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CRM DRIVEN SOLUTIONS FOR SPORT & LEISURE

GREEN 4 TICKETING

GIFT AID AND DONATIONS USER GUIDE

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ABOUT THIS DOCUMENT

This document has been prepared as a User Guide for the setup of Gift Aid, Gift Aid Declarations and Donation products.

NON-DISCLOSURE

All information contained in this document is to be treated as confidential information provided for the purpose of using Green 4 Solutions modules.

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DOCUMENT CONTROL

Version	Date	Change	Initials
V0.1	03/10/2014	This is a new document	CP
V1.0	09/10/2014	Updated with MR comments	CP
V1.1	09/10/2014	Updated with MR comments	CP
V1.2	30/10/2014	Updated to include Donation Batch Headers & Lines	CP

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1. INTRODUCTION

The Green 4 Ticketing solution provides the ability for a system administrator to set up a Gift Aid process and set up Donation type products.

COLLECTING GIFT AID

Registered Charities and Community Amateur Sports Clubs are eligible to collect Gift Aid against donations made or specific products purchased. The Green 4 Ticketing solution provides the mechanism for an organisation to set up a Charity and associated funds and earmark products that are eligible for Gift Aid. When these products are purchased, the end customer is provided with an opportunity to make a Gift Aid donation. This requires a declaration in order to be compliant with HMR&C legislation. The Green 4 solution provides a mechanism for taking and maintaining a declaration from all end customers making a donation. The facility to run batch reports to submit claims to HMR&C is also provided.

DONATIONS

The Green 4 Ticketing solution provides two mechanisms that enable a charity to take donation payments

- Via the set-up of a donation type product that can be “purchased” on the Web or via the POS
- Via the set-up of a shopping basket donation process that prompts an end customer to add a donation to a purchase they are already making

Note: This document provides instructions on how to set up Gift Aid and Donation type products in CRM. For instructions on the functioning of the Gift Aid in the POS see the Green 4 Ticketing EPOS User Guide.

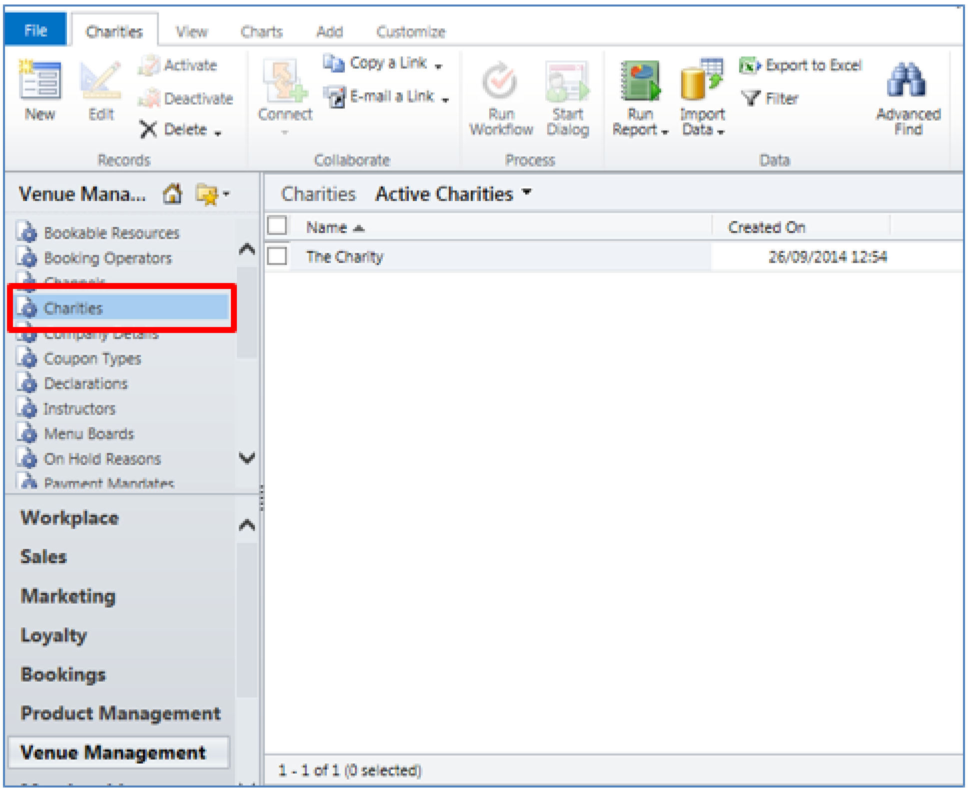
2. COLLECTING GIFT AID

The steps below outline the Gift Aid process that can be set up and maintained in the Green 4 Ticketing solution.

2.1 SETTING UP A CHARITY AND ASSOCIATED FUND(S)

Gift Aid donations are collected against a registered Charity and associated fund or funds. An organisation can only be associated with one Charity. To set up a Charity carry out the following steps:

a) Navigate to **Venue Management** and select the menu option **Charities** as shown below.



b) Select **New** on the Ribbon to create a new Charity record and complete the following fields:

- **Name.** Enter the name of the Charity.
- **Description.** A short description of the Charity can be entered here.
- **Charity Number.** Capture the official Charity number.
- **Gift Aid Rate (Percentage).** Capture the percentage used to calculate the amount of Gift Aid a charity can currently claim back from HMR&C.
- **Historic (Years).** Enter the number of years, from the date of a declaration, that the charity can claim Gift Aid relief on donations that a customer may have made historically to the charity. When creating a declaration, the customer will be prompted to indicate if they would like to make their declaration apply to historical donations for the number of years entered here.
- **Future (Years).** Enter the number of years, from the date of a declaration, that a charity can claim gift aid relief on future donations that an end customer may make to the charity. When creating a declaration, the

end customer will be prompted to indicate if they want to make their declaration apply to future donations for the number of years entered here.

- **Statement.** The text captured here will appear on the user interface (POS or Web) when creating a declaration. The end customer must confirm that they have understood this statement by checking a box which creates the Gift Aid declaration that is stored in the system against the end customer's contact record. The text recommended as per the HMR&C site is as follows:

  "I Confirm I have paid or will pay an amount of Income Tax and/or Capital Gains Tax for each tax year (6th April to 5th April) that is at least equal to the amount of tax that all the charity that I donate to will reclaim on my gifts for that tax year. I understand that other taxes such as VAT and Council Tax do not qualify"

Depending on how the Historic (Years) and Future (Years) fields have been populated, the following additional text will be provided when these options are selected by the end customer:

Historic (Years) *– I understand the Charity will reclaim 25p of tax on every £1 that I give on or after 05/10/2010 until 05/10/2014*

Future (Years) *- I understand the Charity will reclaim 25p of tax on every £1 that I give on or after 05/10/2010 until I notify you otherwise*

Note: The wording of the above messages for Historic and Future selections is automated with the percentage amounts (e.g. 25p above) and dates being populated from entries made in the set up.

