



CENTRALIZED GIFT PROCESSING SUPPORTING DOCUMENTATION – CASE DISTRICT VII

No story about our centralized gift processing system at UC Davis would be complete without an illustration of what we built and how we built it. What follows is a series of annotated slides that highlight the key elements of the system and how we worked as a team to bring it to life.

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The Life of a Gift Through CGP

<i>Business Process</i>	<i>Document Gift</i>	<i>Deposit Funds</i>	<i>Process Gift</i>	<i>Issue Receipt</i>	<i>Disperse Funds</i>
Supporting Technology	GREAT Website GREAT Coupon	Lockbox: OCR Scanner & E-cashier	Ellucian Advance & APIs	Post-Processing Reports	Kuali Financial system & APIs

Timeline	Build to Implementation: 18 months
Target Audience	Internal Stakeholders: All Development Staff
Data Sources	Ellucian Advance, Kuali, Microsoft Azure, AQ2 (Lockbox), Bank of America data
Technology Used	<ul style="list-style-type: none"> • Frontend: AngularJS, HighCharts, HTML5, SASS (for CSS) • Middleware: ASP.NET C# API w/ KFS Scrubber SFTP integration, .NET Windows Service for BofA and Lockbox communication • Services: SparkPost (email), Stackify (logging), Pingdom (monitoring), StatusPage.io • Backend: MS SQL Server, ElasticSearch, Azure Storage, Queue + Service Bus • Hosting: MS Azure Cloud, GitHub, AppVeyor (CI), Octo (Deploy)
Project Costs	~\$900,000 (all-inclusive).
Project Team	Executive Director, Sr. Director of Advancement Services, Business Analysts (6), Data Analysts (2) Gift Reviewers (2), Gift Processors (2), Programmers (4)

UCDAVIS · GREAT · Test Version

receipt or tracking or great ic Search

Home
OR Review
Entry
Gifts
Modification Required
All Financial Gifts
Financial Review
Financial Ready-Upload
Financial Summary
All Entries
Reports
About

Gift Reports, Entry, and Tracking (GREAT)

Welcome to the Gift Processing program, where all your gift tracking dreams will become a reality!

Explore this data

16 BATCHED

14 FINANCED

4 COMPLETED

STATUS - Out of 45 - Gifts 30 days

Explore this data

Activity - Out of 114 - Actions 14 days

This is the home page of GREAT that all users see upon logging in. We are using the test version of GREAT to maintain donor confidentiality; the production version, which is an exact mirror (minus the pink banner), is “too live” to share.



B. Screenshots of GREAT: Navigating the Home Page

When users click on the “Entry” button on the main menu, a sub-menu is generated below and users are defaulted to “Your Entries”-- a page that lists all of the gift entries each individual has created along with identifying details of each gift entry including the primary donor, and the creator of the entry. The list populates based on the date range and other parameters indicated in the Search Filters. The icons on the far indicate the where the gift is in the transit process. In this example, the bus icon indicates the gift is on its way via the courier system. The clock icon indicates the gift has not yet been sent.

UCDAVIS · GREAT · Test Version receipt or tracking or great k Search

- Home
- OR Review
- Entry**
- Gifts
- Modification Required
- All Financial Gifts
- Financial Review
- Financial Ready-Upload
- Financial Summary
- All Entries
- Reports
- About
- Your Entries**
- Team Entries
- All Entries
- Gift Review
- Supervisor Attention
- Create New Entry
- Bulk Create

Your Gift Entries

Search Filters

Start Date: 10/18/2016 Apply

End Date: 10/26/2016

Filter Date For: Created Date

Status: All selected (20)

Show 10 rows Copy Excel

Search:

	Status	Great Id	Primary Donor	Allocations	Total	Created	Created By	Updated	
	Created	0000003524	Kelly Best (0001049134)	ANSWINE/440332-41158 (Animal Science Swine Facility Support)	\$1.11	10/19/2016 4:33:28 PM	Kellyanne Best	10/19/2016 4:33:28 PM	
	Created	0000003525	Kelly Best (0001049134)	04729/104729-04729 (Neva Corboff Memorial Scholarship Fund)	\$2.11	10/19/2016 3:39:45 PM	Kellyanne Best	10/19/2016 3:39:45 PM	
	Submitted	0000003527	Kathy Best (0000451657)	04337/104337-04337 (Harold Berg Memorial Research Fund)	\$4.11	10/19/2016 3:41:03 PM	Kellyanne Best	10/19/2016 3:41:23 PM	
	Gift Review	0000003497	Kelly Best (0001049134)	ANSWINE/440332-41158 (Animal Science Swine Facility Support)	\$100.00	10/18/2016 2:27:32 PM	Kellyanne Best	10/18/2016 2:29:26 PM	

Showing 1 to 4 of 4 entries

Previous **1** Next

B. Screenshots of GREAT: Entry -> “Your Entries”

A listing of all of the gift entries created by other people in your unit

Users create gift entries by clicking here.

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receipt or tracking or great k Search

Home
OR Review
Entry
Gifts
Modification Required
All Financial Gifts
Financial Review
Financial Ready-Upload
Financial Summary
All Entries
Reports
About

Your Gift Entries

Search Filters

Apply

Show Copy Excel

	Total	Created	Created By	Updated
1158 (Animal Science Swine	\$1.11	10/19/2016 4:33:28 PM	Kellyanne Best	10/19/2016 4:33:28 PM
04729/104729-04729 (Neva Corboff Memorial Scholarship Fund)	\$2.11	10/19/2016 3:39:45 PM	Kellyanne Best	10/19/2016 3:39:45 PM
Submitted 0000003527 Kathy Best (0000451657) 04337/104337-04337 (Harold Berg Memorial Research Fund)	\$4.11	10/19/2016 3:41:03 PM	Kellyanne Best	10/19/2016 3:41:23 PM
Gift Review 0000003497 Kelly Best (0001049134) ANSWINE/440332-41158 (Animal Science Swine Facility Support)	\$100.00	10/18/2016 2:27:32 PM	Kellyanne Best	10/18/2016 2:29:26 PM

Showing 1 to 4 of 4 entries

Previous 1 Next

Your Entries
Team Entries
All Entries
Gift Review
Supervisor Attention
Create New Entry
Bulk Create

A special queue for gift reviewers. Gift entries move to this queue when they are "submitted."

A special queue for gifts that have been flagged by gift reviewers as needing special attention.

A bulk entry form that is handy for quick entries of gifts with the same allocation (e.g. events)

Some other features of the "Entry" Sub-menu.

B. Screenshots of GREAT: Entry -> "Create New Entry"



When users click on the “Create New Entry” they are taken to the “Create Donation” screen. This is the web form into which all of the gift information is entered. This begins a gift’s journey through GREAT.

