unicorn Package Admin Guide

May 2022

V3.1

Contents

1. Getting Started

1.1. Overview

Salesforce is a cloud-based CRM system, that can be accessed via any internet connected device, wherever you are in the world. It is a highly customisable and flexible CRM solution, which can be tailored to the specific needs and requirements of individual teams (or even users if required). Everything from access to specific parts of the system, page layouts, values in drop down fields, and even access to individual fields can be customised to make sure the system closely meets requirements.

Because of this, you may find that your Salesforce view differs from other users – and you may find that some of the screenshots in this training guide also look slightly different.

1.2. IG & PPH

unicorn is one single Salesforce managed package that includes functionalities across fundraising teams from IG and PPH. Some features are specifically for one group while other are used by both sets of users.

Apps are used to distinguish user experiences and functionality, where visibility of components and tabs are defined. Unicorn is split into IG and PPH apps where components relative to those user groups are pre-set. As an IG user, the IG app allows me to view tabs/components that are relative to my role and function. The same applies for the PPH app. Many components and tabs overlap between the app and a user's function will define where they work. As an example, both IG and PPH apps contain Opportunities even though they will use different types of opportunities. The homepage components can also be personalised between apps, where the IG app might show a dashboard of IG data and the PPH app will display PPH data.

1.2.1.1. User Setup

Setting up users will vary depending on the user's function, where different Roles, Income Team and Permission Set Assignments must be used for IG and PPH users.

The Income Team must be mandatory when setting up a user for Income Team, Account Segmentation, Donor Levels and other processes to work correctly.

Where a user covers more than one team, they should choose the most common and their implementation should surface the Income_Team_manual field on Account.

1.2.1.2. Roles

unicorn requires users to have a Role assigned for reports to work correctly. Even though it's not required by Salesforce, it is required for unicorn features.

The unicorn package requires the user who will generate Opportunity Allocations to be in the role hierarchy above all users who will create opportunities (except themselves).

The roles in use will be setup by your local implementation partner, and then maintained by the system administrator going forward.

1.2.1.3. Profiles

Profiles cannot be set by the Global Package, so we use Permission Sets instead (see section below).

The profiles in use will be setup by your local implementation partner, and then maintained by the system administrator going forward.

1.2.1.3.1. Creating new Profile for PPH Users

- Go to Setup → Users → Profiles
- Clone the Profile currently used for IG Users
- Click into your new PPH Profile → Assigned Apps → Edit
- Set the PPH App as the default App for this Profile

1.2.1.4. Assigning Permission Sets

The permission sets in use will be setup by your local implementation partner, and then maintained by the system administrator going forward.

Assign all permission sets as per the user's system requirements. PPH Users are expected to use the IG Permission sets IG Fundraiser and IG Fundraiser Local. The 'Local' permission are permissions that could not be included in the managed package and are distributed as unmanaged metadata.

Permission Set	Description
IG Finance	Finance users who need access to create opportunity allocations
IG Finance Local	*Same as above, assign together with IG Finance*
IG Fundraiser	General IG Fundraiser
IG Fundraiser Local	*Same as above, assign together with IG Fundraiser*
IG Marketing Team Member	For Campaign management
IG Marketing Team Member Local	*Same as above, assign together with IG Marketing Team Member*
IG Major Gift Opportunity Local	Assign together to IG users that only need to create Major Gifts
IG Manage Exchange Rates	To create and manage exchange rates
PPH Fundraiser	Assign together for standard PPH functionality

PPH Fundraiser Local	*Same as above, assign together with PPH Fundraiser*
PPH Read Only	Assign to IG users to allow read only access to PPH fields (Not PPH data, which requires sharing rules)
PPH Read Only Local	*Same as above, assign together with PPH Read Only Local*

1.2.1.5. Users

1.2.1.5.1. Marketing Users

Marketing User on User record must be checked to allow users to Create and Edit a Campaign.

1.3. Salesforce “Objects”

Different records in Salesforce are stored in Objects. Below is the list of Objects used in the global package.

Tabs (objects)	What it is for in Salesforce	Record Types
Home	The Home tab displays components such as Dashboards, today’s tasks and events depending on the user.	n/a
Accounts	Accounts in Salesforce are used to record information about companies or organisations that you work with (e.g. Businesses/Companies, Governments, Hospitals, Non-profits, Schools etc). Accounts are also used to group individual contacts together in a Household account, which is created automatically for every individual contact.	• PPH Organization • IG/PPH Household
Contacts	Contacts in Salesforce represents an individual person. In UNHCR's context most of the contacts we store in Salesforce would be donors.	• IG/PPH Contact
Opportunities	Opportunities represent donations	• IG Adjustment Opportunity • IG Donation • PPH Grant • PPH Major Gift • PPH In Kind • PPH Legacy • PPH Non-Financial Engagment • PPH Parent* • PPH IK Parent* *only used for Multi-Year Agreements and Multi-Delivery IK Donation)
Recurring Donations	Recurring Donations is where information about mode of recurring donation is stored, such as frequency, amount, start date, payment method.	• IG Recurring Donation
Opportunity Allocations	Opportunity Allocations is an expression of the donation is to be spent in terms of earmarking	n/a
Recurring Donation Allocations	Recurring Donation Allocations is a recording of changes in Campaign that is linked to a Recurring Donations	n/a
Campaigns	Campaigns records marketing campaigns that may utilise different channels (emails, events...), target groups, and durations. Campaigns can also be used to group up donations and contacts from an income stream, event or theme. Use of Campaign Hierarchy allows fundraisers to structure multiple campaigns running under the same theme.	• IG Campaign • IG/PPH Event • PPH Campaign
Campaign Members	Campaign Members lists Contacts as a constituent of a campaign. Campaign Members records name of contact, status in regards with the campaign.	• IG Campaign Member

Cases	Cases is central to donor care with out-of-the-box customer service functionality in Salesforce. One Case record is a ticket or an inquiry from a donor. Cases can also be used to route business processes to different users.	• IG/PPH Case • PPH Internal
Due Diligence	Due Diligence is the screening process for PPH accounts.	• PPH Corporate • PPH Philanthropy
Earmarks	Earmarks stores different UNHCR earmarks with status. This allows Salesforce to assist fundraiser to run campaigns with approved earmarks and run reports. The records of earmarks need to be kept up to date manually	n/a
Individuals	Individuals supports being compliant with data protection law like GDPR. An individual record is different a contact record. Individual records represent data privacy related status and requests from a contact such as 'Forget this Individual' whereas Contact record keeps basic details about a contact such as 'email address'.	n/a
Marketing Consents	Marketing Consents gives you an overview of which channel/purpose a contact has given a consent to market. If there is new consent added, this consent will be added to the list. If there is one consent withdrawn, that consent will not show up in the list. If all of consents are withdrawn, nothing will show in this list.	n/a
Consent Declaration Logs	This is where all the history is kept related to marketing consent management. Each time when there is a change in consent whether that is adding or withdrawing, there is a new record (a log) added.	n/a
Tasks (Activities)	Tasks is a record which you can assign yourself or other users an action. Activities is an umbrella term for Events and Tasks.	• IG Task
Events (Activities)	Events is for calendar items such as an appointment. Activities is an umbrella term for Events and Tasks.	• IG Event
Exchange Rate History	To manage Exchange rates. Updates to this object update Salesforce' Multi-Currency feature.	n/a
Reports	Run a report using drag-and-drop report builder feature.	n/a
Dashboards	Dashboard is a flexible page where you can gather up relevant reports presented with visual representation (graphs, charts).	n/a

2. Accounts

2.1. Overview

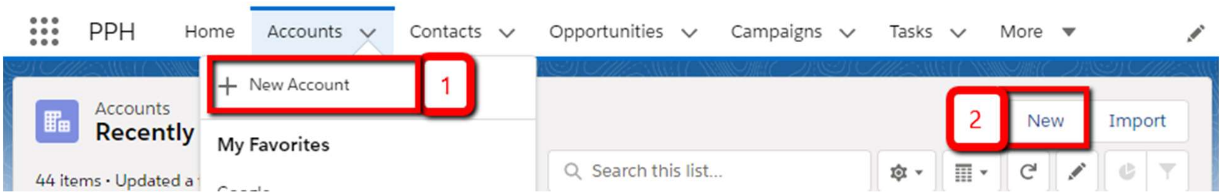
Accounts are entities which are defined in unicorn by 2 record types:

- Organisations: accounts such Corporations, Foundations and Philanthropic entities
- Households: house Contacts (or Individuals) that UNHCR engages with

The fields on an Account record detail pane allow fundraisers to store information relevant to each donor/prospect such as the type of partner (Corporate, Foundation or Philanthropy), industry type, contact information, Giving capacity and interests. The account record page will also display related records that live in other objects such as Affiliated Contacts, Donations or Due Diligence screening records, allowing the user to have a 360-degree view of engagement with an organisation and UNHCR business processes.

2.2. Organisation Account

Creating an Organisation can be done in one of two ways:

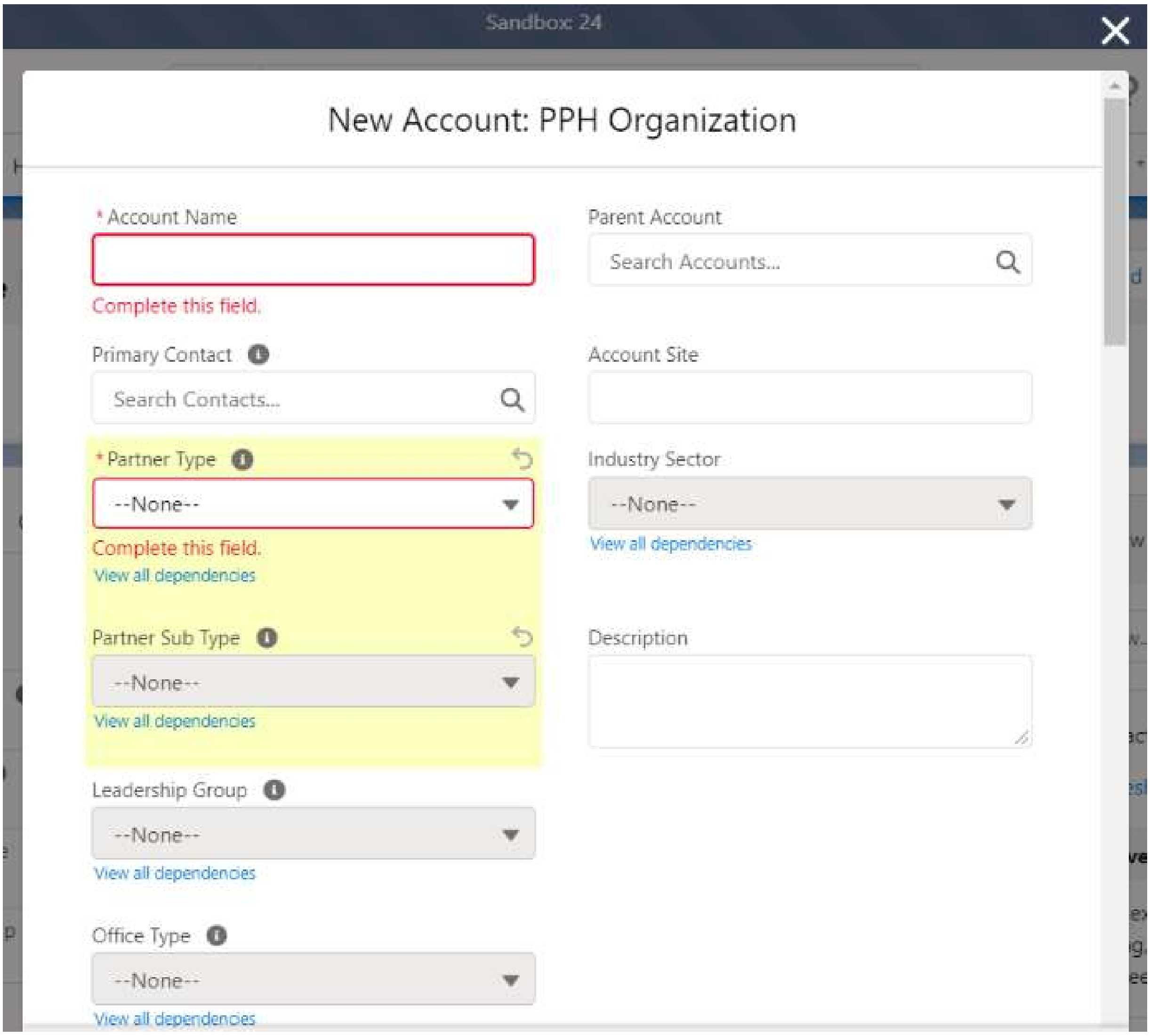


Note: Always ensure that an account doesn't exist before creating a new account by searching for it in the global search bar.

1. Clicking on the dropdown arrow towards the right of the Account tab and selecting ***New Account***
2. Clicking on the Account tab and then clicking on the ***New*** button/action

Either method will launch the new Account window for PPH Organisation record type.

For IG/PPH Household: Users should not be creating an IG/PPH Household from this page as Households are created automatically by creating a Contact record (see <u>Household Accounts</u>). Admins should disable access to users to create new Household Accounts.



Enter all the information you have about the Account, remembering that any fields with a red asterisk next to them are required. You will not be able to save the record without values in all the required fields.

2.2.1 Important Fields (Account)

- Partner Type
  - Selecting between Corporate, Foundation, Philanthropy, NGO, Academia and Researchers, Government
  - Selecting the Partner Type has implications on reporting requirements when creating Opportunities and Program Codes. If you need to add a new value, please contact the Salesforce Global team.
- Partner Sub Type

    - This is a dependent picklist based on what is selected as the Partner Type
- Industry Sector
    - Selecting Corporate as the Partner Type and any Partner Sub Type will trigger the Industry Sector field to be required.
    - The Industry Sector will determine the 'Industry Risk Level' which is a formula field. The Risk level has also an impact on the Partnership Proposal Approver (see section Partnership Proposal Approver)
- Office Type
    - Selecting any Partner Type will trigger the Office Type field to be required
- Managed In
    - Mandatory picklist but will be automatically defaulted depending on if you are using a local instance or HQ instance.
    - **Note:** for admins to select the default value.
- Country Office
    - Mandatory picklist but should be automatically be defaulted depending on location.
    - **Note:** for admins of a local instance, you may want to set the default value of your office by disabling all other values from the picklist and setting yours as the default one. You may also choose to hide these fields from the page layout. Check Territory Settings for more details.
- Income Office
    - Mandatory picklist but will be automatically be defaulted depending on location. Same as 'Country Office' (see above). Check Territory Settings for more details.
- Income Team:
    - formula field that will populate the value in 'Income Team (Manual)' or if blank, the Income Team of the user that is the owner of the Account (see section on User Setup).
    - Thus, if the Account is owned by one user but the Account should follow another Income Team's processes, it is possible to manually set it in the 'Income Team (Manual)' field.
    - **Note** that the correct selection of the Income Team will impact what business processed each record will follow e.g. PPH managed opportunities will need to go through Due Diligence, PSU revision, etc (see more details in the PPH Opportunities section).

2.3. Account Segmentation

Donor Level and **Previous** Donor Level in the Segmentation section are automatically populated by the NPSP Levels functionality. These are populated in both Organizations and Household Accounts.

- IG Standard
    - Account Income Team = IG Standard

        - Standard Donor is the only option as IG-Standard Donor Segmentation is done at a Contact level with Giving Status (Please see Important field section of 4.2 Creating a Contact)
    - Middle Donor Levels
        - Account Income Team = IG-Middle
            - Middle Donor Prospect: Reported Donations Last 12 Mo (USD) is less than $1000
            - Lower Middle Donor: Reported Donations Last 12 Mo (USD) is less than $5000
            - Upper Middle Donor: Reported Donations Last 12 Mo (USD) is less than $10000
            - Middle Major Donor: Reported Donations Last 12 Mo (USD) is greater than or equal to $10000 (no regression can be done with formula that checks if Donor Level = Middle Major Donor)
- PPH Donor Levels
    - Account Income Team = PPH
        - PPH Prospect: Reported Donations Last 12 Mo (USD) is less than $10000
        - PPH Non-Financial Engagement Partner Reported Donations Last 12 Mo (USD) is less than $10000 but with Closed won Non-Financial Opportunity (doesn't regress)
        - PPH Stewardship: Reported Donations Last 12 Mo (USD) is greater than or equal to $10000 (doesn't regress)

2.4. Household Account

unicorn works with the NPSP Household only Account model. This means that every Contact will have a Household record linked to it via the 'Account' field in the Contact that will be created automatically. Thus, when a Contact is created, the 'Account Name' needs to remain blank and upon saving, NPSP will create a new Household for this contact.

If the Household record is not used for some Contacts such as IG Contacts, the Household record can be ignored and even move to the bottom of the page. To link Contacts to an Organization Account, see Connections.

Note: currently, unicorn supports one Contact per Household. If you have requirements to add more than one Contact per Household, please contact the unicorn Salesforce Global Team.

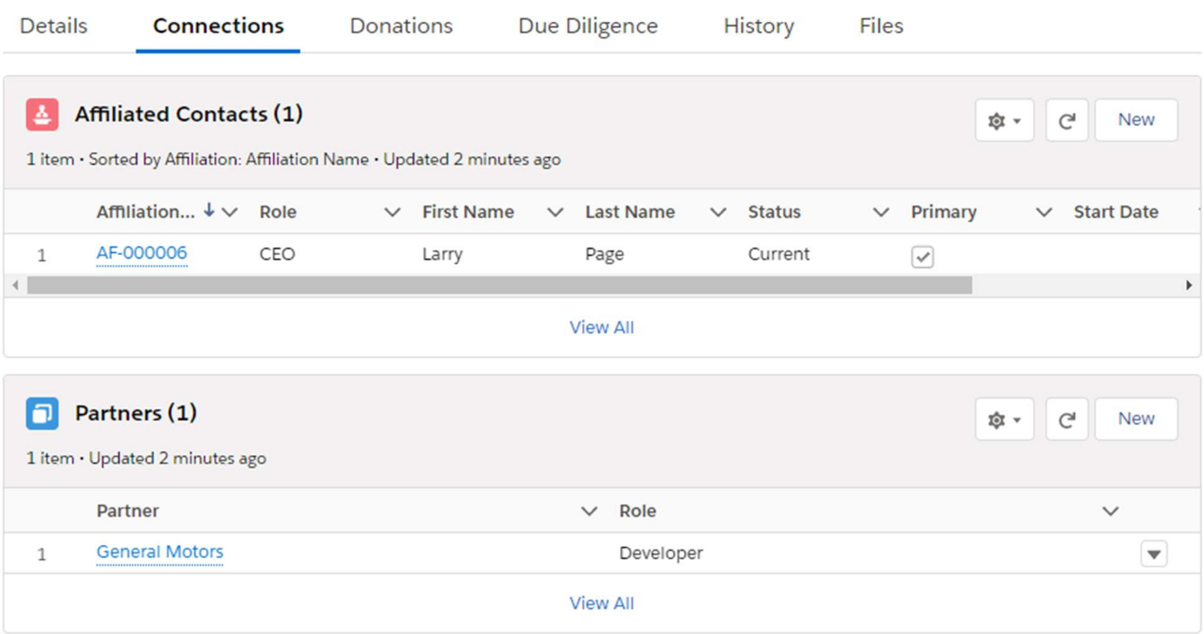
Household records contain some fields that are present in a PPH Organisation account record as well:

- Giving Capacity
- Donor Levels
- Partner Interests
- Income Team

2.5. Connections

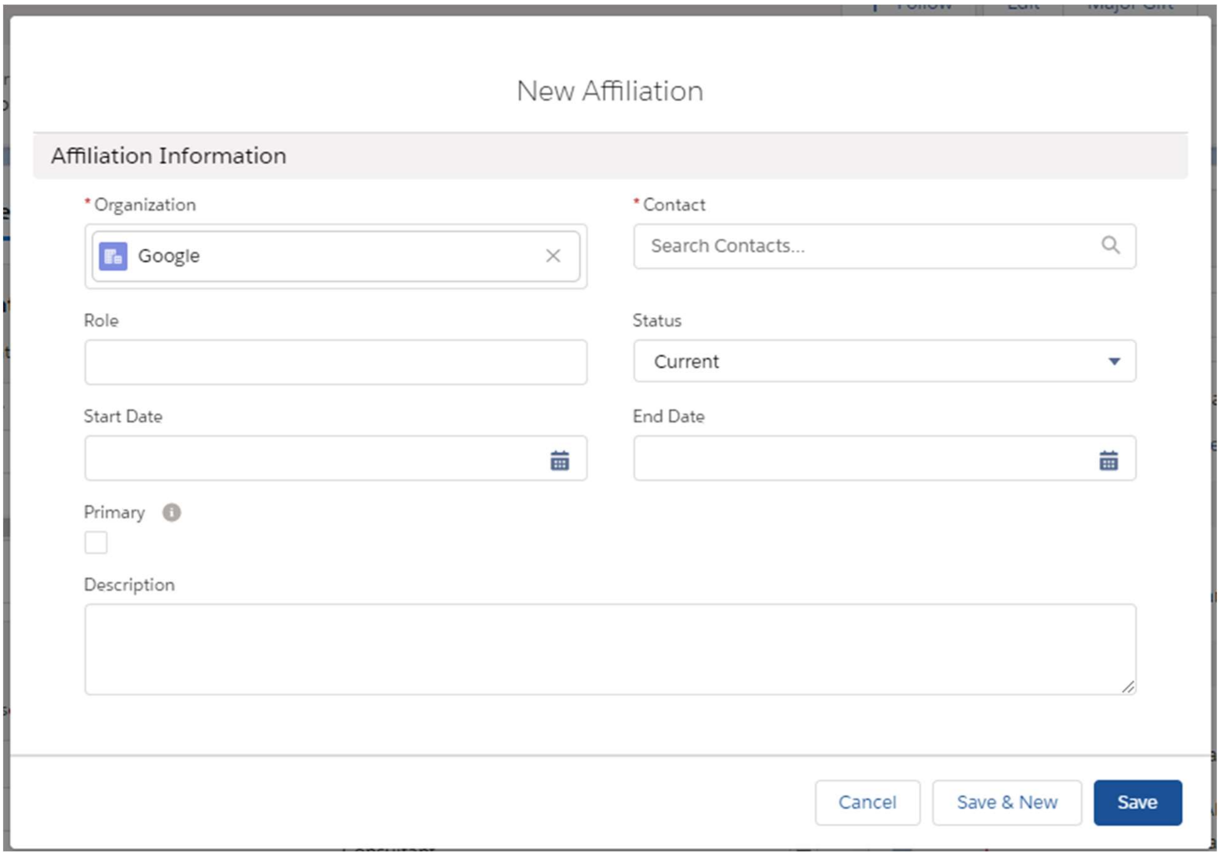
The Connections tab on the Account record allows users to link an Account with other records:

- Affiliations:
  - Through Affiliations it is possible to link an Account with a Contact
  - This is a NPSP functionality
- Partners:
  - Allows to link Accounts with other Account records
  - Salesforce standard functionality



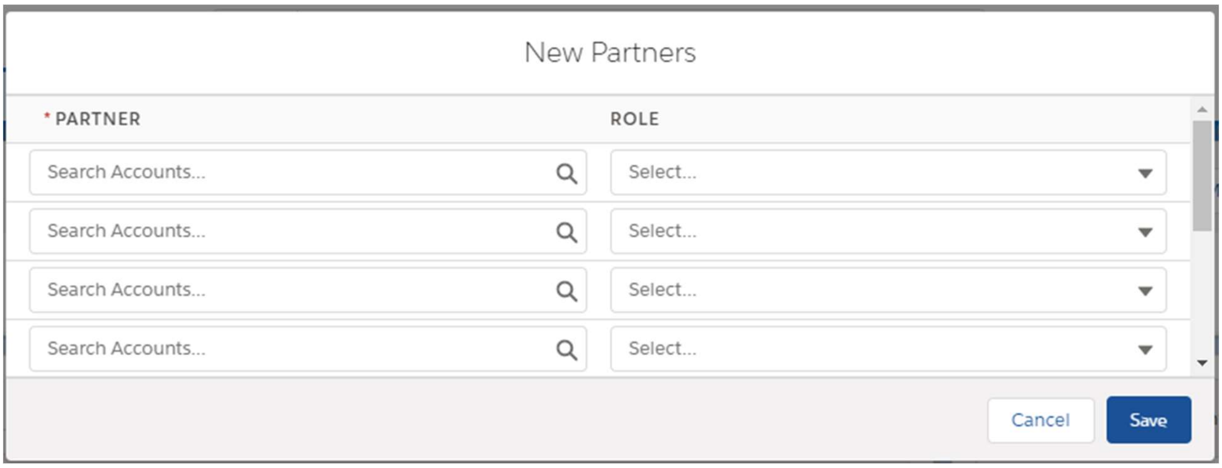
2.6. Affiliated Contacts

Affiliated Contacts allows users to link Accounts with Contacts, for example the CEO with an organisation. To create a new Affiliated Contact, click on the New button in the Affiliated Contact section. The same functionality work the opposite direction, where a user can create a link between Contact and an Account using the Organisation Affiliations section from a Contact.



2.7. Partners

Partners allows users to link accounts with other accounts, for example a Corporate Arm account with its Philanthropic Arm account. To create a new Partner, click on the New button in the Partners section.



From the pop-up you can enter multiple Partner links by search from existing accounts in the Partner field and select the Role to indicate how they are related.

2.8. Due Diligence (Organization Accounts)

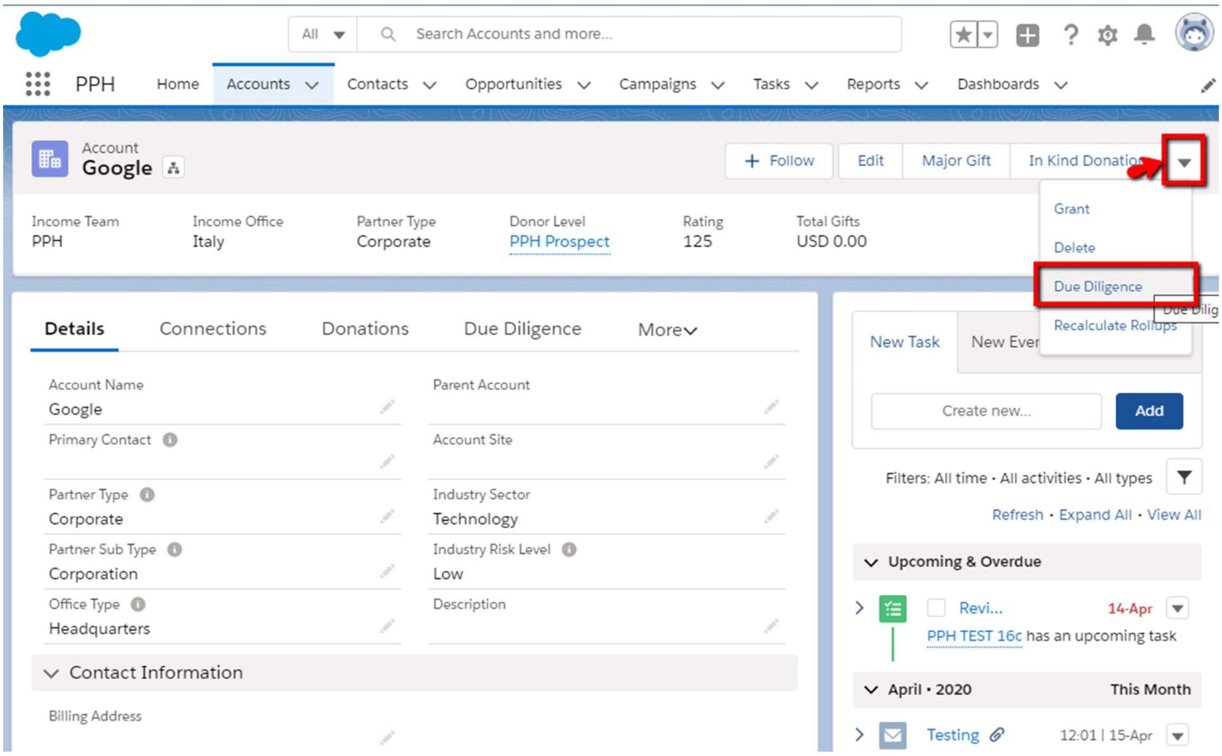
Due Diligence primarily entails the screening of private sector partners against a set of inclusionary and exclusionary criteria, the purpose of which is to enable effective partnerships while managing reputational risks. There are two parts for the Due Diligence process, the Screening report and the Partnership Proposal, both of which are built into the unicorn package. The Partnership Proposal part will be discussed in the Opportunities section below: Partnership Proposal (Due Diligence Step 2).

2.8.1 Step 1: Screening Report

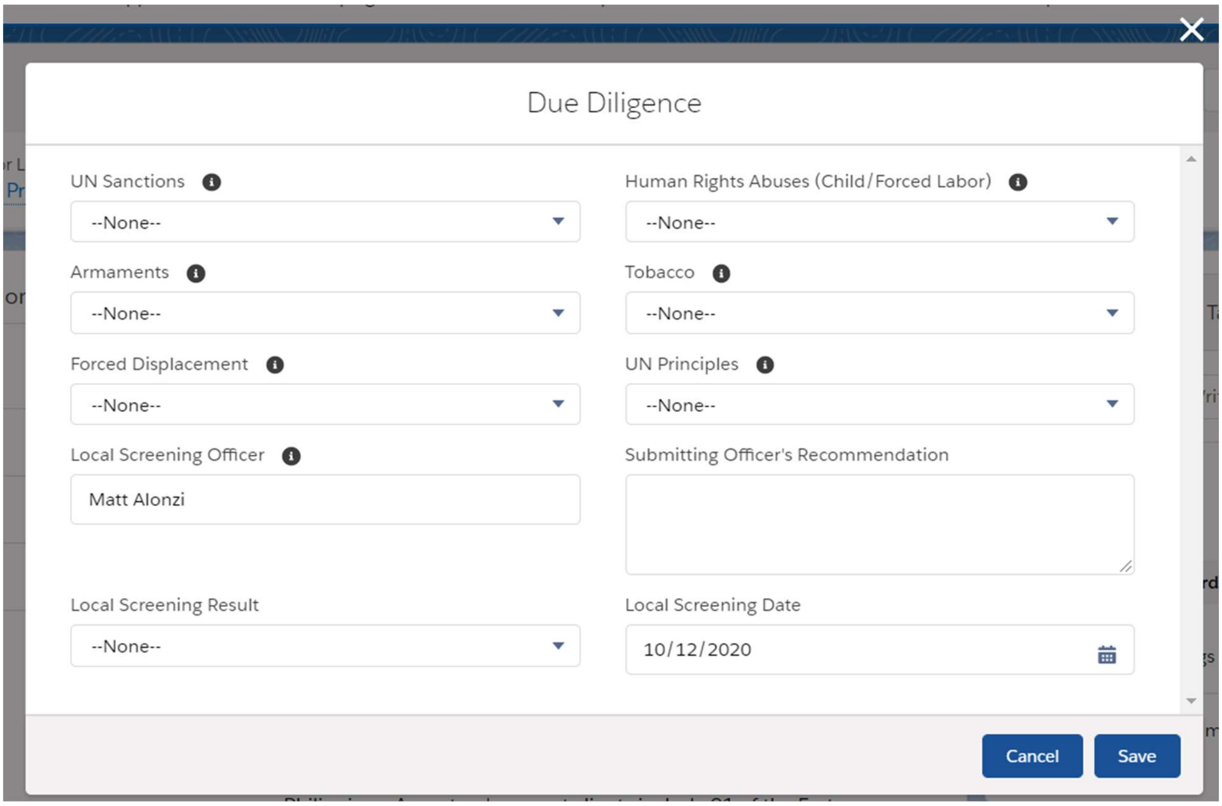
The first part of the Due Diligence process is a Screening Report and can be found as a tab on the account record called Due Diligence. Users will fill in the form, submit a case to the Due Diligence unit at HQ and receive the result all within Salesforce.

Note that the case submission feature will be available when the system integrations is setup.

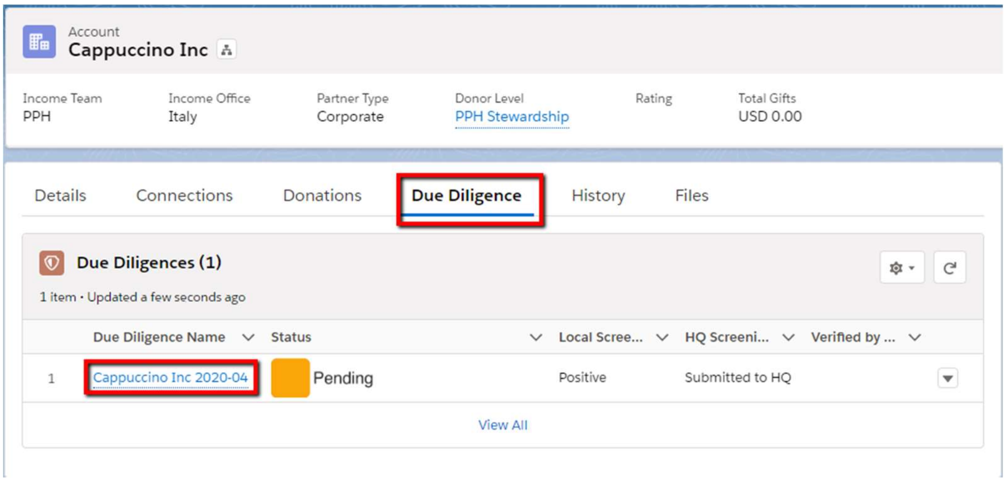
Creating a Due Diligence record can be done by clicking on the Due Diligence quick action from an account record.