The dates reflected above are calculated based on the current date and the number of years entered in these fields.

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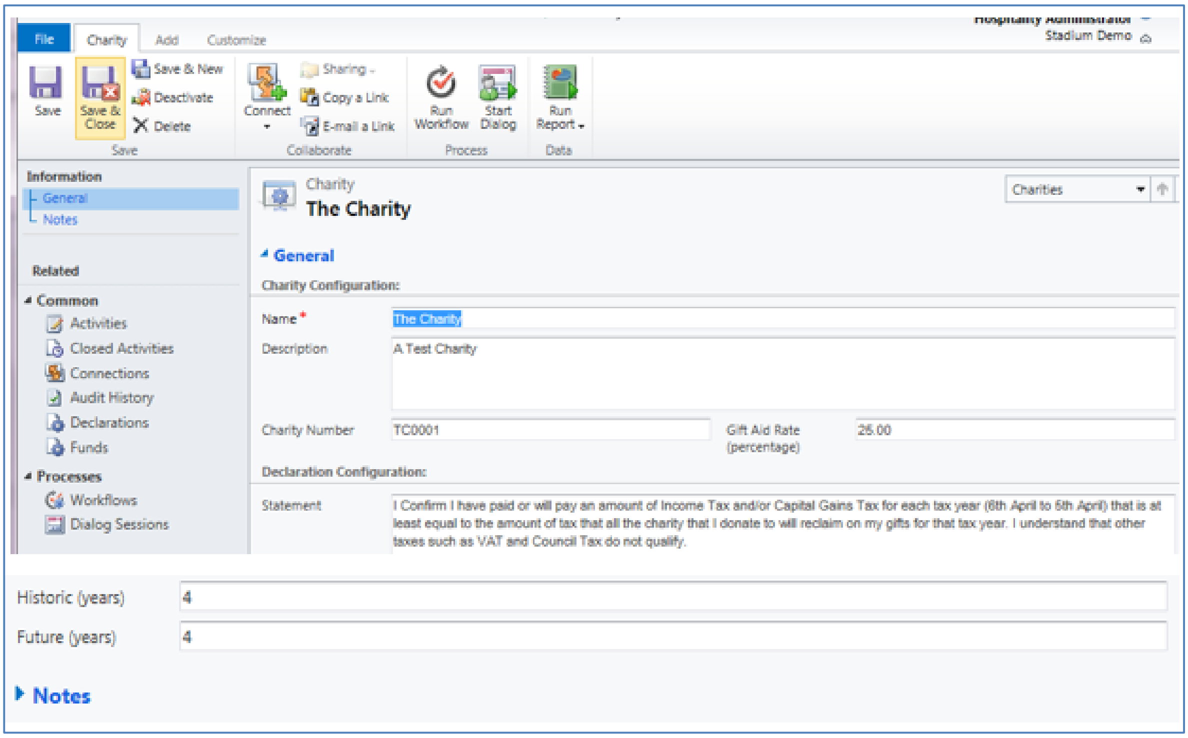
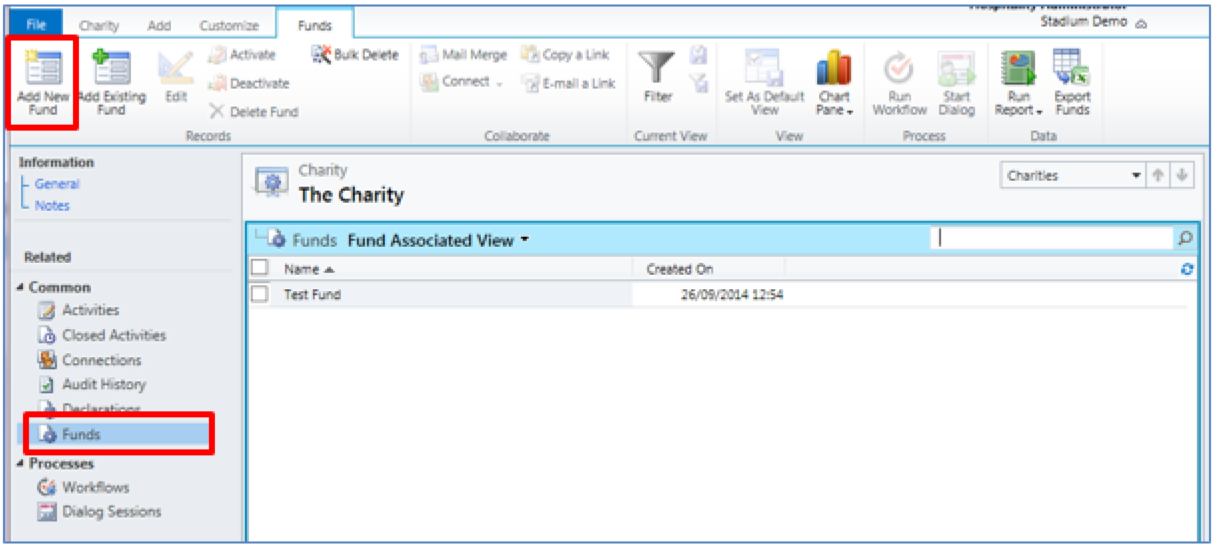


A Charity must be associated with at least one Fund in order for the Gift Aid claiming process to work. A fund can only be related to one Charity, but can be related to many products. A Charity can have many funds. To capture a Fund follow the instructions below:

c) With the Charity form open select the **Funds** menu option in the related menu bar. The Fund Associated View will open providing the options to **Add New Fund** or **Add an Existing Fund**.

d) If a new Fund is to be added, select the **Add New Fund** option on the Ribbon.



