

# The Raiser's Edge Homepage & Dashboards Wednesday – August 19, 2009

Please silence your phone line by  
pressing **\*6** or **mute** on your phone

There will be an opportunity at the end of the  
session for you to un-mute your phone for the Q and A

**Please do not place the call on hold**

The Raiser's Edge  
Homepage & Dashboards  
Wednesday – August 19, 2009

Blackbaud Representative:

Ron Rivers – **Solutions Engineer**

## Agenda



- Welcome and Introductions
- Organizational Tools Available on the Homepage
- Standard Workflow Procedures
- Customizing the Home Page
- Adding Basic Functions to your Favorites
- Creating & Organizing Favorites
- Creating Dashboards
- Q & A Session

## Organizational Tools Available on the Homepage

The screenshot shows the 'The Raiser's Edge' software interface. The window title is 'The Raiser's Edge' and the user is logged in as 'Welcome Ron Rivers'. The interface includes a navigation sidebar on the left with options like Home, Records, Query, Export, Reports, Mail, Batch, Admin, Config, Scanning, NetSolutions, Dashboard, Data Health Center, Web Services, and Plug-Ins. The main content area is titled 'Welcome Ron Rivers' and features a 'Customize Home Page' section with a 'Quick Find Constituent' search bar. Below this, there are two sections: 'Favorites' and 'Action Reminders'. The 'Favorites' section contains various folders and reports, while the 'Action Reminders' section displays a table of upcoming actions.

Follow-up?	Complete	Date	Category	Action Type	Constituent/Event/Appeal	Phone	Email	Solicitor Name
<input type="checkbox"/>	<input type="checkbox"/>	03/18/2009	Mailing	Brochure Request	<a href="#">Bruce Willis</a>	898-234-0987	<a href="mailto:bruce@aol.com">bruce@aol.com</a>	Crenshaw, Ellen
<input type="checkbox"/>	<input type="checkbox"/>	03/18/2009	Meeting	Follow-Up Facility Visit/Tour	<a href="#">Ronald Rivers</a>	843-216-6200	<a href="mailto:ron.rivers@blackbaud.com">ron.rivers@blackbaud.com</a>	Tidwell, Andrea
<input type="checkbox"/>	<input type="checkbox"/>	03/18/2009	Phone Call	Follow-Up	<a href="#">Kathleen Bently</a>	404-864-2522	<a href="mailto:KatBently@yahoo.com">KatBently@yahoo.com</a>	Hernandez, Robert
<input type="checkbox"/>	<input type="checkbox"/>	03/18/2009	Meeting	Initial Facility Visit/Tour	<a href="#">Joseph Ames</a>	205-566-1254	<a href="mailto:JPdiresta@net.com">JPdiresta@net.com</a>	Hensley, Cole
<input type="checkbox"/>	<input type="checkbox"/>	03/18/2009	Phone Call	Return Referral	<a href="#">Warren Buffett</a>	619-402-5589	<a href="mailto:wbuffett@comcast.net">wbuffett@comcast.net</a>	Ames, Joseph
<input type="checkbox"/>	<input type="checkbox"/>	03/18/2009	Phone Call	New Request	<a href="#">Dan Mombrea</a>	843-224-9325	<a href="mailto:dan.mombrea@blackbaud.com">dan.mombrea@blackbaud.com</a>	Anderson, Matthew
<input type="checkbox"/>	<input type="checkbox"/>	03/18/2009	Meeting	Initial Facility Visit/Tour	<a href="#">Susan Keating</a>	987-795-1675	<a href="mailto:skeating@roadrunner.com">skeating@roadrunner.com</a>	Andrews, Allison

## Organizational Tools Available on the Homepage

The Raiser's Edge

File Edit View Go Favorites Tools Help

Back Forward Open in separate window

Welcome Ron Rivers

Customize Home Page Refresh Cancel

(Build 5026) Blackbaud Demo

**Donor Giving Analysis**

As of 03/20/2009 10:58:35 AM

	# Donors	Total
Repeat	35	\$41,185.00
Increased	47	\$3,809,265.00
New	6	\$6,550.00
Recovered	5	\$3,225.00
Decreased		
<b>Total</b>	<b>93</b>	<b>\$3,860,225.00</b>

**Recent Major Gifts List (\$5000+)**

As of 03/20/2009 11:26:02 AM

Gift Date	Constituent Name	Amount	Fund
12/12/2009	Martin A. Schultz	\$65,000.00	SCIENCE CENTER FURN
12/12/2009	Scripps Howard Foundation	\$65,000.00	SCIENCE LAB EQUIP
11/19/2009	Allen J. Roy	\$5,000.00	Natural Disaster Relief Fund
11/19/2009	Ira M. Rosenberg	\$50,000.00	ACQUISITION
11/19/2009	Ginger Rosenberg	\$5,000.00	2009 Annual Fund
11/15/2009	Mary Beth Richardson	\$5,000.00	Playground Site
11/15/2009	The Reading Corner	\$5,000.00	Natural Disaster Relief Fund
10/25/2009	Campbell A. Phan	\$1,000,000.00	SCIENCE
10/25/2009	Chad Patterson	\$5,500.00	Building Fund
10/25/2009	Lane A. Pembroke	\$1,000,000.00	LAB
09/25/2009	Mia Patras	\$5,000.00	Playground Site

**Appeal Package Response**

As of 03/20/2009 11:28:43 AM

Appeal	No. Solicited	No. Gifts	Total Gift Amt.
2009 Direct Mail Appeal	1063	17	\$7,435.00

