ServWare

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Conference Administrator Guide

ServWare allows you to customize the system to support your conference needs. For example, you can:

- Create user accounts for your conference members and assign permissions to each account based upon the conference member's role in your organization.
- Customize ServWare with your local utilities, referral agencies, and income and expense types.

All you need to run ServWare is a computer or tablet that is connected to the Internet. Simply open a browser window, such as Microsoft® Internet Explorer®, Google Chrome™, or Mozilla® Firefox® and enter www.ServWare.org in your browser's address bar.

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Conference Member Setup

As the administrator for your conference, you are responsible for several setup tasks that will enable your conference members to easily complete neighbor and assistance request information. You can create user accounts for your conference members and assign the appropriate role to each user. The available options are:

- **User.** This role should be assigned to conference members who need to view or add information into ServWare, such as call takers and home visitors. Conference members who are assigned the **User** role will not have access to ServWare administrative tasks.
- **Conference Admin.** Users assigned the **Conference Admin** role can perform both administrator and user tasks. Typically, a conference would only assign one or a limited number of conference administrators.

Create Conference Member User Accounts

1. From the **Admin** menu, select **Conference Members**.
2. Click **New Conference Member**.
3. On the **General** tab, enter the conference member information; fields with an asterisk are required. The email address field will accept up to 50 characters.
4. If your conference will be tracking miles and hours in service, you can set **Default Miles** or **Default Hours** for a particular conference member if you would like these default values to automatically populate for the member when they create a new miles/hours in service entry in ServWare.
5. The following options can be selected for a member:
    - If the member you are creating wishes to be a **Conference Contact**, which means that they will receive communications from the ServWare team periodically about new releases, etc., then select the **Conference Contac**t check box.
    - If your conference is set up as part of a district that can assign neighbors to conferences within the district, then you can select the **Referral Contact** check box for the member if the member wants to be notified of requests assigned to the conference by the district.
6. To send an email to the member with their account details, select the **Email Member Account Information** checkbox.
7. To display the member's name in selection lists throughout ServWare (such as home visitor, request assigned, etc.), then select the **Display in ServWare Selection Lists** option.

    NOTE: If the individual is assigned to a request and then later removed from the selection lists, they will not be shown when the request is accessed in the future.
8. When creating the **User Name** and **Password**, keep the following in mind:
    - For the user name, use a common naming method, such as first initial + last name, that will be easy for conference members to remember. The username must be unique across all ServWare users.
    - You can use the conference default password, that is defined on the **Admin** > **Conference Details** page, or you can set a unique password for the new member. As a best practice, you should utilize the conference default password. Passwords must contain between 8 and 20 characters, must contain one numeric character, one lower-case letter and one upper-case letter.

      NOTE: When the conference member logs into ServWare for the first time, using the default password, they will be prompted to change their password for security purposes.

9. Assign the appropriate role for each member.
   - Most members should be assigned the **ServWare User** role.
   - Administrators should be assigned the **Conference Administrator** role.
   - Members who need to view information only, with no permission to add or edit information, should be assigned the **ServWare Readonly User** role.
10. On the **Membership** tab, do one or more of the following:
    - Assign the member to a primary, secondary, or other role, if needed. If this option is turned on for your conference in the **Conference Configuration Options**, you can define the roles using the **Admin** > **Selection List Options** > **Member Roles** page.
    - You can also specify the membership date, member type, ethnicity, and age range.
    - If you have training defined for your conference, you can track a member's training, with completed date, on the **Membership** tab. Training options can be defined using the **Admin** > **Conference Training** page.
11. Click **Save**.

    An email is automatically sent to the new conference member if you selected the **Email Member Account Information** check box. You will need to communicate the default password to the conference member since this will not be included in the email. The conference member will be prompted to change their password upon successfully logging in the first time.

    NOTE: The default password for your conference is located on the **Admin** > **Conference Details** page.

Delete Conference Member User Accounts

1. From the **Admin** menu, select **Conference Members**.
2. After located the conference member that you want to delete, click **Delete**. Confirm that you want to delete the selected conference member.

   If the conference member that you are trying to remove is assigned to a request in the system, you will not be able to delete the member. In this case, you can choose to make the member **Inactive** instead.

Reset a Conference Member's Password

1. From the **Admin** menu, select **Conference Members**.
2. From the **Conference Members** page, click **Edit** next to the member entry that needs to be updated.
   NOTE: You can search for a conference member by name in the search box in the upper right if a member is not displayed on the current page.
3. To reset the password, enter a new password in the **Password** box in the **User Account** section on the right of the page.
4. Enter the same password entered in the **Password** box in the **Confirm Password** box.
   NOTE: Both the Password and Confirm Password text boxes have to have the same value.
5. Click **Save**.
6. Notify the member that their password has been reset and remind them that passwords are case-sensitive.
   As a best practice, when resetting a member password, you should utilize the conference default password which can be found on the **Admin**->**Conference Details** page in the **Default Password** field. Passwords must contain between 8 and 20 characters, must contain one numeric character, one lower-case letter and one upper-case letter.

Neighbor Import

ServWare administrators can import your neighbors into your conference from a Microsoft® Excel® file. There are specific requirements for the neighbor import Excel file as follows:

- The columns must be in the following order (three columns are required):
    - First Name (required)
    - Last Name (required)
    - Street Address Line 1 (required)
    - Street Address Line 2
    - City
    - State Code (two letter abbreviation)
    - Zip Code
    - Home Phone (format 555-555-5555)
    - Mobile Phone (format 555-555-5555)
    - Birth Date (format mm/dd/yyyy)
    - Last Four of SSN
    - Driver's License Number
    - Neighbor Case Number (This column should only be populated if you have case numbers you want associated with the neighbor record [not each request])
    - Neighbor Notes
    - Request Date (format mm/dd/yyyy)
    - Request Status (valid values Completed, Open, or Call Back)
    - Request Case Number (This column should only be populated if you have unique case numbers assigned to each assistance request for the individual/household)
    - Request Notes

Some other guidelines to keep in mind:

- The template must have all original columns in order – do not delete or re-arrange columns
- Leave unused columns blank – do not populate cells with unnecessary information
- The data in any field must match the data type/format specified (Phone Numbers and Dates)
- Do not use all capital letters for names or addresses
- Use consistent formatting for addresses (for example, always enter Drive as Dr. or spell out Drive)
- Request Notes are a good location for putting in past assistance information if it is available
- Multiple request records
    - The import process can import multiple historical requests for an individual if the neighbor first name, last name and street address line 1 all match exactly. If that is the case, the import process will create one neighbor record and a separate request entry for each historical request.

Conference Configuration

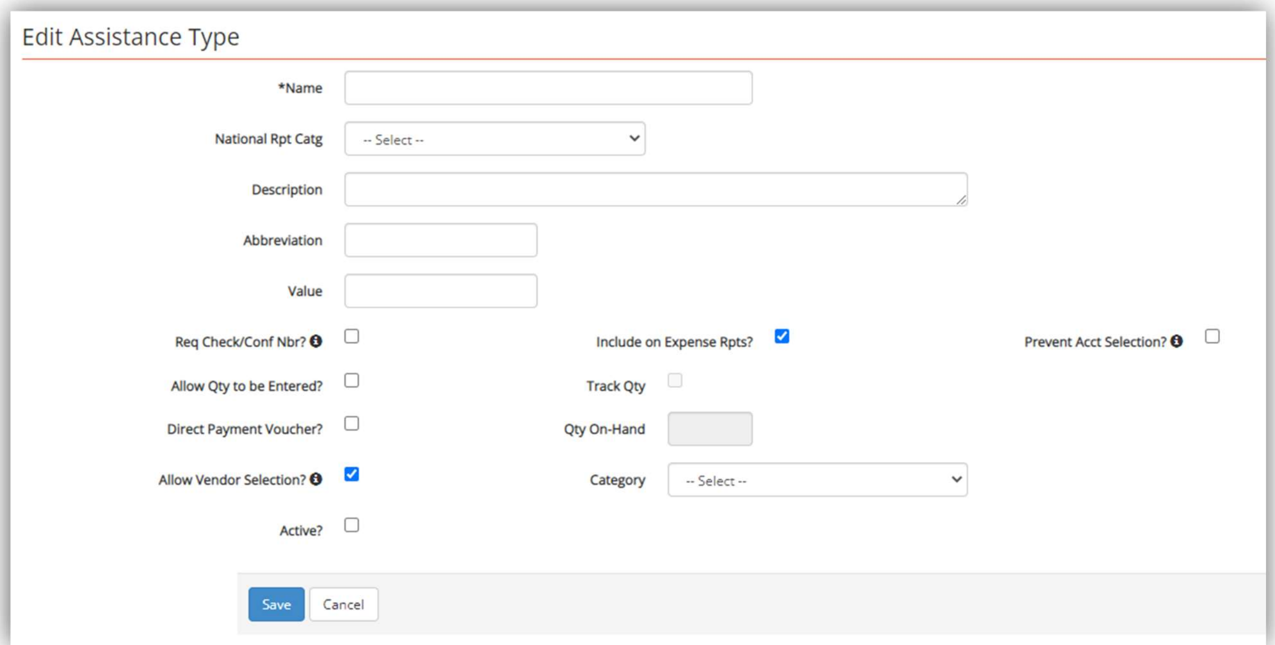
Several screens that conference members will use to capture neighbor and assistance request information require pre-populated information to make data entry quick and easy. As an administrator, it is your responsibility to make sure that these areas contain the appropriate information for your conference. You can add information as you go along, but it is best to populate the various areas with data that you currently use in your paper records before your conference members begin using ServWare.

On the following pages of this guide, you will find several screenshots that show the area of the application where the conference member will select the items that you create, followed by an explanation of how you can add items for that location.

Define Assistance Types

Assistance types include the various types of assistance that you regularly provide to neighbors. Assistance types that you create are available for conference members to select when entering assistance request information. When defining assistance types, you can indicate that a quantity (qty) field is available for an assistance type. The qty field is then available for use on an assistance entry for the request.

To add assistance types, select **Admin > Selection List Options > Assistance Types**, and then click **New Assistance Type.**



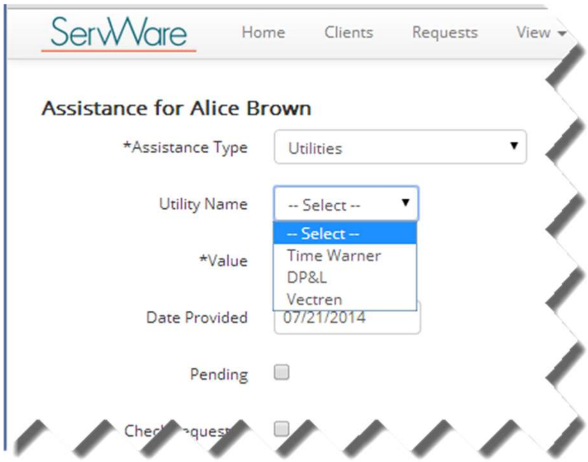
Note the following when adding/editing an assistance type:

- To ensure that the assistance is counted in the appropriate area of the Conference Activity Report used for annual reporting, map the assistance type to the appropriate National Reporting Category:
  - Expenses – Domestic Twinning
  - Expenses – Housing Assistance/Eviction Prevention (this should be used for housing-related assistance types)

    - Expenses – Operating Expenses – Special Works
    - Expenses - Those We Serve
- The abbreviation is used on the **Activity Detail Report**, which lists all assistance types on one line. The abbreviations help at-a-glance view of assistance types.
- If you would like the assistance type to default to a certain value each time, you can enter the value, but when this assistance type is selected on an assistance request, the value can be overridden by the user if needed.
- If your conference is set up to show expenditures and assistance types on reports (this is an option available on the **Conference Configurations** page), then you can choose to include specific assistance types with expenditures by selecting the check box.
- If you want conference users to specify a quantity for the assistance type, select the **Allow Qty to be Entered** check box. This allows ServWare to calculate totals based upon the **Value** x **Quantity** fields on an assistance request.
- Select the **Active** check box if you want this assistance type to be available in the **Assistance Type** drop-down list on an assistance request. If you are editing an assistance type to remove it from the selection list, you may be blocked from deleting if it has been assigned to an existing assistance request. In this case, you can simply make the assistance type inactive to remove it from the selection list.
- **Direct Payment Vouchers** can be used for items that are provided in common increments, such as bus passes, furniture vouchers, gas cards, or grocery cards. You can also identify how many vouchers you have on hand for each assistance item identified as a direct payment voucher. When direct payment voucher items are selected on an assistance request, the quantity remaining displays in parentheses so that all conference members are aware of how many items are remaining. The remaining quantity on hand also displays on the **Home** page. In order to utilize direct payment voucher tracking, you must first turn on this option in the **Conference Configuration Options**.
- If you would like the assistance type to allow a Vendor selection, such as a car repair vendor, select the **Allow Vendor Selection?** checkbox, and select the appropriate vendor category, if applicable. If you do not select a vendor category, all active vendors will be available for selection for this assistance type.

Utilities

For the assistance type **Utilities**, you can capture additional information about the utility type so that it is available for selection when members add this assistance type. For example, you can add cable, gas, or electric companies for additional detail. The utilities you add are also available from the **View** > **Utility Details** menu. For details about adding utility categories, see Add Utility Information**.** The image below shows where this information is available to your conference members.



In-Kind Categories

Eight in-kind assistance types that are recognized by St. Vincent de Paul National are defined as part of initial conference set-up. You can choose to delete or make any of these inactive as needed. You can add additional categories as needed. To add In-Kind categories, select **Admin** > **Selection List Options** > **In-Kind Categories**, and then click **Add Category**.

In-Kind Assistance categories cannot be assigned to a National Report Category since there is a separate In-Kind section on the Conference Activity Report.

The following additional options are available for In-Kind categories:

- **Default Value** – You can assign a default value to an In-Kind category. If a default value is assigned, it will be populated when the In-Kind category is assigned as assistance on a Request.
- **Direct Payment Voucher** and **Quantity** - In-Kind categories can be updated to indicate they are a direct payment voucher assistance type and the associated quantity on hand can be assigned.
    - If an In-Kind Category is defined as a DPV item then it will be displayed on the **Home** page in the same area as the DPV Assistance Types are displayed. DPV Assistance Types are shown in the list followed by DPV In-Kind Categories if configured.

NOTE: The conference option to enable Direct Payment Voucher Tracking must be enabled from the **Admin**->**Conference Details** page on the **Configuration Options** tab.