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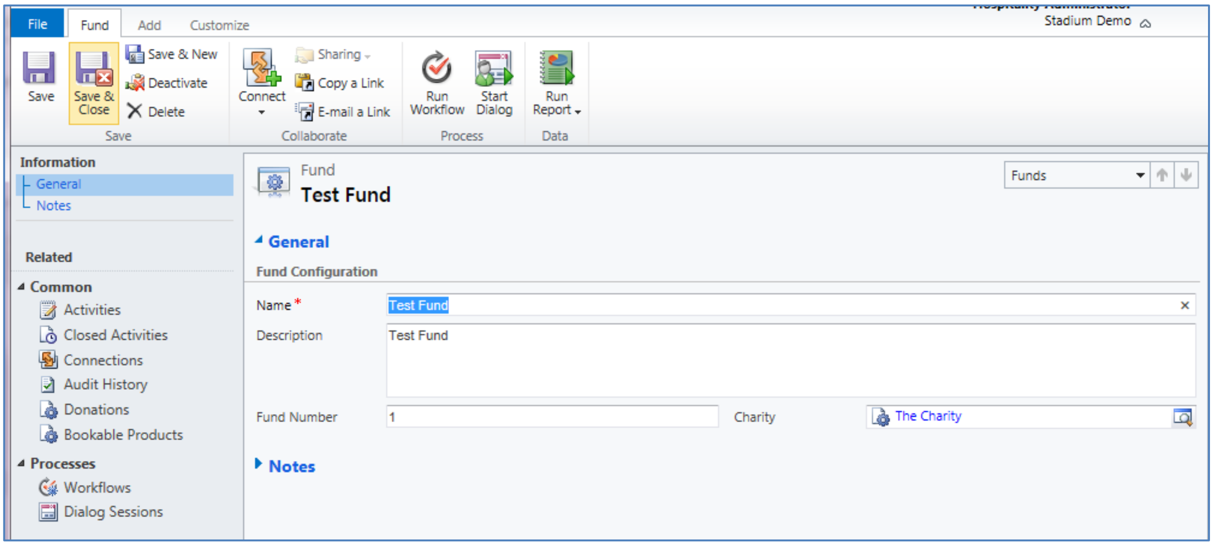
e) Complete the following information on the Fund form:

- **Name.** Enter the name of the Fund.
- **Description.** Enter a description of the Fund.
- **Fund number.** This field is used to sequence the Fund name in the user interface. Many funds can be associated with one Charity.
- **Charity**. This field will be prepopulated with the Charity name.

f) Select **Save & Close** on the ribbon to save the Fund information.



2.2 FLAG PRODUCTS FOR GIFT AID

In order for Gift Aid to work, the applicable Bookable Product must be flagged for Gift Aid and have a donate-able percentage applied. To set up a Bookable Product for Gift Aid:

a) Navigate to **Product Management** and select **Bookable Products** in the related menu area.

b) Select New to create a new Bookable Product or select an existing Bookable Product to modify for Gift Aid.

c) Complete the following fields:

- **Category.** Select the appropriate Category for this product. The product will appear in this Category on the POS.
- **Name.** Enter a name for the Bookable Product.
- **Type**. Select the Product Type from the options available. The types selected would be:
  - Donation – to set up a donation product that does not have a specified value (i.e. end customer will capture the value of the product)
  - Stock – to set up a donation product that has a specified value

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Note: All product types can be flagged as eligible for Gift Aid, however it is recommended to use Donation and Stock types.

In the Donations section complete the following fields:

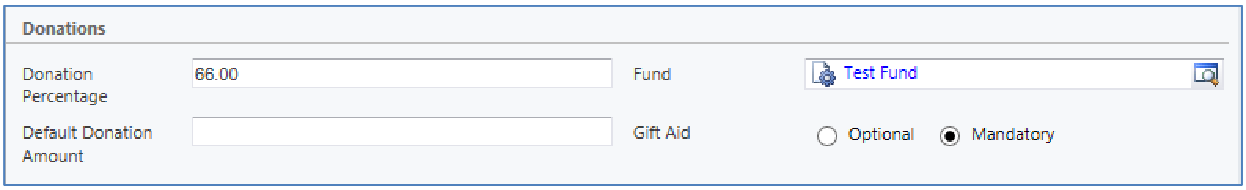
- **Donation Percentage.** Enter the percentage of the price of the Booking Product that is eligible for donation. This amount could be 1-100%. If the entire cost of the product is eligible for donation, then 100% should be captured. For example, if the Bookable Product has a 'Donation Percentage' of 50% and a sell price of £10 and a quantity of 4 are sold, then the amount of donation generated is: ((4 x 10) / 100) * 50 = £20. The percentage amount of Gift Aid applied (as defined in the Gift Aid Rate set up) will only be applied to £20 and not the full value of the sale £40.
- **Fund.** Using the Look Up, select the Fund the Bookable Product should be associated with in order for a donation to be created when this product is sold.
- **Gift Aid Required.** If a product is flagged 'Yes', then a valid declaration must be associated to the booking that the gift aid product was sold on. The user interface will stop the product from being sold if no declaration exists.

Note: For a product to create Gift Aid donations, it must be associated to an active Fund and it must have a Donation Percentage value between 1 and 100.

A product is implicitly Gift Aid-able if it has a Donation Percentage greater than 0, but its 'Gift Aid Required' flag must be set as Mandatory or Optional.

If set to Optional, Gift Aid will be applied if a valid Declaration is found for the contact and an option is provided to create a Declaration if one does not exist. If no Declaration is used or created, then the product can still be sold and a donation record will be created for the sale.

If Gift Aid is set up as Mandatory and the end customer does not want to make a Gift Aid donation, the sale would not be possible until the mandatory Gift Aid Product or Products are removed from the basket.



2.3 DECLARATIONS

When an end customer selects the option to make a Gift Aid payment, they are required to complete a Declaration. A Declaration can be created in CRM, but typically, it would be created via the Web by the end customer or via the POS where the declaration is read out to the end customer by the POS Operator. A Declaration must be associated with a Charity in order to be valid.