Package	No. Donors	No. Solicited	No. Gifts	Total Gift Amt.
Post Card to General Public	5	362	9	\$1,835.00
Major Donor Letter w/Follow Up Visit	3	48	5	\$4,250.00
Letter to Active Constituents	3	583	3	\$1,350.00

**Solicitor Performance Graph**

As of 03/20/2009 11:41:46 AM

Solicitor	Total Gift Amt.
Andrews, Allison	\$0
Bach, Julie	\$4,500
Hunter, Earl	\$1,000
Miller, Cynthia	\$1,000
Sinclair, Anne	\$4,500

Welcome to The Raiser's Edge 7

## Standard Workflow Procedures

## Folders

The screenshot shows the 'The Raiser's Edge' application window. The interface includes a menu bar (File, Edit, View, Go, Favorites, Tools, Help), a navigation bar (Back, Forward, Open in separate window), and a sidebar with various tool icons (Home, Records, Query, Export, Reports, Mail, Batch, Admin, Config, Scanning, NetSolutions, Dashboard, Data Health Center, Web Services, Plug-Ins). The main content area is titled 'Welcome Ron Rivers' and contains a 'Quick Find Constituent' search box, a 'Favorites' section with a tree view of folders, and an 'Action Reminders' table.

In the 'Favorites' section, the 'Daily Standard Workflow' folder is highlighted with a red oval. The tree view shows the following structure:

- Constituents
  - Create a new gift
  - Create a new individual
  - Create a new organization
  - Create a new action
  - Robert Carlos Hernandez, M.D.
  - W.K. Kellogg Foundation
  - AFP
  - Daily Standard Workflow**
  - Daily Gift Batch
  - Acknowledgement Letters - Conditional by Amount
  - Mailing Labels
  - Post to General Ledger
- Action List & Reports
  - Lists
    - Major Donors \$15,000 Giving
    - Gifts This Week
    - Volunteers
    - Board of Directors
  - Analytical Reports
    - First/Greatest/Latest - 2008
    - LYBUNT - Gave Last Year but not This Year
    - New Donors Report
    - 5 Years Consecutive Donors Report
    - SYBUNT - Gave Some Year But Not This
- Favorite Reports
  - Fund Performance Analysis
  - Donor Category Report
  - Campaign Reports
    - Campaign Performance Analysis
    - Campaign Progress Report
    - Campaign Comparison Report
    - Campaign Summary
  - Director of Development Reports
    - Constituent Profile
    - Board Member Directory
    - Volunteer Directory
- Misc

The 'Action Reminders' table displays the following data:

Follow-up?	Complete	Date	Category	Action Type	Constituent/Event/Appeal	Phone	Email	Solicitor Name
	<input type="checkbox"/>	03/18/2009	Mailing	Brochure Request	<a href="#">Bruce Willis</a>	898-234-0987	<a href="mailto:bruce@aol.com">bruce@aol.com</a>	<a href="#">Crenshaw, Ellen</a>
	<input type="checkbox"/>	03/18/2009	Meeting	Follow-Up Facility Visit/Tour	<a href="#">Ronald Rivers</a>	843-216-6200	<a href="mailto:ron.rivers@blackbaud.com">ron.rivers@blackbaud.com</a>	<a href="#">Tidwell, Andrea</a>
	<input type="checkbox"/>	03/18/2009	Phone Call	Follow-Up	<a href="#">Kathleen Bently</a>	404-864-2522	<a href="mailto:KatBently@yahoo.com">KatBently@yahoo.com</a>	<a href="#">Hernandez, Robert</a>
	<input type="checkbox"/>	03/18/2009	Meeting	Initial Facility Visit/Tour	<a href="#">Joseph Ames</a>	205-566-1254	<a href="mailto:JPdiResta@net.com">JPdiResta@net.com</a>	<a href="#">Hensley, Cole</a>
	<input type="checkbox"/>	03/18/2009	Phone Call	Return Referral	<a href="#">Warren Buffett</a>	619-402-5589	<a href="mailto:wbuffett@comcast.net">wbuffett@comcast.net</a>	<a href="#">Ames, Joseph</a>
	<input type="checkbox"/>	03/18/2009	Phone Call	New Request	<a href="#">Dan Mombrea</a>	843-224-9325	<a href="mailto:dan.mombrea@blackbaud.com">dan.mombrea@blackbaud.com</a>	<a href="#">Anderson, Matthew</a>

## Standard Workflow Procedures

## Batch Gift Entry

Batch 715

File Edit View Gift Constituent Favorites Tools Help

Save and Close

Constituent Na...	Amount	Date	Campaign	Fund	Package	Appeal	GL post date		Field	Value
*		03/20/2009	Annual Campaign	2009 Annual Fund		2009 Direct Mail Appeal	03/20/2009	Not Posted	First Name	Robert
Rivers, Ronald	\$100.00	03/20/2009	Annual Campaign	2009 Annual Fund	Letter to Active Constituents	2009 Direct Mail Appeal	03/20/2009	Not Posted	Last Name	Hernandez
Mombrea, Dan	\$75.00	03/20/2009	Annual Campaign	2009 Annual Fund	Letter to Active Constituents	2009 Direct Mail Appeal	03/20/2009	Not Posted	Address Address Lines	1834 Bairds Cove
Bently, Kathleen	\$250.00	03/20/2009	Annual Campaign	2009 Heart Program	Letter to Active Constituents	2009 Direct Mail Appeal	03/20/2009	Not Posted	Address City	Charleston
Hernandez, Robert	\$5,000.00	03/20/2009	Annual Campaign	2009 Annual Fund	Major Donor Letter w/Follow Up Visit	2009 Direct Mail Appeal	03/20/2009	Not Posted	Address Type	Home
Roy, Allen	\$5,000.00	03/20/2009	Annual Campaign	2009 Annual Fund	Major Donor Letter w/Follow Up Visit	2009 Direct Mail Appeal	03/20/2009	Not Posted	Address ZIP	29414-5824
									Birth date	03/14/1950
									Deceased	<input type="checkbox"/>
									Marital status	Married

