

MEMBER BUSINESS
SOLUTIONS



Emailing Agency and Donor Documents

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Purpose of this document

This document illustrates how to correctly setup and execute emailing Donor receipts and Agency Invoices and Statements in an automated manner.

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Purpose

Ceres offers the functionality for emailing of receipts to Donors and emailing of orders, invoices, and statements to Agencies while providing some flexibility to handle varying email requests. This is in addition to the original manual email capability provided in Ceres.

The following features are available:

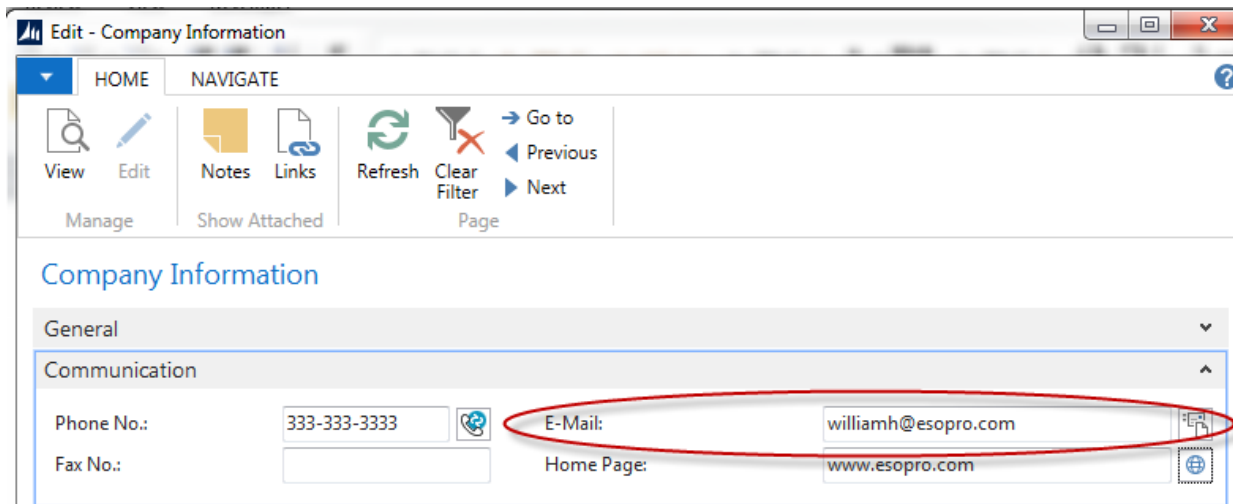
- Document Email options for Donors and Agencies to conditionally receive documents via email
- Specifying email addresses on Donor and Agency cards designating who will receive document emails
- Designating internal group distribution email cc for donation receipts based on the FBC Product Category of the donation order
- Sending Posted Donation Receipts and Posted Agency Invoices
- Sending Donation and Agency Order confirmations
- Reports: Donation Summary, Posted Donation Receipt (Enhanced), Batch Email Donation Receipts, and Generate E-Statements

Ceres Object release 4.00.00 is required for the functionality described in this document.

Company Information

In the Company Information setup you can designate who the various automatic emails are from.

1. To access the Company Information go to Departments → Administration → Application Setup → General → Tasks → Company Information.
2. On the Communication FastTab input the email address of the person who you want the emails to be sent from. This can be a generic Company email address, but must be a valid address.



Agency Setup

Agency document recipients and frequency standards are setup on the Agency Card.

1. Open the Agency List and select the Agency of your choosing. Update the fields on the Communication FastTab.

The screenshot shows the 'Communication' FastTab form with the following fields:

- Phone No.: 913-232-5400
- Phone Ext. No.:
- Fax No.: 913-232-5442
- E-Mail: wheaver@usc.salvationarmy.org
- Home Page:
- Invoice Delivery Email: williamh@esopro.com
- Invoice Delivery Email cc:
- Statement Delivery Email: williamh@esopro.com
- Statement Delivery Email cc:
- Document Email Option: All Posting

Invoice Delivery Email: Enter the email address of the person who you want the Agency invoice emailed to

Invoice Delivery Email cc: Enter the email address of the person you want to cc when the invoice is emailed

Statement Delivery Email: Enter the email address of the person who you want the Agency Statement emailed to

Statement Delivery Email cc: Enter the email address of the person you want to cc when the Statement is emailed

Document E-Mail Option: Select one of the options based on when you want the emails sent.

Blank - No Email will be sent. This indicates that Ceres should print the receipt.

On Post Only - Send Email with PDF attachment when the User selects the Post option on the Donation or Agency Order.

On Post and Print Only: Send email with pdf attachment when the User selects the Post and Print option on the Agency Order. Ceres will also print the order (invoice).

