needed help with this month's electric bill.	Alisha Marble	Provided Financial Assistance (\$100.00)		Approved	\$100.00

Total Results

Provided Financial Assistance:	\$100.00
Total:	\$100.00

- 1 Benevolence Types**
Click the gear icon to add or manage different *Benevolence Types*. For instance, you might have a type for "Housing" or "Food Assistance".
- 2 Benevolence Requests**
This is a filterable list of all the Benevolence Requests in your system. New requests can be added by clicking the button at the top or bottom of the grid.
- 3 Total Results**
At the bottom of the screen, you'll see summary totals for each category of assistance you have provided. These totals are for all of the transactions that match the provided filters.

Benevolence Types

Rock lets you create *Benevolence Types* that can be assigned to each Benevolence Request. This is a great way to categorize requests, allowing you to specify the type of benevolence (e.g., Housing, Food Assistance, Utility Bills) that applies to the request.

You can create or maintain *Benevolence Types* by navigating to [Finance > Benevolence](#) and clicking the button near the top-right of the grid. As described below, there are a few features of *Benevolence Types* that you'll want to know about.

Benevolence Type Detail
Home > Benevolence > Benevolence Types > Benevolence Type Detail

Edit Benevolence Type

Name ^{*}
Benevolence

1 Show Financial Results Active 2

Description
The default benevolence type.

3 Request Lava Template [?]

4 Maximum Number of Documents [?]
6

5 Workflows

Workflow Type	Trigger
Benevolence Request Follow-Up	Status Changed

Save Cancel

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1 Show Financial Results

If this is disabled, then you will not be able to add a Result Type to the request. The Results Summary and Next Steps Provided fields can still be used. See the following sections below for more information.

2 Active

You can make each *Benevolence Type* Active or Inactive. You might make a type Inactive if it's no longer being used or is only used certain times of the year.

3 Request Lava Template

The template you provide here will appear on the Benevolence Request view screen, below the person's contact information and above the request details. You can personalize this content using Lava. This is a powerful way to add more detail to the request, or to provide buttons or links that the person working the request can click.

4 Maximum Number of Documents

Here you can specify how many documents can be uploaded for each request of this type. If "0" is chosen, then documents can't be attached.

5 Workflows

Workflows can be automatically launched for the Benevolence Request using triggers that you define. You can also select *Manual* to have a button added to the request page that the person can click to launch the

workflow. In this example, the workflow is launched when the request's status changes from Pending to Approved.

Benevolence Request View

The screen pictured below is what you'll see when you access a specific Benevolence Request from the request list. This page lets you view all the details surrounding the request and allows for adding Result Types if *Show Financial Results* is enabled for requests of this type. Let's break down what you can see and do on this page.

View Benevolence Request

Benevolence Detail
Home > Benevolence > Benevolence Detail

Benevolence Request Benevolence Main Campus Approved

Ben Jones (Benjamin)
Member [View Profile](#)

Assigned To: Alisha Marble

Request Date: 1/9/2022 (9 days)

1 Contact Information
ben.jones@fakeinbox.com
Home
10601 N 32nd Dr
Phoenix, AZ 85029-4213

2 Available Workflows
♥ Benevolence Request

3 [Click Here to view support options.](#)

Request Details

4 Description of Request
Needed help with this month's electric bill.

5 First Request
Yes

6 Related Documents
Finances.docx

Summary of Results

7 Results Summary **8** Next Steps Provided

Result Type	Amount	Details
Provided Financial Assistance	\$100.00	

10 [Edit](#) [Cancel](#)

11 Notes

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1 Person Information

Near the top of the page, you can see the requestor, their contact information, who the request is assigned to and the age of the request.

2 Available Workflows

In this case a Manual workflow has been added to the *Benevolence Type* of this request. A person viewing the request can click this button to launch the workflow.

3 Request Lava

If you've provided a *Request Lava Template* (see section above) then the output will be displayed here. Each *Benevolence Type* has its own template.

4 Description of Request

The details about the request itself are shown here. This is typically where you'll see why the person is making a benevolence request.

5 Custom Attributes

This is where attributes with an entity type of *Benevolence Request* will be displayed. Using custom attributes lets you collect data beyond the items that ship with Rock. In this example we've added an attribute to track whether this is the person's first benevolence request.

6 Related Documents

A link is provided to access any documentation associated with the request. Documents can be added to a request by editing the request.

7 Results Summary

If a summary of the result of the Benevolence Request has been provided it will be displayed here.

8 Next Steps Provided

If a description of any next steps is provided, then it will be displayed here.

9 Result Type

You'll see this section as long as *Show Financial Results* is enabled for requests of this type. You can add a row here to indicate the actual assistance that was given, as well as a dollar amount and any other relevant details. You can add (or remove) new Result Types under Admin

[Tools > General Settings > Defined Types > Benevolence Result Type](#) .

10 Edit

Click the Edit button to add or edit details for this request. We'll cover editing a request in the next section below.

11 Notes

Person Notes can be added directly from the request detail page. By default, the Note Type is "Benevolence Request: Benevolence Request Notes" but this can be changed in the Notes block's settings.

Edit Benevolence Request

Adding a new request or editing an existing request lets you provide specifics of the request as well as the results of the request. Note that in many cases you will be selecting a person in the database that the request is for. Since some requestors may not be in the system, you can also simply enter in their name and contact information here. This keeps you from having to enter a new record in the database for them. It's up

to you if you would like to have a record or not.

Edit Benevolence Request

Benevolence Detail
Home > Benevolence > Benevolence Detail

Benevolence Request Approved

Request Date: 1/9/2022 **1** Request Type: Benevolence Request Status: Approved **2**

Assigned To: Alisha Marble **3** Campus: Main Campus

Requestor

Person: Ben Jo... **4**

First Name: Benjamin Last Name: Jones Connection Status: Member **5**

Email: ben.jones@fakeinbox.com Address: 10601 N 32nd Dr Phoenix, AZ 85029-4213 Government ID: **6**

Home Phone: Cell Phone: Work Phone:

Request Details

Description of Request: Needed help with this month's electric bill. **7**

First Request: Yes **8**

Related Documents: Financial Record.docx Upload Upload

Results

Result Summary: Next Steps Provided: **9** **10**

Save Cancel

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1 Request Type

As described in a prior section above, each request can be designated as being of a certain type. The Request Type can't be changed after the request has been saved.

2 Request Status

This is the current status of the request. You can manage the options that

are displayed in this dropdown under `Admin Tools > General Settings > Defined Types > Benevolence Request Status`.

3 **Assigned To**

This is the person who will be working with the individual to determine need and what the response should be. This is helpful if there is a team of people working on these requests. The values in this dropdown come from the group members of the 'RSR - Benevolence' security role. You can change this to use a different group in the settings of this block.

4 **Person**

The person record to tie the request to. Selecting a person here will automatically enter the contact information below and set the campus for the request if one is not already present. Note that campus fields are disabled if you have only one campus.

5 **Contact Information**

You can also choose not to tie the request to a record in the database and simply enter the person's name and contact information instead.

6 **Description of Request**

This is where you'll document what the person is seeking in terms of help.

7 **Request Attributes**

If you've added custom attributes to your benevolence request, they would display here. For our example we've added a single attribute. This won't be in your database. We'll cover how to add custom attributes to benevolence requests below.

8 **Related Documents**

Here you have the ability to attach documents to the request. You can add up to six documents. These documents are stored in the database. If you'd prefer to use a different storage medium be sure to update the file type for the 'Benevolence Request Document'.

9 **Result Summary**

This field allows the person working the request to enter notes about what was given, including background information on the decision.

10 **Provided Next Steps**

Often times the results of a benevolence request will have associated next steps. For instance, you may suggest they take a specific class. You can keep these notes in this field.

Benevolence on the Person Profile

Those with access to view benevolence information will see a *Benevolence* tab on the *Person Profile* page. The requests shown here are summarized for the entire family. So, if Ted Decker makes a benevolence request, it will also show on Cindy Decker's profile.

Person Profile Benevolence List

Ted Decker
Member Main Campus

Benevolence Requests

Date	Campus	Name	Connection Status	Government ID	Request	Assigned To	Result Summary	Result Specifics	Status	Total Amount
8/16/2022	Main Campus	Ted Decker	Member		Assistance needed with this month's utility bills.	Alisha Marble	Provided	Financial Assistance (\$100.00)	Pending	\$100.00

50 500 5,000 1 Benevolence Request

Total Results	
Provided Financial Assistance:	\$100.00
Total:	\$100.00

Benevolence Security

The benevolence pages are secured to only allow those in the 'RSR - Benevolence' security group access to them. Be sure to add the appropriate people to this group to enable this feature.

Adding Custom Attributes

Adding custom attributes to benevolence requests is simple using the steps below.

1. Head to the *Entity Attributes* page under `Admin Tools > System Settings > Entity Attributes`.
2. Click the add button to add a new attribute.
3. The first thing you'll want to do is set the 'Entity Type' field to 'Benevolence Request'. You can leave the qualifier fields blank as they are not needed.
4. Complete the attribute setup as you would any attribute. Note though that enabling 'Show in Grid' will display the attribute on the benevolence request list block and allow you to filter on it.

Defined Types For Financial Features

There are several defined types used by the various financial features of Rock. Below we'll talk about each of them and tell you why they're important. See our [Rock Admin Hero Guide](#) for more information on defined types in general. Defined types can be accessed under [Admin Tools > General Settings > Defined Types](#).

Account Type

This groups or categorizes Accounts by their usage. It's provided for you specifically to help with reporting and is not used by Rock for any specific purpose.

Benevolence Request Status

Benevolence requests can have a status assigned to them, to indicate where they are in the process. Rock ships with three values (Pending, Approved, Denied) but you may wish to add others to reflect different stages in your benevolence process. For more information see the [Benevolence](#) chapter above.

Benevolence Result Type

The *Benevolence Result Type* indicates the outcome of a benevolence request. Some values that ship with Rock include *Provided Financial Assistance*, *Referred to Counseling* or *Unable to Make Contact*. You may wish to add new values for different outcomes of a benevolence request. For more details see the [Benevolence](#) chapter above.