**Commit Gift Batch**

1: General | 2: Payments | 3: Recurring Batch

**Step 1: Enter general information**

Validate batch before committing

Create gift query of committed gifts

Create a new batch of exceptions

Create control report | Detail | Preview | Print

Delete batch after committing

Automatically apply gifts to pledges and recurring gifts

Only apply gifts to pledges and recurring gifts with the same fund(s)

**Batch Statistics**

Running number of gifts:	5	Number of matching gifts:	0
Running amount:	\$10,425.00	Matching gift amount:	\$0.00
Created on:	03/20/2009 2:56:50 PM	Times committed:	0
Last changed on:	03/20/2009 3:13:27 PM	Last committed on:	
Created by:	Ron Rivers		

< Back | Next > | Cancel | **Commit Now**

Press F8 for constituent window.

Gift 1 of 5 | Running Total: \$10,425.00 | Hidden columns exist

## Standard Workflow Procedures

## Acknowledgement Letters

The Raiser's Edge

File Edit View Go Favorites Tools Help

Back Forward Open in separate window

Welcome Ron Rivers

Customize Home Page

Quick Find Constituent:

**Favorites**

- Constituents
  - Create a new gift
  - Create a new individual
  - Create a new organization
  - Create a new action
  - Robert Carlos Hernandez, M.D.
  - W.K. Kellogg Foundation
  - AFP
- Daily Standard Workflow
  - Daily Gift Batch
  - Acknowledgement Letters - Condit
  - Mailing Labels
  - Post to General Ledger

**Action Reminders**

Follow-up?	Complete	Date	Constituent	Action	Contact	Solicitor Name
	<input type="checkbox"/>	03/18/2009	Ma			
	<input type="checkbox"/>	03/18/2009	Ma			
	<input type="checkbox"/>	03/18/2009	PH			
	<input type="checkbox"/>	03/18/2009	Meeting	Initial Facility Visit/Tour	Joseph Ames	205-566-1254 JPdiesta@net.com Hensley, Cole
	<input type="checkbox"/>	03/18/2009	Phone Call	Return Referral	Warren Buffett	619-402-5589 wbuffett@comcast.net Ames, Joseph
	<input type="checkbox"/>	03/18/2009	Phone Call	New Request	Dan Mombrea	843-224-9325 dan.mombrea@blackbaud.com Anderson, Matthew

**Weekly Donor Thank You Letters-conditional amount**

File Edit Favorites Help

Send to Word merge wizard

6: Ind. Address 7: Org. Address 8: PostalSaver 9: Format  
1: General 2: Fields to Include 3: Filters 4: Gift Types 5: Attributes

Include... **All records**

Include Gifts with these Dates

Date to use: Gift date Why are gifts missing from my donor acknowledgement letter?  
Date: This week

Soft Credit Gifts To

Donor  
 Soft credit recipients Use distribution on gift  
 Both Use distribution on gift

Include these Constituents

Inactive constituents  
 Deceased constituents  
 Constituents with no valid address

Credit Matching Gifts To

Donor  MG Company  Both

Create Constituent output query

< Back Next > Cancel Export... Merge...

Solicitor Name

- enshaw, Ellen
- well, Andrea
- ernandez, Robert
- Hensley, Cole
- Ames, Joseph
- Anderson, Matthew

Welcome to The Raiser's Edge 7

start The Rais... RE: Cred... Microsof... Inbox - ... Weekly ... 4:09 PM

## Standard Workflow Procedures

## Mailing Labels

The Raiser's Edge

File Edit View Go Favorites Tools Help

Back Forward Open in separate window

Welcome Ron Rivers

Customize Home Page

Quick Find Constituent:

**Favorites**

- Constituents
  - Create a new gift
  - Create a new individual
  - Create a new organization
  - Create a new action
  - Robert Carlos Hernandez, M.D.
  - W.K. Kellogg Foundation
  - AFP
- Daily Standard Workflow
  - Daily Gift Batch
  - Acknowledgement Letters - Con
  - Post to General Ledger
  - Mailing Labels
  - Gifts This Week

**Action Reminders**

Follow-up?	Complete	Date					
	<input type="checkbox"/>	03/18/2009					
	<input type="checkbox"/>	03/18/2009					
	<input type="checkbox"/>	03/18/2009	Phone Call Follow-Up	<a href="#">Kathleen Beniv</a>	404-864-2522	<a href="mailto:katbeniv@yahoo.com">katbeniv@yahoo.com</a>	Hernandez, Robert
	<input type="checkbox"/>	03/18/2009	Meeting Initial Facility Visit/Tour	<a href="#">Joseph Ames</a>	205-566-1254	<a href="mailto:JPdiresta@net.com">JPdiresta@net.com</a>	Hensley, Cole
	<input type="checkbox"/>	03/18/2009	Phone Call Return Referral	<a href="#">Warren Buffett</a>	619-402-5589	<a href="mailto:wbuffett@comcast.net">wbuffett@comcast.net</a>	Ames, Joseph

Mailing Labels

File Edit Favorites Help

Org. Address Segment PostalSaver Format

1: General 2: Fields to Include 3: Filters 4: Attributes 5: Ind. Address

Create for:  Constituents  Relationships  Honor/Memorials  Participants

Include... **Gifts for 'This Week'**

Form type: Type Size Across Down Description

Avery® 5161 1 x 4 2 10 Laser Address

Form font: Times New Roman Start printing in Row: 1

Font size: 10 Column: 1

Head of Household Processing

Mail only to constituents marked 'Head of Household'