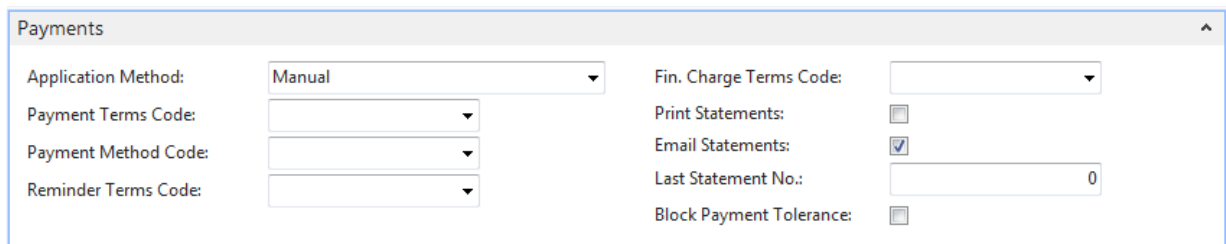
Batch Posting: Send email with pdf attachment when the User selects the Batch Post option on the Agency Order. A pdf version of the Invoice will be created and emailed to each Agency included in the batch having this option selected.

All Posting: Send email with pdf attachment when the User selects the Post, Post and Print, or Batch Post option on the Agency Order

Manual - With Warning on Post: An email will not automatically be sent when the order is posted. Instead a warning will appear during posting letting the user know an email was not sent.

Manual – Without Warning on Post: An email will not automatically be sent when the order is posted nor will a warning display.

2. On the Payments FastTab an Email Statements Boolean field was added. This field needs to be checked to email Statements when the Generate Email function is run. This will automatically un-check the Print Statements fields and vice versa. Checking the Email Statements does not prohibit you from printing a hard copy of the Agency Statement or Parent Agency Statement.



The screenshot shows the 'Payments' FastTab interface. It contains several fields and checkboxes arranged in two columns. The left column includes: 'Application Method' (dropdown menu with 'Manual' selected), 'Payment Terms Code' (dropdown menu), 'Payment Method Code' (dropdown menu), and 'Reminder Terms Code' (dropdown menu). The right column includes: 'Fin. Charge Terms Code' (dropdown menu), 'Print Statements' (checkbox, unchecked), 'Email Statements' (checkbox, checked), 'Last Statement No.' (text input field with '0'), and 'Block Payment Tolerance' (checkbox, unchecked).

3. To use one of the Document Email Option options, other than Blank, you must have an email address populated in the Invoice or Statement fields. Ceres will warn you if you try to select an option without an email address in the Invoice Delivery Email or Statement Delivery Email field.

If you enter an email address and assign a Document Email Option and later remove the email address, Ceres will reset the Document Email Option to Blank.

✘ You must enter an email address in Invoice Delivery Email before selecting Document Email Option. (Select Refresh to discard errors)

General C1722 | The Salvation Army | 66102 | Majors William Heaver

Communication

Phone No.:	<input type="text" value="913-232-5400"/>		Invoice Delivery Email:	<input type="text"/>
Phone Ext. No.:	<input type="text"/>		Invoice Delivery Email cc:	<input type="text"/>
Fax No.:	<input type="text" value="913-232-5442"/>		Statement Delivery Email:	<input type="text" value="williamh@esopro.com"/>
E-Mail:	<input type="text" value="wheaver@usc.salvationarmy.org"/>		Statement Delivery Email cc:	<input type="text"/>
Home Page:	<input type="text"/>		Document Email Option:	<input type="text" value="✘ Batch Posting"/>

Donor Setup

Donor document recipients and frequency are set up on the Donor Card.

1. Open the Donor List and select the Donor of your choosing. Update the fields on the Communication FastTab as necessary.

Communication

Phone No.:	<input type="text" value="913-596-2999"/>		Home Page:	<input type="text"/>	
Phone Ext. No.:	<input type="text"/>		Receipt Delivery Email:	<input type="text" value="williamh@esopro.com"/>	
Fax No.:	<input type="text"/>		Receipt Delivery Email 2:	<input type="text"/>	
E-Mail:	<input type="text"/>		Receipt Email Option:	<input type="text" value="On Post only"/>	

Receipt Delivery Email: Enter the email address of the person you want the receipt emailed to.

Receipt Delivery Email 2: Enter the email address of the person you want to cc when the receipt is emailed

Receipt Email Options: Select one of the options based on who and when you want the emails sent.

Blank - No email will be sent. This indicates that Ceres should print the receipt.

On Post Only - Send email with pdf attachment when the User selects the Post option on the Donation Order.

Batch Posting - Send email with pdf attachment when the User selects the Batch Post option on the Donation Order a pdf version of the Donor receipt will be created and emailed to each Donor included in the batch having this option selected.

Manual – With Warning on Post - An email will not automatically be sent when the order is posted. Instead a warning will appear during posting letting the user know an email was not sent.

Manual – Without Warning on Post - Regardless of the Receipt Email Sent value or the “Order Email Sent” value, do not advise the User.