Credit Card Type

This defined type determines which credit card types your organization will accept. Each card type also has several configuration options. These include:

- **Regular Expression Pattern:** This pattern helps Rock determine if a given card number matches this type of credit card. The default values should not be altered.
- **Batch Name Suffix:** Many times, accounting teams want online transactions to be placed in batches specific to the credit card types when they are downloaded from the payment gateways. The suffix is what helps group the cards into batches. If all the cards have the same suffix, they will all share a batch (default setting). If you'd like all the Visa transactions to be in their own batch, then you'd change the suffix to something like *Visa*.

Currency Code

This defined type lists codes that reflect a given country and the type of currency used by that country. For instance, the code "USD" indicates "United States Dollars". It's unlikely that you would ever need to make changes or additions to this defined type. It's primarily used by the *Organization Currency Code* global attribute. For more information see our [Rock Admin Hero Guide](#).

Currency Type

Determines the method (Cash, Check, Credit Card, etc.) a person used to make a financial transaction. Currency Type is used to help describe the payment source for a transaction and is also used in determining how batches are created.

Non-Cash Asset Types

This defined type only applies to the Non-Cash Asset *Currency Type*. Rock ships with values for Property, Stocks and Bonds, Vehicles and Other. You can add your own values for other types of non-cash assets.

Recurring Transaction Frequency

This defined type determines which frequency types you want to offer your guests. These options must be supported by your payment gateway to work, so don't add new ones and wonder why they don't show up.

Refund Reason

This defined value is used to specify why a refund was granted. The values that ship with Rock should cover a variety of scenarios, but additional values can be added if needed.

Transaction Source

This value helps determine where the transaction took place. This is helpful in reporting. Many of the transaction entry blocks allow you to pick this value, so by all means add additional items that make sense to your organization. For instance, if you run multiple websites with their own giving pages, you may want to make a new source type for each site. This will help you determine which is most effective in generating donations.

Transaction Type

The Transaction Type helps describe the purpose of each transaction to Rock. For instance, all transactions of type 'Contribution' tell Rock that these are contributions and should be shown on Contribution Statements. You should not create new types that replace the ones that come out of the box. You can, however, rename the existing ones. For instance, you could rename 'Contributions' to 'Offerings' if you prefer.

Payment Gateways

When we start getting into the concepts of how financial transactions work in our modern economy things can get confusing pretty quickly. Don't worry though, we not only want you to understand how to use Rock, we also want to help you to understand the concepts of what's going on behind the scenes. Let's help to demystify the concept of payment gateways.

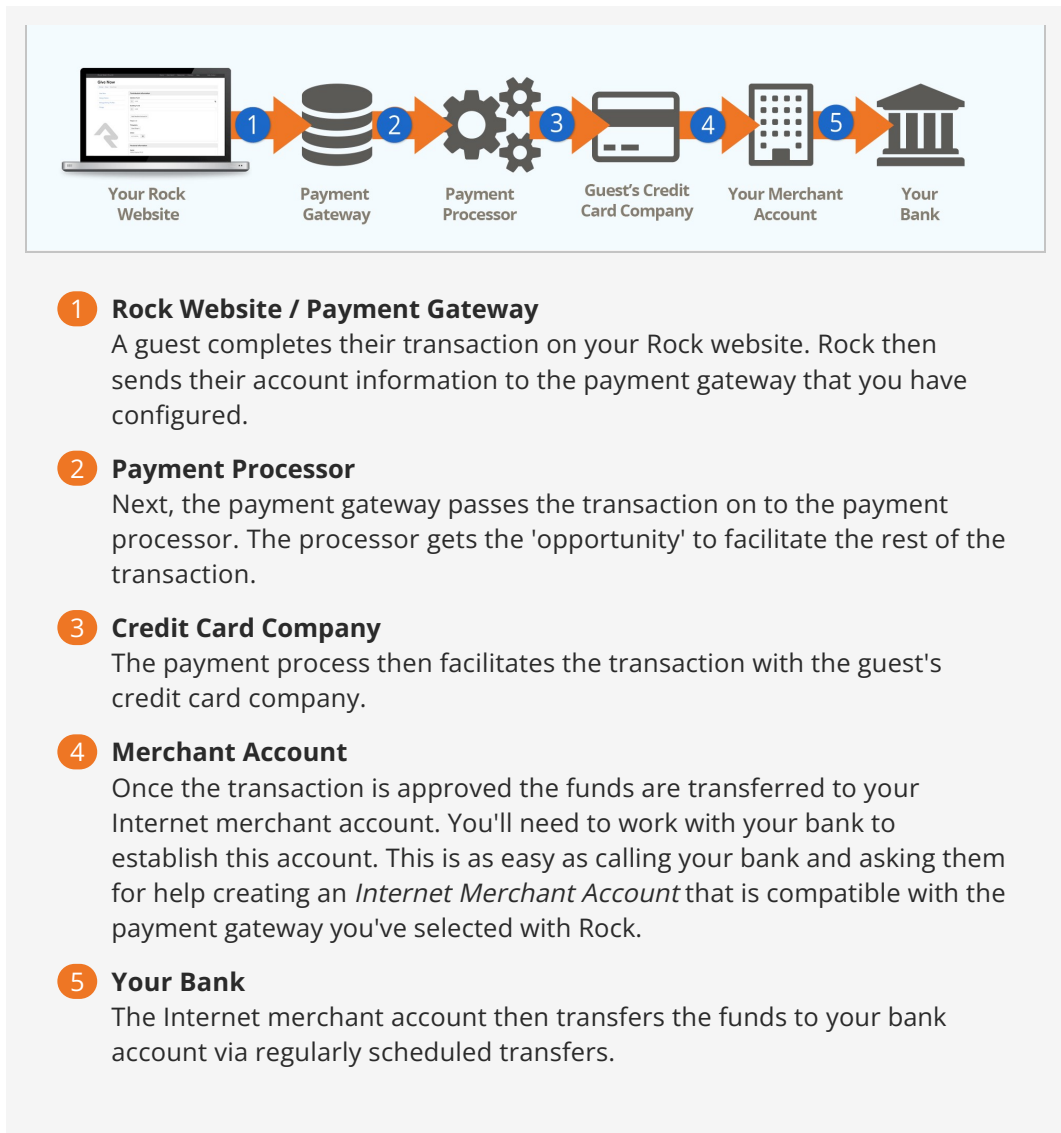
We're all familiar with the concept of checking out at the store. The clerk rings up our purchases at the register and once a total amount has been determined, we swipe our card through the credit card terminal and we're done. Using this analogy Rock would play the role of the register and the payment gateway is the digital equivalent of the credit card terminal. Like the register, Rock helps determine what is being purchased/donated and comes up with a total amount. Rock then takes the guest's account information (either their credit card or checking account information) and sends it through the terminal (aka payment gateway).

Gateway Analogy



At that point the transaction has started its journey through the financial system. In

many ways you're done with it, but let's track its journey and note some places that you'll need to initially configure.



Learn More

You're probably thinking this is all too much information. Understanding how this works though can save even a small organization tens of thousands of dollars. One large organization recently started saving over \$200K per YEAR by understanding how this process works and ensuring they received the best rates.

We highly recommend reading this [Credit Card Processing 101 PDF](#) from NMI. They've made the process easy to understand with a visual walk-thru.

Available Payment Gateways

Rock supports several payment gateways. You can find the current vendors and additional details in the Rock Shop. Rock also comes with some gateways, which we'll talk about a little later.

So, you might be wondering which one you should select? Here are some factors to consider:

- **Do you already have a gateway?** If you already use a supported gateway, then it makes the most sense to keep using it.
- **PCI:** PCI is a credit card process standard to ensure the security of credit cards. Compliance with PCI is a very time-consuming process. The NMI gateway drastically reduces your PCI compliance requirements by ensuring that a visitor's credit card information never touches your server.
- **Fees:** Of course, fees are a huge consideration when looking at gateways. You'll want to consider the fees and rates of each before selecting a gateway.
- **Location:** Are you located outside the United States? For countries outside the continental US, please contact Carolyn Irwin directly at cirwin@gotnp.com.

Because each giving vendor offers different packages, you'll want to discuss your needs with all of them to determine the best fit.

It's also important to make a strategic decision when selecting a gateway. As you start building a base of scheduled gifts it will be hard to transition them to a new gateway in the future. Their card data is stored in the gateway and most gateways will not give you your cardholder data back if you choose to move. See the *Transferring Gateways* section below if you find yourself in this situation.

Configuring a Gateway

Payment gateways can be configured under `Admin Tools > System Settings > Financial Gateways`. Many settings are similar between gateways, so we'll examine the *Test Gateway* as an example.

We created the Test Gateway to let you sample Rock's tools without having to configure an actual payment gateway. But don't be fooled by the name. Changing the Gateway Type and providing real configuration makes the Test Gateway function like any other live gateway. To avoid potential issues, we recommend against changing its configuration.

Payment Gateway Settings

Gateway Detail
Home > System Settings > Financial Gateways > Gateway Detail

Test Gateway

1 Name * Test Gateway Active 3

2 Description Test Payment Gateway

4 Gateway Type * Test Gateway

5 Batch Schedule 1 Daily

6 Batch Time Offset 1 12:00 AM

Declined Card Numbers 1 1111,2222,3333,4444

Declined CVV 1 911

Years until Max Expiration 1 10

Generate Fake Payments 1 No

Mark Fake Payments as Failed. 1 No

Prompt for Name on Card 1 No

7 Gateway Mode 1 * Hosted Unhosted

Credit Card Fee Coverage Percentage 1

ACH Transaction Fee Coverage Amount 1 \$ 0.00

Enable Settlement Mode 1 No

Save Cancel

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1 Name

The name of the gateway can be changed, but this is rarely needed.

2 Description

A good description is helpful if you plan to have multiple gateways of the same type.

3 Active

Be careful when making a gateway Inactive. An Inactive status does not prevent charges from being processed for registrations where the gateway is already assigned.

4 Gateway Type

This determines which gateway you'll be using.