The top section of the web form captures donor and payment information.

Available tender types: check/cash, credit card, electronic securities, gift in kind, real estate, wire transfer

Users must select one of three transit types before they can submit the gift for processing. (In-Person, Courier, USPS). This also starts the clock on a gift notification system that tracks gifts in transit.

Household donor information is populated via a search box that pulls entity records from Ellucian Advance.

Associated Other donor information is populated via a search box that pulls entity records from Ellucian Advance.

Anonymous donor flag

Captures tribute information for IMO or IHO gifts (people and pets)

The screenshot shows the 'Create Donation' page in the UC Davis GREAT system. The page header includes 'UCDAVIS · GREAT · Test Version' and a search bar. The main content area is titled 'Create Donation' and contains several sections: 'Primary Donor Information' (with a search box for 'Kelly Best'), 'Associated Other Donor Information' (with an 'Add Associated Other Donor' button), 'Tributary Donor Information' (with 'Add a Person' and 'Add a Pet' buttons), and 'Payment Information' (with fields for 'Total Amount Received', 'Date Received', 'What form of payment was used?', 'Send tender by', 'Check number', and 'Appeal Code'). A sidebar on the left contains navigation links such as 'Your Entries', 'Team Entries', 'All Entries', 'Gift Review', 'Supervisor Attention', 'Create New Entry', and 'Bulk Create'. Callout boxes with speech bubbles provide additional context for various parts of the form.

When users click on the “Create New Entry” they are taken to the Create Donation screen. This is web form into which all of the gift information is documented.

The bottom section of the web form captures gift type, allocation, file attachments and special instructions. At the end of the form, users can save a draft of the entry, validate the form against all required fields, and create the gift.



Allocation Distribution

Distribution Type	Allocation	Amount	% Allocated
<input type="text" value="Gift"/>	<input type="text" value="Search by KTs Account #"/>	\$ 0.00	<input type="text" value=""/>
<small>If this is a non-standard gift fee Click Here</small>	<small>If this is a new or unknown allocation, Click Here</small>		%
<input type="checkbox"/> Annual Receipt Only?			<input type="button" value="+ Add Premium"/>

Distribution total: 0%

File Attachments

Drop Images or PDFs files here

Special Instructions

Employee Gift?

Please provide special instructions or additional information here. If more information is needed, Advancement Services will contact you.

Team Information

Team association for this gift:

Select a team:

Save Info

Available distribution types: gift, pledge, pledge payment, pledge with first payment

Pop-up window to indicate exemption from standard fees

Annual receipt indicator

Gift documentation can be attached to the entry by drag and drop or file upload.

A free-form text field to enter special instructions to give reviewers

Each GREAT user is assigned to a "team" comprised of all users belonging to the same school or unit.

Allocation Distribution

Distribution Type

Gift

If this is a non-standard gift fee Click Here

Annual Receipt Only?

+ Add Distribution

Allocation

Search by KTs Account #

If this is a new or unknown allocation, Click Here

Amount

\$ 0.00

% Allocated

%

Gift premium indicator

+ Add Premium

Distribution total: 0%

Upload

File Attachments

Drop Images or PDFs files here

Special Instructions

Employee Gift?

Please provide special instructions or additional information here. If more information is needed, Advancement Services will contact you.

Team Information

Team association for this gift:

Select a team:

Save Info

Save

Validate Form

Create Gift

Search box that pulls in allocations from Ellucian Advance

Feature to split a gift into more than one distribution type or allocation

Feature to allow users to enter (and deposit) gifts with new or unknown allocations.

Notifies appropriate units if donor gives to own research account

Entries can be saved as drafts.

Creating the gift is the final entry step which ushers the gift along the process and changes status.

Validates the web form to ensure all crucial information is in place

When users click on the “Create Gift” button at the bottom of the web form it generates a “GREAT Coupon” and a “GREAT Gift Entry Screen” which lists all of the features of the gift, including its current status and change history.

At this point in the process, users can print off the “GREAT Coupon,” which is a remit piece with a scanline of pertinent donor and gift information. This Coupon is then sent to us at Advancement Services with any accompanying tender.

We use this coupon to electronically capture the key donor and gift information using Optical Character Recognition software which runs on our Lockbox scanner. The Lockbox is also how we electronically deposit gift monies.

Users can also edit the created gift entry, which automatically produces a new coupon with the updated entry information (see next slide for coupon example).

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receipt or tracking or great k Search


GreatID #: 3575 Created


[Edit](#) [Print GREAT Coupon](#)

Gift Details


Payment Type: Check/Cash
Received: 10/26/2016
Amount: \$5.11
KFS Key: H01026000A
GREAT Id: 0000003575

Primary Donor:


Best, Kelly D
(0001049134)
kbest@ucdavis.edu
1 Shields Ave, Davis, CA
95616-5270

Status 
Created

Last Modified
10/26/2016 2:09 PM

Attachments 
[View All](#)





Distribution 1

Transaction Type: Gift
Fee Type: Standard
Amount: \$5.11
Annual Receipt Only?: No
Allocation: ANSWINE/440332-41158 (Animal Science Swine Facility Support)
Agency: Regents
Fund Type: CURRENT
School: Ag & Env Sciences (AAES)
Department: Animal Science (AANS)
Sub-Department:
Purpose: Research

Comments [+ Add Comment](#)

No comments

History

TIME	DESCRIPTION	STATUS	ACTOR
 Wednesday, October 26, 2016	Drafted	Draft	Kellyanne Best
 Wednesday, October 26, 2016	Edited	Draft	Kellyanne Best
 Wednesday, October 26, 2016	Edited	Draft	Kellyanne Best
 Wednesday, October 26, 2016	Edited	Draft	Kellyanne Best

Every GREAT gift entry generates a unique GREAT Coupon PDF, the bottom portion of which is a detachable remittance piece with key donor and gift information. The scanline is in a OCR-readable font.

We run these coupons through our lockbox scanner along with any eligible tender (checks). This captures the pertinent donor and gift information which readies it for electronic bank deposit and subsequent transfer to our on-campus holding accounts.

GREAT coupons for Credit Card gifts provide an area to hand-write credit card information. We cannot yet store credit card information in the system. This method ensures PCI-compliance. (CC information is redacted from all images after secure transport and deposit).