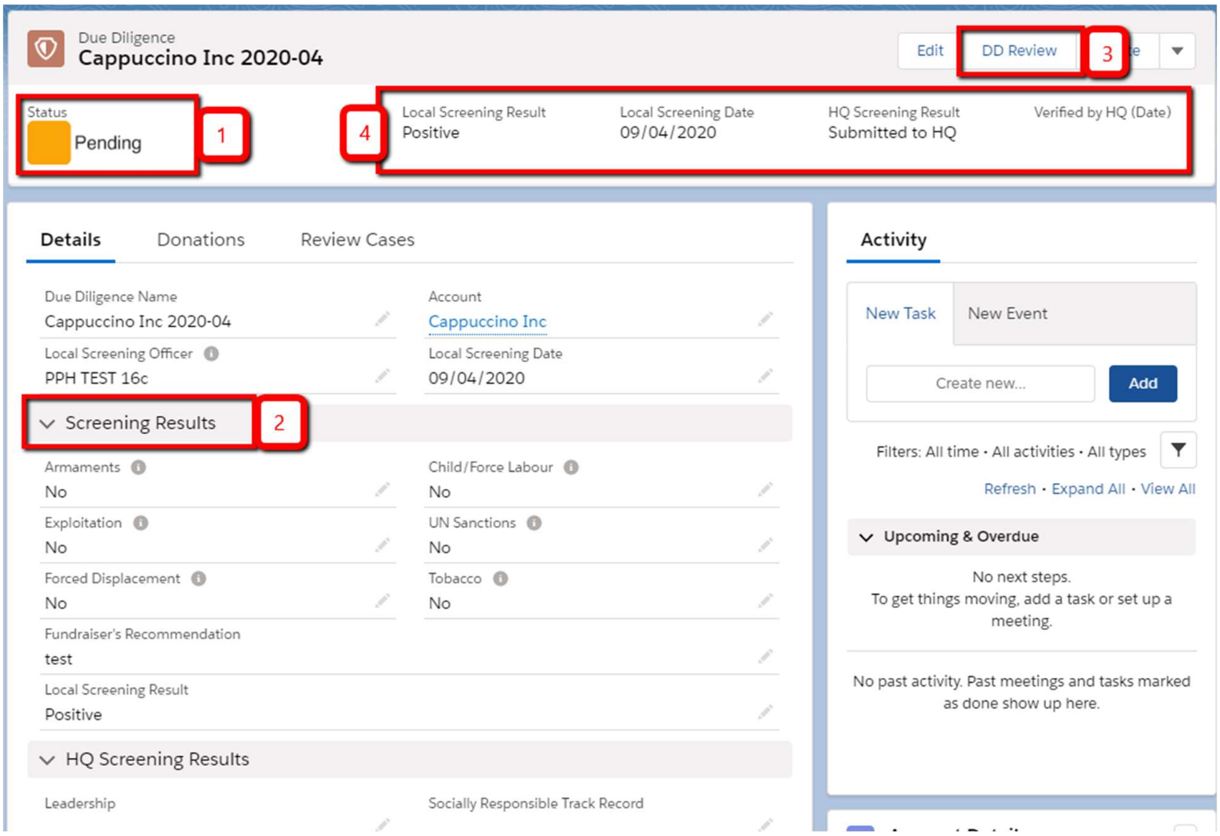
The Quick Action pop-up will show fields that a user can enter immediately when creating the Screening Record. As a user, they can enter as much information as known at that time, but can also partially enter information, save it and come back to it later.



Once created, they can access the Screening Record by clicking on the Due Diligence tab from the Account record:



Clicking on the Due Diligence Name, will direct the user to the created Screening record:



The Status (1) updates automatically based on certain criteria:

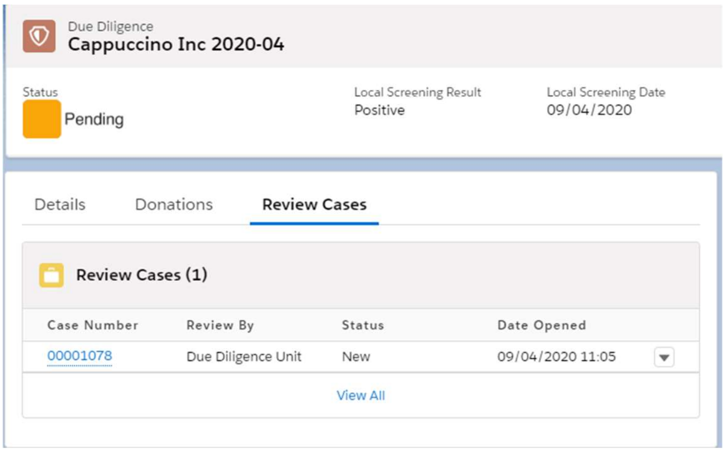
- "Not Submitted – Form not complete"
    - Colour = Blue. When any of the exclusionary criteria fields are not entered (fields in the Screening Results section) and the case has not yet been submitted to HQ
- "Not Submitted – Conditions met"
    - Colour = Blue. When all exclusionary criteria fields are set to "No" and the case has not yet been submitted to HQ
- "Not Submitted – Conditions unmet"
    - Colour = Red. When all the exclusionary criteria fields are populated but at least one is set to "Yes" and the case has not yet been submitted to HQ
- "Pending"
    - Colour = Orange. When the case has been submitted to HQ but a response has not yet been received
- "Approved – Conditions unmet"

- Colour = Red. When HQ Screening Result is “Yes”, “Yes w/ Special Considerations” or “Local Screening Verified” and any of the exclusionary criteria are set to “Yes”

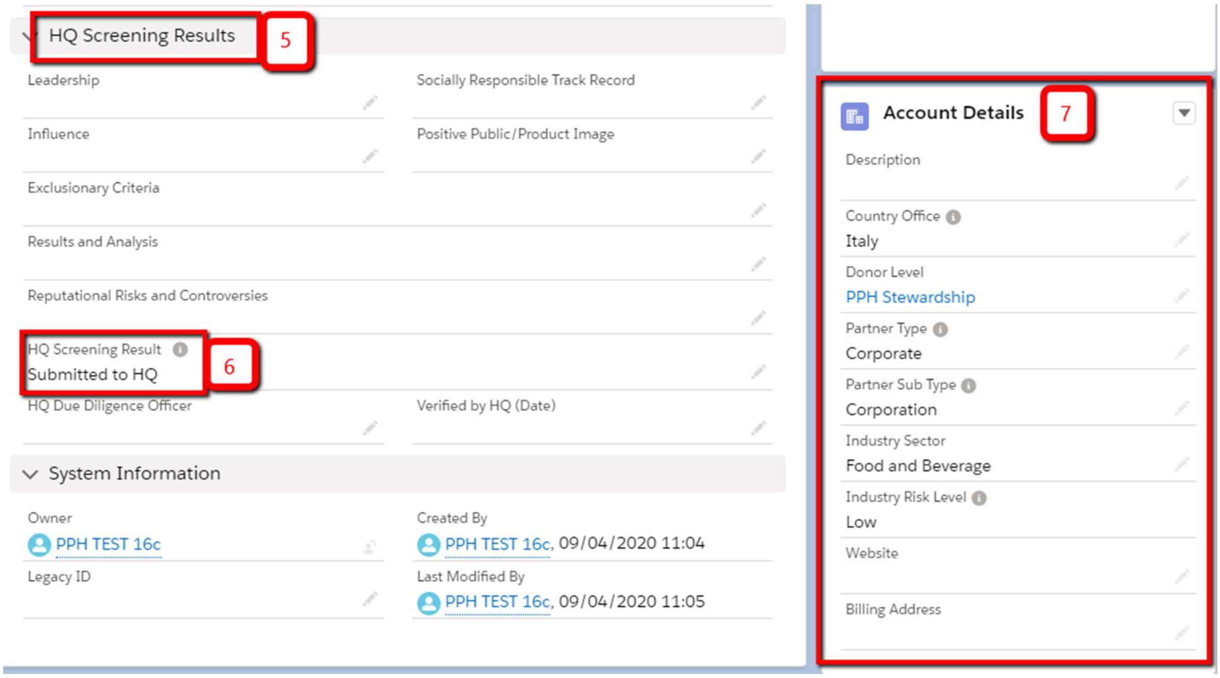
- “Approved – Conditions met”
  - Colour = Green. When HQ Screening Result is “Yes”, “Yes w/ Special Considerations” or “Local Screening Verified” and all exclusionary criteria are set to “No”
- “Rejected”
  - Colour = Red. When HQ Screening Result is set to “Negative”
- “Expired”
  - Colour = Red. When HQ Screening Result = “Yes”, “Yes w/ Special Considerations” or “Local Screening Verified” And Verified by HQ > 1 Year Ago

The Screening Results (**2**) section is made up of the exclusionary criteria fields and must be completed by the user before being submitted to the HQ Due Diligence unit. There is a validation rule in place that a Screening record cannot be submitted to HQ if any of the fields are not complete.

Once a user has completed all the fields in the Screening Results section, they can submit this through the “DD Review” quick action button (**3**), triggering a case to be created.



The Highlights panel (**4**) is pulling up some important fields from the section below so that a user can have a view of where they are along the Screening process.



The HQ Screening Results (**5**) section is only editable by the HQ DD team and therefore the HQ DD unit will enter this information.

Note: that this feature will be available when the system integrations is setup.

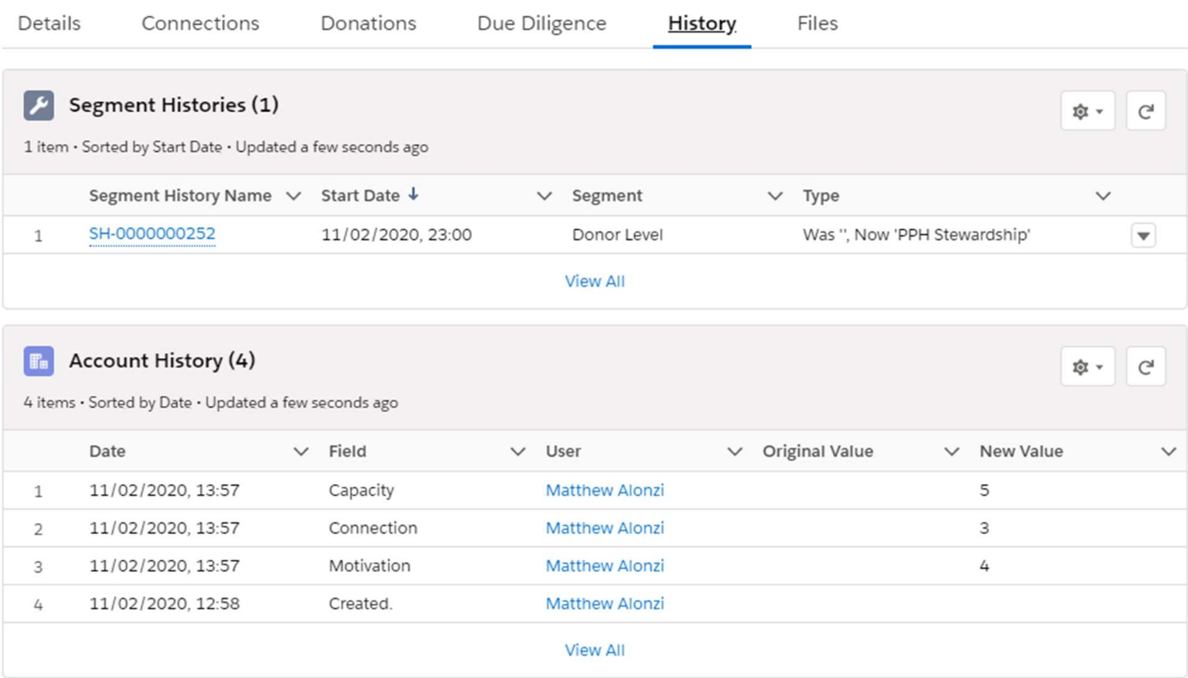
The HQ Screening Result (**6**) field shows the current status of the Screening record and will be edited by the HQ DD team, triggering the Status changes as highlighted above.

The Account Details (**7**) component displays relevant fields from the Account record.

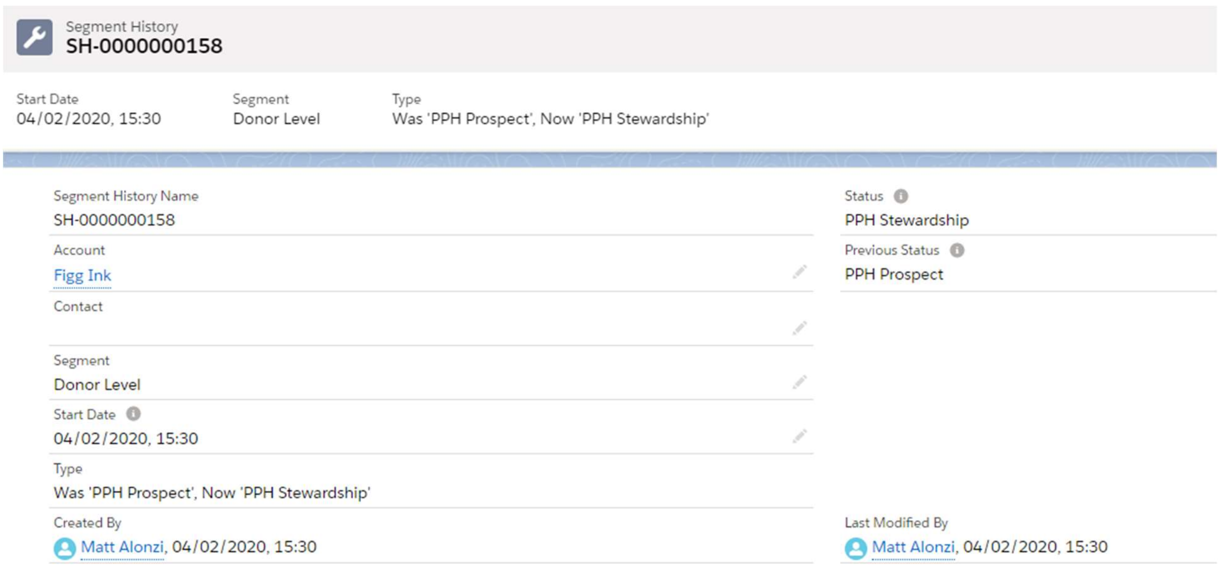
Note: Due Diligence records expire after one year. Local implementations will be able to add reminders or view in a report based on the 'Verified by HQ (Date)' field. Currently, there is no automation in unicorn around this.

2.9. History

The History tab holds important tracking information on changes made to an account record.



The Segment History tab tracks the changes in the Donor Level:



The Account History tab tracks changes made to certain field on the Account record. Navigate to the dynamic field mapping section for more information on how to set up any localisation for history tracking against a segment

2.10. Files

File can be used to store documents, handover notes and other material for reference.

3. Contacts

3.1. Overview

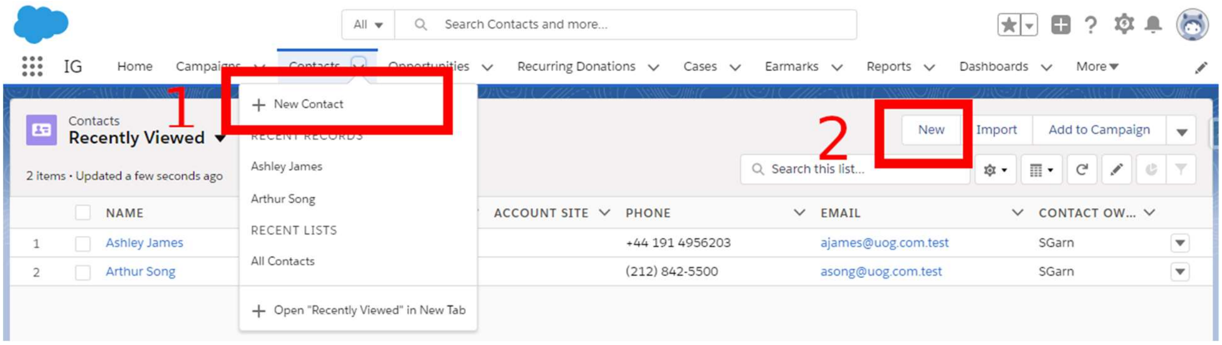
Contacts are the individual people that UNHCR engage with, be these donors, event attendees, volunteers or employees of organisations. The fields on the contact record detail pane will provide the information that you need to work with this contact e.g. email address, phone number, address etc. The contact record page will also display related records that live in other objects, but which have a direct relationship with the contact to provide a 360-degree view of that contacts engagement with UNHCR e.g. opportunities, recurring donations, membership of campaigns, consents, activities etc.

Please Note:

- Within the global package all Contacts will be associated with a Household account (see section on Household Accounts above). This account will be automatically created as part of the contact creation process.
- For now, this Household account will not be actively used by UNHCR so the link to the Account has been placed towards the bottom of the contact record page.
- In the future, UNHCR may choose to start using Household Accounts where grouping family members in the same household is desired. If you are planning on doing so, please get in touch with the unicorn Salesforce Global Team.
- To link a Contact with an Organization Account, use the ‘Primary Affiliation’ field or the Organisation Affiliations feature.
- Record types: unicorn has only one record type for Contact ‘IG/PPH Contact’. However, there are two different page layouts that are assigned to PPH profile or an IG one, respectively. For admin users it is suggested to use the PPH one as it includes more fields or create a separate page layout that includes all fields needed.

3.2. Creating a Contact

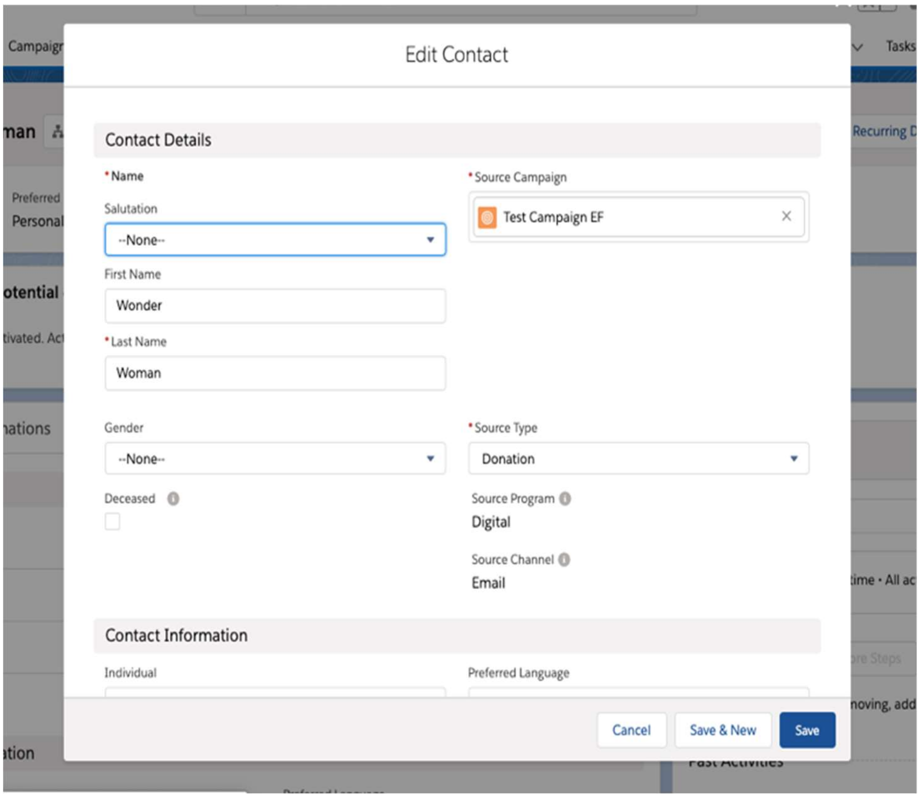
Creating a new contact will be done typically one of two ways:



Note: Always search for a contact before creating one to avoid creating a duplicate record

1. Clicking on the dropdown arrow towards the right of the Contact tab and selecting ***New Contact***
2. Clicking on the Contact tab and then clicking on the ***New*** button/action

Either method will launch the new contact window:



Enter all the information you have about the Contact, remembering that any fields with a red asterisk next to them are required. You will not be able to save the record without values in all the required fields.

Mandatory fields are:

- Last Name
- Source Campaign
    - This is the campaign which generated the contact.
        - For file imports and web dorms, this will be set automatically.
        - For manual data entry, you must select the relevant campaign.
    - **Note:** the campaign must exist in the system for you to link to it.
- Source Type

Phone and Email

When entering email and phone details for the contact it is important to also choose the correct Preferred Email and/or Preferred Phone values to reflect the contact's communication preference. The Preferred Email field is important as the value specified in this field determines which email address will be used with mass-email solutions and/or sending emails to a Contact directly from Salesforce itself.

3.3. Important Fields (Contact)

The following fields are calculated overnight and are used to set Program Status on opportunities which help determine which Program Code is assigned to an Opportunity Allocation and to generate Q reports.

- Reported Donations Last 12 Months (USD)
    - This is the total INCOME RECOGNIZED donations over last 12 months in USD
    - This is summed using the Opportunity Report Date, which defaults to the Report Date Override if available, otherwise the Settled Date if available, otherwise the Close Date
    - Only Opportunities where Income Recognized = TRUE are included in this calculation
- Total Donations (USD)
    - This is the total INCOME RECOGNIZED donations over the donor's lifetime
    - This is summed using the Opportunity Report Date, which defaults to the Report Date Override if available, otherwise the Settled Date if available, otherwise the Close Date
    - Only Opportunities where Income Recognized = TRUE are included in this calculation
- Active Recurring Donation
    - This is set to TRUE (checked) when the contact has an active recurring donation
    - Active is any recurring donation which is not Cancelled (so Held and Suspended recurring donations are still considered active)
    - Once a contact no longer has any active recurring donations, this will automatically be set to FALSE (unchecked)

3.4. Contact Segmentation

Giving Status (HQ), Previous Giving Status (HQ), Giving Status (Marketing), Legacy Status, Previous Legacy Status are automatically populated by the NPSP Levels functionality.
The history of the changes and the type of giving is tracked in the Segment History object. See [Segment History](#) section.

Giving Status (HQ)[1]

- Prospect: a contact who does not yet have a settled donation. Please note, this will include contacts with an active recurring donation which does not yet have a settled payment (system admin may want to add this clarification in the help text).
- Lapsed: a contact whose last settled payment was more than 12 months ago.
- Single Donor: a contact whose last settled payment was within the last 12 months who does not have an active recurring donation. Please **note**, a recurring donor who cancels their recurring donation will be identified as a Single Donor whilst their last payment was within the 12-month window. This is according to Q reporting business rules.
- Recurring Donor: a contact with at least one active recurring donation. Please **note**, a held or suspended recurring donation is still considered active and any such donation should be set to cancelled when it is known that the donation will not be reactivated/the donor should be considered lapsed. When you cancel a recurring donation that has been held or suspended, their lapsed status will be calculated from the last settled payment not the date of cancellation.
- PPH: a contact that is managed by the PPH team (Account.Income_Team = PPH).

Giving Status Marketing

Note that this is part of the Unmanaged Components. This way they can be deactivated if not required/causing performance issues.

- PPH: a contact that is managed by the PPH team (Account.Income_Team = PPH).
- Recurring Donor: a contact with at least one active recurring donation and where the Number of Single Donations is in the last 12 months is <=0
- Recurring Donor - Plus Single: a contact with at least one active recurring donation and where the Number of Single Donations is in the last 12 months is > =0
- Single Donor: a contact with no active recurring donation and where the Number of Single Donations Last 12 Mo < =1
- Single Donor - Multiple: a contact with no active recurring donation and where the Number of Single Donations Last 12 Mo >1
- Lapsing: Total Donations > 0, Reported Donations Last 12 Mo <= 0, Reported Donations Last 24 Mo USD > 0

[1] This field is tracked and the changes in status used for Q reports on acquired and lapsed donors

- Lapsed: Total Donations > 0,Reported Donations Last 24 Mo <= 0, Reported Donations Last 36 Mo USD > 0
- Deep Lapsed: Total Donations USD > 0,Reported Donations Last 36 Mo <=0
- Prospect: Total Donations <= 0

Legacy Status

- Prospect: PPH Legacy opportunity with probability >0 and <30
- Distributed: PPH Legacy opportunity with probability >110 and <120
- Enquirer: PPH Legacy opportunity with probability >70 and <30
- Closed Lost: PPH Legacy opportunity with probability = 0
- Pledger: PPH Legacy opportunity with probability >100 and <110

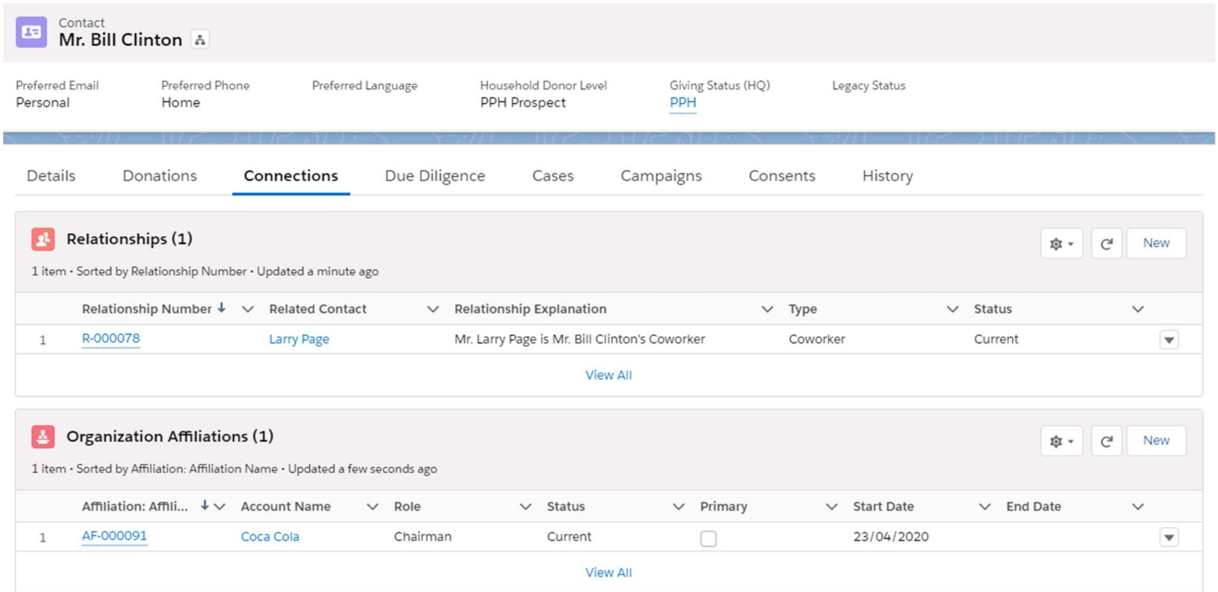
Important Note:

Please **leave the Account Name field blank** as this will trigger the automatic creation of a Household Account record for the Contact. To help ensure that you always leave the Account Name field empty when creating the record, the Account Name field has been moved to the bottom of the page.

Once you have clicked save, Salesforce will create the contact.

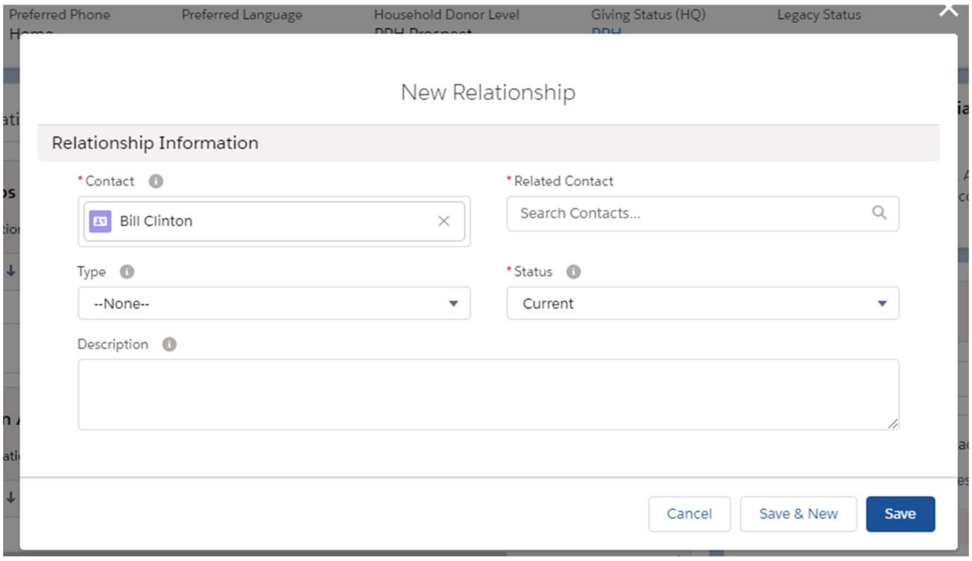
3.5. Connections

The Connections tab on the Contact record allows users to link a Contact with other Contact records through Relationships and other Account records through Organisation Affiliations.



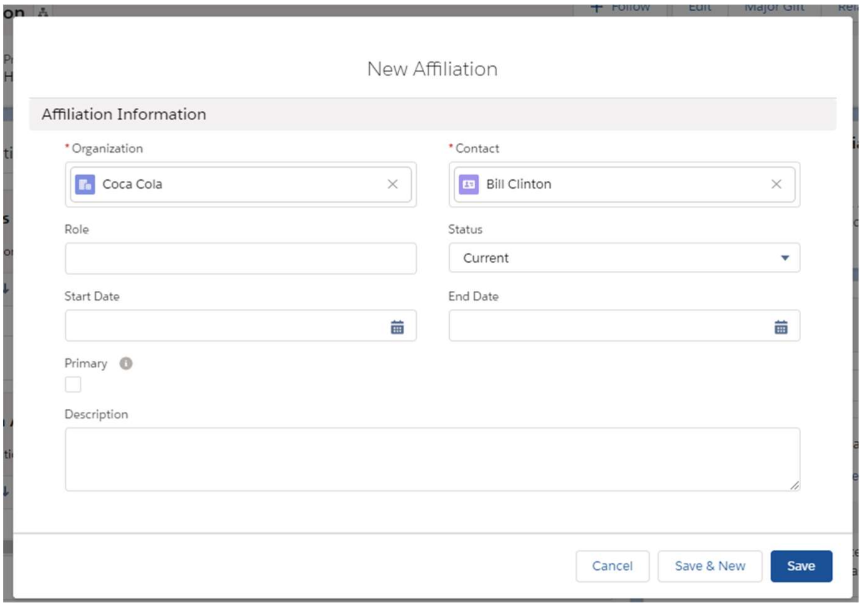
3.6. Relationships

Relationships allows users to link Contacts with other Contacts, for example family members or co-workers. To create a new Relationship, click on the New button in the Relationship section.



3.7. Organisation Affiliations

Organisation Affiliations allow users to link Contacts with Organisation accounts, for example Larry Page (Contact) to Google (Organisation). To create a new Organisation Affiliation, click on the New button in the Organisation Affiliation section.



3.8. Due Diligence (Contact)

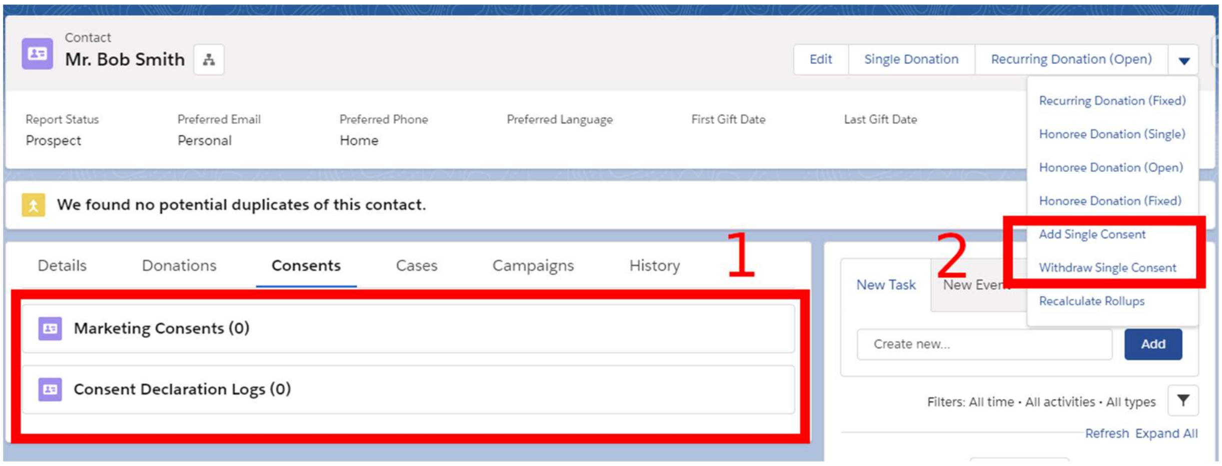
The Due Diligence process is the same as described in the Account section above. For full details see: Due Diligence. The only difference for Contacts vs Accounts is a section called Donor Profile, where a user can enter a text on the Profile and Source of Wealth of the individual.