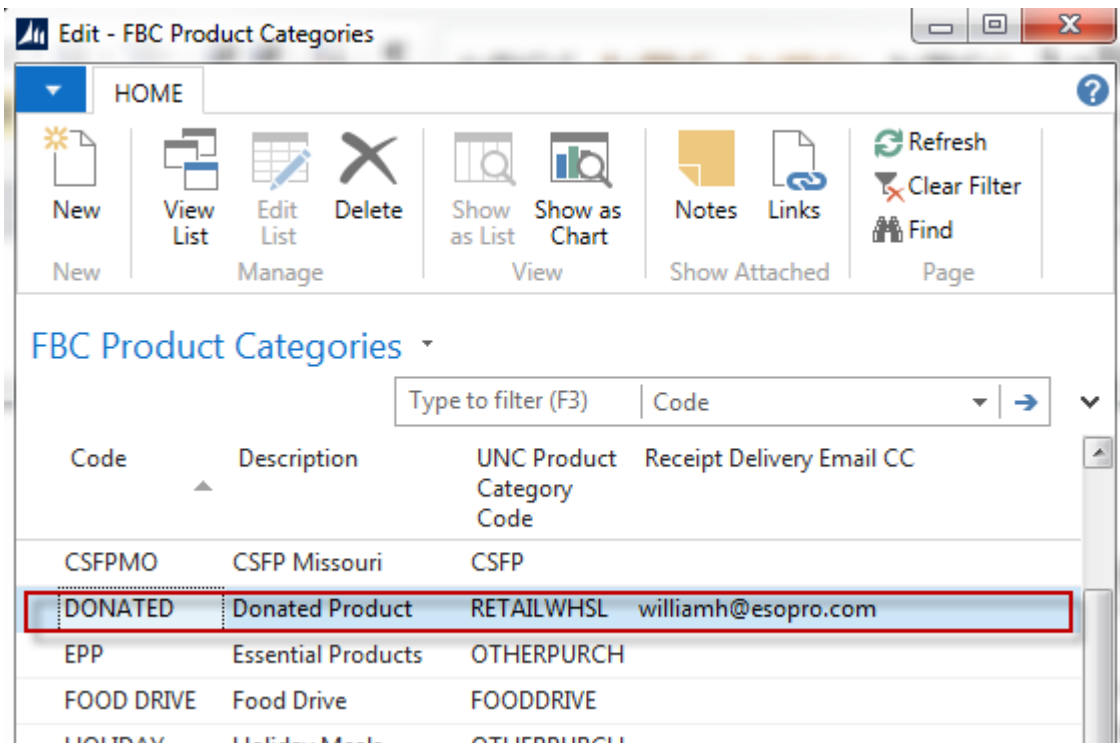
2. To use one of the Receipt Email Options, other than Blank, you must have an email address populated in the Receipt Delivery Email field. Ceres will warn you if you try to select an option without an email address in the Receipt Delivery Email field.

If you enter an email and assign a Receipt Email Option and later remove the email address, Ceres will set the Receipt Email Option to Blank.

FBC Product Category Code Setup

A Receipt Delivery Email CC field was added to the FBC Product Categories so various Staff can be notified – particularly for Donor Receipts.

1. Go to Departments → Financial Management → Inventory → Administration → Setup → Food Bank Number Codes → FBC Product Categories
2. Click on FBC Product Categories. The FBC Product Categories Page opens, as shown below