Mail to first constituent found

Mail to both constituents separately

Include these Constituents

Inactive constituents

Deceased constituents

Constituents with no valid address

Create output query

< Back Next > Cancel Print Preview Layout

Solicitor Name

[Crenshaw, Ellen](#)

[Tidwell, Andrea](#)

[Hernandez, Robert](#)

[Hensley, Cole](#)

[Ames, Joseph](#)

Welcome to The Raiser's Edge 7

start The ... RE: ... Inbo... FW: ... Micr... Mail... 4:35 PM

## Standard Workflow Procedures

## Post to General Ledger

The screenshot displays the 'The Raiser's Edge' web application interface. On the left is a navigation menu with options like Home, Records, Query, Export, Reports, Mail, Batch, Admin, Config, Scanning, NetSolutions, Dashboard, Data Health Center, Web Services, and Plug-Ins. The main content area shows the 'Administration' section with a list of administrative tasks. A modal dialog box titled 'Post to General Ledger' is open, showing configuration options for posting gifts to the financial ledger. The dialog has tabs for 'General', 'Gifts', and 'Format'. A red arrow points to the 'Post Gifts to the Financial Edge' radio button. Below this, there are options for 'What do you want to do with the transactions?' and 'Miscellaneous Information'. At the bottom of the dialog are buttons for '< Back', 'Next >', 'Cancel', and 'Post Now'. Below the dialog, a descriptive text block explains the 'Post to General Ledger' function. The Windows taskbar at the bottom shows the Start button, system tray, and several open applications including 'The Raiser's Edge', 'RE: Credit Ca...', and 'Microsoft Pow...'. The system clock shows 4:01 PM.

**Post to General Ledger**

1: General | **Gifts** | 3: Format

**What do you want to do?**

- Run the General Ledger pre-posting report
- Post Gifts to the Financial Edge
- View gifts posting to closed accounting periods

**What do you want to do with the transactions?**

- Post to the Financial Edge Journal Code: The Raiser's Edge
- Create an export file: C:\Documents and Settings\RonR\X\Desktop\Posting.csv
- Post the transactions in: Detail
  - Use default journal reference
  - Use journal reference from Configuration

**Miscellaneous Information**

- Group the transactions by: Batch
- Create exception query of gifts to be posted to closed accounting periods
- Create exception report  Preview  Print
- Create control report  Preview  Print