Rent Assistance Types

For rent assistance, you can add landlord/housing providers. For information about adding landlord/housing providers, see Define Landlord/Housing Information.

Define Neighbor Income and Expense Types

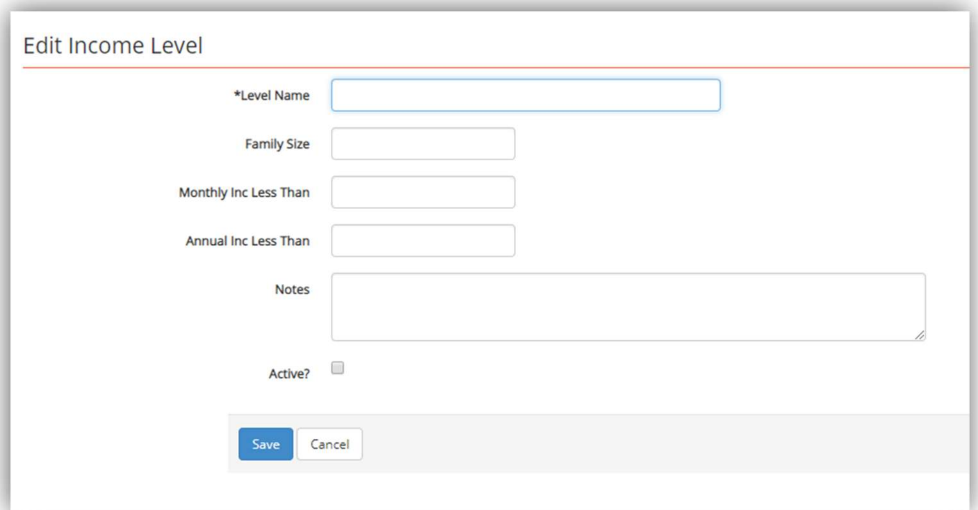
Neighbor income types are used to capture information about household income such as employment income and child support. Neighbor expense types includes information about household expenses such as rent and utilities. The items that you add will be available for selection from the Expense or Income lists when you are adding new neighbors to the system. You should have the most common income and expense types available for your members to select. You can also indicate if an income type is considered public assistance.

To add neighbor income and expense types, from the **Admin** menu, select **Selection List Options** > **Neighbor Expense Types** or **Neighbor Income Types**, and then click **New Expense Type** or **New Income Type.**

Define Household Income Levels

If your conference has enabled the option to track household income levels, you can define household income levels and then a level can be assigned to the household.

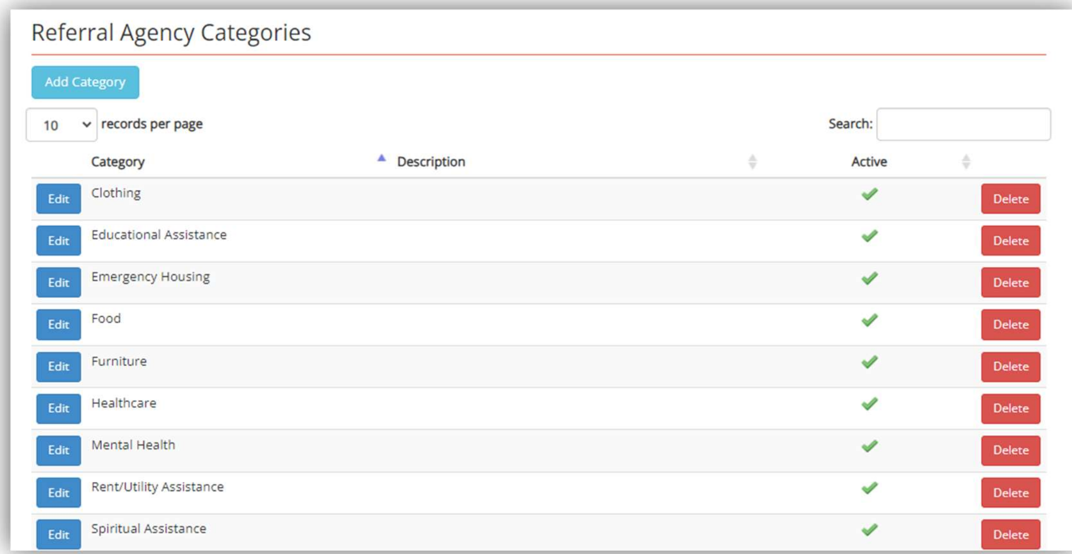
To add household income levels, from the **Admin** menu, select **Selection List Options** > **Household Income Levels**. On the **Household Income Levels** page, click **New Income Level**. Household income levels that you add will be available for selection on the **Income** tab of the neighbor record. Be sure to mark the levels "active" that you want available for selection.



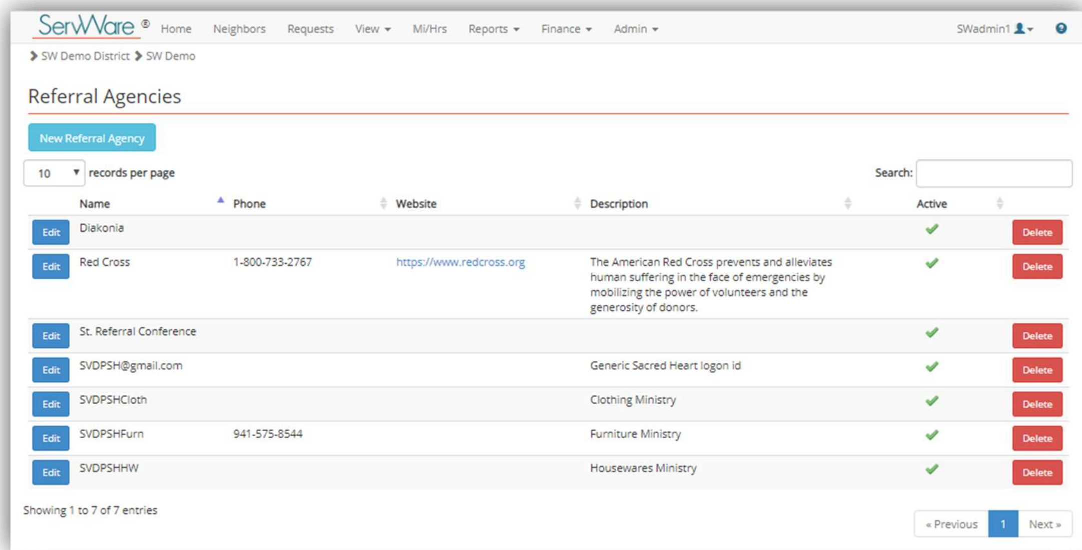
Define Referral Agencies

Referral agencies are organizations or agencies to whom you regularly refer your neighbors for additional assistance, for example, a local food pantry or community agency that provides utility assistance. The agencies that you add are then available for your members to select when indicating that a neighbor has been referred outside of your conference for assistance. You can also specify categories for referral agencies so that your members can filter the list of agencies by the appropriate category if needed.

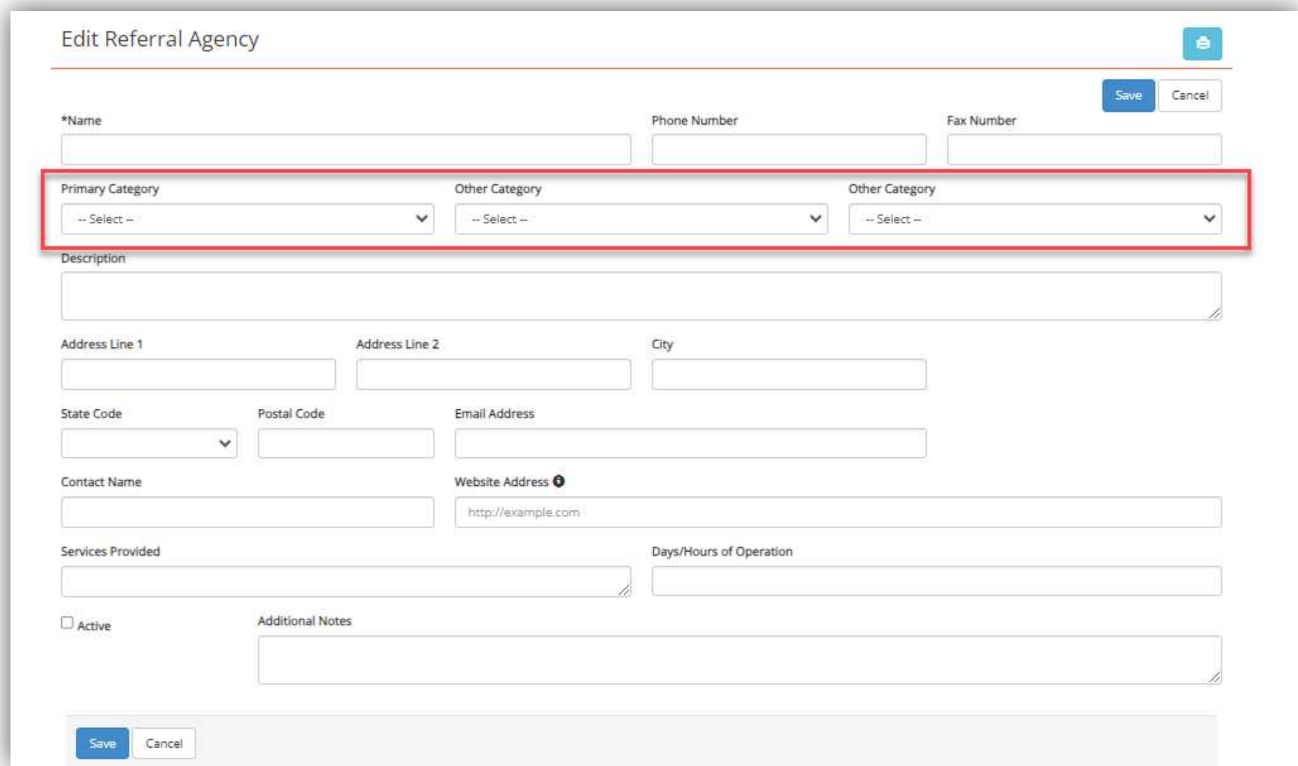
To add Referral Agency Categories, select **Admin** > **Selection List Options** > **Referral Agency Categories**. Select the Active check box to allow the category to be assigned to referral agencies.



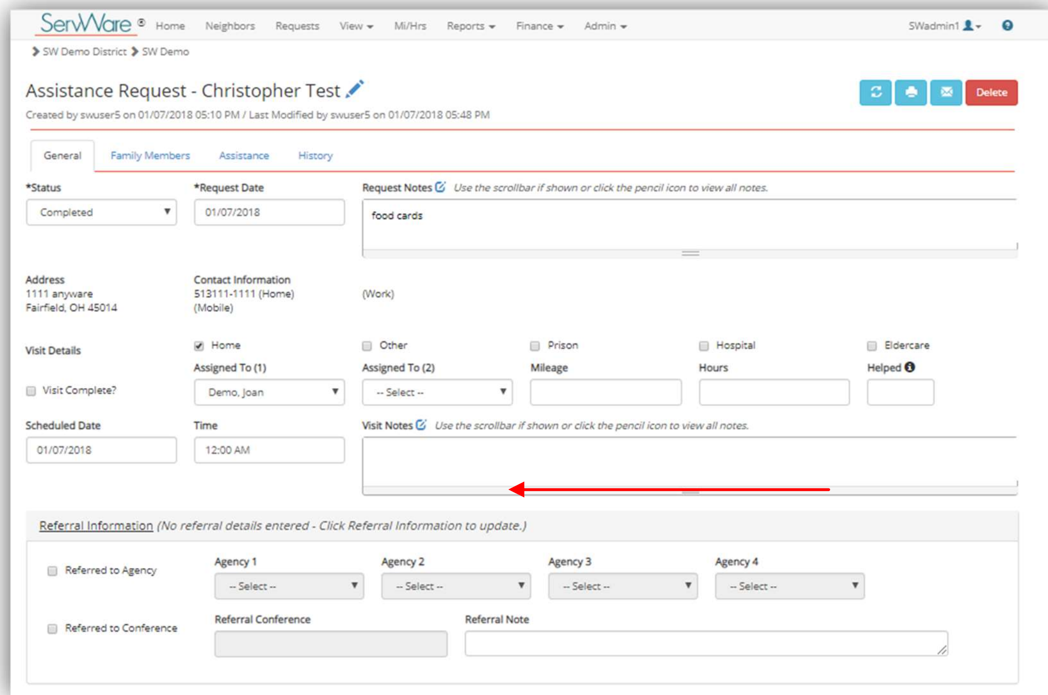
To add referral agencies, from the **Admin** menu, select **Selection List Options** > **Referral Agencies** and then click **New Referral Agency.**



When adding Referral Agency information, you can specify up to three categories that appropriate for the referral agency.



Referral agencies that you add are available for selection on assistance requests in the **Referral Information** area.



Additionally, referral agency information that you add can be viewed in one location by clicking the **View** menu and then selecting **Referral Agencies**.

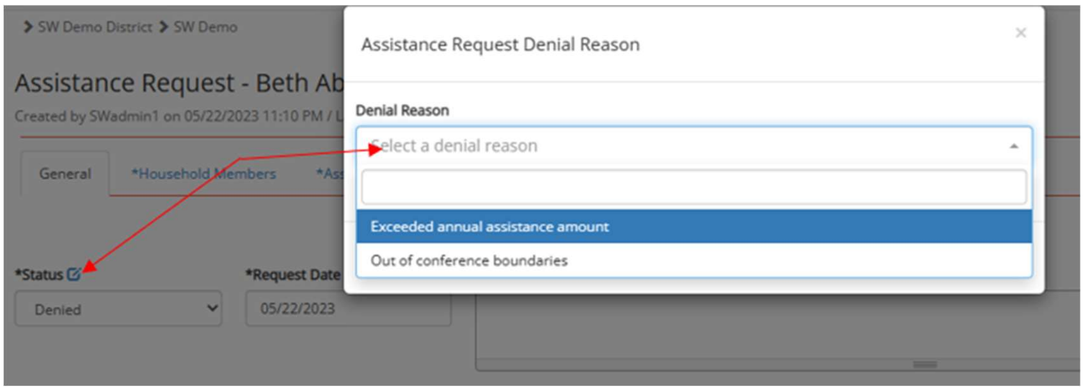
Define Referred From Organizations

Organizations that regularly refer neighbors to your conference can be added to the Referred From Organization list to be available for selection in the Referral Information section of an assistance request.