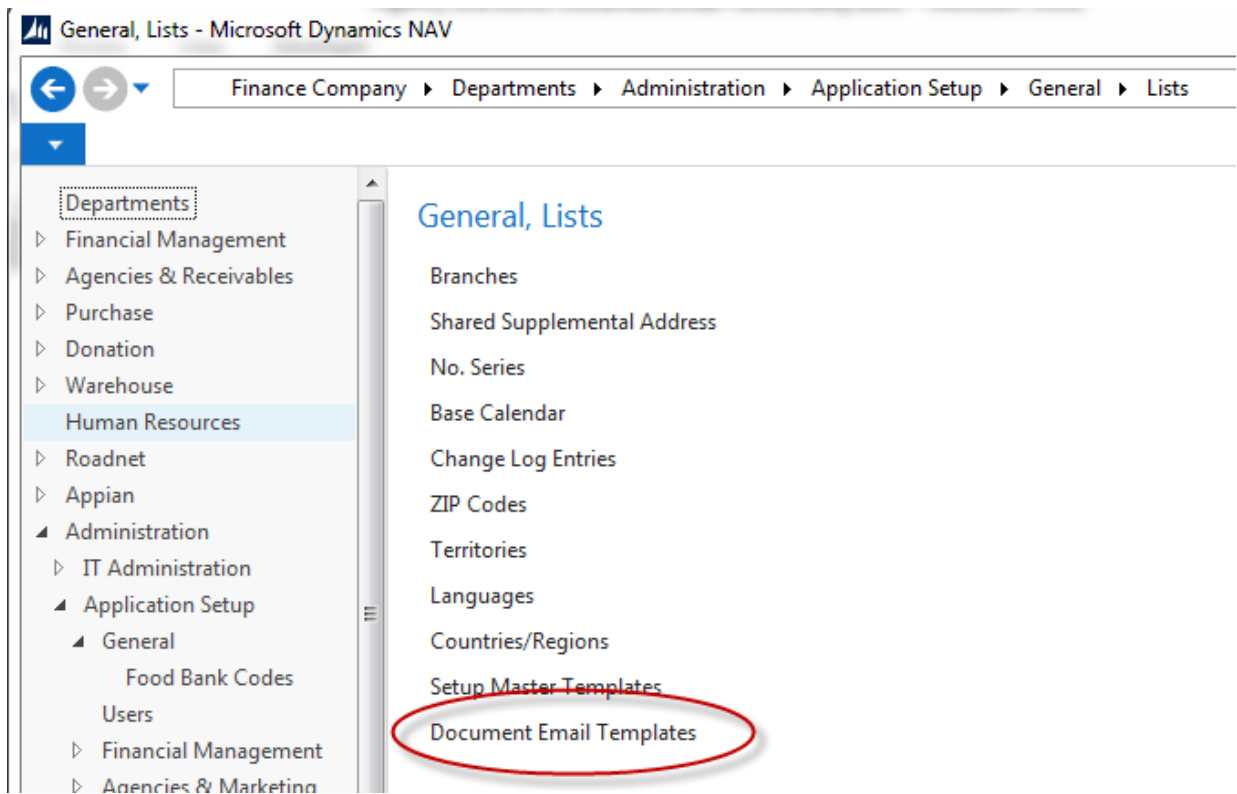


3. You can add the email address in the Receipt Delivery Email CC field for each category code. When the Code is used on a Donation Order, the recipient will receive a delivery receipt email as a carbon copy; if a Donation Receipt is emailed to the Donor (refer to the setup process above).

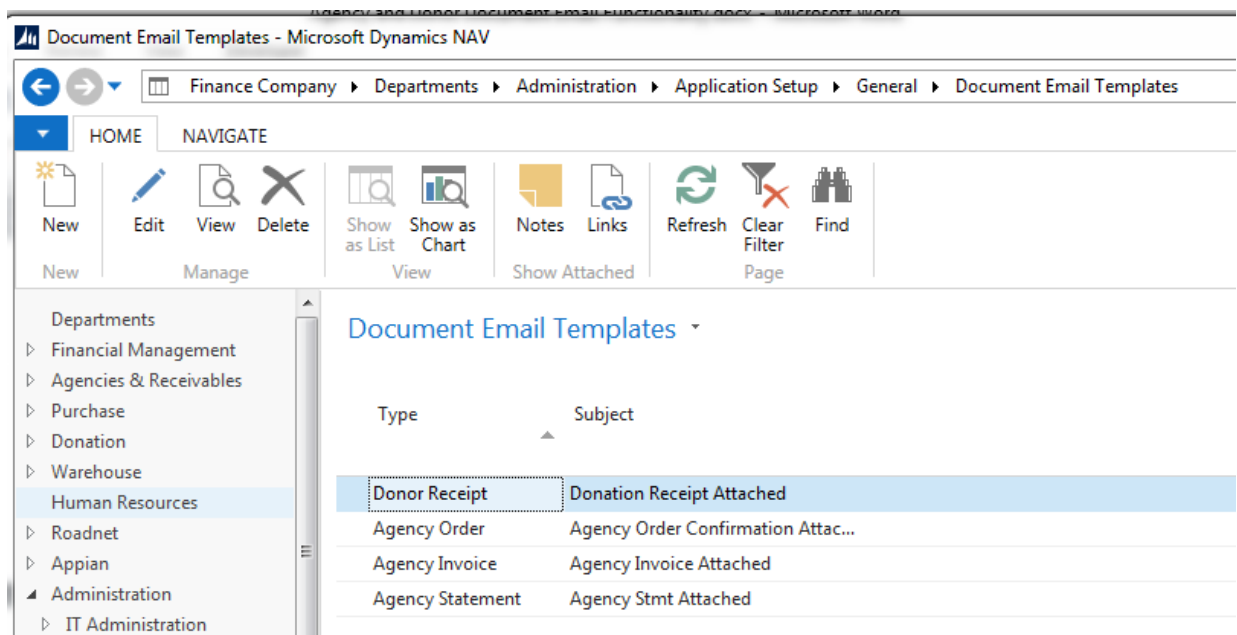
Document Email Template Setup

A new Document Email Template was added in which you can enter pre-defined text used in creating the emails described in this document.