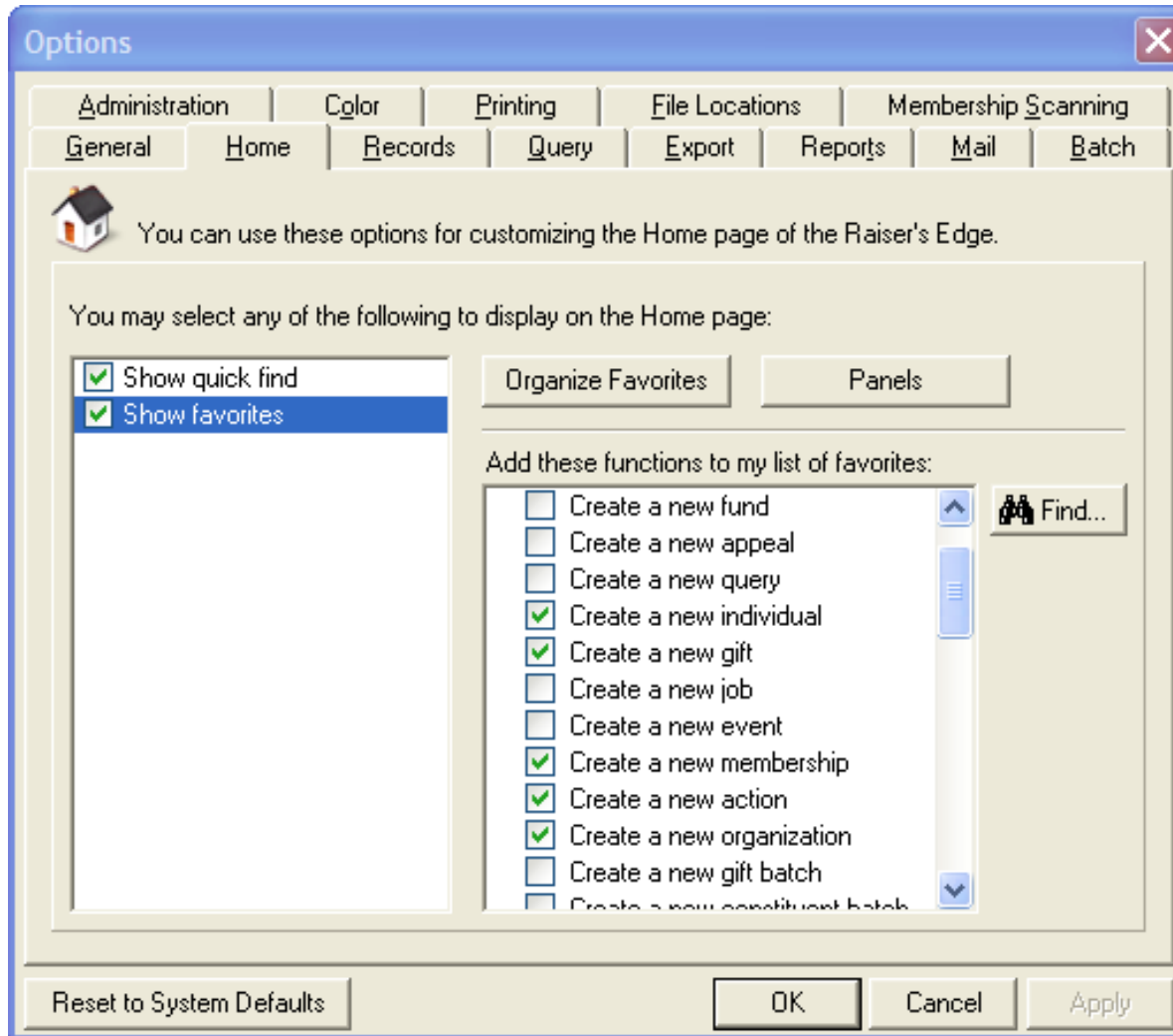
< Back | Next > | Cancel | Post Now

**Post to General Ledger**

Post to **General Ledger** - This creates a file of gifts to be posted to Blackbaud's **General Ledger**. It also creates export files you can send to other programs. For more information, see [Posting to General Ledger](#). Want to know more about how to [set up the integration](#)?