3.9. Creating or Withdrawing Consent

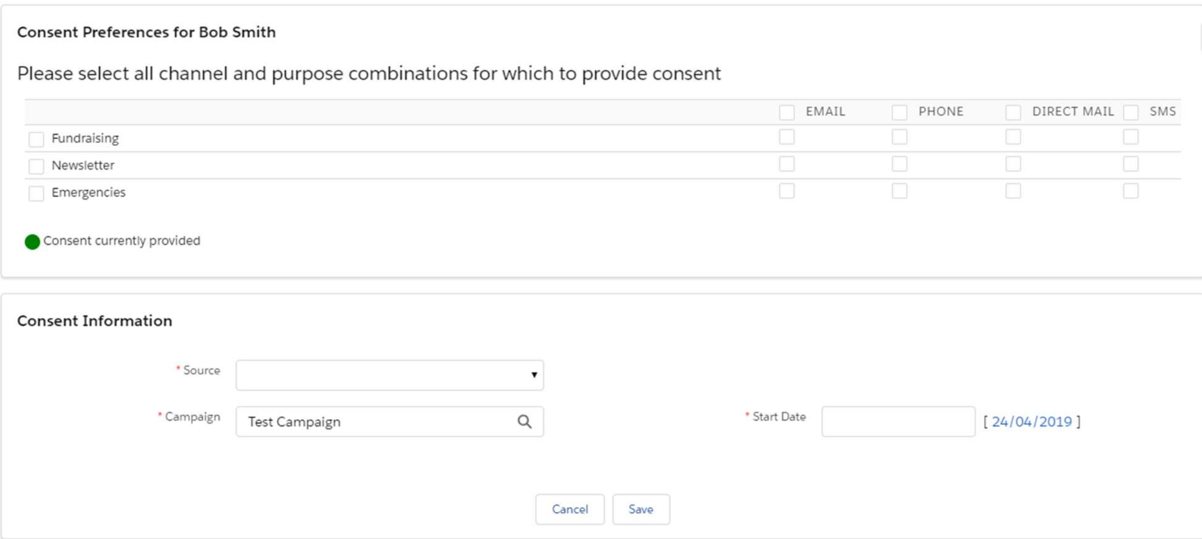
Marketing Consents allows users to track consent preferences by Channels and Purpose. Purposes can be Fundraising, Newsletters or Emergencies and Channels could be Email, Phone, Direct Mail, SMS, etc.

3.9.1 Adding Consent

Once you have created a Contact, you may want to record or change their consent preferences.



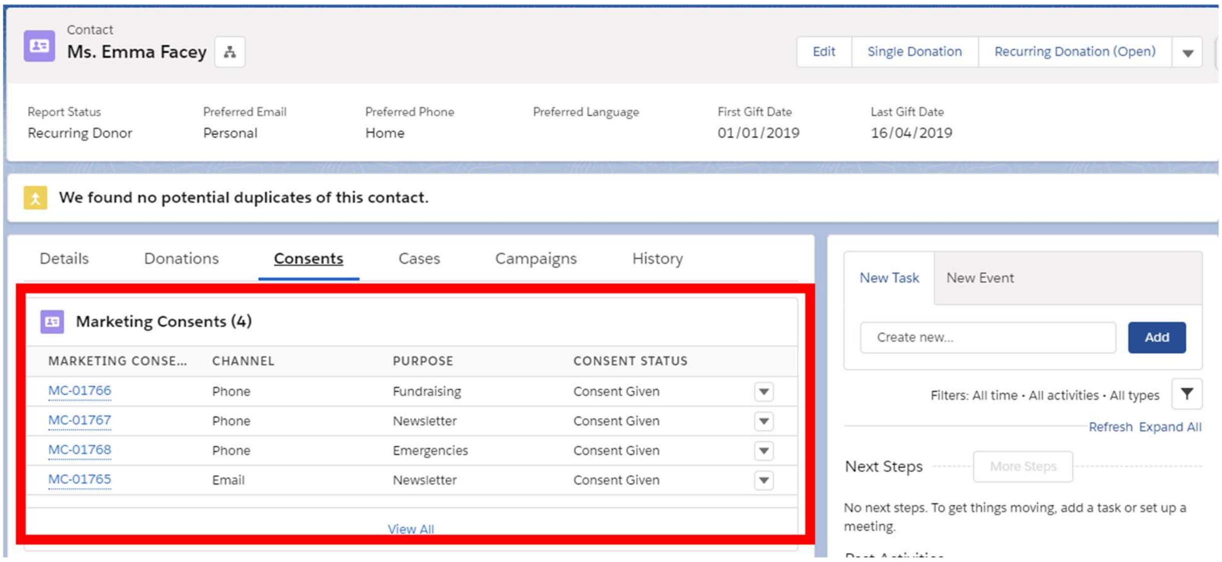
Notice how my newly created contact does not have an existing consent records (1). We are going to create some consents for him by using the ***'Add Consent'*** quick action. You can access this action by clicking the down arrow towards the top right of the action's menu, on the Contact record.



This consent component above allows you to create consents for the Contact by either channel (e.g. Email, Phone) and purpose (e.g. Fundraising, Newsletter). It only updates consent you add, it doesn't amend any consents which already exist, and which are not selected. **Note** that as a system admin you'll be able to customize the Purposes and Channels matrix: see Maintaining Consent Channels and Purposes.

You must specify a Source, Consent Campaign and Start Date. The end date for consents will automatically be set (it defaults to 2 years but can be changed by your system administrator).

The Consent Campaign should have the contractual purpose of the relevant privacy information stored against it. These can be uploaded as attachments to the campaign (see Campaign section below), so that a user can access the privacy statement (and other relevant documentation) that the contact consented against.



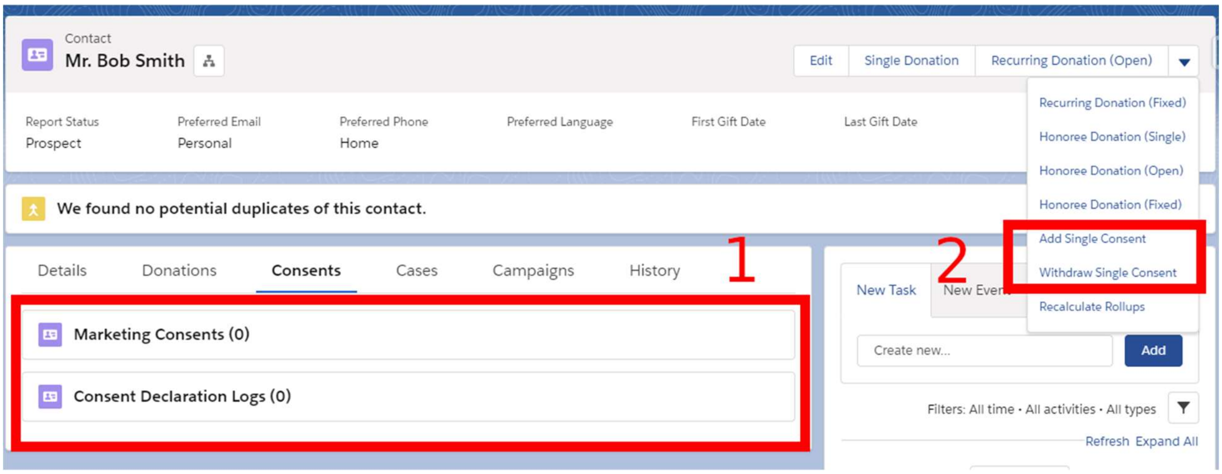
Once you have created some consents, if you review your contact record again you should notice under the Consents tab that some Marketing Consents and Consent Declaration Logs have been created.

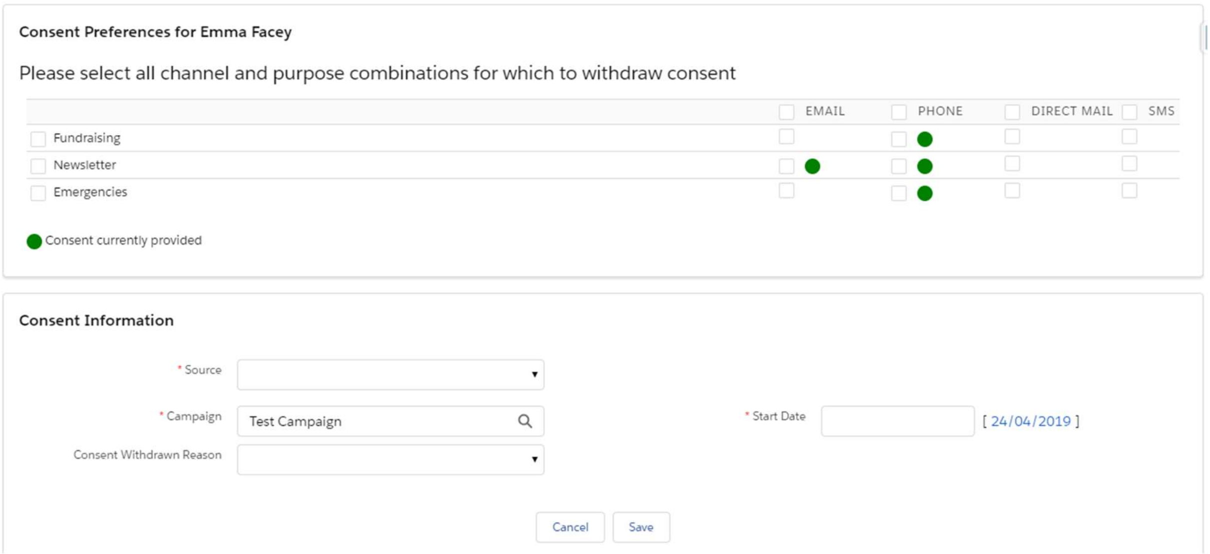
Marketing Consents display a contact's current consents which should be used to for marketing selections.

Consent Declaration Logs are a log of consent changes over.

3.7.1 Withdrawing Consent

To withdraw consent for a contact, click on the ***Withdraw Single Consent*** quick action. To access this, click the down arrow towards the top right of the action's menu.





Notice how the component will display the current marketing consents for the contact with a green dot. You can now select the channel and purposes you wish to withdraw consent for.

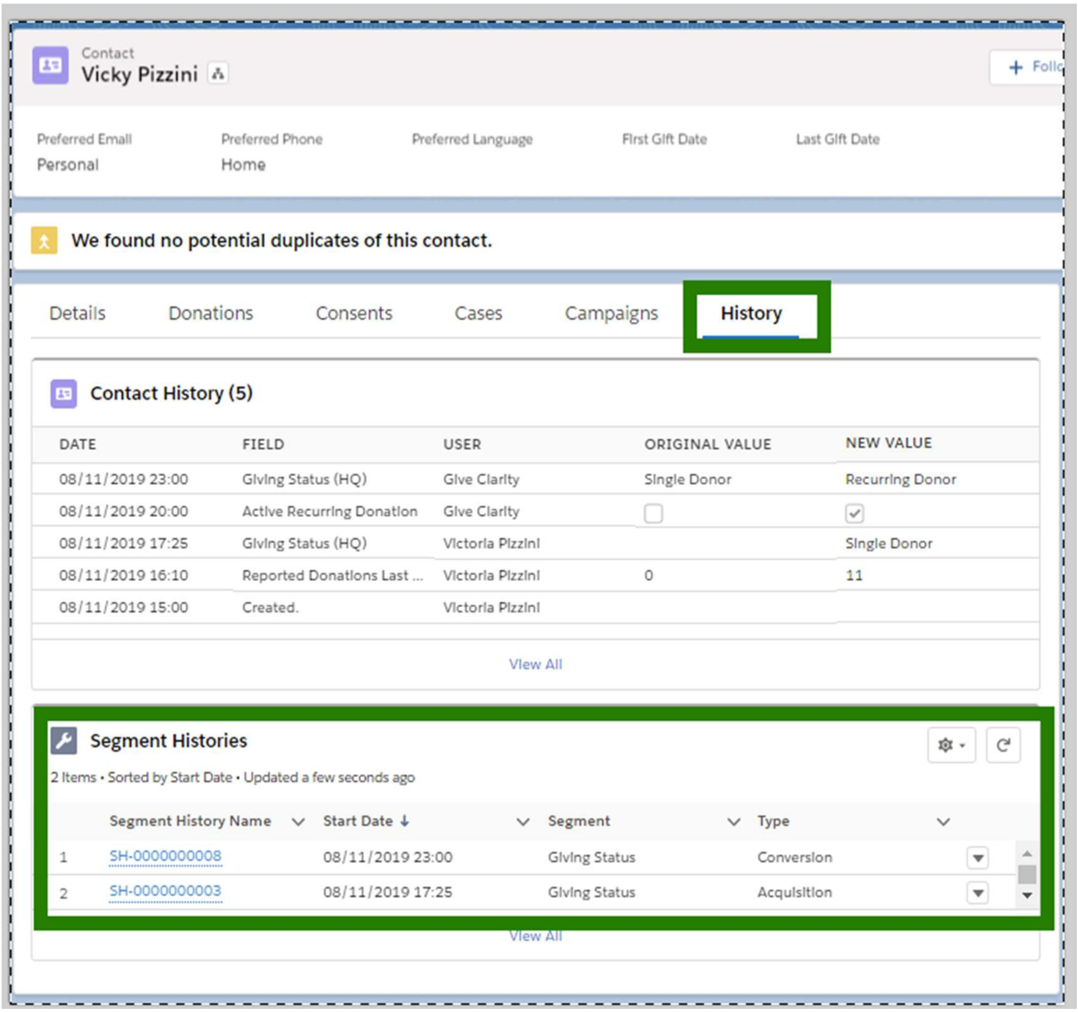
You must enter the Source, Campaign, Start Date (date consent was withdrawn) and Consent Withdrawn Reason before you can save.

Note, you can withdraw consent where a contact hasn't previously given consent. This allows you to record denials of consent.

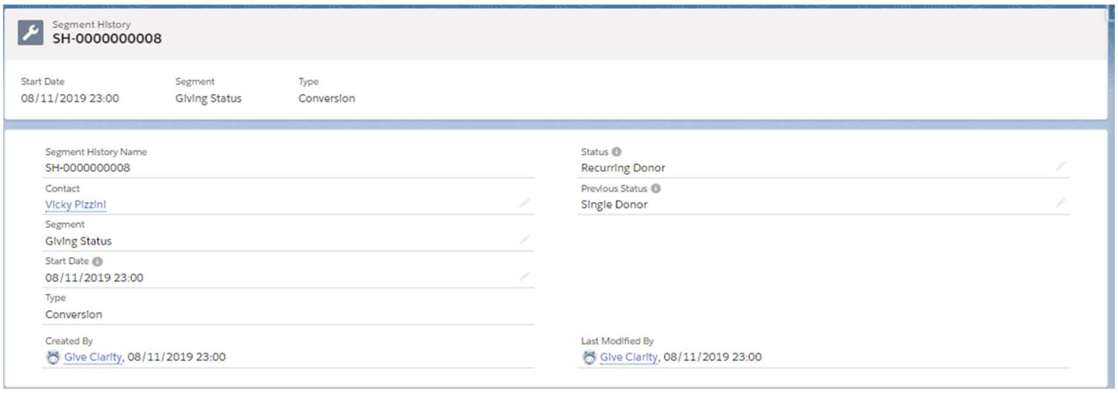
3.10. Segment History

In phase 2 a new object has been created to track changes to specific aspects of a contact. Currently, the Segment History object tracks changes to the Giving Status, so users can see what changes took place when, or back load data for historical changes. The object records the previous value, new value, and the type of change it represents (e.g. Conversion)

The data is found in the History Tab on the contact page.



Segment History record:



Navigate to the dynamic field mapping section for more information on how to set up any localisation for history tracking against a segment

3.11. Deleting Contacts

You will not be able to delete a contact if they have an opportunity which is has been submitted to a payment service provider.

4 Anonymisation

Before setting up the anonymisation feature we recommend you read the guide *"unicorn Admin Guide – Guidance on anonymisation"* and contact the unicorn global team for verification of your set up upon finalisation in test environments.

The anonymisation feature runs on an Apex Class called N14 - GcAN_AnonymisationBatch.

As part of the anonymisation process, the unicorn Managed Package supports different anonymisation methods:

- Deletion of records
- Emptying of fields
- Masking of fields, i.e. replacing a field value with "*****"
- Replacing a field value, a good example of which is replacing a Recurring Donation Name ("IG Donation John Doe £50 Monthly") with an anonymised Recurring Donation Name ("IG John ***** £50 Monthly") without losing the information you want to keep

4.7 Setting up anonymisation

To set up the anonymisation feature you will have to navigate to the custom meta data types in setup before you do this you will have to ensure that the field pre-requisites are in place.

4.7.1 Field pre-requisites

The first step is to ensure that there is a field present on each of your objects that you want to anonymise that will be used to stamp the date/time the anonymisation process has been completed and you want a field that resolves to true on a record to include in the anonymisation process. This could be a checkbox field, text field that has the value "true", or formula field that returns a checkbox or text value.

4.7.2 Anonymisation object

After ensuring this Anonymisation completed field name has been set up you can go a head and navigate to the custom meta data type. Here you have to choose the "Anonymisation-object" in which you first want to do is identify the object that needs to be set up. To set up your object you will have to click on "Manage Records". When you click on "New" the following table will describe the meaning of each required value to fill in.

Field	Description
Object Name	The API name of the object (e.g. Account, npe03__Recurring_Donation__c)
Active	If unchecked, this anonymisation object record will be ignored.

Delete Records	If checked, instead of anonymising any field values any records which are eligible for anonymisation will be deleted.
Anonymisation Completed Field Name	The API name of a field on the object that will be stamped with the time the anonymisation process completed. This should be a datetime field.
Anonymisation Required Field Name	The API name of a field on the object which, if it resolves to true on a record, will include the record in the anonymisation process. This could be a checkbox field, text field that has the value “true”, or formula field that returns a checkbox or text value. If it is a checkbox field (but not a formula), the checkbox will be unchecked as part of the anonymisation process.
Sort Order	Order that this anonymisation object should run in relation to other anonymisation objects.

4.7.3 Anonymisation Fields

Once you have identified the objects you want to anonymisation the next step is to identify which fields within this object you want to have anonymised. To set this up navigate to the custom meta data type and choose “Manage records” on the “Anonymisation Fields”. The following table shows the information related to values that should be filled in.

Field	**Description**
Field Name	The API name of the field (e.g. npsp__Card_Network__c, FirstName) on the associated object.
Active	If unchecked, this anonymisation field record will be ignored.
Anonymisation Object	Lookup to an anonymisation object custom metadata record.
Anonymisation Method	How the field should be anonymised. Currently supported methods are Empty Field and Mask.

4.8 Trouble shooting

There are multiple validation rules set in place for the anonymisation process. If there are any validation errors, no records are anonymised, and an error is returned from the batch process.

To identify which error you are running into navigate in your setup to the Apex Jobs and find the Apex Batch job which has the status “ Failed”. In the Status detail field you will find an error message i.e. *First error: Anonymisation Object m0U4J000000921LUAQ has an invalid Replacement Field: null.*

This error message will provide information on which of the validation rules has caused your batch to fail.

The following validations are executed for active Anonymisation Objects:

1. Is the Object Name a valid object?
2. Is the Anonymisation Completed Field Name a valid field on that object?
3. Is the Anonymisation Completed Field Name a DateTime field?
4. Is the Anonymisation Required Field Name a valid field on that object?
5. Is the Anonymisation Required Field Name a String or Boolean field? Note: It can be a formula of type String or Boolean.
6. If the Anonymisation Object is NOT set to delete records, does it have at least one Anonymisation Field linked to it?

The following validations are executed for active Anonymisation Fields:

1. Is the Anonymisation Field a valid field on the relevant object?
2. Can the field on the relevant object be updated based on the running user's permissions?
3. If the anonymisation method is set to 'Mask':
    a. Is the field a String?
    b. Is the length of the field of sufficient length to fit the mask value ("*****")?
4. If the anonymisation method is set to 'Replace Value':
    a. Is the Replacement Field Name a valid field on the relevant object?
    b. Does the Replacement Field Name field type match the Anonymisation Field type?

5 Donation Management

5.7 Donation Objects in Salesforce

unicorn uses a couple of objects for donation management:

OBJECT NAME	OBJECT	INCOME TEAM
Opportunity	Standard	IG/PPH
Recurring Donation	NPSP	IG
Recurring Donation Allocation	unicorn custom	IG
Opportunity Allocation	unicorn custom	IG/PPH

A description of the usage and record types of these objects is listed below:

5.7.1 Recurring Donations

A Recurring Donation record is where information that determines collection of payments is kept. For example, how often a payment should be requested (e.g. Monthly, Quarterly), how much and whether there is anything stopping requests for payment (it has been cancelled or put on hold by the donor). Recurring Donations are typically only used for IG but can also be linked to Accounts.

Note that NPSP offers two models:

- Legacy Recurring Donations
- Enhanced Recurring Donations (introduced Summer '20)

Regardless of the version that your instance is at, unicorn features for Recurring Donation Management behave the same. The only difference is that each model has its own NPSP specific fields. **Note** however, that unicorn only includes quick actions for RDs creation on the Contact page. Local implementations can create their own RDs quick actions on Account.

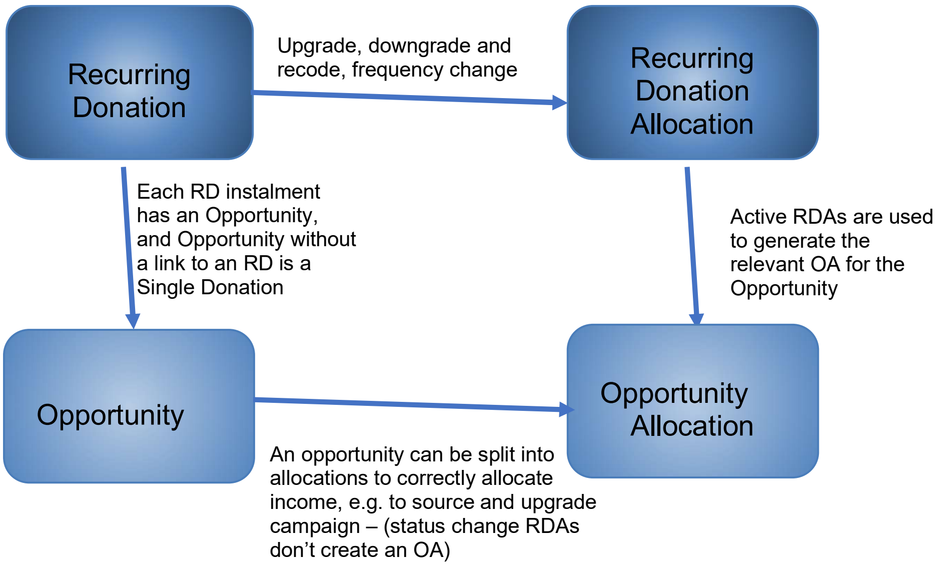
5.7.2 Recurring Donation Allocations

Recurring Donation Allocation records store information about changes to a recurring donation (such as amount, campaign/coding, or frequency) and changes of the recurring donation's status.

The options are:

- Amount Upgrade: Adding an upgrade will increase the amount requested each payment. The initial amount will be attributed to the original campaign, the increase amount will be attributed to the campaign specified in the upgrade (e.g. an upgrade campaign)
- Amount Downgrade: Adding a downgrade will decrease the amount requested each payment and can additionally attribute this downgraded amount to a new campaign if required (e.g. a "cancellation rescue" campaign).
- Recode: Recoding a recurring donation will change the campaign it is linked to, with the resulting change to
    - Income campaign is allocated to
    - Program code income is allocated to (if new campaign program code is different from the original campaign)
    - Earmarking income is assigned (if new campaign earmark is different from original campaign)
- Change in frequency: will change the frequency (Instalment Period) in which each payment is collected.
- Change in Frequency & Amount: will change both the Amount and the frequency at the same time if that is needed.
- Status changes (**note** that status change RDAs won't create an Opportunity Allocation):
    - Cancel

- Holiday
- On Hold
- Suspend
- Reactivate



Navigate to the dynamic field mapping section for more information on how to set up any custom tracking of fields from Recurring Donation Allocations to update on the Recurring Donation.

5.7.3 Opportunities

Opportunities in Salesforce are usually used to record donations from individuals or organisations.

Opportunities will be linked to the Campaign from which the income was generated (e.g. marketing campaign or event) via the Primary Campaign Source field, so that income can be tracked, and the performance or ROI of different campaigns can be compared.

The opportunity object is used in both IG and PPH, but they use different record types:

RECORD TYPE	PAGE LAYOUT	IG/PPH
Major Gift	PPH Major Gift Donation Layout	PPH
Grant	PPH Grant Layout	PPH
Legacy	PPH Legacy Donation Layout	PPH
In-Kind	PPH In-Kind Gift Layout	PPH

IG Donation	IG Donation Layout	IG
Adjustment	IG Donation Layout	PPH/IG
Non-Financial Engagement	PPH Non- financial Engagement	PPH

Important: **note** that for IG it is possible to create additional record types if needed. However, for PPH unicorn captured all the possible donations/opportunity types that can be used. It's important not to create additional ones as there are processes and automations tight to the record type.

5.7.4 Opportunity Allocations

Opportunity allocations (OA) allow reporting of the correct earmark and program code. They also allow changes to recurring donations such as upgrades, downgrades, changes in frequency and recodes to be attributed to the correct campaign. OAs will be created once opportunities are income recognized and will contain important information for reporting.

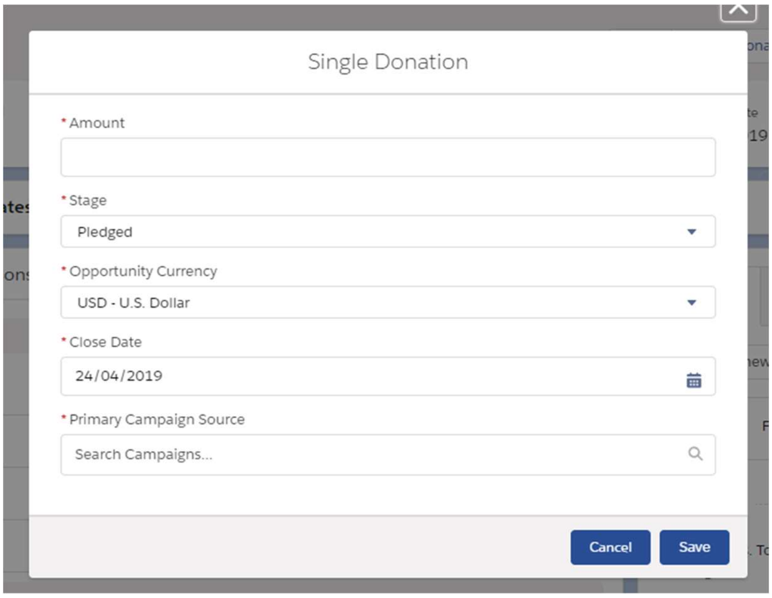
5.8 IG Donations

The record type used for this donation is the 'IG Donations'. Local implementations may create additional record types if needed (unlike with PPH donations).

Always create a donation from the Contact page via a quick action. Do not create from the new button in the opportunity as some predefined fields will not be correctly populated.

5.8.1 Creating a Single Donation

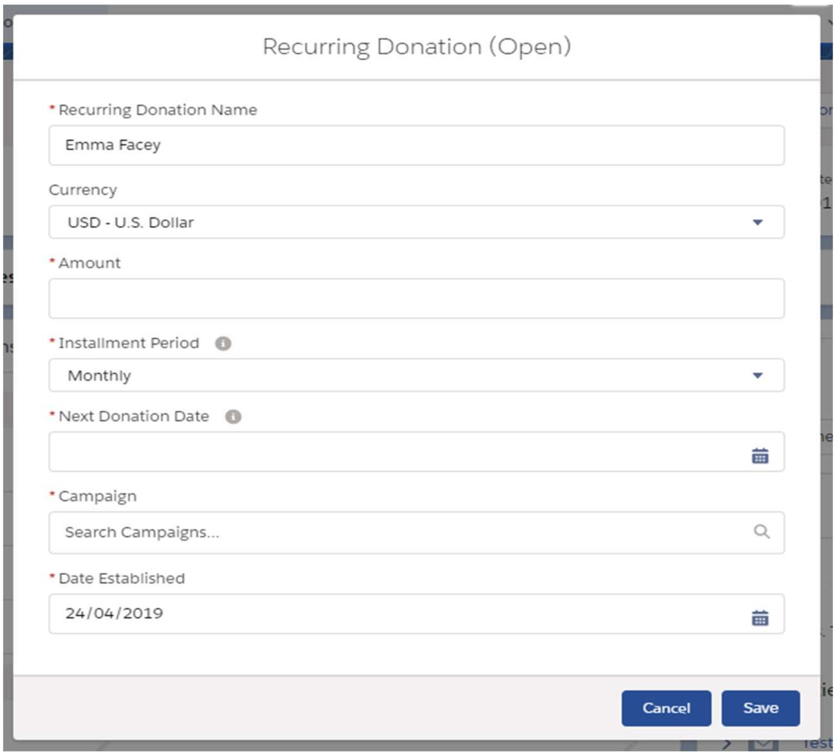
On a contact page, click the ***Single Donation*** quick action.

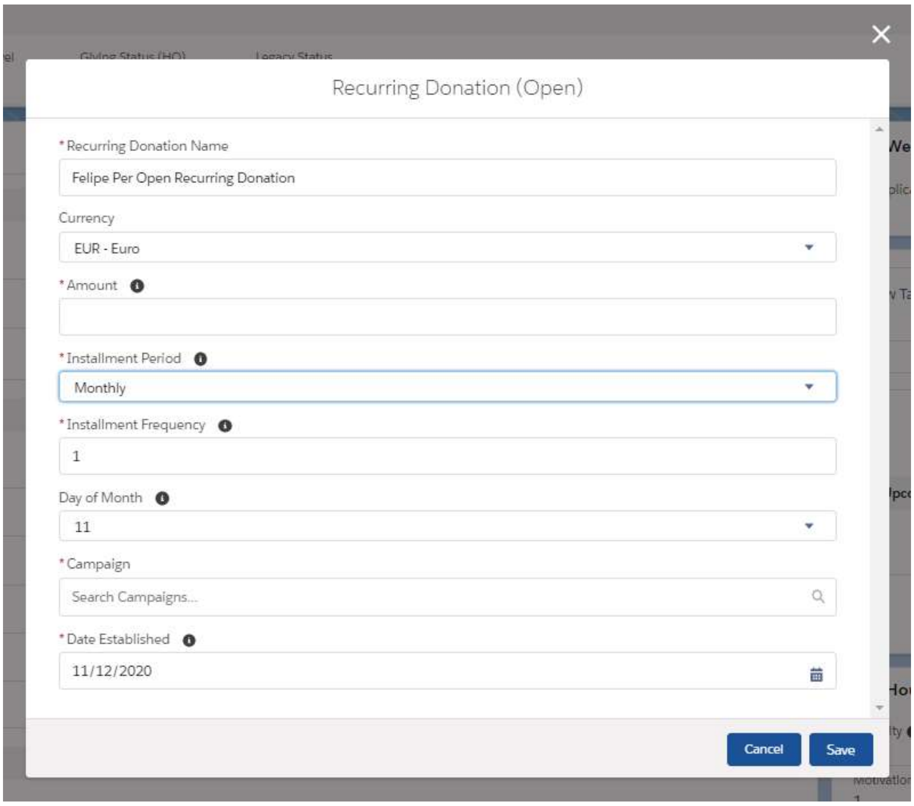


Enter an Amount, Stage, Opportunity Currency, Close Date, Primary Campaign Source and click Save.

5.8.2 Creating a Recurring Donation (Open)

To create a recurring open-ended series of donations, click the ***Recurring Donation (Open)*** quick action.

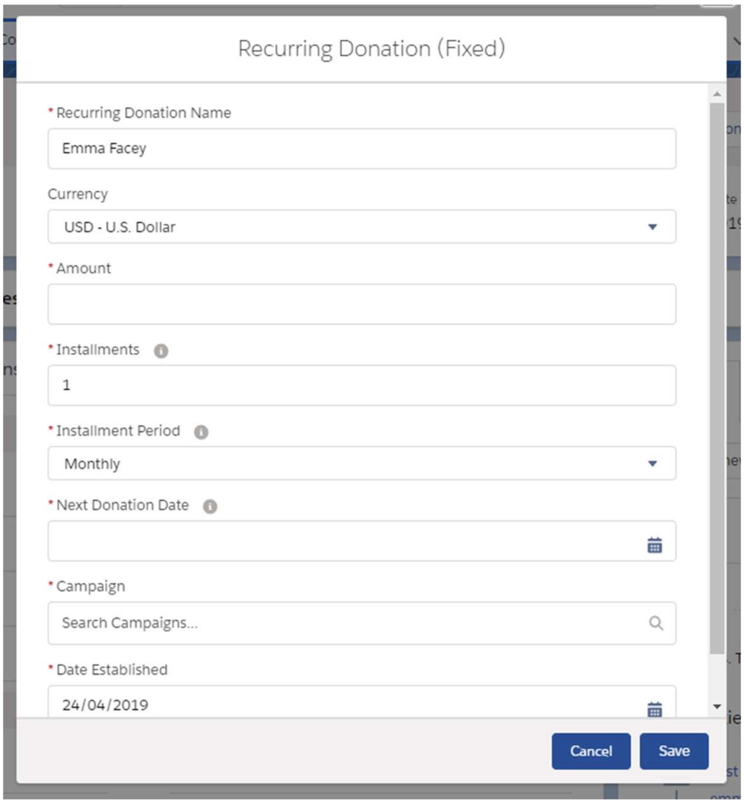




- Enter a Currency, Amount, Instalment Period, Next Donation Date and Campaign.
- **Note** how the Recurring Donation Name and Date Established will be pre-populated for you.
- All other required fields will be pre-set in the background
- Click Save
- On saving, the system will automatically generate
    - An “initial” Recurring Donation Allocation
    - Pledge opportunities for the next three payments will be created (the number created in advance can be modified by your system administrator)

5.8.3 Creating a Recurring Donation (Fixed)

To create a recurring fixed length series of donations, click the ***Recurring Donation (Fixed)*** quick action.