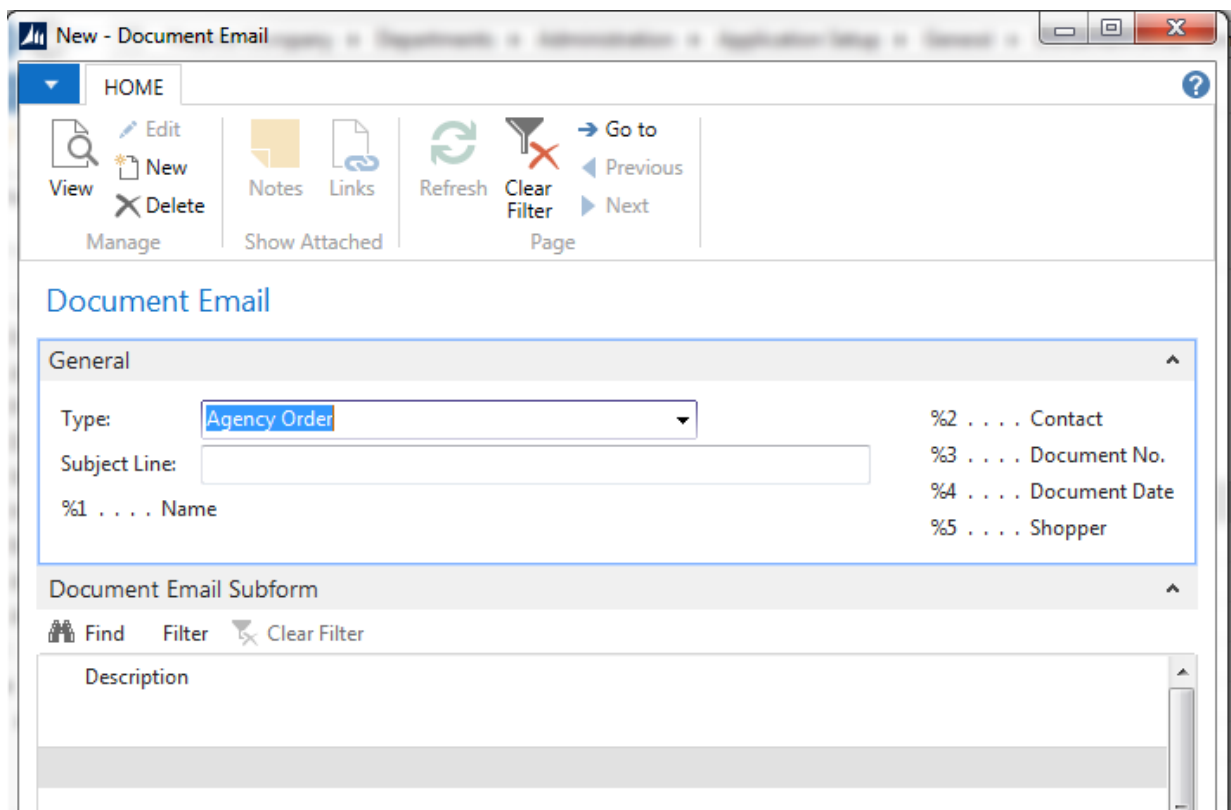
1. To access go to Departments → Administration → Application Setup → General → Administration → Document Email Template.



2. A List of the Templates that have been setup will display.



3. Select Home → New to create a new Template.



4. On the General FastTab there are four choices for the Type option field. This way a Template can be created for each document type. The options are:

- a. Donor Receipt
- b. Agency Order
- c. Agency Invoice

d. Agency Statement

Note: There can only be one Template per Type option listed above.

Document Email

General

Type: Agency Order

Subject Line: Donor Receipt

%1 Name

Document Em

%2 Contact

%3 Document No.

%4 Document Date

%5 Shopper

5. In the Type field select a Type and input text in the Subject Line.

Document Email

General

Type: Agency Order

Subject Line: Agency Order Confirmation Attached

%1 Name

%2 Contact

%3 Document No.

%4 Document Date

%5 Shopper

6. In the Description field in the Document Email Subform you can define what will print in the body of the email. The LEGEND on the General FastTab provides a list of substitution characters that can be used to customize the Subject Line and Body text. The actual values of the document fields described in the Legend replace the substitution characters (%1, %2, %3, etc.) in the email that is sent.

For example, %3 (Agency Order No.) and %4 (Agency Order Document Date) have been used in the Template example below

Document Email

General ^

Type: Agency Order ▼ %2 Contact
Subject Line: Agency Order Confirmation Attached %3 Document No.
%1 Name %4 Document Date
%5 Shopper