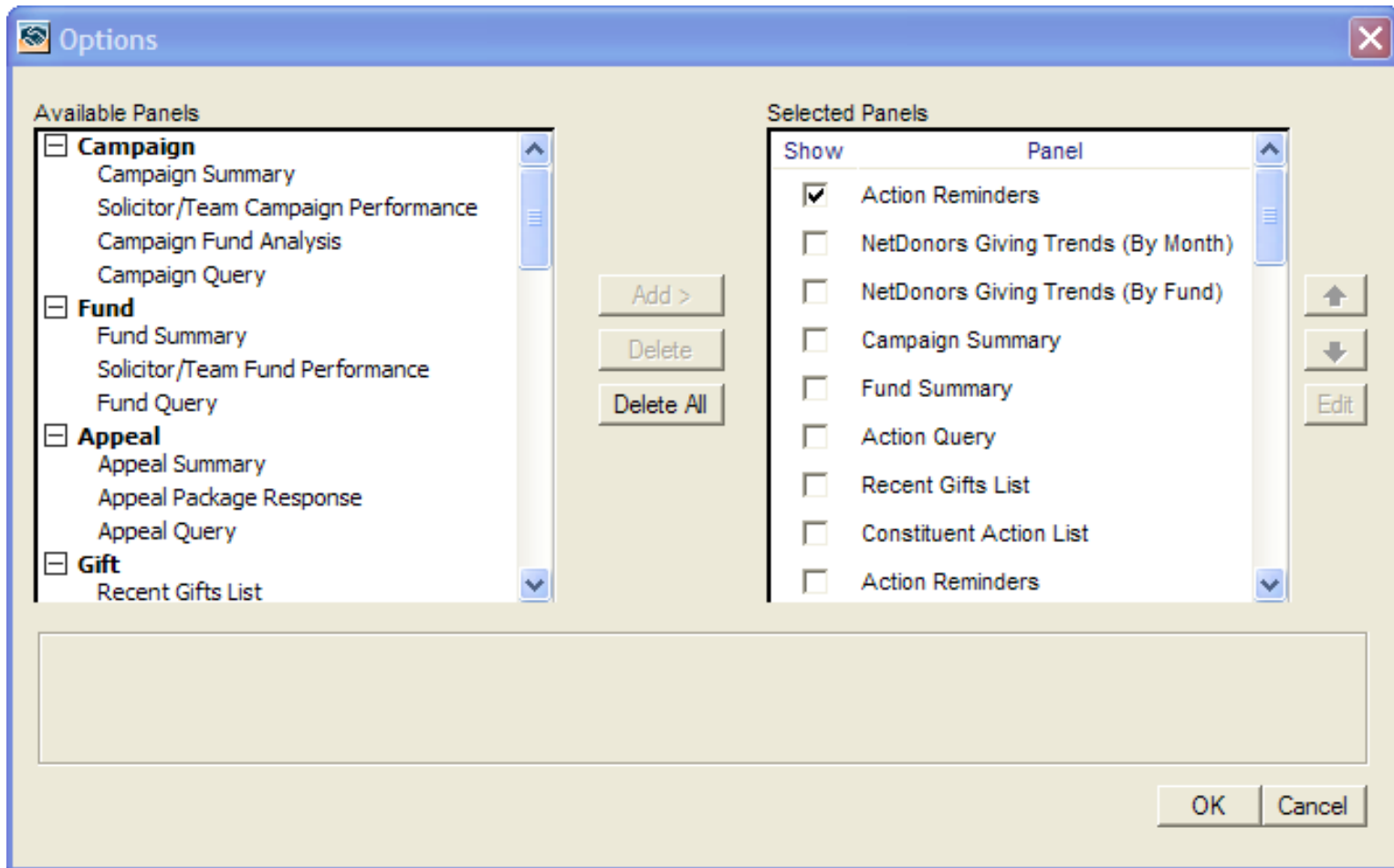
## Customizing the Home Page

*Basic Functions*



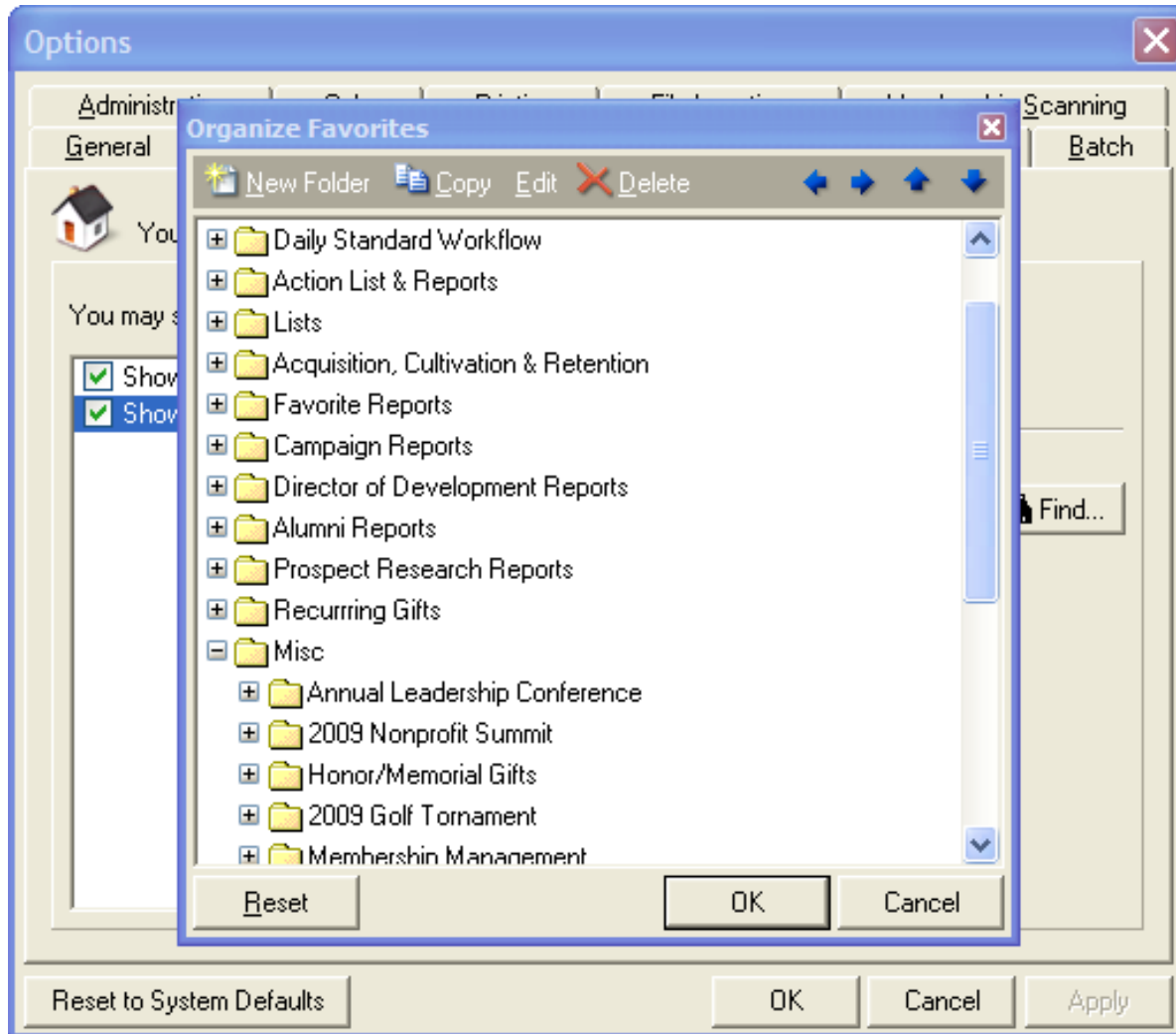
## Customizing the Home Page

*Panels*



## Customizing the Home Page

### *Organizing Favorites*



# Blackbaud News Update

## Blackbaud News

### Upcoming Online Trainings

- Managing Tribute Gifts in The Raiser's Edge
  - Dates 8/27, 9/15
  - 2 hours at \$160
- RE7 Part I Refresher
  - 8/27, 9/02, 9/15
  - 4 hours at \$320
- RE7 Part II Refresher
  - 8/28, 9/03/ 9/16
  - 4 hours at \$320

\*All online instructor-led courses are covered by the Blackbaud Training Pass or Distance Learning Training Pass

## Blackbaud News

### Raiser's Edge Support

- The Raiser's Edge 7
  - Current release is 7.91
  - Support Main Line 1-800-468-8996
  - Email at [RESupport@blackbaud.com](mailto:RESupport@blackbaud.com)
  - Operating hours are 8 a.m. to 8 p.m. EST, 24/7 access available for Advantage Priority Maintenance clients

## Blackbaud News

### Software Spotlight: NetCommunity GROW

- Fully Designed Website using “best practice” design and navigation
- Web 2.0 Tools delivering a dynamic, interactive website
- Hosting of your website – access your site from any web browser to make content additions and changes
- Complete Integration with The Raiser’s Edge
- Annual Maintenance – 24/7 Knowledge Base, Telephone Support, all upgrades
- E-Mail Subscription – up to 500,000 emails a year using our servers to limit any spam filters allowing for maximum email delivery results
- Reporting Tools using Google Analytics and Raiser’s Edge
- Launch Strategy Services
- email Campaign Strategies
- On-Going Analysis and Wellness Checks

## Blackbaud News

### Do you need help managing Technology? Blackbaud OnDemand May Be Right For You!

- Keeping up with the Hardware and Software to run applications
  - Periodic hardware purchases and upgrades, ensuring that your system will perform at peak by employing the best technology
  - Upgrades and patches of Blackbaud and 3<sup>rd</sup> party software ensuring you are always on the latest version
- Knowledgeable resources, staff, and support
  - Implement changes when changes are needed
  - Perform regular tasks like back-ups and upgrades
  - Have expertise in both the application and infrastructure
- The right solution for Remote Access
  - Employing the right technology that simplifies access to your data while you're in or away from your office
  - Getting to your data when you need, and performing the right tasks and functions
- Focus on your mission, not the technology. Blackbaud can help you remove these responsibilities from your plate with outsourced solutions.