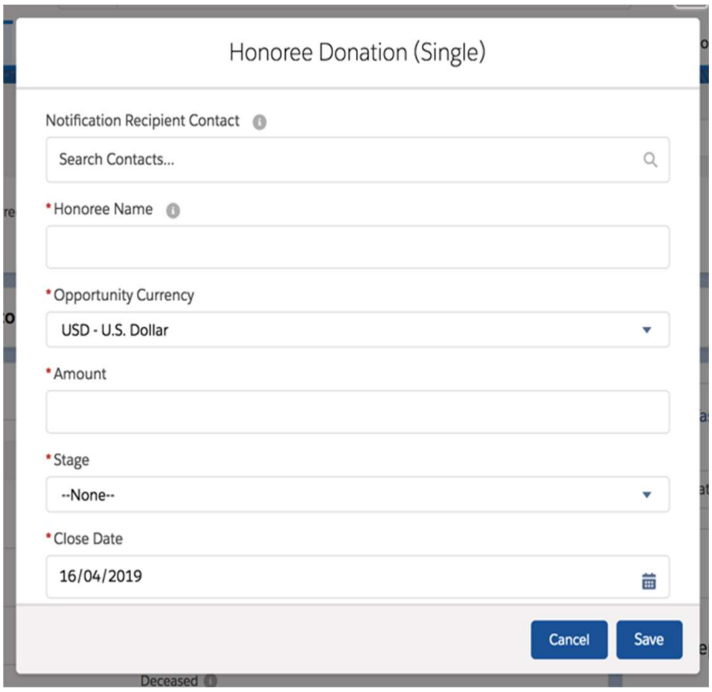


- Enter a Currency, Amount, Instalments, Instalment Period, Next Donation Date and Campaign.
- **Note** how the Recurring Donation Name and Date Established will be pre-populated for you.
- All other required fields will be pre-set in the background
- Click Save
- On saving, the system will automatically generate
    - An "initial" Recurring Donation Allocation
    - Pledge opportunities for the all payments will be created (the number created in advance can be modified)
- Fixed Recurring Donations will automatically be closed when all their Opportunities have been marked as 'Closed Won'. **Note** that this is done based on the status being 'Closed Won', not based on the Opportunity being marked as settled.

See the Refunds of Recurring Donations (fixed) for more details about the management and NPSP behaviour of those.

5.8.4 Creating a Honoree Donation (Single)

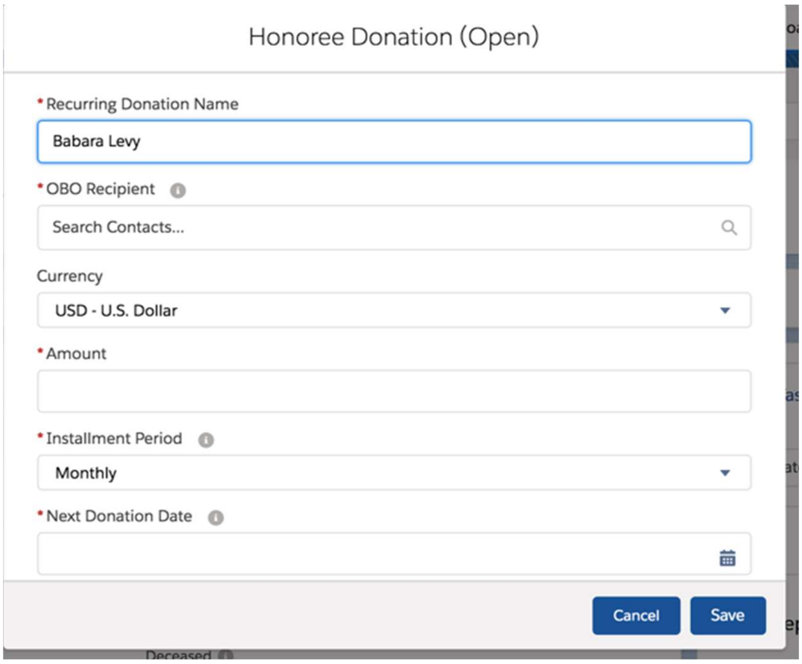
To create a one-off single donation on behalf of another contact, click the ***Honoree Donation (Single)*** quick action.



1. A one-off donation where the donor can specify if another person should receive a notification (Notification Recipient Contact) or if the gift is to honour someone else (or both)
2. If they wish someone else to receive a notification that person will have to exist in the system as a contact. They can either link to an existing contact or create a new contact within the pop-up.
3. The honoree is a text field allowing the user to enter a name (no link to a contact).
4. There is currently no automatic email sent to the Notification Recipient. That will be done as part of a local implementation as the email tool used may vary.
5. Data entry fields:
    a. Notification Recipient Contact
    b. Honoree Name
    c. Opportunity Currency (defaults to the default currency assigned to your user record)
    d. Amount (per instalment)
    e. Stage
    f. Close Date (date donation made)
    g. Campaign (where the income will be allocated)
6. All other required fields will be pre-set in the background

5.8.5 Creating a Honoree Donation (Open)

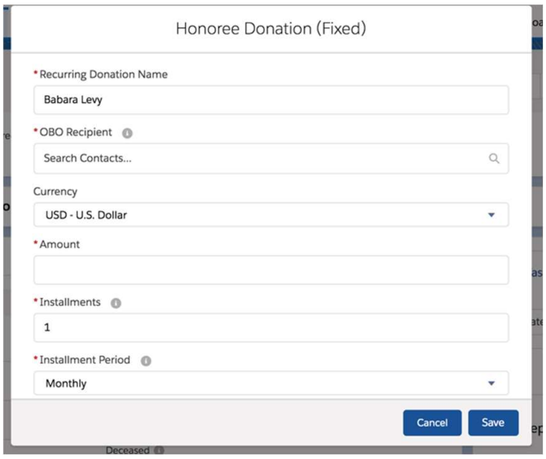
To create a recurring open-ended series of donations on behalf of another contact, click the ***Honoree Donation (Open)*** quick action.



1. Data entry fields:
    a. Recurring Donation Name (defaults to donor name)
    b. Honoree Contact (link to a contact who will be added to resulting Opportunities as the Notification Recipient)
    c. Currency (defaults to the default currency assigned to your user record)
    d. Amount (per instalment)
    e. Instalment Period
    f. Next Donation Date (the date you want the instalment to be taken, applies to every payment)
    g. Campaign (where the income will be allocated)
    h. Date Established (date the recurring donation was set up, defaults to today)
2. All other required fields will be pre-set in the background
3. On saving, the system will automatically generate
    a. An “initial” Recurring Donation Allocation
    b. Pledge opportunities for the next three payments will be created (the number created in advance can be modified)

5.8.6 Creating a Honoree Donation (Fixed)

To create a recurring fixed length series of donations on behalf of another contact, click the ***Honoree Donation (Fixed)*** quick action.



1. Data entry fields:
    a. Recurring Donation Name (defaults to donor name)
    b. Honoree Contact (link to a contact who will be added to resulting Opportunities as the Notification Recipient)
    c. Currency (defaults to the default currency assigned to your user record)
    d. Amount (per instalment)
    e. Instalments (total number)
    f. Instalment Period
    g. Next Donation Date (the date you want the instalment to be taken, applies to every payment)
    h. Campaign (where the income will be allocated)
    i. Date Established (date the recurring donation was set up, defaults to today)
2. All other required fields will be pre-set in the background
3. On saving, the system will automatically generate
    a. An "initial" Recurring Donation Allocation
    b. Pledge opportunities for the all payments will be created (the number created in advance can be modified)

5.9 PPH Donations

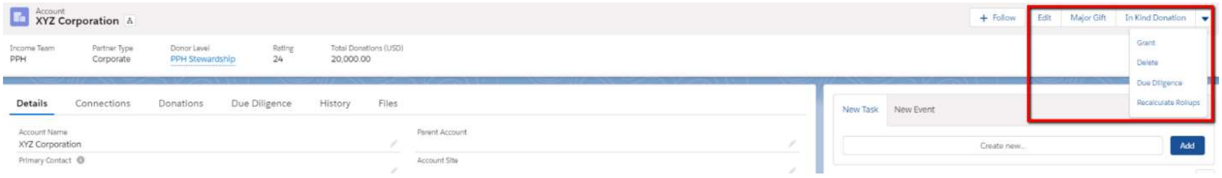
For PPH there are five* different types of opportunities that can be linked to Accounts and/or Contacts as detailed bellow:

RECORD TYPE	LINKED TO
PPH Major Gift	Account or Contact
PPH Grant	Account
PPH Legacy	Contact
PPH In-Kind Donation	Account
PPH Non-Financial Engagement	Account

*In addition, there are two more record types PPH Parent and PPH IK Parent that are used to track Multi-Year Agreements and Multi-Delivery In-Kind Donations. These opportunities are only created by the system.

Same as with IG Donations and Recurring Donations, it's important to create new opportunities using quick actions found in the Account and Contact pages as some values are pre-populated in the QAs.

As mentioned above, keep in mind that for PPH it's not possible to create additional record types as these are linked to processes and automations (e.g. Program Codes).



5.9.1 Major Gifts and Grants

The business process and thus, the page layout and system features for Major Gifts and Grants are very similar. The main difference is that Major Gifts are either linked to an Organization Account or to a Contact (and its Household by default), while Grants can only be linked to Account records.

5.9.1.1 Donation Information (Major Gifts and Grants)

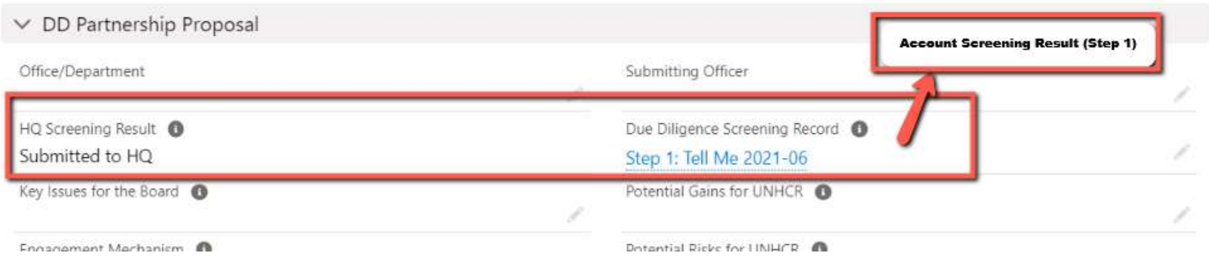
This Section contains general information about the Major Gift and the Grant:

- Stage: both opportunity types use the same sales process (the names of the stages and probabilities linked are aligned with Q reporting) for contribution management
- Campaign: like for IG Donations and Recurring Donations, all PPH Donations must be linked to a Campaign. This is very important for reporting purposes and in order to allocate the correct Program Code.
- In the Grant page layout there is an additional section called 'Grant Information' which includes Grant specific fields. All the rest of the processes and fields are the same for both opportunity types.

5.9.1.2 DD Partnership Proposal and Approvals (Due Diligence Step 2)

In this Section the fundraiser enters DD Partnership Proposal details which is the second step of Due Diligence (please see section on Due Diligence for general information):

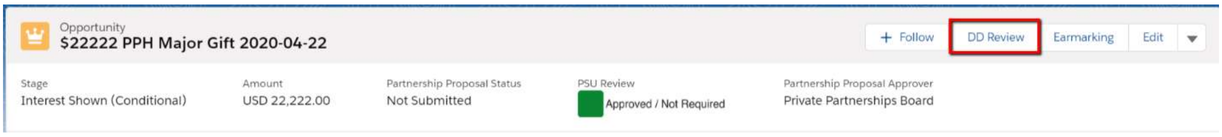
- **Due Diligence Screening Record:** lookup field to the Due Diligence (local screening) record that has been created for the Account (or Contact in the case of a Major Gift only). This field is present in the quick action which means that can be linked upon creation of the opportunity. If this is not done at that time, it will be possible to link at a later stage.
- **HQ Screening result:** formula field that will populate the result of the Local Screening (just for the fundraiser's reference)
- **All other fields:** to be filled by the fundraiser/Submitting Officer



- **DD Partnership Proposal Approval section**: these fields are read only for a fundraiser as they will be updated automatically by the system or by the DD team at HQ as the PP is being reviewed:
  - **Partnership Proposal Status:** this field is read only for a fundraiser as it will be updated automatically by the system or by the DD team at HQ after the Proposal has been reviewed:
    - Not Submitted: default value upon creation of the opportunity
    - Submitted to HQ: once the opportunity/partnership proposal is submitted for review, the system will update to this value (see next section on Partnership Proposal submission)
    - Under review: to be filled by DD team at HQ during revision
    - Complete: to be filled by DD team at HQ after revision

5.9.1.2.1 Partnership Proposal Submission

Once the Partnership details are complete, the fundraiser will be able to submit it for revision to DD HQ. For this, click on the quick action 'DD Review', enter a description and when clicking 'Save' it will be sent to HQ:



When the submission is done, a new case will be created with the details. The HQ DD team will receive it and after reviewing they will update the Partnership Proposal Status.

5.9.1.2.2 Partnership Proposal Approver

This formula field indicates who at HQ will approve the Partnership (does not apply to Grant Opportunities):

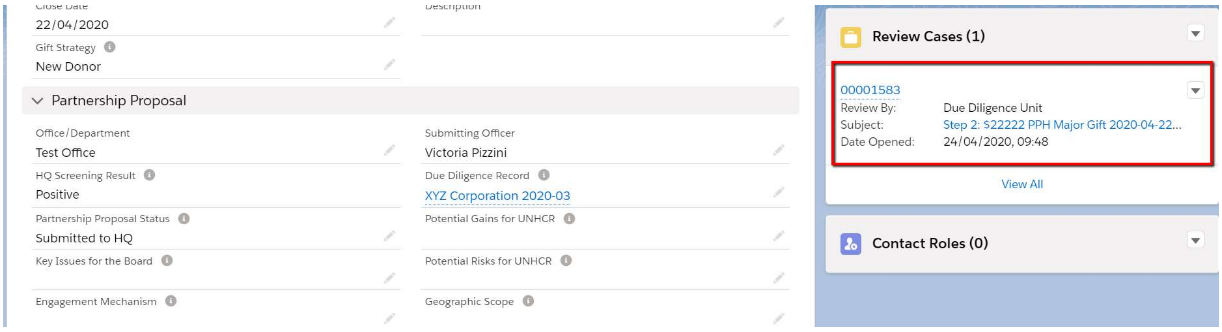
- Chief, PPH
  - Industry Risk = Medium OR Low AND
  - DD HQ Screening Result ≠ negative AND
  - Amount < 250,000
- Head of Service, PSP
  - Industry Risk = Medium OR Low AND
  - DD HQ Screening Result ≠ negative AND
  - Amount < 500,000
- Director of External Relations
  - Industry Risk = Medium OR Low AND
  - DD HQ Screening Result ≠ negative AND
  - Amount < 1,000,000
- Private Partnerships Board
  - Industry Risk = High AND
  - DD HQ Screening Result ≠ negative AND
  - Amount = any
- Private Partnerships Board
  - Industry Risk = Medium OR Low AND
  - DD HQ Screening Result = negative
  - Amount = any

5.9.1.2.3 Partnership Proposal Validation Rules

There are two rules in place that ensure that the process is followed correctly:

1. It’s not possible to progress an opportunity to a Stage with a Probability greater than 75% if the Partnership Proposal Status is 'Not Submitted' (Validation rule in Opportunity)
2. It’s not possible to submit the Partnership Proposal to HQ unless there is a Due Diligence record linked which has been submitted to HQ DD already (Validation rule on Case)

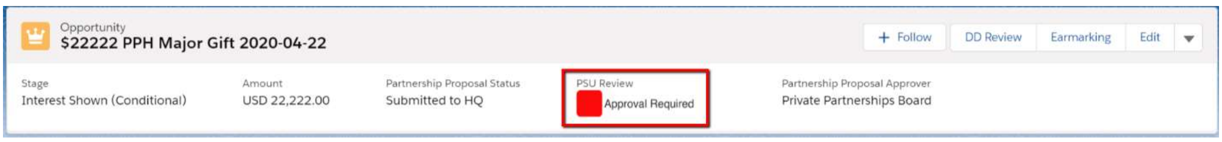
Note: the integration of the systems is not yet built. For the moment, only the case is created, and the Status will change to ‘Submitted to HQ’.



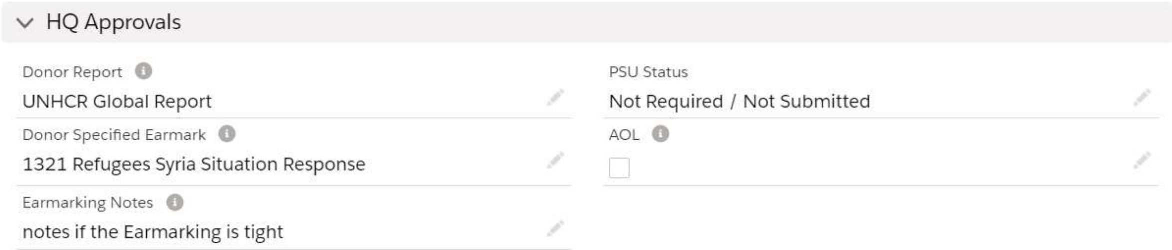
5.9.1.3 HQ Approvals & Earmarking

In some cases, the PSU team will review certain opportunities. The formula field ‘PSU Review’ will indicate the fundraiser when this is needed. The rule applies as following:

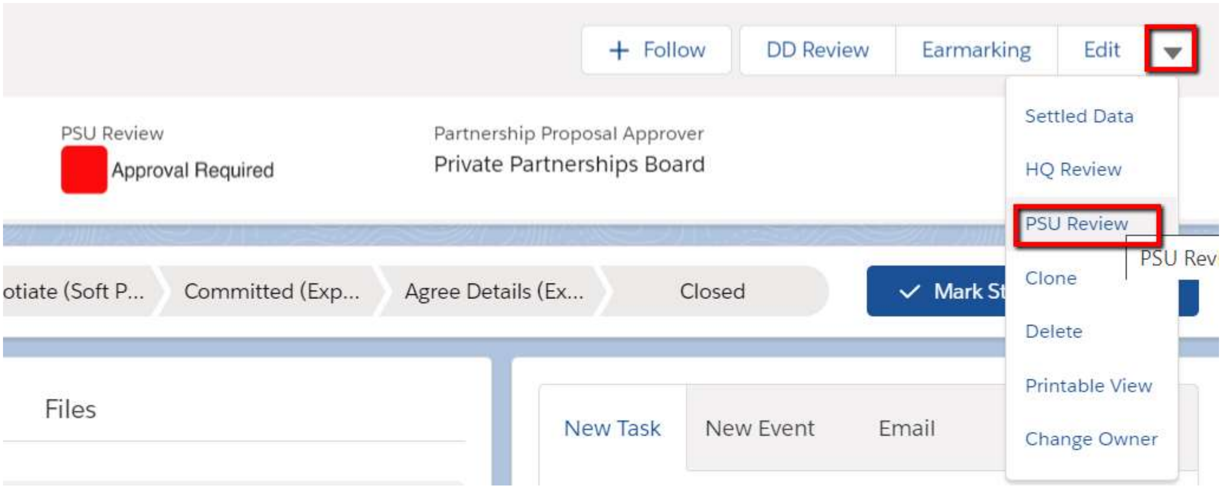
- **PSU Review = ‘Approval Required’**
  - AOL = true OR
  - Donor Report ≠ UNHCR Global Report OR
  - Donor Specified Earmark ≠ blank
- **PSU Review = ‘Approved / Not Required’**
  - None of the above is true OR
  - PSU Status = ‘Approved’
- **PSU Review = ‘Rejected’**
  - PSU Status = Rejected



***User note**: For now, users will enter earmarking information (including AOL checkbox) against a donation and this should be in discussion with the PSU team.*



The submission of the opportunity to the PSU team is done in a similar way to the DD submission (Partnership Proposal Submission) click on the Quick Action ‘PSU Review’, add a description for the PSU team and send it by clicking on ‘Save’:



Once this is done, a new case will be created (which will show up in the ‘Cases section’) and the submission will be received by the PSU team via system integration. **Note** that the PSU Status will be set as indicated below:

- Not Required / Not Submitted: default value
- Submitted to HQ: automatically changed once the case is submitted to PSU
- Approved: manually changed by the PSU team (with system integration) when approved
- Rejected: manually changed by the PSU team (with system integration) when rejected

5.9.1.3.1 PPH Earmarking

See the section on Earmarking on Donations for details about how to add an Earmarking to an opportunity. For PPH Donations you’ll be able to add a ‘standard’ Earmarking and tight Earmarking information.

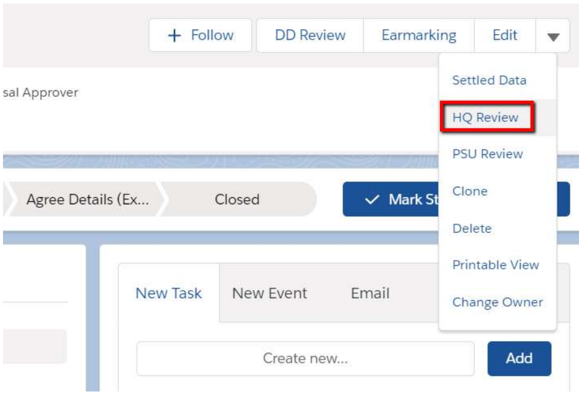
5.9.1.3.2 HQ Review

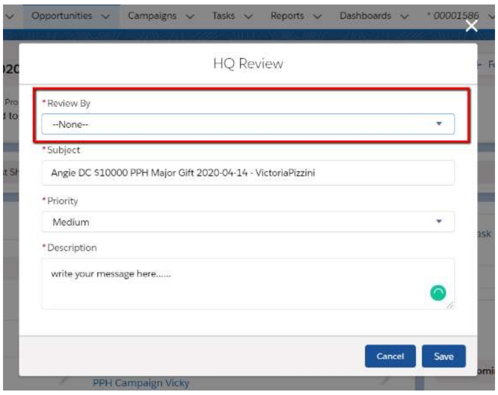
If you need to get in touch with any team at HQ you may do so by creating a case for them. To do so, navigate to the quick actions and click on ‘HQ Review’. When the quick action pop-up opens up, write your message and select any of the following teams:

- Due Diligence Unit
- Partnership Support Unit
- In Kind Unit
- HQ Foundations
- HQ Philanthropy
- HQ Corporations

A case will be logged in the Cases section and you will receive a notification when the HQ teams gets back to you.

Note that this feature will be available when the system integrations is setup.





5.9.1.3.3 HQ Approval Validations

There are two validation rules for HQ Approvals:

1. There is a validation rule that won't allow a fundraiser to progress to a stage where the probability >50% if PSU approval is required and the PSU Status is "Not Required / Not Submitted".
2. Where Donor Report = Other, completion of field "Communications and Reporting" is mandatory

5.9.1.4 Income Information

In this section there are many important fields. Some are updated by a trigger, other by a formula and other are updated manually:

- **Documentation Type**: the fundraiser indicates manually what type of documentation they are using for the opportunity

- **Expected Documentation**: this serves as a guidance for fundraiser of what type of documentation they need to use at minimum. The logic for this value is as follows (updated by a trigger):
  - Bespoke Agreement
    - Donor Report = 'Other' OR AOL = true
  - Standard Agreement
    - Partner Type (on Account) = 'Foundation' OR Partner Sub-type (on Account) = 'Corporate Foundation
  - "Pledge Letter and Acknowledgment"
    - Amount > 50,000
  - "None"
    - All other criteria
  - **Note** that these rules apply only for Major Gift and Grant record types. For In-Kind check the Income Information (In-Kind).

- **Income Recognition Rule:** indicated when the opportunity will be income recognized according to the details of the donation (updated by a trigger):
  - Opportunity Settled Date
    - Documentation type = "No documentation"
    - When the funds are received (Settled = true)
  - Acknowledgement Date
    - Documentation type = "Pledge letter/Acknowledgement"
    - The date in which the acknowledgement letter is signed (Agreement/Acknowledgement signed = not blank)
  - Secondary Signature Date

        - Documentation type = “Standard Agreement” OR “Binding Agreement”
        - The date in which the Agreement is signed by the second party (Agreement/Acknowledgement signed = not blank)
    - **Note** that these rules apply only for Major Gift and Grant record types. For In-Kind check the Income Information (In-Kind).

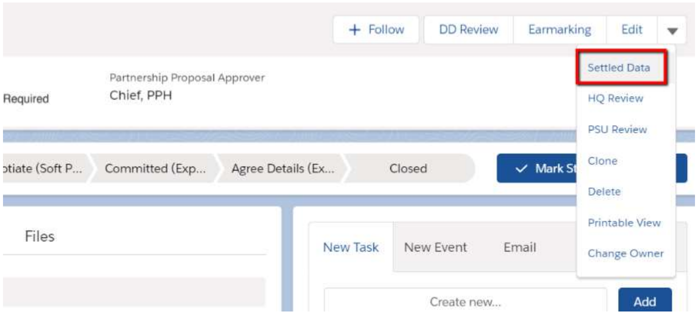
- **Agreement/Acknowledgment Signed:** fundraisers will manually indicate the date in which the Agreement/Acknowledgment is signed (by a validation rule, this always has to be a date in the past, or today)

- **Report Date:** Formula field used for Reporting and OA generation. It populates the 'Report Date Override'. When this is blank, it will populate the 'Settled Date'. When this is blank it will populate the 'Close Date'.

- **Settled Date** (See Settled Data for more details): the date in which the funds are received. This is to be entered manually by the fundraiser or finance user.

- **Report Date Override:** If the donation needs to appear on a different Earmark Table than the one that the 'Report Date' (i.e. Settled Date) indicated, then a date can be entered in the new field 'Report Date Override'. This is done manually by the Finance/Admin user or the PPH fundraiser. Some use cases are Adjustments (such as a change in Earmark) or if you want an In-Kind Donation to be reported in Dec not Jan for example.

- In order to add this information, unicorn provides with a quick action (on the page layout, these fields are read only for standard users):

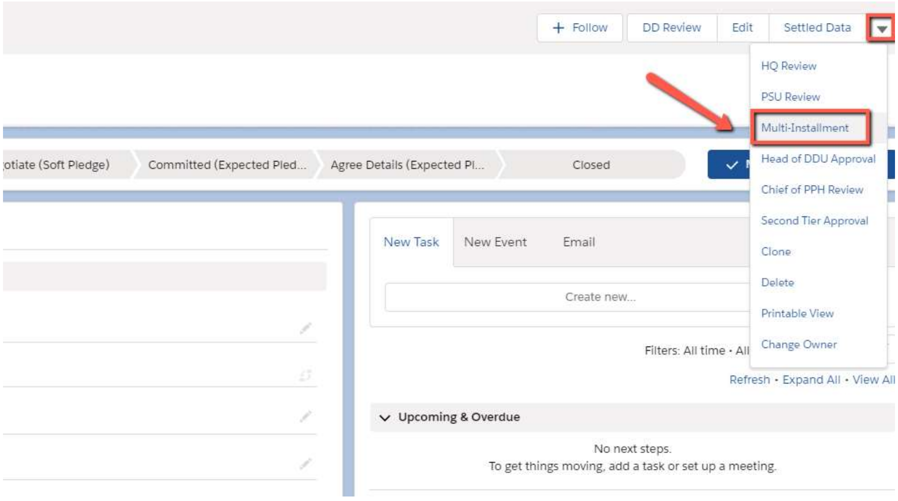


- **Income Recognized:** updated by a trigger when the opportunity is actually ‘income recognized’ according to the rules indicated in the ‘Income Recognition Rule’.

- **Currency fields**: see Opportunity Currency section

- **CD Number:** for the fundraiser to manually enter the CD number once the opportunity is recorded in MSRP (it’s unique to the donor). This will be used in the monthly earmark table when submitting settled donation data and is used by IRU to reconcile to MSRP pledges.

- **Implementation Year (Picklist):** for the fundraiser to manually indicate the Implementation year of the opportunity if different than the one from the Close Date.



Note that there is a formula field 'Implementation Year (for reporting)' which will populate 'Implementation Year (Picklist)' and if this is blank, it will populate the year of Close Date. The last one should be used for reporting as it's the most accurate one.

5.9.1.4.1 Income Information Validations

There are some validation rules that ensure that a Donation is set to Close Won at the right time:

1. The opportunity must be closed won before it is marked as 'Settled' or the 'Agreement/Acknowledgement Signed' field is used
   a. **Note** that this applies only to PPH Donations and not to the IG Donation record type.
2. Documentation Type is mandatory when setting an Opportunity to Closed Won
3. The following should not be edited when an opportunity has been set as 'Allocated': Amount, Currency, Record Type, Campaign and Earmarking fields including AOL (see the OA's Section for more details)

5.9.1.4.2 Multi-Year Agreements

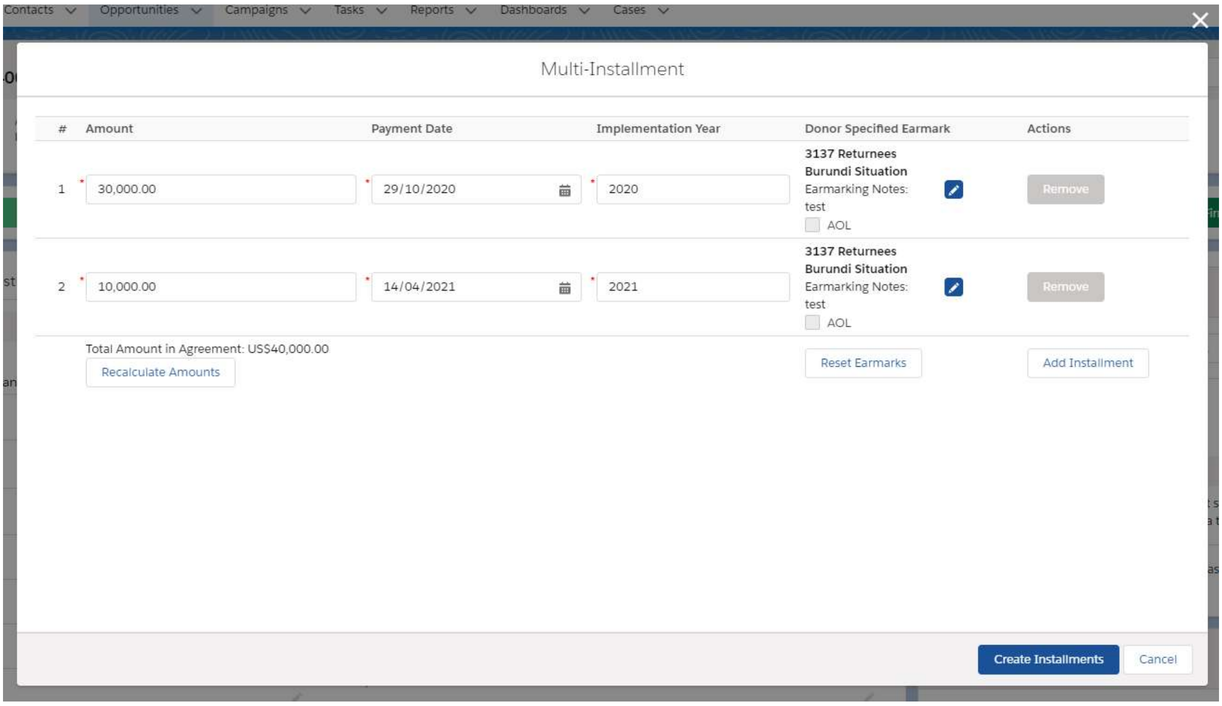
The Multi-year Agreements feature is used when the donor will pay an instalment of the overall amount each year (which can be attributed to specific implementation years/earmarking). Thus, it is possible to report income against target (implementation year) and keep track of expected payments and know to follow up with the donor.

To create a Multi-Year Agreement, first create a Major Gift or a Grant Opportunity. In order to make it multi-year, the following conditions need to be met:

- Documentation type ≠ No Documentation
- Income Recognized = true (i.e. the agreement has been signed and opportunity Closed Won)
- Opportunity not allocated

Click on the quick action ‘Multi-Instalment’ to create the Multi-Year Agreement.

The modal will open up and you’ll be able to indicate the number of Instalments (click on ‘Add Instalment’ to add new rows), the amount of each instalment, the estimated payment date of each instalment and the Earmark.



After clicking on ‘Create Instalments’, the system will convert the original opportunity into the ‘Parent Opportunity’ (by changing to the PPH Parent record type) and will create a child opportunity linked to the original for each payment/instalment.