Document Email Subform ⚙️ ^

Find Filter Clear Filter

Description

Attached is Order %3, dated %4

7. Substitution values can be defined as follows:

Donation Receipt: Name, Contact, No, Today's Date

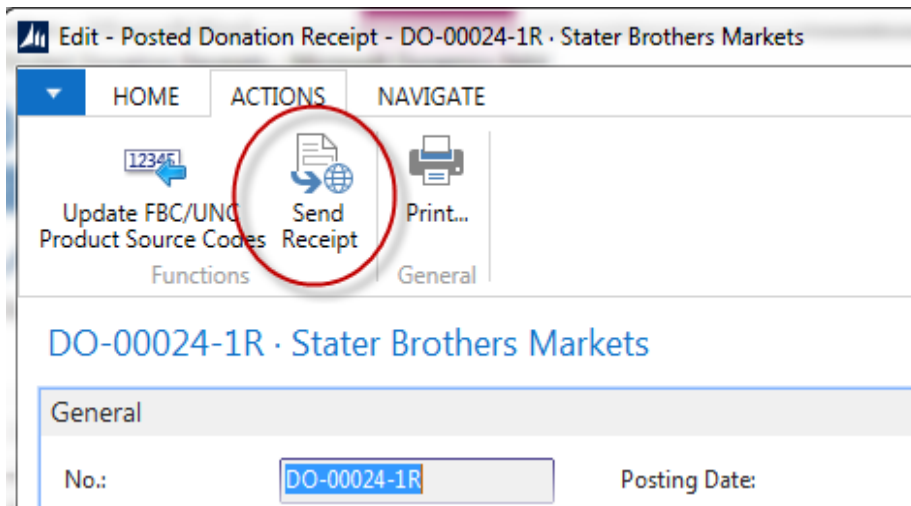
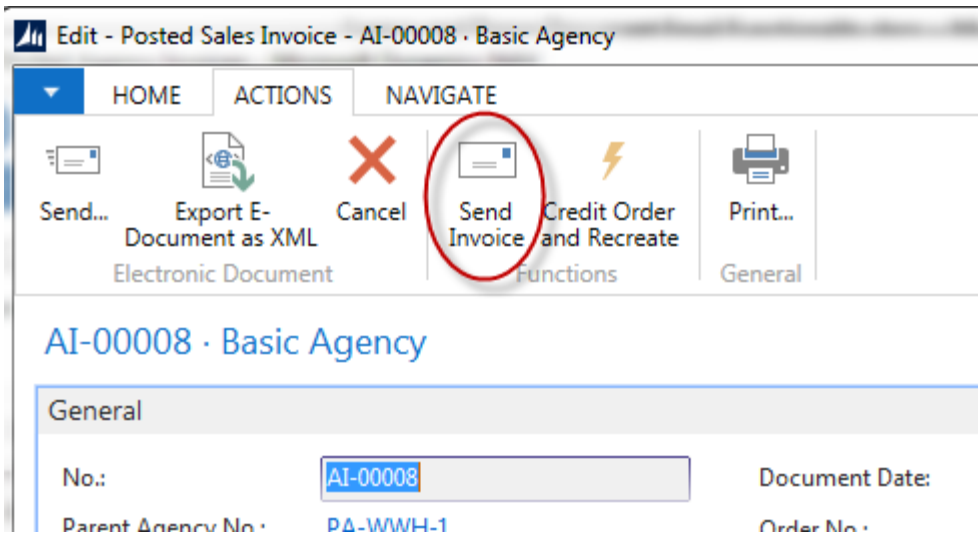
Donation Order: Donor Name (Buy-from), Contact (Buy-from), No, and Document Date

Agency Order & Agency Invoice: Agency Name (Sell-To), Contact (Sell-To), No, Document Date, and Shopper Name.

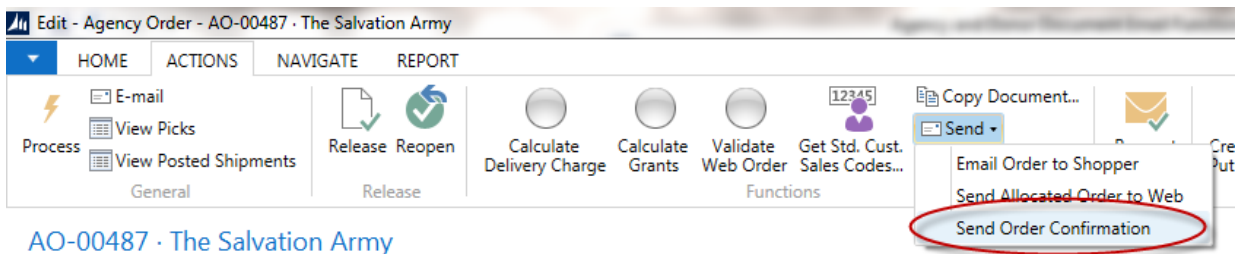
Workflow

Once all the setup is completed, sending emails within Ceres can be completed from Agency Orders or Donation Orders at the step selected in the setup, such as on Post and Print. In addition, you can send emails via a Posted Donation Receipts or Posted Agency Invoices.

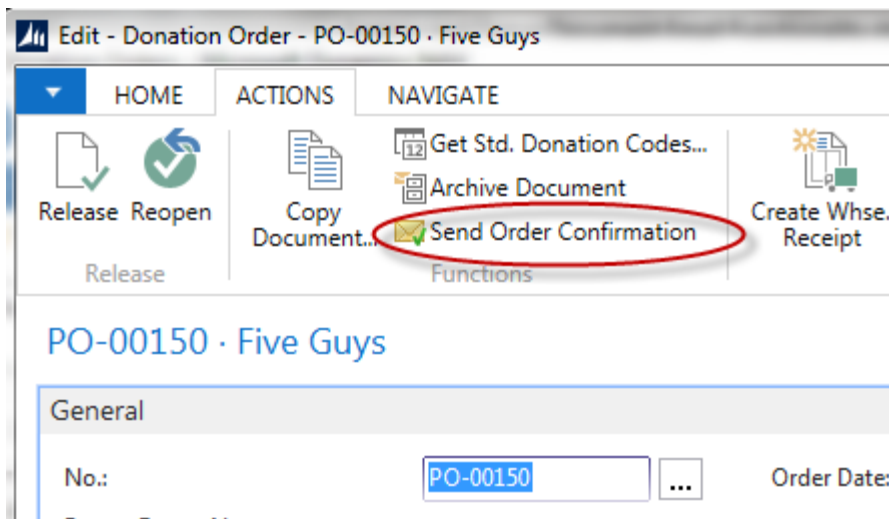
1. Navigate to the respective posted documents and open the document Page. Then click on Actions → Functions → Send Invoice from a Posted Agency Invoice or Send Receipt from a Posted Donation Receipt.



- When you are on an Agency Order you can send email via Actions → Functions → More → Send Order Confirmation.