GREAT **GREAT COUPON**

Kelly Best (0001049134)
ANSWINE/440332-41158 (Animal Science Swine Facility Support)
Total amount: \$5.11
Payment type: Check/Cash -- Check Number:
Appeal: W2017

Version 2.00.06

OCR-readable scanline

0001049134000000000511000003575

Donor ID - Advance Gift Amount GREAT ID

Great ID: a unique identifier generated for each gift entry

000003575

GREAT **GREAT COUPON**

Kelly Best (0001049134)
V1TH822/437494-45371 (Small and Exotic Acupuncture Service)
Total amount: \$6.11
Payment type: Credit Card
Appeal:

Version 2.00.06

Credit Card #: _____
Name on Card: _____
Expiration Date: _____

000003583

0001049134000000000611000003583

Courier Stops

School/Unit	Physical Address	Pickup Time
1 College of Agricultural & Environmental Science	140 Environmental Horticulture	M-F 2:00pm-2:10pm
2 School of Veterinary Medicine	Veterinary Medicine Dean's Office Surge IV	M-F 2:15pm-2:20pm
3 Annual Fund	UC Davis Conference Center	M-F 1:50pm-1:55pm
4 Arboretum	Valley Oak Cottage (on La Rue Rd across from Academic Surge)	M-F 8:15am
5 Library	Shields Library, 100 NW Quad, Room 251	MWF 9-9:30am TTH 10-10:15am
6 Engineering	Kemper Hall, Room 1121	MWF 8:15am-9:30am TTH 8:30am-8:45am
7 School of Law	King Hall, 400 Mirak Hall Dr, Suite 2380	MWF 10-10:15am TTH 8:30-8:45am
8 Office of Research	(JMIE) The Barn - 501 Engineering Bikeway	MWF 10-10:15am TTH 9:30-9:45am
9 School of Education	School of Education Bldg., Room 162	MWF 9:30-9:45am TH 10:00-10:15am
10 Athletics	Hickey Gym, Room 264	MWF 9-9:15am TTH 9:45-10am
11 Institute of Transportation Studies	1605 Tilla St Davis, CA	M-F 1:15pm
12 College of Letters & Science	Social Science and Humanities Building, Room 1207	MWF 9:45-10:00am TTH 10-10:30am
13 *UC Davis Medical Center	4900 Broadway Ste. 1830, Sacramento CA 95820	M-F 9-9:30am
14 College of Biological Sciences	Life Sciences, Room 210 (in the basement - enter through Room 202)	MWF 10:30-10:45am TTH 8:15-8:30am

*See UC Davis Sacramento Campus Map



Courier Map

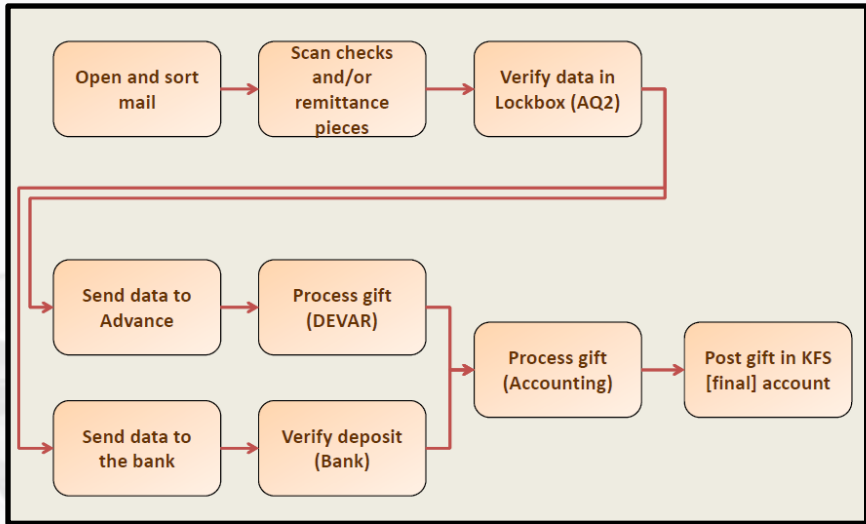


Locked Courier Bag

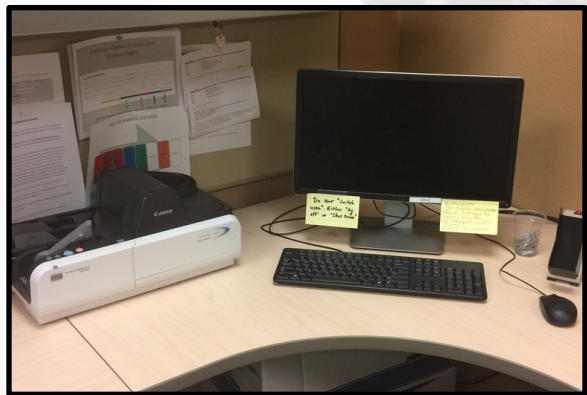
GREAT coupons and tender (all physical tender except cash) are sent to Advancement Services in one of three approved methods: in-person delivery, US Postal Service, or via a courier system. Our contracted courier service makes fourteen stops daily at various locations on the main campus and at the UC Davis Medical Center.

Gifts sent via our courier system are secured in a locked bag during transit. This ensures PCI-compliance.

Cash gifts are delivered in-person or via police escort, as per campus policy.



When GREAT gifts are received at Advancement Services, we sort, batch, and scan the Coupons and tender. Donor and gift data are captured and verified using AQ2 Lockbox software. The gift money is electronically deposited, and the donor and gift data are sent to Advance/GREAT for processing. At this point, scrubber docs are created for each gift entry and attached to individual records in GREAT. Scrubber docs direct the money movement from the holding account at the Bank of America to our campus accounts via Kualii (accounting system).



Scrubber Docs: text files of journal voucher entries that contain data that inform the movement of gift money through our financial system, Kualu.

```
20173 1160125-----0630---AC 04GLJVASH0092709#0000120160927-CREDIT- [REDACTED] :FAU=93333 300.00D20160927H01001000X-----Reversa1GLJVASH0092709
20173 1160130-----0630---AC 04GLJVASH0092709#0000220160927-CREDIT- [REDACTED] FAU=DEVPOEE 300.00C20160927H0100100045-----DEVPOEE
```

Account Object Code Tracking # Date Check # Donor Alloc. Code Amt. D/C Date New Track. # Money Move. Direction

In the above example:

The top line:

- Goes to account 1160125 and will be added to that account's ledger in our financial system, Kualu.
- Has an amount debit (300.00D) meaning 300 dollars is being removed from 1160125
- Has a Money Movement Direction of Reversal meaning it has no sub-account to eventually move into; the money is being completely removed from 1160125

The bottom line:

- Goes to account 1160130 will be added to that account's ledger in Kualu
- Has an amount credit (300.00C) meaning 300 dollars is being added to 1160130
- Has a Money Movement Direction of allocation DEVPOEE. The eventual goal is for the majority of this money to be credited to allocation DEVPOEE

- Home
- OR Review
- Entry
- Gifts
- Modification Required
- All Financial Gifts
- Financial Review
- Financial Ready-Upload**
- Financial Summary