When an end customer who meets the criteria and has selected the confirmation option(s) available, a declaration record is created in CRM against their contact record. A contact record could be associated with more than one declaration, i.e. over a period of time these could be accumulated, but typically there will be one declaration per contact record. To find a Declaration record in CRM there are two options:

a) Navigate to **Venue Management** and select **Declarations** option in the related menu. A search can be carried out on the Declaration Name; or

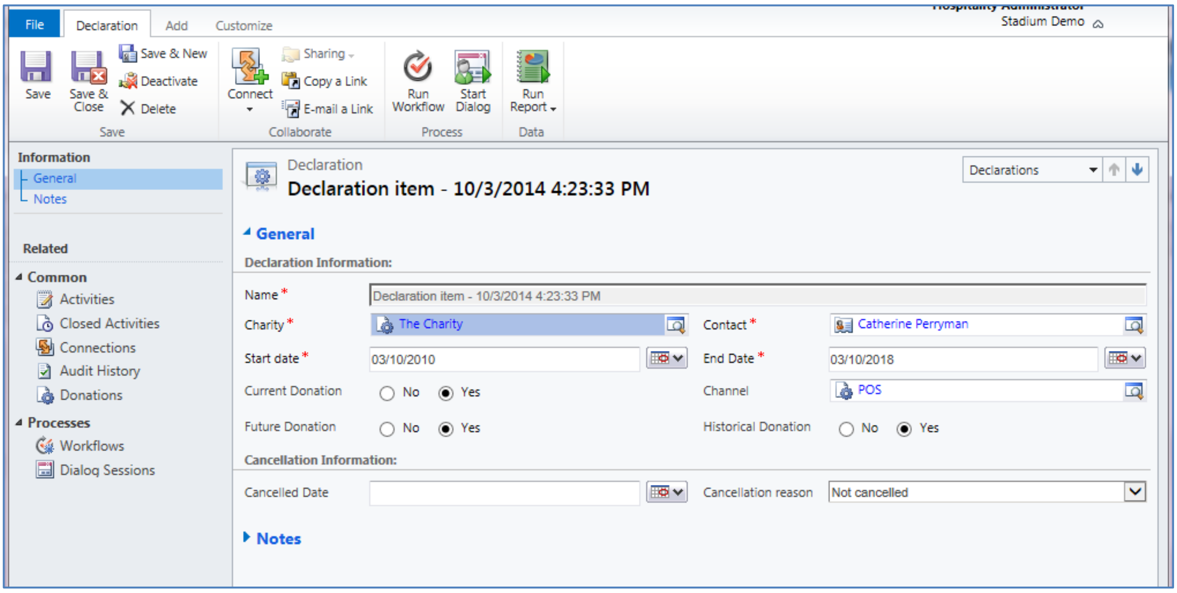
b) Navigate to **Workplace**, select **Contacts** in the related menu, search for the relevant Contact record and select any associated Declarations.

The screen below shows the information contained in a Declaration record.

- **Name.** System generated on the date and time the Declaration was created
- **Charity.** The name of the Charity that the Declaration is associated to.
- **Start Date.** The date the Declaration is valid from. This could be a date in the past if the option to donate historical Gift Aid donations was selected by the end customer.
- **Current Donation.** If the end customer chose to make the declaration applicable to all Gift Aid donations made on this day, the Start Date. This should always be 'Yes'.
- **Future Donation.** If the end customer chose the option to make the declaration applicable to all future Gift Aid donations this option would be set to 'Yes'. If not, the option would be 'No'.
- **Contact.** The name of the end customer that the Declaration was created for.
- **End Date.** The date the Declaration is valid until. This date could be in the future if the option to donate future Gift Aid donations was selected by the end customer.
- **Declaration Source.** The Channel where the Declaration was taken e.g. POS, the Web.
- **Historical Donation.** If the end customer chose the option to make the declaration applicable to all historical Gift Aid donations this option would be set to 'Yes'. If not, the option would be 'No'.

The facility is provided for end customers to be able to cancel their declarations if the tax situation changes. If a declaration is cancelled, the date and reason for cancellation is captured in the Cancellation Information section:

- **Cancelled Date.** This is the date when the Declaration was cancelled.
- **Cancellation Reason.** Options listed are Not cancelled (default), No longer pay tax, Do not approve or Refused to give a reason.



2.4 CREATING BATCHES FOR SUBMISSION TO HMR&C

Periodically there is a need to create a batch of donation type payments that gift aid can be claimed against. These batches can then be submitted to HMR&C to claim the Gift Aid amounts. This process in CRM results in the creation of a Donation Batch Header which is made up of Donation Batch Lines, i.e. the specific donation amounts made.

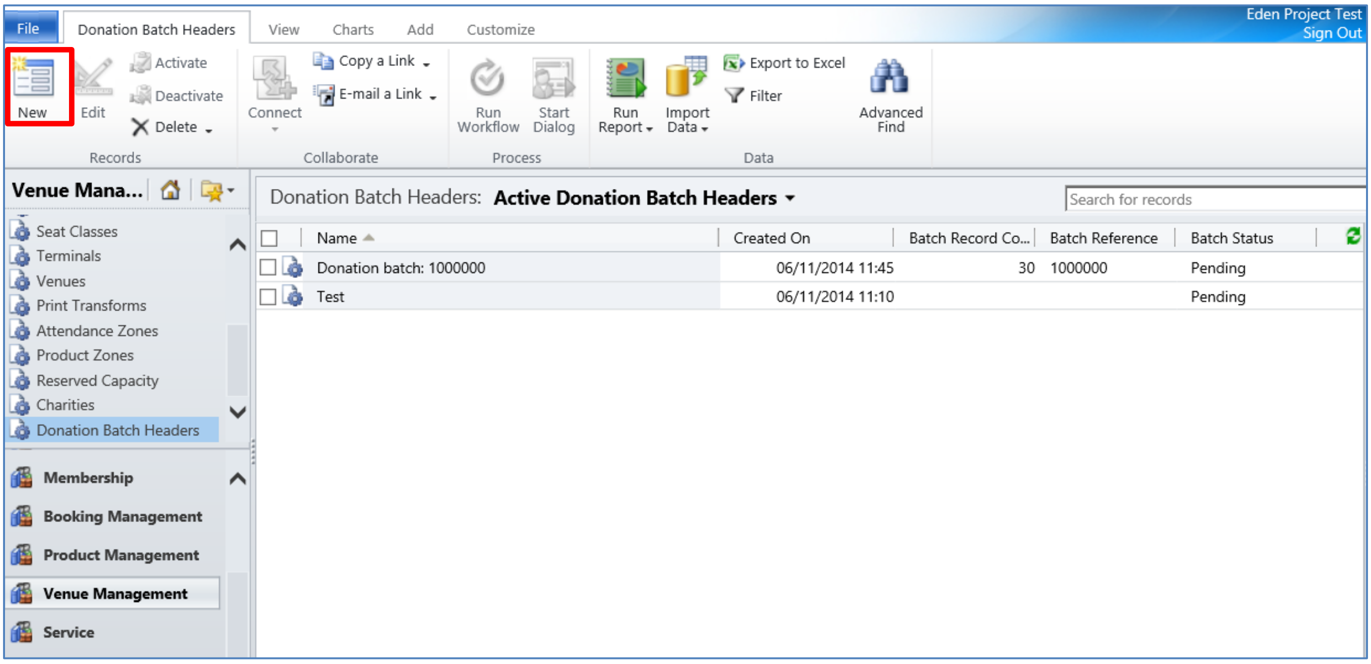
The Donation Batch Header created will not include any donations that have previously been included in the batch creation process. Details of how to create a Batch Header and the mechanism of this process are described below.

