

How to Correct a Printed Receipt



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How to Correct a Printed Receipt



Introduction

A receipt has been printed and possibly mailed to the donor. There is an error which needs to be corrected.

The types of corrections where you can use the same receipt may differ depending on the type of correction required and the version of @EASE you are running.

Lost Receipts

Tax time is always fun and often receipts are lost. When a donor calls in requesting a copy, locate the receipt which was lost through the donor's master record using their Profile. Select the receipt in question with a single click to highlight it, followed by a Right Click. From the menu presented choose Print Receipt Copy.

Year	Ticket	Donations	Donation Count	Sponsorship	Merchandise	Participation	Total
2002	\$0.00	\$0.00		\$0.00	\$50.00	\$0.00	\$50.00
2004	\$0.00	\$0.00		\$0.00	\$40.00	\$115.00	\$40.00
2005	\$0.00	\$75.00	1	\$0.00	\$0.00	\$0.00	\$75.00
2007	\$0.00	\$155.00	4	\$0.00	\$0.00	\$0.00	\$155.00
2008	\$0.00	\$150.00	10	\$0.00	\$0.00	\$0.00	\$150.00
2011	\$0.00	\$0.00		\$0.00	\$30.00	\$0.00	\$30.00
2012	\$0.00	\$55.00	2	\$0.00	\$10,000.00	\$0.00	\$10,055.00
2013	\$0.00	\$75.00	1	\$0.00	\$0.00	\$0.00	\$75.00
2015	\$0.00	\$85.00	2	\$0.00	\$0.00	\$0.00	\$85.00
Total	\$0.00	\$595.00	20	\$0.00	\$10,120.00	\$115.00	\$10,715.00
2017	\$200.00	\$300.00	2	\$0.00	\$0.00	\$400,000.00	\$500.00

Void	Batch Number	Date	Receipt Number	Amount	Registration Amount	Campaign	Pt
<input type="checkbox"/>	20170816001	Aug 16, 2017	0	\$100.00	\$0.00	2017TFDON	Ch
<input checked="" type="checkbox"/>	20170605002	Jun 05, 2017	1001			2017GATCK	Ch
<input type="checkbox"/>	20170501001	May 01, 2017				2015MM002	Ch
<input type="checkbox"/>	20151208001	Mar 16, 2015				2015DM004	Ch
<input type="checkbox"/>	20150316001	Mar 16, 2015	0	\$75.00	\$0.00	2015DM002	Ch

The receipt to be copied cannot be Voided and it must have a Receipt Number.

The output can be printed or saved as a PDF to be emailed.