Financial Ready-Upload

Search Filters

Start Date: 02/04/2017 Agencies: All selected (2) Apply

End Date: 03/07/2017 Fund Type: All selected (3) Apply

Filter Date For: Created Date

Department Code: Department Code Purposes: All selected (9)

School Code: School Code Tender Type: All selected (13)

AF Fee: All selected (2)

Show all rows Copy Excel

Receipt	Kfs Key	Primary Vendor	AP	Allocation	Account	Ben Unit	Fee	Prem	Total	Created	Record Date
	0001948461	H10303001T	N	CHEMRBM (R-CURRENT)	3-CHEMRBM	CLAS	Standard	N	\$2,500.00	3/3/2017	3/3/2017
	0001948461	H10301002K	N	RMIFRIE (R-CURRENT)	3-RMIFRIE	AAES	Standard	Y	\$1,000.00	3/1/2017	3/1/2017
	0001948460	H10228003E	N	DEVPBBI (R-CURRENT)	3-DEVPBBI	ICAA	Standard	N	\$250.00	2/22/2017	2/28/2017
	0001948461	H10228003G	N	DEVPBBI (R-CURRENT)	3-DEVPBBI	ICAA	Standard	N	\$250.00	2/22/2017	2/28/2017

The KFS Preview window allows the financial reviewers to see the exact path of the gift money and how it will be dispersed, as per the scrubber doc. Gift fees and premiums are automatically calculated. GREAT also handles gifts split between Regents and Foundation accounts. Reviewers push the money into KFS (accounting system) by hitting "Manually Complete."

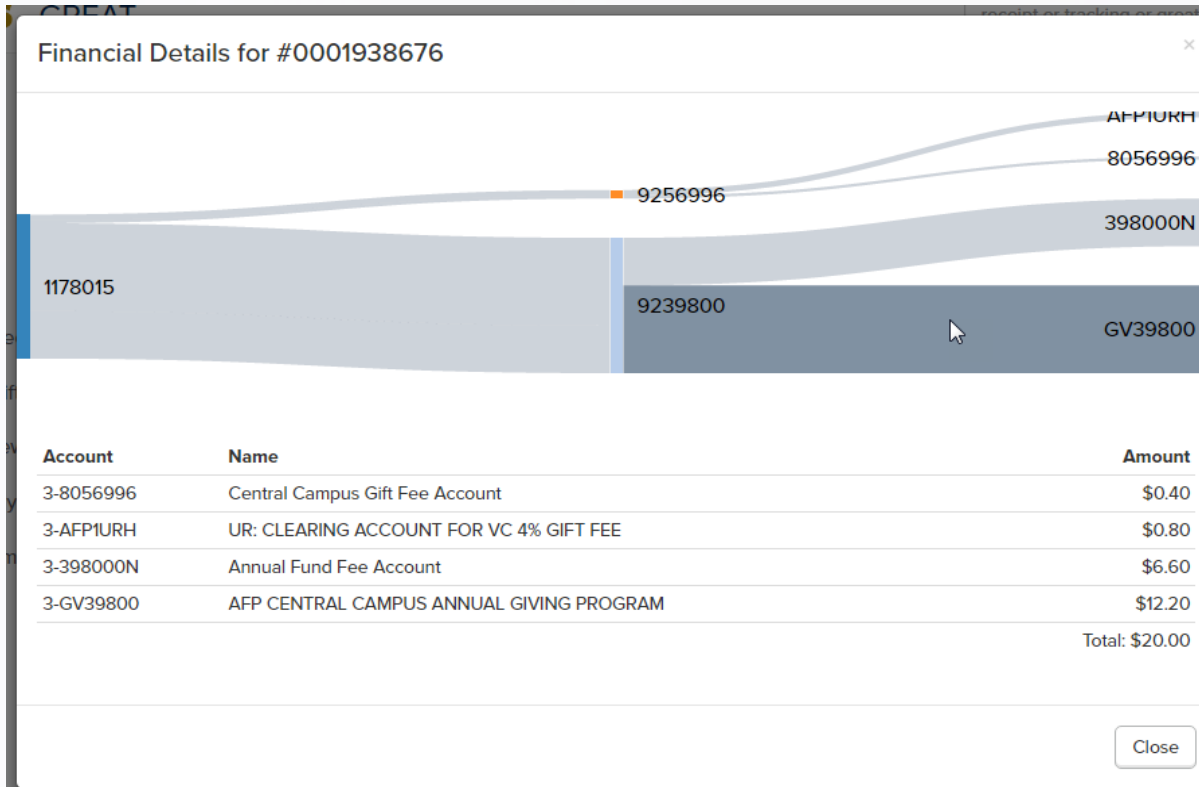
Kfs Preview for Receipt #0001948753

Modify In Advance Manually Complete

This shows exactly what accounts the money will move into once it is sent to KFS

Seq	Balance Type	Debit/Credit	Account	SubAccount	Object	SubObject	Amount
00001	AC	D	3-1160130	----	0630	---	2500.00
00002	AC	C	3-9241111	----	0060	---	2350.00
00003	AC	C	3-9256996	----	0060	---	100.00
00004	AC	C	3-9256996	----	0060	---	50.00
00001	CB		3-9241111	----	INCO	---	2350.00
00002	CB		3-9256996	----	INCO	---	100.00
00003	CB		3-9256996	----	INCO	---	50.00
00004	CB		3-CHEMRBM	----	SUB3	---	-2350.00
00005	CB		3-LSDEGFE	----	SUB3	---	-100.00
00006	CB		3-8056996	----	SUB3	---	-50.00

This is financial review and approval interface in GREAT. Foundation and Regents accountants use the financial queues to review and approve the dispersion of the funds. They can look at the gift entry and also take a closer look at how the funds will be dispersed by clicking on the magnifying glass icon which pops-up the KFS Preview window.



The Financial Details visualization feature is available to view on all completed gifts. It provides a visually pleasing map of money movement for each individual gift. Note the three gift fees that were auto-calculated and dispersed.

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Preferences

Editable Preferences

Don't mess up your email, otherwise you may not get notifications. These values are defaulted from the Campus LDAP server.

First Name

Last Name

Email

Notification Preferences

How would you like to receive notifications?

Daily Email Digest

What gifts you like to be notified about?

Gifts I have created

Gifts my team has created

What events would you like to be notified about?

Gift Created


GREAT Form/Tender Received

GREAT Form Requires Attention

GREAT Form Approved for Processing


Gift Financed

Wed 10/26/2016 2:12 AM

 donotreply@givemail.ucdavis.edu

Gift Tender Missing

To Kelly D Best

 If there are problems with how this message is displayed, click here to view it in a web browser.