- The ‘Total Amount in Agreement’ (on the Parent opportunity) will sum the instalments amount
- The ‘Amount’ field on the parent opportunity will be blanked out

- Settled information will only be added on the child opportunity
- Opportunity allocations will only be created for the child opportunity
- The parent opportunity will be excluded from the Earmark Table and Q Reports as it doesn't include settled data nor the reporting amount fields are used
- The following fields are copied over from the Parent Opportunity to the child: Account Name, Campaign, Close Date, Currency Iso Code, Is Private, Lead Source, Name (Prefixed with Child), Owner, Stage, Type, Agreement Acknowledgement Signed, Anonymous, CD Number but suffix with dash and number of instalment, Communications and Reporting, Country Office, Documentation Type, Donor Report, Due Diligence Record, Imported Territory Currency Amount, Income Office, Partnership Proposal Status, Program Status, PSU Status, Settled, Settled Currency Amount, Settled Currency ISO Code, Settled Date, Income Recognition rule

Navigate to the dynamic field mapping section for more information on how to set up any customisation for copying over of local fields from the Parent opportunity to the child opportunities.

5.9.2 PPH In-Kind

In-Kind Donations can only be linked to Account records (i.e. the 'In-Kind Donation' quick action is only present in the PPH Organization Account record type).

5.9.2.1 Donation Information

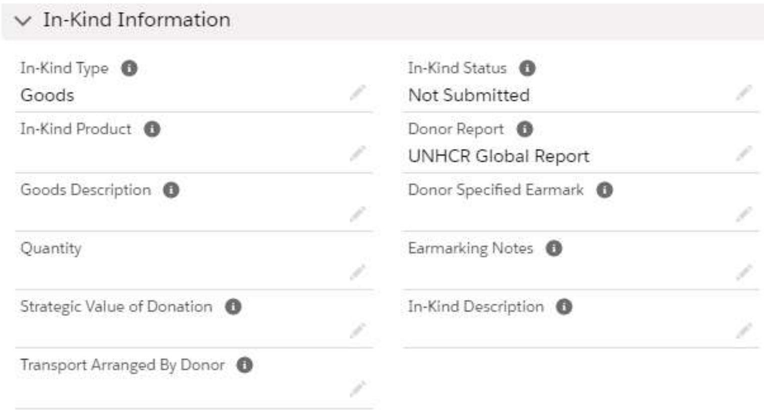
This Section contains general information about the In-Kind Donation:

1. Stage: the sales process for this type of donation is specific to an In-Kind Donation (the names of the stages and probabilities linked are aligned with the ones for Q reporting)
    a. Fundraisers will progress the Opportunity from Research to Accepted (Firm Pledge) and IK users (in HQ Mothership instance) will mark a further two stages beyond Accepted (Firm Pledge) to Transport (for IK team to enter Delivery information) and finally Recorded (for IK team to enter Settled information)
    b. Research through to Initial Proposal allow fundraisers to progress the opportunity and can submit to IK team through the "IK Review" QA for their input.
    c. In order to progress to the Assessment (Expected Pledge), the fundraiser must at least submit the Opportunity to the IK team (In-Kind Status = Submitted to HQ) and the intention is for the fundraiser to fill in all the In-Kind Information section before doing so.
    d. At the Assessment (Expected Pledge) stage, the fundraisers should have submitted the Partnership Proposal section and finalised the In-Kind Information section.

    e. Once the IK team have Approved the Opportunity (In-Kind Status = Approved), the fundraiser can progress the Opportunity to Accepted (Firm Pledge). This is a ‘Closed won’ stage.
2. Campaign: like for IG Donations and Recurring Donations, all PPH Donations must be linked to a Campaign. This is very importing for reporting purposes and for the right allocation of the Program Code.

5.9.2.2 In-Kind Information

Specific fields for an In-Kind Donation are included in this Section. The fundraiser will be able to add as much information as its needed to better describe the opportunity. The ‘In-Kind Type’ field will determine the ‘Income Recognition Rule’ (see Income Information Section).



All In-Kind Donations must be reviewed by the GIK team at HQ. To submit for review, navigate to the quick actions and click on ‘IK Review’, enter a description and click on ‘Save’ to submit. When doing this, the system will create a case which will be visible in the ‘Cases’ section and the GIK will receive the notification. The ‘In Kind Status’ will be set as indicated below:

1. Not Submitted: default value
2. Submitted to HQ: automatically changed once the case is submitted to GIK
3. Approved: manually changed by the GIK team (with system integration) when approved
4. Rejected: manually changed by the GIK team (with system integration) when rejected

5.9.2.3 Earmarking

See the section Earmarking on Donations for details about how to add an Earmarking to an opportunity. For PPH Donations you will be able to add a 'standard' Earmarking and tight Earmarking information.

5.9.2.4 HQ Review

If you need to get in touch with any team at HQ you may do so by creating a case for them. Please refer to the HQ Review Section in Major Gifts and Grants as the process is the same.

5.9.2.4.1 In Kind Review Validations

1. There is a validation rule that won't allow a fundraiser to move to Assessment until the Opportunity is submitted to the IK team via the "IK Review" QA.
2. There is a validation rule that won't allow a fundraiser to close-win the record if the In Kind Status is not Approved
3. *In addition, but not relevant for fundraisers, an IK user in HQ Mothership can progress the Opportunity stage from Accepted (Firm Pledge) to Transport (for IK team to use/enter Delivery Information) and then Recorded (for IK team to enter Settled information)*

5.9.2.5 Partnership Proposal (Due Diligence Step 2)

In this Section the fundraiser enters Partnership Proposal information. The process is the same as for Major Gifts and Grants. Please refer to Partnership Proposal section for more details.

5.9.2.6 Income Information (In-Kind)

In this section there are many important fields. Some are updated by a trigger, other by a formula and other are updated manually:

- **Documentation Type**: the fundraiser indicates manually what type of documentation they are using for the opportunity

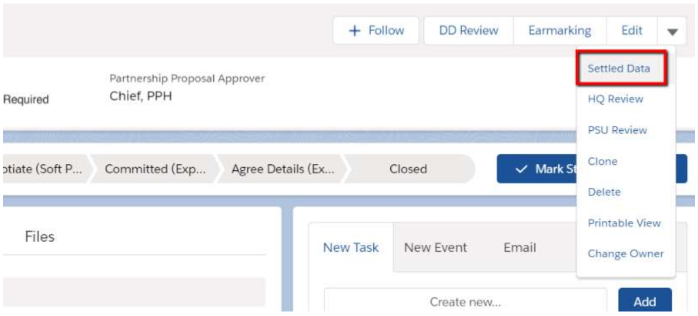
- **Expected Documentation**: for In Kind Donations, fundraisers must discuss with the GIK team what documentation is needed.

- **Income Recognition Rule:** indicated when the opportunity will be income recognized according to the details of the donation (updated by a trigger):

- Not recognized as below minimum gift value
  - In-Kind Type = Goods AND amount < 10,000
  - Income Recognized = false (always)
- Date goods are received by recipient operation
  - In-Kind Type = Goods AND amount > 10,000
  - Income Recognized = when goods arrive (Settled = true)
- Not recognized as below minimum gift value
  - In-Kind Type = Services AND amount < 50,000
  - Income Recognized = false (always)
- Date services rendered
  - In-Kind Type = Services AND amount > 50,000
  - Income Recognized = when services are rendered (Settled = true)

- **Agreement/Acknowledgment Signed:** fundraisers will manually indicate the date in which the Agreement/Acknowledgment is signed (by a validation rule, this always must be a date in the past, or today)

- **Settled Date (**See Settled Data for more details): the date in which the goods are received. This is to be entered manually by the fundraiser or finance user. In order to add this information, unicorn provides with a quick action (on the page layout, these fields are read only for standard users):



- **Income Recognized:** updated by a trigger when the opportunity is actually ‘income recognized’ according to the rules indicated in the ‘Income Recognition Rule’.

- **Currency fields**: see Opportunity Currency section

- **CD Number:** for the fundraiser to manually enter the CD number once the opportunity is recorded in MSRP (it’s unique to the donor). This will be used in the monthly earmark table when submitting settled donation data and is used by IRU to reconcile to MSRP pledges.

- **Implementation Year (Picklist):** for the fundraiser to manually indicate the Implementation year of the opportunity if different than the one from the Close Date. Note that there is a formula field ‘Implementation Year (for reporting)’ which will populate 'Implementation Year (Picklist)' and if this is blank, it will populate the year of Close Date. The last one should be used for reporting as it's the most accurate one.

5.9.2.6.1 Multi-Delivery

The package includes a feature to track Multi-Delivery In-Kind Donations (similar to the Multi-Year Agreements functionality for Major Gifts and Grants). However, this will be only used by the IK team at HQ. Local implementations should submit a review to the In-Kind team and they will process it. If your instance is PPH HQ Mothership, please refer to local documentation.

Navigate to the dynamic field mapping section for more information on how to set up any customisation for copying over of local fields from the Parent opportunity to the child opportunities.

5.9.2.6.2 Income Information Validations

There are some validation rules that ensure that a Donation is set to Close Won at the right time:

1. The opportunity must be closed won before it is marked as 'Settled' or the 'Agreement/Acknowledgement Signed' field is used
2. Documentation Type is mandatory when setting an Opportunity to Closed Won
3. The following should not be edited when an opportunity has been set as 'Allocated': Amount, Currency, Record Type, Campaign and Earmarking fields including AOL (see OA's Section for more details), Acknowledgement Signed Date and Settled (if Income Recognition Rule is 'opportunity settled date)
4. It's not possible to close-win the record if the In-Kind Status is not Approved

5.9.3 PPH Legacy Donations

Legacy Donations can only be linked to Contact records (i.e. the 'Legacy Donation' quick action is only present in the PPH Contact page).

Note: The Legacy Donation record type includes only basic fields. It's in the roadmap to further develop this process.

Details of what is included now:

1. Stage: the sales process for this type of donation is specific to a Legacy Donation (the names of the stages and probabilities linked are aligned with the ones for Q reporting)
2. Partnership Proposal submission is not required for this type of opportunity

3. From a system point of view, the opportunity can be Earmarked (check [Earmarking](#) section for more details)
4. ‘Documentation Type’ doesn’t apply
5. The ‘Income Recognition Rule’ is always set to ‘Opportunity Settled Date’ which means that Settled = Income Recognized

5.10 Income Recognized & Settled Data

This data is to be set by a local implementation. To record income information, there are two important set of fields:

1. Settled data (Settled Currency Amount, Settled Currency ISO Code and Settled Date) --> to be enter manually/via upload/integration with payment provider
2. Income Recognized --> populated automatically by the system by a trigger

5.10.1 Settled Data

The Opportunity record contains several fields to track settled values for the donation. This information is typically populated by the Payment Service Provider in the case of IG. For PPH it might be set manually.

- Settled: this field will be automatically checked by a trigger when the Settled Currency Amount AND the Settled Currency ISO Code AND Settled Date are not equal to blank AND is Won = true. **Important note**: it is possible to manually (or via upload) to check the ‘Settled’ checkbox but it is also important to add Settled Amount, Settled Date and Settled ISO Code so that reporting works well. If not, all data is in there, some reports such as the Earmark Table won’t display the right information.
- Settled Currency Amount: the amount in the settlement account currency (which may be different from the donation or territory currency)
- Settled Currency ISO Code: the currency code for the settled amount
- Settled Date: used for reporting where available (otherwise Close Date is used)
    - Close Date is when the Donation was made, this may be different from the date it was settled. For example, in Italy, a postal giro donation may be paid by the donor on a Saturday (Close Date), but it will not be settled until the following Monday (Settled Date).
    - **Note** that the Settled Date of an Opportunity that is related to a Recurring Donation should never be set to a date that is before the initial Recurring Donation Allocation’s Effective Date. Otherwise, no Opportunity Allocations will be created.

5.10.2 Income Recognition

All IG Donations will be 'Income Recognized' when they are 'Settled' (i.e. Income Recognized = Settled). On the other hand, for PPH Donations 'Income Recognized' does not always equal to 'Settled'. As explained in the Income Information Section of each PPH record type, below are the rules:

- PPH Major Gift and Grant:
  - Opportunity Settled Date
    - Documentation type = "No documentation"
    - When the funds are received (Settled = true)
  - Acknowledgement Date
    - Documentation type = "Pledge letter/Acknowledgement"
    - The date in which the acknowledgement letter is signed (Agreement/Acknowledgement signed = not blank)
  - Secondary Signature Date
    - Documentation type = "Standard Agreement" OR "Binding Agreement"
    - The date in which the Agreement is signed by the second party (Agreement/Acknowledgement signed = not blank)
- PPH In-Kind Donation
  - Not recognized as below minimum gift value
    - In-Kind Type = Goods AND amount < 10,000
    - Income Recognized = false (always)
  - Date goods are received by recipient operation
    - In-Kind Type = Goods AND amount > 10,000
    - Income Recognized = when goods arrive (Settled = true)
  - Not recognized as below minimum gift value
    - In-Kind Type = Services AND amount < 50,000
    - Income Recognized = false (always)
  - Date services rendered
    - In-Kind Type = Services AND amount > 50,000
    - Income Recognized = when services are rendered (Settled = true)
- PPH Legacy
  - Opportunity Settled Date
    - When the funds are received (Settled = true)

The Income Recognized (Boolean) variable is key in unicorn as in combination of other variables, it triggers some processes:

- **Currencies to be stamped with the correct exchange rate**
- **Program Status on Opportunity to be set according to the Donor's status at the time of setting to TRUE**
  - **Identifies the record as being ready to have its Opportunity Allocation generated when the Opportunity Allocation process is run**

- **Generation of Opportunity Allocations**
- **unicorn uses Income Recognized = true as a filter for rollups (it is advised to use it for other rollups as well)**

5.11 Refunds and Adjustment Opportunities

The update of an Opportunity Stage to Reversed via the quick action ‘Refund’, will automatically create a new **Adjustment Opportunity.**

- When an opportunity is refunded the refunded Opportunity Stage is set to **Reversed**
    - This is a Closed Lost stage of 0%
- This refund should NOT update the original opportunity Amount to zero.
    - Keep the original amount as it will be used for territory reporting.
    - Adjustment Opportunities have their own Record Type
    - The following fields will be automatically set
        - Stage = Adjustment
            - This is a Closed Lost state of 0% and the only option available for the Adjustment record type
        - Amount = negative value of the original Opportunity
        - Probability = 0%
        - CloseDate = date original Opportunity set to Reversed
        - Adjusted Opportunity (Adjusted_Opportunity__c) which links to original donation Opportunity

Opportunities that are reversed or refunded in FinDock have separate requirements in terms of field mapping. Hence, the reversal process is slightly different and is handled by a different process in the backend. **See the FinDock Appendix for more details about FinDock Refunds/Reversals.**

Check the Earmark Table section for details about adjustments reporting.

To ensure that you can correctly report on income against any custom fields navigate to the Dynamic field mapping section for more information on how to set this up. If not set up, refunds will not be included in the results.

Manual Refunds in Salesforce

An opportunity can be manually adjusted by using the quick action ‘Refund’.

- If the opportunity is unallocated (i.e. Allocated = false as there is no OA):
    - No adjustment opportunity is created
    - Settled will change back to false

    - Settled Date, Settled Currency Amount and Settled Currency ISO Code are blanked out
    - Original opportunity stage = Reversed
- If the opportunity is allocated (i.e. Allocated = true as there is an OA):
    - An adjustment opportunity is created
    - Original opportunity stage = Reversed
    - Refund Close Date will be set to TODAY

5.11.1 Refunds for Fixed Length Recurring Donations

If a Fixed Recurring Donation's Opportunity is refunded, then - as it is set to closed lost - Salesforce NPSP automatically creates an extra opportunity to ensure the number of open and close won opportunities matches the specified number of instalments.

We need both the Reversed and Adjustment opportunities to be Closed Lost so their amounts do not roll up to the Recurring Donation Paid Amount and Paid Instalment fields. If they were both Closed Won, a) the Paid Amount would be correct, but Paid Instalments would include the refund/adjustment and b) we would have the opposite problem of having one too few opportunities.

Actions

- If the refund has also triggered a cancellation no further action required
- if for some reason the donor wanted a refund for one of the payments and wants the refunded donation to count as one of their instalments - reduce the number of instalments by 1.

5.12 Managing Recurring Donations

With the quick actions in the RD's page it is possible to manage Recurring Donations by performing actions such as:

- Cancel
- Hold
- Suspend
- Holiday
- Reactivate (fixed)
- Reactivate (open)
- Upgrade
- Downgrade
- Change frequency
- Recode
- Change frequency & Amount

It is advised for users to have read only access to RD's fields on page layouts and have them manage the donations with the quick actions.

Important note: when the 'Effective Date' (or the Preferred Date plus the Effective Date Interval) is reached the nightly batch will 'pick' the donation and apply the RDA. This means that the change will be visible at the end of the day. This is the expected behaviour for Recurring Donations created in batch. For changes for single records, they will be applied immediately.

If you are reporting on Recurring Donation Allocations, please do not use the Type field. This field only reflects what the unicorn Managed Package does in the background but does not represent all changes in the Recurring Donation Allocation. For example, if you upgrade & change frequency from monthly to yearly in one Recurring Donation Allocation, the Type field will be set to 'Change Frequency' and your report will not consider that an upgrade was also applied. Instead, use the checkbox flags in the 'Types' section on the Page Layout for reporting purposes

5.12.1.1 Cancel Donation

- This requires the user to enter
    - Status_Reason
    - Preferred Change date (Date that you want the change to take effect)
- Cancelling a Recurring Donation will create a RDA
- *Please **note**, a recurring donation must be set to Cancelled to stop being considered Active for Recurring Donor numbers. This is to allow a business to suspend/hold a donation for a period of time- whilst undertaking donor retention activities - without affecting their donor numbers (for q reporting).*

Any future pledged opportunities are removed immediately/as scheduled unless you have set the change date in the future, in this case only the pledged opportunities within that time frame will stay present and the rest will be removed.

5.12.1.2 Hold Donation

This should be used when a donor requests a pause in payments, and you want the existing campaign, earmark and program code applied to Opportunity Allocations for reporting when payments resume.

When a recurring donation is put On Hold, the future pledged opportunities are removed immediately/as scheduled (depending on how your system has been set up). A new RDA will be created to track the change.

NB: Held donations must be cancelled once it is known they won't be reactivated as they are still considered "active" for Q reporting purposes. Recurring donors will not "lapse" unless their recurring donation is Cancelled.

5.12.1.3 Suspend Donation

This should be used when there have been failed payments and you do not wish to submit further opportunities for payment until the failures have been investigated. The existing campaign, earmark and program code will be applied to Opportunity Allocations for reporting if payments resume.

When a recurring donation is put Suspended, the future pledged opportunities are removed immediately/as scheduled (depending on how your system has been set up). A new RDA will be created to track the change.

NB: Suspended donations must be cancelled once it is known they won't be reactivated as they are still considered "active" for Q reporting purposes. Recurring donors will not "lapse" unless their recurring donation is Cancelled.

5.12.1.4 Holiday

Used to put a Recurring Donation 'on Holiday' to stop from collecting payments during a specific timeframe. It is possible to schedule a holiday for a date in the future and also specify when the 'holiday' status should end; the Recurring Donation will reactivate automatically. A new RDA will be created.

Only active Recurring Donations should use 'Holiday' as this feature won't reactivate a cancelled donation.

5.12.1.5 Reactivate (Fixed)

When a recurring donation is reactivated for a fixed recurring donation the number of instalments will need to be adjusted for the remaining number of donations that will be made. This will generate pledge opportunities for the number of instalments. They are created immediately/as scheduled (depending on how your system has been set up).

NB: program codes for a reactivated recurring donation will resume according to business rules. For example, if the recurring donation is an acquisition still within its first year, an acquisition code will be applied. A Cancelled RD should not be reactivated as it will get the 'old' campaign and Program Code. If it is a new acquisition, a new RD should be created.

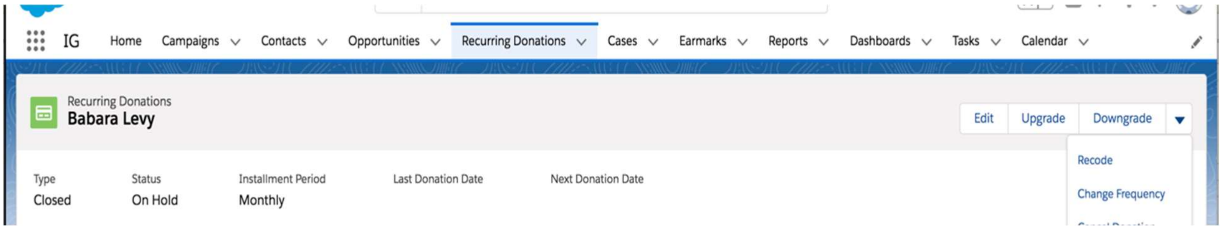
5.12.1.6 Reactivate (Open)

When a recurring donation is reactivated for an open recurring donation, the next 3 future opportunities are created. They are created immediately/as scheduled (depending on how your system has been set up).

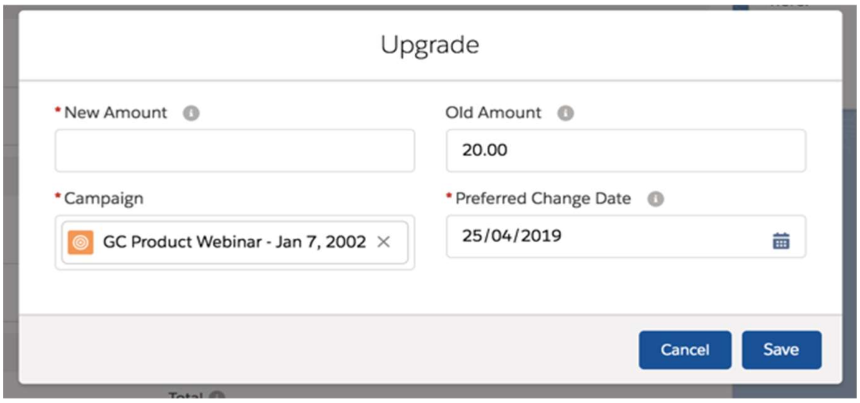
NB: program codes for a reactivated recurring donation will resume according to business rules. For example, if the recurring donation is an acquisition still within its first year, an acquisition code will be applied. A Cancelled RD should not be reactivated as it will get the 'old' campaign and Program Code. If it is a new acquisition, a new RD should be created.

5.12.1.7 Upgrading a recurring donation

To upgrade a recurring donation, click on the Upgrade Action:



The user is required to enter:



- New Amount
    - Enter New Amount of the recurring donation
        - For example, if the amount will change from $10 to $20 enter 20 in this field.
- Campaign

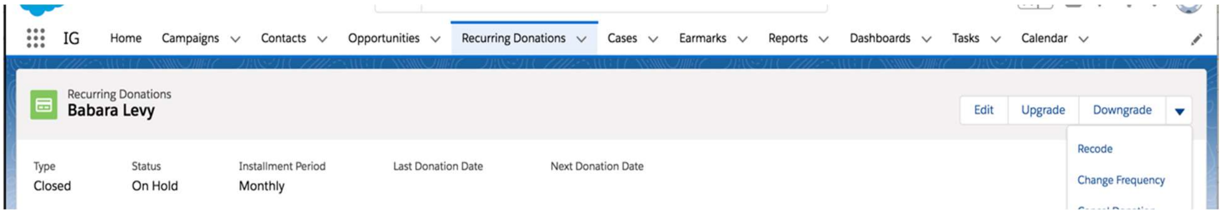
    - Defaults to existing campaign
    - Change the campaign if the upgrade amount should be allocated to a different campaign
    - Example: where an existing $10 donation will be increased to $20, the $10 change amount can be attributed to the new campaign. The original $10 will continue to be allocated to the existing campaign.
        - If you wish to reallocate the existing $10 to the new campaign, use the Recode feature outlined below
- Preferred Change Date
    - Defaults to Next Donation Date
    - The date should align with the existing date, but you can modify to push the upgrade date farther out. For example, if the upgrade shouldn't apply to the next donation but the one after, you can change the date.
    - You should only enter valid dates, for example
        - do not enter a date in the past
        - one where the donation has been submitted for payment already (e.g. direct debits can be submitted in advance of their claim date)
        - or earlier than your business rules say an upgrade should take effect (e.g. 5-day cooling period)

*Please **note**:*

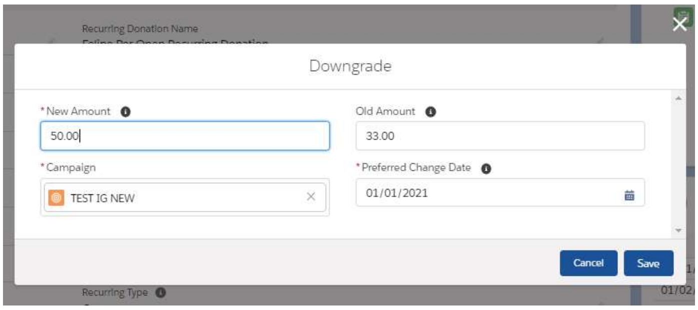
- *It is not possible to create an upgrade in a different currency from the initial donation as the money will be deducted in one transaction*
- *An upgrade to a recurring donation will not take effect until the Effective Date is reached, this is either the Preferred Change Date or the Created Date plus the Effective Date Interval, whichever is later (when this date is reached, the nightly batch will 'pick' the donation and apply the RDA).*
- *It is not possible to have two RDAs that are not applied simultaneously. For example, if you want to change the Amount of a RD and create an 'Upgrade', you'll need to wait until it is applied in order to create the 'Change Frequency'. If you need to apply both at the same time, you'll need to use the 'Change Frequency & Amount' quick action.*
- *There is no validation rule in place that will stop a fundraiser to add a lower amount than the 'old amount' (i.e. downgrading) with this action.*

5.12.1.8 Downgrading a recurring donation

To downgrade a recurring donation, click on the Downgrade action.



The user is required to enter:



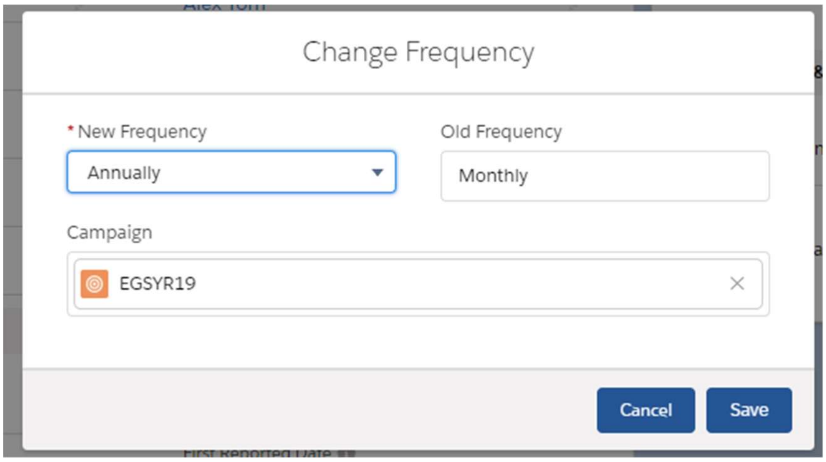
- New Amount
  - Enter new total value of the recurring donation, e.g. if the amount will change from \$20 to \$10 enter 10 in this field.
- Campaign
  - Defaults to existing campaign
  - Change the campaign if the remaining amount should be allocated to a new campaign (for example, if the downgrade is due to a cancellation being “rescued” by donor services, and the remaining amount should now be attributed to a campaign that tracks “rescued” income).
  - Keep the existing campaign if the remaining amount should be allocated to the original campaign
- Preferred Change Date
  - Defaults to Next Donation Date
  - The date should align with the existing date, but you can modify to push the upgrade date farther out. For example, if the downgrade shouldn’t apply to the next donation but the one after, you can change the date.
  - You should only enter valid dates, for example
    - do not enter a date in the past
    - one where the donation has been submitted for payment already (e.g. direct debits can be submitted in advance of their claim date)
    - or earlier than your business rules say an upgrade should take effect (e.g. 5-day cooling period)

Note:

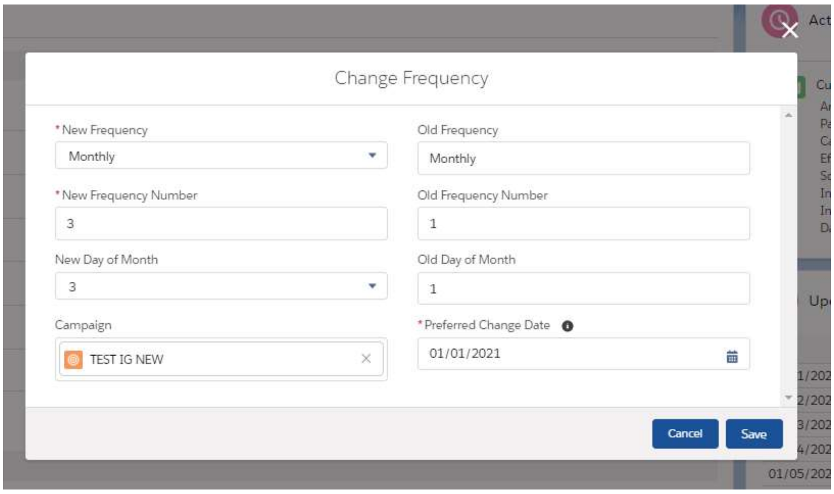
- *It is not possible to change the currency of a donation during a downgrade*
- *The downgrade will be applied on the same day as the downgrade is created (when ‘picked’ by the nightly batch).*
- *There is no validation rule in place that will stop a fundraiser to add a higher amount than the ‘old amount’ (i.e. upgrading) with this action.*
- *It is not possible to have two RDAs that are not applied simultaneously. For example, if you want to change the Amount of a RD and create a ‘Downgrade, you’ll need to wait until it is applied in order to create the ‘Change Frequency’. If you need to apply both at the same time, you’ll need to use the ‘Change Frequency & Amount’ quick action.*

5.12.1.9 Changing Frequency

This allows the user to record the new frequency and optionally a campaign to attribute the change to:



(legacy RDs)



(ERDs)

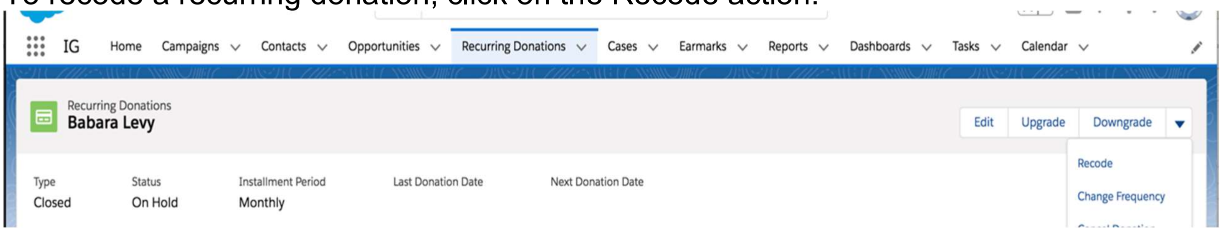
This creates a Recurring Donation Allocation record with a type of ‘Frequency Change’.

During the nightly batch processes these RDA records will be used to update the Recurring Donation frequency and the NPSP Batch jobs will recreate the opportunities. Changes to the RD are not instant.

It is not possible to have two RDAs that are not applied simultaneously. For example, if you want to change the Amount of a RD and create a ‘Downgrade, you’ll need to wait until it is applied in order to create the ‘Change Frequency’. If you need to apply both at the same time, you’ll need to use the ‘Change Frequency & Amount’ quick action.