To add referral agencies, from the **Admin** menu, select **Selection List Options** > **Referred From Organizations** and then click **Add Referred From Organizations.**

Define Denial Reasons

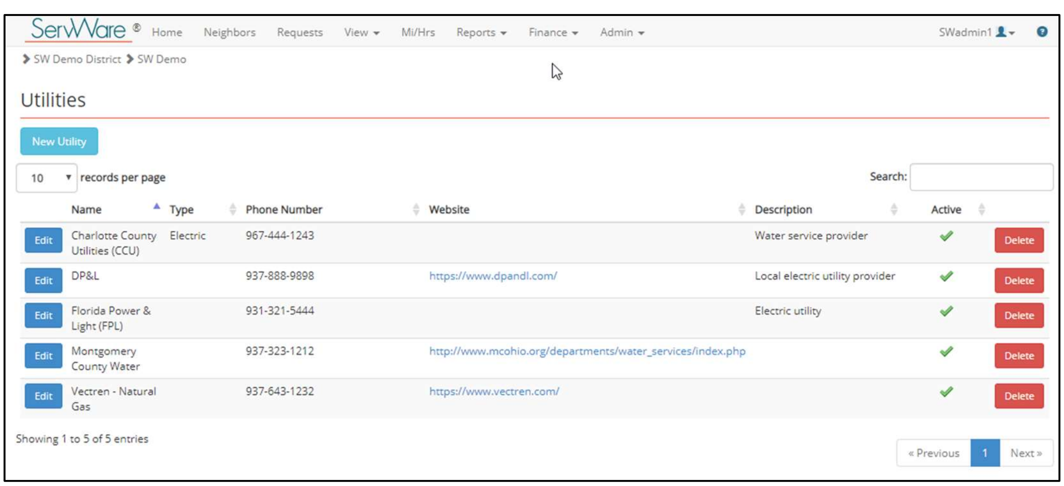
You can customize denial reasons that can be selected after setting a request status to **Denied**. This is an optional feature since Denied requests do not require a reason selection. You can define the reasons from the **Admin** > **Selection List Options** > **Denial Reasons** page. Once defined, the **Denial Reasons** will be available for selection after clicking the pencil icon next to the **Status**.



Add Utility Information

Utility categories (such as electric, water, and gas) can be selected while adding an assistance request. Additionally, detailed information about the utility can be viewed from the **View** menu in order to be helpful to conference members when working with neighbors and requests.

To add utility information, from the **Admin** menu, select **Selection List Options** > **Utilities.** From the **Utilities page**, you can add, edit, and manage utilities that are used by your neighbors**.** For each utility, you can specify the type of utility and then add the name, phone number, Website, and description. You can also specify if the utility is active. All active utilities will display on the **View** > **Utility Details** page as well as be available for selection when adding utility assistance on a request.

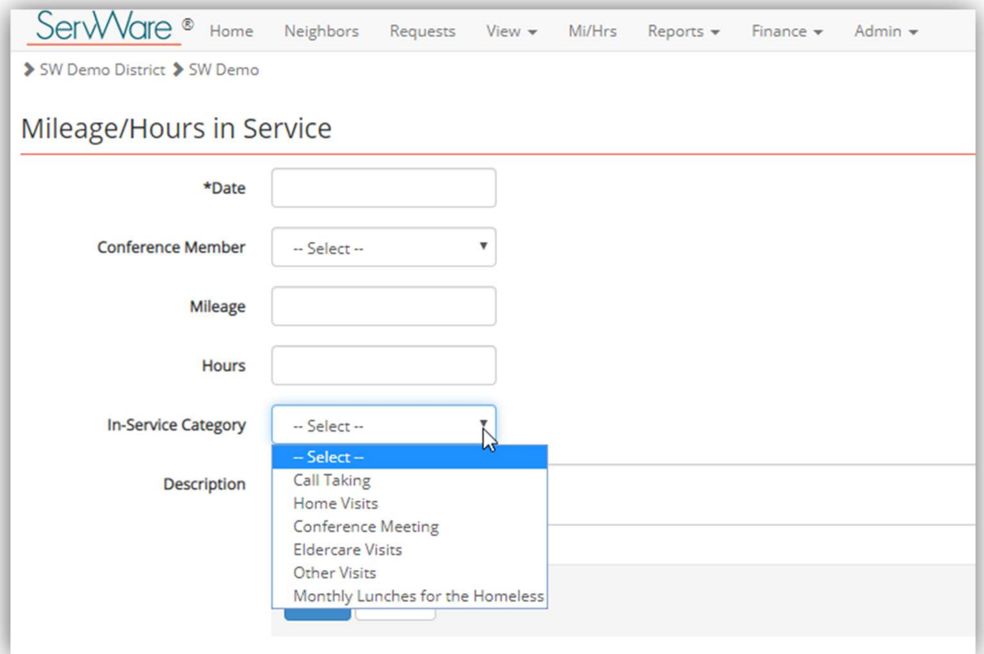


Define In-Service Categories

In-service categories are used to track the type of service you are providing, such as call taking or home visits, when you are tracking mileage and/or hours in service for your conference. The in-service categories that you add are then available from the **Mileage/Hours in Service** page that is accessed from the **Mi/Hrs** menu. Your conference must be set up to track mileage and hours in order for the **Mi/Hrs** menu to be available.

To add in-service categories, from the **Admin** menu, select **Selection List Options > In-Service Categories** and then click **New In-Service Category**.

In-service categories that you add are available from the **In-Service Category** dropdown list on the **Mileage/Hours in Service** page.



Define Landlord/Housing Information

Landlord/housing provider information can be defined and then selected for rent/housing assistance requests. Conference users will be able to select the landlord/housing information that is defined when adding rent assistance requests.

To add landlord/housing information, from the **Admin** menu, select **Selection List Options** > **Landlords/Housing**, and then click **New Housing Entry**. Enter the appropriate information for the housing provider. You can indicate if a 1099 will be required for the housing provider, and indicate if your conference has a copy of the housing provider's W9 (including the date you received it). You can also specify if the landlord is a corporation (this shows in the Administrator view only), and capture the **Complex/Location Name**. You can also indicate if the landlord is temporary housing provider.

Conference members can also view this information from the **View** > **Landlords/Housing** page.

Define Vendors and Vendor Categories

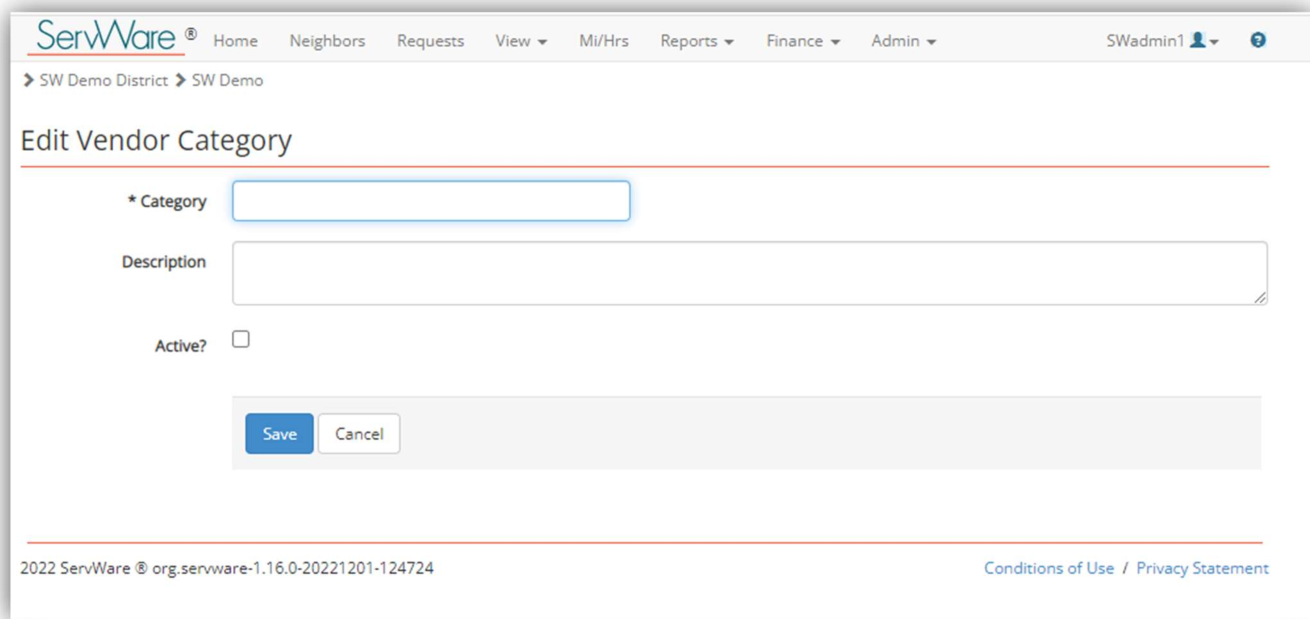
You can define vendors and assign categories to the vendors once they are created. Vendors are considered separate from landlords or housing providers. Vendor categories (i.e. Car Repair, Dental Services, Appliances, etc.) can be defined and associated with Conference Vendors. Vendor categories are not required but are useful for grouping vendors when selecting vendors for assistance. For example, if you are adding Bob's Automotive and Carl's Car Repair as vendors, you may want to create a category called Auto Repair. This way, when you associate vendors to an assistance type, such as car repair, you can associate only those vendors who have the Auto Repair category.

You can indicate if an assistance type should allow vendor selection and if so, which category of vendors should be associated with the vendor selection.

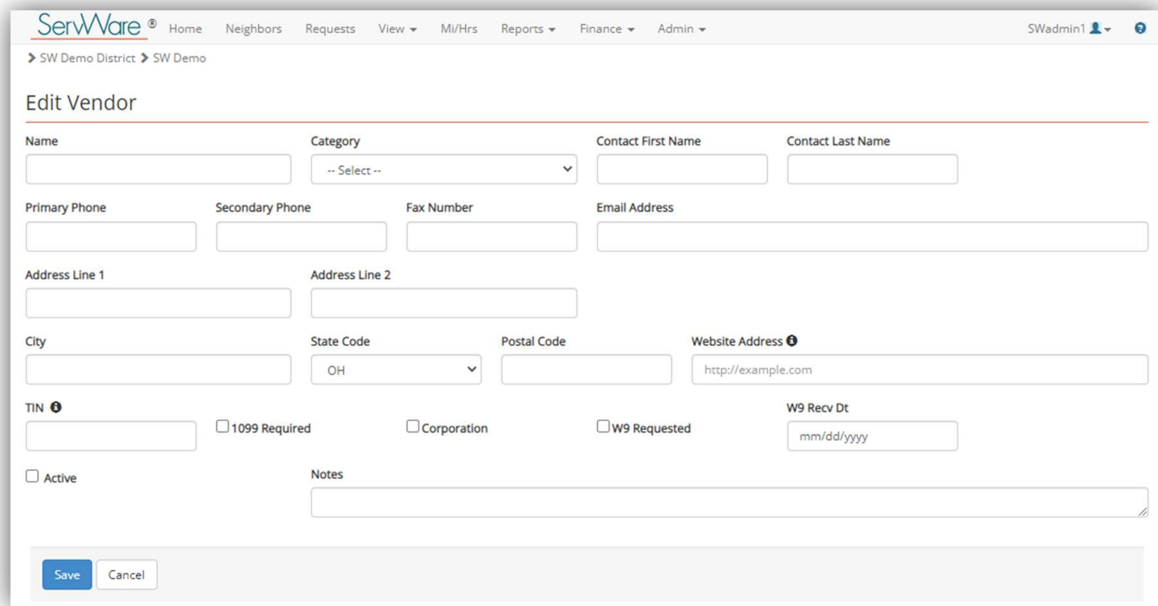
Conference members can vendor information from the **View** > **Vendors** page.

NOTE: You must first enable the **Vendor Management** configuration option on the **Admin** > **Conference Details** > **Configuration Options** page.

To add vendor categories, from the **Admin** menu, select **Selection List Options** > **Vendor Categories** and then click **Add Vendor Category**. Add the Category, Description, and select the Active check box to enable the category for selection.

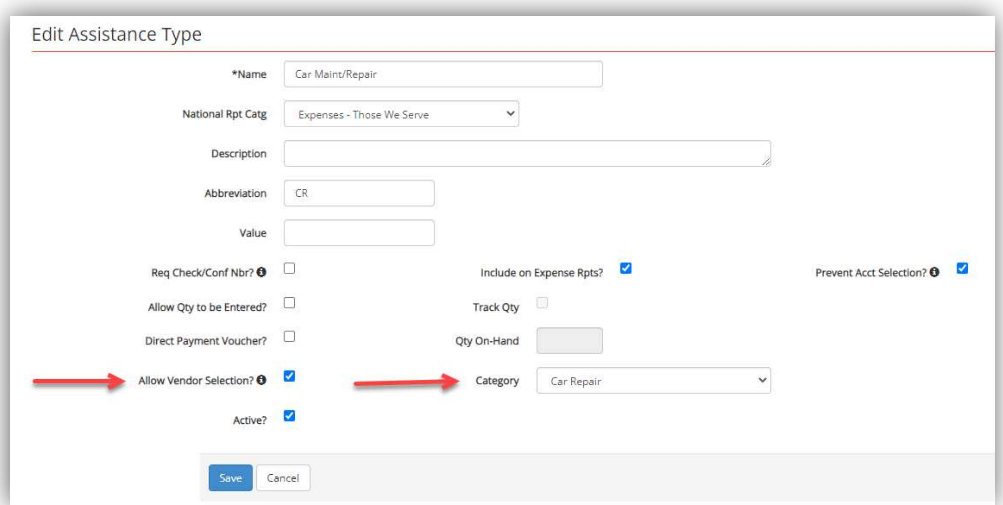


To add Vendors, from the **Admin** menu, select **Selection List Options** > **Vendors** and then click **New Vendor**. Enter the appropriate information for the vendor. You can indicate if a 1099 will be required for the vendor, and indicate if your conference has a copy of the vendor's W9 (including the date you received it). You can also specify if the vendor is a corporation (this shows in the Administrator view only). You can specify the vendor category if you have categories defined. Be sure to check the Active checkbox so that the Vendor entry will be available to be selected when providing assistance.



You can export the Vendors from the **Admin** > **Selection List Options** > **Vendors** page as well as from the **View** > **Vendors** page. You can also run a **Vendor Summary** report from the **Reports** menu.

To associate vendors to an assistance type, go to the **Admin** > **Selection List Options** > **Assistance Types** page and select or create the assistance type to which you want to associate the vendor. Select the **Allow Vendor Selection?** checkbox and optionally select the appropriate vendor category.