[Bing Maps](#) Get more apps

UCDAVIS
GREAT
Missing Tender

We have not received your gift tender yet.

Wednesday, October 26, 2016

You stated on the Gift Entry Form that the tender was shipped by usps on Thursday, October 13, 2016
Please confirm that you have sent your tender.

[View the Gift Details](#)

GREAT ID:	0000018895
Primary Donor:	Tawny High (0001055305)
Payment Type:	Check/Cash
Amount:	\$2.11

Advancement Services
University of California, Davis

GREAT has a built-in e-mail notification system that makes it easy to track gifts. Users can elect to be notified in a variety of instances (e.g. gift changes status, someone in your unit creates a new gift).

All pertinent GREAT users receive email notification whenever we have not received a gift in the expected timeframe or whenever they need to take action on a gift in order to move it forward in the process.

When gifts have been deposited and processed in our system of record, Advancement Services sends an official tax receipt. These receipts are house-holded and include confirmation of the gift amount, the benefitting fund, receipt date, tribute gifts (IMO or IHO) for people and pets. Separate notification letters (stewardship) for next of kin or honorees are mailed are handled by the schools and units.



UC DAVIS GIFT ADMINISTRATION
1460 DREW AVE, SUITE 100
DAVIS, CA 95618
TEL 530.754.2043
gifts@ucdavis.edu

November 1, 2016

Mrs. Jane Doe
123 Fake St
Davis, CA 95616-1951

Dear Jane,

Thank you for your support of UC Davis! This letter will serve as your receipt for your gift of \$500.00 in honor of your cat, Paws, and in memory of John Doe. If you have requested that a contact be notified of this tribute gift, a letter will be sent to that contact directly.

Contributions from loyal alumni, friends, patients and parents like you provide vital support that helps UC Davis fulfill its land-grant mission to improve the world through excellent teaching, innovative research, transformational health care, and impactful public service. Your gift to UC Davis is helping advance one of the top public universities in the United States.

Thank you again for your investment in the future of UC Davis.

Sincerely,

Jessica Macaluso
Executive Director of Advancement Services
UC Davis

PLEASE RETAIN THE INFORMATION BELOW AS YOUR RECEIPT FOR TAX PURPOSES.

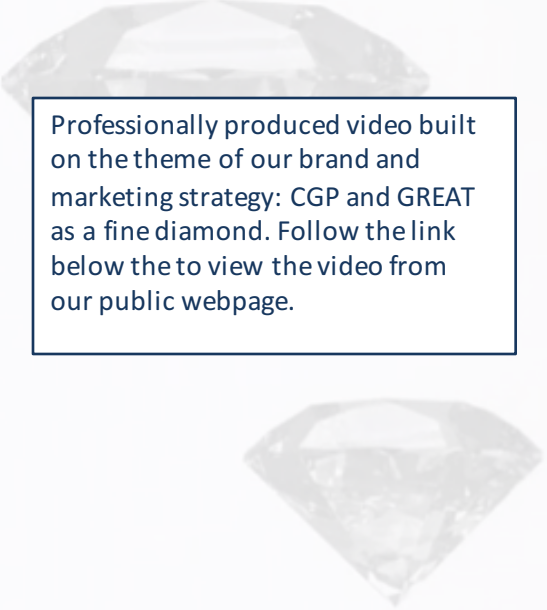


Mrs. Jane Doe, as requested, we have designated your \$500.00 donation towards the following:

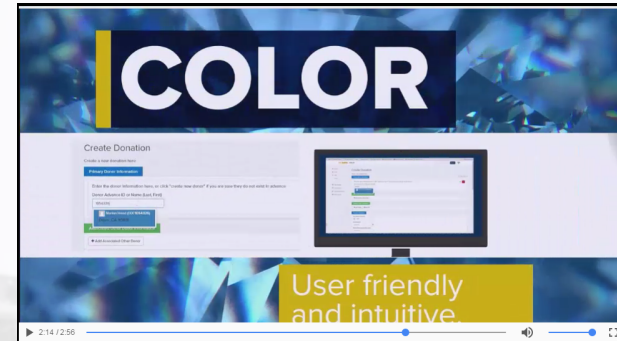
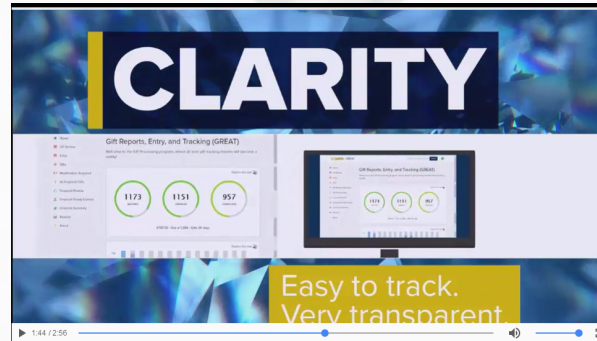
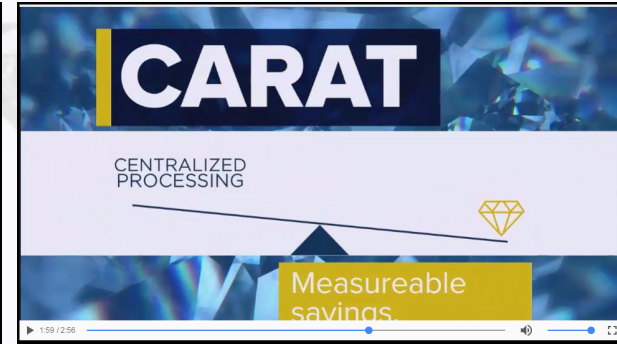
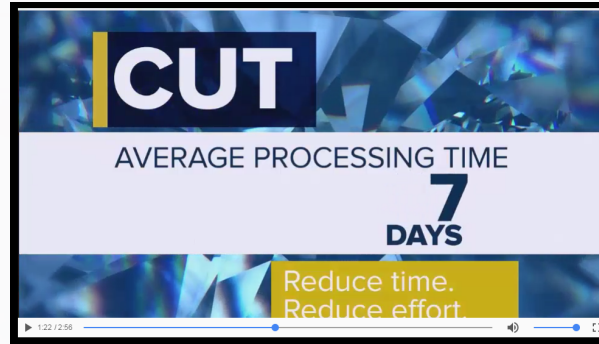
John Doe Scholarship Fund - \$500.00 - Received on 10/25/2016

For IRS purposes, we document that no goods or services were provided in exchange for this gift. It is the policy of the University of California, Davis to utilize a portion of the gift principal and/or short-term investment income on current gifts and grants to support the cost of raising and administering gift funds.

