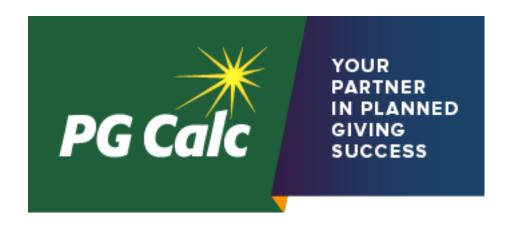
Bequest Manager

Software for bequest gift tracking, reporting and administration

An Introductory Guide





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PG Calc Bequest Manager

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Introducing Bequest Manager

Great gift administration is an essential ingredient in a successful planned giving program. Bequest Manager helps you meet the highest standard of planned gift stewardship, management and analysis.

Bequest Manager contains a comprehensive set of features that allow you to record, track and value bequest gifts, steward bequest donors, family members and advisors, and manage bequest gifts through probate.

Bequest Manager is available as a stand-alone product or as a module of GiftWrap, our gift administration database for all types of planned gifts.

This introduction highlights many of the features that make Bequest Manager an invaluable tool for managing your planned giving program.

Comprehensive

Bequest Manager stores complete information on every bequest gift. Bequest Manager maintains comprehensive biographical information on donors, prospects, and advisors.

Easy to use

The user-friendly look and feel of Bequest Manager allows you to easily move through the software with your mouse or with simple keystrokes. And if you do have a question, Online Help provides documentation for all data fields and a fully indexed library of topics that cover concepts and procedures. Since Bequest Manager is Web-based, there's nothing to install and there are no data backups to arrange. All you need is a supported Web browser.

Versatile

From *Estate Profile* to present value calculations, from *Bequest Summaries* to comprehensive program statistics, Bequest Manager provides a wide variety of reports that help you organize and analyze your bequest program. Optional modules allow you to manage the probate process, analyze your program, and store documents online linked to specific person and gift records.

Customizable

Customize Bequest Manager to meet your own needs. Create your own prospect rating system, enter a list of available gift designations or advisor types, and more. Flexible and comprehensive selection criteria filtering allows you to create reports that meet your specific information and reporting needs.

Integrated

Bequest Manager can import gift information from files created in Planned Giving Manager, Mini Manager, or Gift Annuity Manager, PG Calc's industry-leading suite of products for marketing planned gifts. Bequest Manager can also import certain information from a text file created by another system. For example, Bequest Manager can import donor home address update information from Blackbaud's eCRM donor database and Blackbaud's Raisers Edge 7 donor database. Based on a query you create, simply generate an export file in either eCRM or RE7, and then use the *Import Home Addresses* function under the Utilities menu in Bequest Manager to import address updates. In addition, you can export Bequest Manager reports and data into any of several formats.

Secure

Bequest Manager's access control function gives you complete control over access to your data and to Bequest Manager features. Grant some users the rights to change all data while allowing others only to view certain data and produce certain reports. Bequest Manager also audits changes made to many fields.

Multi-user

Bequest Manager can handle multiple users at one time. It can also maintain information for multiple organizations, filling the demands of institutions that perform administration duties for more than one charity.

Fast

Bequest Manager can search thousands of records in seconds. Tasks that used to take hours and required coordination of data from multiple automated and manual sources now take minutes or less.

Error proofed

Our attention to detail is unmatched in the industry and affirms our software's accuracy. Extensive error-checking makes sure that you enter all essential data and prevents you from entering values that violate gift planning rules.

Optional Bequest Manager Modules

You can purchase add-on modules for Bequest Manager.

Bequest Manager includes complete data on donors, gifts, advisors, and prospects. It produces a wide variety of reports and calculations. You can extend Bequest Manager's capabilities by licensing one or more of its add-on modules.

Advanced Analysis

This module provides tools for analyzing in detail the risks and benefits of your current gifts, as well as the profile of your overall program.

Document Storage

This module lets you store documents in MS Word, pdf, and any other format and associate them with gift, person, and organization records within Bequest Manager. Link wills, estate and trust documents to their corresponding gift records in Bequest Manager, for example.

Workflow

This module helps automate the process of tracking bequest gifts through probate. Workflow module notification functionality keeps you right on target and right on time as you follow the progress of your bequest gifts through estate settlement. The Workflow module reduces errors and improves efficiency by implementing task lists, a reminder dashboard and notification emails, change requests, and more. It also helps coordinate work among multiple users.

Upgrade at any time

You can upgrade Bequest Manager at any time by adding modules for the module price current at the time of upgrade. Visit www.pgcalc.com or contact the PG Calc sales department at 888-497-4970 for pricing details.

How Evaluation Software Differs from Production Software

Evaluation accounts are available for free to interested users. The evaluation version of Bequest Manager has the same capabilities as the real software, however, evaluation software accounts are active only for 90 days. If you need more time, just send an e-mail to info@pgcalc.com and we'll be happy to extend your evaluation period. Evaluation accounts come pre-populated with sample data for two fictional charities, The Auburn Society and Metro Hospital Foundation. The sample data is reflected in this Introductory Guide and lets you produce the data entry pages and reports that are reproduced in this manual.

How To Run Bequest Manager

All you need to run Bequest Manager is a Web browser and login credentials that will be sent to you via email when your evaluation account is provisioned.

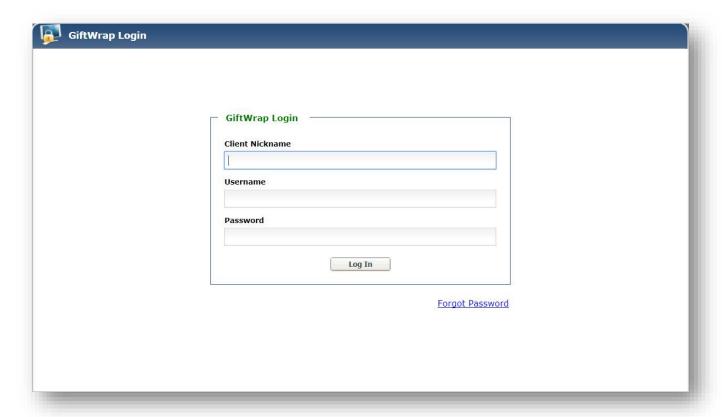
Bequest Manager works best with a high-speed Internet connection and Firefox 3.5 and above or Chrome 35 and above. If you find that Bequest Manager is running slowly, please email info@pgcalc.com and request our Performance Troubleshooting Tips.

To log into Bequest Manager (or GiftWrap with the Bequest Manage module):

1) Go to:

- https://eval.pgcalc.com/Bequest/login.aspx. (Bequest Manager only)
- https://eval.pgcalc.com/Giftwrap/login.aspx. (GiftWrap and Bequest Manager)

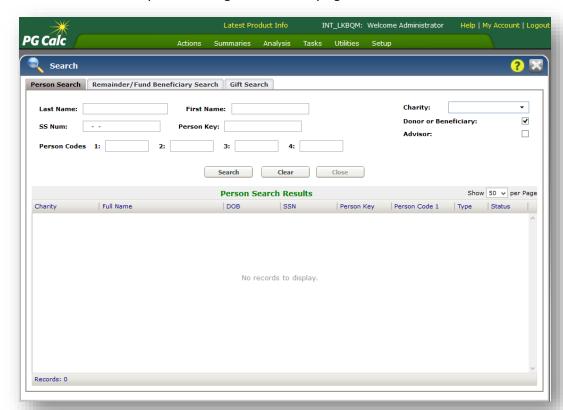
You will see the following Login screen:



- 2) If your evaluation software is for Bequest Manager, enter the Client name, Username, and Password sent to you in an email from bequestsetup@pgcalc.com, then click [Log In].
- 3) If your evaluation software includes both Bequest Manager and GiftWrap, enter the Client name, Username, and Password sent to you in an email from gwsetup@pgcalc.com, then click [Log In].

The Password is case sensitive. If you are not able to successfully log into Bequest Manager after 6 tries, you will be locked out. Please contact PG Calc Client Services at 888-474-2252 for assistance.

The first time you log into your Bequest Manager evaluation account, you will be prompted to change your password. Please make a note of the new password you choose.



You will now see Bequest Manager's Search page.

Finding/Modifying Information

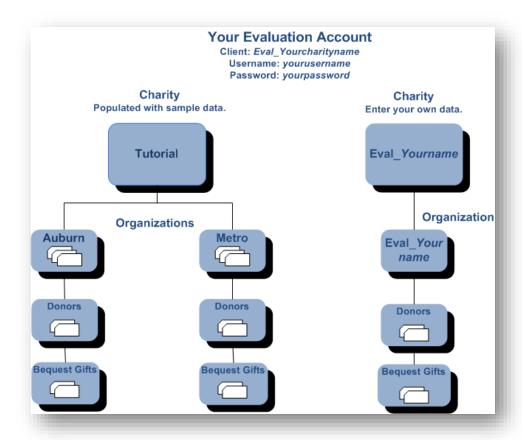
Organization of information within Bequest Manager

Before you enter any of your own information into Bequest Manager, you will find it helpful to understand how your evaluation data is organized.

Organization of Your Evaluation Data

The diagram below shows that the data in your Bequest Manager client account is divided between two Charities: "Tutorial" and "Eval_<name of your charity>." The Tutorial charity is populated with the data used with this Introductory Guide. The Eval_Yourname charity is initially empty. We make it available for entering real data that you may want to keep after purchasing Bequest Manager. Most clients need just one Charity in Bequest Manager, but the system can be configured with multiple Charities as needed.

The Tutorial Charity is divided into two organizations, Auburn Society and Metro Hospital Foundation. Setting up separate organizations can be useful for an umbrella organization with multiple affiliates or a large institution with several divisions or schools.



Organization of Donor and Gift Information

Bequest Manager maintains separate records for donors and gifts. Note that donor information is stored in *person records* within Bequest Manager, while bequest gifts are stored in *gift records*, all of which have unique keys associated with them. Once you have entered donor information and created a person record, you can begin adding one or more gifts for that donor. You link donors to gifts by creating an association between the person record and the gift record. Bequest Manager provides wizards to automate the process of adding donors and gifts, and linking them.

As with a donor and an associated gift, you enter person records for a husband donor and wife donor independently and then link them together as spouses. This approach allows you to enter equally comprehensive information on both spouses and to associate them with gifts independently.

Adding People and Gifts

As noted above, Bequest Manager stores person information and gift information separately. If a person makes a bequest gift to your charity, first you create a person record for each donor who is associated with the gift. Next, you create a record for the gift and then associate the gift to each donor. Bequest Manager makes this seemingly complicated process easy by providing an Add Person Wizard and an Add Gift Wizard that walk you through the procedure.

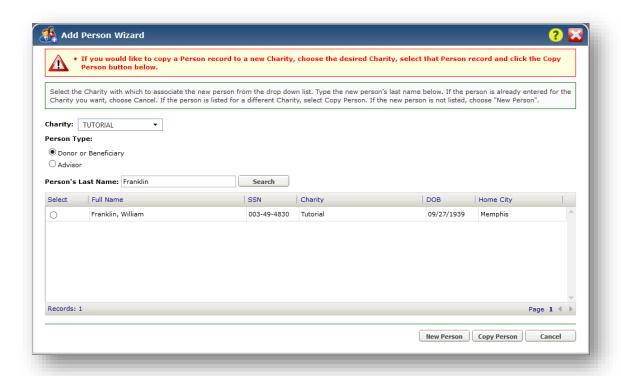
Adding a new person using the Add Person Wizard

The **Add Person Wizard** guides you through adding donors and prospects to your database. You are free to move back and forth among the Add Person Wizard pages using [Back] and [Next]. You can cancel the operation at any time by clicking [Cancel].

Let's add Aretha Franklin to the database.

1) Choose Actions - Add Person/Advisor in the Menu bar.





2) Choose *Tutorial* as the Charity, then type *Franklin* in the Person's Last Name field and click [Search].

Franklin, Aretha doesn't appear in the list, so you know her record is not already stored in Bequest Manager.

3) Click [New Person] at the bottom of the window.

4) Enter the following information, as illustrated below:

Prefix: Ms. First: Aretha Salut: Aretha

SS Num: 749-30-1056 D.O.B: 03/25/1942

Gender: F

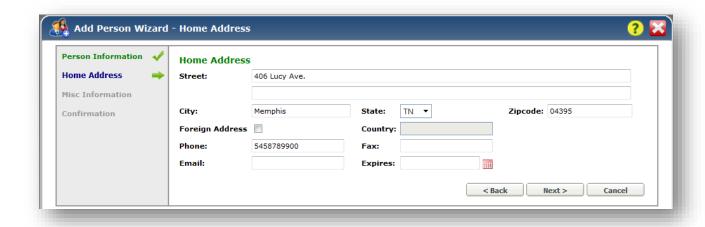


5) Click [Next] and enter the following information, as illusrated below:

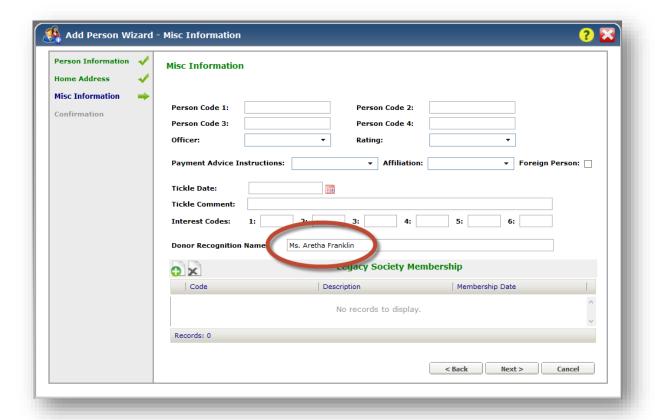
Street: 406 Lucy Ave.