5 Batch Schedule

You can choose to have Rock create batches daily, or weekly on a specified day.

6 Batch Time Offset

By default, online payments will be grouped into batches with a start time 12:00:00 AM. However, if the payment gateway groups transactions into

batches based on a different time, this offset can be specified so that Rock will use the same time when creating batches for online transactions.

7 Gateway Mode

What you see here varies based on the Gateway Type. Sometimes you'll see options for a live mode (transactions are real and will be processed) or a test/sandbox mode (transactions are not processed).

In other gateways you'll see Hosted and Unhosted, as pictured above. If Hosted is selected, the payer will leave your app or website to make the payment and then come back to your website to complete the checkout process. Check with your provider if you're unsure which one to use. Use Unhosted for the Test Gateway.

Other Configuration Steps

The Test Gateway doesn't require credentials or login information, but other gateways will. Typically you'll receive or create these credentials as part of your setup with the gateway provider.

After you're done setting up your gateway, you'll need to set it as the active gateway on giving pages.

Transferring Gateways

As mentioned earlier, transitioning to a new payment gateway is difficult due to the way the payment gateway providers control the credit card details. Once you set up your new payment gateway, you have two things to consider:

1. You need to prevent people from setting up new giving transactions using the old gateway.
2. You want people with scheduled transactions tied to the old gateway to transfer to the new gateway.

The first item is easily accomplished by changing the block setting on the *Give Now* page to use the new gateway. The second item is a bit trickier.

There are some block setting options on the *Manage Giving Profiles* page that will help people transfer their scheduled transactions to the new gateway. Consider adjusting these settings from the Scheduled Transaction List Lava block:

- **Gateway Filter:** Setting a particular gateway here will cause only those scheduled transactions using this gateway to show up in the output list.
- **Transfer-To Gateway:** When set, the `Edit` button becomes a `Transfer` button if the scheduled transaction's gateway does not match the transfer-to gateway. When users press the `Transfer` button, they will be taken to the *Give Now* page with many details from their existing transaction copied onto the form. Once the new transaction is completed, their old scheduled transaction is automatically deleted.
- **Transfer Button Text:** This setting lets you control the text that appears on the transfer button.

NMI Gateway

The NMI gateway has several unique features that make it a great fit for many organizations. The first feature to consider is that it significantly reduces your PCI compliance requirements. With the NMI gateway a visitor's credit card never touches your Rock server. This allows you to complete a much simpler compliance survey.

While you can set up an NMI gateway on your own, we highly recommend that you talk with MyWell Ministry to take advantage of their credit card processing program for churches. This program provides credit card processing AT COST (yes, truly this is at their cost, they make nothing). This program has saved organizations tens and even hundreds of thousands of dollars a year. Also, if you decide to go with MyWell and would like to change in the future they will give you all of your saved credit card numbers in a PCI compliant encrypted file.

Want to know more? Check out a video about the My Well story.



You can sign up for an NMI gateway account through MyWell using the button below.

[MyWell NMI Sign-up](#)

(They also note that if it works better for your church, you can sign up using the above link and tell them that you'd rather have them be the processor for the PayFlowPro gateway.)

Configuring the NMI Gateway

There are a couple of unique settings for the NMI gateway. Let's look them over and discuss their meaning.

Transition to My Well

If you're using the NMI Gateway in Rock, please note it's being transitioned to My Well. My Well Ministry offers excellent support for a seamless conversion. Connect with My Well today and start your migration. My Well is ready to assist all organizations with the transition.

Gateway Detail
Home > System Settings > Financial Gateways > Gateway Detail

Celero/TransNational NMI Gateway

Name * Active

Description

Gateway Type *

Batch Schedule

Batch Time Offset

Security Key *

Admin Username * 1

Admin Password *

Three Step API URL *

Query API URL *

2 Prompt for Name On Card *

3 Prompt for Billing Address *

Direct Post API URL *

4 Tokenization Key *

Credit Card Fee Coverage Percentage (Future)

ACH Transaction Fee Coverage Amount (Future)

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1 Account Information

Once your account is complete MyWell will provide the details for the *Security Key* (API Key), *Admin Username* and *Admin Password*.

2 Prompt for Name On Card

This determines if the payment screens should prompt for a name on the card.

3 Prompt for Billing Address

Provides the billing address for credit cards, if prompted.

4 Tokenization Key

The Public Security Key to use for Tokenization. This is required when using the NMI Hosted Gateway. If you find the Obsidian *Registration* block is not taking payments, ensure this is configured.

Note

The *Prompt for Name On Card* and *Prompt for Billing Address* options are provided due to the fact that NMI may or may not require this information from your users. By default, NMI does not require the Name on Card and Billing Address fields, but if you have enabled address verification in the NMI security settings, you will need to prompt the user for their billing address. If you do not enable this prompt, the user will get an error returned by the processor indicating that required information is missing.

Duplicate Transactions

By default, NMI rejects duplicate transactions within a 1200 second window. That means that any transaction executed with the same amount and card number inside of the same 20 minute window as an earlier transaction will be rejected. That can be problematic for some situations since you could legitimately have the same credit card used to make multiple contributions for the same amount or make multiple event registrations for the same event. To work around this issue, you will need to ask Transnational to reduce the window time for checking duplicate transactions (we recommend at least a two minute window).

Account Setup

When setting up a new account with Transnational/NMI, they will disable the requirement to have a CVV. To do this they will need to know that your account is for Rock RMS. If for some reason this setting is set, you will get error messages in your NMI console for scheduled transactions that read 'Error: A card security code has never been passed for this account.' Be sure to pay close attention to your NMI console as you roll out your giving. Actually, this is a good suggestion for rolling out any payment gateway.

Unique Scheduling Notes

NMI supports One Time, Weekly, Biweekly, and Monthly schedules. Notice there is no support for "twice a month". Givers who want a twice a month schedule can set up two separate monthly schedules. For example, one on the 1st of the month and one on the 15th of the month.

Transaction Downloads

Whenever the transaction download job runs and queries transactions from NMI, it will download all of the transactions that were added or updated during a certain time period and that are associated with a scheduled transaction. This includes transactions that may not have "settled" yet, or transactions that failed.

The transaction download job handles these transactions differently. For each

transaction, it will first look for any existing transactions in Rock with the same “transaction code” and totals their amount. It considers this the “Existing Rock Amount”. Then it considers the status of the transaction that was just downloaded to calculate a “Processed Amount”. If the transaction downloaded is a failure (i.e., declined), the processed amount is 0.00. If it’s not a failure, the processed amount is the total amount of the transaction. If the “Existing Rock Amount” and the “Processed Amount” are different, a new transaction will be added to Rock with an amount equal to the difference between these two values. If this amount is negative, the transaction is created as a reversal.

Setting a Payment Reversal Notification Workflow

The Get Scheduled Payments Job Detail screen, located in [Admin Tools > System Settings > Jobs Administration](#), includes an option to trigger a workflow when a scheduled transaction is declined. You can configure the workflow to perform any necessary follow-up task, such as sending an automated email. Simply configure the workflow in your General Settings, then select it from the Failed Payment Workflow dropdown menu.

Other Notes

Below are a few other notes to consider when using the NMI gateway.

- Saved accounts are supported for repeating schedules.
- Reactivating a scheduled transaction is supported.
- Updating a scheduled transaction is supported, except the credit card cannot be changed.
- Querying for the status of a scheduled transaction (i.e., active or not) is supported.

Contribution Statements

When it's time to generate contribution statements, we've created some tools to make the process simpler. Since you may need to be able to both email and mail printed statements, the best file format will be a PDF, and we have just the tool for the job. Let's walk through the process of generating PDF statements with our statement generator software.

Installing the Statement Generator Software

Installing the statement generator software is easy. It does require a Windows machine running Windows 7 or better to run. It will not work with other operating systems. To install, follow the steps below:

1. Download the setup application under `Admin Tools > Power Tools > External Applications > Rock Statement Generator`.
2. Run the setup. The statement generator setup is a breeze with just three quick screens.

Using the Statement Generator Software

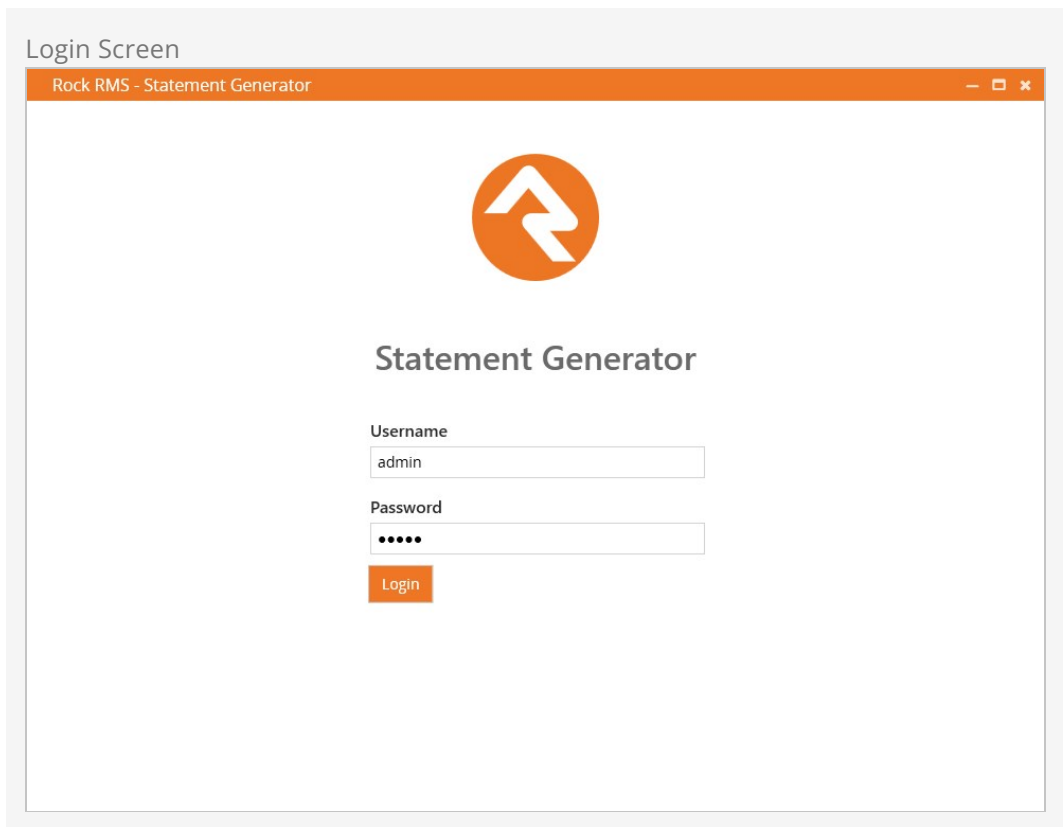
Once you have it set up, it's pretty simple to operate the statement generator software.