- When you are on a Donation Order you can send email via Actions → Functions → Send Order Confirmation.



4. When sending a Donation Receipt, a signature is appended on the document. This is possible by importing your signature in the Donation Setup Page.
5. To add your Signature or Logo, go to Department → Donation → Administration → Setup and click on the Delivery Email FastTab. Right-click the image and click on Select Picture. Browse to your signature file and once selected, click Open. The file you imported will now display in the signature box



Reports and Periodic Processes

Several new processes and reports have been added to Ceres:

- Donation Receipt Summary
- Batch Email Donation Receipts (routine and report)
- Generate Agency E-Statements (routine and report)
- Posted Donation Receipt has been enhanced

Donation Receipt Summary Report -

The Donation Receipt Summary report displays all the information shown on the Posted Donation Receipt including a signature if imported, as described in the previous section. To access the document follow the steps below:

1. Go to Departments → Donation → Reports and Analysis → Donations Receipts Summary.

2. Enter the Donation No and a Date

Edit - Donation Receipts Summary

ACTIONS

Clear Filter

Page

Actions

Summarize by Item:

When in summary mode the Date and Receipt # will not be displayed as multiple documents may exist.

Donor

Show results:

Where No. is PD00001

+ Add Filter

Limit totals to:

Where Date Filter is 01/01/14..06/30/14

+ Add Filter

Print... Preview Cancel

3. Click Preview or Print. An example of the Donation Receipts Summary report follows:

Donation Receipts Summary

August 15, 2014

Donor: PD00001
Cookies On Demand

Address: 5252 Speaker Road
Kansas City, KS 66106

Phone: 913 281 7300
Eric Stanley

From January 1, 2014 through June 30, 2014

Date	Receipt #	Item No.	Description	Quantity	Unit	Weight
6/2/2014	DO-100010-1R	6F269	100895 USDA CFSP Kansas	10	CASE	350
6/2/2014	DO-100010-1R	6F269	100895 USDA CFSP Kansas	10	CASE	350
6/2/2014	DO-100010-1R	6F269	100895 USDA CFSP Kansas	10	CASE	350
6/2/2014	DO-100010-1R	6F269	100895 USDA CFSP Kansas	10	CASE	350
6/2/2014	DO-100010-1R	6F269	100895 USDA CFSP Kansas	10	CASE	350
6/2/2014	DO-100010-1R	6F269	100895 USDA CFSP Kansas	10	CASE	350
6/2/2014	DO-100010-1R	6F269	100895 USDA CFSP Kansas	10	CASE	350
6/2/2014	DO-100010-1R	6F269	100895 USDA CFSP Kansas	10	CASE	350
6/2/2014	DO-100010-1R	6F269	100895 USDA CFSP Kansas	10	CASE	350
6/2/2014	DO-100010-1R	6F269	100895 USDA CFSP Kansas	10	CASE	350
6/2/2014	DO-100010-1R	6F269	100895 USDA CFSP Kansas	10	CASE	350
Total Weight						3,500

Thanks

Posted Donation Receipt Report -

The Posted Donation Receipt Report was enhanced to include the signature. To access the document follow the steps below:

1. Go to Departments → Donation → Archive → Posted Donation Receipts
2. From the Posted Donation Receipts List, select the receipt you would like to print. Then select Actions → Print.
3. The Donation Receipt Report displays as shown below