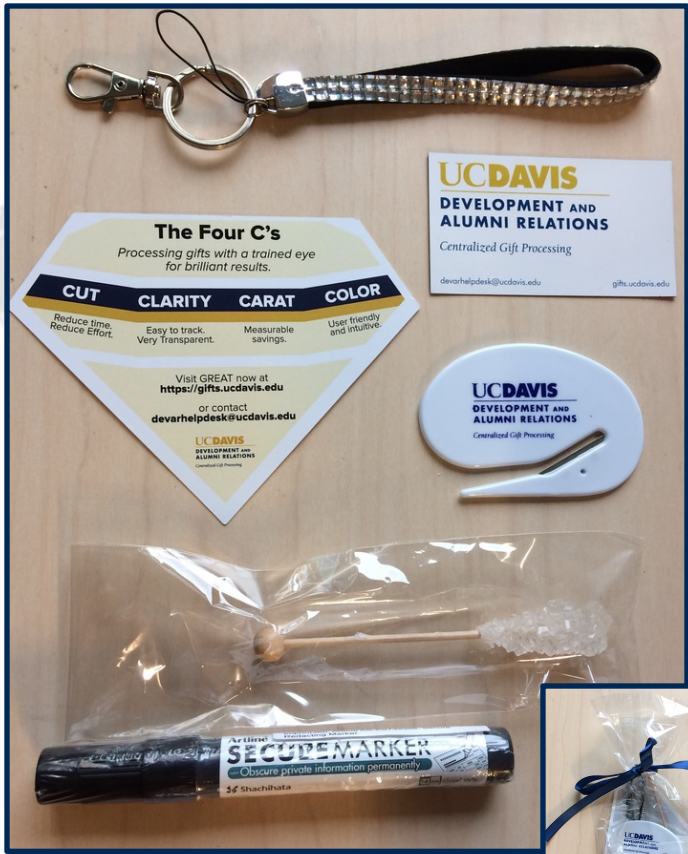
UC DAVIS GIFT ADMINISTRATION - 1460 DREW AVE, SUITE 100, DAVIS, CA 95618 - 530.754.2043 - gifts@ucdavis.edu



Professionally produced video built on the theme of our brand and marketing strategy: CGP and GREAT as a fine diamond. Follow the link below the to view the video from our public webpage.



Watch it here: <http://ais.ucdavis.edu/cgp/CGPIntroNew.mp4>



Diamond-themed SWAG bag of diamond-themed promotional materials. The secure marker at the bottom of the photo is a redaction pen used to black out any sensitive financial information on donor documentation before it is scanned and uploaded into GREAT. This maintains PCI compliance.



School/Unit Designation	World Food Center	Letters & Science	UCD Medical Center	Betty Irene Moore School of Nursing	Social Sciences	Humanities, Art & Cultural Studies	Mathematical & Physical Sciences	School of Medicine	Biological Sciences	Robert & Margrit Mondavi Center	Corporate Relations	Global Affairs (International Studies)	Office of the Provost*	COSMOS*	Health Systems Annual Fund	Integrative Studies*	DEVAR	Office of Research (Bodega Bay)**
'Hard Touch' Meeting Date	8/17 1-2	8/17 1-2pm	8/11 11-12pm	8/11 11-12pm					8/1 11-12pm	8/1 11-12pm	7/6 2-3pm	7/27 1-2pm	N/A	N/A		N/A	7/26 11-12pm	N/A
GREAT Training Date	8/31/2016	8/31/2016	9/6/2016	9/6/2016					9/20/2016	9/20/2016	Will Call	Will Call	Will Call	Will Call		Will Call	Will Call*	Will Call
Go Live Date	9/6/2016	9/6/2016	9/7/2016	9/7/2016					9/27/2016	9/27/2016	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD

School/Unit Designation	Cal Aggie Alumni Association	Manetti-Shrem Museum of Art	Arboretum	Library	Athletics	Graduate Studies	Graduate School of Management	Engineering	School of Law	Office of Research	School of Education	Institute of Transportation Studies	UC Extension	Student Affairs
'Hard Touch' Meeting Date	6/27 11-12pm	6/24/16 2-3pm	6/24/16 2-3pm	6/24/16 2-3pm	6/27 2-3pm	7/1 11-12pm	6/27 11-12pm	7/12 11-12pm	6/27 2-3pm	7/7 1-2pm	7/26 11-12pm	7/26 11-12pm	8/1 11-12pm	8/11 11-12pm
GREAT Training Date	7/7/2016	7/13/2016	7/13/2016	7/20/2016	7/20/2016	7/20/2016	7/27/2016	7/27/2016	8/3/2016	8/3/2016	8/8/2016	8/16/2016	8/23/2016	8/23/2016
Go Live Date	7/12/2016	7/19/2016	7/19/2016	7/26/2016	7/26/2016	7/26/2016	8/2/2016	8/2/2016	8/9/2016	8/9/2016	8/16/2016	8/23/2016	8/30/2016	8/30/2016

Implemented in 32 schools and units across campus.

We evaluated 32 schools and units for their average yearly gift volume and level of gift complexity to establish a staggered training and roll-out schedule that avoided bringing online two heavy users in a row. We presented the diamond video at the hard-touch meetings.

Centralized Gift Process

Online Giving Website
GREAT Form
Lockbox Remittance

GREAT

GREAT Courier Information

Log In!

ADVANCE WEB

MICHELANGELO

REEHER

GREAT

GREAT User Guides

(CAS Login Required)

GREAT Resource Information

- [GREAT FAQs](#)
- [The Enhanced Advance Lookup/Stewardship Report](#)
- [Department Codes](#)
- [School Codes](#)
- [GREAT Courier Information](#)

GREAT Creator & Submitter Resources

- [Donor Information](#)
- [Payment Information](#)
- [Allocation Distribution](#)
- [Attachments, Special Instructions and Notifications](#)
- [Bulk Create](#)
- [Donor Intent Form](#)

GREAT Inquiry Only and Account Manager Guides

- [Account Manager Guide](#)
- [Inquiry Only Guide](#)

GREAT Training Schedule

- [GREAT Training Schedule](#)