Start by launching it and logging in. Users must be a member of one of the groups below to log in with this software:

- RSR - Finance Administration
- RSR - Finance Worker
- RSR - Rock Administration

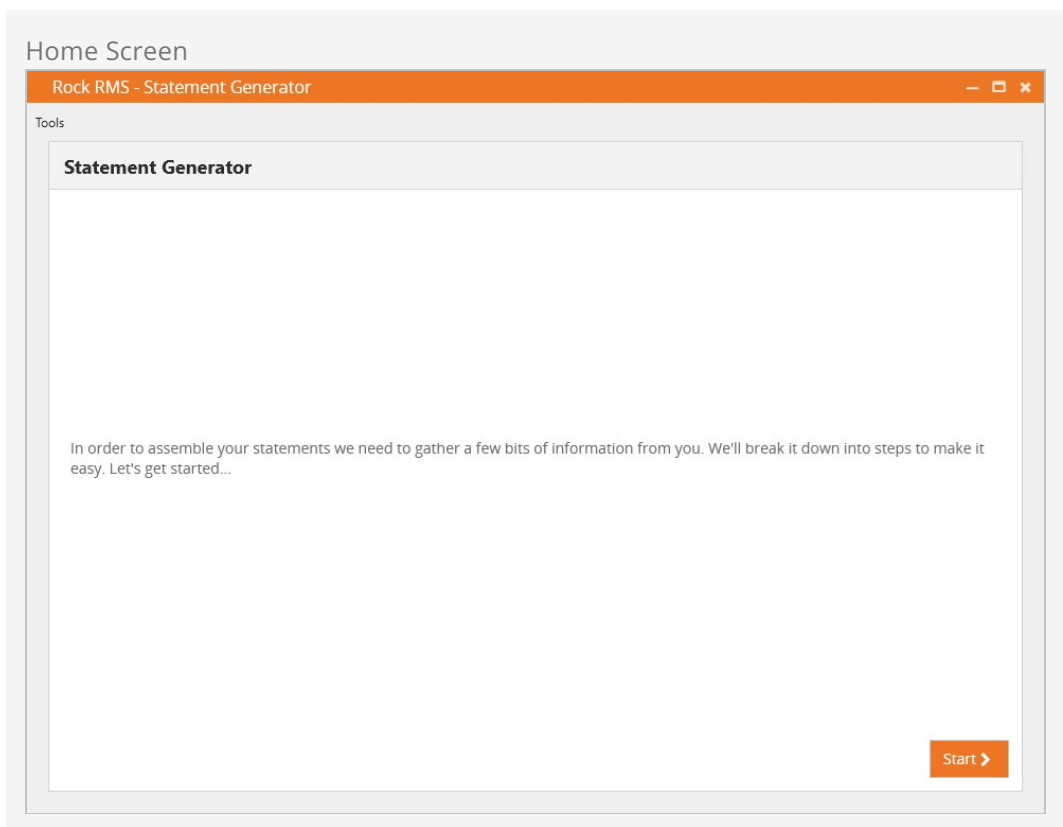
First Time Use

Please note that if this is your first time logging in, you'll also be asked for the web address of your Rock server in addition to the Username and Password. Be sure to use HTTPS and not HTTP.



If you need to change the Rock URL, you can do so from the Statement Generator screen pictured below by clicking the *Tools* button in the upper-left corner and selecting *Options*.

To generate statements, click the `Start` button.



Step 1: The *Who Needs a Statement* screen lets you select whether you want to generate statements for *All individuals with transactions and/or pledges*, filtered by a *dataview*, or for a specific individual.

There are several options to consider when selecting *All individuals with transactions and/or pledges*.

- **Exclude inactive individuals:** Select this option if you don't want to generate statements for people with an inactive status.
- **Include Businesses:** This option, which is selected by default, allows you to generate statements for businesses.

Adding Children to Families and Giving Groups

If your Rock system has a custom job or workflow to move children to new families, don't forget that it will also need to set the child's person record's giving group to the new family (or `null` to indicate giving individually). If this step isn't done, the statement will go to the address of both the old and new family with the transactions still combined.

The *Move Adult Children* portion of the Data Automation job that ships with Rock will take care of this automatically.

If you select *Single individual*, you'll be prompted with a search box where you can type in a person's name. If more than one person is listed in the grid, click on the person you want to generate the statement for. Press `Next` to go to the next step.

Who Needs a Statement

Rock RMS - Statement Generator

Step 1: Who Needs a Statement

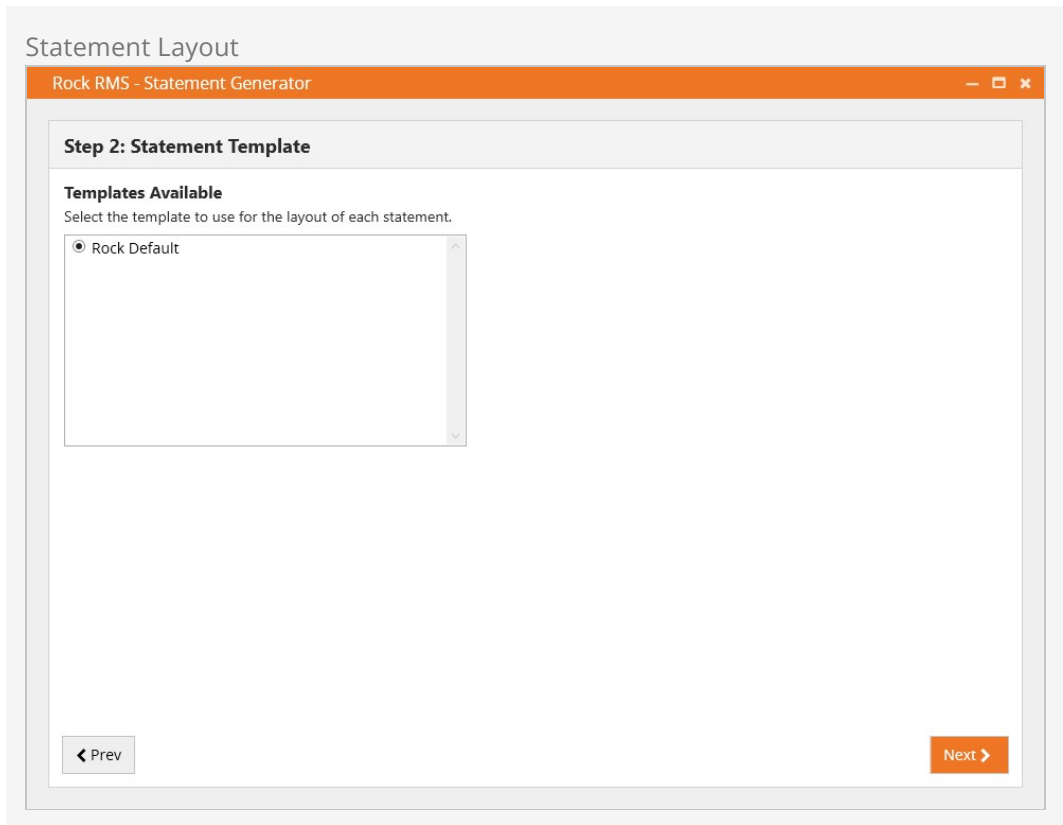
Generate for

- All Individuals with transactions and/or pledges (if configured for statements)
 - Exclude inactive individuals
 - Include Businesses
- Dataview
- Single individual

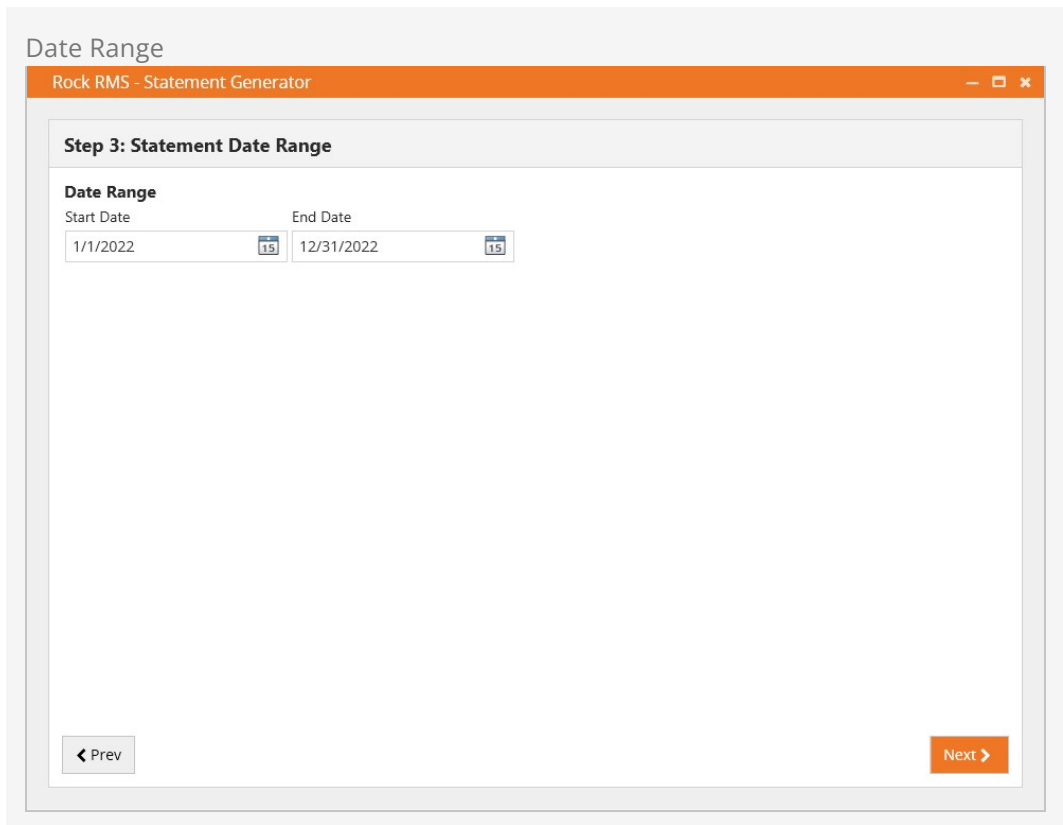
[< Prev](#) [Next >](#)

Step 2: Select the template you want to use for the statement output. Rock ships with a default template, which you can customize with your own logo, wording, etc. You can also create your own. The Statement Generator templates are located in [Finance > Financial Settings > Contribution Templates](#).