Define Member Roles

Conference member roles can be defined and then selected for a member as a primary and/or secondary role. If your conference would like to add member roles, ensure that you have turned on the **Assign Conference Member Roles** option on the **Configuration Options** tab. From the **Admin** menu, select **Selection List Options** > **Member Roles** and then click **New Membership Role**. Roles that you want available for selection on the conference member record must be set to active.

Define In-Kind Categories

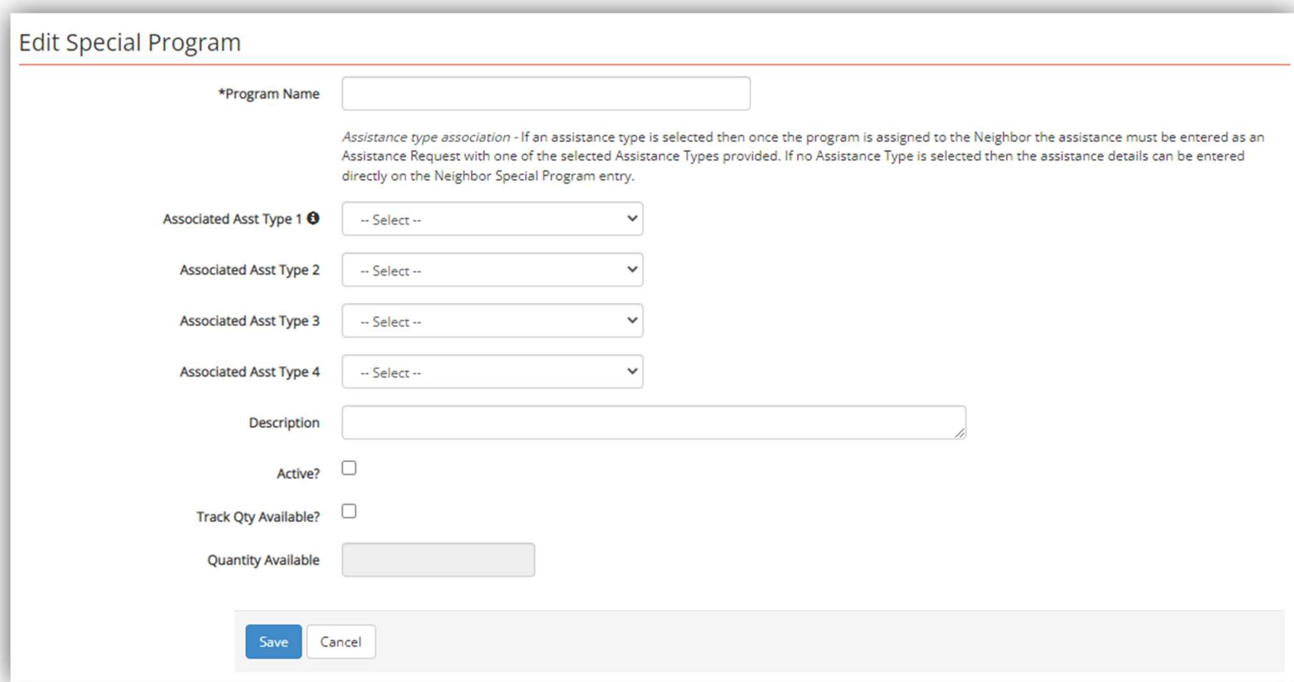
In Kind categories are used to track items that were donated to your conference and then provided as assistance to neighbors. All conferences are initially set up with the eight standard in-kind categories – clothing, dental, food, furniture, legal, medical, other (goods), and other (svc). You should not need to enter new in-kind categories unless you have some special circumstance that requires tracking of additional categories. The in-kind assistance type is available from the **Assistance Type** list for an assistance request. The **In-Kind Category** is a sub-list for the **In-Kind** assistance type.

To add In-Kind categories, from the **Admin** menu, select **Selection List Options** > **In-Kind Categories** and then click **New Category**.

Define Special Programs

If your conference would like to assign special programs to neighbors, such as Christmas baskets, school supplies, Getting Ahead Program or grant programs, you can define the programs from the **Admin** menu. You can enable the special programs feature on the **Configuration Options** tab.

You can define special programs to which you can later assign neighbors. To define special programs, from the **Admin** menu, select **Selection List Options** > **Special Programs**. Enter a **Program Name** (required). If you want to associate one or more assistance type(s) to the special program, you can select them from the list.



NOTE: After one or more assistance type is associated to the program, when the program is assigned to the neighbor, the assistance must be entered as an **Assistance Request** with the selected assistance type(s) provided. Monetary assistance tracked with the special program, using the associated assistance type will be tracked on the standard reports such as the **Activity Summary Report** and the **Conference Activity Report**. If you do not associate an assistance type to the special program, the monetary amounts associated with the special program will only be visible on the **Neighbors Assigned to Special Programs** report.

Optionally add a description for the program. Select the **Active** check box if you want this program to be available for selection on neighbor records. You can also define a limited amount of assignments for the program by selecting the **Track Qty Available** check box, and then entering the quantity that is available. Review the Generating Reports section of this guide to learn more about the **Neighbors Assigned to Programs** report.

Create Neighbor Follow-Up Entries

If your conference would like to indicate that a neighbor requires a follow-up, you can assign the follow-up from the neighbor record. You can enable the **Neighbor Follow-Up Support** feature on the **Admin** > **Conference Details** > **Configuration Options** tab. To create, edit, or delete a follow-up entry for a neighbor, do the following:

1. From the **Admin** > **Conference Details** > **Configuration Options** tab, select the **Neighbor Follow-Up Support** option, and click **Save** at the bottom of the page.
2. On the Neighbor record, click the **Follow Up** tab.
3. Click **New Follow-Up**, or click **Edit** for an existing follow up.
4. Select the appropriate date for the follow up, and a status. New, or upcoming follow-ups should be set to the **Open** status.
5. Enter the **Reason**, select an assigned conference member, and add **Notes** as needed.

NOTE: If the Conference option to assign Neighbor Follow-ups has been enabled, when a follow-up entry is created for the Neighbor and there is an assigned Conference Member then an email can be sent to the person assigned assuming they have an email associated with their Conference member entry.

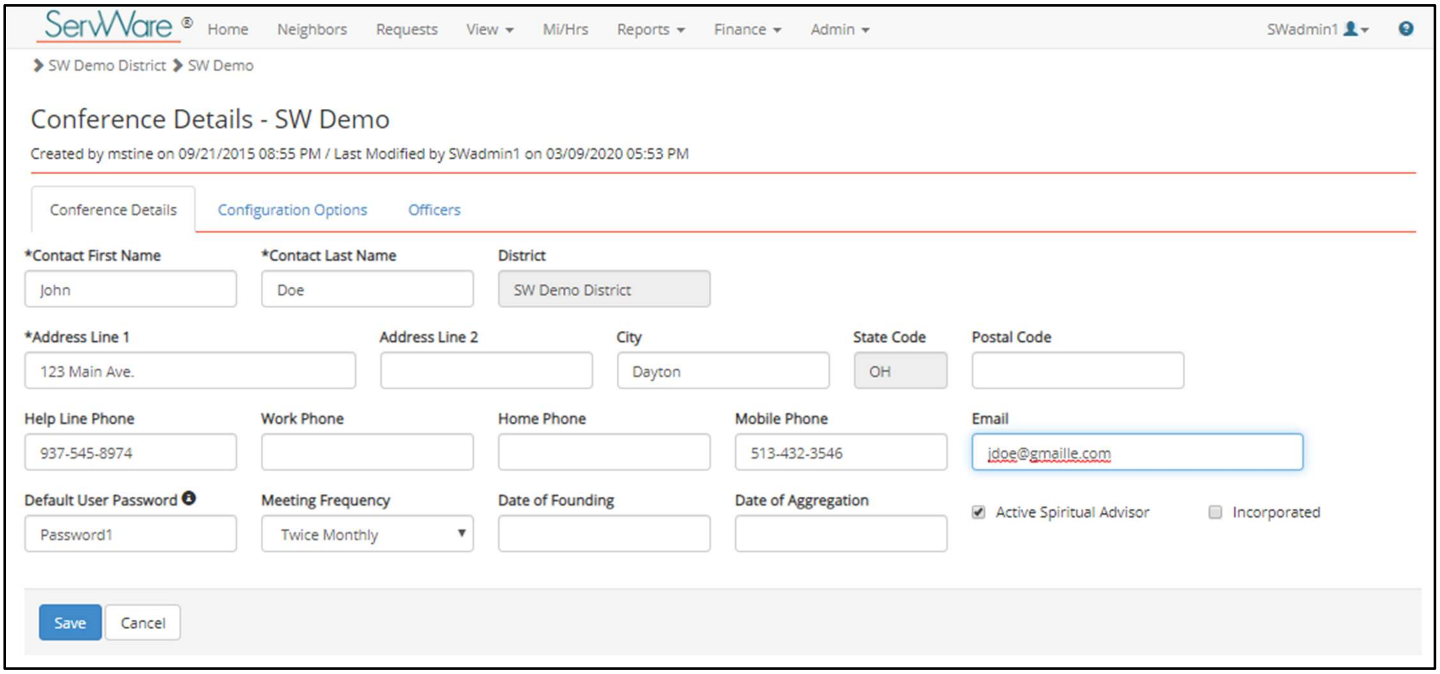
Follow-up indicators show in the following locations:

- A list of open neighbor follow-up entries scheduled within the next 30 days or past due display on the **Home** page on the right side of the page. The entry can be clicked to navigate to the neighbor record and the Follow-Up tab to update the entry or review the details.
- A blue information icon displays next to a neighbor record on the **Neighbors** page when the neighbor has an open follow up entry.
- If a neighbor has both an alert note and a follow up entry, then both the alert and the follow up will display when hovering over the alert icon on the **Neighbors** page.
- The **Follow Up** tab of the Neighbor record will display an asterisk to help identify that a follow up exists for the neighbor.

You can view all neighbor follow-up entries for your conference from the **View** > **Neighbor Follow Up** menu. Use the filter option at the top left of the page to view follow up entries by a specific status. Use the print icon at the top right to print the list of follow up entries.

Conference Set Up

Information about your conference can be captured on the **Conference Details** screen. You can access this screen from the **Admin** menu.



In additional to general conference contact and address information, there are several configuration options that are available on the **Configuration Options** tab. Administrators can turn configuration options on or off as needed.

The following list describes the options that are available for use by conferences:

- **Report Period.** Select the report period (fiscal year or calendar year) that you want used for default annual report date ranges.
- **History Total Options.** Select the options for total calculations for friend in need history (that displays on the **History** tab of a neighbor record). By default, all conferences are set up to show **All History**, **Current Year**, and **Previous Year**, however, as an administrator, you can select the history total options needed by your conference. Other options that are available include **Last 12 Months**, **Last 6 Months**, and **Last 3 Months**.
- **Direct Payment Voucher Tracking.** When this is enabled, your conference can track vouchers that your conference purchases for assistance, such as bus passes, Kroger gift card, gas cards, etc. When your conference is configured to track direct payment vouchers, then an assistance type can be flagged as DPV (direct payment voucher) and a quantity can be entered. This quantity is shown on the home page and is decremented as the DPV item is provided on assistance requests.
- **Mileage/Hours Tracking.** When this is enabled, the **Mi/Hrs** menu option will be available to conference members. On the **Mileage/Hours in Service** page, conference members can track their mileage and/or hours in service. This option also allows you to run **Mileage/Hours in Service** reports that are available from the **Reports** menu.

- **Food Pantry/Distribution (In Progress).** Enable this option to identify your conference as one that provides Food Pantry/Distribution services. If this option is enabled, and a USDA application value has been entered on the Neighbor **General** tab then that date will be shown on the **History** tab for the Neighbor.
- **Conference Member Assignment on Req.** When this is enabled, a specific conference member can be assigned to the entire assistance request. A selection list will be available on the assistance request **General** tab. Enabling this option also makes another report available in the **Reports** menu – **Request Assignment Report.**
- **Conference Member Assignment on Assistance.** When this is enabled, a specific conference member can be assigned to an individual assistance item. A selection list will be available on the assistance item.
- **Record Call Intake Person.** When this is enabled, an intake person can be captured on an assistance request.
- **Case Number Support.** When this is enabled, you can specify if you want to assign case numbers to neighbors or requests.
  - **Case numbers on neighbor records.** If you select this option, there will be a case number field available on a neighbor that can either be auto generated or entered manually. Case numbers that are entered on the neighbor record are copied to assistance requests that are created for that neighbor. If you select the **Auto Generate Case Numbers** option for case numbers, the system will auto generate case numbers on the neighbor records. Even if the case number is generated, it can be overridden. Case numbers must be unique within a conference.
  - **Case numbers on requests.** If you select this option, there will be a case number field available on a request that can either be auto generated or entered manually. If you select the **Auto Generate Case Numbers** option for case numbers, the system will auto generate case numbers on your requests. Even if the case number is generated, it can be overridden. Case numbers must be unique within a conference.
- **Financial Functions.** When this is enabled, the **Finance** menu is available in the top menu bar and provides access to the ServWare financial functions. Other financial options that can be enabled, include:
  - **Include Assistance with Expenditures.** When this option is enabled, there will be an option on individual assistance types to include the request assistance on expenditure reports.
  - **Restrict Updates to Admin Users.** You can also choose to restrict finance updates to only admin users. When this option is selected, non-administrators can still view the Finance Reports, but they cannot see the other menu options under the **Finance** menu.
    - **Restrict Donor Access.** If the option is selected then non-Admin users will not be able to view Donor reports that are available on the **Finance** > **Finance Reports** menu options.
  - **Associate Finance Entries with a Conference Account.** There are four types of financial entries that can be associated to a conference account. You can associate accounts to Expenditures, Receipts, Deposits, and Assistance entries. When the account association is enabled, you can then specify a default account, if desired. If a default account is not specified, the account selection can be completed at the time of the financial entry (expenditure, receipt, deposit, or assistance entry). It is recommended that you enter a **Running Balance** for your conference account prior to associating the account to financial transactions. After the running balance is defined for an account, each financial transaction that is entered into ServWare that is associated with that account will impact the running balance. To enter a running balance, go to the **Finance** > **Accounts** > **Accounts/Assets**, and then click **Edit** for the account.