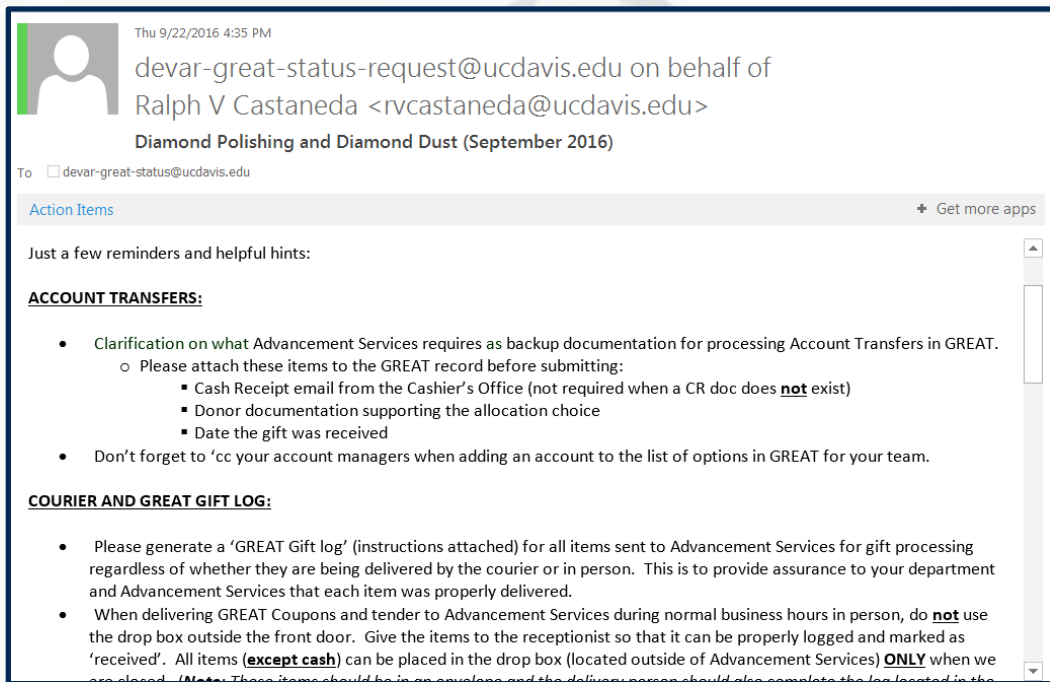
The screenshot shows a web browser window displaying the GREAT software interface. The browser title is 'File Edit View Window Help'. The address bar shows 'Customize'. The main content area is titled 'Primary Donor Information' and contains a form with the following sections:

- Contents:** A table of contents listing sections like Primary Donor Information, Associated Other Donor Information, etc.
- Primary Donor Information:** A section with instructions: 'The primary donor can be entering into the field using Last Name, First Name or Advance ID number. Companies can be searched for by Company Name or Advance ID number.'
- Primary Donor Information Form:** A form with a search field and a 'Make Anonymous Button'.
- Donor List:** A list of donors with a red square icon with a white dash next to each entry.

Red arrows in the image point to the red square icon with a white dash, which is used to clear the current entry. A text box labeled 'Cleared entry' points to the icon next to the first donor entry.

Two weeks after the implementation meetings, we held full-day classroom training sessions, customized for different audiences by using discrete lesson modules that could be re-ordered or omitted. The training was particularly effective because the guided exercises mirrored the most common types of gifts each unit would receive, based on our analysis of past data. After the training sessions we granted access to each user based on their particular role in the unit and set their corresponding permissions in GREAT.

We continue to communicate with our users through monthly “Diamond Dust” emails that provide tips and tricks or news about upcoming releases.



Thu 9/22/2016 4:35 PM

devar-great-status-request@ucdavis.edu on behalf of
Ralph V Castaneda <rvcastaneda@ucdavis.edu>

Diamond Polishing and Diamond Dust (September 2016)

To devar-great-status@ucdavis.edu

Action Items + Get more apps

Just a few reminders and helpful hints:

ACCOUNT TRANSFERS:

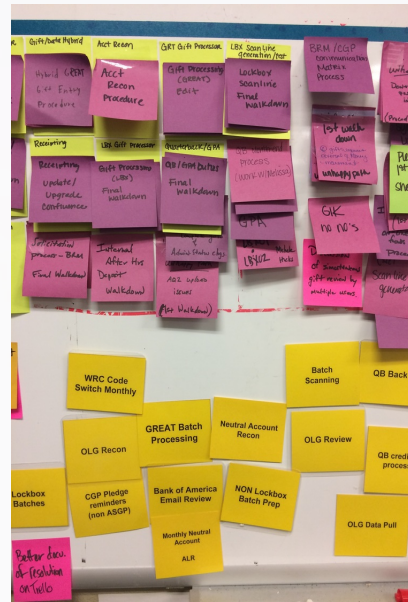
- Clarification on what Advancement Services requires as backup documentation for processing Account Transfers in GREAT.
 - Please attach these items to the GREAT record before submitting:
 - Cash Receipt email from the Cashier's Office (not required when a CR doc does **not** exist)
 - Donor documentation supporting the allocation choice
 - Date the gift was received
- Don't forget to 'cc your account managers when adding an account to the list of options in GREAT for your team.

COURIER AND GREAT GIFT LOG:

- Please generate a 'GREAT Gift log' (instructions attached) for all items sent to Advancement Services for gift processing regardless of whether they are being delivered by the courier or in person. This is to provide assurance to your department and Advancement Services that each item was properly delivered.
- When delivering GREAT Coupons and tender to Advancement Services during normal business hours in person, do **not** use the drop box outside the front door. Give the items to the receptionist so that it can be properly logged and marked as 'received'. All items (**except cash**) can be placed in the drop box (located outside of Advancement Services) **ONLY** when we are closed. *(Note: These items should be in an envelope and the delivery person should also complete the log located in the*



CGP wasn't built in a day. But it was built in two-week sprints. Here is a snapshot of the team during a SCRUM planning session. We map out the tasks put them on post-it notes.

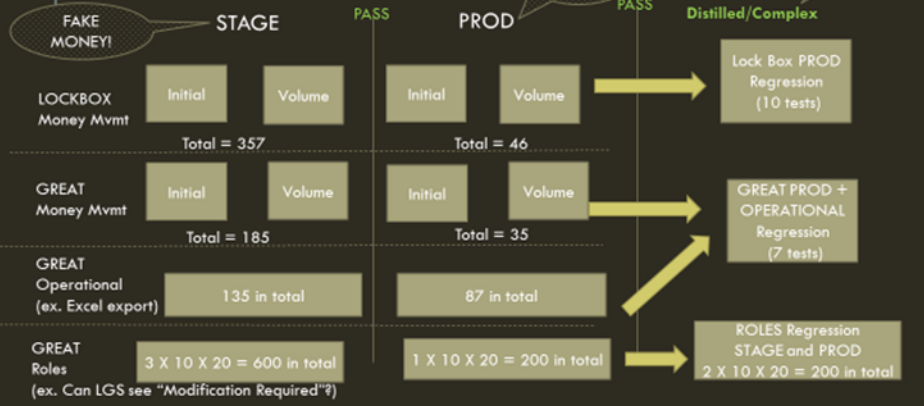


An up-close and personal of the CGP tasks. We have laminated post-its for recurring jobs.