To create a gift aid batch carry out the following:

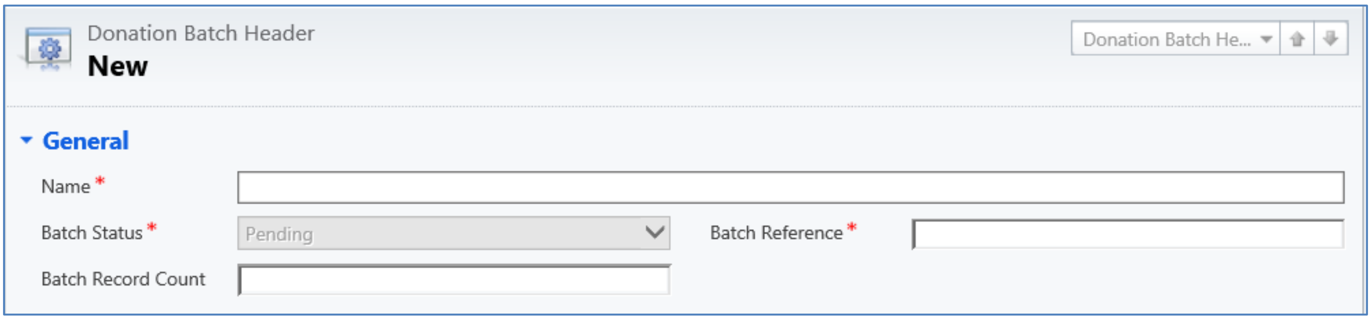
a) Select **Donation Batch Headers** on the **Venue Management** tab.

b) A list of existing gift aid batches will be displayed.

c) To create a new batch, select **New** on the ribbon.



d) A blank Donation Batch Header form will be displayed. Complete the following:



- **Name.** The name of the batch will be auto generated when the form is saved, e.g. Donation Batch 1000028.
- **Batch Status.** This is a drop down field with the following options, Pending, Sent, Processed and Failed. This field defaults to Pending.
- **Batch Reference.** This field will be auto generated when the Batch Header is saved.
- **Batch Record Count.** This field will be auto populated with the number of donation lines that are included in the batch once it has run.

Select **Save** or **Save & Close to** create the Donation Batch Header**.**

e) When either of the Save or Save & Close options are selected, the following items will be processed:

- **Create Historical Donations** – where customers have indicated that Gift Aid can be claimed on all their historical donations, a donation record will be created for any donations found for this customer where Gift Aid has not already been claimed in the specified period. The donation record created will be called **Historical Donation Item** and labelled with the current date and time.

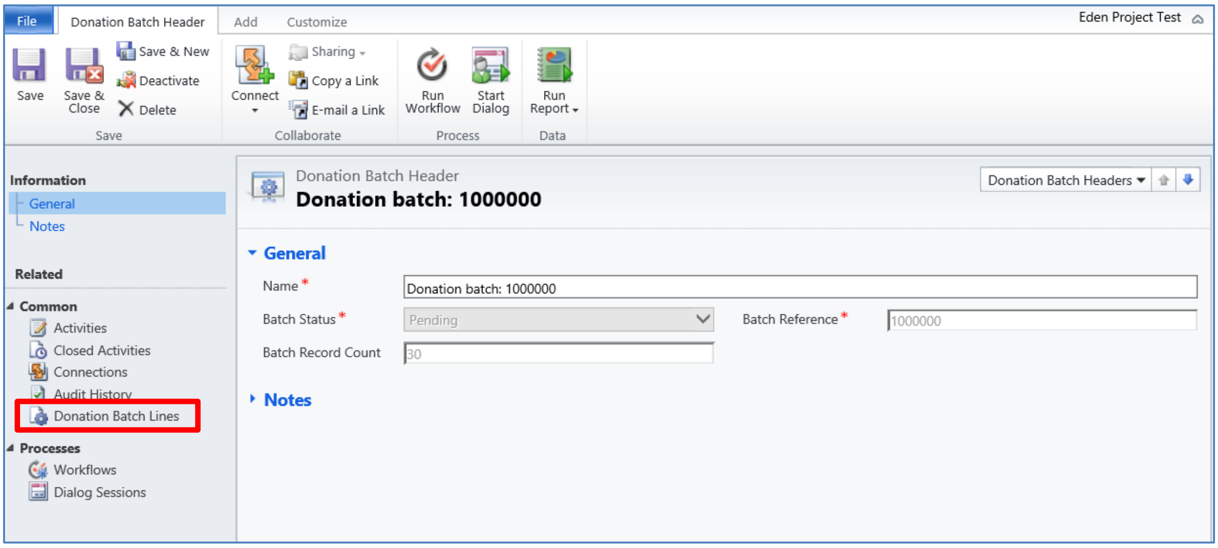
- **Create Donation Batch Lines** – a Donation Batch Line record will be created for all donations in the system where:
    - A donation is associated to a valid Gift Aid Declaration and the contact record associated to the Declaration has a first name, last name, first line of address and Postcode
    - The donation has no status i.e. null or empty
    - The donation is not linked to a CAF payment type

  All Donation Batch Lines created will be associated to the Donation Batch Header.