City: Memphis State: TN

Zipcode: 04395 Phone: 5458789900



6) Click [Next] to move to the Misc Information window.



Note that you can assign Ms. Franklin to a Legacy Society at this point, assuming you have created a Legacy Society record under the Setup menu. Just click the button. Also note that, by default, the **Donor Recognition Name** field is populated with the donor's name.

7) Click [Next] and read the helpful tips in the Confirmation window, then Click [Finish].

Aretha Franklin's new Person Information page will now open with the information you have just entered filled in. If you wish, you may enter additional information in any of the tabs. For example, you might want to enter a seasonal address for Ms. Franklin in the **Other Address** tab.

Now that you have created a person record for Ms. Franklin, let's add her gift.

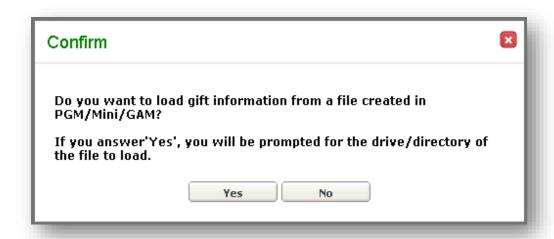
Adding a new gift using the Add Gift Wizard

In Bequest Manager, you must enter person records for the persons associated with the gift before adding the gift. Since Ms. Franklin has been entered, you are ready to add her gift. The **Add Gift Wizard** guides you through this process. As in the Add Person Wizard, you

are free to move back and forth among the Add Gift Wizard pages using [Back] and [Next]. You can cancel the operation at any time by clicking [Cancel].

Let's assume that Ms. Franklin is the donor and is the donor of a \$10,000 specific bequest funded with 1,000 shares of Franklin Stove Co.

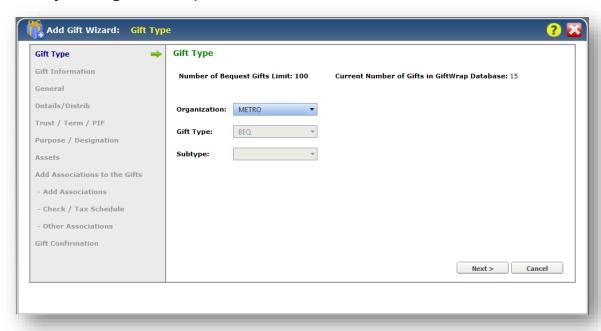
- 1) Click at the top of Ms. Franklin's Person Information page to launch the Add Gift Wizard.
- 2) You will see the message below. You have not created a gift information file for Ms. Franklin, so click [No].



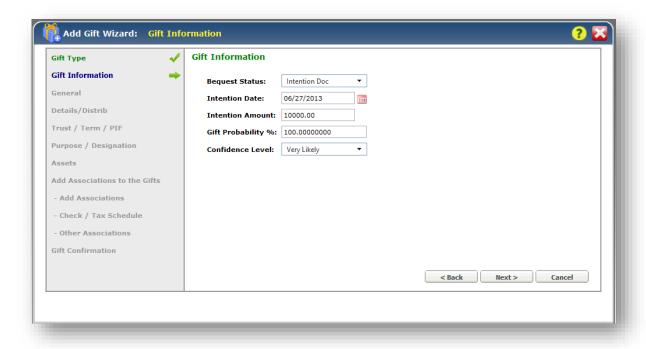
Had you created a gift information file in PG Calc's planned gift marketing software, *Planned Giving Manager*, *Mini Manager*, or *Gift Annuity Manager*, you could choose to import that file at this time by clicking the button. Importing gift files from PGM save you time and ensures data accuracy.

In GiftWrap, the gift information file upload feature is also useful for importing life income gifts such as charitable gift annuities. For more information, please request the *GiftWrap Introductory Guide* or contact Info@pgcalc.com.

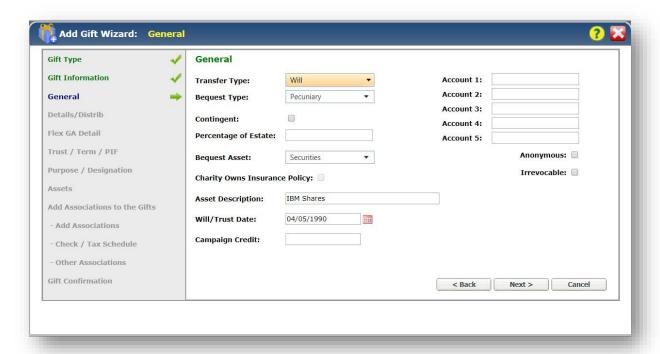
3) Select your Organization, as shown below:



- 4) Click [Next].
- 5) Enter the information shown below (see pages 41 and 42 for an explanation of each of the fields on this screen):

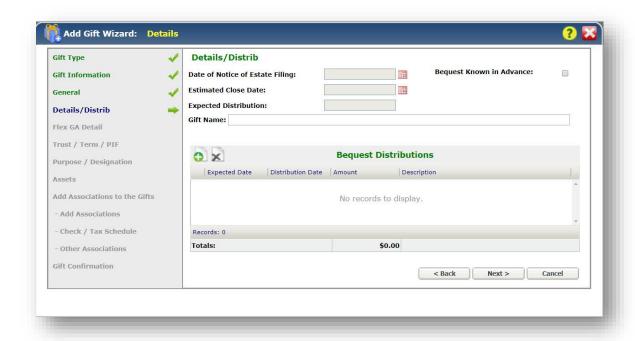


6) Click [Next] to move to the Details screen. Enter the information shown below (see pages 40 and 41 for an explanation of each of the fields on this screen):

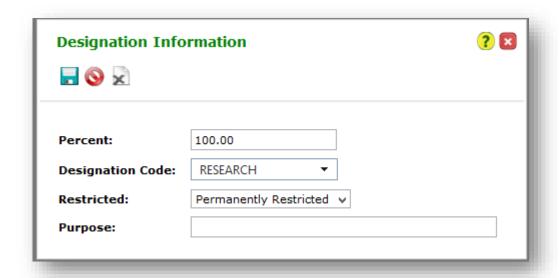


7) Click [Next] to move to the Details/Distrib screen. Not that most of the fields are inactive, as this is not a realized bequest. However you can add a Gift

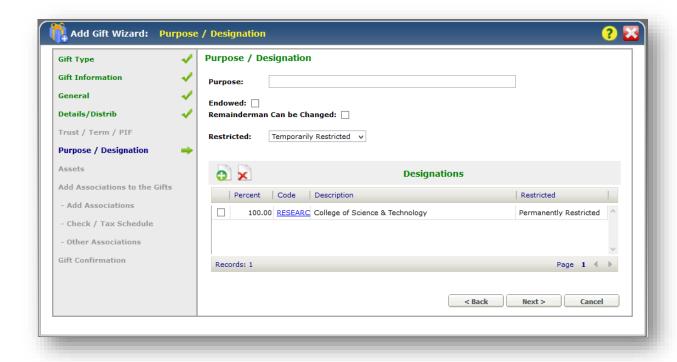
Name, and you can click to add any distributions. As this is a bequest intention, we will not record any distributions.



- 8) Click [Next] to move to the Purpose/Designation screen. Click 🚺 to add a designation. This information is optional.
- 9) Enter the information shown below.



- 10) Click 🖬 to save your entry, then click 🚨 to close the window.
- 11) Notice that the designation information you just entered now appears in the **Designations grid.**



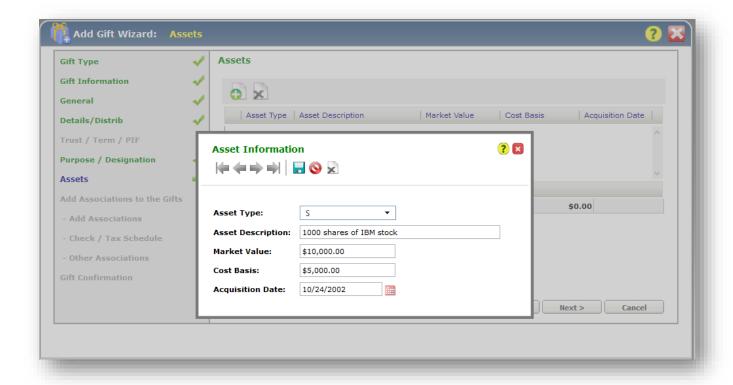
Although you assigned only one designation to Ms. Franklin's gift, you can assign as many designations as you wish. For example, if Ms. Franklin wanted half of her gift to go to the General Scholarship Fund and half to the General Endowment, you could assign two designations to her gift, each for 50%. You can use this designation information when selecting the information to appear in certain reports.

You can set up as many Designation Codes as you want under **Setup > Designation**.

12) Click [Next] to move to the Assets window.

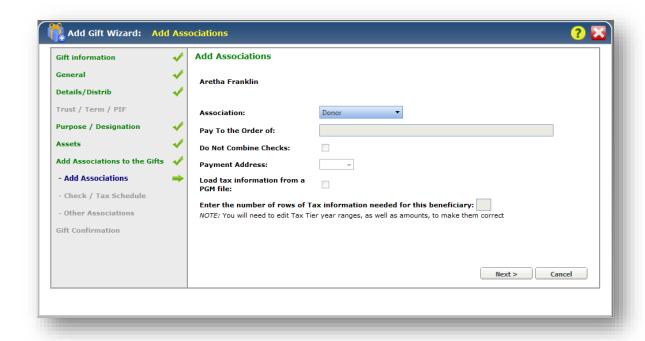
You may assign an asset type to your bequest by using the Bequest Asset dropdown on the General screen/tab of the bequest gift. Alternatively, you can use the Asset grid presented at this point in the Add Gift Wizard. You can assign asset types of Cash, Stock, or Other. In addition, you can describe the asset, and specify its Market Value, Cost Basis, and Acquisition Date, as illustrated below.

13) Click on the Dutton to add one or more assets.

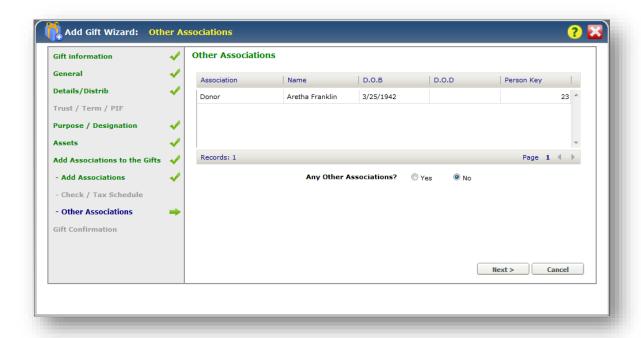


- 14) Click to save your entry, then click to close the window.
- 15) Click [Next] twice to move to the Add Associations screen.
- 16) Choose Donor as Ms. Franklin's Association to her gift and Click [Next].

The Add Gift Wizard will now guide you through linking Ms. Franklin to her gift. This means that she is the donor of the bequest gift – the only association available for the bequest gift type – and the other fields will be unavailable. The window should now look as shown below.



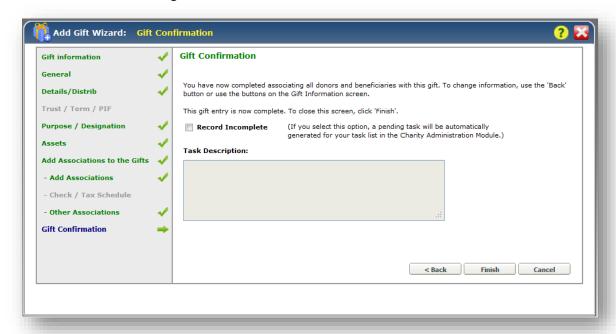
At this point, you will see a screen with a grid listing all associations for this bequest gift.



Should you choose to add another donor for this bequest gift, click the YES radio button below the grid. The screen will repaint and a second grid will appear at the bottom of the

screen. Enter the last name of the additional donor in the *Person's Last Name:* field, and click Search.

If the person is in the database, you can associate him with the gift now. If the person is not listed, complete entering the gift without him. You can add the new person and associate him with this gift later.



Marking the Record Incomplete check box on the General tab makes it easy to track gift records to which you plan to add information later. If you use Bequest Manager's optional Workflow module, clicking this check box creates a task that can then be managed through to completion using features in the Tasks menu.

17) Click [Finish].

You have now entered complete information on Ms. Franklin's bequest gift and associated Ms. Franklin with the bequest as its donor.

Because Bequest Manager previously stored neither a person record for Ms. Franklin nor a gift record for her bequest, you ran two wizards to add her gift to your database. If Ms. Franklin were to make another gift in the future, you would need to run only the Add Gift Wizard.

You should now see Aretha Franklin's Person Information page.

Adding a gift or person from a file

The **Add Gift/Person from File** wizard guides you through the process of adding donors and gifts in a single sequence based on information imported from PG Calc's Planned Giving Manager (PGM) application.

Adding or linking a spouse

You can link any two people together as spouses. Each spouse has a complete person record and can be linked to gifts independently. This structure gives you enormous flexibility.

Let's find Ms. Franklin a husband, William.

1) Click in the middle of Aretha Franklin's Person Information page (above the Home Address tab).

This action opens the **Add Spouse Wizard**. As in the other wizards you've seen, you are free to move back and forth among the Add Spouse Wizard pages by clicking **[Back]** and **[Next]**. You can cancel the Add Spouse Wizard at any time by clicking **[Cancel]**.