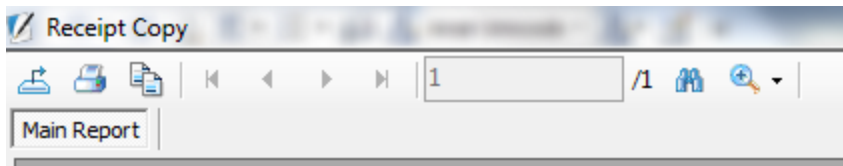
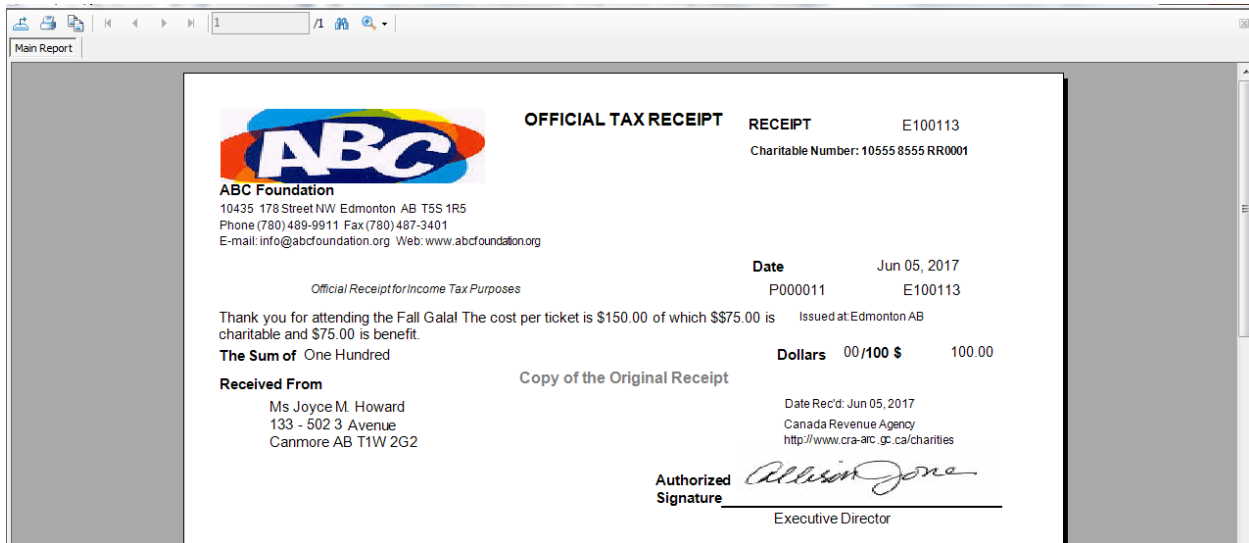
Yearly receipts will select all receipt transactions for that particular receipt number in a given year.

eReceipts can also have copies made, however, the eReceipt folder if

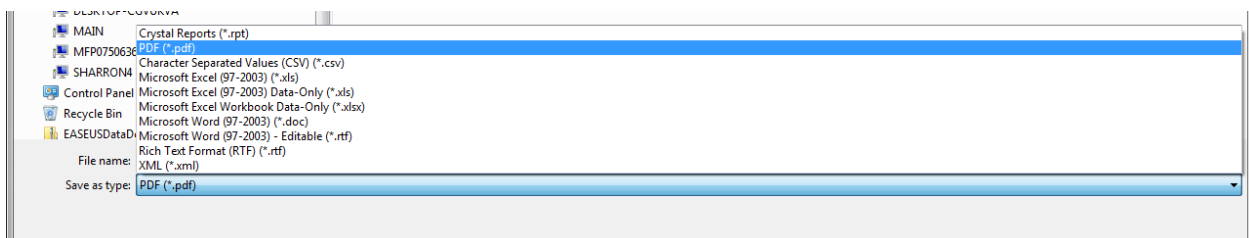
not archived may have a copy of the original which can be re-sent through the Receipting menu.

Copies of Receipts will show all the original information with a Copy of the Original Receipt message printed in the background.

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The first icon on the top bar of this window shows an Export icon which when clicked takes you to a menu of possible export options. The second option is PDF which is handy for an email. The second icon is for printing a copy of the receipt.



Organizational Defaults

To ensure all the required information is present for a copy of a Receipt, go to Organizational Defaults.

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A screenshot of a software window titled '@ Organizational Defaults'. The window has a tabbed interface with 'Organization', 'Receipt', 'Other', 'Bank Export', and 'Email' tabs. The 'Organization' tab is active. The form contains the following fields:

- Name: ABC Foundation
- Phone Number: (780) 489-9911
- Fax Number: (780) 487-3401
- Suite Number: (empty)
- Building Number: 10435
- Street: 178 Street NW
- City: Edmonton
- Province/State: AB
- Country: Canada
- Postal/Zip Code: T5S 1R5
- Charitable Number: 10555 8555 RR0001
- Email: info@abcfoundation.org
- Website: www.abcfoundation.org
- Logo File Path: C:\EaseResources\EaseKMS\Graphics\abc.jpg

The fields Name, address fields, charitable number, email, website and logo path should all be filled in. ** The Other tab will have other fields fill in for Canadian charities. We assume this is complete as printed receipt and eReceipts are already in use.