DONATION RECEIPT

Donor Receipt Number: DO-00024-1R

Donor Receipt Date: 6/18/2014

Page: 1

From: Stater Brothers Markets
133495 29 Palms Highway
Yucca Valley, CA 92284

To: California Warehouse
William Hart
123 Wilshire Blvd
Los Angeles, CA 91150

Ship Via
Receive By
Notice No. DO-00024
Donor ID D-WWH-1

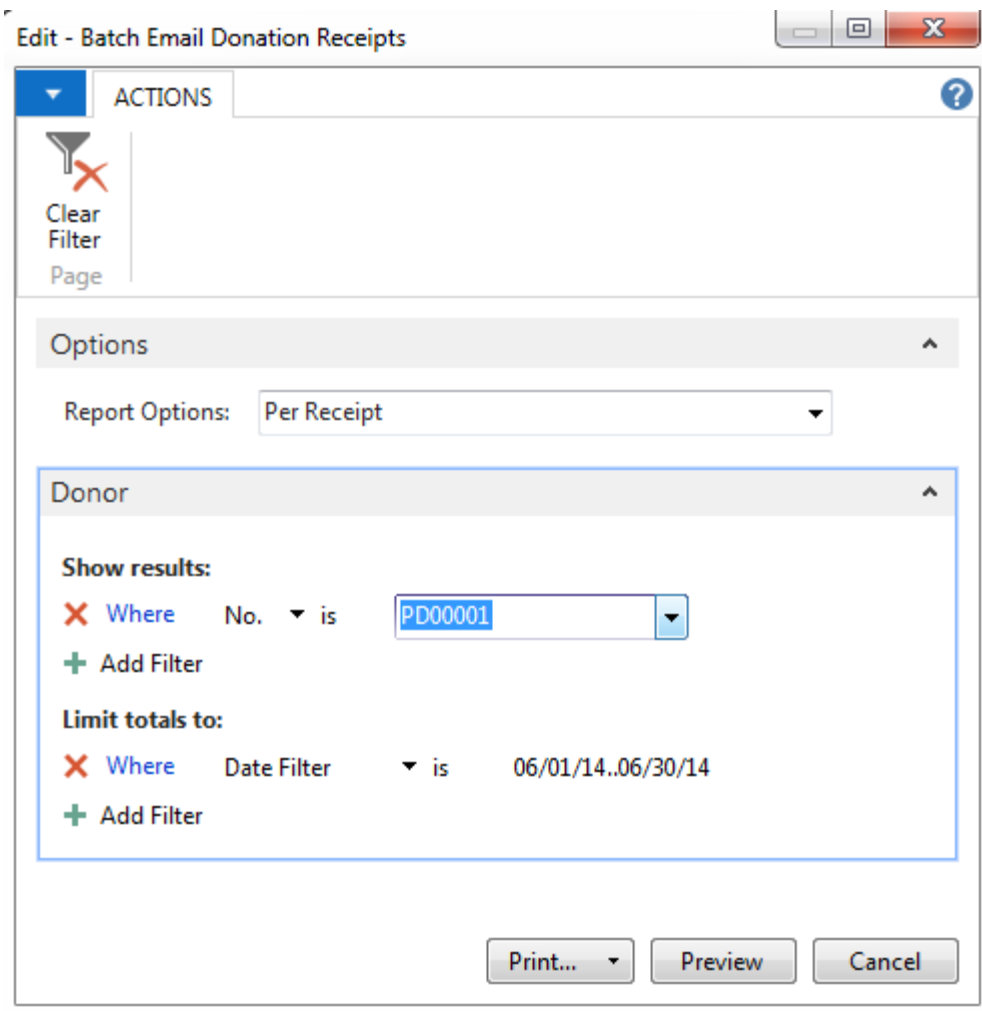
Order No. DO-00024
Order Date 6/18/2014
Product Source A2H LOCAL
Product Category DONATED

Item No.	Description	UOM	Quantity	Weight	Extended Weight	Location Code	Bin Code	Pallet No.
10018	Chocolate Sryup 12 / 22 oz	Case	50	18	900	CA	DRY5	1305-00409
Total Extended Weight					900			

Batch Email Donation Receipt Report -

The Batch Email Donation Receipt report has the ability to send emails as pdf attachments to the Donor. The pdf attachment can be Per Summary or Per Receipt. For Per Receipt, Ceres will send a separate email for each posted receipt while the Per Summary option will send a summary of all the posted receipts based on the date range used. To run the Batch Email Donation Receipt Report, follow the steps below:

1. Go to Departments → Donation → Order Processing → Tasks → Batch Email Donation Receipts
2. In the Report Option field, select either Per Receipt or Receipt Summary. Input a Date Filter along with any other filters.



3. Click Preview. Ceres will email the Donor multiple donation receipts if Per Receipt was selected or one Donation Receipt summarizing all the receipts if Per Summary is selected. Regardless of which option is selected, the receipts that were sent and/or summarized will display.

Generate Agency E-Statement Report

The Generate Agency E-Statement report allows you to email the Agencies their statements. To run the Generate E-Statement report, follow the steps below:

1. Go to Financial Management → Receivables → Documents → Generate E-Statement.
2. Select Options based on how you want to present the Statements. Input a Date Filter along with any other filters.

Edit - Generate E-Statements

ACTIONS

Clear Filter
Page

Options

Print All with Entries:

Print All with Balance:

Update Statement No.:

Print Company Address:

Statement Style: Open Item

Aged By: Due Date

Length of Aging Periods: 30D

Agency

Show results:

Where No. is A-WWH-1

And Print Statements is Select a value

+ Add Filter

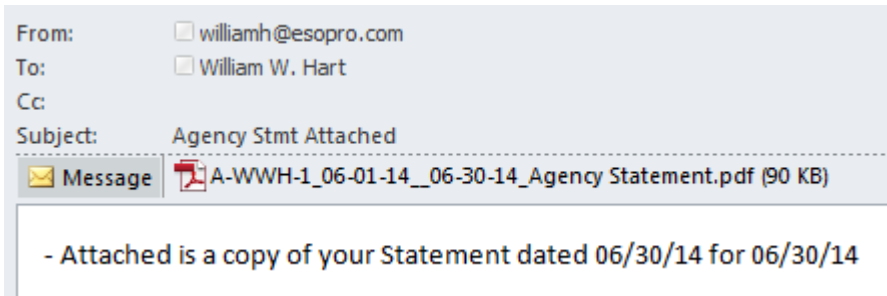
Limit totals to:

Where Date Filter is 06/01/14..06/30/14

+ Add Filter

OK Cancel

3. Then click OK. Ceres will email the Agency their Statement.



Related Topics:

1. [Agency Overview](#)
2. [Parent Agency Overview](#)
3. [Donor Overview](#)
4. [Parent Donor Overview](#)
5. [Agency Order Overview](#)
6. [Donation Order Overview](#)