If you select a data view, it's filters will be in addition to the configuration of the "Statement Template".



Step 3: The *Statement Date Range* screen is where you specify the date range of the statements you want to generate. The generator defaults to the current year-to-date.



Step 4: The *Individual Save Settings* screen is where you can optionally choose to save statements to the person's profile under the *Documents* tab. You can control things like the name of the document, and which members of the family (technically, the Giving Group) should have the document added.

Individual Save Settings

Rock RMS - Statement Generator

Step 4: Individual Save Settings

Individual Statements
The configuration below enables statements to be stored on individual's records as documents.

Save Statements for Individuals

Document Type: General Person Document

Document Description: [Empty text area]

Document Name: Financial Statement


Document Purpose Key: [Empty text field]

Overwrite documents of this type created on the same date

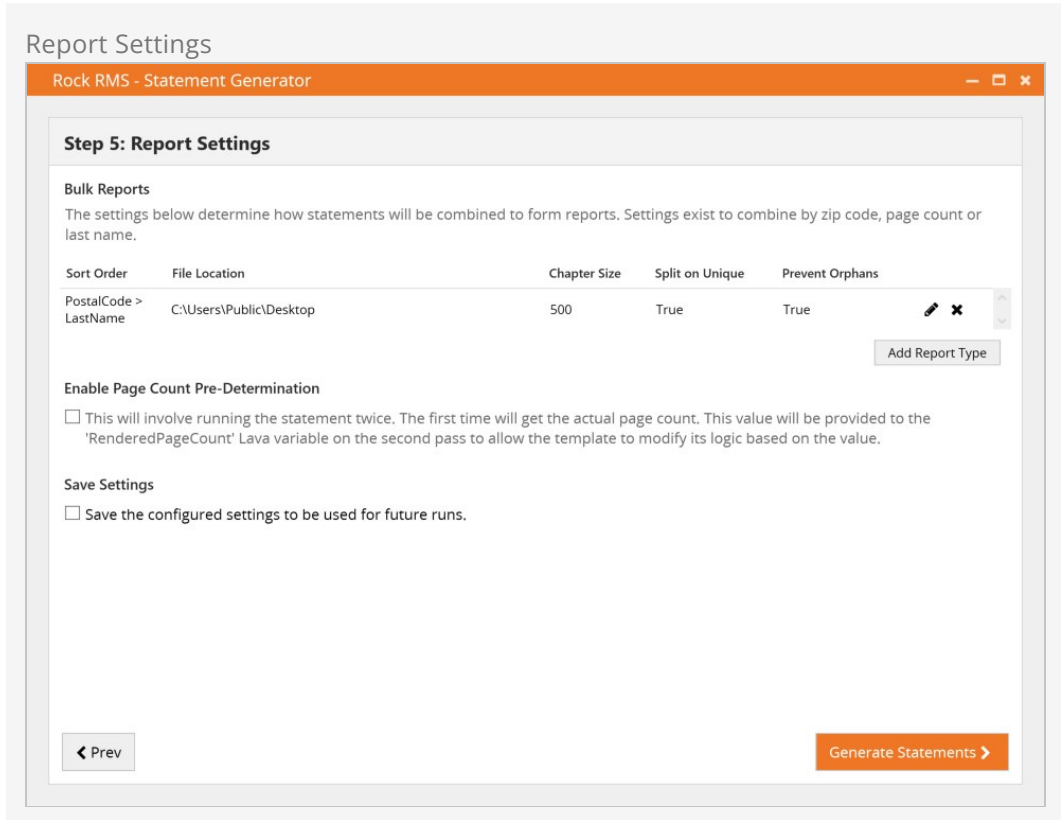
Save For:
 All Active Adults Primary Giver All Active Family Members


< Prev

Next >

Step 5: The *Report Settings* screen allows you to choose the location where you want to save the statements, designate a base Filename Prefix to use when saving, and determine how the statements will be sorted. You can also choose how the statements are broken up into chapters by entering the number of statements you want to include per chapter in the Max Statements in Chapter field. These settings and others can be updated by clicking the  icon, described below. You can also choose to *Save Settings* so the configuration you choose will be set up for you the next time you generate statements.

Enabling *Page Count Pre-Determination* runs each statement twice, increasing generation time and overhead. So, why use it? It helps create a cleaner, more professional statement layout, especially for multi-page statements. Pre-determining the page count allows template adjustments to ensure consistent and appealing design across pages. However, for simple, one-page statements, the benefits may be minimal and not worth the extra processing.



You can access the settings described below by clicking the  icon shown above. How you configure these settings determines how the PDF statements will be created.

You might want more than one report. Often it can be useful to have one for mailing, sorted by zip code, and one for internal or auditing purposes, perhaps sorted by Last Name. You can create as many reports as you need, each with its own settings and sort order.

[Edit Report Settings](#)

Edit Report

Primary Sort 1
Postal Code

Secondary Sort 2
Last Name

Destination Folder 3
C:\Desktop\Statements Select Folder

Filename Prefix 4
statement- .pdf

Split files on primary sort value 5

Max Statements in Chapter
500 6

Prevent splitting primary sort values across chapters 7

Minimum Contribution Amount 8
1.00

Include International Addresses 9

Do not include incomplete addresses (address line and zip code required) 10

Do not include statements for families with an individual who has opted out 11

Save Cancel

- 1 Primary Sort**

This is the highest level of sort order for the statements. For instance, if Postal Code is selected then the PDFs that are generated will be sorted in order of people's zip code, which is ideal for mailing statements. Sort options include:

 - Postal Code
 - Last Name
 - Page Count
- 2 Secondary Sort**

This is the sort order that's used after the Primary Sort. This lets you order the statements by Postal Code (Primary Sort) and then by Last Name (Secondary Sort).
- 3 Destination Folder**

This is where the generated PDF statements will be saved. If you are creating multiple reports, then you can save each of them to a different location.
- 4 Filename Prefix**

All of the files that are generated will have a name that starts with the value you enter here. Especially when you have multiple reports, this can help you identify which files belong to which report.
- 5 Split Files on Primary Sort Value**

If you have this enabled, then you'll get a new PDF file every time the Primary Sort value changes. For instance, if you have a Primary Sort of

Postal Code then you'll get separate PDF files for each zip code, which is helpful for mailing.

6 Max Statements in Chapter

This is the maximum number of statements that should be included within a single PDF file. The *Split Files on Primary Sort Value* setting respects this setting. For instance, if you split files on zip code while setting Max Statements to 100, and if you have more than 100 statements in the same zip code, you'll get more than one file.

7 Prevent Splitting

This setting will keep the Primary Sort values from being split across PDF files. When this is enabled, it could mean that more statements are in a file than the *Max Statements in Chapter* setting allows.

8 Minimum Contribution Amount

This is the minimum dollar amount a statement must have in order for the statement to be generated. For instance, you can choose to print statements only for those who have given \$10.00 or more. This can help save on mailing costs by reducing the volume of statements generated. You might set this to a lower value for reports you'll only be using internally.

9 Include International Addresses

Determines if individuals with international addresses should have statements generated. Addresses with countries that are the same as the organization's address (Global Attribute) or addresses with blank countries will be considered local. You might not mail statements internationally, but you may want to include these for your own internal purposes.

10 Do Not Include Incomplete Addresses

If this is enabled, then statements will only be generated if the associated address has at least an address line and a zip code. You'll want this enabled if you're generating statements to be mailed.

11 Opted Out

If an individual has opted out, then a statement will not be generated for the family if this option is enabled. Like the setting above, you'll probably want this enabled for statements that you're mailing but you might not need it if you're generating a report for internal purposes.

Opt-Out/In Strategies

Rock includes a person attribute named 'Suppress Sending Contribution Statements,' which enables individuals to opt out of receiving paper statements. By default, if any member within a giving group selects 'Yes' for this attribute, the family won't receive a printed statement.

To transition to an 'opt-in' strategy, ensure that the default value for 'Suppress Sending Contribution Statements' is set to 'Yes.' In this configuration, statements will only be generated for giving groups where at least one person has chosen 'No.' If you're switching from an opt-out to an opt-in approach, consider clearing all existing attribute values. This can be accomplished using SQL queries or bulk updates.

The statement generator will start to process the statements after you press **Generate Statements**. When the process is complete, the generator will display a summary with the number of statements generated and related details.

Process Complete
Rock RMS - Statement Generator

Results Summary 1/1/2021 to 12/31/2022

Source Data
The results below represent the giving data from the configured filters. This data is provided to each of the report templates for processing. Each template may add additional filters.

Number of Giving Units:	4
Total Amount:	\$2,406.00

Paperless Statements
Below are statistics for the digital statements that were added as documents to the donors.

Number of Statements:	4
Total Amount:	\$2,406.00
Number of Individuals:	7

Paper Statement Statistics
Below are statistics for each report template you defined.