Types of Fixes

Address or Spelling (Name) Change

Address change/ correction or spelling correction on a name

- If the Receipt has already been mailed and the donor needs a receipt with the correct information ... be sure to request the old receipt be returned before issuing a new copy. Always make a note on the original receipt as to why a new receipt has been issued. The note can be added before or after Voiding the error receipt is done.
- If the Receipt has not been mailed but printed, VOID the receipt in error. Make the required fixes and re-print.
- Voiding a receipt is done by opening the receipt in question in the Receipt Maintenance window and clicking the Delete button.

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Breakout Code (or Fund)

Breakout Code update for Versions < 3.5

Breakout Code for older versions of @EASE Version earlier than 3.5

- Receipt to be corrected has been U2M
 - In this case the Receipt needs to be Voided. Locate the receipt to be fixed using the FIND button on the Receipt Maintenance window.
Record the receipt date, received date, batch number, receipt number, amount and acquired by if entered.
Click the DELETE button to Void the Receipt.
Click the NEW button which hopefully will bring up all the data you need for the replacement receipt. Update all the fields to reflect the receipt just voided. Enter the fields and under Receipt Required select Manually Received to enter the receipt number.
- Receipt to be corrected has NOT been U2M
 - This requires that the receipt be reset so that the change can be made. Write down the receipt number so you do not forget the number.
Run the Reset Receipt for this one record.
Locate the Receipt through the Receipt Maintenance window using the FIND button.
Open the Receipt and make the Breakout Code change.
Change the Receipt Required to show Manually Received. This will open the Receipt Number field where the original receipt number can be re-entered.

BreakOut Code Version 3.5.0+

This is an eventful change enabling clients to fix errors as well as add breakout codes where they might have been missed. Ideally every campaign should have a default breakout value.

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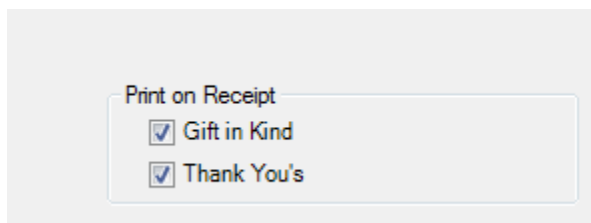
The breakout code not only assists the accounting department but more importantly it is used to inform development staff about specific areas of interest a donor might have.

This area has been left open for update. The values entered for each breakout code added must accumulate to the value found in the Amount field which cannot be modified if the receipt has been printed or U2M.

Payment Method

Gift in Kind and Receipt Notes

Gift-in-kind information needs to print on charitable receipts. Where the description of the item entered in the Receipt Notes area on the Receipt Maintenance window does not print on the receipt check to ensure the Payment Method is Gift-In-Kind and that the Campaign the gift is allocated to has Print on Receipt ... Gift In Kind checked.



The Receipt Notes field is always open for entry regardless of whether a gift has been receipted and/or U2M. If the field was left blank, the proper description can be entered. For errors or incorrect entry for a gift in kind, we recommend using the Delete button to VOID the printed receipt and re-entering it with a new receipt number and the correct information. Request the now Void receipt be returned so the correct one can be sent out.

The Payment Method **gift in kind** is one where the Campaign needs to have Print on Receipt - Gift in Kind checked and the Payment Method on the Receipt also needs to have Gift in Kind as a payment method so that gift information prints on the receipt.

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Charitable Status

Charitable status is a default value defined at the Campaign level. Where the charitable status is not correct an update may be required to ensure a receipt is printed. This form of correction is quite easy for records which have not been U2M. Where U2M has not been run, the Receipt record can be Re-Set so the charitable status can be modified. Where U2M has been run, VOID the receipt and re-enter it

Posted Pledge Records

For pledged donation receipt records which have been posted but not receipted, both the charitable and yearly receipting status can be modified at the Pledge Master record by simply checking the field, clicking SAVE or unchecking the field, clicking SAVE and re-clicking followed by SAVE to reset the Charitable value.