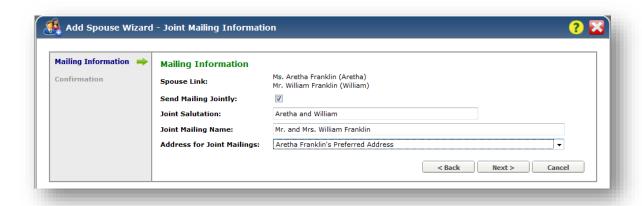
2) Type f in the Spouse's Last Name field, then click [Search].

William Franklin's name appears as a match in the list below the Spouse's Last Name field. Its presence tells you that his person record already exists in Bequest Manager.

3) Click the radio button ($^{\circ}$) next to Franklin, William, then click [Link Person].

If you had not seen William Franklin's name appear in the list, you would have needed to click [New Person]. The Add Spouse Wizard would then have guided you through adding a person record before linking him to Ms. Franklin as her spouse.

4) Enter the information shown below:



You have asked that mailings be sent to the Franklins jointly. This way, only one envelope or address label will be printed for the two of them when you use Bequest Manager to produce them. If the Franklins preferred, however, it would be easy for you to send all mailings to them separately: simply click the Send Mailing Jointly box to remove the check mark.

Note that letters generated using the **Create Letter** function will include a joint salutation and joint mailing address if you select the *Send Mailing Jointly* checkbox.

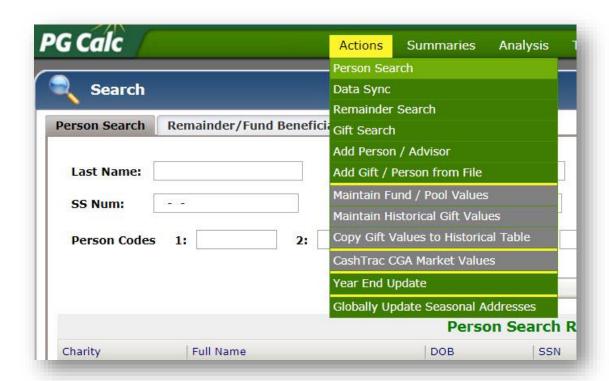
- 5) Click [Next].
- 6) Click [Finish].

These are the Spouse Link Information and Go To Spouse Information buttons, respectively. You have now linked Aretha Franklin and William Franklin together as spouses. Notice that William's name now appears in the middle of Aretha's Person Information page. Click the **Spouse Link Information** or **Go To Spouse Information** buttons to the left of William's name, if you wish, to review the spouse link information or move to William's Person Information page.

Finding and Reviewing a Person

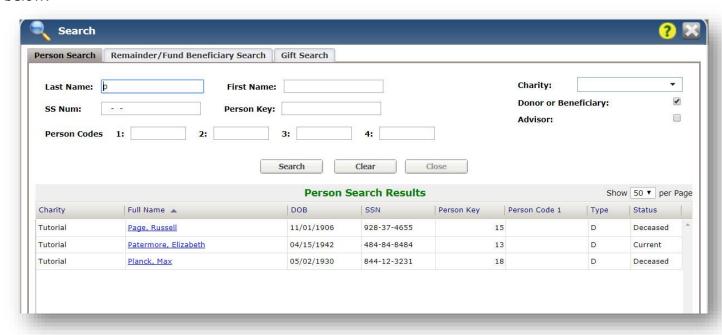
The **Person Search** function in Bequest Manager provides an easy way to find a specific person in your database. When you initially launch Bequest Manager, you will see the Search window with the Person Search tab selected.

1) Click the Person Search tab in the Search window or open the Actions menu and then click *Person Search*.



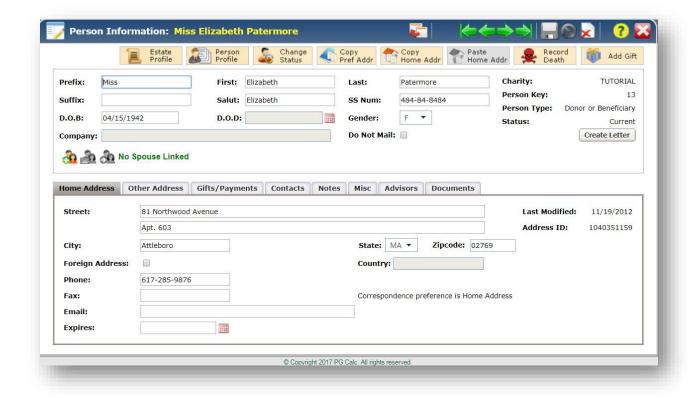
2) Type p in the Last Name field, then click [Search] (or press Enter).

An alphabetical list of all the people in the database whose last name starts with "p'' appears below.



3) Click Patermore, Elizabeth or double-click anywhere else on that line.

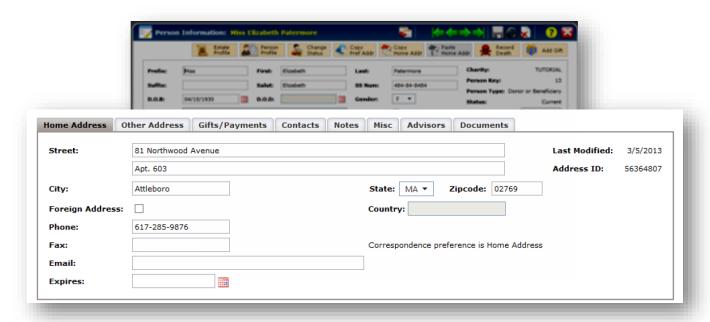
As you can see, the **Person Information** page displays a wealth of information on Elizabeth Patermore. Not all of this information is visible at once, however. Much of it is contained in the tabs to the right of the Home Address tab.



4) After reviewing the information on the *Home Address* tab, click the *Other Address* tab.

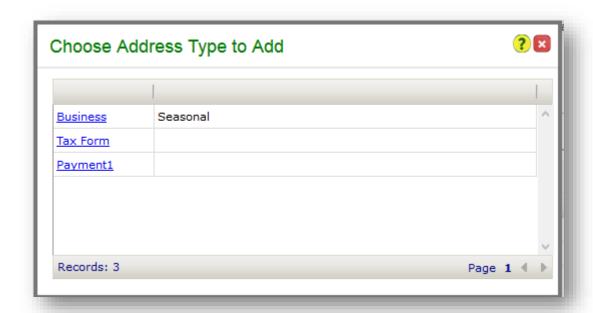
Bequest Manager gives you wide flexibility to store all the addresses you need for every person. For example, Bequest Manager is storing both home and seasonal addresses for Miss Patermore. You need to add an address to the list *only when it differs* from all the other addresses in the list; you never need to enter the same address twice.

The **Home Address** tab displays current home address, phone, email, and expiration date (for donors who also have seasonal addresses).

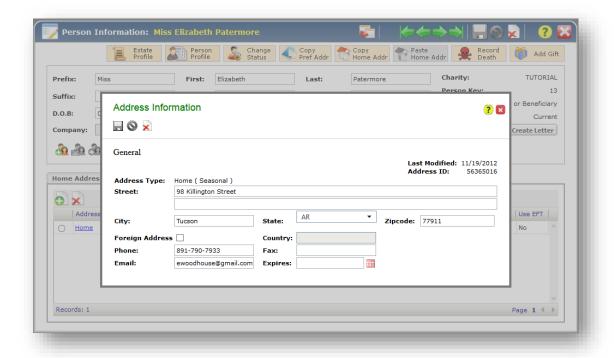


The **Other Address** tab allows you to enter alternate addresses for the donor, as illustrated below. Alternate address categories include the following by default:

- Business
- Tax Form
- Payment1

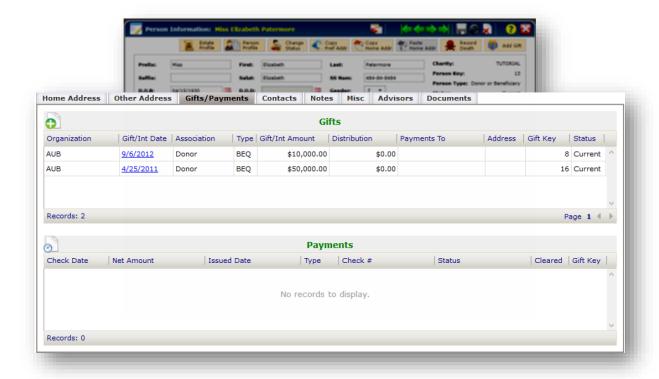


You can add other categories as well. When you enter an alternate address for the donor, you will select a category from among those available and then enter specific address information.



5) Click the Gifts/Payments tab.

The *Gifts/Payments* tab lists all bequest gifts for this donor in the Gifts grid. You can access the *Gift Information* screen for any of these gifts by clicking on the *Gift/Intention Date (Gift/Int Date)*.



Gifts List

The Gifts list contains a summary of all the gifts that are linked to Elizabeth Patermore. You can link a person to any number of bequest gifts. Note that the Gifts list displays both the intention date and total distributions to date, providing you with a concise view of the status of your bequest gifts.

For example, the Gifts list the list shows that Miss Patermore is the donor of two bequests. Since Miss Patermore is still living, we know these are bequest intentions, not realized gifts. We'll look at these in more detail shortly.

1) Click column labels to change the gift list sort.

Miss Patermore's list of gifts is sorted by intention amount, as opposed to, for example, intention date. You can sort the Gifts list by the values in any column by clicking on the column's header. All other lists in Bequest Manager of this format offer this same handy feature.

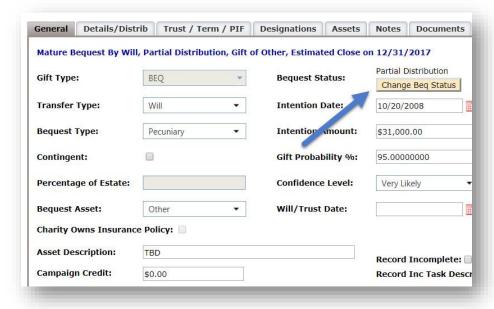
2) Click the Contacts tab.



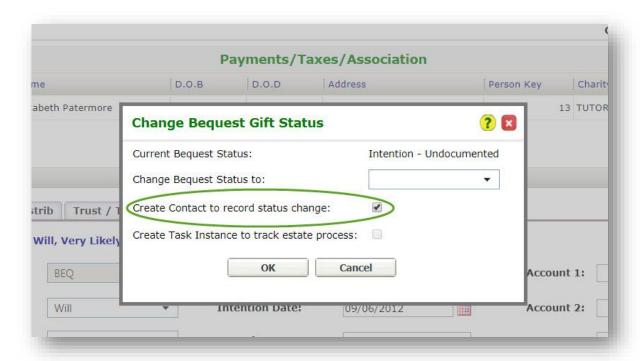
The **Contacts** tab allows you to record any and all contacts with your donors. The Contacts tab lists brief descriptions of all the contacts that Elizabeth Patermore has had with your fundraising office. Click Contact Date in the column header to sort contacts in reverse chronological order so that you can see her most recent contacts first. You can enter contacts manually in addition to contact entries that are made automatically upon certain events within the software.

For example, you have the option of automatically creating contacts when you change the status of a bequest gift, and when you print a letter using the *Create Letter* function. In so doing, you will create an ongoing record of these changes and actions. This will help you manage your bequest program more effectively.

The following two figures illustrate the automatic creation of a contact entry resulting from a change in bequest gift status.



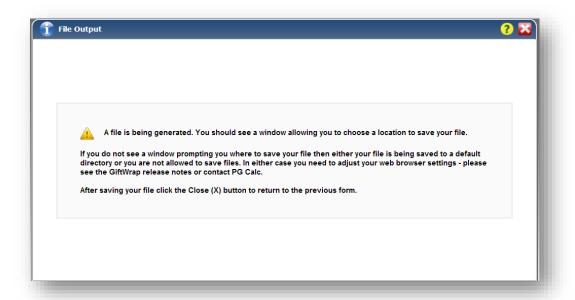
26



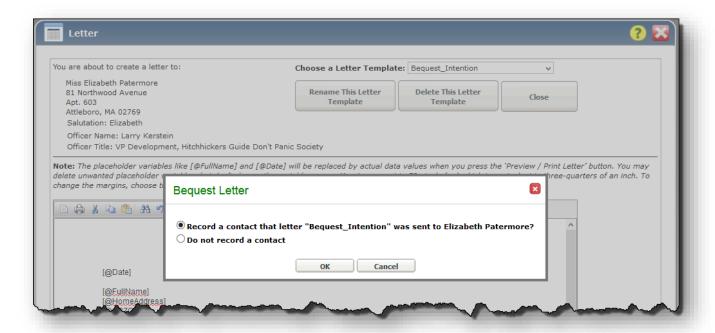
The following figures illustrate the automatic creation of a contact entry resulting from use of the **Create Letter** function.



From the **Person Information** screen for Elizabeth Patermore, click **Create Letter** button. You will see the letter editing screen. Once you have selected a letter template and completed editing your letter, click the **Preview/Print Letter** button to generate a PDF version of the desired letter. After you print and/or save the PDF letter and you close the PDF window, you will see the **File Output** window, illustrated below.



Click the Close button and the following dialog window will appear:



Click the **OK** button, which will create an entry in the Contacts tab and return you to the letter editing screen. Close the widow, and you will be returned to the **Person Information** screen for Ms. Patermore.

3) Click the Notes tab.

The Notes feature allows you to record any amount of miscellaneous information on each person. Each note may be as long or as short as you wish. The annotate feature makes it

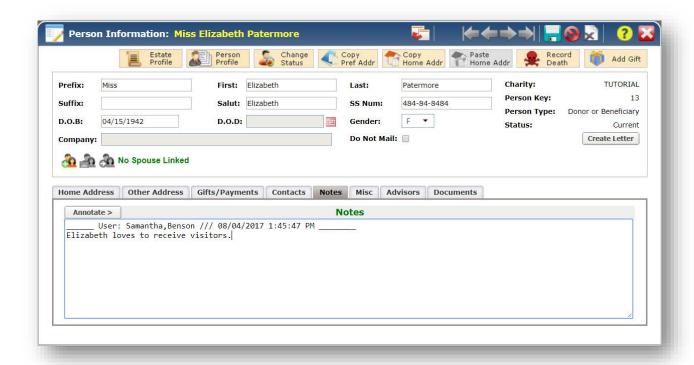
clear which user entered each note and when. The notes are arranged in reverse chronological order so that the most recent note is at the top.