Postal Code		
Number of Statements:	4	Statements Excluded (< \$1.00): 0 \$0.00
Total Amount:	\$2,406.00	Statements Excluded (International): 0 \$0.00
		Statements Excluded (Incomplete Address): 0 \$0.00
		Statements Excluded (Opted Out): 0 \$0.00
Last Name		
Number of Statements:	4	Statements Excluded (International): 0 \$0.00
Total Amount:	\$2,406.00	Statements Excluded (Incomplete Address): 0 \$0.00
		Statements Excluded (Opted Out): 0 \$0.00

Run Metrics

Start Date/Time:	2/11/2022 9:01 AM	End Date/Time:	2/11/2022 9:01 AM
Duration:	0h 0m 14s		

An additional file called *@Summary of Results* will be saved along with the generated statements. This file contains all of the run information pictured in the screen above.

Display Scaling

If you notice the statement generator results are the wrong size (e.g., the font is very small) it could be related to your display's scale setting. The recommended setting is 100%. For Windows computers the Scale and Layout can be adjusted under Settings > Display.

Speeding up Generation

The Statement Generator typically runs quickly, but larger organizations may notice long processing times. Below are some tips to help reduce the time it takes for the process to finish.

- **Fast Disk:** The hard drive on the computer where the Statement generator is installed can have an impact on how long the process takes. We recommend an SSD (M2s) for the computer that's running the application.
- **Page Count Pre-Determination:** In Step 5 of the process described above you have an option to *Enable Page Count Pre-Determination*. The generation process will take longer if this is enabled.
- **Multiple Processors:** Having multiple processors will significantly reduce the generation time. The Statement Generator will utilize all of them.
- **Logo:** The file size of the image used for your logo has an impact on the size of the PDF files that are generated. A smaller image file, and a logo with a Base64 (inline) source will help speed up the process.
- **Broken Links:** Broken links in the template will cause performance problems. For instance, if the logo can't be loaded due to a broken link, PDF generation can take up to four times longer.

Online Contribution Statements

Your website visitors can get access to their contributions online from the *Giving History* page. Statement links will be available for years in which they gave. The *Transaction Report* block settings allow you to pick which accounts to consider (by default all tax-deductible accounts are used). The output is all customizable using Lava, so feel free to change it.

Contribution Statement List

Rock Solid Church Demo test New Here? Resources Connect Give Blog Calendar Watch Hello Alisha ▾

Giving History

[Home](#) / [Give](#) / Giving History

[Give Now](#)
[Giving History](#)
[Manage Giving Profiles](#)
[Pledge](#)
[Payment Accounts](#)

The report below will allow you to view your previous giving. Use the date and account filters to adjust the display.

Available Contribution Statements: 2021 2020 2019

Date Range

1/1/2021 to 12/31/2021

Accounts

General Fund

Building Fund

[Apply](#)

Summary:

- General Fund: \$936.00
- Mission Fund: \$450.00

Date	Currency Type	Transaction Code	Summary	Amount
3/21/2021	Check		General Fund (\$104.00) Mission Fund (\$50.00)	\$154.00
3/14/2021	Check		General Fund (\$104.00) Mission Fund (\$50.00)	\$154.00
3/7/2021	Check		General Fund (\$104.00) Mission Fund (\$50.00)	\$154.00
2/28/2021	Check		General Fund (\$104.00) Mission Fund (\$50.00)	\$154.00
2/21/2021	Check		General Fund (\$104.00) Mission Fund (\$50.00)	\$154.00
2/14/2021	Check		General Fund (\$104.00) Mission Fund (\$50.00)	\$154.00
2/7/2021	Check		General Fund (\$104.00) Mission Fund (\$50.00)	\$154.00
1/31/2021	Check		General Fund (\$104.00) Mission Fund (\$50.00)	\$154.00
1/24/2021	Check		General Fund (\$104.00) Mission Fund (\$50.00)	\$154.00

50 500 5,000 9 Gifts

Powered by: Rock RMS 3120 W Cholla St Phoenix, AZ 85029

The resulting contribution statement is shown below. This is produced using the *Contribution Statement Generator* block.

Legacy Configuration

The *Contribution Statement Generator* block uses the Contribution Templates described in Step 2 above to generate statements. This block is intended to replace the 'Contribution Statement Lava' blocks found on both the internal and external sites in prior versions of Rock, but it will not replace that block if you've customized the settings.

Contribution Statement Sample



Contribution Summary for Bill & Alisha Marble
1/1/2021 - 12/31/2021

Bill & Alisha Marble
3002 W Lupine Ave
Phoenix, AZ 85029

Total Cash Gifts This Period **\$1386.00**

Date	Type	Account	Amount
1/24/2021	Check	General Fund	\$104.00
1/24/2021	Check	Mission Fund	\$50.00
1/31/2021	Check	General Fund	\$104.00
1/31/2021	Check	Mission Fund	\$50.00
2/7/2021	Check	General Fund	\$104.00
2/7/2021	Check	Mission Fund	\$50.00
2/14/2021	Check	General Fund	\$104.00
2/14/2021	Check	Mission Fund	\$50.00
2/21/2021	Check	General Fund	\$104.00
2/21/2021	Check	Mission Fund	\$50.00
2/28/2021	Check	General Fund	\$104.00
2/28/2021	Check	Mission Fund	\$50.00
3/7/2021	Check	General Fund	\$104.00
3/7/2021	Check	Mission Fund	\$50.00
3/14/2021	Check	General Fund	\$104.00
3/14/2021	Check	Mission Fund	\$50.00
3/21/2021	Check	General Fund	\$104.00
3/21/2021	Check	Mission Fund	\$50.00

Fund Summary

Fund Name	Total Amount
General Fund	\$620.00
Mission Fund	\$450.00

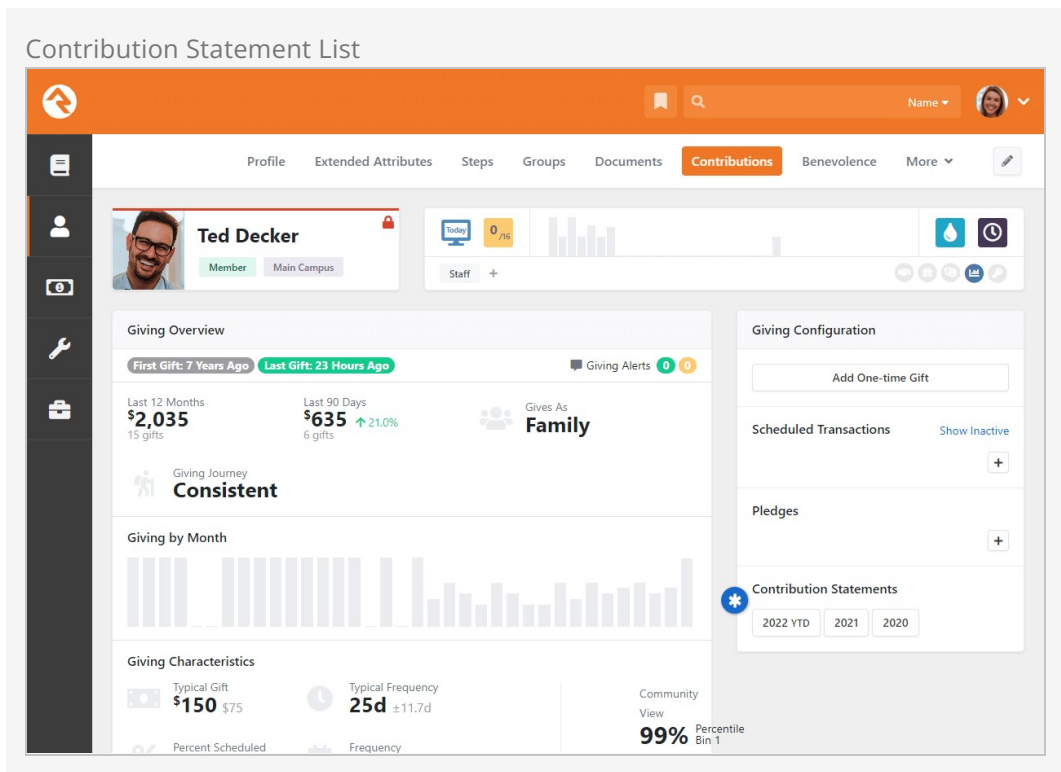
Thank you for your continued support of the Rock Solid Church Demo test. If you have any questions about your statement, email info@rocksolidchurchdemo.com or call (555) 555-5555.
Unless otherwise noted, the only goods and services provided are intangible religious benefits.

Giving Outside Pledge Date Range

Contributions that occur outside of a Pledge's date range won't count toward the Amount Given or Pledge Progress on the Contribution Statement. This could happen if someone is able to give sooner than they had planned. If the gift should count toward the Pledge on the Contribution Statement, you could adjust the Pledge's date range to include the date of the gift.

Contribution Statements on the Person Profile Page

You can view the same contribution statement above on the *Person Profile* page. You'll find a listing of contribution statements on the 'Contributions' tab.

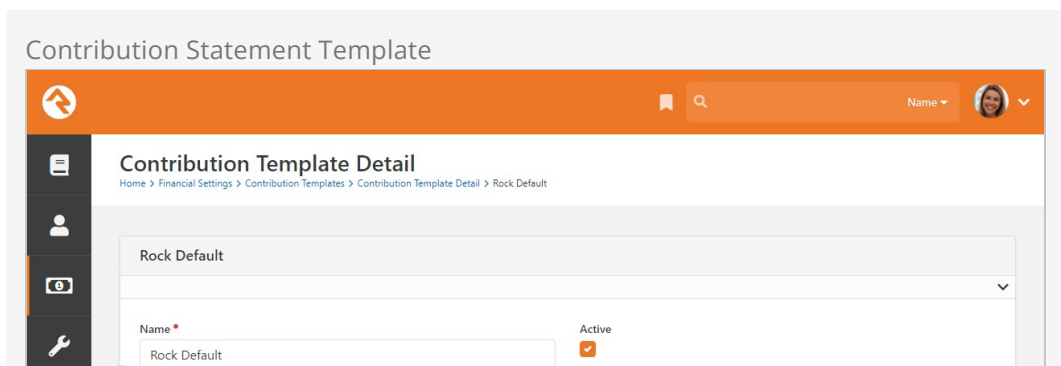


Contribution Statement Templates

New Statement Templates

As of Rock v12.5 the Contribution Statement Lava block has been replaced with a new Contribution Statement Generator block, which uses the templates described in this section. The block is only replaced if you had not previously modified the original Lava template that shipped with Rock. These statement templates will also be used by the Contribution Statement Generator external application.