5.12.1.10 Recoding a recurring donation

To recode a recurring donation, click on the Recode action:



The user must enter:

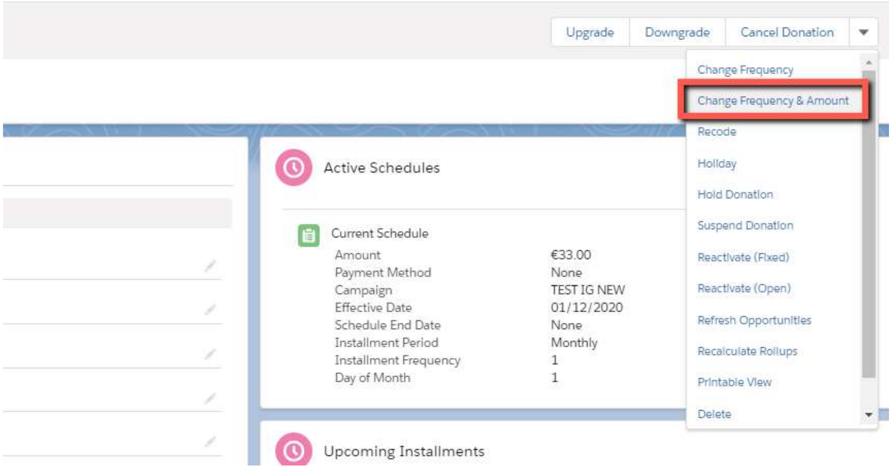
- Campaign

- Defaults to existing campaign
- Change the campaign to allow the existing income to be attributed to
  - The new campaign
  - A new site code (dependent on Campaign Channel/Program)
  - A new earmark (dependent on the Campaign Earmark)

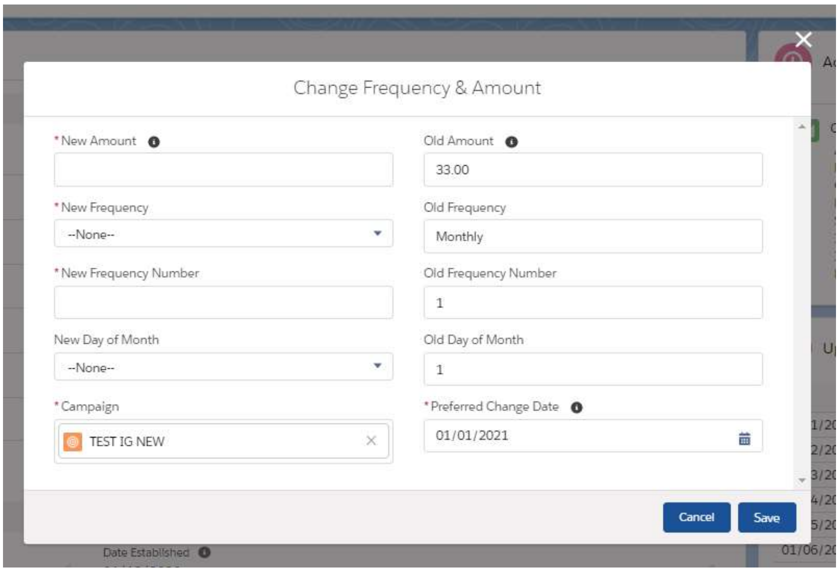
Other required fields are set in the background

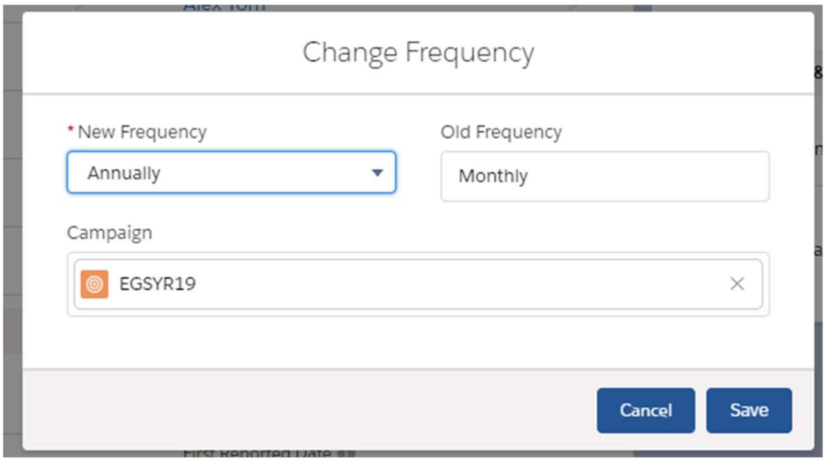
*Please **note**, the recode will be updated on the same day as it is created when 'picked' by the nightly batch.*

5.12.1.11 Change Frequency & Amount

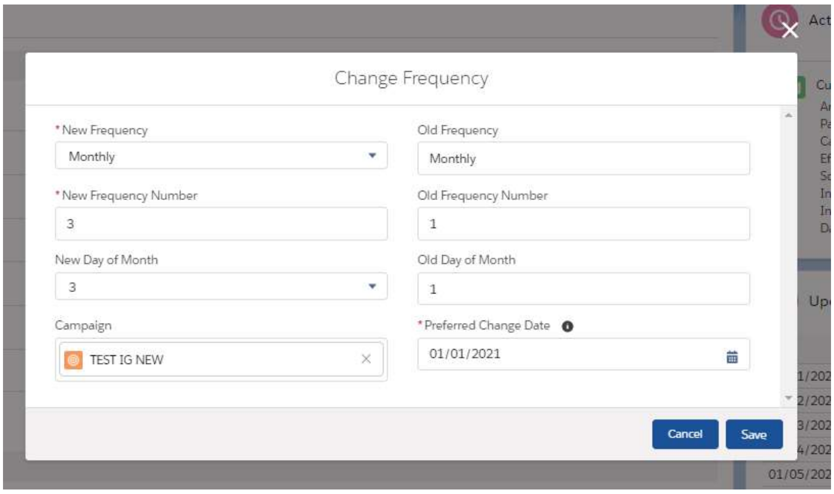


This allows the user to record the new frequency and the amount (and optionally a campaign) to attribute the change to:





(legacy RDs)



(ERDs)

This creates a Recurring Donation Allocation record with a type of ‘Frequency Change’.

During the nightly batch processes these RDA records will be used to update the Recurring Donation frequency and the NPSP Batch jobs will recreate the opportunities. Changes to the RD are not instant.

It is not possible to have two RDAs that are not applied simultaneously. For example, if you want to change the Amount of a RD and create a ‘Downgrade, you’ll need to wait until it is applied in order to create the ‘Change Frequency’. If you need to apply both at the same time, you’ll need to use the ‘Change Frequency & Amount’ quick action.

5.12.1.12 Automatic Closing of Fixed Length Donations

Fixed Length Recurring donations will be closed once the number of paid and settled donations equals the number of instalments. the system will make the following changes

- Open Ended Status = ‘Closed’
- Status = ‘Closed’
- Status Date = Last donation date
- Status reason = ‘All instalments paid’

5.13 Donation Currencies

5.13.1 Definitions

- Donation Currency - the currency the gift is given in
- Territory Currency - the main currency of the country/territory
- USD Currency - the operational reporting currency for the UN
- Settled Currency - Where known, the currency of the donation as settled by the payment processor

See Currency Management for more details about currency setup.

5.13.2 Currency fields

Object	Field	Description

Opportunity	Amount	This field contains the amount value of the donation. *Note: This field is standard Salesforce functionality.*
Opportunity	Opportunity Currency	This field contains the currency code in which the donation was originally made. *Note: This field is standard Salesforce functionality.*
Opportunity	Territory Currency Amount	This field contains the value of the donation in the Territory Currency that is specified in the Custom Metadata Type for Currency Management (see below).
Opportunity	Territory Currency ISO Code	This field contains the currency code of the default Territory Currency, which is specified in the Custom Metadata Type for Currency Management (see below).
Opportunity	Settled Currency Amount	This field contains the amount of money received for the donation, only in case its different from the Amount. *Note: This field should generally only be populated using a data load or integration with Payment Service Provider.*
Opportunity	Settled Currency ISO Code	This field contains the currency code for the money received for the donation, only in case the Settled Currency Amount is populated. *Note: This field should generally only be populated using a data load or integration with Payment Service Provider.*
Opportunity	Amount (USD)	The USD equivalent of the amount value of the donation.
Opportunity Allocation	Amount	This field contains the amount value for the Opportunity Allocation, see Allocations for more info.
Opportunity Allocation	Donation Currency ISO Code	This field contains the currency code in which the donation was originally made.
Opportunity Allocation	Territory Currency Amount	This field contains the value of the donation in the default Territory Currency.
Opportunity Allocation	Territory Currency ISO Code	This field contains the currency code of the default Territory Currency.
Opportunity Allocation	Settled Currency Amount	This field contains the amount of money received for the Opportunity Allocation, only in case its different from the Amount.
Opportunity Allocation	Settled Currency ISO Code	This field contains the currency code for the money received for the Opportunity Allocation, only in case the Settled Currency Amount is populated.
Opportunity Allocation	Amount (USD)	The USD equivalent of the amount value for the Opportunity Allocation.

5.7.3 Currency stamping & conversion

For Opportunity records, these fields are stamped when either:

1. The Opportunity is inserted.
2. Either the Opportunity’s Amount or Opportunity Currency field changes.

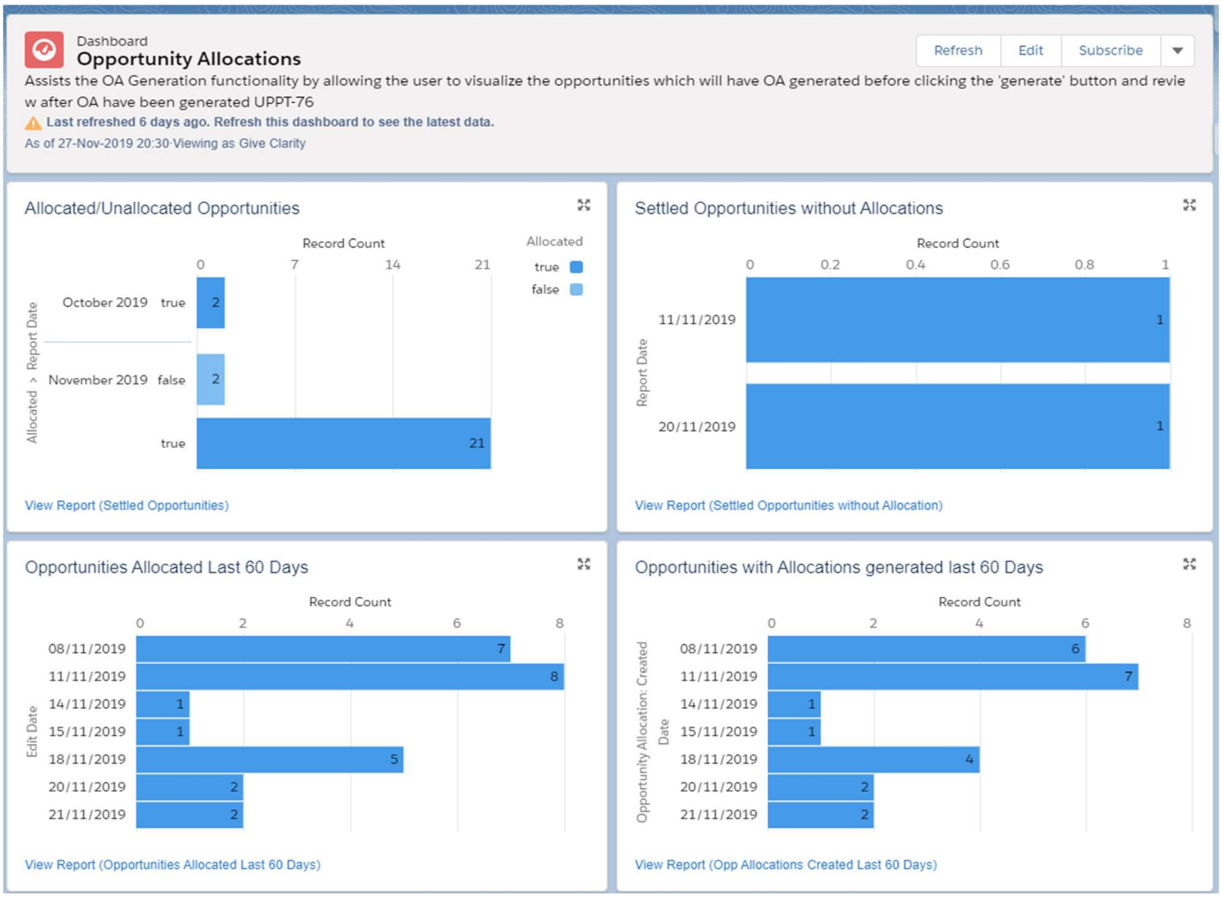
3. As part of the Opportunity Allocations generation process (see Allocations for more details). For Opportunity Allocation records, these fields are stamped whenever the Opportunity Allocation records are created. They are never updated once stamped.

5.14 Generating Opportunity Allocations

Only certain users will generate opportunity allocations so that privilege should only be given to the Finance/Admin user as they will manage sensitive data. The required permission set for this is 'Finance User'.

The process should be performed as detailed below:

- View dashboard 'Opportunity Allocations' which shows Income Recognized Opportunities which don't have an Opportunity Allocation record to inform your date range, although it will usually be for the previous month



- The dashboard can be accessed from the GOA Page (View Dashboard Button), remember to refresh the dashboard!

- Open the Generate Opportunity Allocations tab (accessible via the 9 dots)
- Enter Start Date and End Date for the OAs you wish to generate
    - *Please **note**, date format must be DD/MM/YYYY*
    - *Please **note** that the Report Date on the Opportunities will be used as a reference in the date range for the OAs*
- Click on Start OA Generation button
- The status bar will inform you of generation status

Please **note**:

- Opportunity Allocation records will only be generated for Opportunities which haven't yet had their OAs generated (to ensure duplicate OAs are not created). These Opportunities are identified by Opportunity. Allocated=FALSE.
- *OAs will be generated for opportunities with Income Recognized = TRUE and Program Status not equal to 'Unassigned'.*
- Because some users are able to delete allocations a dashboard component has been created to show opportunities that are marked as allocated but have no OA records. See section on 'Dashboards'

5.14.1 Opportunity Allocation Amounts

Opportunity Allocation amounts are set in proportion to the value of its related Recurring Donation Allocation (when the opportunity is part of a Recurring Donation).

Upgrade examples:

- Where a Recurring Donation only has its initial Allocation record (say for £10), then the resulting Opportunity Allocation record will have 100% of Opportunity Amount allocated: £10.

- Where a Recurring Donation has two Allocation records (say each for £10), then the resulting two Opportunity Allocations will have 50% each of the Opportunity Amount: £10 each
- Where a Recurring Donation has three Allocation records (two for £10 and one for £20), then the resulting three Opportunity Allocations will have 25% (£10), 25% (£10) and 50% (£20) allocated.

Downgrades and Recodes allocate the full amount to the Opportunity Allocation. For example

- Where a $20 donation has been downgraded to $10, the resulting Opportunity Allocation will be for $10 against the campaign assigned to the Downgrade Recurring Donation Allocation record (such as a Donor Care Rescue Campaign)
- Where a $20 donation was recoded to a new campaign, the resulting Opportunity Allocation will be for $20 against the new campaign.

***Note**: If any data issues exist that cause an Opportunity to be selected but where no Opportunity Allocations will be created, the Opportunity will not be marked as Allocated and the data issue should be investigated further".*

5.14.2 Opportunity Allocation Coding

- Campaign
- Program Code
    - **Important note:** Primary Contact on Opportunity is mandatory for IG Program Codes to work correctly
    - The Program Code will be stamped according to different rules that can be found in the "Program Code Matching Rules" document. Contact the unicorn team for the most updated version.
    - The Program Code matching rule is stamped in the OA for testing/debugging Program codes.
    - The Program Code stamped on the OA will typically be the same as the associated Campaign program code (see Campaign Program Code for more details) but not always. In some cases, the Program Code of the opportunity (or OA) will be calculated based on other variables such as:
        - Income Team of the opportunity
        - Year of payment for the RD
        - Opportunity record type

          See the Q Reporting and Program Codes section for more information about the process
- Earmark
    - When the associated campaign is Earmarked, the OA will inherit it unless there is a 'Donor Specified Earmark' indicated in the opportunity record.

5.14.3 Deleting Opportunity Allocations

If it is necessary to delete Opportunity Allocations after creation, this should be done as soon as possible, and hopefully before the monthly figures have been reported via the Earmark Table/later month's OAs have been generated.

Delete and Regenerate Process:

- Delete affected Opportunity Allocation records
- Update relevant opportunities to allow their Opportunity Allocations to be regenerated
    - Set Opportunity.Allocated flag to FALSE
    - Set Opportunity.Source_Program_Code = Unassigned
- Make relevant fixes e.g. update to Campaign to ensure correct program code / earmark
- Rerun Generate Opportunity Allocations for the relevant time period

If only a few Opportunity Allocations are affected, it could be easier for the relevant user to manually edit the records rather than regenerating.

5.15 Overview

Campaigns play an integral part in the UNHCR Salesforce solution.

- **All donations** must be linked to a campaign. The campaign contains information that will allow the donation to have the correct Earmark and Program Code assigned. This is necessary for Earmark, Q and NGF reporting purposes.
- **All consents** must be linked to a campaign. The campaign contains the privacy statement that the contact consented against. This is very important to comply with privacy regulations.
- Contacts should be linked to campaigns to keep a record of their communication history and track responses where necessary (such as invitations).
- Cases should be linked to campaigns to allow grouping of cases if this is a local business requirement.
- Essentially, if you ever need to group people together and record something they have done, or you would like them to do – you use a campaign.

6 Dynamic field Mapping

To be able to support copying over locally created fields to areas of your implementation the package has Custom Metadata Type called " Dynamic field mapping".

6.1 Types of processes

The types of processes the package supports for copying over local fields are"

- **Opportunity: Adjustments / Refunds**
  In this process, when you create an Adjustment Opportunity, the dynamic field mapping drives which fields are copied over from the original positive Opportunity record (Source) to the Adjustment Opportunity (Target). This is important if you use local fields for reporting purposes because you'll want those local fields on the Adjustment Opportunity to make sure you're not reporting on income against these local fields that was refunded.

- **Opportunity: Multi-Installments / Multi-Deliveries**
  In this process, when you use the Multi-Installments or Multi-Deliveries modal, the dynamic field mapping drives which fields are copied over from the parent Opportunity (Source) to the new child Opportunities (Target).

- **Recurring Donation Allocation processing**
  In this process, when a Recurring Donation Allocation record is processed, the dynamic field mapping drives which fields on the Recurring Donation Allocation (Source) are used to update the Recurring Donation (Target).

- **Segment History tracking on Account and Contact**
  In this process, when a field changes on Account or Contact (Source), the dynamic field mapping drives is used to record the old & new value of the field against a Segment

(Target). For example, your source field may be “Contact.Giving Status (HQ)” which you want to record against the target segment “Giving Status”.

6.2 How to set up a dynamic field mapping

To set up any of the above mentioned local customisations navigate to Setup > Custom Code > Custom Metadata Types > Dynamic field mapping > Manage records > New

In the next section you can fill in the following information:

Field	Description
Source Field	The API name of the field from which a value will be taken
Target Field	For most types, the API name of the field to which a value will be written For the ‘Account – Segment History’ and ‘Contact – Segment History’ types, the name of the segment your field mapping applies to. I.e. ‘Legacy Status’ or ‘Giving Status’.
Type	Determines which process the Dynamic Field Mapping applies to. The options are: • Opportunity – Adjustment • Opportunity – Multi-Delivery • Opportunity – Multi-Installment • Recurring Donation Allocation – Update RD • Account – Segment History • Contact – Segment History
Level Lookup Field	Only applicable to the following Types: • Account - Segment History • Contact - Segment History This checkbox should be checked if the ‘Source Field’ contains the API name of a field which is a lookup field to the Level object. In this situation, it will use the ‘Level Name’ for the Segment History creation instead of the values in the lookup field (which would be IDs).

Note: Dynamic Field Mapping records have been created for out-of-the-box unicorn Managed Package field actions. These should not be modified or removed

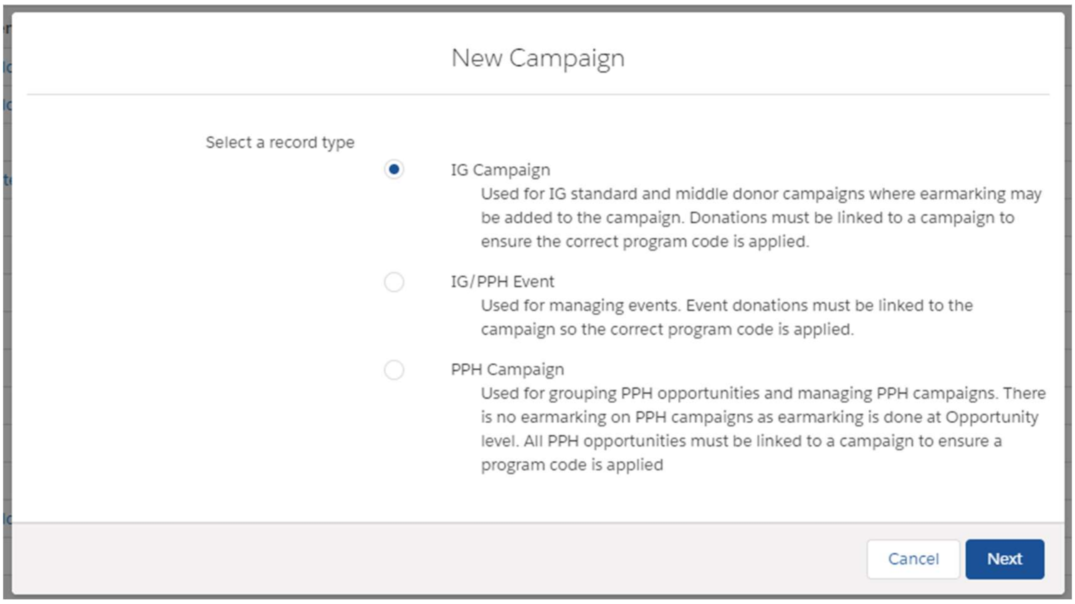
7 Campaigns

7.1 Creating Campaigns

There are 3 Campaign record types: IG Campaign, IG/PPH Event and PPH Campaign.

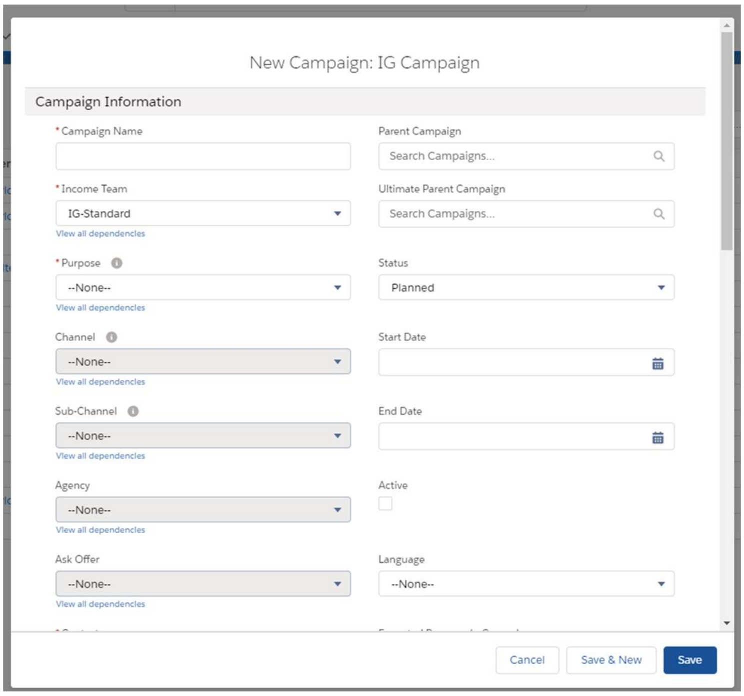
1. **IG Campaigns** are used for IG standard and middle donor campaigns where earmarking maybe added to the campaign. Donations must be linked to a campaign to ensure the current program code is applied.
2. **IG/PPH Events** are used for managing events. Event donations must be linked to the campaign, so the correct program code is applied.
3. **PPH Campaigns** are used for grouping PPH opportunities and managing PPH campaigns. There is no earmarking on PPH campaigns as earmarking for PPH is done at an Opportunity level. All PPH opportunities must be linked to a campaign to ensure a program code is applied.

To create a new campaign, click on the "New" button.



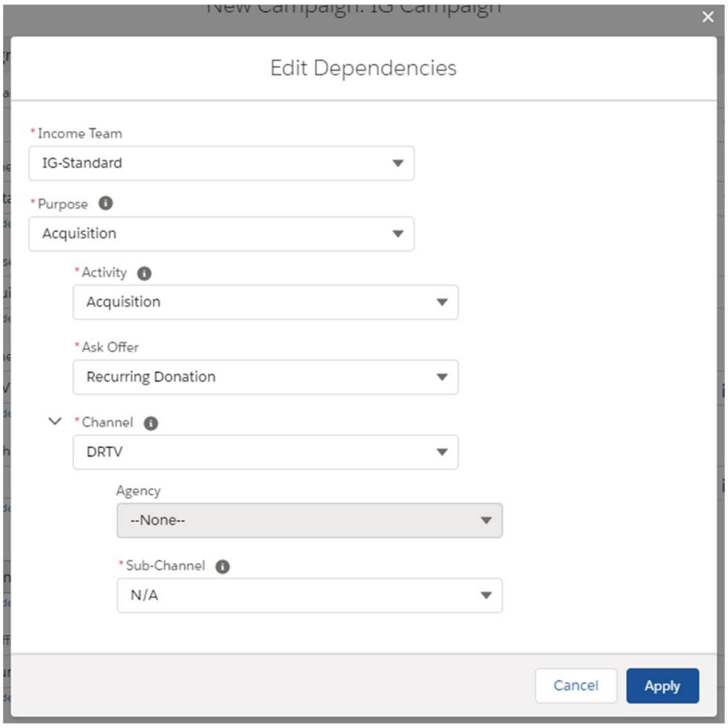
7.1.1 IG Campaigns

IG Campaigns are used to group up donations and donors and ultimately measure ROIs on fundraising activities. As with the other record types, IG Campaigns are used to ensure the correct program codes are applied for reporting purposes, therefore all donations must be linked to Campaigns. IG Campaigns are also used to allocated correct Earmarks to donations (see section on Earmarking for full details).



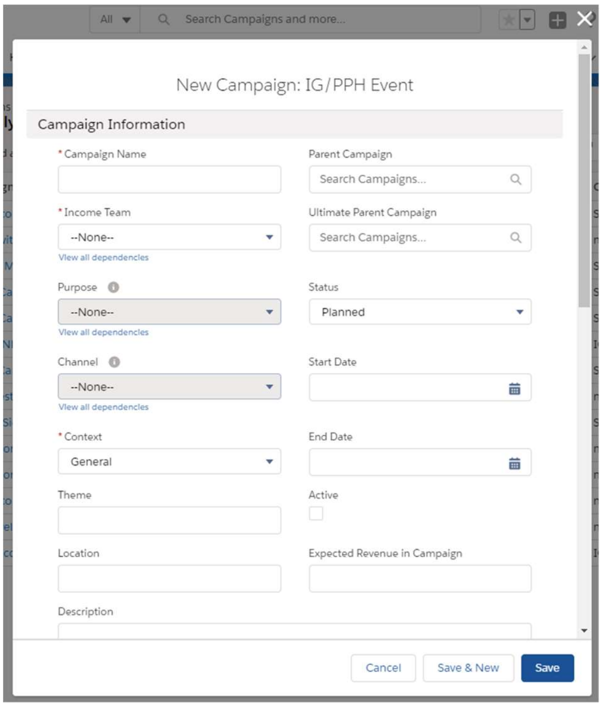
Mandatory fields and dependencies are:

- Campaign Name
- Income Team
- Purpose
- Channel
- Sub-Channel
- Ask Offer
- Context



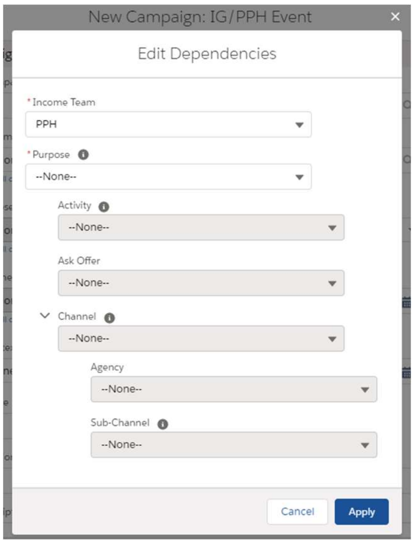
7.1.2 IG/PPH Event

Event campaigns can be used to organise lists and groups of invitees, attendees etc. This record type can also help group pledges and donations that arise from events. These types of campaign can be particularly useful for recurring events that may happen every year to measure certain criteria.



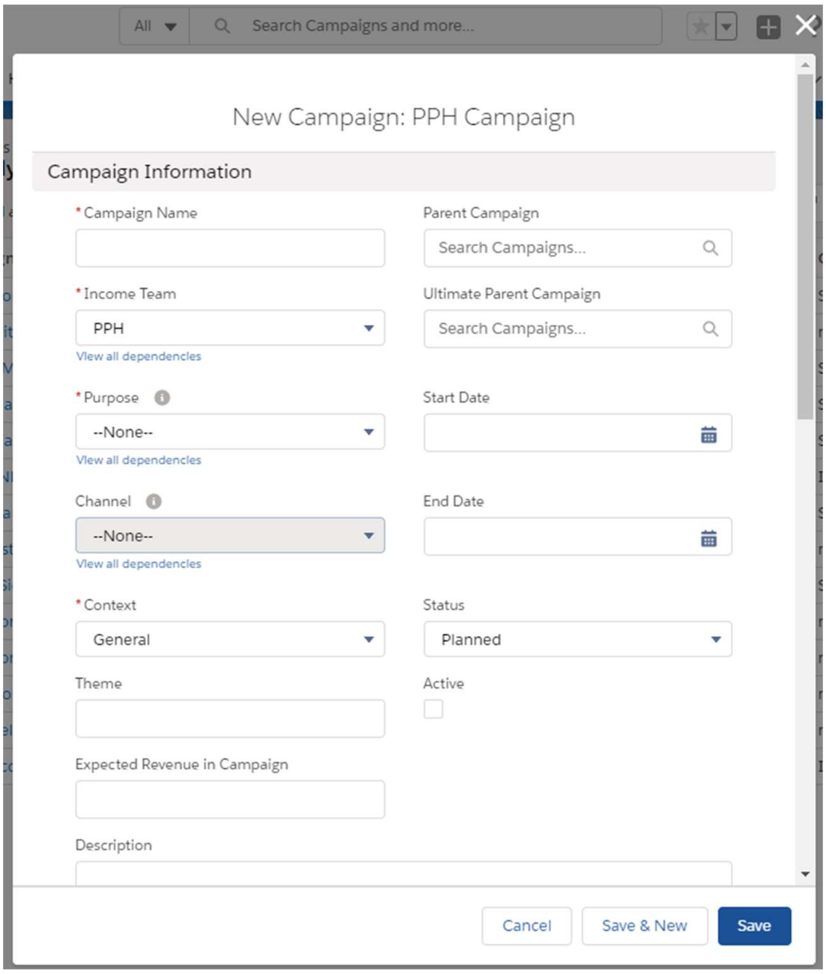
For IG/PPH Campaigns, mandatory fields and dependencies are based on the Income Team selection and some will self-populate based on that selection:

- Campaign Name
- Income Team
- Purpose
- Channel
- Sub-Channel
- Ask Offer
- Context



7.1.3PPH Campaign

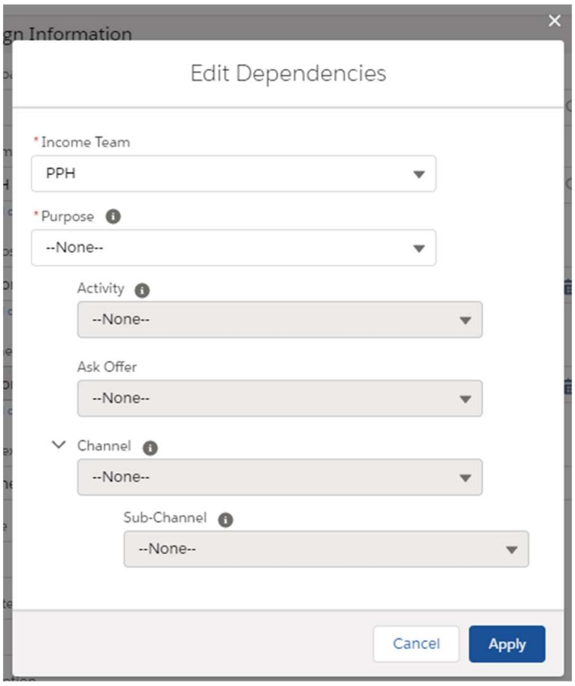
PPH Campaigns can be used to group up donations and/or members as part of themes such as the Shelter Campaign or 1 Billion Miles Campaign, or simply to group up donations from a particular year by different income streams such as all donations from Corporates in 2020. Other useful ways of using Campaign for PPH is to group up tiers of donors/donations to create different priority levels such as Top Priority, Medium Priority or Low Priority. PPH Campaigns are not Earmarked.



For PPH Campaigns, mandatory fields and dependencies are based on the Purpose selection and some fields will self-populate based on that selection:

- Campaign Name
- Income Team
- Purpose
- Channel
- Sub-Channel

- Ask Offer
- Context



7.2 Campaign Program Code

As part of unicorn, there are some field dependencies among the fields mentioned above. Based on the values of some of those fields, the ‘Campaign Program Code’ will be populated as a formula (see Campaign Program Code formula).

The following fields help determine which program code is applied to the campaign

- Income Team
- Purpose
- Channel

See the Program Codes Section for more details about program code on opportunity allocations.

Given that these fields determine the Campaign Program Code, they are managed globally. If your local implementation needs to add more options or dependencies, please contact the unicorn team.

7.3 Campaign Earmark for IG Campaigns

Adding an Earmark to a campaign means that resulting donations will have an Earmark assigned to them, which will be reported monthly to the Income Recording Unit via the Earmark Table.