4) Click Annotate >

The name of the user who logged into Bequest Manager and the date and time are inserted at the top of the Notes window.

5) Click below the Annotate text and type "Elizabeth loves to receive visitors."

The new note, along with a clear indication of who wrote it and when, now appears at the top of the Notes window.



6) Return to the Person Record and Click the Misc tab.

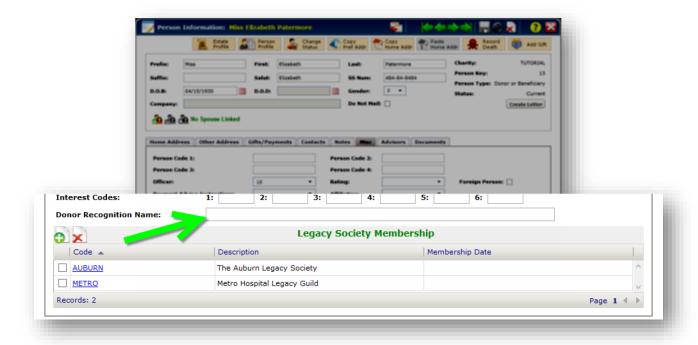
The *Misc* tab includes a variety of free text entry fields that allow you to identify this donor in a manner that provides you with more information, or perhaps, reflects a unique identifier corresponding to a similar record in a third-party system, e.g., a donor database. There are also fields on this tab that allow you to track a potential donor through the sales and marketing process. Bequest Manager can use the prospecting information, such as Tickle Date and Comment, to create a report that reminds you when you want to contact her next and what about. The interest code fields at the bottom of the tab let you record up to six specific areas of your charity in which she is interested. You can use these interest codes to select prospects with similar interests for a report or mail merge file.

In addition, the Misc tab includes the *Legacy Society Membership* grid. The **Legacy Society Membership** grid lists legacy societies to which this donor belongs. Using this grid,

you can view the legacy society or societies of which this donor is a member. In addition, you can click on the Add Society button to assign this donor to a Legacy Society.



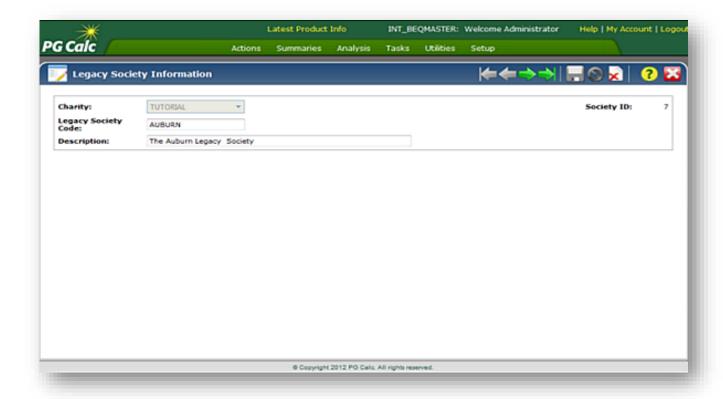
The Misc tab includes a free text field for entering **Donor Recognition Name** information, for use with external communications in which donors are listed or recognized. In the event that a donor wants to be listed as anonymous for a particular gift, you can enter "Anonymous" in the **Donor Recognition Name** field.



In order to assign a donor to a legacy society, you must first create a Legacy Society record, by selecting **Legacy Society** under the **Setup** menu.



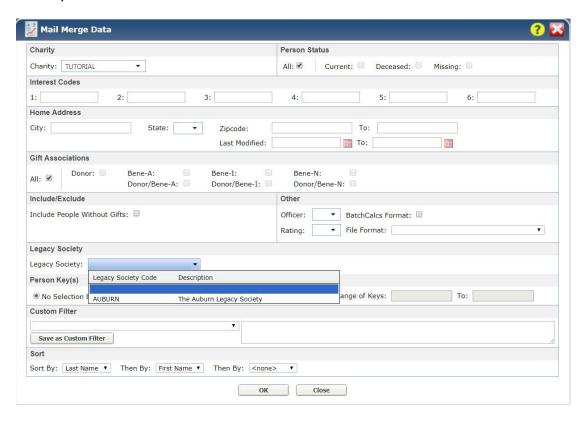
The Legacy Society function facilitates your ability to steward your bequest donors, by tracking Legacy Society membership, reporting on Legacy Society members, and enabling communications with Legacy Society members.



In conjunction with the **Mail Merge** function of Microsoft Word, you can generate and deliver letters to Legacy Society members in batches. The Bequest Manager **Mail Merge Data** function, under the **Utilities** menu, allows you to create a MS Word mail merge data file of all or selected Legacy Society members.



Using this data file, you can generate stewardship letters to any and all of your Legacy Society donors in an efficient and effective fashion.



The **Legacy Society Membership** report gives you a comprehensive view of legacy society membership, donor status, gifts donated, and length of membership. Access the report from the Summaries menu:



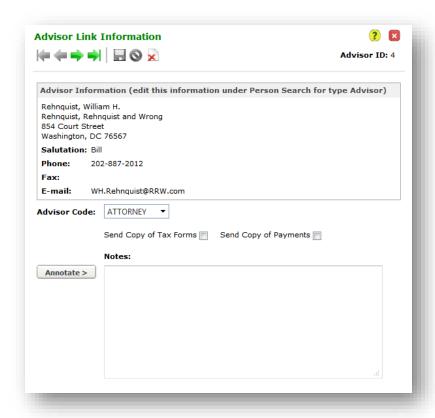


Now let's return to Miss Patermore's Person Information screen. Click the Actions Menu, choose Person Search, search for Patermore, and in the Results, click the name to open her record.

7) Click the Advisors tab. The Advisors tab stores complete contact information and miscellaneous notes on all of Miss Patermore's advisors – executor, attorney, financial advisor, family members, and so on.



As you can see below, Bequest Manager can store all the information you need to stay in contact with each of Miss Patermore's advisors. The Notes field at the bottom of the window gives you all the flexibility you could want for recording additional information about the advisor and his or her relationship with Miss Patermore or you.



Note the **Create Letter** button at the right of the grid. Use this button to invoke the Create Letter function. As noted above, this function allows you to edit letter templates or create your own letters, and in each case, name, address, salutation and signature fields will be populated with information from the current advisor record, in this case either William Rehnquist or Marvin Toast.



You will find this function particularly useful as you manage bequest gifts that are in probate. As the bequest works its way through probate, you will find that you have to communicate with various donor advisors. Using the advisor Create Letter function, you will be better able to ensure your charity receives the gift in accordance with the donor's wishes, and you will be able to create an automated record of all of these communications in the Contacts tab of the donor's Person Information screen.

The list of advisors to whom you can link a person is maintained under Actions - Add Person/Advisor. Once you add an Advisor record, you can link the advisor to any number of person records without entering the advisor's basic information again.

The types of advisors for whom you can store information is up to you. While Bequest Manager provides you with a standard list of Advisor Types, such as ATTORNEY, you can modify this list anyway you wish under Setup - Advisor Type.

We encourage you to try adding an Advisor record and an Advisor Type after you finish your tour.

8) Click the Documents tab.

The Documents tab is available to Bequest Manager clients that have licensed the Document Storage module. The Documents tab allows you to link documents that have been saved in Word, pdf, or other formats, to a specific donor person record. For example, you could attach a memo that describes a personal visit with Miss Patermore. Try attaching a document to Miss Patermore's record by clicking the Add button.

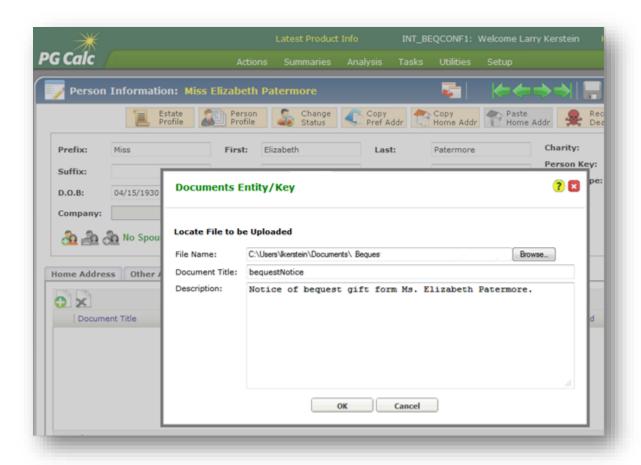
This is the Add button:



Here's an example of Miss Patermore's Documents tab with a document attached. You could open this memo at any later time simply by clicking the **Download File** button for the document.



Using the Document Storage module, you could upload a copy of Ms. Patermore's signed bequest pledge letter.



Once your document has been uploaded to the Document Storage module, you will see it listed in the grid. You can download this document at any time by clicking the Download File button on the right.



Modifying a field

It is as easy to change an entry as it is to look at one. What if we want to change an entry in one of the fields in the Person Information page, for example?

Modifying a field in a page:

When you arrive at a Person Information screen, it is ready for editing. You can tell because the background of each editable field is white. Fields that have a gray background cannot be edited. Let's change Miss Patermore's salutation from *Elizabeth* to *Miss Patermore*.

- 1) Click the Salut field toward the top of the Person Information page, then type Miss Patermore.
- 2) Click to save your changes.

If you don't click ____, Bequest Manager will ask whether you want to save your changes when you exit the page.

Modifying a field in a list:

To modify information accessed through a list, such as the one in the Contacts tab, you must first open the editing window for a specific line in the list. After that, you can edit information in the window as described above.

1) Click the Contacts tab.

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2) Click the Contact Date in the first line in the list to open the Contact Information page for that contact.

Clicking text in a list that is underlined and in blue will always open the editing page for that record. Alternatively, you can double-click anywhere else on the same line to open the editing page.



- 3) Click after the end of the text in the Contact Description field, then add the following text to the end of the description: Visit whenever in her area.
- 4) Click to exit the Contact Information page.
- 5) Click [Yes] to save your change.

You undoubtedly noticed that there are two buttons next to the Contacts tab. You will find these buttons next to every list box in Bequest Manager. They allow you to:



add a new record to the list



delete a record from the list

If you aren't sure what a button in Bequest Manager does and want to find out without actually clicking it, move your cursor over the button without clicking. After a second or so, a brief message will appear that describes what the button does. These tooltips are available for every button in Bequest Manager. Try pointing at the buttons in the **Contacts** tab to see their tooltips.

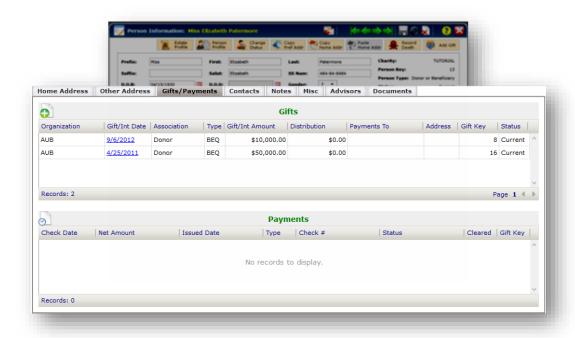
Now that we have reviewed the extensive information that Bequest Manager can store on each donor, advisor, and prospect, and learned how to edit information, let's look at the comprehensive information Bequest Manager can maintain on each gift.

Finding and reviewing a gift

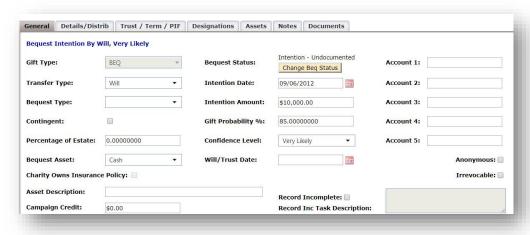
As we saw earlier, the Gifts/Payments tab on the **Person Information** screen displays a list of all the bequest gifts to which a person is linked. This list also provides access to all the detailed information that Bequest Manager is maintaining on each of those bequest gifts.

Let's use the list in Elizabeth Patermore's Gifts/Payments tab to review the details of one of her gifts.

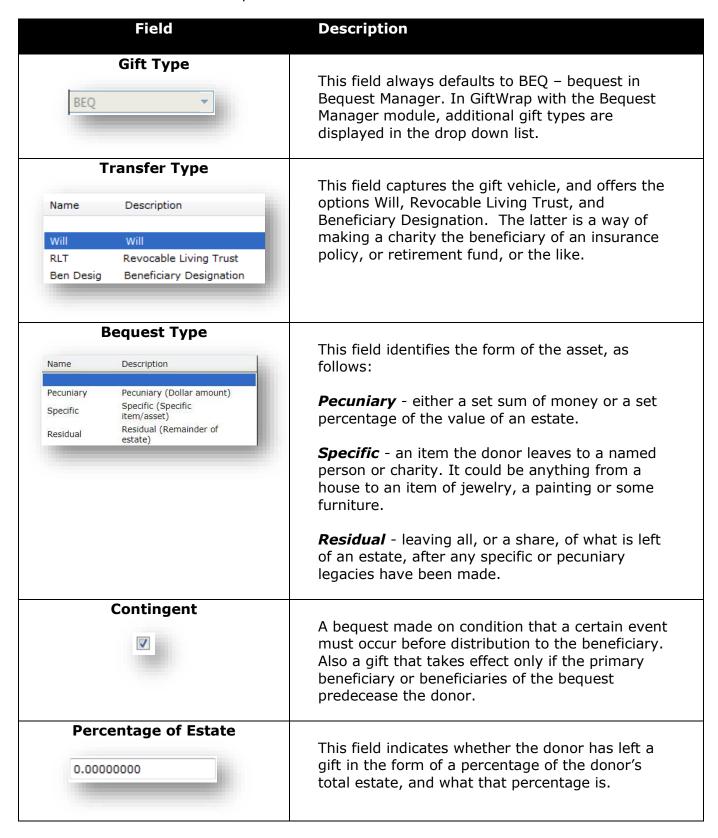
1) Click the Gifts/Payments tab.