## Better Supporting You Support Resources Online

- Customer and Product Support
  - User Forums
  - Technical Bulletins
  - Shared Documents
    - Downloads

## Customer and Product Support

Blackbaud offers three levels of world-class support to assist your staff with questions and ensure that your solution achieves peak performance.

**Blackbaud.**

Make the world a better place.

Support > Knowledge Base



### Knowledgebase

Enter your question, select your product, and click Search. For best results, phrase your question or problem exactly as you would if you were speaking to an analyst. Begin your how-to questions with the words "How to," and enter the exact text of error messages. For more information, review [Knowledgebase Help](#).

1. Enter your entire question or error message instead of keywords.  
For example: How to print labels; Countries are not printing on labels; Error: No records meet specified criteria

2. Select your product and click search.  
Selecting a product increases the relevancy of the results, but it does not exclude other products.

Raiser's Edge 7  
Raiser's Edge Enterprise  
Admissions Office 7  
Registrar's Office 7  
Admissions Office 6  
Registrar's Office 6  
Accounts Payable 7  
Accounts Receivable 7  
Cash Receipts 7  
Fixed Assets 7  
General Ledger 7  
Payroll 7  
Student Billing 7  
Accounts Payable 6  
Accounts Receivable 6  
Misc Cash Receipts 6  
Fixed Assets 6  
General Ledger 6

Search

### Latest News

Knowledgebase  
» New Search  
» Open Solution Number  
» Top Solutions (FAQs)  
» Knowledgebase Help

### FAQs

### Case Central

### Downloads

### Forums

### Support Newsletters

### User Guides

### Case Central

Case Central lets you manage your existing cases and create new ones on behalf of **Blackbaud, Inc.**. Your organization's cases are confidential, so only individuals associated with your organization will be able to access them. If you are representing another organization, you can select it as your default in your profile.

To review your cases, check their statuses, and add notes to open cases, click [Case Search](#).

If you need assistance with a new question or issue, contact us by clicking [Create a Case](#).

To transfer a file, click [FTP](#).

Did an analyst provide outstanding service and go the extra mile? Show your appreciation by [submitting an MVP nomination](#).



### latest news

7 Introducing Our New Raiser's Edge FAQs

7 Introducing Our New Financial Edge FAQs

6 Reminder: Payroll 6 Support Ends September 30, 2008

6 Reminder: Student Billing 6 Support Ends September 30, 2008



### helpful links

» Welcome  
» Login Help  
» Support Overview  
» Knowledgebase Demo  
» Customer Support Guide  
» Training  
» Subscriptions

## Support benefits include:







- o Unlimited Toll-free telephone access to the Call Center with 200 people
- o Email support
- o Electronic access to Case Central and Support Central Knowledgebase
- o Web-based issue tracking of open cases
- o Software updates
- o Third-party product support (e.g. MS Office Integration)
- o Dedicated account managers and calling queues (premium service)
- o Weekly technical bulletins
- o Regional user groups

## User Forums

### Discussions

[Personalize](#)

#### Product Forums

Forums	Last Post	Threads	Posts
 <a href="#">The Raiser's Edge Subforum(s) Implementation/Conversion, Data Entry, Export/Mail/Reports, Query, Administration and Configuration, Optional Modules, New Users</a>	<a href="#">Re: Converting deceased...</a> by <a href="#">Tracie Cassidy</a> 05-28-2008 6:31 PM	5,907	22,061
 <a href="#">The Financial Edge Subforum(s) Accounts Receivable, Accounts Payable, General Ledger, Implementation/Conversions, Student Billing, Payroll, Reporting/Reconciling</a>	<a href="#">Re: Fixed Assets</a> by <a href="#">Donald Frink</a> 05-28-2008 4:46 PM	455	1,524
 <a href="#">Accounting for Nonprofits Subforum(s) Accounts Receivable, Accounts Payable, General Ledger, Student Billing, Payroll, Reporting/Reconciling</a>	<a href="#">GL Distributions</a> by <a href="#">Donna Evans</a> 04-03-2008 8:01 PM	99	226
 <a href="#">The Education Edge Subforum(s) Admissions Office, Registrar's Office, Faculty Access for the Web, NetClassroom, Scheduling, Implementation/Conversion</a>	<a href="#">Re: Remote FAWEB...</a> by <a href="#">Dan Baker</a> 05-29-2008 4:22 PM	171	564
 <a href="#">Admissions and Registrar's Office 6 Subforum(s) Admissions Office, Registrar's Office, Faculty Access for the Web, NetClassroom, Scheduling</a>	<a href="#">what are the server...</a> by <a href="#">Grant Milligan</a> 04-07-2008 5:37 AM	81	201
 <a href="#">Blackbaud Student Information System</a>		0	0

#### Shortcuts

- [View all users](#)
- [Posts you have not read](#)
- [Forum Subscriptions](#)
- [Forum Guidelines](#)

#### Popular Tags

API AuctionMaestro  
 Pro **Banner** blogs  
 clean-up client  
 document  
 coordinator CounterPoint email  
 email notification **events**  
 formulas fundraising **gifts**  
 import **job** mail  
 merge nonprofit  
 policies and  
 procedures raiser's  
 edge receipts relationships  
 reports request tracking  
[Browse All Tags](#)

- Users from all over the world
- Forums are categorized by software (RE 6, RE7)
- Topics are broken out by activity (Mail, Gift Entry)