- **Household Income Levels.** When this is enabled, household income levels can be defined and assigned to friends in need. For more information about adding household income levels, see Define Household Income Levels.
- **File Uploads for All Users.** When this is enabled, all member in the conference will have the ability to upload files for the conference. When this is not enabled, only conference administrators can upload files.
- **Apply Phone Number Format.** When this is enabled, information entered in phone number fields must use the following format 555-555-5555.
- **Enter Default Mi/Hrs for Members.** When this is enabled, a default value for Mi/Hrs can be set for an individual conference member. The default amount would then be used for each new entry for that member.
- **Assign Conference Member Roles.** When this is enabled, roles can be defined and assigned to conference members. Administrators can perform the following tasks once this option is enabled:
    - **Define Member Roles.** From the **Conference Details** page, there will be a new **Admin** menu option, **Conference Member Roles,** that can be used to define roles for the conference (for example, call taker, home visitor, food pantry).
    - **Assign Member Roles.** Once member roles have been enabled for a conference, then primary, secondary, and other roles can be assigned to a member on the **Conference Member** page.
    - **Member Roles on Conference Member List.** If enabled, conference member roles will display on the **Admin** > **Conference Members** page.
- **Show City on Neighbors Page.** This option includes city in the list of fields displayed on the **Neighbors** page.
- **Include Neighbor Name in Request Email.** If enabled, the neighbor's name is included in the assistance request email.
  NOTE: Email is not considered a highly secure method of communication. This should be considered when including personal details such as an individual's name.
- **Allow Council and District payments on Assistance.** Enables the ability to enter a Council, District and/or Other payment amounts and associated check/confirmation numbers to be entered on an assistance entry for a request. If this option is enabled, the Council, District and/or Other payment values are included on the **Activity Summary Report** and the **Assistance Request** export. The payment values on the **Activity Summary Report** are not included in the **Total Monetary Assistance** totals at the bottom of the report.
- **Special Program Support.** Enables the ability for administrators to create special programs (i.e. Thanksgiving turkeys, Christmas baskets) that can be assigned to neighbors and reported. When this is enabled, a **Programs** tab is available on neighbor records that can be used to assign the neighbor to a special program. Administrators should use the **Admin** > **Selection List Options**> **Special Programs** menu to define the special programs for the conference.
- **Restrict Non-Conference access to Neighbors.** Enabling this option will restrict the Neighbor information that can be seen by other conferences when viewing Neighbors on the **View** > **District Neighbors** or **View** > **Council Neighbors** page. The Neighbor information will be shown on the page but the **View** and **History** buttons will not be available.
- **Suppress Neighbor SSN/DL Nbr Fields; Add ID Verification.**
    - When this option is enabled for a Conference the SSN and Driver's License number fields are not shown on the **General** tab when editing a Neighbor record. These fields are replaced by an **ID Type**, **ID Verification Date** and **ID Expiration Date** fields on the **General** tab for the Neighbor.

  - When this option is enabled then the **Last 4 SSN** column on the Neighbor page and on the View District/Council Neighbor page will be replaced with the zip code.
  - When this option is enabled then household member entries for the Neighbor will no longer show the Last 4 SSN or Driver's License number but will be replaced with **ID Type**, **ID Verification Date** and **ID Expiration Date** fields.
  - The **ID Type**, **ID Verification Date** and **ID Expiration Date** fields will be included on reports for the Neighbor that included Last 4 SSN or Driver's License number. They will also be included on the Neighbor and Assistance Request export files.
- **Neighbor Follow-Up Support.** Enabling this option will allow follow-up appointments to be scheduled for neighbors. For additional information about this feature, see Create Neighbor Follow-Up.
- **Neighbor County Support.** Enabling this option will allow an administrator to define counties and assign a county to a Neighbor record. County will be copied to Neighbor Assistance Requests and included in Neighbor and Assistance Request exports.
- **Non-Member Volunteers.** Enabling this option will allow volunteer information to be entered including volunteer hours and mileage. When this option is enabled, the **Hours and Mileage Report** section of the **Conference Activity Report** will have separate lines for conference members vs. non-member volunteer hours and miles totals.
- **Restrict Assistance Updates to Admin Users on Completed Requests.** Enabling this option will restrict assistance updates on assistance requests to Administrators when the request being updated is in a completed status. This includes status values of Completed, Denied and Cancelled. If financial accounts can be associated with assistance entries the account may only be changed by a Conference Administrator. This option also prevents the deletion and addition of assistance.
- **Prevent Visit Display on Calendar.** Enabling this option will prevent scheduled assistance request visits from being displayed on the conference calendar.
- **Vendor Management. enable vendor management.** Enables the ability to define service vendors for assignment to assistance and reporting. Once this option has been enabled capabilities related to vendor management and assignment will be available. For additional details about this feature, see
- **Suppress Non-National Visit Types.**
- **Advance Request email options.** Enables the ability to directly enter email addresses for an assistance request email and define blind copy email addresses to be included.
- **Request BCC Email Addresses.** You must select the advanced request email options checkbox to enter this information. Once enabled, this option enables the ability to enter blind copy email addresses for assistance requests emails that are created for the conference. The email addresses must be in a valid format (i.e. somename@somewhere.com). Multiple email addresses can be specified by separating them by a semi-colon.
- **Neighbor Email CC Addresses.**

You can also add and edit conference officer details on the **Officers** tab of the **Conference Details** page. On the **Officers** tab, you can maintain a list of all active and non-active officers that includes their role within the conference.

NOTE: Districts that are configured to edit conference details also have the ability to enter conference officer information when editing a conference from the District **Home** page.

Add Volunteers

To add non-member volunteers to ServWare, enable the **Conference Volunteers** configuration option from the **Admin** > **Conference Details** > **Configuration Options** tab.

To Add Volunteers

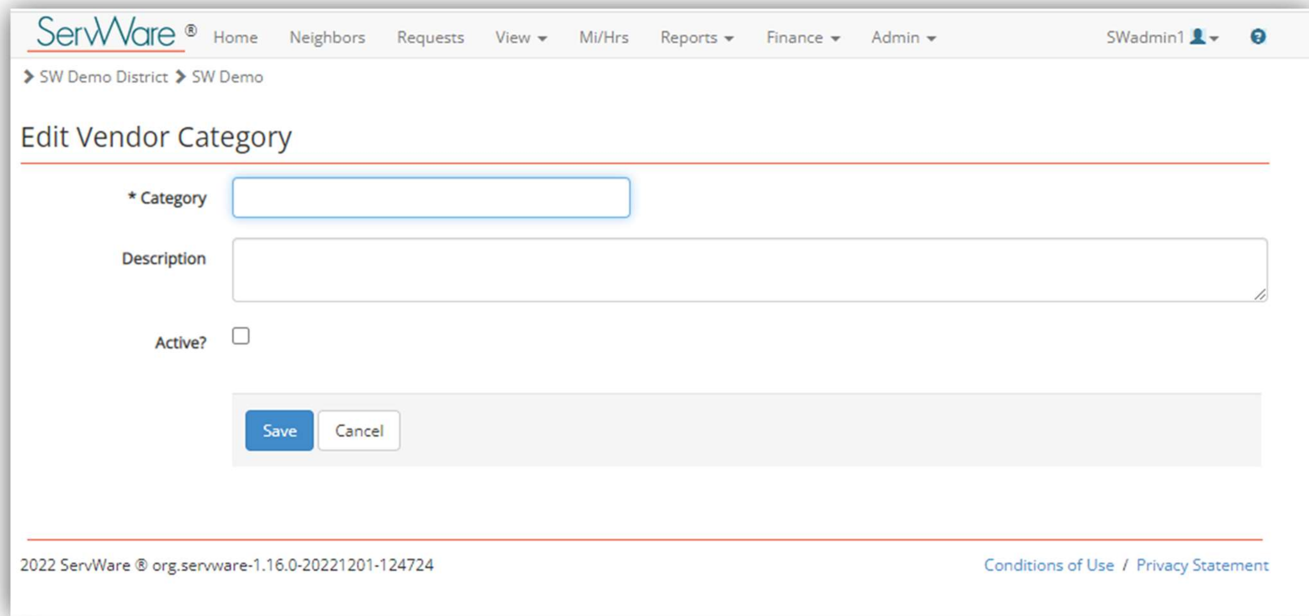
1. From the **Admin** menu, click **Conference Volunteers**.
2. On the **Conference Volunteers** page, click **New Volunteer**.
3. Enter the appropriate contact information for the volunteer, including their role, if applicable. For more information about conference member and non-conference member roles, see Define Vendors and Vendor Categories
4. You can define vendors and assign categories to the vendors once they are created. Vendors are considered separate from landlords or housing providers. Vendor categories (i.e. Car Repair, Dental Services, Appliances, etc.) can be defined and associated with Conference Vendors. Vendor categories are not required but are useful for grouping vendors when selecting vendors for assistance. For example, if you are adding Bob's Automotive and Carl's Car Repair as vendors, you may want to create a category called Auto Repair. This way, when you associate vendors to an assistance type, such as car repair, you can associate only those vendors who have the Auto Repair category.

You can indicate if an assistance type should allow vendor selection and if so, which category of vendors should be associated with the vendor selection.

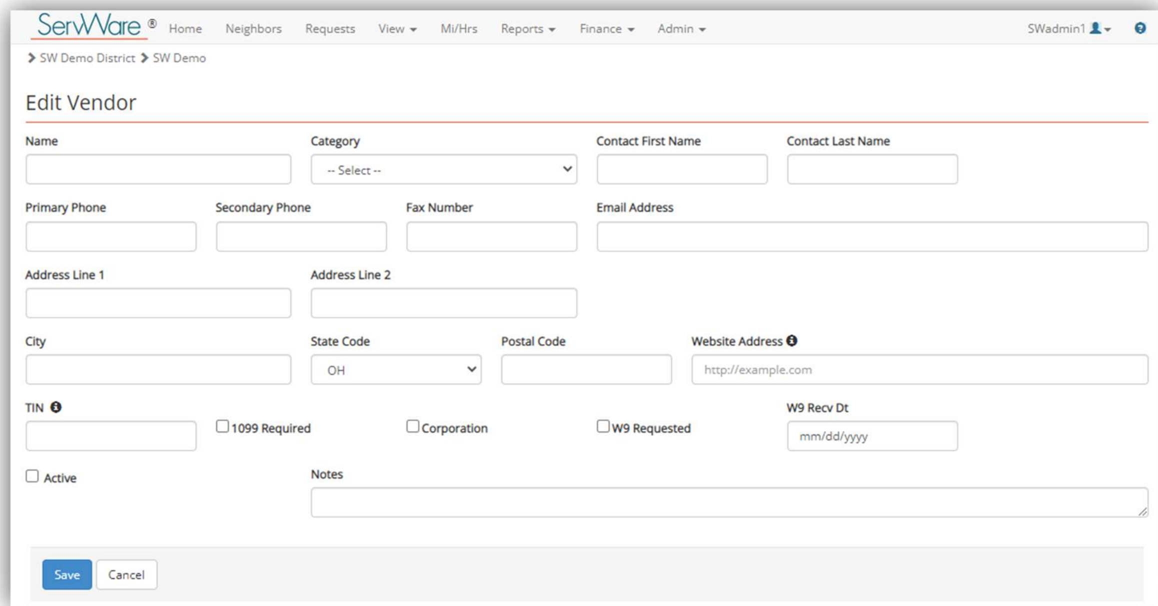
Conference members can vendor information from the **View** > **Vendors** page.

NOTE: You must first enable the **Vendor Management** configuration option on the **Admin** > **Conference Details** > **Configuration Options** page.

To add vendor categories, from the **Admin** menu, select **Selection List Options** > **Vendor Categories** and then click **Add Vendor Category**. Add the Category, Description, and select the Active check box to enable the category for selection.

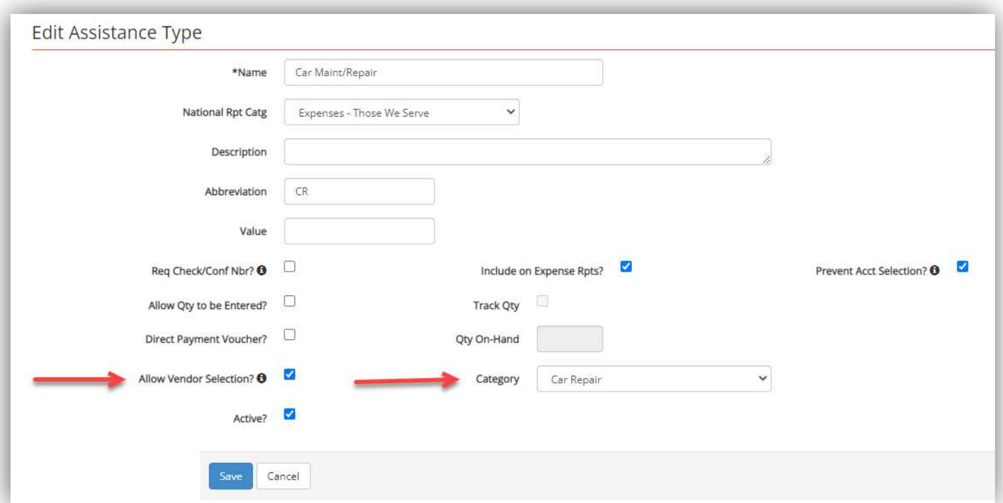

ServWare ®
Home
Neighbors
Requests
View
Mi/Hrs
Reports
Finance
Admin
SWadmin1
SW Demo District
SW Demo
Edit Vendor Category
* Category
Description
Active?
Save
Cancel
2022 ServWare ® org.servware-1.16.0-20221201-124724
Conditions of Use / Privacy Statement

To add Vendors, from the **Admin** menu, select **Selection List Options** > **Vendors** and then click **New Vendor**. Enter the appropriate information for the vendor. You can indicate if a 1099 will be required for the vendor, and indicate if your conference has a copy of the vendor's W9 (including the date you received it). You can also specify if the vendor is a corporation (this shows in the Administrator view only). You can specify the vendor category if you have categories defined. Be sure to check the Active checkbox so that the Vendor entry will be available to be selected when providing assistance.