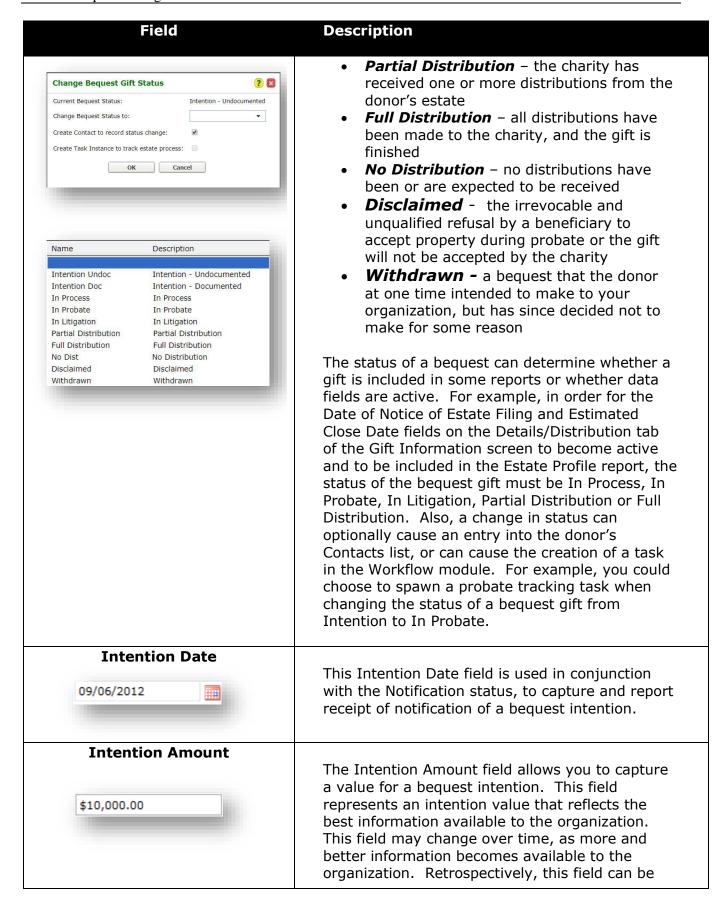
2) Click 9/6/2012 in the Gift Date column to display the Gift Information screen of the bequest intention recorded on that date.



The **Gift Information** screen can store comprehensive information on any type of bequest. Since this record represents a Bequest intention, not a final gift, some of the fields have been left blank. Here is a description of each of the fields on this screen.



Field	Description
Name Description Cash Cash Securities Securities	Use this field to record the type of asset transferred to your charity by the donor's estate. Asset types include the following: Cash Securities
Real Estate Tangible Property Tangible Personal Property Testamentary Trust Test Trust Perp Testamentary Trust Perpetual Retirement Asset Retirement Asset Investment Account Insurance Policy Other Other	 Real Estate Tangible Personal Property Testamentary Trust Testamentary Trust Perpetual Retirement Asset Investment Account (including retirement accounts) Insurance Policy Other (for asset types not listed)
Asset Description	Use this field to describe the asset(s) underlying the bequest intention/gift.
Charity Owns Insurance Policy	Indicate whether or not the charity is the owner of the donated insurance policy.
\$0.00	Use this field to record all or some of the bequest gift value to and established fundraising campaign.
Bequest Status Change Beq Status	Use this control to change the status of a bequest gift. Bequest gift statuses include the following:
	 Intention Undocumented – informal indication of gift intention Intention Documented – formal notification of execution of a will or other instrument In Process – the donor's estate is in the process of being administered In Probate – the donor's estate is in probate In Litigation – legal action or actions have been instituted against the donor's estate

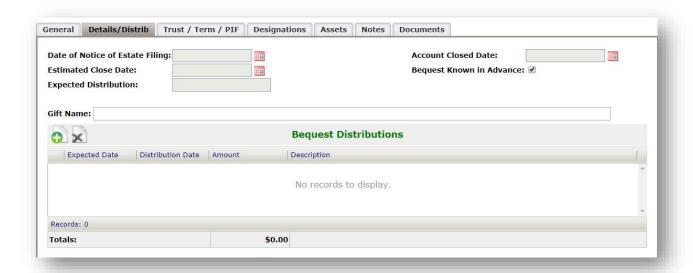


Field	Description
	used to report on variances between intention and expected distribution amounts.
Gift Probability % 85.00000000	Use this field to produce a bequest intention value that takes into account your estimate of the likelihood that your organization will realize the bequest. Reports such as the Bequest Summary and the Projected Remainder Amounts reports use this percentage to determine the potential value of a bequest intention to the organization.
Name Description Not Likely Not Likely Somewhat Likely Somewhat Likely Very Likely Very Likely	This field allows you to indicate in reports, your qualitative evaluation of likelihood of receiving the donor's gift.
Will/Trust Date	Use this field to capture the formal date associated with the creation of a will or trust document associated with a bequest intention/gift.

3) Click the Details/Distributions tab.

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Now let's look at the "Details/Distributions" tab and the fields on that screen.



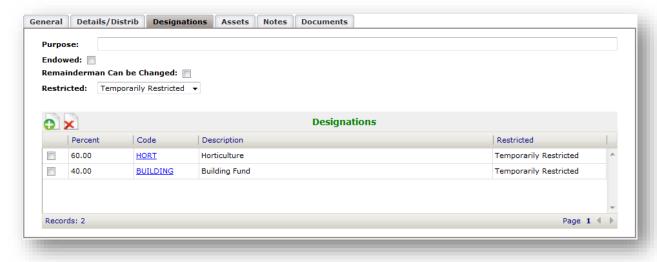
As specified on the Gift Information screen above, this gift is a bequest intention, and so the fields on the Details screen are not active or populated. These fields are for tracking the distribution process and become active upon changing the gift status from Intention. The Detail screen fields described as follows:

Field	Description
Date of Notice of Estate Filing	This field allows you to indicate date on which your organization was notified that the executor of the donor's estate has filed estate papers with the probate court and that your organization can request various documents from the estate.
Estimated Close Date	Use this field to enter the date on which you estimate the final distribution in fulfillment of the bequest will be made and the account can be closed.
Expected Distribution	Based on input from the executor or other responsible party, use this field to capture the total expected distribution of the estate to your organization. This information will be used in the Bequest Pipeline report to track distributions to date as compared to expected total distribution.
Account Closed Date	Use this field to enter the date that the final distribution in fulfillment of the bequest is made.
Bequest Known In Advance	If you have been notified of this bequest while the donor is still alive, click this check box. This value can be useful when selecting the records to include

Field	Description				
	in bequest reports.				
Remaining Distribution	This field displays the remaining distribution from the donor's estate, based on the Expected Distribution value and distributions recorded to date.				
Bequest Distributions Distribution Information	The Bequest Distribution grid displays the date, amount, and description of each distribution made from the donor's estate or other source in fulfillment of the bequest. You can record the following information:				
	 Expected Date Distribution Date Distribution Amount Distribution Description 				

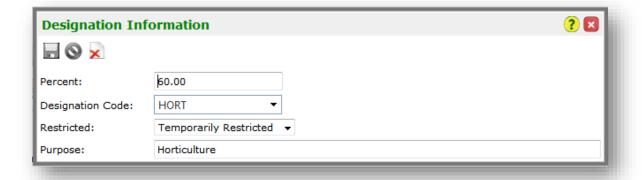
4) Click the Designations tab.

The **Designations** tab stores the charitable purpose of the gift. If the gift distribution is to be divided among a number of designated areas, Bequest Manager can keep track of all these individual designations. In the example on your screen, the gift proceeds will be divided 60%/40% between Horticulture and Building Fund. You determine the list of available designations using the Setup menu. Of course, Miss Patermore may alter her will and change the purpose of her bequest, but best practices recommend documenting a donor's wishes when known.



Fields	Description
Purpose	
	This field allows you to enter a brief description of the purpose of the bequest gift.
Endowed	

	Click this checkbox to indicate that a bequest gift is endowed, that is, its principal is intended to last in perpetuity.
Remainderman Can Be Changed	This field is representative of the fact that estate gifts are typically revocable and, as such, the donor can change the charitable beneficiary. This check box is for record keeping purposes only. While its value will not affect any Bequest Manager calculations, you can include its value in a custom filter in order to include or exclude certain gifts from a report.
Restricted	Use this field to indicate whether the gift is permanently restricted, temporarily restricted, or unrestricted.
Designations Grid	Use this grid to identify designated recipients/uses for this gift. Designation codes must be defined in advance, using the Designation item under the Setup menu. Designations must be assigned with a specified percentage and all designations for a single gift must total 100%.



5)Click the Assets tab.

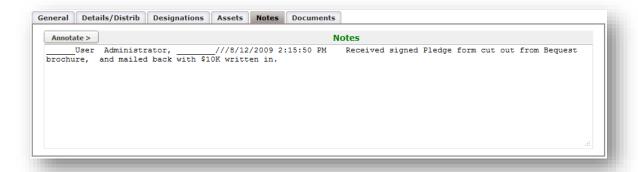
Next, we'll look at the "Assets" tab and the fields on that screen.



In this screen, you can document any and all assets associated with a bequest gift. The Assets grid works like each of the previous grids we have looked at. You can add each asset by clicking on the Add Assets button. You may populate this information for a bequest intention, or wait until the gift is realized.

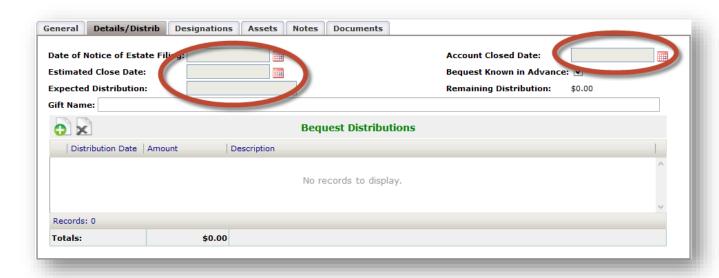
6) Click the Notes tab.

Finally, we'll look at the "Notes" tab. Use the Notes tab to document interactions with and important activities related to donors. If you click the Annotate button, each note entered will be identified by user and will be time stamped, for auditing purposes. Similar to the Notes feature for persons, the Notes feature for gifts allows you to record any amount of miscellaneous information on each gift. Notes are arranged in reverse chronological order with the most recent note at the top.



Maintaining bequest values

The state of bequest gift information is dependent upon the status of the bequest gift. When a bequest is stored as an intention, i.e., the Bequest Status field on the General tab is set to "Intention," the information concerning the gift is prospective. As such, many of the data fields on the "Detail/Distributions" tab are inactive.



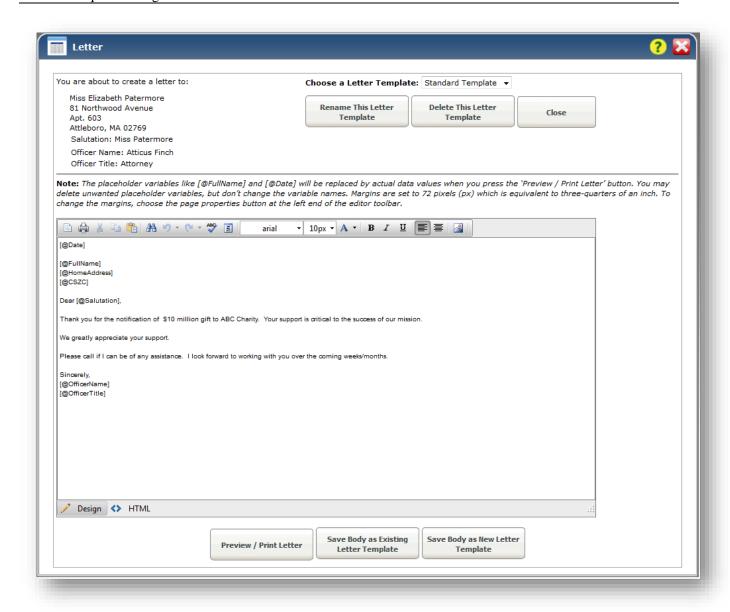
However, when the Bequest Status field is changed to any of *In Process, In Probate, In Litigation, Partial Distribution, Full Distribution, Withdrawn* or *Disclaimed* fields on the Date Details/Distributions tab become active. You can, at that point, record dates for estate filing, estimate close date, expected distribution and actual account close date. Note that the bequest status must be *Full Distribution, Disclaimed,* or *Withdrawn* in order for the "Account Closed Date" field to be active.

In addition, Bequest Status influences report data, as does donor data. For example, the Projected Remainder Amounts report, under the Analysis menu, will report only on those bequest gifts that are current and for which there is a living donor. This only makes sense of course, as gifts from which there are distributions or which are closed do not belong in a report that projects cash flows. If the donor's death has been recorded and the bequest gift no longer has a status of Intention, the gift will not be included in the Projected Remainder Amounts report.