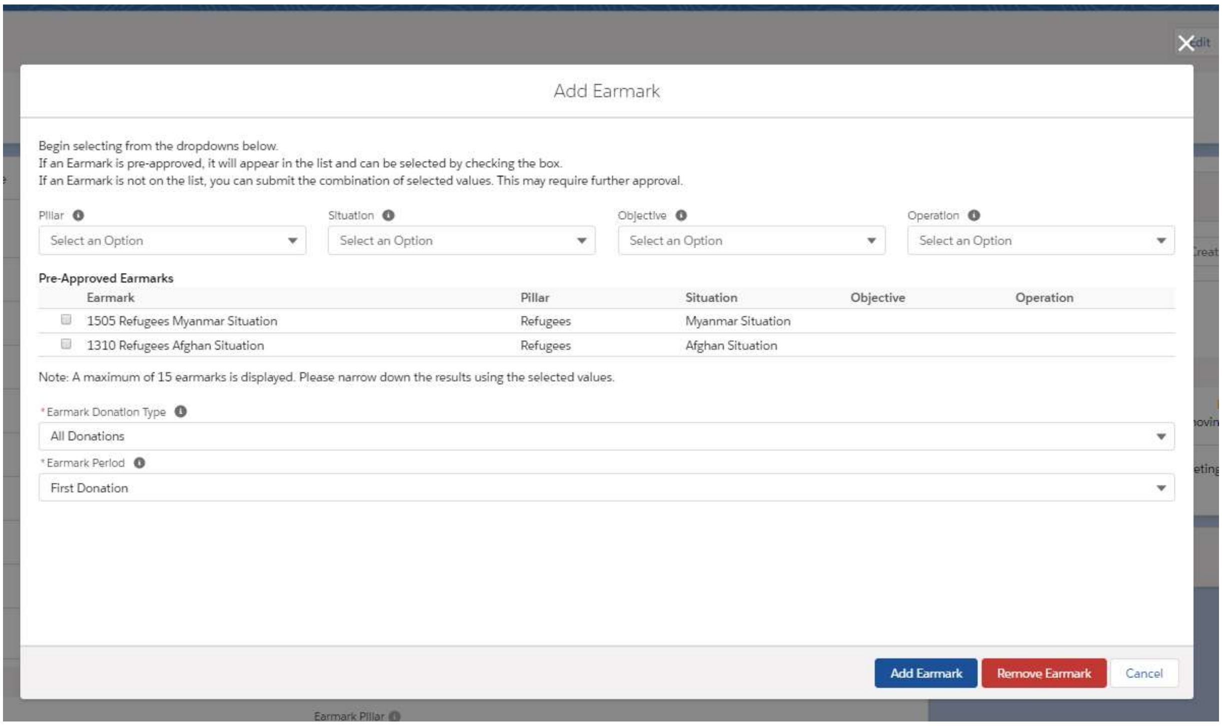
The preference is for unearmarked donations, so only use campaign earmarks where necessary.

See the Earmarking section for more details about Earmarking.

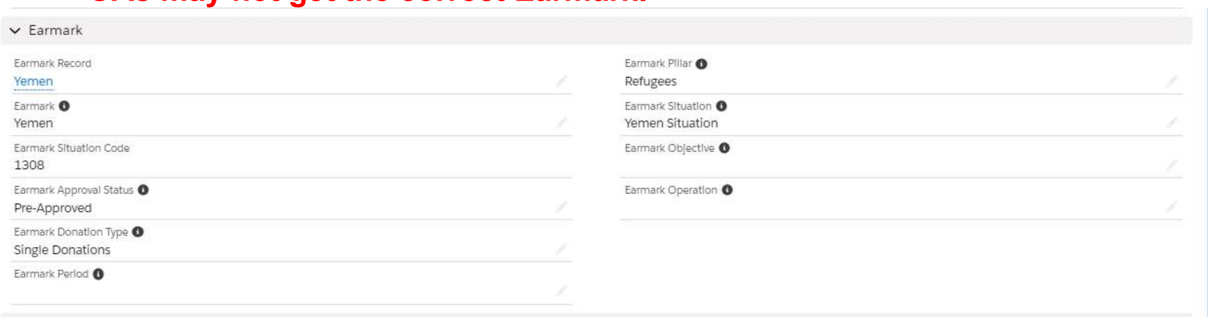
7.3.1.1 Pre-Approved Earmarks

To add a pre-approved earmark to a campaign

- Click on Add Campaign Earmark action



- Select the relevant Situation or Pillar or Operation or Objective from the picklists or use the search bar to find a specific earmark.
- A list will appear of pre-approved earmarks in the system (check the [Earmarking]() section for more details of how to add Earmarks to the system for your users to use)
- Indicate the Earmark Donation type:
  - Single Donations
  - Recurring Donations
  - All Donations
- If the Earmark Donation type is not equal to Single Donations, you must set the Earmark Period which will determine how many payments of a recurring donation will be earmarked, the options are
  - First Donation: only the first payment will be earmarked
  - First Year: only payments within the initial calendar year will be earmarked (e.g. if first payment is in February, then 11 payments will be earmarked, if first payment is in November, then 2 payments will be earmarked)
  - Lifetime: all payments will be earmarked until the recurring donation is cancelled, downgraded or recoded
- Click on “Add Earmark”
  - The earmark is set on the campaign record
- The Earmark Name will be stamped (‘Earmark’ field) and will also be linked to the original record (‘Earmark Record’ field). You may not use the Earmark lookup, so if that’s the case, you may hide it from the page.
- **Users should use the Earmark modal in order to add an Earmark to a campaign, instead of doing it directly from the page layout. Otherwise, the rest of the fields won’t be populated. If instead, you are using Dataloader, you need to make sure to populate the rest of the attributes. Otherwise, OAs may not get the correct Earmark.**



7.3.1.2 Fix Earmarking

An admin user should use dataloader (or update manually if not many records) the Earmarks on campaigns when there was a mistake such as:

- Incorrect earmark has been applied in a campaign and RDAs and OAs need to be updated.

7.4 Campaign Members

Once you have created your campaign you then need to add the Campaign Members. Campaign Members are created from leads or contacts. Salesforce provides several different ways to manage your campaign membership. You can search for and add or edit multiple contacts from the Members tab, a list view or from a report. You can also add members to a campaign one at a time from contact record page.

7.5 Campaign Hierarchy

Campaigns can be linked together, so that you can keep track of how several different activities all related to one overall campaign.

The purpose of linking these Campaigns together is so that it is possible to look at how an overall campaign has performed - for example under one campaign you may have numerous sub campaigns, and you would be able to see how many opportunities were received in total to the whole campaign, or how many contacts are associated to the whole campaign.

To create a campaign hierarchical relationship between different campaigns you specify a parent campaign using the Parent Campaign field on the campaign:

A hierarchy can contain a maximum of five levels. Each campaign can have only one parent campaign but an unlimited number of sibling campaigns.

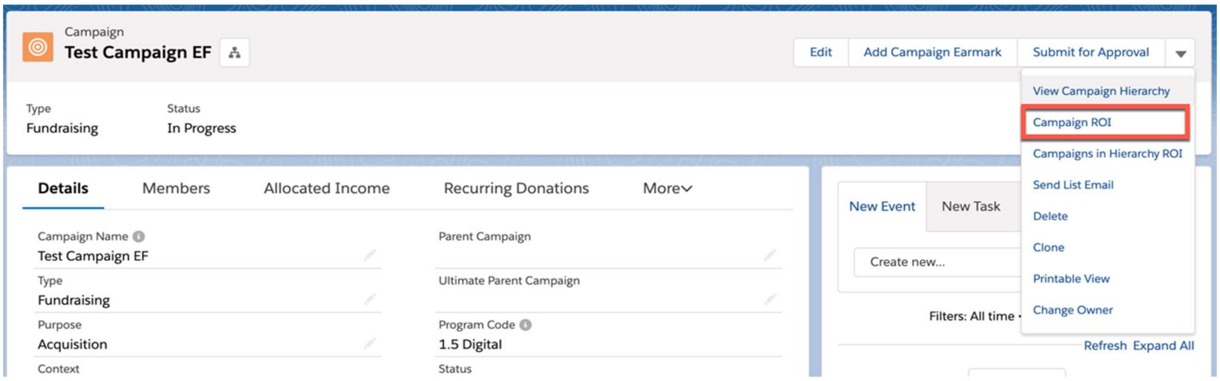
7.6 Privacy Statement

Consents will be generated by most campaigns so you should store relevant privacy statements in the files and attachments section.

7.7 ROI Reports

If you have filled in the Cost fields on the Campaign, you can run ROI reports.

To run the Campaign ROI report, navigate to a Campaign, click the drop down arrow in the Quick Actions and select Campaign ROI.



7.8 Deletion of Campaign records

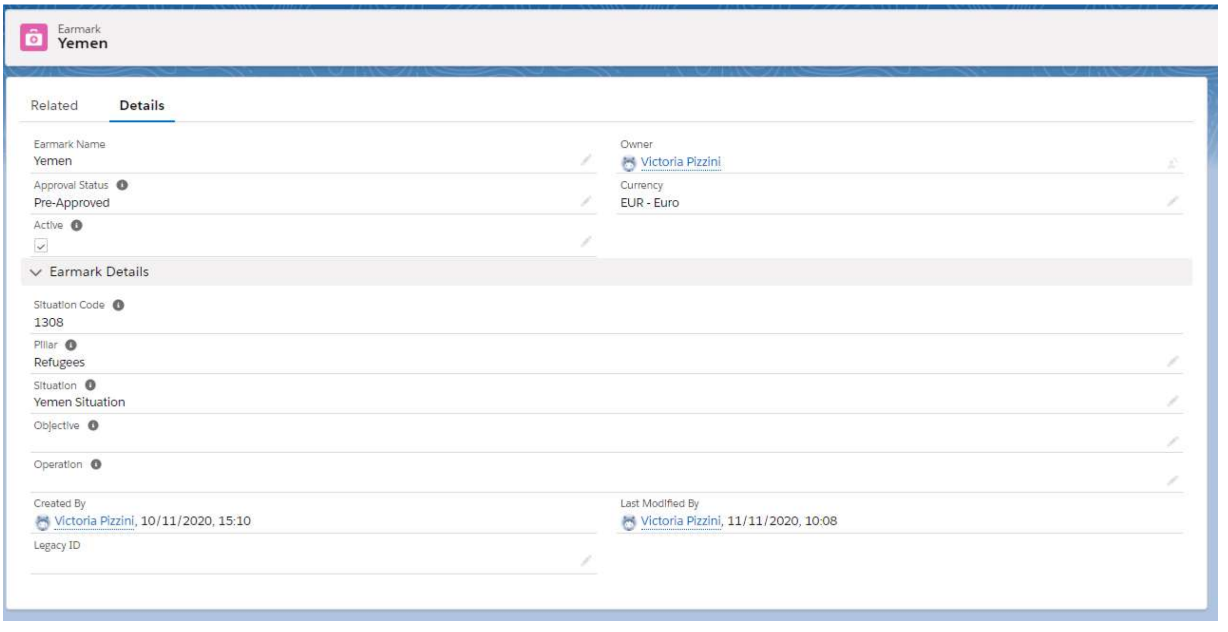
You will not be able to delete a campaign if it linked to other records such as opportunities.

8 Earmarks

8.1 Adding Pre-Approved Earmarks to the System

Earmark custom object:

- Pre-approved earmarks will be loaded to this object (only Admin/Finance users should have permissions to perform this action)
- Earmarks can be linked to many campaigns
- You can use the search functionality to find a pre-approved earmark or make use of the earmark attributes to narrow down your search for an earmark.
- Marketing users can review earmarks to see which they would like to build a campaign around
- The Earmark Name is a free text field that should reflect the Earmark of the Campaign statement and the one that will be stamped on each OA and will appear on the Earmark Table



8.2 Earmarking on Campaigns

See Campaigns section for details on how to “earmark” a campaign.

8.3 Earmarking on Donations/Opportunity Allocations

Opportunity allocation records (which log allocations against campaigns for a payment) will be stamped with the earmark of their associated campaign (they will only get the stamp, not the lookup).

- OAs of Single donations will be stamped with the earmark (if the Earmark period on the campaign includes this type of earmarking)
- OAs of Recurring donations will be stamped with the earmark for the period of time specified on the campaign (see campaign section above)

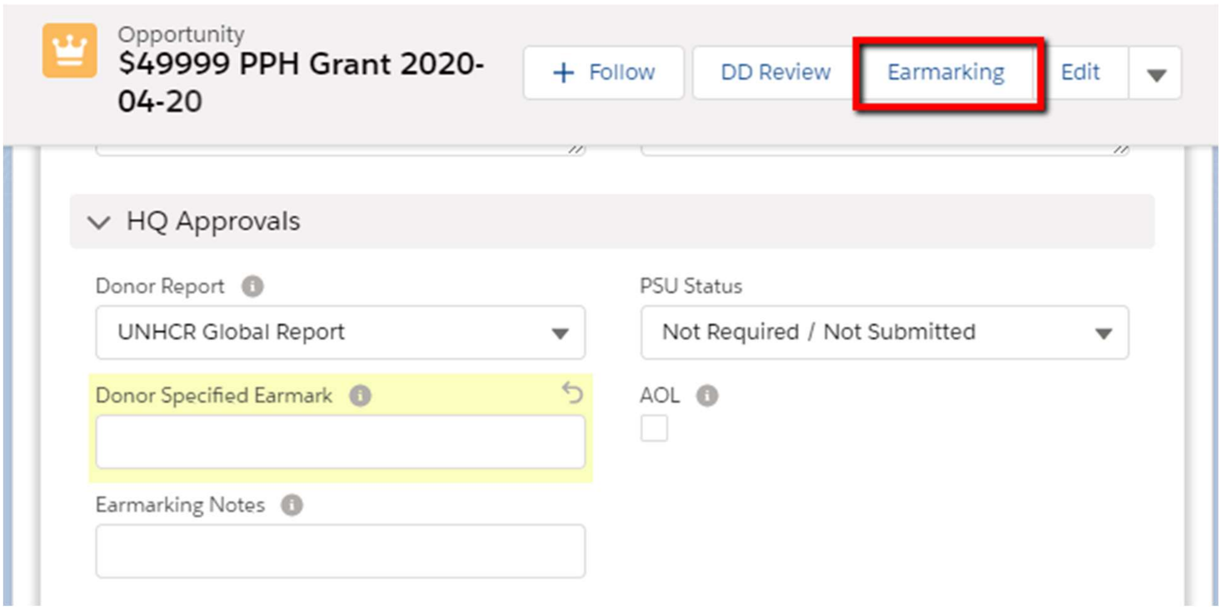
See section on generating opportunity allocations for more information about allocation records.

8.3.1 Donor specified Earmark

In some cases, the Campaign Earmark needs to be overwritten with a 'Donor Specified Earmark'. In order to do so, the user needs to manually indicate the Earmark of the donation by clicking on the 'Earmarking' button on the opportunity page.

This action is available for IG and PPH Donation. **Note** that for PPH Donations this is the only way to earmark a donation as PPH Campaigns are not earmarked (i.e. if a PPH Donation is earmark that needs to be indicated in the opportunity). In addition, for IG, unicorn does not support 'Donor specified Earmark' for Recurring Donations, it can only be used for Single Donations.

The quick action on an opportunity works the same way as the pop-up to the [IG Campaign Earmark](#).



1. Users will be prompted to enter their earmarking details
   a. **Note** that the Earmarking popup in PPH donations is slightly different as it also includes the possibility to add Earmarking Notes for tight earmarking and/or AOL component checkbox.
2. The Earmark will be saved in the 'Donor Specified Earmark' field.

Only for PPH:

- The Donor Specified Earmark for PPH donations will only be stamped (the Earmark record won't be linked). The reason is that for PPH, Earmarks are more custom. Note that the Donor Specified Earmark for PPH will be stamped as the concatenation of the Pillar + Situation + Operation + Objective
- Once the Earmark is added, the HQ Approval section will be filled in and the PSU Review will be updated to Approval Required (colour = red).
- The user must then submit this to the PSU team at HQ through the PSU Review quick action, which changes the PSU Status to "Submitted to HQ"
- This will create a case and upon review by the PSU team, will then be marked as "Approved" or "Rejected" by the HQ PSU team. Please note this functionality will be in place once a Local unicorn instance is integrated to the HQ instance. See HQ Approvals for more info.

Only for IG:

- If the Campaign is Earmarked, the opportunity allocation (OA) will inherit that Earmark unless the 'Donor specified Earmark' is not blank. In the latter case, the opportunity allocation earmark will be the one specified by the donor.
- When adding a Donor Specified Earmark for IG donation, the Earmark Name (the one in the Earmark object) will be stamped in the 'Donor Specified Earmark' field and the Earmark record will be linked in the 'Donor Specified Earmark (lookup)' field. If you are not using the lookup, you may hide it from the page layout. **Note** that fundraisers have to use the Earmark modal quick action to add a donor earmark to the opportunity.
- You may use the 'Donor Specified Earmark (lookup)' if you are using FinDock guided matching for example.

8.4 Earmarking Reports

The solution includes an earmarking report – see Reports section.

9 Cases

9.1 Overview

unicorn Package includes two case record types:

- IG/PPH Case: Created as part of the IG to provide a standard support process and standard case record type. Can be cloned and adapted as needed. Recommend not to adapt the IG delivered components, clone and create local versions as needed.
- PPH Internal: Created for PPH case submission when submitting a Due Diligence record, a Partnership Proposal or an opportunity to review to HQ teams such as Due Diligence, PSU or In-Kind. See details in PPH opportunities.

9.2 Automatic Case Prioritisation

The Case Prioritisation feature helps users focus on the most important cases first. As part of unicorn installation, no Case Prioritisation rules have been set up: This is down to the admins to set up based on their implementation's needs. Automatic Case Prioritisation is driven by two Custom Metadata Types:

- Case Prioritisation Category Settings
- Case Prioritisation Keyword Settings

When setting up case prioritization, the Case's "priority" field (Salesforce standard field) will be automatically set based on the criteria chosen by the system admin.

Note that any errors in the Case Prioritisation Settings is displayed to end users on Case creation, so it is important to take care and test your setup before setting it up in your Production environment.

9.2.1 Case Prioritization Category Settings

The Case Prioritization based on Category sets the Case's "priority" based on the values selected for the fields:

- Category (unig__Category__c)
- Sub-Category (unig__Sub_Category__c)

In order to set it up go to Setup > Custom Code > Custom Metadata Types > Case Prioritization Category Settings > Manage > New. Make sure that in the 'Case Category' and 'Case Subcategory' the values are entered with the exact same name as they are in the picklists. Similarly, the 'Priority Level' should include the value with the exact name as in the Priority field.

Note: if there are conflicting rules, the one with the higher Priority will take priority.

9.2.2 Case Prioritization Keyword Settings

The Case Prioritization based on Keyword sets the Case's "priority" based on keywords in the fields:

- Subject (standard field)
- Description (standard field)

In order to set it up go to Setup > Custom Code > Custom Metadata Types > Case Prioritization Keyword Settings > Manage > New.

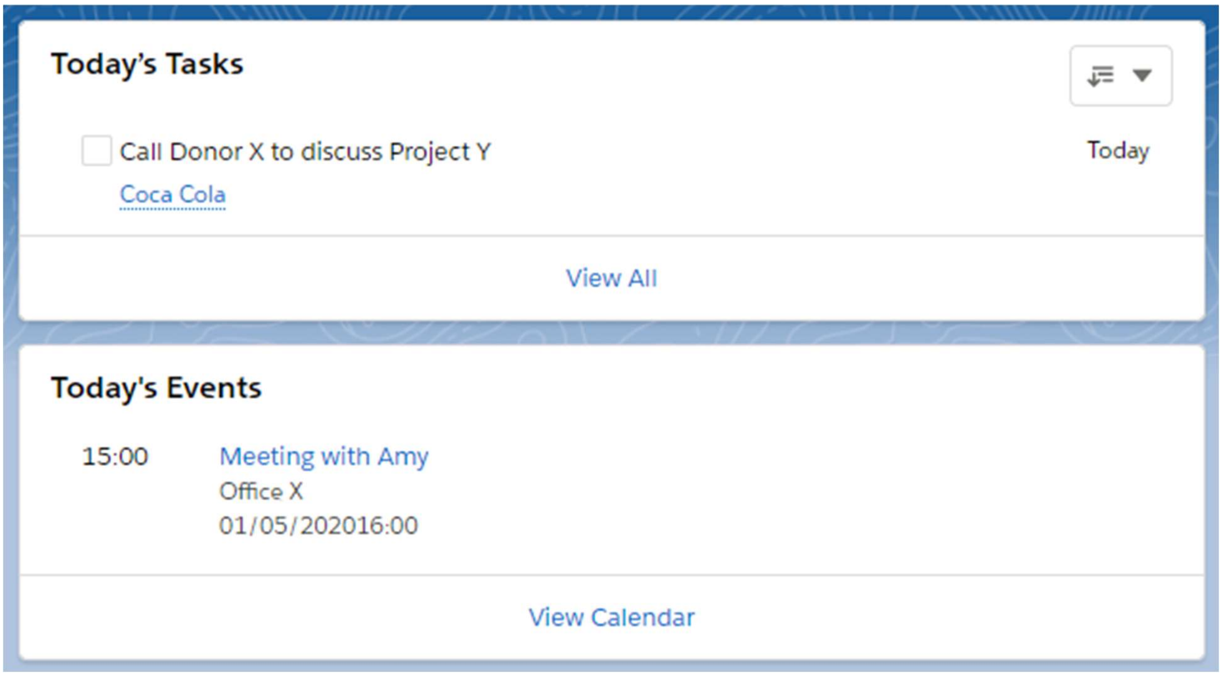
Note: if there are conflicting rules, the one with the higher Priority will take priority.

10 Activities (Tasks and Events)

10.1 Overview

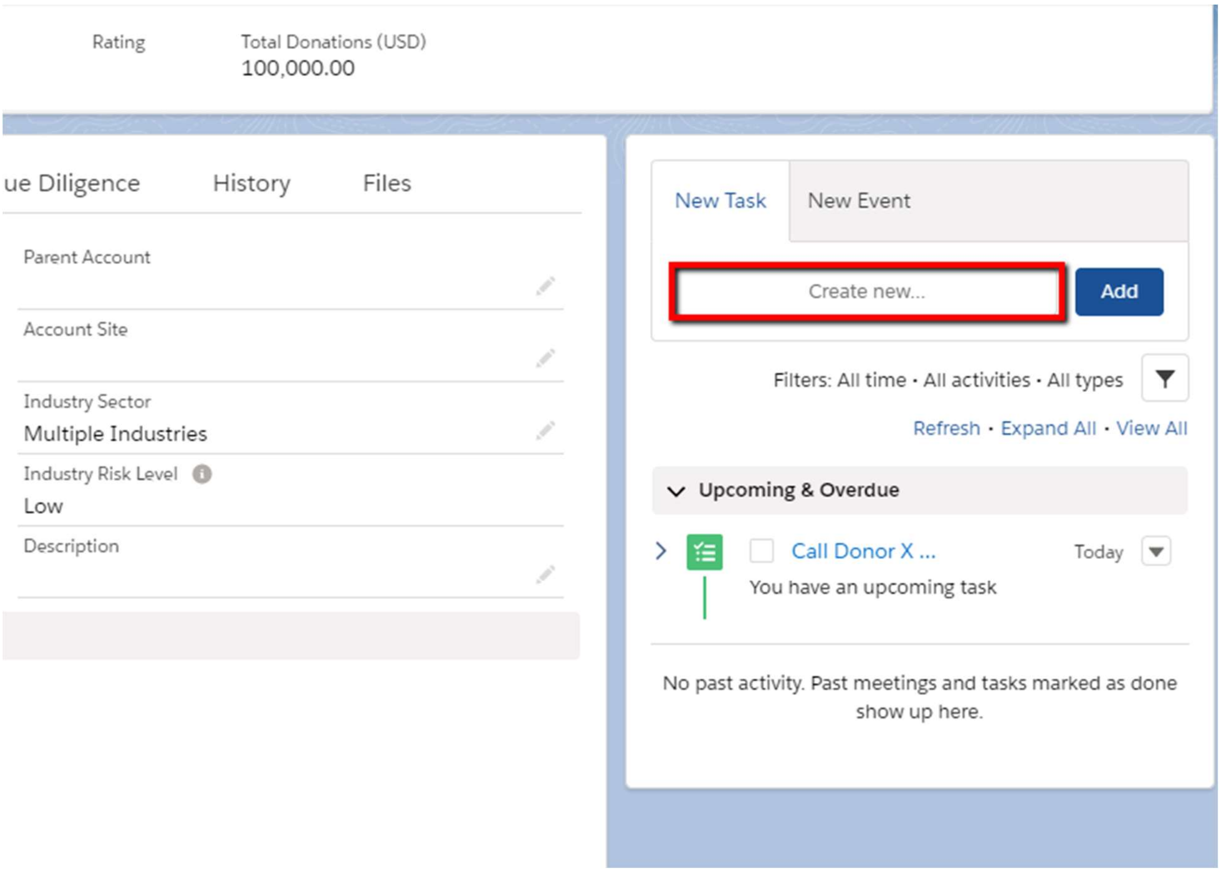
Activities in Salesforce allow users to log their Tasks and Events against different records such as Accounts, Contacts, Campaigns, etc. Tasks are To-do items, such as calling a donor or finishing a report. Events are activities with a start and end date such as meetings or field visits.

Activities can be components on a Homepage and visible as soon as a user logs into Salesforce to have a quick view of their Tasks and Events



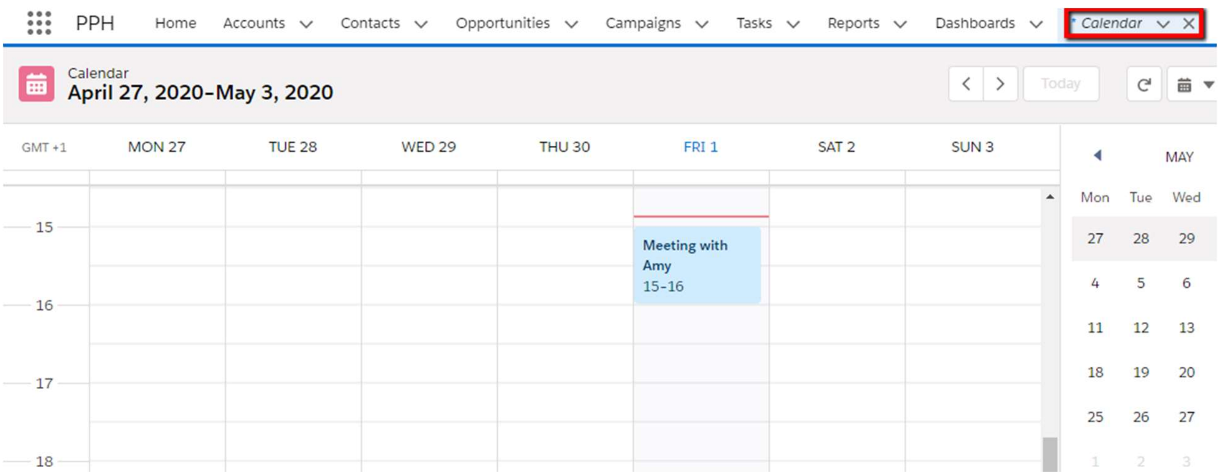
10.2 Creating Tasks and Events

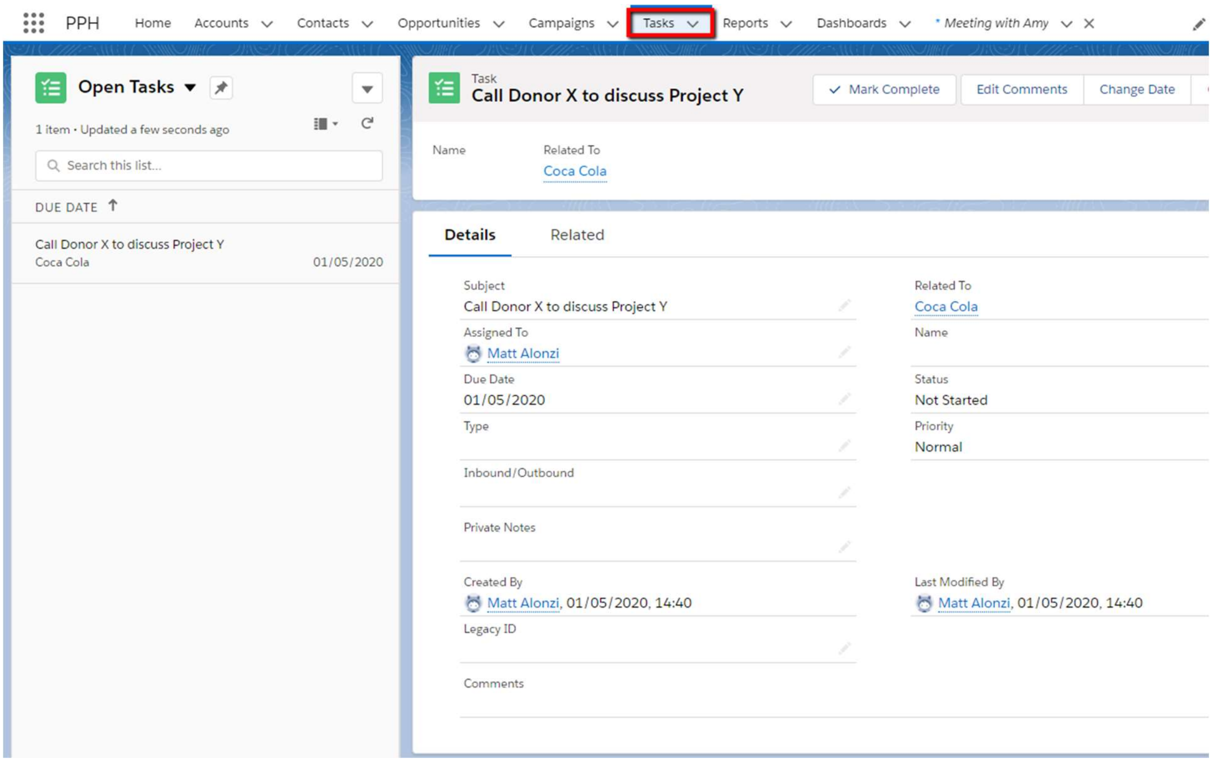
Tasks and Events can be created from any record such as Accounts, Contacts, Cases etc. Different specific tasks can also be performed from different records such as Sending an Email directly from the Activities section on an Opportunity.



10.3 Managing Tasks and Events

Managing Tasks and Events can be done directly from the Task Homepage or Calendar, where different list views can allow users to organise or view their upcoming tasks and events.



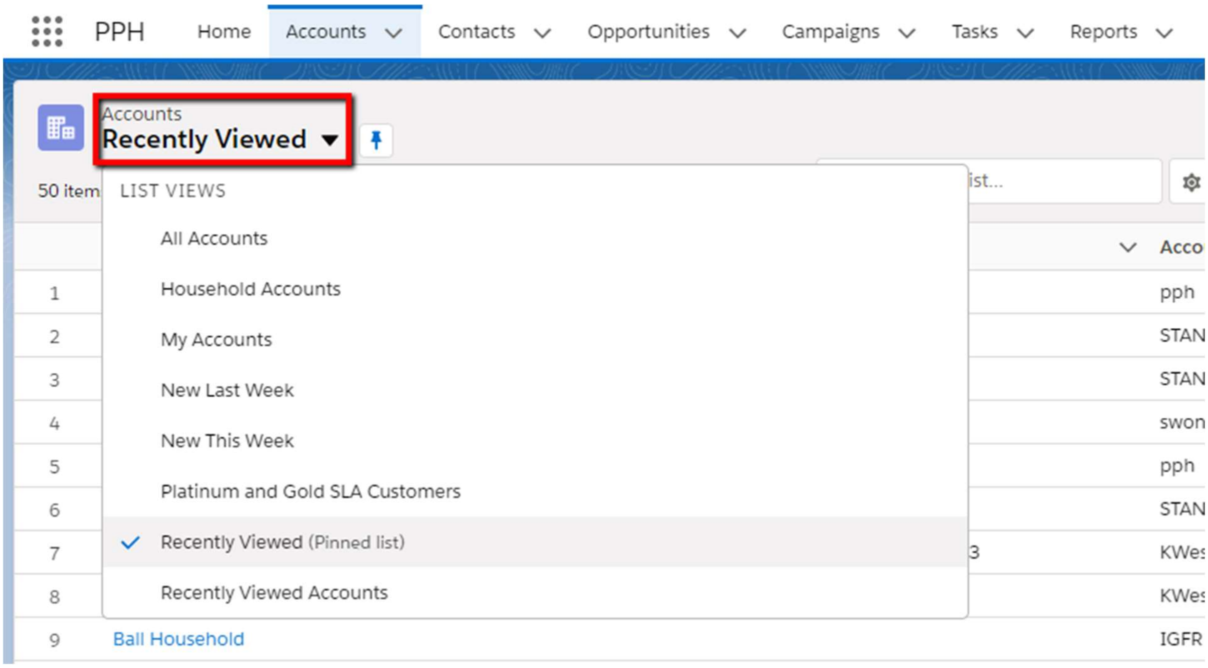

PPH
Home
Accounts
Contacts
Opportunities
Campaigns
Tasks
Reports
Dashboards
* Meeting with Amy
Open Tasks
1 item • Updated a few seconds ago
Search this list...
DUE DATE
Call Donor X to discuss Project Y
Coca Cola
01/05/2020
Task
Call Donor X to discuss Project Y
Mark Complete
Edit Comments
Change Date
Name
Related To
Coca Cola
Details
Related
Subject
Call Donor X to discuss Project Y
Assigned To
Matt Alonzi
Due Date
01/05/2020
Type
Inbound/Outbound
Private Notes
Created By
Matt Alonzi, 01/05/2020, 14:40
Legacy ID
Comments
Related To
Coca Cola
Name
Status
Not Started
Priority
Normal
Last Modified By
Matt Alonzi, 01/05/2020, 14:40

11 List Views

Salesforce allows you to create customised “Views” of data, which enable you to quickly access information relevant to you. You can create views that are accessible only by you or alternatively, views can be set up by the system administrator which everyone can see. Views work in a similar way to filters in Excel in that they allow you to see a filtered subset of data within an object.