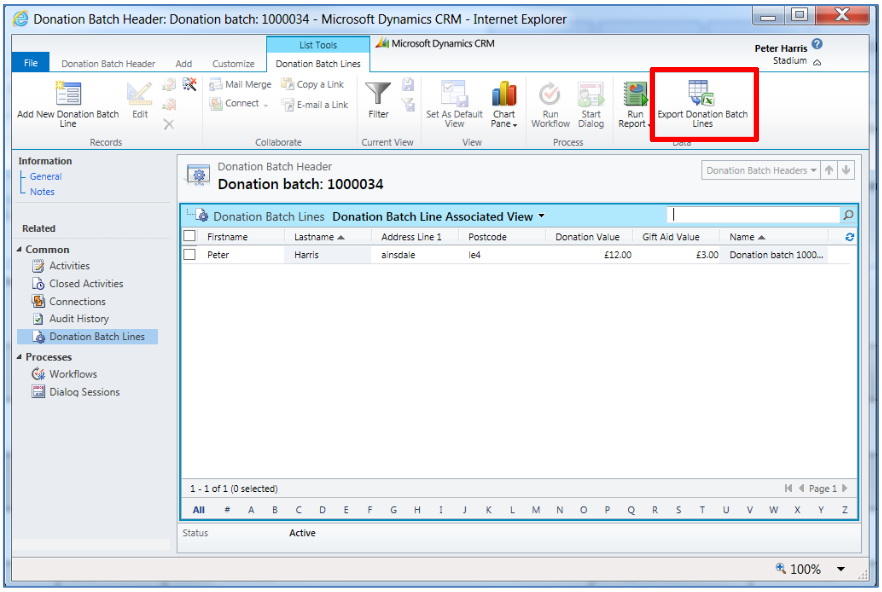
- **Set Donation Status to Pending** – the status of all the donation records that are associated with the newly created Donation Batch Lines will be updated to Pending. This will ensure that they are not included in any subsequent batches created.

- **Create the Donation Batch Header –** the Donation Batch Header will be created, the count of Donation Batch Lines updated and the Batch Reference Number field populated.

f) The Donation Batch Lines included in the Header created can be viewed by selecting the **Donation Batch Lines** option on the related menu.



g) To export the batch items for submission to HMR&C, select the option **Export Donation Batch Lines** on the ribbon.

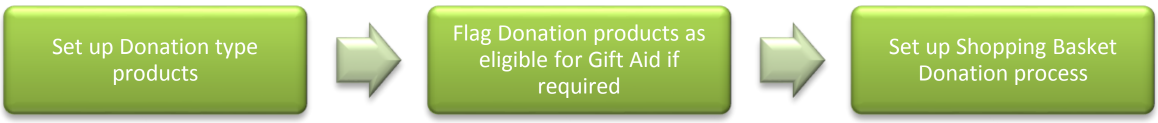


h) The Export Data to Excel dialog will be displayed. Select either **Static worksheet with records from this page**, or if there are multiple pages of records **Static worksheet with records from all pages**. Select **Export**.

i) The records can be opened or saved as an excel spreadsheet.

3 DONATIONS

The steps below outline the steps for setting up a Donation type product and the shopping basket donation process.



3.1 SETTING UP A DONATION PRODUCT

A Donation product can be set up in two ways:

i. If the cost of the donation is to be defined by the end customer, then the variant needs to be set up with a zero price. The 'Donation' product type is used in this instance.

ii. If the donation is a set amount determined by the Charity, then the product should be set up as a 'Stock' product type and a variant price defined.

USING DONATION PRODUCT TYPE – END CUSTOMER DEFINES DONATION AMOUNT

a) In this example, a Variant Type of 'Each' is set up against the Category 'Default' as shown below.

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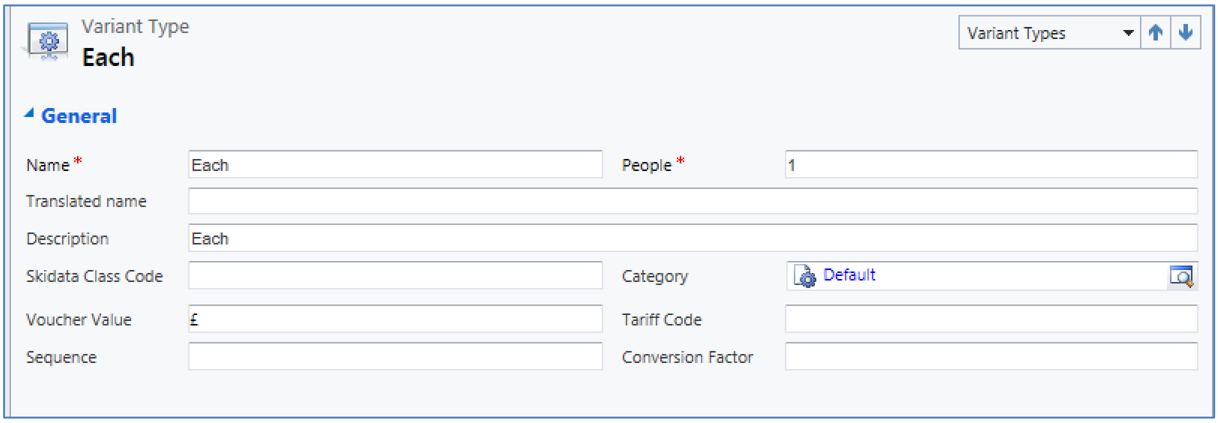


b) On the CRM navigation panel, select **Bookable Products** on the **Product Management** tab.

c) A list of Bookable Products that match the current view criteria will be displayed. Select **New** on the ribbon.

d) A blank Bookable Product form will be displayed. Complete the following fields:

In the Referring Entities section:

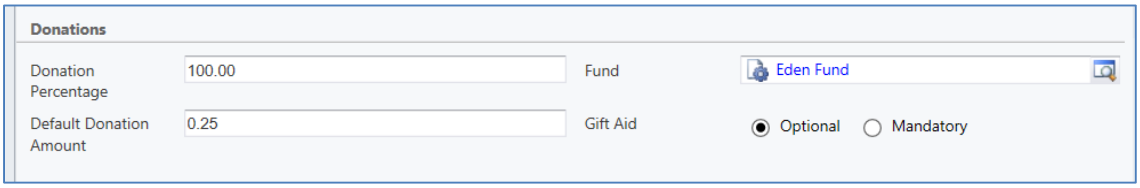
- **Name.** Enter a name for the product. The name will be visible to customers, and should therefore reflect the nature of the product.
- **Translated Name.** Used for translated implementations. *See the Set up for Multi Lingual using the Translation Field in the Ticketing Booking Management User Guide.*
- **Description.** Enter a description of the product.
- **Type.** Use the drop-down list to select **'Donation'** product type.
- **Category.** Using the Look Up, capture the Category against which this product will be sold. This Category will appear on the POS.
- **Sequence.** Enter a sequence number for the product. The sequence number is used to determine the order in which products are displayed in the POS and Web channels.