However, the gift will appear in the Bequest Pipeline report only when the bequest gift is in process, probate, litigation, full or partial distribution. The Bequest Pipeline report, then, is the analog of the Projected Remainder Amounts report, in that the Bequest Pipeline report captures actual distributions and projected distributions for bequests whose estates are being executed.

Creating Letters

You will note that there is a "Create Letter" button at the top left of the **Person Information** screen. If you click on this button, you will see the following text editing screen.



Select a letter template from the "Choose a Letter Template" dropdown menu, or type directly into the editing window, to create your own letter. You can create letters of all kinds using the "Create Letter" function in Bequest Manager.

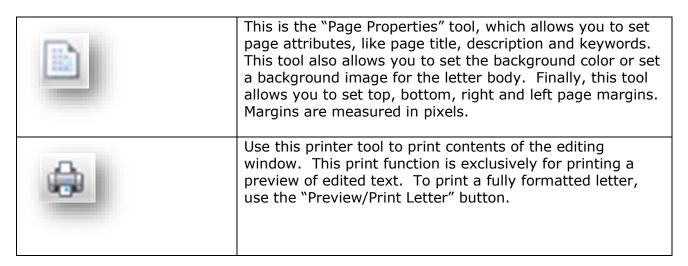


The system comes populated with letter templates of various kinds that you will find useful as you steward living donors, and communicate with all relevant parties once the donor has passed away. You can modify these templates or create new ones, to make creation of templates specific to your organization simple.

The following table describes the controls in the toolbar at the top of the editing window:



The editing toolbar provides the following functions:



	Use this tool to cut text from the editing window.
×	
	These are the copy and paste tools for copying and pasting text within the editing window.
#A	Use this Find and Replace tool to search for text in the editing window, and, optionally to replace text. This tool allows you to match case and to replace an instance of text, or all instances.
19 - (21 -	Use the Undo – Redo control to remove edits you have made in the editing window, or conversely, to reinstitute those edits.
ABC	Use this control to check spelling of the text in your editing window.
5	Use this tool to insert the current date, in long format, into your editing window at the cursor insertion point.
arial ▼ 12px ▼	Use this tool to apply font face and font size. Font faces supported include Arial, Courier, Georgia, MS Sans Serif, Segoe UI, Tahoma, Times New Roman, and Verdana.
A	The foreground color tool applies font color to your text based on the color selected using this tool.

B I <u>U</u>	These tools set font style of text in the editing window. Styles include bold, italic, and underline.
	Use these alignment tools to position text in the editing window either left aligned or center aligned.
	Use the image manager tool to locate, select, upload and insert images at the cursor insertion point of the editing window.

Note that letter templates are automatically populated with biographical information of the person records from which the letter function is invoked. You will see the following placeholder variables in each of the letter templates.

[@Date]
[@FullName]
[@HomeAddress]
[@CSZC]
[@Salutation]
[@OfficerName]
[@OfficerTitle]

You can remove these placeholder variables, should you choose to, however do not modify or edit these variables. When you print the letter, placeholder variables are replaced with corresponding data from the person record from which the letter function was invoked.

Recording a death

Bequest Manager provides a **Record Death** function that takes care of all of the data adjustments that are necessary when a donor dies. In the case of bequest gifts, Record Death adjustments are limited to change in status of donor. Bequest gifts retain status of *Current* at the completion of the Record Death routine. This allows you to close the gift only after all distributions have been received from the donor's estate. You can use Bequest Manager's Security feature, which is discussed later in this tour, to limit which users are able to record a death.



This is the Record Death button.

We won't run Record Death right now, but you are welcome to try it once you have completed your tour. Just open the Person Information page for the person whose death

you wish to record, then click the Record Death button in the Person Information page Toolbar.

Managing Bequests In Process

Bequest Manager offers an optional **Workflow** module that simplifies the management of bequest gifts as they go through the activity phase. The task of managing a gift in process can be complicated and time consuming. The Workflow module will increase the likelihood that your organization will collect all the gift distributions to which it is entitled.

If you would like to try out the Workflow features but the Tasks menu is not activated in your Bequest Manager evaluation software, please contact PG Calc at 888-497-4970 or info@pgcalc.com.

Workflow features are found in the Tasks menu of the Menu bar, and include the following.

Choose Tasks - Dashboard to get a quick sense of how many of each type of task are awaiting completion and whether they are overdue, plus a list of reminders. You can drill down on any individual task to review all the details.

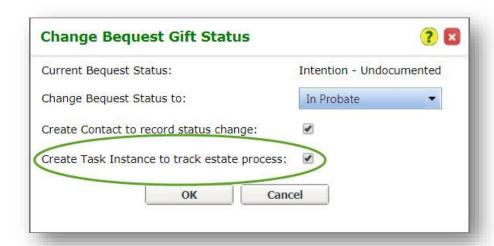
Choose Tasks - Maintain Tasks to review specific assigned tasks or to add a new one and assign it to specific staff for completion and approval.

Choose Tasks - Task Report to produce a report of pending and/or approved tasks assigned to your selection of assignees, an efficient way for managers to stay on top of everyone's assigned tasks.

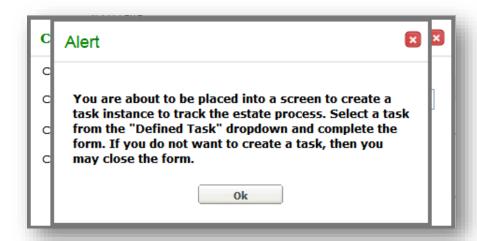
Choose Tasks - Definition to create one or more pre-defined tasks that come up regularly, such as address changes or adding new gifts. Once defined, assigning these tasks over and over becomes simple.

Choose Tasks - View Change Requests to review data change requests that have been submitted by Bequest Manager users who are not authorized to make changes themselves. For instance, a charity with staff spread across a region or the country can set them up to submit change requests to Bequest Manager, enabling staff in a single location to process these requests efficiently. Likewise, service providers can empower their clients to submit change requests directly into Bequest Manager - remember, Bequest Manager is Web-based so giving clients remote access to do this is easy - and then use its workflow features to manage the assignment and completion of those requests.

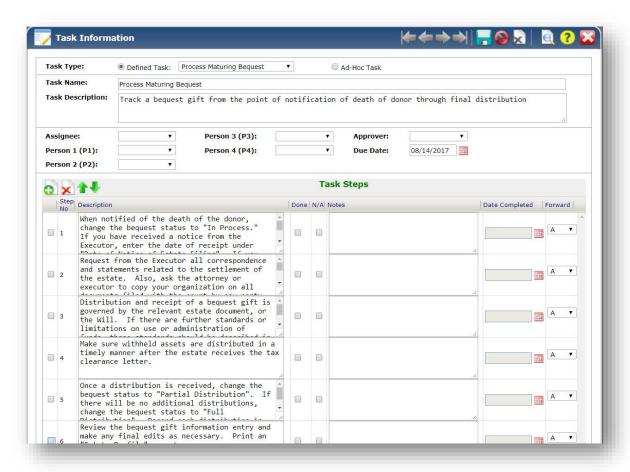
Bequest Manager works in conjunction with the Workflow module to enable you to create probate management tasks as a result of changing the status of any bequest gift. As illustrated below, the Change Bequest Gift Status dialog box offers you the option of launching the Workflow module upon status change:



When you click the OK button, you will get an Alert message, as illustrated below:



When you click OK, the Workflow module will be invoked, and when you select the Process Maturing Bequest task definition from the dropdown menu at the top of the screen, you will see the following:

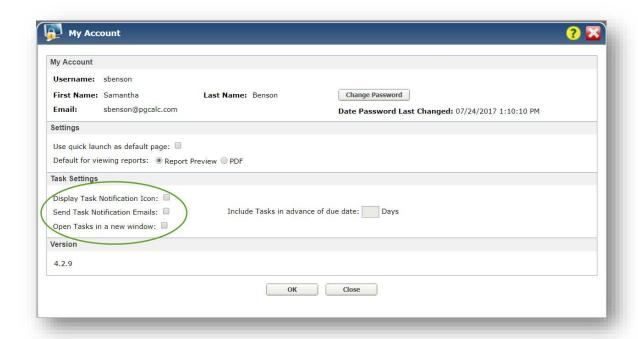


This is a Task Definition for Process Maturing Bequest that will lead you through the probate process. Using this task, you can assign task steps to various people, track the completion of those steps, and approve tasks as completed.

In addition, by clicking My Account in the upper right corner of the screen you can configure Bequest Manager so that any task assignee will receive email notices communicating what tasks are coming due, which are currently due, and which are past due.



Here is the My Account screen to use in order to set up task notification:



Entering production data for use after purchase

The purpose of the Tutorial data is to let you try out all of Bequest Manager's functions using practice data. If you would like to enter real gift and donor data that you plan to work with after you purchase the software, you are welcome to do so. For that purpose, you should add person records to the Eval_<your name> Charity and then add gifts to those person records only. When you purchase Bequest Manager, we will be able to transfer whatever data you have added under the Eval_<your name> Charity to your working data.

When you run the Add Person Wizard, be sure that Eval_<your name> is selected as the Charity, as shown below:



Producing Reports

Bequest Manager can produce a variety of reports to meet the needs of your development, finance, and business offices. One of the key differences between Bequest Manager and other development databases is Bequest Manager's ability to use stored data to produce calculated values, such as cash flow and projected remainder values that are of particular importance to gift planners. We can also create custom reports for you, using Crystal Reports, a widely-used third party report writer.

The reports we will review in our tour are:

- Person Summary
- Gift Profile
- Bequest Summary
- Projected Remainder Amounts
- Estate Profile
- Bequest Pipeline
- Bequest Transactions
- Legacy Society Membership
- Program Overview and Statistics

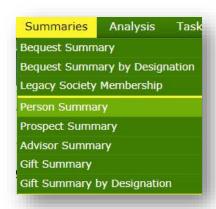
In the process of reviewing these reports you will learn everything you need to know to produce all of the other standard reports available in Bequest Manager. We encourage you to experiment with producing all Bequest Manager reports once you have finished your tour here.

Note: While your Bequest Manager evaluation account gives you access to all Bequest Manager reports, some reports are available only when your organization licenses a specific module. The Advanced Analysis module provides access to all reports in the Analysis menu; the Workflow module provides access to all reports in the Tasks menu.

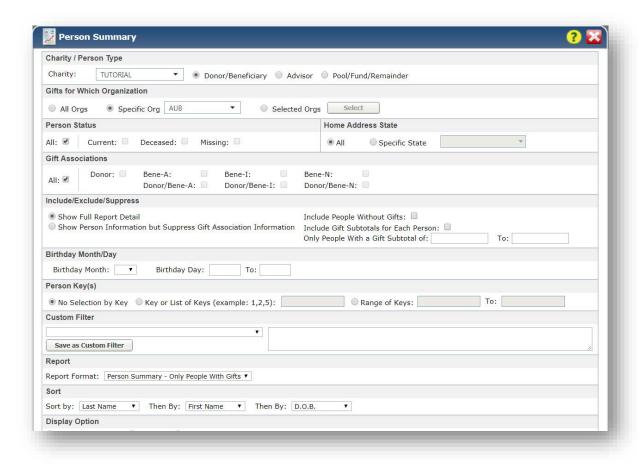
Producing a Person Summary

The Person Summary report provides you with a convenient summary of the most pertinent information stored in your database for each donor.

1) Choose Summaries > Person Summary in the Menu bar.



Enter your search and sort criteria as shown below to produce a report of all Auburn Society person records. In most cases, you will accept the default sort criteria.



2) When done entering the information above, click [OK] to view the report.

The first page of the Person Summary report is displayed below.

				Person Sum	ımary			
Name / Saluta	ation	Home Address		SS Number	SS Number DOB / DOD		Status Deceased	Person Key 12 Charity: TUTORIAL
Addison, Char	les	2001 West Island Drive Westerly, RI 43234 (address last modified 05/09/2013)		***-**-1458	04/19/1918 05/10/2010			
Mr. Addison								
				Phone No: 201-924-8431		Fax:	Email:	
Org	Association	Gift/Int Date	Gift Type	Tot Gift/Int Amount	Account 1	Account2	Gift Status	Gift Key
AUB	Donor Decd	06/23/2010	BEQ	\$25,000.00			Finished	7
Berger, Rose	1	12987 Warple Av	ve. NW	***-**-0000	04/06/1958		Current	3
Rosie		Portland, OR 789	965					Charity: TUTORIA
		(address last modified 07/26/2017)		Phone No: 654-555-8989		Fax:	Email:	
Org	Association	Gift/Int Date	Gift Type	Tot Gift/Int Amount	Account 1	Account2	Gift Status	Gift Key
AUB	Donor	07/05/2015	BEQ	\$450,000.00			Current	21
Berger, Saul		12987 Warple Av	ve. NW	***-**-0000	02/11/1960		Current	2
Saul		Portland, OR 78965						Charity: TUTORIA
		(address last modified 07	/26/2017)	Phone No: 654-555-8989		Fax:	Email:	
Org	Association	Gift/Int Date	Gift Type	Tot Gift/Int Amount	Account 1	Account2	Gift Status	Gift Key
AUB	Donor	07/05/2015	BEQ	\$450,000.00			Current	21
Bernstein, Leo	nora	5475 Park Drive	ĺ.	***-**-7347	04/01/1922		Deceased	1
Mrs. Berstein		Westport, RI 071	82		09/01/2014			Charity: TUTORIA
		(address last modified 09/19/2012)		Phone No: 201-554-9584		Fax:	Email:	
Org	Association	Gift/Int Date	Gift Type	Tot Gift/Int Amount	Account 1	Account2	Gift Status	Gift Key
AUB	Donor Decd	10/15/2009	BEQ	\$50,000.00			Finished	12
Brahms, Jonny	у	88 Rue Concerto)	***-**-1111	02/25/1918		Current	1
Jonny (addre		Forte, LA 45456						Charity: TUTORIA
		(address last modified 07	address last modified 07/25/2017)		Phone No: 545-801-8977		Email:	
Org	Association	Gift/Int Date	Gift Type	Tot Gift/Int Amount	Account 1	Account2	Gift Status	Gift Key
AUB	Donor	02/02/2010	BEQ	\$75,000.11			Current	18



Producing a Gift Profile

The Gift Profile report provides you with a comprehensive listing of all the information stored in one Gift Information record. This report provides a handy summary of the gift for the donor's file and for checking data for errors.