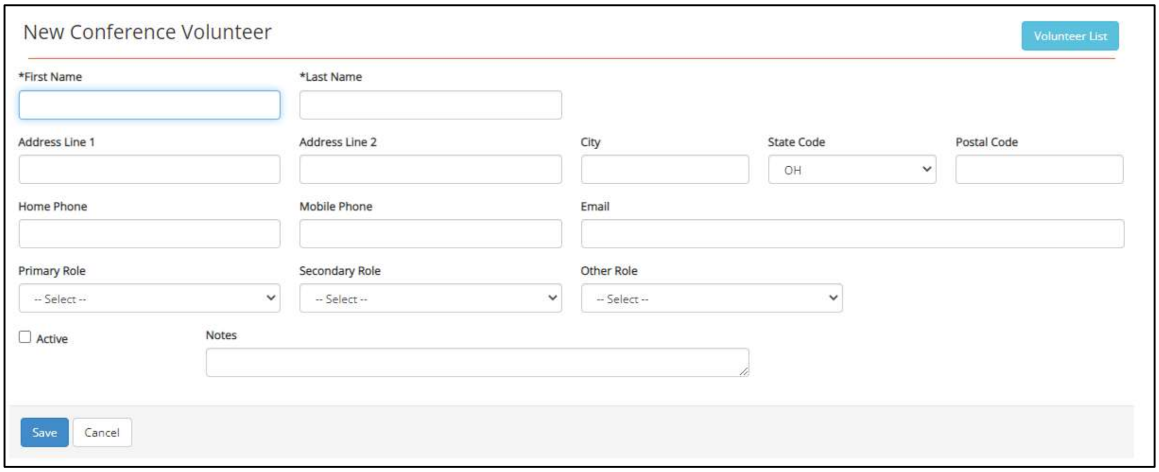


You can export the Vendors from the **Admin** > **Selection List Options** > **Vendors** page as well as from the **View** > **Vendors** page. You can also run a **Vendor Summary** report from the **Reports** menu.

To associate vendors to an assistance type, go to the **Admin** > **Selection List Options** > **Assistance Types** page and select or create the assistance type to which you want to associate the vendor. Select the **Allow Vendor Selection?** checkbox and optionally select the appropriate vendor category.



5. Define Member Roles.
6. Click the **Active** checkbox to enable tracking of miles and hours in service for this volunteer.



Track Volunteer Hours and Miles in Service

1. Click the **Mi/Hrs** menu, and then click **New Mileage/Hours Entry**.
2. Select the appropriate date for the entry.
3. Select the **Volunteer** check box and then select the appropriate volunteer from the drop-down list.
4. Enter the remaining information, including the appropriate In-Service category, and then click **Save**.
   NOTE: Volunteer reports are available from the **Reports** > **Mileage/Hours In Service** >**Volunteer Summary** or **Volunteer Detail**.

Add Conference Training

You can add training topics, such as Ozanam training, to ServWare that can be tracked for individual conference member records.

To Add Training Topics

7. From the **Admin** menu, click **Conference Training**.
8. On the **Conference Training** page, click **Add Training Topic**.
9. Enter the name of the training and any applicable notes.
10. Select the **Required Training?** checkbox if the training is required for your conference members.
11. Select the **Active?** checkbox if you want this training topic to be available for entry on conference member records.
12. Click **Save**.

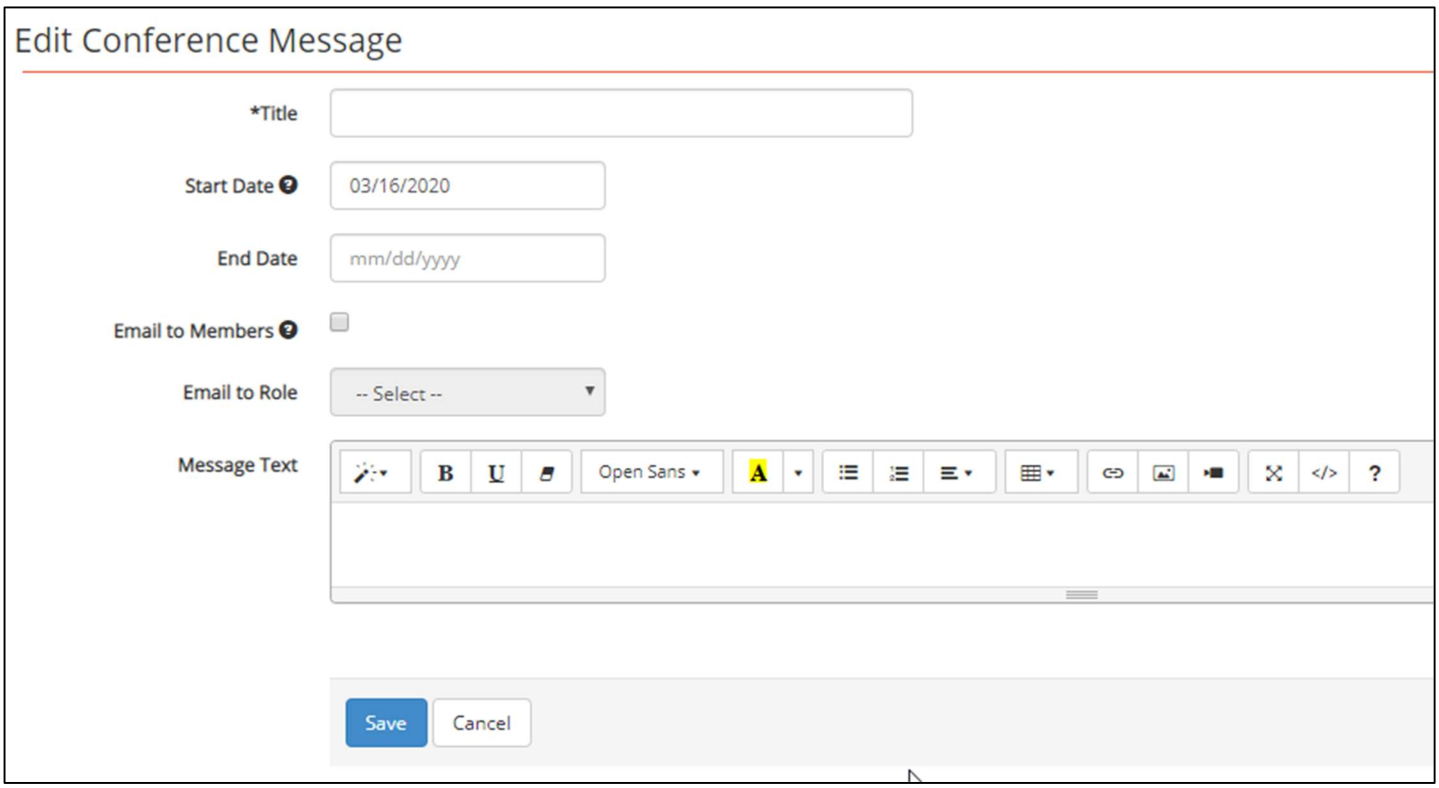
Training topics that are marked active can then be added to conference member records on the **Membership** tab. When entering training for a member, you can indicate the date the training was completed.

Conference Calendar and Messaging

Your conference calendar and messages appear on your conference home page. Post important dates and scheduled visits on your calendar. Post conference messages for members to view on your home page. Only administrator users can create conference messages.

Create a Conference Message

To create a new message, from the **Admin** menu, select **Conference Messages** and then click **New Message.** If you would like to send the message in an email to your conference members in addition to posting it to your home page, select the **Email to Members** option on the **Edit Conference Message** page. If you assign roles to conference members, you can specify a specific role to receive the email message. The message displays in the **Messages** area of the **Home** page.



Create a Calendar Event

To add an event to your home page calendar, from the **View** menu, select **Calendar Event** and then click **New Event**. Both conference and administrator users can create calendar events. If you would like to send the calendar event information in an email to your conference members in addition to posting it to your home page, select the **Email to Members** option on the **Edit Calendar Event** page.

If you select the **Email to Members** option for either messages or calendar events, the information will be sent to all active conference members with an email address assigned.

Contact Information
info@servware.org

Conference Email Log

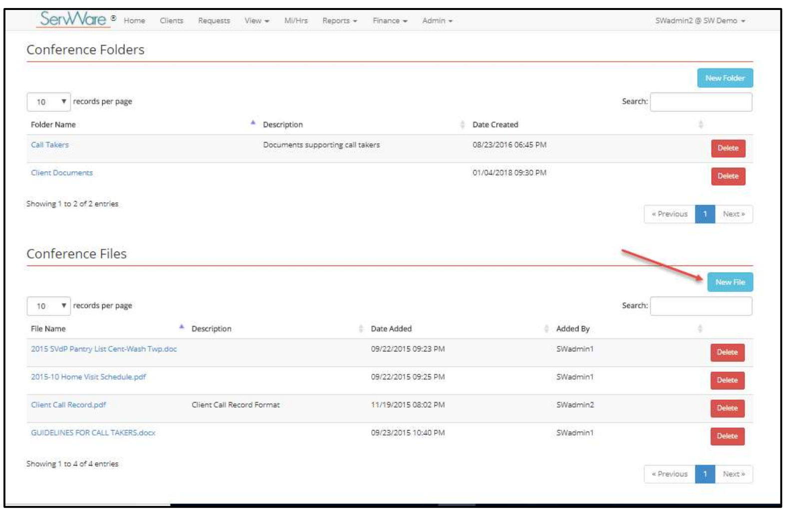
ServWare conference email communications are now logged and can be accessed by an administrator from the **Admin** > **Email Log** page.

File Administration

ServWare provides a file administration area where you can save files that can be accessed by your conference members. The files can be organized by folders that you create. By default, only administrators can upload and manage files/folders in the file administration area. However, there is a conference configuration option that you can turn on to allow all conference members the ability to upload and manage files in this area. For more information about this configuration option, see the Conference Set Up section of this document.

There are three tabs on **File Administration** page that provide access to different files.

- **Conference.** The **Conference** tab can be used to upload files and create folders to organize groups of files for your conference. Files uploaded to this section can only be uploaded at the conference level.
- **District**. Files that are available on the **District** tab (this tab may not be available for your conference if you are not utilizing district features), can only be uploaded at the district level.
- **ServWare**. The ServWare documentation is available on the **ServWare** tab. Files that are available for viewing from this tab have been added by the ServWare administrator.



To create a folder to organize a set of files, do the following:

1. From the **Admin** menu, select **File Administration**.
2. On the **Conference** tab, click **New Folder**.
3. Enter a name and optional description for the folder.
4. Select the **Admin Access Only** flag if you want to only allow administrators the ability to view the folder and its contents. This would allow more sensitive documents to be put in a folder that only administrative users could access. Leave this option unchecked if you want the folder and its contents to be available to all users.
5. Click **Save**.

To upload files to the **Conference Files** area, do the following:

13. From the **Admin** menu, select **File Administration**.
14. In the **Conference Files** area, click **New File**.
15. Add a description for the file that are going to upload. This description should help your conference members understand the purpose of the file.
16. Browse to find the file on your computer or device.
17. After selecting the appropriate file, click **Save**.

    Conference folders can be created and used to group files together. For example, you may want to create a call taker folder and upload files that pertain to the call taker activities. After you create a folder, you can upload files to the folder.

To update an existing files in the **Conference Files** area, do the following:

1. Locate the file that you want to replace.
2. Click **Edit** next to the file.
3. Browse and select the new file that you want to upload, add an optional description, and then click **Save**. The newly selected and uploaded file will replace the original file.

Generating reports

There are several reports available that provide summary or detailed information for your conference activities. To run a report, select the appropriate item from the **Reports** menu. The following reports are available:

- **Help Line/Request Activity.** The **Help Line/Request Activity Report** provides a summary of assistance requests for the specified time period. The columns shown can vary based on the conference configuration options selected.
- **Request Activity.** The **Activity Summary Report** provides a summary report of monthly and fiscal year statistics showing assistance provided by your conference. Utilities and In-Kind categories are calculated both at the individual level (gas, electric, water, etc.), as well as at the top level. Be sure not to count the totals twice in your reporting. You can export or print this report using the buttons at the top right. The exported file can now be exported to a file format that can be opened in a spreadsheet program. For a detailed explanation of how each row of this report is calculated from data entered into ServWare, go to the **Help and Support** page and review the document titled **ServWare Activity Summary Report Data Descriptions.pdf**.
- **Assistance Request Detail**. The **Activity Detail Report** displays the details of a specific assistance request, includes request history, and is useful for home visits. You can filter the report by assistance type to only show requests where that specific assistance type was provided. Keep in mind that the report may show assistance for other assistance types as well if they were also provided on the request.

  NOTE: The **Activity Summary Report** and the **Activity Detail Report** totals for visits counts should NOT be compared for the following reasons.

  - The Summary report was intended to provide overall summary totals for a time period and has logic to pull in requests to count visit information even if the request date itself is not in the range. This is intentional so that visit counts are correct for the date range entered.

- The Detail report focuses on individual requests where the request date OR date provided on assistance provided on a request falls within the date range specified. The Detail report will not pull in other request visit information as the Summary report does if the visit date is in the range but the request date or assistance provided dates are outside the range.
- In the Detail report, if a request is pulled in based on the request date or date provided on the assistance but it has a visit date outside the date range, then the visit counts will still be incremented to indicate that for that request a visit did occur and people were helped.
- The focus of the Detail report is for information related to the individual requests and not on providing summary information.

- **Assistance Type Summary Report**. The **Assistance Type Summary Report** displays demographic details for the neighbors who received the specified assistance. After selecting the specific assistance type, the report displays the following information:
  - Counts of adults, children and total people helped for Completed requests that include the assistance type
  - Assistance dollar and quantity totals (if quantity tracking enabled for the assistance type) for the selected assistance type
  - Ethnicity breakdown of households helped for the selected assistance type

  NOTE: An Ethnicity option must be selected for the Neighbor on the General tab of their Neighbor entry.

  The counts of adults, children and total people will NOT match the Assistance Summary Report as that report counts all Completed requests across all assistance types. The Assistance Type Summary Report counts individuals only for requests that include the selected assistance type and a date provided has been entered that falls within the report date range.

- **Activity Check/Confirmation Nbr Report.** The **Assistance Request Check Report** displays the details of checks or card payments that were written in association with assistance requests. In order to run this report, your conference must be configured with the conference financial functions. See below for more information about the available financial options.
- **Neighbor Assistance Summary Report.** The **Neighbor Assistance Summary** report displays neighbor assistance totals for the report date range, with neighbors receiving the most assistance listed first. The start and end date dates of the report are compared to the assistance **Provided Date**. You can also filter the report by specific assistance types. This report can be exported into a format that can be opened in a spreadsheet program such as Microsoft Excel.
- **Housing Provider Summary Report.** The Housing Provider Summary report displays monthly and year to date totals for dollars paid to housing providers that have been added to ServWare. If you would like to see totals for temporary housing providers only, you can select the Temporary Housing checkbox at the top of the report.
- **Request Assignment.** The **Request Assignment Report** is only available if your conference has enabled the **Conference Member Assignment on Req** configuration option for your conference. This option allows a specific conference member to be assigned to the entire assistance request. The **Request Assignment Report** displays all requests for a specific time period and who is assigned to each request. You can also filter this report by assigned conference member.