Rock ships with a default template that's used by the Statement Generator to create statements. This template is also used by the web versions of the statements, like those accessed from the Person Profile page. The settings on the template drive what goes into the statement and how it looks. You can create a template of your own under [Finance > Financial Settings > Contribution Templates](#) to customize the statement to your needs. For instance, you'll probably want to change the logo at a minimum.



1 Description

The default statement generator lava template. It includes a transaction list, account summary, non-cash contributions section and a pledges section. Use this as a starting point for making a custom template. A logo size of 240 x 80px works best for this template.

Transaction Settings

2 Accounts
 All Tax Deductible Account Custom

3 Currency Types for Cash Gifts
 Check Credit Card Apple Pay Non-Cash Asset Other
 Cash ACH Android Pay Unknown

4 Currency Types for Non-Cash Gifts
 Check Credit Card Apple Pay Non-Cash Asset Other
 Cash ACH Android Pay Unknown

5 Filter Settings
 Hide Refunded Transactions Transaction Types* **6**
 Hide Transactions that are corrected on the same date. Contribution
 Transactions that have a matching negative amount on the same date and same account will not be shown. Event Registration

Pledge Settings

7 Accounts for Pledges

8 Filter Settings
 Include gifts to child accounts as a part of pledge
 Include non-cash gifts.

Report Settings

9 Report Template

```

1 {% assign publicApplicationRoot = 'Global' | Attribute:'PublicApplicationRoot' %}
2 {% assign organizationName = 'Global' | Attribute:'OrganizationName' %}
3 {% assign organizationAddress = 'Global' | Attribute:'OrganizationAddress' %}
4 {% assign organizationWebsite = 'Global' | Attribute:'OrganizationWebsite' %}
5 {% assign organizationEmail = 'Global' | Attribute:'OrganizationEmail' %}
6 {% assign organizationPhone = 'Global' | Attribute:'OrganizationPhone' %}
7 {% assign currencySymbol = 'Global' | Attribute:'CurrencySymbol' %}
8 {% assign bodyPadding = '0' %}
9 {% assign fontSizeBase = '9px' %}
10 {% if RenderMedium == 'html' %}
11   {% assign bodyPadding = '0' %}
12   {% assign fontSizeBase = '12px' %}
13 {% endif %}
14 <DOCTYPE html>
15 <html>
16 <head>
17   <title>
18     {{ organizationName }} | Contribution Statement
19   </title>
20
21   <!-- Included CSS Files -->
22   <link rel="stylesheet" href="https://stackpath.bootstrapcdn.com/bootstrap/3.4.1/css/bootstrap.min.css" integrity="sha384-H5ncRTRXn"
23     -seg@3dovkrTheCkumSicVot1SAcpi<8myTe9Gvq119e68psu" crossorigin="anonymous">
24
25   <style>
26     html, body {
27       height: auto;
28       width: 100%;
29     }
30   </style>
31 </head>
32 <body>
33
34 </body>
35 </html>

```

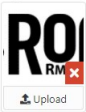
10 Footer Template

```

1 <table style="width: 100%; margin-left: 5mm; margin-right: 5mm;">
2 <tr>
3 <td style="text-align:left; font-size:8px; opacity:.5">
4   {{ Salutation }}
5 </td>
6 <td style="text-align:right; font-size:8px; opacity:.5">
7   Page <span class="pageNumber"></span> of <span class="totalPages"></span>
8 </td>
9 </tr>
10 </table>
11
12
13

```

11 Logo



12 PDF Settings

Save Cancel

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1 Name and Description

Each template you create should have a clear name and a description that indicates how it will be used. When you're using the Statement Generator,

only the Name of the template will be visible.

2 Accounts

You can restrict which accounts get pulled into the statements by either selecting *All Tax Deductible Account* or by providing a custom selection of which Accounts to show. This ensures you're including or excluding the data you want.

3 Currency Types for Cash Gifts

Here you'll select which types of currency count as cash gifts. The default configuration is typically all you'll need, but if you've added other currency types that should count as cash gifts you can select them here.

4 Currency Types for Non-Cash Gifts

Select the types of currency that represent non-cash gifts, like vehicles or property. By default, these are grouped together under the *Non-Cash Asset* currency type. Non-cash gifts appear separately from cash gifts on the contribution statement.

5 Transaction Filter Settings

These settings let you filter out refunded transactions or transactions that were backed out on the same day they were applied. In most cases you'll want to exclude these types of transactions from statements that get sent out to people, but you may want to see them for internal purposes.

6 Transaction Types

By default, only contributions will be shown, but you can also include payments for events.

7 Accounts for Pledges

Pledges are not shown on the contribution statement by default. If you want to show pledge information on the statement, select the accounts for pledges here.

8 Pledge Filter Settings

These filter settings only apply to pledges. You can set whether or not gifts to child accounts of the selected accounts should count toward the pledge, and whether or not non-cash gifts should be included.

9 Report Template

If you're creating your own template, then you'll most likely want to start by copying the default template that ships with Rock before making any changes. This is an advanced setting that lets you control exactly how the statement looks and what kind of information it displays.

10 Footer Template

This is another advanced setting that lets you control the footer information of the contribution statement. By default, it includes the *Salutation* (e.g., "Ted & Cindy Decker") and the page number.

11 Logo

You'll want to replace the default logo with your own. The logo size should be 240 x 80 pixels.

12 PDF Settings

These settings let you control the margins and page size of the PDF documents that will be generated. You typically won't need to change these.



Advanced Utility Payment Entry Block Settings

This section may get a bit advanced. Not that you can't handle advanced; we just want to give you a heads up that we're going to be talking about detailed settings and their uses. It isn't rocket science, but it might be a little challenging.

Transaction Entry Block

The Utility Payment Entry block is the eventual replacement for the Transaction Entry block. The documentation for the Transaction Entry block can still be [found here](#) if needed during this transition period.

The Utility Payment Entry block is one of the most useful and versatile blocks available in Rock. You can set it up on any page of your site and use it for any number of purposes: online giving, on-site giving, scheduled transactions, fundraising, text giving...and so on. It's the Swiss Army Knife of transaction entry features.

The screenshot shows the 'Utility Payment Entry' form within the Rock software interface. The page title is 'Utility Payment Entry' and the breadcrumb is 'Home / Utility Payment Entry'. The form is divided into several sections:

- Contribution Information:** This section contains three input fields for different funds: 'General Fund' with a value of \$ 100.00, 'Building Fund' with a value of \$ 50.00, and 'Mission Fund' with a value of \$ 0.00. Below these fields is a dropdown menu labeled 'Add Another Account'.
- Frequency:** A dropdown menu set to 'One-Time'.
- When:** A date field set to '04/30/2023' with a calendar icon.
- Personal Information:** This section includes a 'Name' field with the value 'Alisha Marble' and an 'Address' field. On the right side of this section, there are tabs for 'Give As' with options for 'Business' and 'Person' (which is currently selected).

The reason this block can be used in so many ways is because of its settings. There are two configuration tabs in the Utility Payment Entry block: Basic Settings and Advanced Settings. Let's take a look at the options available on both.

Basic Settings Tab

The Basic Settings tab is where you'll likely do most configuring.

Utility Payment Entry Block Settings - 1

Utility Payment Entry Finance / Id: 1223

Basic Settings Advanced Settings

Name *
Utility Payment Entry

1 Financial Gateway *
Test Gateway

2 Enable ACH
No

3 Enable Credit Card
Yes

4 Batch Name Prefix *
Online Giving

5 Source *
Website

6 Ask for Campus if Known *
Yes

Include Inactive Campuses *
Yes

7 Campus Types *
 Online Physical

Campus Statuses *
 Closed Open Pending

1 Financial Gateway

Of course it's important to select a valid, active gateway. Check out the Payment Gateways chapter for more information.

2 Enable ACH

This simply determines whether the person should get the option to use a bank account (e.g., checking account).

3 Enable Credit Card

Just like the above setting, this determines whether credit cards can be used.

4 Batch Name Prefix

When a financial batch is created as a result of this transaction, this will be the batch name's prefix.

5 Source

Typically this will be "Website" or "SMS Gift" but you can choose any transaction source. The list of available options are defined values of type Transaction Source.

6 Ask for Campus if Known

If the person's campus is already known (e.g., because they're logged in), should we ask for the campus anyway? You might enable this to allow people to give at different campuses. This relates to the *Use Account Campus mapping logic* setting described below.

7 Campus Options

These settings let you filter out which campuses are available for selection. For instance, you might want to show only *Active* campuses that are *Open*.

Utility Payment Entry Block Settings - 2

1 Enable Multi-Account
Yes

2 Impersonation
Don't Allow

3 Layout Style
Vertical

4 Account Header Template
{{ Account.PublicName }}

5 Accounts
The Human Fund, Sponsor a Hallw...

6 Additional Accounts
Don't display option

7 Enable Account Hierarchy for Additional Accounts
Disable

8 Use Account Campus Mapping Logic
No

9 Scheduled Transactions
Allow

10 Prompt for Phone
No

11 SMS Opt-in
Hide

12 Prompt for Email
Yes

13 Address Type
Home

14 Connection Status
Prospect

15 Record Status
Pending

1 Enable Multi-Account

This setting applies if the block is configured with multiple accounts. When disabled, people can select an account, but they can only give one amount to one account. When this is enabled, the person can enter different amounts for multiple accounts.

2 Impersonation

Set whether this block should allow impersonation. If it does, then someone could impersonate someone else and take actions as the other person. This should only be needed rarely, if ever, and shouldn't be enabled on your public-facing website.