Let's return to the gift record we reviewed earlier and print a Gift Profile for it.

- 1) Choose Actions Person Search in the Menu Bar, then enter p in the Last Name field of the Person Search tab. Click [Search].
- 2) Click Patermore, Elizabeth in the Person Search Results grid.
- 3) Click the Gifts/Payments tab, then click 09/06/2012 under Gift Date in the Gifts grid.

The Gift Information page for the gift should now be open.

- 4) Click Profile in the Toolbar at the top of the Gift Information window.
- 5) Click [OK] in the dialog box that displays on the screen.

The Gift Profile will appear in Bequest Manager's standard Report Preview window, where you can review it on your screen.

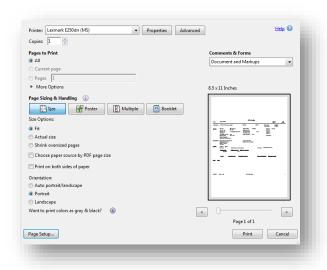
To print the report:

- 6) Click in the Report Viewer Toolbar. A new browser tab will open containing the report in PDF format.
- 7) At the top right of the screen, you will see this toolbar:



8) Click in the toolbar.

The following Print dialog window (or a window like it – depends on your model printer) will open where you can specify a printer, number of copies to print, etc.



9) Click [Print] to print the Profile.

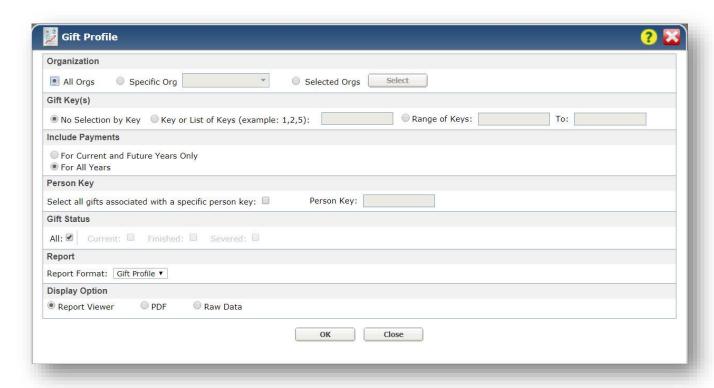
The printed Gift Profile appears as follows:



- 10) Click 🗵 to close the Browser tab displaying the PDF report.
- 11) Click to close the Gift Profile and return to the Gift Information page.

Producing a group of Gift Profiles

You can produce a group of Gift Profiles all at one time by choosing Summaries > Gift Profile in the Menu bar.



Produce gift profiles for your org, or for selected or a range of gifts, as identified by gift key. This capability is useful when you want to produce Gift Profiles for a group of new gifts that have just been added to Bequest Manager. It is also useful when you want to produce Gift Profiles for all gifts being maintained in Bequest Manager, for example as part of an auditing process.

Producing a Person Profile

You can produce a Person Profile that displays all of the information stored in a specific person record by opening the **Person Information** page for the person and click the

button, then click the button. You can also produce a group of Person Profiles by choosing Summaries > Person Profile in the Menu bar.

Producing a Bequest Summary

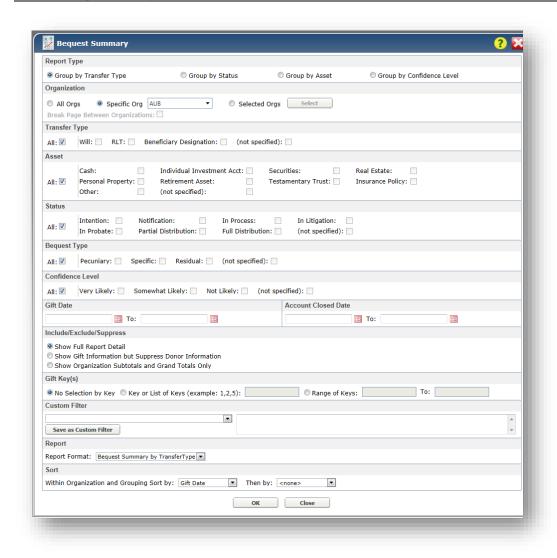
The Bequest Summary displays basic gift, donor, and beneficiary information on each gift that you include in the report. This report is ideal for analyzing the bequest gifts made to your charity. How many bequest gifts have you received this year? What are your gift totals? How do these totals compare to last year? These are just a few of the questions this report can help you answer.

1) Choose Summaries > Bequest Summary in the Menu bar.



Enter your search and sort criteria as shown below to produce a report of all Auburn Society bequests that are currently active. In most cases, you will accept the default sort criteria.

2) When done entering the information above, click [OK] to view the report.



The first page of the Beguest Summary report is displayed below.

3) Click to close the Bequest Summary.

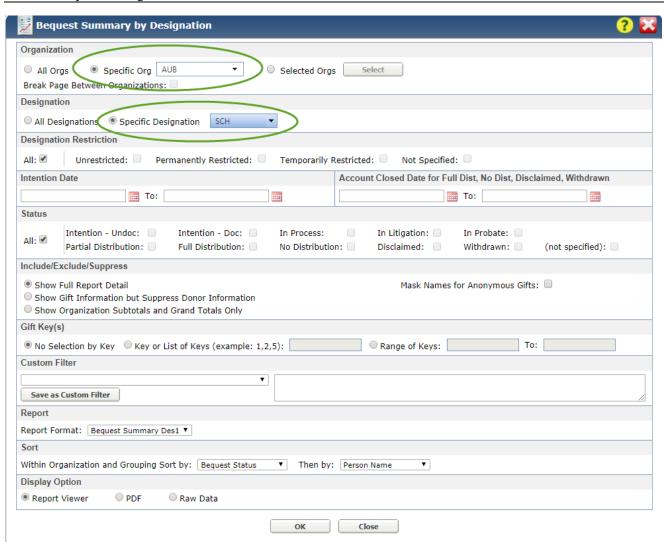
Producing a Bequest Summary by Designation report

In addition to the information available in a basic Bequest Summary, the Bequest Summary by Designation report also captures all or specific Designations and Designation Restriction levels by Organization.

1) Choose Summaries > Bequest Summary by Designation in the Menu bar.

Enter your search and sort criteria as shown on the next page to produce a report of all Auburn Society bequests that have the Scholarship Fund (SCH) Designation. In most cases, you will accept the default sort criteria.

The results are also shown on the next page.



Bequest Summary by Designation - Intention Amount and Distribution Amount

Gift key	Intention Date	Transfer Type	Asset	Account #1	Beq Status	Beq Type	Intention Amount	Distrib Amt
	Society (AUB) ship Fund (SCH) - Te	emporarily Restricted						
70	12/10/2000	Will	Cash		Full Distribution	Pecuniary	\$5,000.00	\$5,000.00
				desig %: 50.00%			\$2,500.00	\$2,500.00
	Association Donor Decd	<u>Name</u> Carlos Solana		<u>Status</u> Deceased	<u>D.O.D.</u> 6/25/2000	Person key 61	Person Code 1	
69	08/30/2011	Will	Real Es	tate desig %: 100.00%	In Litigation	Specific	\$325,000.00 \$325,000.00	\$0.00 \$0.00
	Association Donor Decd	<u>Name</u> Katherine Shrew	1	<u>Status</u> Deceased	<u>D.O.D.</u> 6/2/2017	<u>Person key</u> 71	Person Code 1	
Scholar	Scholarship Fund (SCH) - Temporarily Restricted					Total Designat	quests / Portions: tion Intention Amount: tion Distribution Amount:	1 \$2,500.00 \$2,500.00
The Auburn	Society (AUB)					Number of Bequests / Portions: Total Designation Intention Amount: Total Designation Distribution Amount:		1 \$2,500.00 \$2,500.00
Grand Totals	3					Total Designat	quests / Portions: tion Intention Amount: tion Distribution Amount:	1 \$2,500.00 \$2,500.00

Producing a Projected Remainder Amounts report

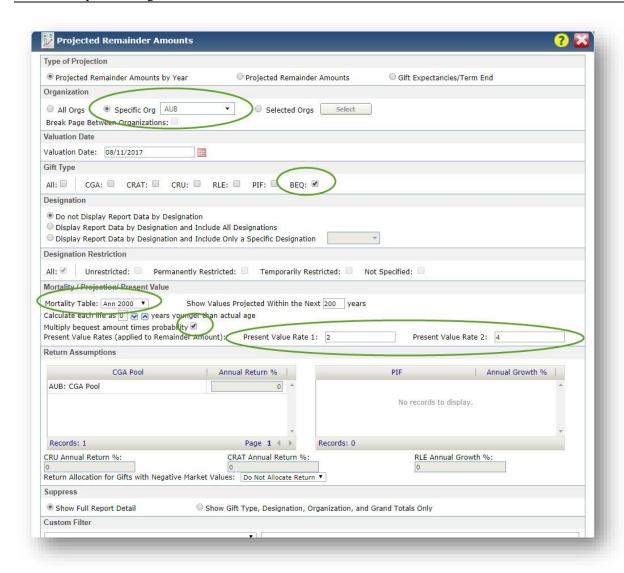
Bequest Manager's Projected Remainder Amounts report provides you with a sophisticated estimate of when each of your bequest gifts will matriculate and how much each will distribute at that time. It also displays the present value of these amounts.

This report is available as part of Bequest Manager's optional Advanced Analysis module. Highly recommended!

The amounts your bequest gifts actually distribute to your charity will certainly vary from what this report predicts, as that amount will depend on the actual value of your realized bequests. Nevertheless, the Projected Remainder Amounts report can help you enormously in forecasting future bequest gift distributions.

1) Choose Analysis > Projected Remainder Amounts in the Menu bar.

Enter the information shown below. The values that you need to enter are: *Organization*, *Valuation Date*, *Gift Types* (click the All check box first to deselect it, then select BEQ), *Mortality Table*, *Multiply bequest amount times probability*, and *Present Value Rate*.



2) When done entering the information above, click [OK] to view the report.

The report will display the projected value and present value, based on selected discount rates, of the distributions that The Auburn Society can expect to receive from its bequests as of 08/11/2017.

- 3) Print the report, if you wish, then return to the Report Preview page.
- 4) Click to close the Report Preview page.
- 5) Click to close the Projected Remainder Amounts page.

The first page of the Projected Remainder Amounts report is reproduced on the next page.

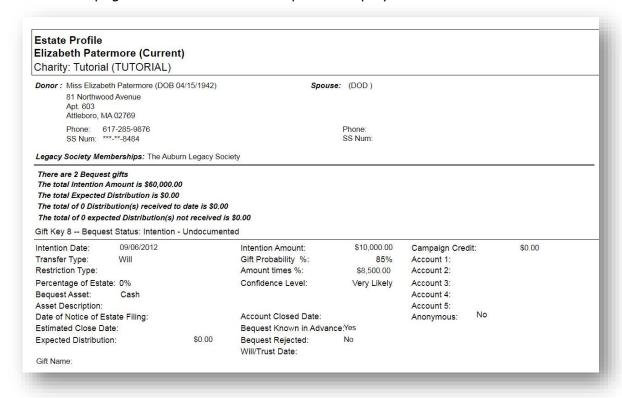
Year Gift Type	Gift Key Account #1	Tot Gift/Int Amount	Market Value	Projected Value	PV @ 2%	PV @ 4%
he Auburn Society						
8/12/2020 - 8/11/202	21	72.00.000.000	NUA		12 C 20 C	
BEQ	18	\$75,000.11	N/A	\$56,250.08	\$52,483.47	\$49,035.03
	BEQ Totals	\$75,000.11	N/A N/A	\$56,250.08	\$52,483.47	\$49,035.03
	8/12/2020 - 8/11/2021 Totals	\$75,000.11	N/A	\$56,250.08	\$52,483.47	\$49,035.03
8/12/2021 - 8/11/202 BEQ	20	\$450,000.00	N/A	\$270,000.00	\$246,980.69	\$226,315,2
DEG	BEQ Totals	\$450,000.00	N/A	\$270,000.00	\$246,980.69	\$226,315.2
	8/12/2021 - 8/11/2022 Totals	\$450,000.00	N/A	\$270,000.00	\$246,980.69	\$226,315.2
8/12/2023 - 8/11/202	CONTRACTOR DANGED BOARD PLANTS OF THE PARTY	3430,000.00), in all reserve	\$270,000.00	\$240,300.03	J220,313.2
BEQ	2 Int99 4300	\$500,000.00	N/A	\$400,000.00	\$351,689.07	\$309,986.8
DLQ	BEQ Totals	\$500,000.00	N/A	\$400,000.00	\$351,689.07	\$309,986.8
	8/12/2023 - 8/11/2024 Totals	\$500,000.00	N/A	\$400,000.00	\$351,689.07	\$309,986.86
8/12/2029 - 8/11/203	30					
BEQ	23	\$100,000.00	N/A	\$25,000.00	\$19,518.11	\$15,311.6
	BEQ Totals	\$100,000.00	N/A	\$25,000.00	\$19,518.11	\$15,311.6
	8/12/2029 - 8/11/2030 Totals	\$100,000.00	N/A	\$25,000.00	\$19,518.11	\$15,311.69
8/12/2031 - 8/11/203			1101000			70 70
BEQ	8	\$10,000.00	N/A	\$8,500.00	\$6,378.47	\$4,813.2
BEQ	16	\$50,000.00	N/A	\$0.00	\$0.00	\$0.00
	BEQ Totals	\$60,000.00	N/A N/A	\$8,500.00	\$6,378.47	\$4,813.2
	8/12/2031 - 8/11/2032 Totals	\$60,000.00	N/A	\$8,500.00	\$6,378.47	\$4,813.2
8/12/2032 - 8/11/203 BEQ	17 BI12	675 000 44	N/A	630 000 04	\$22,070.86	646 224 4
BEQ	BEQ Totals	\$75,000.11 \$75,000.11	N/A	\$30,000.04 \$30,000.04	\$22,070.86	\$16,334.4° \$16,334.4°
	8/12/2032 - 8/11/2033 Totals	\$75,000.11	N/A	\$30,000.04	\$22,070.86	\$16,334.4
8/12/2034 - 8/11/203		\$75,000.11	THE STATE OF THE S	\$30,000.04	322,070.00	\$10,334.4
BEQ	3	\$250,000.00	N/A	\$187,500.00	\$132,586,18	\$94,388.2
DLG	BEQ Totals	\$250,000.00	N/A	\$187,500.00	\$132,586.18	\$94,388.2
	8/12/2034 - 8/11/2035 Totals	\$250,000.00	N/A	\$187,500.00	\$132,586.18	\$94,388.2
8/12/2038 - 8/11/203			10.7		-3-1-13-1-15	250150500
BEQ	19	\$75,000.11	N/A	\$48,750.07	\$31,847.22	\$20,977.7
	BEQ Totals	\$75,000.11	N/A	\$48,750.07	\$31,847.22	\$20,977.7
	8/12/2038 - 8/11/2039 Totals	\$75,000.11	N/A	\$48,750.07	\$31,847.22	\$20,977.7
8/12/2050 - 8/11/205	51	930 (2) (2) (2) (2) (2) (2) (2) (2) (2) (2)	2000 COV		CONTRACTOR DELICATION	000000000000000000000000000000000000000
BEQ	21	\$450,000.00	N/A	\$225,000.00	\$115,898.22	\$60,473.5
	BEQ Totals	\$450,000.00	N/A	\$225,000.00	\$115,898.22	\$60,473.5