Scroll down to the Donations section and capture:

- **Donation Percentage.** This field should be set to 100%.
- **Default Donation Amount.** This is an optional field and relates to the set-up of the Shopping Basket Donation process. If the bookable product being set up is for the Shopping Basket Donation process the amount entered here would be the default donation amount that the end customer would be prompted for when in the shopping basket. This amount would only show if a Donation Percent has not been captured against the Channel. If this field is left blank, the default donation amount that the end customer would be

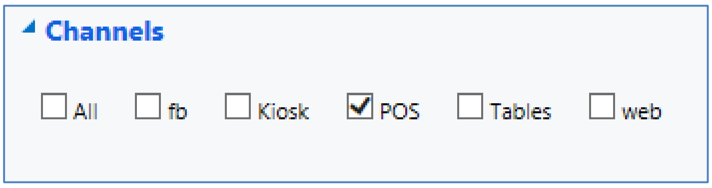
prompted with would be zero. The Donation Percent amount overrides this amount. This is explained further in the Shopping Basket Donation Process section.

- **Fund.** Using the Look Up, capture the Fund against which the Donation amount will be allocated.
- **Gift Aid.**
    - Select **'Mandatory'** if Gift Aid must be applied to the Donation Product, if the end customer cannot complete a Gift Aid Declaration, this product will have to be removed from the shopping basket.
    - The default setting **is 'Optional'** as it is implied that the end customer will be prompted for a Gift Aid Declaration if the Donation Percentage for any product in the shopping basket is greater than zero.
- Select **Save** on the ribbon to save the product.



In the Channels section:

- Select the Channel(s) where the Donation product will be sold.



In the Variants & Pricing section:

- To enter price information for the product select the **Variant Price List** related to this product. Note: This price list must exist to be listed here.
- Select the **Variant Type** from the drop down list on the left of the screen.
- Click on the **green cross icon** to add the Bookable Product to the list and enter zero in the Peak Price and Off Peak Price fields.

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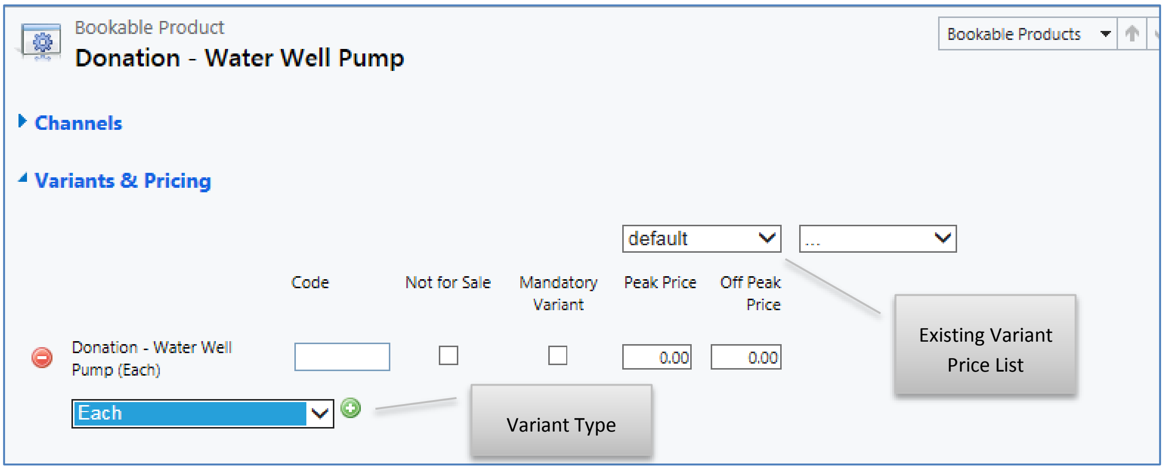


- Once the pricing details are complete select **Save & Close** on the ribbon to save the product.

The product will now appear on the set channel and if the end customer wanted to make a donation, they would select the relevant donation product. This process is explained in the EPOS User Guide.

USING STOCK PRODUCT TYPE – DONATION AMOUNT IS PREDEFINED

a) In this example, a Variant Type of 'Each' is set up against the Category 'Default' as shown below.

b) On the CRM navigation panel, select **Bookable Products** on the **Product Management** tab.

c) A list of Bookable Products that match the current view criteria will be displayed. Select **New** on the ribbon.

d) A blank Bookable Product form will be displayed. Complete the following fields:

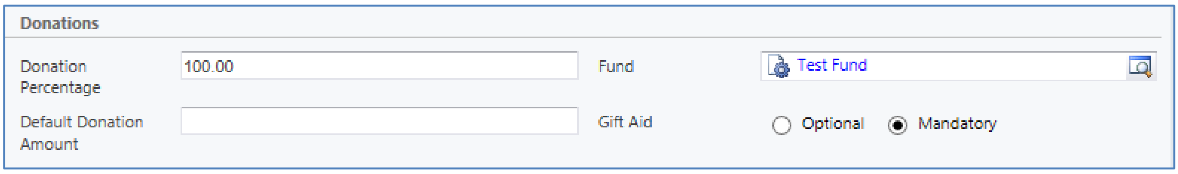
In the Referring Entities section:

- **Name.** Enter a name for the product. The name will be visible to customers, and should therefore reflect the nature of the product.
- **Translated Name.** Used for translated implementations. *See the Set up for Multi Lingual using the Translation Field in the Ticketing Booking Management User Guide.*
- **Description.** Enter a description of the product.
- **Type.** Use the drop-down list to select **'Stock' product type**.
- **Category.** Using the Look Up, capture the Category against which this product will be sold. This Category will appear on the POS.
- **Sequence.** Enter a sequence number for the product. The sequence number is used to determine the order in which products are displayed in the POS and Web channels.

Scroll down to the Donations section and capture:

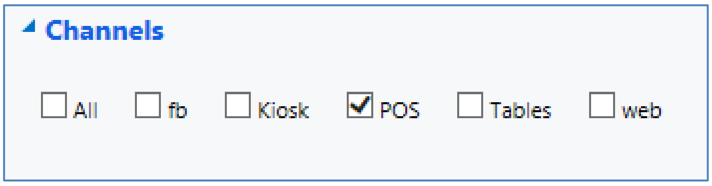
- **Donation Percentage.** This field should be set to 100%.