**Online: Select Support, Forums**

## Support Bulletins

- Newsletters for RE, FE, and EE
- Sent weekly via email
- Hot topics, under-used tips
- Subscribe Online

**THE User's Edge**  
your newsletter about The Raiser's Edge®

**Blackbaud**

**May 2008**

*April showers bring May flowers, and what do May flowers bring? No, not pilgrims - it's the new edition of The User's Edge! This month's edition features helpful query tips, daring adventures in demographic reporting, and a bag overflowing with helpful import tricks! Have a suggestion for a future issue? Let us know by emailing [usersedge@blackbaud.com](mailto:usersedge@blackbaud.com).*

**Favorite Fields**  
If you create a lot of queries, you probably find yourself selecting many of the same fields over and over again. Rather than taking the time to drill down to each field each time you run a query, you can add fields as favorites by right-clicking on a field and selecting "Add to Favorites." [Read more.](#)

**Merging Queries**  
Sometimes query logic is too convoluted and trying to create one query to group all of the records you need is an exercise in futility. Fortunately, by creating two queries and merging them, you can group the records you want. Simply create one query that includes the criteria you want your records to have, and create a second query with all of the records you want to exclude from the first group. You can then merge the queries using the SUB operator, and only the records you need will be left standing. [Read more.](#)

**Customer Support Hours**  
Monday, May 26, is a United States holiday. Customer Support will operate with a reduced staff. In observance of Memorial Day, Customer Support will be closed Monday, May 26.

**Forum Poll**  
We are looking at ways to recognize those community members who are our top contributors each quarter. To express your opinion, vote in our [forum recognition poll](#). Thanks for your feedback!

**Online: Select Support, Support Newsletters**

## Shared Documents

- Support Forum Documents
- Data Loss and Backup Mishaps
  - Crystal Reports
- Development Office Letters and Forms
  - Sample Import Files
  - Information Request Forms
- Policies and Procedures Manuals

**Online: Select Support, Forums, Client Documents**

## Downloads

- Latest update – on demand!
- Important Read-me files
- Cumulative Patches
  - System Recommendations

### Downloads

The following products are available for you to download on behalf of **Blackbaud, Inc.**. Click a product and review the notes, readme, compatibility information, and instructions before downloading the update or patch. To access downloads for another organization, select it as your default in your [profile](#). To troubleshoot download issues, review [BB91094](#).

[Subscribe](#) to be notified the day after we release product updates or cumulative patches ([BB337448](#)).

**i** For products that are hosted by Blackbaud, contact [Blackbaud OnDemand Support](#) to request an update. Updates must be run on our server and cannot be run on your machine.

---

[Accounting for Nonprofits 6.42.512 and Patch](#)

---

[AddressAccelerator for Canada](#)

---

[AddressAccelerator for the United States](#)

---

[Admissions and Registrar's Office 6.8.3.22](#)

---

[Advanced Budget Management 5.17.10.1](#)

---

[BDN](#)

---

[Blackbaud Direct Marketing 1.3.101 and Patch 4](#)

---

[Blackbaud Download Test](#)

---

[Blackbaud NetCommunity 5.1 with Patch 13](#)

---

[Blackbaud Student Information System 7.75.259 and Patch 6](#)

---

[eRequisitions for The Financial Edge 7.75.259](#)

**Online: Select Support, Downloads**

# Important Contact Information

Support 1-800-468-8996  
[resupport@blackbaud.com](mailto:resupport@blackbaud.com)  
<http://www.blackbaud.com>  
<http://kb.blackbaud.com>  
<http://www.techsoup.com>  
<http://www.journeyed.com>

## Questions?

For more information:

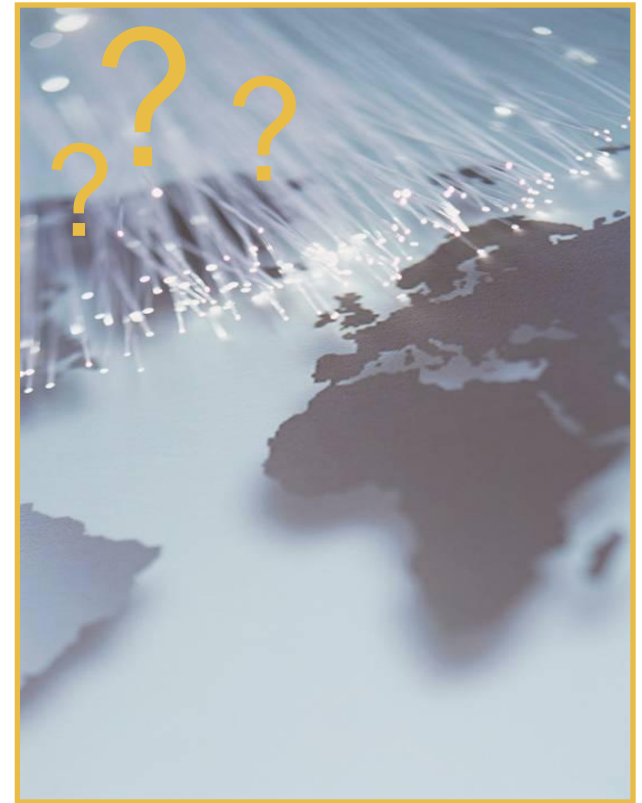
Contact your account manager

Phone: 800-443-9441

Email:

[solutions@blackbaud.com](mailto:solutions@blackbaud.com)

**Thank You for joining us!**



## Questions?

For more information:

Contact your account manager

Phone: 800-443-9441

Email:

[solutions@blackbaud.com](mailto:solutions@blackbaud.com)

**Thank You for joining us!**