- **Mileage/Hours in Service.** A summary and detail mileage/hours in service report are available. In order to run this report, you must have the **Mileage/Hours Tracking** configuration option enabled. For more information about this option, see the **Conference Set Up** section on the previous page.
- **Neighbors Assigned to Programs.** This report shows the neighbors that are assigned to each special program that your conference has defined, as well as the amount of assistance related to that program. This report defaults to the calendar year and all programs, but you can change the dates if needed, or select a specific program for your report. If you make changes to the date range or programs, click the refresh icon to save your changes. You can print or export the report information, if needed, using the buttons at the top right.

  The logic for the **Neighbors Assigned to Programs** report is as follows:

  - Assignment with no date removed
    - The report includes all assignments where the assigned date is before the report end date range and there is no date removed on the assignment. If a neighbor should not be on the report then a date removed should be entered on the Program assignment entry for the neighbor.

      It would not include assignments in the future where the assigned date was after the end report range date.
  - Assignment with date removed
    - The report includes all assignments where the assigned date or date removed is in the date range.
  - Assistance provided
    - Only show assistance provided on the report if the date provided for the assistance falls in the date range.

  For example, a neighbor assigned to a food program with no date removed would be on the report if the assigned date was before the end date for the report. If any assistance was provided as part of the program, it would only be shown on the report if the date provided was within the start/end date for the report.

- **Conference Member.** The **Conference Members Report** provides a summary report of active conference member contact information.
- **Conference Membership Summary.** The **Conference Membership Summary** report provides a summary of the demographics of the active conference members.
- **Conference Activity Report.** The **Conference Activity Report** includes the various sections associated with the SVdP annual reporting requirements for conferences. It matches the National Annual Report. This report is generated based on entries in ServWare for assistance requests, conference receipts/expenditures/accounts (requires **Finance** option to be enabled). In order for monetary values to appear in the **Receipts** and **Expenses** area of this report, you must first assign a national report category to conference assistance types, receipt types and expenditure types. If your conference is tracking non-member volunteers, the Hours and Mileage Report section of the report will have separate lines for conference members vs. non-member volunteer hours and miles totals.

For a detailed explanation of how each row of this report is calculated from data entered into ServWare, go to the **Help and Support** page and review the document titled **ServWare SVdP Conference Annual Report.pdf**.

Export Neighbor or Request Data

You have the ability to export neighbor or request data from ServWare to an Excel file for your use. This may be useful if you want to sort or view the data in a different way than it is available in ServWare.

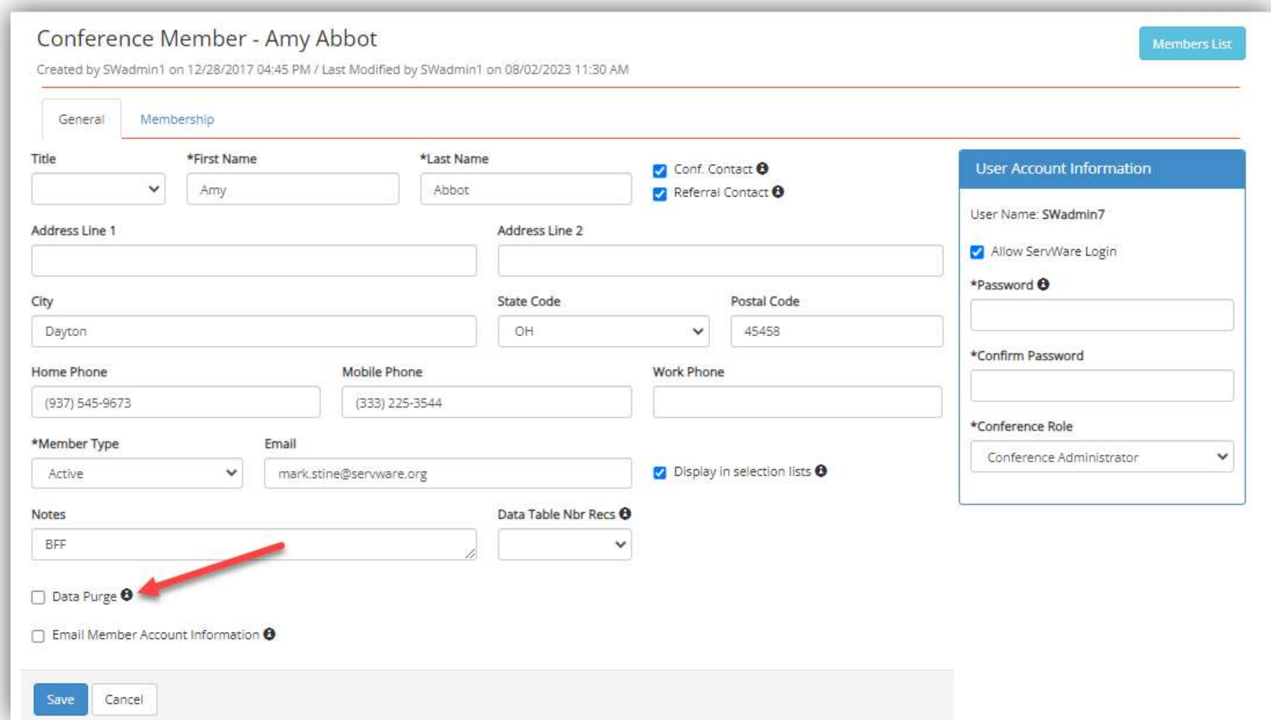
To export data from ServWare, do the following:

1. From the **Admin** menu, select **Data** > **Export Neighbor Data** or **Export Request Data**.
    - If you are exporting request data, you can specify a date range for the data you would like to export.
2. Locate the exported .csv file. This downloaded file is normally located at the bottom of your browser window.
3. Click the file to open it in Excel. You can then modify and save the data for your needs.

Purge Neighbor Records

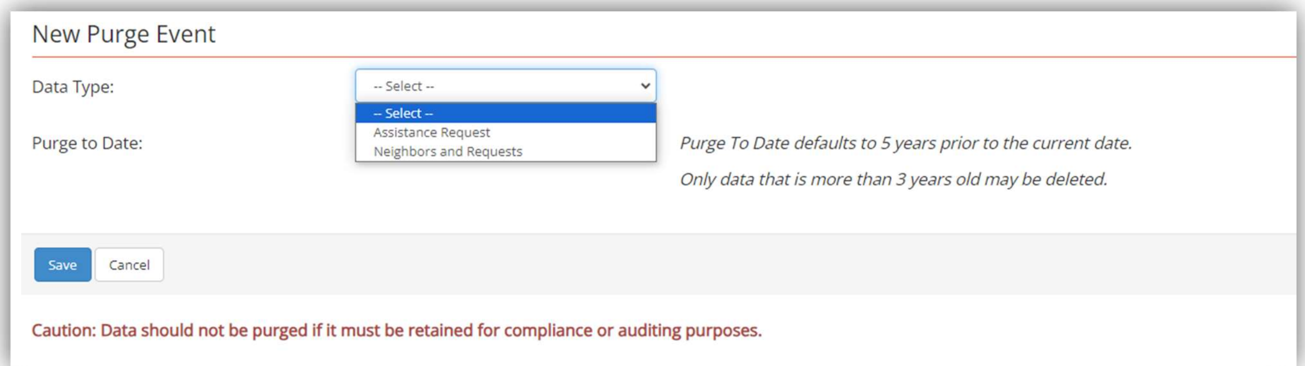
Administrators who are configured to purge data can now purge data from ServWare that is older than three years.

To grant an administrator purge capability, access the administrator's account from the **Admin** > **Conference Members** page and click **Edit** to access their record. Select the **Data Purge** checkbox on the Administrator's account, and click **Save**.



To purge records, do the following:

1. Go to the **Admin** > **Data** > **Purge Neighbor/Request Data**.
2. Click **New Data Purge**.
3. Select the appropriate Data Type that you want to purge – **Assistance Requests** or **Neighbors and Requests**.



4. Specify the **Purge to Date**. The **Purge to Date** defaults to five years prior to the current date. Only data that is more than 3 years old may be deleted.
5. Click **Save**.

   NOTES:

   - If the **Neighbor and Requests** data type is selected for a purge and the neighbor has requests that are more recent than the **Purge To Date** then only those requests prior to the **Purge To Date** will be deleted and the Neighbor entry will NOT be deleted.
   - When data is purged an audit record is created for each assistance request and neighbor purged. The audit detail record description can be searched.

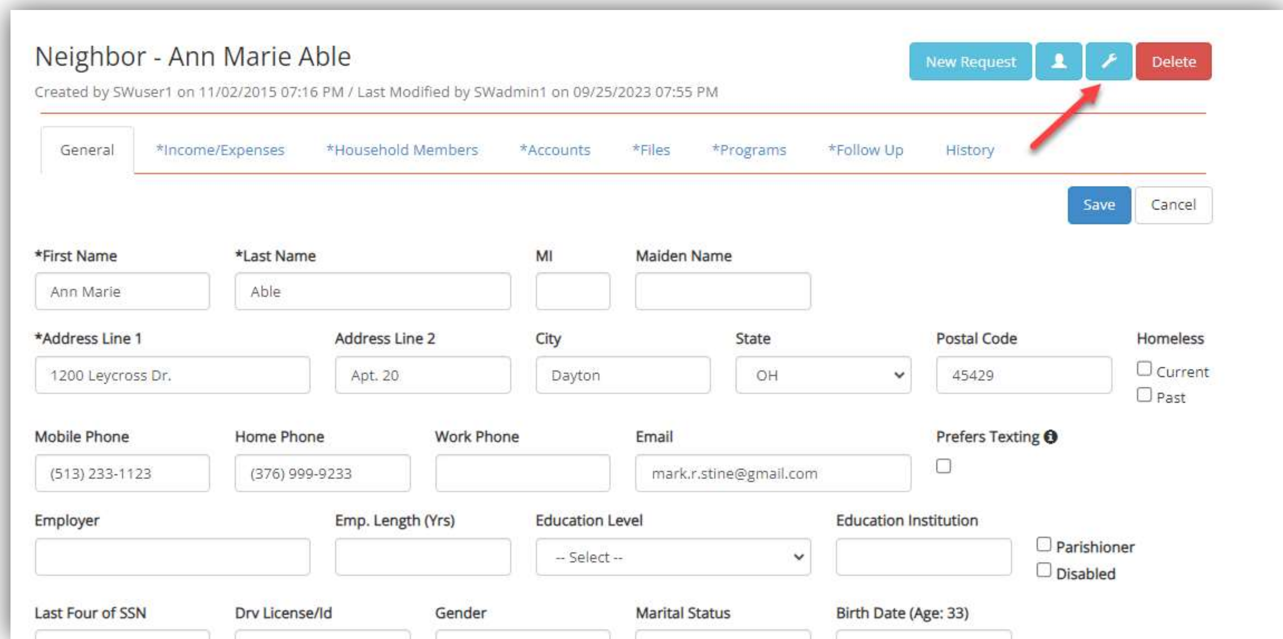
CAUTION: Data should not be purged if it must be retained for compliance or auditing purposes.

Merge Neighbor Records

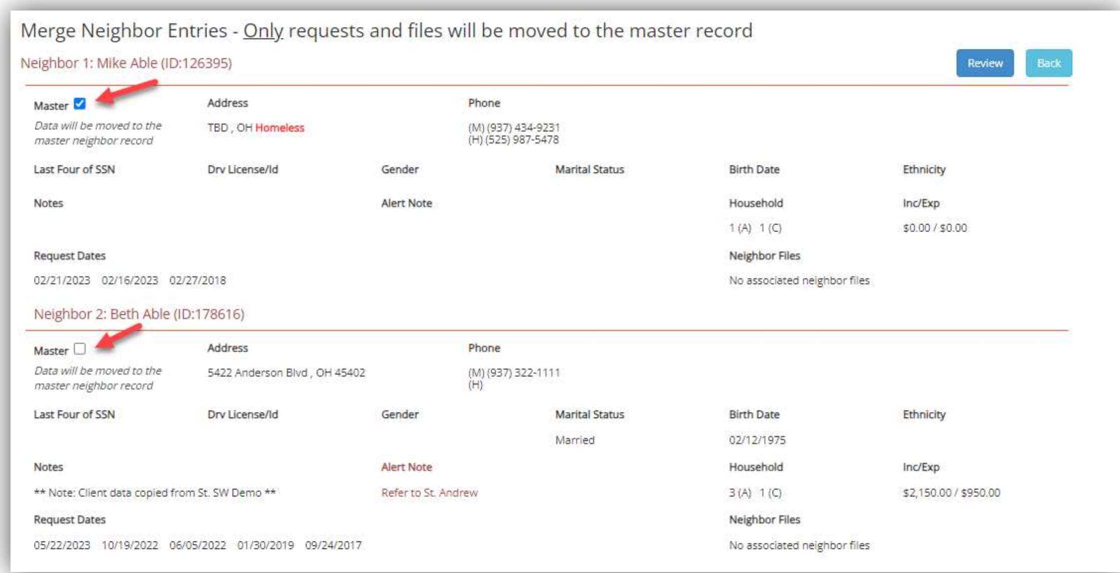
Conference Administrators can merge duplicate neighbor records. Merging neighbor records will move assistance requests and files from one neighbor record to another and to optionally delete the neighbor entry where the requests/files have been moved from. Merging does not include household members, incomes/expenses, accounts, etc. Only requests and files are moved.

To merge neighbor records, do the following:

1. While editing the neighbor record, select the merge neighbor button at the top right (wrench icon).



2. On the **Merge Neighbors** page, search for and select the second neighbor record that you want to merge with neighbor 1.
3. Review the two neighbor records. The **Master** check box is selected for neighbor 1 by default, but can be selected for Neighbor 2 if needed. Only requests will be moved to the master record



4. Click **Review**. The review of the merge selections is listed at the top of the page.
5. If you would like to delete the neighbor record which you are merging with the master, you can select the **Delete after merge** check box.