Receipt Required

This is a new feature and it enables users to update the Receipt Required field even if the receipt record has been U2M. Sometimes we forget to modify Receipt Required as in the case of a Foundation gift or maybe a Receipt is needed but it is showing it should not have a printed receipt. This is new with the Summer 2017 update. Modify the Receipt Required value , and click Save to make the change. Please note this field cannot be modified on records where a receipt number has been given.

The Printer Jammed

@EASE updates the receipt numbers on receipts faster than the printer can print them. When a jam occurs the batch has already been updated with Receipt Numbers.

This is an easy fix. Use the selection under the Receipt Menu – Reset Receipts. Enter the Batch Number range, the Receipt Number range and the Date Range for those records to be reset. Click the Refresh button and all receipts selected will appear. High light the ones you want to reset and click the OK button.

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** Be sure to print VOID across any of the printed or jammed receipts (hard copy) which are no longer useful and place them in order in your binder of receipt copies for audit purposes.

How to Reset Printed Receipts

Batch Number	Receipt No.	Fundraising No.	Amount	Printed	Charitable
20170601001	5608	P000287	1	Yes	Yes
20170601001	5609	P000283	1	Yes	Yes
20170601001	5610	P000289	1	Yes	Yes
20170601001	5611	P000290	1	Yes	Yes
20170601001	5612	P000291	1	Yes	Yes
20170601001	5613	P000286	1	Yes	Yes
20170601001	5614	P000288	1	Yes	Yes

Features to Note:

- Batch Number Range
- Receipt Number Range
- Receipt Date From and To
- Donation Type Charitable
- Yearly Receipts

Refresh Receipt List is clicked to pull up the selected records.

In this example we used only the Batch Number range. For **yearly receipts** the Date Range is

important as it needs to define the full calendar year to be reset and Yearly Receipts is checked.

Batch Number	Receipt No.	Fundraising No.	Amount	Printed	Charitable
20170601001	5608	P000287	1	Yes	Yes
20170601001	5609	P000283	1	Yes	Yes
20170601001	5610	P000289	1	Yes	Yes
20170601001	5611	P000290	1	Yes	Yes
20170601001	5612	P000291	1	Yes	Yes
20170601001	5613	P000286	1	Yes	Yes
20170601001	5614	P000288	1	Yes	Yes

Select the receipts to be reset by clicking on them. Use a click and drag to select all if all are to be reset.

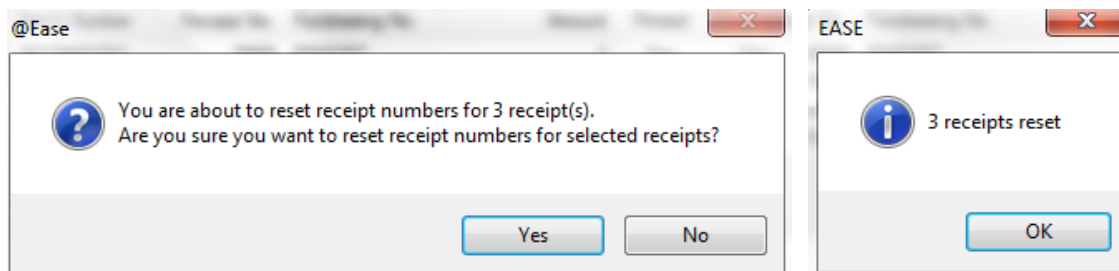
Click on the first record for reset followed by Ctrl+Click for non contiguous records or Click and Shift+Click for a selection as shown above.

The highlighted records will be reset once the

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Reset button is clicked and a confirmation as shown below has the 'Yes' button clicked.



The selected receipt records disappear from the Reset window. The Receipt Number and Printed values are removed from these records so that updates can occur.

WARNING

If you are uncertain about this process, we recommend making a COPY of the EASE.MDB file before trying to reset records ... alternatively, call Batsch Group and we would be happy to assist you.

Batsch Group Inc