Our "CGP" board, where we place the color coded post-it note tasks in rows corresponding to larger task themes. We self-assign tasks by moving the post-its into individual lanes every morning during our standup meetings. We move them off the board when they are completed.

TESTING SCHEME



TRACKING THE TEST RESULTS

Spreadsheets

- 10 separate excel spreadsheets all customized to the type of test

Tracks test movement through the system
Uses a nifty naming system to track test type/round

Tracks test purpose, expected results, and actual results
it EVEN calculates the scanline (if applicable)

A breakdown of our testing scheme. Every two weeks we conducted initial and volume testing on newly-released features (in stage and production). When those new features passed in both stage and production we rolled them into one of ten complex testing scenarios we created for our regression tests. We conducted nine rounds of regression tests before our go-live date.

Process of a Gift Through GREAT

Purpose

The purpose of this document is to provide support for Advancement Services team members who are conducting tests utilizing the GREAT system. The color of the status in this document mirrors the color of the status in the GREAT system.

GREAT Statuses

0. **Deleted** - The gift has been deleted from the GREAT system.

Notes: A deleted gift may be retrievable by the AG team.

1. **Draft** - The gift has been saved but has not been created.

Required to Progress: Manual action; the "Create Gift" button is clicked

Actor: Creator (Testing Support)

Expected Time in Status: 0 - 1 day(s)

Possible Next Status(es): Deleted¹, Created²

Notes: The minimum requirements for moving a gift to Created status are:

- Primary Donor Information
- Payment Information
- Allocation Distribution


A draft can be saved without these requirements, but it cannot be moved to Created status while lacking requirements.


2. **Created** - The gift has been created with all required information and can now be submitted.

Required to Progress: Manual action; the "Submit for Gift Review" button is clicked


Actor: Submitter (Testing Lead)


Icon Status 1: Waiting


Scenario 1 Non-physical tender type needs submission. Icon: 

Scenario 2 Physical tender type documents need sending. Icon: 

Icon Status 2: In Transit

Scenario 1 Documents are in transit via courier. Icon: 

Scenario 2 Documents are in transit via in person delivery. Icon: 

Scenario 3 Documents are in transit via U.S. Postal Service. Icon: 

Icon Status 3: Deposited

For Internal Use Only

Required to Progress: Manual action; Foundation Accounting approves gift

Actor:

Expected Time in Status: Until Beginning of the Month

Possible Next Status(es): Completed¹⁹

Notes: Testing Support will check the distribution of funds in Decision Support.

Findings will be documented in the appropriate testing spreadsheet.

For STAGE tests, Testing Lead will move the gift forward.

19. **Completed** - The gift has been processed in the Advance System and KFS. All processing is now complete.

Notes: Testing Support will document **Completed** status in the appropriate testing spreadsheet.

Testing Lead will facilitate this movement, if applicable.

8. **Research Review** - The gift has been sent to Office of Research for their approval, based on 7000 information. The gift is pending Office of Research approval.

Required to Progress: Manual action; the Office of Research approves the gift

Actor:

Expected Time in Status: 0 - 1 day(s)

Possible Next Status(es): Gift Review⁴

Notes: Test gifts will only enter this status if the status itself is being tested.

Testing Lead will facilitate this movement, if applicable.

9. **Allocation Hold** - The gift has been put on hold until an allocation has been created to accommodate the donation.

Required to Progress: Manual action; an allocation is created for the gift

Actor:

Expected Time in Status: 1 - 365 day(s)

Possible Next Status(es): Gift Review⁴

Notes: Test gifts will only enter this status if the status itself is being tested.

Testing Lead will facilitate this movement, if applicable.

10. **Non Gift** - The payment has been evaluated by the Gift Supervisor and has been determined not a gift. The payment will be transferred to the campus holding account and the submitting department will be notified with an explanation of the decision.

Notes: Test gifts will only enter this status if the status itself is being tested.

Testing Lead will facilitate this movement, if applicable.

11. **Processing** - The gift has been entered into an Advance system batch and is being processed by a Gift Processor.

Required to Progress: Manual action; Gift team processes batch containing gift

Actor:

Expected Time in Status: 0 - 2 day(s)

Possible Next Status(es): Additional Processing²¹, Financial Hold¹³, Financial Review⁴⁴

Notes: Testing Support will upload images of the gift in Advance as attachments

For Internal Use Only

For Internal Use Only

This is a reference document we developed for testing staff. It gives a detailed description of each of the nineteen different possible statuses of a gift based on where it is at any given point during its journey through GREAT.

ucdavis.jira.com/wiki/display/ADS/Centralized+Gift+Processing+Procedures

UC DAVIS
University of California, Davis

Spaces People Create

Centralized Gift Processing Procedures

- Account Transfer Creation Request Procedure
- Document Retention
- GREAT Ticket Routing
- Reasons for Moving a Transaction to Lead Gift Attention
- Reasons for Moving a Transaction to Long-Term Holding
- Reasons to Process a Gift from LBX as GREAT
- Section A: General Summary
- Section B: Lockbox Solicitation Pieces
- Section C: Sorting, Scanning and Data Management
- Section E: Quarterback and Gift Policy Analyst Duties
- Section F: Hybrid & Gift Review
- Section G: Gift Processor
- Section H: CGR Receipting
- Section J: Account Reconciliation
- Unhappy Path Collaboration Page
- Centralized Receipting
- CGP Team Schedule & Tasks
- CGP Testing
- GREAT
- Lockbox

Pages / ... Edit Save for later Watch Share

/ Centralized Gift Processing Rollup

Centralized Gift Processing Procedures

Created by Michele Hicks, last modified on Oct 27, 2016

PCI Violation—At any time a non-redacted credit card is found in the gift documents, please immediately report it to one of the managers in person. A special process must take place to safely remove this document from the servers. Please delete the contents in the download folder. The download folder is found in the C drive (e.g. C:\Users\mhicks\Downloads) and purge the recycle bin.

Primary - The **Primary** is the main writer for the procedure. They are in charge of writing the core procedure as well as integrating any edits that result from walkdowns.

Review - The **Review(er)** reviews initial draft and edits made by the Primary. They are in charge of providing feedback to the Primary, ensuring the edits were integrated, and deciding when the procedure is ready for a walkdown.

Walkdown - The **Walkdown(er?)** walks down the procedure in its entirety. They are in charge of walking down the procedure and sharing their unfiltered thoughts, concerns, and/or suggestions on the procedure. The **Walkdown(er)** will walkdown the procedure with the Primary present. They will only ask the Primary for direction if the process cannot be completed without the Primary's input; all steps should be followed from the procedure for a clean walkdown.

Procedure	Primary	Review	Walkdown
Quarterback	@Melissa	@Danielle	@Jeanne

Space tools

We use confluence to hold our CGP internal documentation and operational manuals.