Views can be created for any object you have access to e.g. Account, Contacts, Campaigns, Opportunities or Cases.

To select and run an existing view, navigate to the relevant object by clicking on the object tab (e.g. Contacts), select the view from the drop-down list on the left of the home page and choose the relevant view you want to run.



12 Reports and Dashboards

12.1 Overview

Reports allow users to aggregate, present, display and analyse all information on Accounts, Contacts, Opportunities, Campaigns, Activities etc.

To run Reports, navigate to the folder and click on the report name.

Dashboards are visual representations of Reports and can display aggregated data or specific components of Reports.

To run Dashboards, navigate to the folder and click on the dashboard name.

12.2 IG Reports

12.2.1 Q Reports

- **Q - Campaign Actual Costs**
  - This lists the Program Code, Actual Operational Costs – Direct Ops, Actual Operational Cost – Workforce, Actual Cost – Staff, Actual Cost – Other and the Actual Cost Total for all Campaigns with a Start Date in this year.
- **Q - Actual Income**
  - This lists the Program Code and Actual Income by Recurring and Single Donations in the Current Calendar Year. The Year is driven by the Report Date on the Opportunity which uses the Report Date Override if available, otherwise Settled Date of the Opportunity if it has been populated or if not, it will use the Close Date on the Opportunity.
- **Q - Acquired Donors**
  - This lists by Opportunity Type (either Recurring or Single) and then by Source Program Code the number of Donors acquired in the Calendar Year. Use the number of donors - not opportunities - when entering this into the Q report.
  - The Year is driven by the Report Date.
  - The report is filtered where Program Status = Acquisition to exclude acquisition RDs that are not in their initial year and existing donor donations which received an Acquisition code because of the campaign which generated it.
- **Q - Converted Donors**
  - This lists Contacts who had a previous Giving Status (HQ) of “Single Donor” and a new Giving Status (HQ) value of “Recurring Donor” for the Current Calendar Year. This information is taken from the Contact History.
- **Q - Lapsed Donors**

    - This lists Contacts who have a new Giving Status (HQ) value of "Lapsed" in the Current Calendar Year. This information is taken from the Contact History.
- **Q - Cancelled Recurring Donors**
    - This lists Contacts who have a previous Giving Status (HQ) of "Recurring Donor" and a new Giving Status (HQ) value of "Single Donor" for the Current Calendar Year. This information is taken from the Contact History.

12.2.2 Earmark Table Report

- **Earmark Table**
    - Is divided in two Reports:
        - Earmark Table
            - IG Donations
            - PPH less than $10000
        - Earmark Table – PPH Named Donations
            - PPH greater than $10000
    - It is then listing the Earmark and the Sum of the Settled Currency Amount.

- The Earmark Table gives the net value of donations for the month, irrespective of whether a reversal occurs after month end. Examples:
    - For IG, if a direct debit is reversed before month end this should not be included in the earmark table
        - Example: a $10 donation taken on the 5th of July is reversed (insufficient funds) on the 7th of July, the earmark table should not include the $10 donation as this will match the bank statement end of month figures
    - For IG, if a direct debit is reversed after month end but before being reported should this be included in the earmark table
        - Example, a $10 donation is taken on the 30th of July and is reversed (insufficient funds) on the 1st August (with the earmark table due to be sent on the 2nd August). The July earmark table should not include the $10 donation
    - For IG, if a direct debit is reversed after month end and after being reported this should be included in the earmark table
        - For example, a $10 donation is taken on the 30th July and reversed on 3rd August (when the earmark table was submitted for July on the 2nd August). This will always result in the original $10 donation being included in the July earmark table and the -$10 being deducted from the August earmark table.

Note on Adjustments: If the donation needs to appear on a different Earmark Table than the one that the 'Report Date' (i.e. Settled Date) indicated, then a date can be entered in the new field 'Report Date Override'. This is done manually by the Finance/Admin user or the PPH fundraiser. Some use cases are Adjustments (such as a change in Earmark) or if you want an In Kind Donation to be reported in Dec not Jan for example.

12.2.3 NGF Report

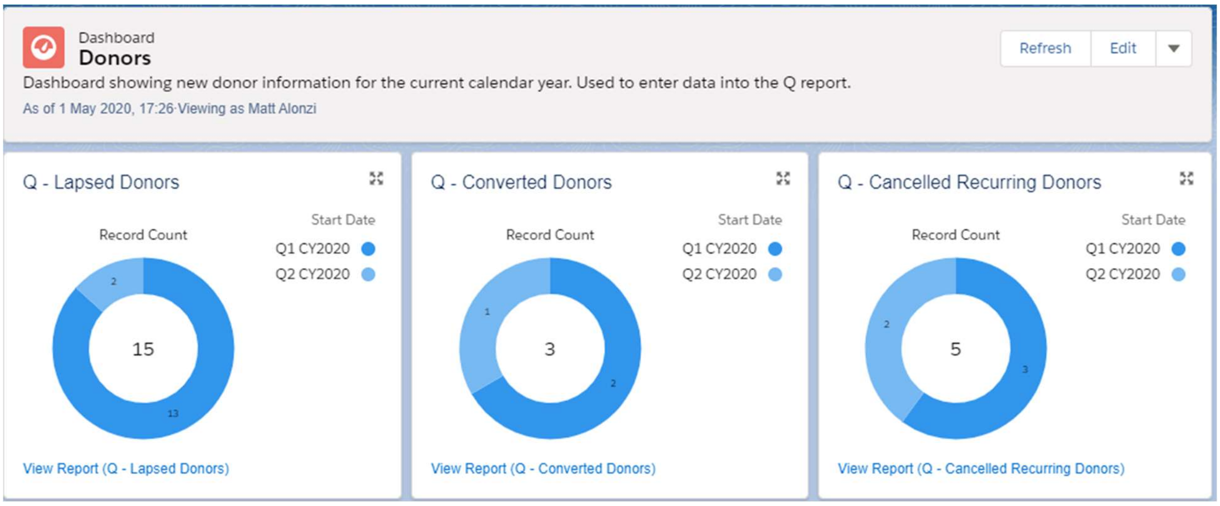
The NGF reports are in the IG Folder. They consist of the following reports:

- **NGF - Acquired Recurring Donors**
  - This lists the number of Acquisitions from Recurring Donations with Contacts by Program Code. This looks across all Recurring Donations for a Program Code that starts with 1, i.e. an Acquisition.
- **NGF - Acquired Single Donors**
  - This lists the number of Acquisitions from Opportunities with Contacts by Program Code. This looks across all Opportunities for a Program Code that starts with 1, i.e. an Acquisition and that are not linked to a Recurring Donation.
- **NGF - Single Donor Attrition Rates**
  - This lists the number of Contacts by Program Code where the Contact Giving Status (HQ) is Lapsed and the Program Code starts with 1, i.e. an Acquisition.
- **NGF - Recurring Donor Attrition Rates**
  - This lists the number of Contacts by Program Code along with their Active Length where the Status of the Recurring Donation is Cancelled and the Program Code starts with 1, i.e. an Acquisition.
- **NGF - Campaign Actual Costs**
  - This lists the Program Code, Actual Operational Costs – Direct Ops, Actual Operational Cost – Workforce, Actual Cost – Staff, Actual Cost – Other and the Actual Cost Total for all Campaigns.
- **NGF - Actual Income**
  - This lists the Program Code and Actual Income by Recurring and Single Donations where the Program Code starts with 1, i.e. an Acquisition.

12.3 IG Dashboards

IG Dashboards are in the IG Dashboards folder.

- **Donors**
  - This shows Lapsed Donors, Converted Donors and Cancelled Recurring Donors. This Dashboard also appears on the Home page.



- **Recurring Donations**
  - This shows active recurring donations, inactive recurring donations, those cancelled in the current year, those with a status of 'holiday and Recurring Donation Allocations.
  - This dashboard refers to the following reports:
    - **RD: RDA's by Type and Effective Date**
      - Bar chart showing number of RDAs grouped by type (e.g. Initial, Upgrade, Downgrade, Record) and effective date (quarter)
    - **RD: Inactive, By Change Date and Status**
      - Bar chart showing number of recurring donations where Status = Held or Suspended, grouped by date of Status Change (month) and Status
    - **RD: Active, Grouped by Start Date**
      - Bar chart showing number of recurring donations where Status = Active, grouped by start date (quarter)
    - **RD: Cancelled in Current Year**
      - Bar chart showing number of recurring donations where Status = Cancelled and Status Change is in the current year, grouped by Status Change (month)
    - **RD: Holiday, Grouped by NDD**
      - Line graph showing number of recurring donations on Holiday grouped by Next Donation Date (month)

- **Data Quality**
  - Identifies known scenarios where data quality may have failed. For example, opportunities that are marked as allocated may have the OA deleted.
  - This Dashboard includes the following components from these reports:
    - **Fixed RD Zero Instalments**

            - Shows if any Fixed Length Recurring Donations exist where RecurringDonation.Installments = 0 and where RD.Status is not Cancelled
        - **Opportunities marked Allocated w/o OA**
            - Only include opportunities which do not have an Opportunity Allocation record attached
        - **Open Opportunities marked Settled**
            - To utilise standard NPSP behaviour to stop certain Opportunities from being updated when their RD is updated.
- **Opportunity Allocations**
    - This shows Allocated/Unallocated Opportunities, Settled Opportunities without Allocations, Opportunities Allocated Last 60 Days, Opportunities with Allocations generated in last 60 days
    - This Dashboard includes components based on these reports:
        - **Settled Opportunities**
            - Settled Opportunities with and without Allocations
        - **Settled Opportunities without Allocation**
            - Use when generating OA's to identify date parameters and expected volume
        - **Opportunity Allocated Last 60 Days**
            - How many Opportunities have been set to Allocated = True in the last 60 days to compare to expected number
        - **Opportunity Allocations Created Last 60 Days**
            - Opportunity Allocations created in last 60 days for reference purposes.

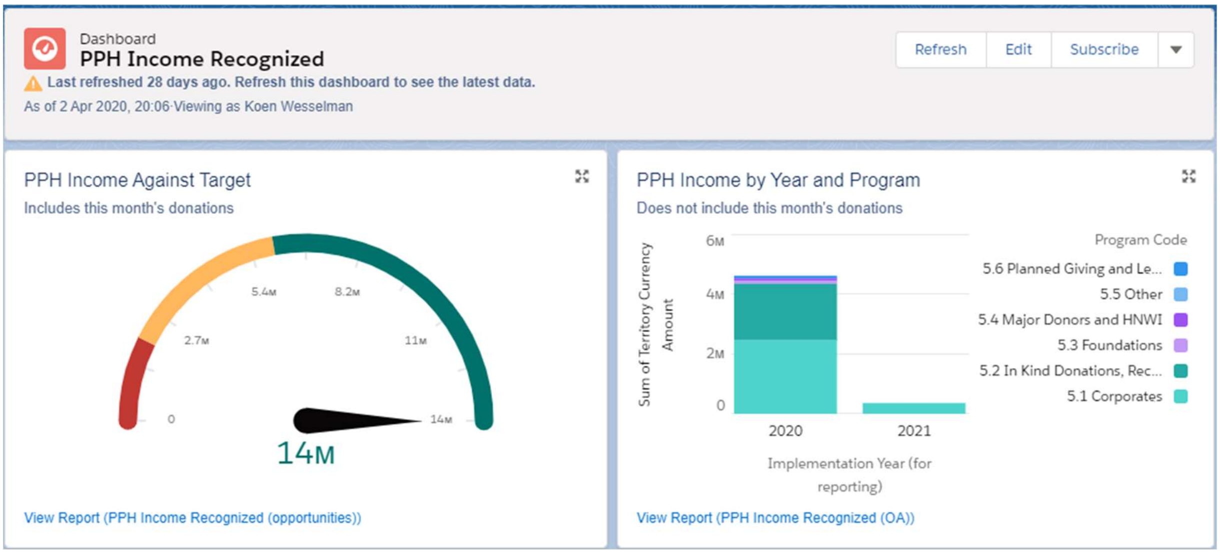
12.4 PPH Reports

- **Pipeline**
    - This shows all Opportunities by Opportunity record type at all stages by quarter
- **Contact Addresses by Primary Affiliation**
    - This shows all Organisations with contact information connected to their primary affiliated contacts.
- **Earmark Table – PPH Named Donations**
    - This shows all PPH donations from the last month by Settled Amounts and Earmarking – see above Earmark Table in IG

12.5 PPH Dashboards

- **Pipeline**

    - This shows all Opportunities by Opportunity record type at all stages by quarter and is to be displayed for PPH fundraisers on their Homepage to see their pipeline.
- **PPH Income Recognized**
    - This shows PPH performance by income recognized with 2 components:
        - PPH Income Against Target
            - Based on the PPH Income Recognized (opportunities) report, this shows performance in terms of income received currently against target
        - PPH Income by Year and Program
            - Based on the PPH Income Recognized (OA) report, this shows income by implementation year split by program code



13 System Administrator Tasks

13.1 New Sandbox considerations

When creating a new Sandbox with unicorn package, make sure that the following components are present (these are data and not metadata so in some Sandbox types they need to be manually created):

- Trigger handlers --> run the snippet unig.GcND_TDTM_Util.insertNewTDTMTriggerHandlers();
- Scheduled jobs --> create new jobs according the to the latest installation guide or release notes
- Create Levels --> check installation guide
- Create Exchange Rate History records --> at least one for USD for the date 01/01/1900 and one for each used currency

13.2 Field History Tracking

It is not possible to include tracking of standard Salesforce fields in the global package. You will need to determine which additional fields you want tracked per object for your instance.

The Contact field Giving Status (HQ) is tracked, and must remain tracked as the field history is used for Q reports.

13.3 Currency and Exchange Rates

13.3.1 Currencies

The currencies used by your organisation must be set up in the following places to ensure the custom currency management solution works correctly.

13.3.1.1 Salesforce Currencies

Corporate Currency

Salesforce requires an instance to set their corporate currency in the Company Information section of Settings. This must be set to USD to utilise the custom Currency Management feature which facilitates setting of USD value on all donations which is used to calculate donor level (e.g. Middle, Major) and correct program code assignment.

Territory Currencies

Company Information -> Currency Setup: add the following currencies

- a currency the territory accepts donations in;

- the territory currency;
- currency used by any settlement account;
- USD

These currencies determine what currency a donation can be set to (as well as other records such as Campaigns).

This is also where you store the conversion rate for each currency (see exchange rates section below).

13.3.1.2 Custom Metadata Types "Territory Currencies"

All currencies setup in Company Information -> Currency Setup should be added to custom metadata type "Territory Currencies".

You must set your territory's currency as the default currency as this is used to set the values in the Territory Currency fields on Opportunities and Opportunity Allocations.

13.3.1.3 Custom Metadata Types "Territory Settings"

The unicorn package provides functionality for managing multiple territories within one instance. This is referred to as a multi-tenant Salesforce environment. For most implementations, this will not be the case. However, it is still important to ensure the Territory Settings have been set up correctly as they drive:

- Income Office / Country Office stamping on Accounts, see Account & Contact Management
- Territory Currency calculations, see Currency Management

For more details, see the Technical Specification Document. For now, make sure that the Territory Settings are correctly set (even if your org is non-multi-tenant!).

13.3.1.4 Picklist Value Set "Currency ISO Code"

All currencies setup in Company Information -> Currency Setup must have their ISO code added to the Currency ISO Codes Picklist Value Set, as the custom currency feature sets these against the various currency fields on Opportunities and Opportunity Allocations.

13.3.1.5 User Currency

A user must have the territory currency set as their default currency on their user record to ensure rollup summary fields are shown correctly.

13.3.1.6 Exchange Rates

The system administrator must store the UN Operation Rate of Exchange in Company Information -> Currency Setup. These conversion rates are used to stamp the correct conversions onto Opportunities and Opportunity Allocations.

These exchange rates must be updated in line with changes to UN Operational Rate of Exchange to ensure conversions are correct as the figures are used to report to HQ.

We are looking to automate this data import during a later phase.

Exchange Rate history records can be managed by users with the 'IG Manage Exchange Rates' Permission Set. The implementation guide and release notes for Release 1.5 include the steps for creating/managing exchange rate history records.

13.4 Allocation Settings

In Settings -> Custom Settings -> Allocations Settings you set the Effective Date Interval

An Upgrade[2] Recurring Donation Allocation will not be applied until the Effective Date. The Effective Date is either the Preferred Change Date specified or the RDA Created Date + Effective Date Interval, whichever is later.

For example,

- if an Upgrade RDA is created on 05/07/2019 with a Preferred Change Date of 07/07/2019, but the Effective Date Interval is 5 days, the Effective Date will be 10/07/2019 (Created Date plus 5 days).
- if an Upgrade RDA is created on 05/07/2019 with a Preferred Change Date of 15/07/2019 with an Effective Date Interval of 5 days, the Effective Date will be 15/07/2019 (as the Preferred Change Date is later than the Created Date + Effective Date Interval)

13.5 Scheduling Framework

As of v2.4 as system admin you are able to force run the scheduled jobs at any time without having to wait for the overnight schedule. To do this ensure first that your scheduled jobs are set-up as per the latest implementation guide, where the only scheduled job set up is the GcSF_SchedulingFramework. In the custom metadata types at the "GcSF Batch Job" you will be able to see the sequence of individual scheduled jobs that are set up. In these Custom Metadata settings, you are also able to adjust the jobs needed for your environment. For more information, see the Technical Specifications Documentation.

Although not recommend to force run the scheduled jobs, since it might lock records from being updated. It is still possible to do so when really needed. To do this navigate to your app launcher >> Unicorn System Admin. Under the tab Unicorn Batch Monitor you are able to select an individual job to run by pressing the play button or select "run all". As soon as you click on one of these buttons to run, it will not be possible to select another job to run until the previous one is finished.

[2] Downgrades and Recodes always have an Effective Date of the date the record was created

To check that your activities are being captured accurately, in the same application, you can click on Unicorn logs tab. Here you can select the corresponding log to the activities that have been selected. For example, you can select the GcSF Scheduling Framework -Summary to see sequence of all unicorn jobs and under the details you will be able to read if something goes wrong/if the jobs ran successfully.

13.6 Managing Batch Size Settings

As a System Administrator, you can now control the scope size for all UNIG batch jobs. This is particularly useful for implementations with very large data volumes as this functionality can be used to prevent Salesforce Governor Limits from being hit. For more information, see the Technical Specification documentation.

13.6.1.1 UNIG Logs

As of v1.5 the package includes additional fields to the GC Logs object to record DML Rows, Future Calls, Query Rows and Queueable Jobs. A batch job "GCLO Delete Logs" can be scheduled to run and delete the logs as needed.

13.7 UNHCR Global Settings

Go to Setup > Custom Settings > UNHCR Global Settings > Manage

13.7.1.1 National Partners

If you are a National Partner, set “Is NAP Instance” = true to indicate whether it is a NAP so that Income Recognition and Agreement/Acknowledgement signed Rules work according to NAP processes.

13.7.1.2 HQ Instance

Leave blank (unless PPH HQ instance), otherwise Opportunity Allocations won’t be generated properly.

13.8 Generating Opportunity Allocations

The person/team who will be responsible for generating the opportunity allocations must have read/write access on all opportunities. This access can be granted either via the role hierarchy or sharing rules.

13.9 Maintaining Consent Channels and Purposes

To add new Consents channels and Purpose navigate to Setup > Objects and Fields > Picklist Value Sets > Channel (or Purpose) and add the new options. These will appear in the Consent Matrix.

13.10 Stop record deletion

There are two custom metadata types which allow system administrators to prevent the deletion of records if they have related child objects. For example, to stop an opportunity being deleted if it has a payment record submitted to a payment processor attached.

There are two custom metadata types

- Object_Deletion_Control
- Related_Object_Deletion_Control.

Object_Deletion_Control defines the objects for which Deletion Control exists.

The relevant fields are:

- Object_Name__c
    - The API name of the object (eg Account, npe03__Recurring_Donation__c)
- Active__c
    - Set true to enable the deletion control for this object.

Related_Object_Deletion_Control defines the related objects that can prevent the deletion of the object type defined by the Object Deletion Control entry.

The relevant fields are:

- Object_Name__c
    - The API name of the related object (eg Account, npe03__Recurring_Donation__c)
- Is_Active__c
    - Set true to enable the deletion control for this related object.
- Link_Field__c
    - The field on the parent object that identifies the related object
- Object_Deletion_Control__c
    - Links to the parent Object Deletion Control record.

Example: To prevent a contact from being deleted if it has a related opportunity, create an Object_Deletion_Control record with Object Name = Contact and a linked Related_Object_Deletion_Control record with Object Name = Opportunity and Link Field = npsp__Primary_Contact__c.

13.11 Ensure record deletion

This functionality will delete child records when the parent object is deleted. For example, to ensure that opportunity records are deleted when the parent recurring donation record is deleted.

The relationships are defined by custom metadata records.

This uses the same **Object Deletion Control** metadata, noted in Deletion control section above, to define the parent record.

To define the child objects and the relationship between them use **Deletion_of_Related_Objects_Control** custom metadata.

The relevant fields are:

- Object_Name__c
  - The API name of the related object (eg Account, npe03__Recurring_Donation__c)
- Is_Active__c
  - Set true to enable the related objects deletion for this related object.
- Link_Field__c
  - The field on the parent object that identifies the related object
- Object_Deletion_Control__c
  - Links to the parent Object Deletion Control record.

Example: To configure that when a recurring donation is deleted the linked opportunities are deleted, create an Object_Deletion_Control record with Object Name = npe03__Recurring_Donation__c and a linked Deletion_of_Related_Objects_Control record with Object Name = Opportunity and Link Field = npe03__Recurring_Donation__c.

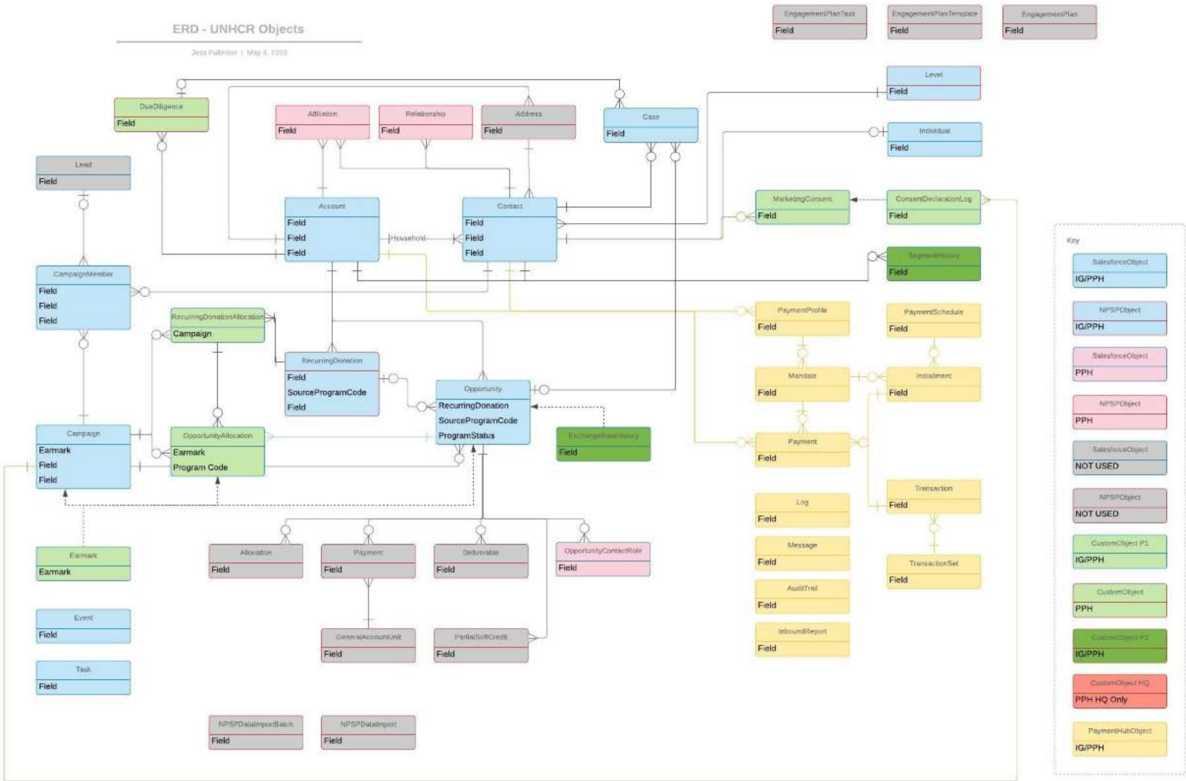
With the Release of Phase 2, it should be considered a best practice to consider deleting Segment History data when a contact record has been deleted (including as a result of data merging).

13.12 Updating Quick Actions and Page Layouts

The package is deployed with several quick actions and page layouts. These will not be updated with managed package upgrades but can be updated within your system.

14 Appendix

14.1 ERD



14.2 Q Reporting solution & Program Codes

The Unicorn package gives a complete solution to HQ's quarterly reporting requirements. Both income reporting and donor numbers.

A series of attributes are calculated in the system in sequence. Error handling is in place in case one of the processes fails, to ensure this does not have knock-on effect downstream.

1. **Program Status (code)**
    a. Sets an Opportunity's status with regards to its related Recurring Donation and Donor Status (whether an acquisition or existing donor)
    b. The fields updated are:
        i. Opportunity.Program_Status

    ii. Contact.Active_Recurring_Donation
    iii. Recurring_Donation.Acquisition
    iv. Recurring_Donation.First_Reported_Date

2. **Customisable Rollups**
    a. Account
        i. Total Donations USD
            1. Used to set Donor_Level Level
        ii. Reported_Donations_Last_12_Mo_USD
            1. Used to set Donor_Level Level
    b. Contact
        i. Total Donations USD
            1. Used to set Giving_Status Level
        ii. Reported_Donations_Last_12_Mo_USD
            1. Used by Program_Status code
            2. Used to set Giving_Status Level
    c. Error handling: rollups exclude Opportunities where Program_Status = Unassigned

3. **Levels**
    a. Account
        i. Donor_Level
        ii. Used to identify correct Program Code matching rule for middle donors
        iii. Please note, this triggers creation of Segment History records
    b. Contact
        i. Giving_Status_HQ
        ii. Used to identify correct Program Code matching rule for middle donors
        iii. Used to report donor number: conversions, cancellations and lapses
        iv. Please note, this triggers creation of Segment History records

4. **Generate Opportunity Allocations**
    a. Program Code batch
        i. Code to compare Matching Rules against various data attributes
        ii. See Matching Rules documentation
    b. Update Recurring Donation with Source_Program_Code
        i. Used to determine correct Program Codes for Upgrade campaigns and Recurring Donations no longer in first year of payments
    c. Update Opportunity with Source_Program_Code
        i. Used to report donor numbers: acquisitions by Program Code
    d. Update Contact with latest Acquisition_Code
        i. Used to determine correct Program Codes for RG Conversion campaigns
            1. There are volume considerations about this data update
            2. Please note, this triggers creation of Segment History records

e. Error handling: Opportunity Allocations cannot be generated against an Opportunity where Program_Status = Unassigned

14.3 Campaign Program Code formula

1. Public Engagement
Purpose = "Public Engagement" → "2.11 Other"

2. PPH Campaigns
Income Team = PPH
AND

- Purpose = "Corporates" → "5.1 Corporates"
- Purpose = "SMEs" → "5.1 Corporates"
- Purpose = "Foundations" → "5.3 Foundations"
- Purpose = "Major Donors and HNWI" → "5.4 Major Donors and HNWI"
- Purpose = "Planned Giving and Legacies" → "5.6 Planned Giving and Legacies"
- Purpose = "Multi-Segment" → "Depends on Donation Partner Type"
- Purpose = "Other" → "5.5 Other"

3. Middle Donor Campaigns
Income Team = "IG-Middle" → "2.7 Middle Donors"

4. Lead Generation
Purpose = "Lead Generation" → "1.9 Multi Channel"

5. IG Events
Channel = "Event" → "2.11 Other"

6. IG Legacy
Purpose = "Legacy Marketing" → "2.14 Legacies"
7. Spontaneous donations
Purpose = "Spontaneous"
AND

- Channel = "Online" → “2.10 Digital”
- Channel = “Other” → “2.9 Donor Care and Communication”

8. Acquisition Campaigns
Purpose = "Acquisition" OR Purpose = "Reactivation"
AND

- Channel = "Direct Mail" → "1.1.1 Acquisition Mail"
- Channel = "DRTV" → "1.6 Direct Response Television"
- Channel = "Email" → "1.5 Digital Donor Acquisition"

- Channel = "Face to Face (Agency)" → "1.4.1 Face to Face (Agency)"
- Channel = "Face to Face (In House)" → "1.4.2 Face to Face (In House)"
- Channel = "Online" → "1.5 Digital Donor Acquisition"
- Channel = "Print Advertisement and Inserts" → "1.10 Print Advertisements and Inserts"
- Channel = "Social" → "1.5 Digital Donor Acquisition"
- Channel = "SMS" → "1.5 Digital Donor Acquisition"
- Channel = "Telemarketing" → "1.9 Multi-Channel"
- Channel = “Other” → "1.11 Other"

9. Donor Development Campaign (Newsletters and other donor communications)
Purpose = "Thank You) OR "Birthday" OR "Newsletter" OR "Welcome" OR "Goodbye” OR "Survey" → "2.9 Donor Care and Communication"

10. Recurring donation donor development
Purpose = "RG Upgrade" OR "Recapture" → "2.1.X depending on RG Source Program"

11. Single donor conversion to Recurring donor
Purpose = "RG Conversion" → "2.1.X depending on contact's most recent acquisition channel"

12. Special Appeals - Digital
Purpose = “Special Appeal”
AND
Channel = "Email" OR "Online" OR "SMS" OR "Social” OR "Telemarketing" OR "DRTV" → "2.10 Digital”

13. Special Appeals - Offline
Purpose = "Special Appeal" → "2.3 Special Appeals"

14. Everything else
Else → "2.11 Other"
Note: Criteria are evaluated in order

14.4 FinDock Setup

For implementations using FinDock, please contact us for details about the FinDock unmanaged component. More details can be found in the Appendix A of the Technical Specification document.

We suggest the following field mapping for Installment-Opportunity:

Opportunity Field	Direction	Installment Field	Type
Externally Processed	<-	Externally Processed	Always
Settled Date	<-	Last Collection Date	Always

The following Status Mapping is suggested for Individual Giving donations:

Installment Status	Opportunity Stage	Record Type	Is Primary
New	All open stages	As applicable	As applicable
Pending	Local decision	Local decision	Local decision
Collected	Closed Won	All Individual Giving RTs	Yes
Reversed	Reversed	All Individual Giving RTs	No
Rejected	Reversed	All Individual Giving RTs	No
Refunded	Reversed	All Individual Giving RTs	Yes
Failed	Closed Lost	All Individual Giving RTs	Yes

Settled Data

The marking of (FinDock managed) opportunities as Settled is managed by the FinDock unmanaged component:

1. When an opportunity is updated,
2. If the Opportunity Is Won field (driven by Stage) has changed and the Settled Date has changed;
3. If the Opportunity is marked as Is Won and the Settled Date is populated;
4. If an Installment exists for the Opportunity, and the Installment is marked as 'Collected' and the 'Last Collection Date' is not empty;
5. Then populate the Opportunity.Settled Currency Amount with the Installment.Amount and the Opportunity.Settled Currency ISO Code with the Installment.Currency ISO Code.

FinDock Refunds/Reversals

Opportunities that are reversed or refunded in FinDock have separate requirements in terms of field mapping. This is why the Managed Package contains a checkbox on Opportunity called ‘Manually refunded’: Checking this box tells the Managed Package to create an Adjustment Opportunity – and leaving it unchecked allows the FinDock Unmanaged Components handle the creation of this Adjustment Opportunity instead. Check in this document the details of the field mapping.

When an opportunity is adjusted in FinDock:

- If the opportunity is unallocated (i.e. Allocated = false as there is no OA) AND Payment Method = Direct Debit AND LastReasonCode Received ≠ MD06
  - Installment Status = Rejected
  - No adjustment opportunity is created
  - Settled will change back to false
  - Settled Date, Settled Currency Amount and Settled Currency ISO Code are blanked out
  - Original opportunity stage = Closed Lost
- If the opportunity is unallocated (i.e. Allocated = false as there is no OA) AND Payment Method = Direct Debit AND LastReasonCode Received = MD06
  - Installment Status = Rejected
  - No adjustment opportunity is created
  - Settled will change back to false
  - Settled Date, Settled Currency Amount and Settled Currency ISO Code are blanked out
  - Original opportunity stage = Reversed
- If the opportunity is unallocated (i.e. Allocated = false as there is no OA) AND Payment Method ≠ Direct Debit
  - Installment Status = Rejected
  - No adjustment opportunity is created
  - Settled will change back to false
  - Settled Date, Settled Currency Amount and Settled Currency ISO Code are blanked out
  - Original opportunity stage = Reversed
- If the opportunity is allocated (i.e. Allocated = true as there is an OA)
  - Installment Status = Rejected
  - An adjustment opportunity is created
  - Both opportunities will be marked as settled = true
  - Settled Date = Last Rejected Date
  - Refund opportunity Close Date = Last rejected date
  - Original opportunity stage = Reversed

14.5 Process Flow