- **Default Donation Amount.** This is an optional field and relates to the set-up of the Shopping Basket Donation process. If the bookable product being set up is for the Shopping Basket Donation process the amount entered here would be the default donation amount that the end customer would be prompted for when in the shopping basket. This amount would only show if a Donation Percent has not been captured against the Channel. If this field is left blank, the default donation amount that the end customer would be prompted with would be zero. The Donation Percent amount overrides this amount. This is explained further in the Shopping Basket Donation Process section.
- **Fund.** Using the Look Up, capture the Fund against which the Donation amount will be allocated.
- **Gift Aid.**
    - Select **'Mandatory'** if Gift Aid must be applied to the Donation Product, if the end customer cannot complete a Gift Aid Declaration, this product will have to be removed from the shopping basket.
    - The default setting **is 'Optional'** as it is implied that the end customer will be prompted for a Gift Aid Declaration if the Donation Percentage for any product in the shopping basket is greater than zero.



In the Channels section:

- Select the Channel(s) where the Donation product will be sold.



In the Variants & Pricing section:

- To enter price information for the product select the Variant Price List related to this product. Note: This price list must exist to be listed here.
- Enter the pricing (peak and off peak) information for each of the variants that are to be included on the price list.

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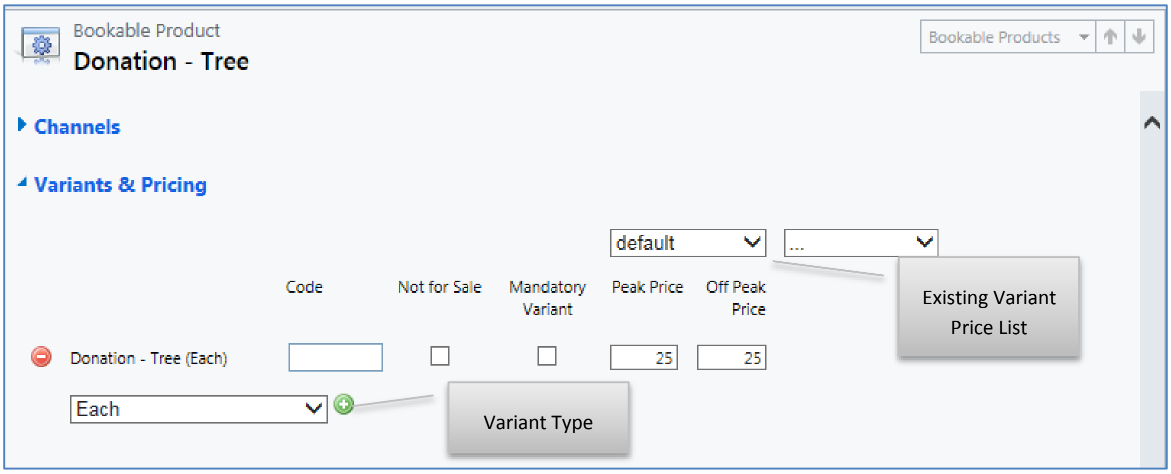


- Once the pricing details are complete select Save & Close on the ribbon to save the product.

The product will now appear on the set channel at the price set up (£25 in this example). In this example, Gift Aid was set to Mandatory when purchasing this product so cannot be sold if a Gift Aid Declaration is not completed by the end customer.

3.2 SHOPPING BASKET DONATION PROCESS

To set up the shopping basket donation process, the following additional fields need to be completed in the Channel Entity Donations section.

Note: A Donation type product has to be set up for this process

Ensure product type is set to Donation and Variant with a zero price is set up.

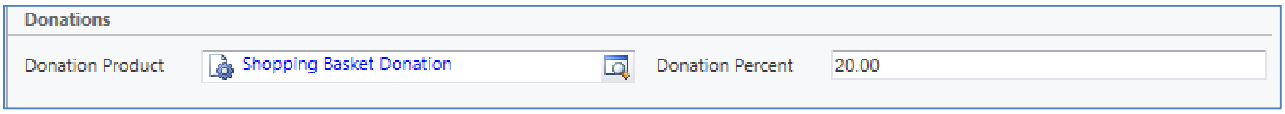
---

a) Navigate to the **Venue Management** and select the **Channels** menu option.

b) A list of Active Channels will be displayed.

c) Select the Channel to be set up with the Shopping Basket Donation process.

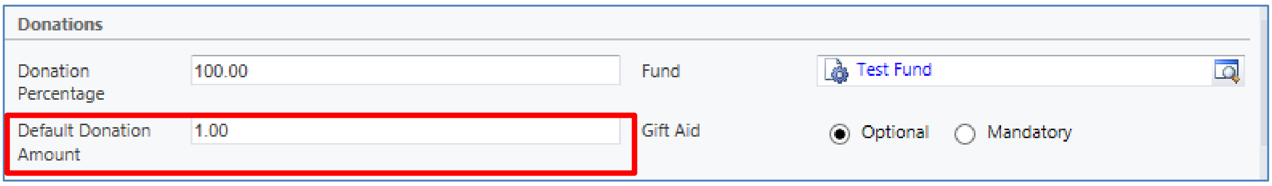
d) Scroll to the Donations section as shown below.



e) **Donation Product.** Using the Look Up, select the Donation type product set up to prompt for the donation, in this example Shopping Basket Donation. The system will then prompt for an additional donation to be made when all products are added to the Shopping Basket.

f) **Donation Percent.** The percentage captured in this field will calculate the suggested donation amount which will be a percentage of the total booking value. For example, if 20.00 is entered in this field, the suggested shopping basket donation will be calculated as Booking Value /100 * 20%. This amount can be changed or cancelled by the end customer.

If this field is left blank, the Shopping Cart Donation process will use the amount entered in the **Default Donation Amount** field that is set up against donation Bookable Product as shown below. In this example, if the Donation Percent field was not filled in with 20%, the system will prompt for a donation of £1.



Note: If both the **Donation Percent** field in the Channel and the **Default Donation Amount** field in the Bookable Product are blank, the Shopping Cart Donation defaults to 0.00 allowing the end customer to select their own amount

3.3 PAYMENT METHODS

A CAF payment method is available for use when donors make a donation from a CAF (Charities Aid Foundation). The options Yes or No are available to select when a donation is made. If the option Yes is selected, no additional Gift Aid can be collected. If No is selected, Gift Aid can be collected.