3 Layout Style

You can toggle the layout style between Vertical and Fluid. Feel free to experiment to see which one you like better.

4 Account Header Template

Typically, you'll only want to show the name of the account, but you can

provide a custom Lava template to show whatever you like.

5 Accounts

Here is where you'll select which account(s) are available. This can be left blank to either allow all accounts or to have other block settings control which account(s) are shown. For Text Giving we recommend adding a single account here.

6 Additional Accounts

Here you'll simply choose whether the person should be allowed to pick accounts in addition to what's configured in the *Accounts* setting above. Any *Active* accounts with a *Public Name* will be shown.

7 Enable Account Hierarchy for Additional Accounts

If the above setting is enabled, then you can also enable this to group accounts under their parent accounts. This makes longer lists of accounts and sub-accounts easier to navigate.

8 Use Account Campus Mapping Logic

For full details on this setting check out the help icon located on the page. In short, this setting provides options for determining the account to use based on the campus.

9 Scheduled Transactions

This simply determines whether scheduled transactions can be created from this page. This is dependent on the financial gateway you're using. You wouldn't want to allow scheduled transactions for something like Text Giving.

10 Prompt for Phone

This is disabled by default, but you can enable it to ask the person for their phone number.

11 Prompt for SMS Opt-in

If the "Prompt for Phone" is set to "Yes" then selecting "Show" here will allow a person to opt-into receiving SMS communications for that number..

12 Prompt for Email

This is the same as the above setting, but for email. We recommend keeping this on, especially because it helps match people to a record in Rock.

13 Address Type

This is the type of address that the person will provide on the page.

14 Connection Status

If a new person record is created from this transaction, this is what its connection status will be.

15 Record Status

This is the same as the above setting, but for record status.

Utility Payment Entry Block Settings - 3

1 Enable Comment Entry ⓘ
No

2 Comment Entry Label ⓘ
Comment

3 Enable Business Giving ⓘ
Yes

4 Enable Anonymous Giving ⓘ
No

Email Templates

5 Confirm Account ⓘ
Confirm Account

6 Receipt Email ⓘ

1 Enable Comment Entry

If enabled, the person is required to enter a comment. The comment will be included with the transaction when it's sent to the payment gateway.

2 Comment Entry Label

If you've enabled comment entry, then you can customize what label will appear above the text entry field. You may want to do this to indicate what's expected to be entered.

3 Enable Business Giving

If this is enabled, then a person associated with a business in Rock can choose to give either as themselves or as the business. For most people this option won't appear.

4 Enable Anonymous Giving

If this is enabled, then anyone filling out the form can check a box to "Give Anonymously" and the gift will appear as "Anonymous" in any public-facing context. If you enable this, you may want to check out the *Anonymous Giving Tooltip* setting below.

5 Confirm Account

Rock ships with an email template specifically for this. It's a security measure, to ensure the person truly intended to update their account.

6 Receipt Email

Rock can automatically send a receipt email. You can use the *Giving Receipt System Communication* that ships with Rock or create your own.

Utility Payment Entry Block Settings - 4

Text Options

- Panel Title**
- Contribution Info Title**
- Personal Info Title**
- Payment Info Title**
- Show Confirmation Page**
- Confirmation Title**
- Confirmation Header**

```

1 <sp>
2 Please confirm the information below. Once you have confirmed that the information is
3 accurate click the 'Finish' button to complete your transaction.
4 </p>
5

```
- Confirmation Footer**

```

1 <div class='alert alert-info'>
2 By clicking the 'finish' button below I agree to allow {{ OrganizationName }}
3 to transfer the amount above from my account. I acknowledge that I may
4 update the transaction information at any time by returning to this website. Please
5 call the Finance Office if you have any additional questions.
6 </div>
7

```

- Panel Title**
The text you enter here will be displayed near the top of the screen.
- Contribution Info Title**
This title will appear above the area where the person indicates how much they're giving.
- Personal Info Title**
The title you enter here will appear above the area where the person provides their personal information, like name and email address.
- Payment Info Title**
The text here will appear above where the person provides their credit card or ACH information.
- Show Confirmation Page**
You can optionally show a confirmation page, where the person is asked to confirm the transaction before it completes. This will display the person's information, the amount they're giving, and their payment information. The next few settings only apply if the confirmation page is being shown.
- Confirmation Title**
This is the title that will be seen near the top of the confirmation screen.
- Confirmation Header**
The text here will appear above the confirmation details for the person and their gift, if the confirmation page is shown.
- Confirmation Footer**
The footer text will appear below the confirmation details on the confirmation page.

Utility Payment Entry Block Settings - 5

1 **Finish Lava Template** ⓘ

```
1 <p>Thank you for your gift. Your next gift can be completed by texting the word "give" followed by the dollar amount (e.g. "give $100").</p>
2
3
4 <dl>
5   <dt>Confirmation Code</dt>
6   <dd>{{ Transaction.TransactionCode }}</dd>
7 </dd>
8
9   <dt>Name</dt>
10  <dd>{{ Person.FullName }}</dd>
11 </dd>
12  <dt>{{ Person.Email }}</dt>
13  <dd>{{ BillingLocation.Street }} {{ BillingLocation.City }}, {{ BillingLocation.State }} {{ BillingLocation.PostalCode }}</dd>
14 </dl>
```

2 **Success Footer** ⓘ

3 **Save Account Title** ⓘ

Make Giving Even Easier

4 **Payment Comment Template** ⓘ

5 **Anonymous Giving Tooltip** ⓘ

Save Cancel

1 **Finish Lava Template**

What is provided here will be shown to the person on the last screen in the process.

2 **Success Footer**

Most of what you want to display on the final page will be in the *Finish Lava Template*, but you can add content here to display near the bottom of the page.

3 **Save Account Title**

Sometimes "Make Giving Even Easier" can be more friendly and approachable than "Save Account".

4 **Payment Comment Template**

The content of the template you provide will be sent to the payment gateway as a comment.

5 **Anonymous Giving Tooltip**

If you allow anonymous giving, you might want to provide a tooltip explaining what that means. The tooltip will be shown when the person moves their mouse over the *Give Anonymously* checkbox.

Advanced Settings Tab

The Utility Payment Entry block has additional settings under Advanced Settings.

Utility Payment Entry Block Settings - 6

1 Allow Account Options In URL

You can set the account by passing it in through the URL. But that's not all you can do. You can also set the default amount, and whether that amount should be editable.

2 Only Public Accounts In URL

If you're using the above setting, this will ensure that only Accounts marked as Public can be passed in from the URL.

3 Invalid Account Message

If the account you're trying to pass in isn't valid (e.g., a typo in the URL) then this message displays.

4 Account Campus Context

You can filter the list of accounts using campus context. To learn more about setting context check out our [Designing and Building Websites Using Rock](#) manual.

5 Allowed Transaction Attributes From URL

If you have attributes set up for transactions, you can set the value of those attributes from the URL. The URL should be formatted like:

`?Attribute_Attribute1Key=Attribute1Value&Attribute_Attribute2Key=Attribute2Value .`

So, to set a text attribute with a key of "GLCode", it might look like:

`?Attribute_GLCode=abd46c03 .`

6 Transaction Type

For the most part you'll leave this as *Contribution* but this block can be used for *Event Registration*.

7 Transaction Entity Type

Technically the transaction can be associated with a specific entity type, but generally you'll keep this blank.

8 Entity Id Param

If you've selected an Entity Type above, then you can specify a page parameter where the Id for the entity can be found.

Utility Payment Entry Block Settings - 7

1 Transaction Header

2 Enable Initial Back button
No

3 Show Panel Headings
Yes

4 Enable Text-To-Give Mode
No

Save Cancel

1 Transaction Header

What you enter here will be displayed above the area where the person chooses the account(s) and amount(s) they're going to pay.

2 Enable Initial Back button

If this is enabled, then a `Back` button will be shown that you can use to go back to the last page you were on. Because this block could be accessed from a workflow, email, or other methods besides web page navigation, you may want to leave this disabled.

3 Show Panel Headings

There are panel headings for Contribution Information, Personal Information and Payment Information. This setting lets you hide those headers.

4 Enable Text-To-Give Mode

`Text Giving` will not work without this option enabled.

Account Selection Behavior

The Utility Payment Entry block allows people to enter payment information for selected accounts. The account selection behavior for the block is primarily controlled by four block settings:

1. **Accounts:** The *Accounts* block setting lets you restrict the block to only being used with specified accounts.
2. **Additional Accounts:** The *Additional Accounts* setting allows you to make payments for active public accounts not listed under "Accounts" above.
3. **Enable Account Hierarchy for Additional Accounts:** Financial Accounts can be nested and, when enabled, this will group accounts under their parents when looking at the Additional Accounts dropdown list. Those that are top-level accounts will be the root of the dropdown. For those that have parents, their parent account will be in the dropdown. What this means is that:

1. If an account called "Special Fund" is at the root of the account tree it will be at the root of the dropdown.
2. If an account called "Glendale Campus" exists under a Parent account called "General Fund" ("General Fund > Glendale Campus") Glendale Campus will be shown in the dropdown under a parent item of "General Fund".
3. If there is a 3-level nested account hierarchy like "Events > Youth Events > Summer Camp", Summer Camp will be shown in the dropdown under the parent item of "Youth Events". The "Events" grandparent will not be displayed.
4. **Use Account Campus Mapping Logic:** When enabled, this will match payments to accounts based on the associated campus. The account mapping is determined as follows:
 1. If the selected account is not associated with a campus, the selected account will be the first matching active child account that is associated with the selected campus.
 2. If the selected account is not associated with a campus, but there are no active child accounts for the selected campus, the parent account (the one you see) will be returned.
 3. If the selected account is associated with a campus, that account will be returned regardless of campus selection (and it won't use the child account logic).

Note that the *Use Account Campus Mapping Logic* setting is not compatible with the *Enable Account Hierarchy for Additional Accounts* setting, since *Use Account Campus Mapping Logic* automatically picks the best fit account based on the associated campus and *Enable Account Hierarchy for Additional Accounts* allows you to pick a specific account from a hierarchy of accounts. Use one or the other, but not both.