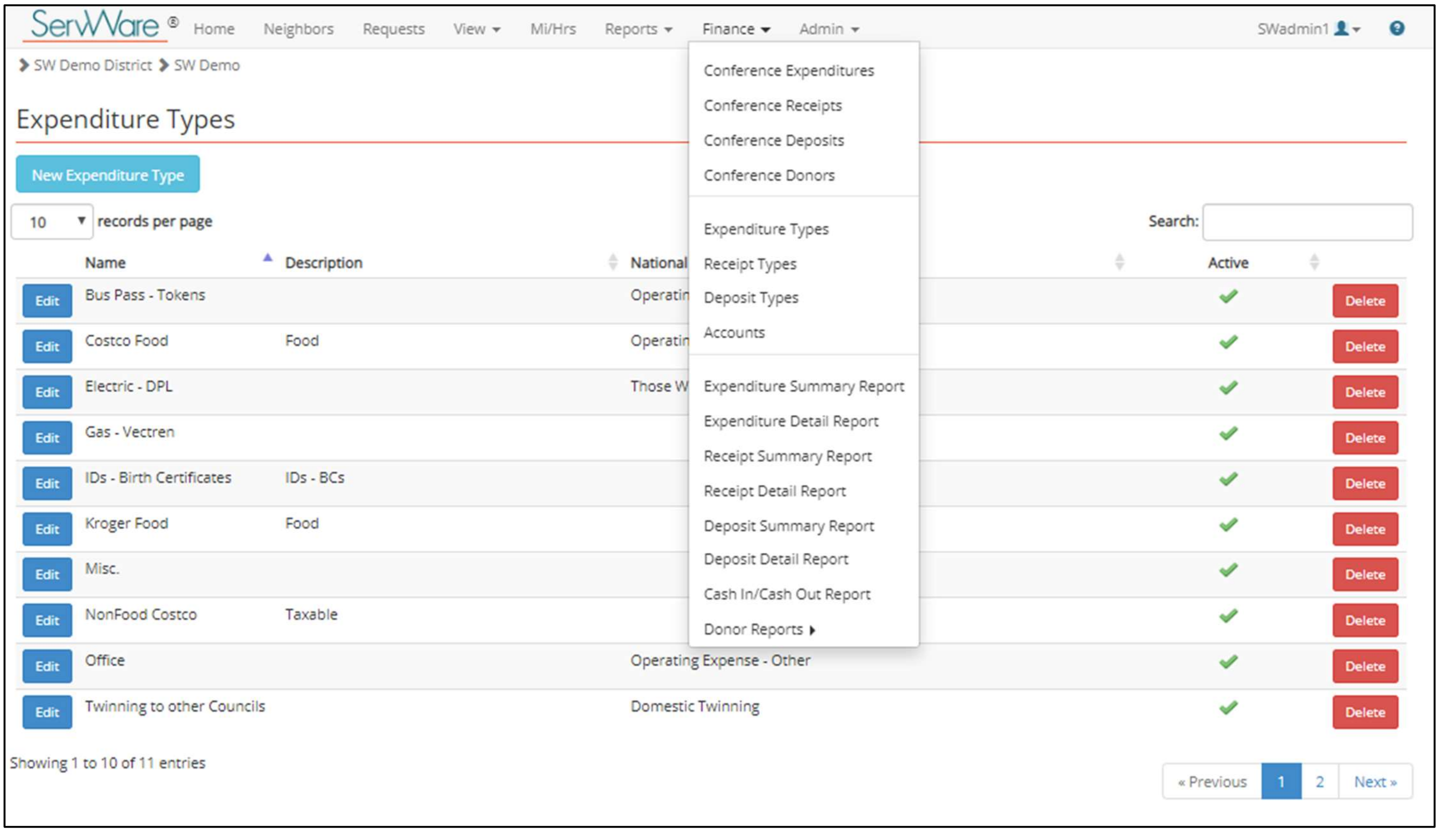
6. If the merge looks correct, click **Finish** to finalize the merge.

   NOTE: Once finalized, a neighbor merge cannot be undone.

7. Merge audit data can be viewed on the **Admin** > **Data** > **Neighbor Merge Events** page.

Conference Finances

Financial functions can be enabled for a conference. If you would like to manage the financial functions of your conference in ServWare, you must request that these options be enabled for your conference. When the financial functions are enabled, a **Finance** menu is available to track conference expenditures, receipts, deposits, and donors. You can create expenditure, receipt, and deposit types, if you want, and then you can run both summary and detail reports on these categories. Several donor reports are available for tracking conference donors and donations.



Conference Expenditures

Conference expenditures, such as operating expenses or other non-assistance related expenses can be tracked and reported from the **Finance** menu.

To define expenditure types, do the following:

1. From the **Finance** menu, select **Expenditure Types**.
2. Click **New Expenditure Type** to create new categories for tracking expenses.
3. Select the appropriate **National Reporting Category** for each expenditure type so that it will show up properly on the **Conference Activity Report**.
4. Select the **Active** flag if you want the expenditure type to be available for selection when adding new expense entries.
5. Click **Save**.

To add expenditures, do the following:

1. From the **Finance** menu, click **Conference Expenditures**.
2. Click **New Conference Expenditure**, and enter the expense information.
3. If the expense assisted neighbors, you can enter the number of adults and children helped so that the neighbors helped will count on your reports.
4. Click **Save**.

To report on expenditures, do the following:

From the **Finance** menu, click one of the following:

- **Expenditure Summary Report** shows monetary totals for each expenditure entry for the report timeframe with totals per month and year as well as the number of adults and children helped by the expenditures. If assistance types are designated to show with expenditures, they will display on the report following the expenditures and will have a separate total.
- **Expenditure Detail Report** shows a detailed view of expenditures, including the description, for the report timeframe.

Conference Receipts

Conference receipts, such as parish donations, or individual donations can be tracked and reported from the **Finance** menu.

To define receipt types, do the following:

1. From the **Finance** menu, select **Receipt Types**.
2. Click **New Receipt Type** to create new categories for tracking expenses.
3. Select the appropriate **National Reporting Category** for each receipt type so that it will show up properly on the **Conference Activity Report**.
4. To allow the receipt type to be selected when assigning donations, select the **Allow Donor Assignment** check box.
5. Select the **Active** flag if you want the receipt type to be available for selection when adding new receipt entries.
6. Click **Save**.

To add receipts, do the following:

1. From the **Finance** menu, click **Conference Receipts**.
2. Click **New Conference Receipt**, and enter the receipt information.
3. Click **Save**.

To report on receipts, do the following:

From the **Finance** menu, click one of the following:

- **Receipt Summary Report** shows monetary totals for each receipt type for the report timeframe with totals per month and year.
- **Receipt Detail Report** shows a detailed view of receipts, including the description, for the report timeframe.

Conference Deposits

Conference deposits to conference accounts can be tracked and reported from the **Finance** menu.

To define deposit types, do the following:

4. From the **Finance** menu, select **Deposit Types**.
5. Click **New Deposit Type** to create new categories for tracking deposits.
6. Add a description, if needed.
7. Select the **Active** flag if you want the deposit type to be available for selection when adding new deposit entries.
8. Click **Save**.

To add deposits, do the following:

9. From the **Finance** menu, click **Conference Deposits**.
10. Click **New Conference Deposit**, and enter the deposit information.
11. Click **Save**.

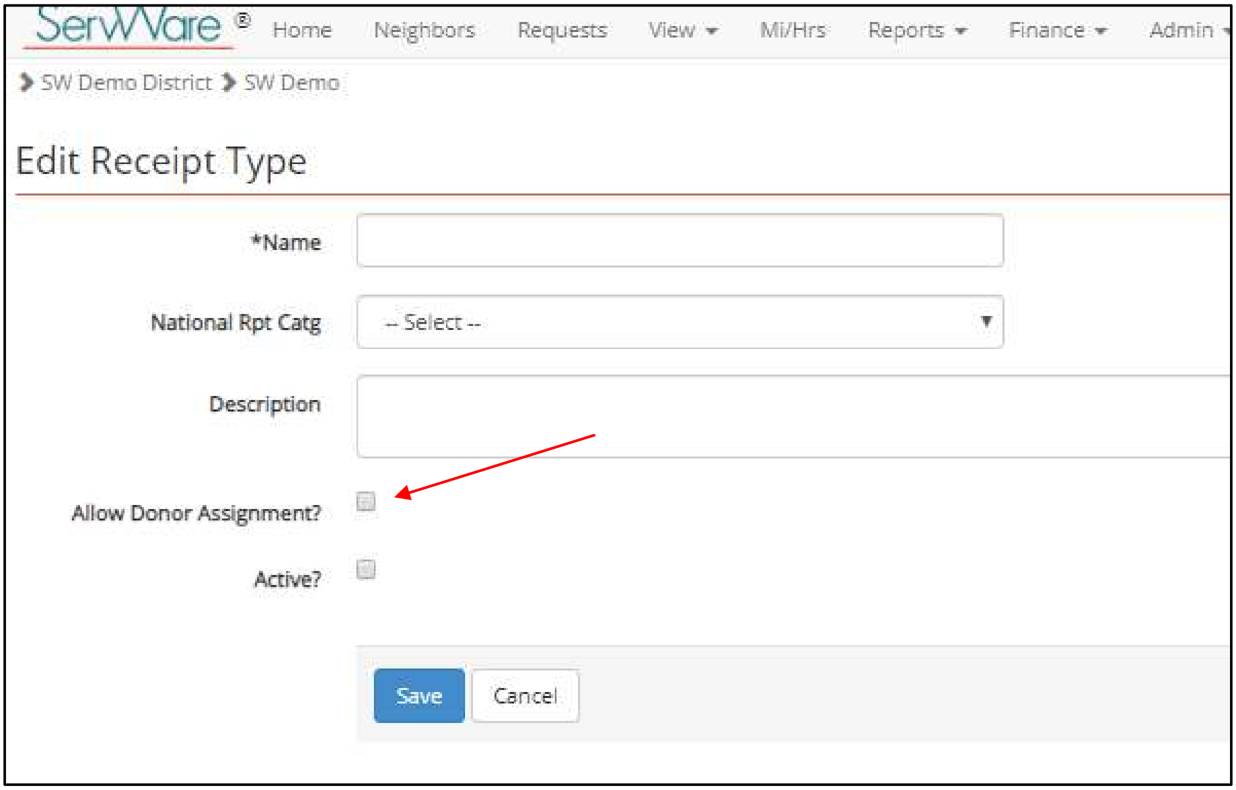
To report on deposits, do the following:

1. From the **Finance** menu, click one of the following:
    - **Deposit Summary Report** shows monetary totals for each deposit type for the report timeframe with totals per month and year.
    - **Deposit Detail Report** shows a detailed view of deposits, including the description, for the report timeframe.

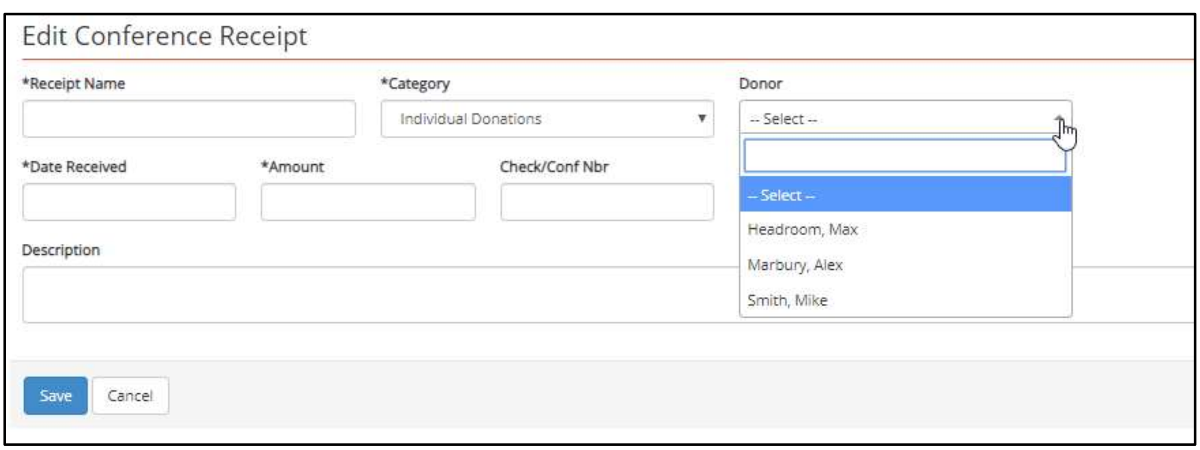
Donors and Donations

To add donors and donations, do the following:

1. Donations are considered receipts. Select the **Allow Donor Assignment?** box for the receipt type(s) that you want to associate with donations.



2. From the **Finance** menu, select **Conference Donors**.
3. Click **New Donor** to add a new donor for your conference.
4. To add a donation, do one of the following:
   - Click **Donation** next to the left of the donor's name. Enter the donation information and click **Save**.
   - From the **Finance** menu, click **Conference Receipts**, and then select **New Conference Receipt**. When creating the new receipt entry, select the receipt category that you assigned to donors (as shown in step 1 above. Then select the appropriate **Donor**, and enter the donor information. Click **Save**.



5. To report on donor information, do one of the following:
    - From the **Finance** menu, select **Donor Reports** > **Conference Donor Report** to view or print a complete list of all the active donors for your conference and their contact information.
    - From the **Finance** menu, select **Donor Reports** > **Donor Receipts Report** to view, print, or export a list of all donations received for the report timeframe (default is fiscal year).
    - From the **Finance** menu, select Donor Reports > **Donor Summary Report** to view, print, or export a list of donors and their donations per month and year totals for the report timeframe (default is fiscal year).

Cash In/Cash Out Report

If you have tracked your receipts and expenditures in ServWare, you can run a **Cash In/Cash Out** report. From the **Finance** menu, select **Cash In/Cash Out Report**. This report displays the summary view of totals per receipt and expenditure type (totals for each) for a specific time period. The report displays for the reporting period assigned to the conference (default is fiscal year, but can be changed to calendar year in the conference configuration options). You can change the start month and end month as well as the year to see the results for any time period you choose. Click the refresh icon to refresh the report after making any changes to the date range. You can also use the print option at the top right to print this report.

You can view assistance provided on the **Cash In/Cash Out Report** if you select the **Include with Expenditures** option for assistance types. If assistance types are designated to show with expenditures, they will display on the report following the expenditures and will have a separate total.

Accounts

The **Accounts** area is used to enter your conference beginning and ending balance that will display on the **Conference Activity Report** (accessed from the **Reports** > **Other Reports** menu). To enter your account balances, use the **Finance** > **Accounts** menu. The beginning and ending balance that you enter will display in the **Balance Report** area at the top of the **Conference Activity Report**. Additional functionality will be added to ServWare in the future, to calculate a running balance based upon conference receipts and expenditures utilizing the conference account information.