Producing an Estate Profile report

The Estate Profile report provides a comprehensive overview of all bequest gifts donated by individual donors, including information about any contacts or notes associated with the donor. This is an excellent stewardship tool in that it provides, at a glance, all pertinent information about a donor, that donor's gifts and communications that have taken place with the donor.

- 1) Choose Actions Person Search in the Menu Bar, then enter *p* in the *Last Name* field of the Person Search tab. Click [Search].
- 2) Click Patermore, Elizabeth in the Person Search Results grid.
- 3) Click Profile in the Toolbar at the top of the Person Information window.
- 4) Print the report, if you wish, then return to the Report Preview page.

The first page of the Estate Profile report is displayed below.



5) Click to close the Report Preview page.

Note that the report provides biographical information about the donor, followed by a short narrative describing the number of bequest gifts from this donor and total estimated distribution expected from these gifts. Note that the bottom section of the report displays additional detail as follows:

- Distribution summary, capturing any partial distributions, including data and value of those distribution, as well as distribution total to date.
- Designation percentages, indicating donor intent with respect to distributions
- Any recorded notes entered that capture interactions with the donor
- Contacts that you might record, or that are generated when you change the status of the gift or generate a letter using the *Create Letter* function

The availability of certain fields in the gift record is dependent upon the status of the bequest gift. As you can see from this Estate Profile report, there are no dates associated with the fields *Date of Notice of Estate Filing* and *Estimated Close Date*. These fields are only active, and consequently can only be reported upon, when the bequest gift status is anything other than *Intention*, indicating that the estate is being executed. Also note that

the Account Closed Date field is empty. This field is only active on the gift record when the status of the bequest gift is set to Full Distribution, Withdrawn, or Disclaimed.

Producing a Bequest Pipeline report

The Bequest Pipeline report provides an accounting of distributions for gifts from estates that are being executed. Note that gifts are included in this report when they meet the following criteria:

- Must have an estimated close date
- Must have one of the following Bequest Statuses:
 - o In Process
 - o In Probate
 - In Litigation
 - o Partial Distribution
 - Full Distribution

The report captures distributions by quarter, as illustrated by the figure below, which reports on distributions for the period of 10/1/2012 through 12/31/2102. You can report on gifts with partial distributions, or gifts with both partial and full distributions by setting the *Include Gifts with Bequest Status of Full Distribution* checkbox.

- 1) Choose Analysis > Bequest Pipeline in the Menu Bar.
- 2) Select Organization, specify date range, and optionally click the "Include Gifts with Bequest Status of Full Distribution" checkbox.
- 3) Click [OK].
- 4) Print the report, if you wish, then return to the Report Preview page.

The first page of the Bequest Pipeline report is displayed below.

	Be	quest Pipeline fo	r Estimated	Close	Dates fron	n 01/01/2017 to 12/31	/2018	
Gift Key	Bequest Status	Transfer Type	Beq Asset Est Close Date		Expected Distribution	Amt Distributed	Distrib Remainin	
he Auburr	Society (AUB)							
11	Partial Distribution	RLT	Real Estate	09/3	30/2017	\$825,000.00	\$50,000.00	\$775,000.0
	Association	<u>Name</u>	Pers	on Key	Officer			
	Donor Decd	Patrick O'Neill		16				
Totals for Estimated Close Date Range 07/01/2017 - 09/30/2017					Total Expected Distribution Total Amount Distributed: Total Distribution Remaining		\$825,000.00 \$50,000.00 \$775,000.00	
13	Partial Distribution	Will	Other	12/3	31/2017	\$31,000.00	\$10,000.00	\$21,000.0
	<u>Association</u>	<u>Name</u>	Pers	on Key	Officer			
	Donor Decd	Max Planck		18				
9	In Process	Will	Retirement A	Asset 12/3	31/2017	\$55,463.00	\$0.00	\$55,463.0
	<u>Association</u>	<u>Name</u>	Pers	on Key	Officer			
	Donor Decd	Abiba Robinson		14				
	Totals for Estimate	ed Close Date Range 1	0/01/2017 - 12/3	31/2017		Total Expected Distri Total Amount Distribu Total Distribution Rei	ıted:	\$86,463.00 \$10,000.00 \$76,463.00
5	Partial Distribution	Will	Other	06/3	30/2018	\$1,000,000.00	\$200,000.00	\$800,000.0
	<u>Association</u>	<u>Name</u>	Pers	on Key	Officer			
	Donor Decd	Gertrude Jekyll		2				
	Totals for Estimate	ed Close Date Range 0	14/01/2018 - 06/3	0/2018		Total Expected Distri Total Amount Distribu Total Distribution Rei	uted:	\$1,000,000.00 \$200,000.00 \$800,000.00

5) Click to close the Report Preview page.

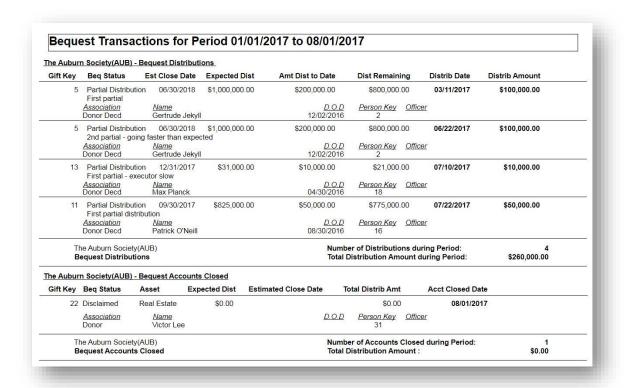
Producing a Bequest Transactions report

The Bequest Transactions report provides listing of all bequest gift transactions for the specified date range. With this report, you can display transactions associated with distributions, new intentions and closed accounts.

This report allows you to review distributions received for the specified period. It also gives you visibility into total distributions received for closed gifts. Finally, the report previews income from bequest intentions, as illustrated by the figure below.

- 1) Choose Analysis > Bequest Transactions in the Menu Bar.
- 2) Select Organization and specify desired date range.
- 3) You can optionally select any of Distributions, New Intentions, and Accounts Closed.
- 4) Click [OK].
- 5) Print the report, if you wish, then return to the Report Preview page.

The first page of the Bequest Transactions report is displayed below.



6) Click to close the Report Preview page.

Producing a Legacy Society Membership report

The Legacy Society Membership report is a single source of information about your legacy society members, including the following:

- Name and home address
- Dates of birth and death, as appropriate
- Society membership date
- Listing of all gifts made by each donor, including intention amount and actual distribution amount

This report allows you to view legacy society membership based on a variety of criteria, including membership date, birth date, and date of death for deceased donors. Finally, the report previews income from bequest intentions, as illustrated by the figure below.

1) Choose Summaries > Legacy Society Membership in the Menu Bar.



- 2) Select Charity and specify desired Legacy Society, if more than one have been setup.
- 3) You can optionally select any of Legacy Society membership date range, Date of Death date range, and birth date.
- 4) Click [OK].
- 5) Print the report, if you wish, then return to the Report Preview page.



6) Click to close the Report Preview page.

Producing a Program Overview and Statistics report

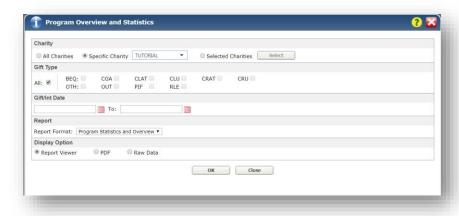
Bequest Manager's optional **Advanced Analysis** module includes a **Program Overview and Statistics** report that allows you to analyze your bequest gift portfolio with a level of sophistication that would take many hours of work otherwise.

What is the average age of your known bequest intentions? What is the median funding amount of your organization's bequests? How many bequests have you received in the \$25,000 - \$50,000 range? These are just a few of the many questions that the report can answer.

Reviewing a sample Program Overview and Statistics report for yourself is the best way for you to appreciate the insights it can offer.

1) Choose Analysis - Program Overview and Statistics in the Menu bar.

Enter the information shown below. All you need to do is select the Charity.



- 2) Click [OK] to view the report.
- 3) Click to move forward and to move back through the pages of the report.
- 4) When you have reviewed the report to your satisfaction, click to close the Report Preview page.
- 5) Click to close the Program Overview and Statistics page.

A portion of the Program Overview and Statistics report is reproduced on the next page.

Number of Gifts By Transfer Type:		
(All Transfer Types)	22	
	13	
Transfer By Will: Transfer By RLT:	5	
Transfer By Ben Desig:	4	
Number of Gifts by Bequest Status:		
(All Bequest Statuses)	21	
Beq Status Blank:	0	
Beq Status Intention - No Doc:	4	
Beq Status Intention - Doc:	5	
Beq Status In Process:	1	
Beq Status In Probate:	1	
Beq Status In Litigation:	1	
Beg Status Partial Distribution:	3	
Beq Status Full Distribution: Beg Status No Distribution:	5 0	
Beg Status Disclaimed:	1	
Beg Status Withdrawn:	1	
Total Intention Amount for Gifts without Distributions:		
(All Gifts without Distributions)	\$2,300,001.33	
Beg Status Blank:	\$0.00	
Beg Status Intention - No Doc:	\$210,000.22	
Beg Status Intention - Doc:	\$1,725,000.11	
Beg Status In Process:	\$40,000.00	
Beg Status In Probate:	\$1.00	
Beg Status In Litigation:	\$325,000.00	
Beg Status Withdrawn:	\$100,000.00	

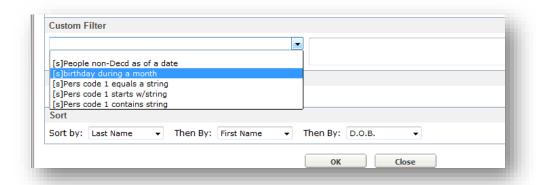
Custom Filters

Custom filters are available in every report and search function. They allow you to add additional criteria for selecting the records to include in a report or search. For example, you can select a custom filter with the Person Summary report that will filter the report results by birth date of donor. This custom filter is a system custom filter (as designated by the [s] preceding the custom filter label, and is available to all users of Bequest Manager. You can create your own custom filters as well. When you create a custom filter for a report that you think you might use again, you can save it so that you never have to type it - or remember its syntax - again. Or you can modify a system custom filter and save the modified custom filter as a new custom filter, giving it whatever label is appropriate.

In this example, let's assume you have selected the birthdate custom filter, have modified it, and want to save it under a new label.

1) Choose Summaries > Person Summary in the Menu bar.

2) Select the birthdate custom filter from the dropdown menu:

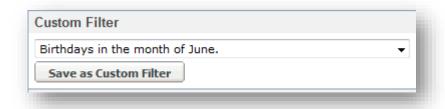


- 3) Click Save as Custom Filter and then select the New radio button
- 4) Modify the custom filter as illustrated below.
 - 5) Enter the information shown below.



6) Click to save your custom filter.

Your custom filter will now be available whenever you produce a Person Summary report. All you need to do is choose it from the Custom Filter pull-down menu.



7) Click to close the report page.

To Exit Bequest Manager

If you wish to exit Bequest Manager at any time, follow these steps:

1) Click Logout in the upper right hand corner of the Bequest Manager page (above the Menu Bar).

You will return to the Bequest Manager Login page.

2) To exit Bequest Manager entirely, close the Browser tab in which the Bequest Manager Login page is displayed or close your Browser altogether.

Custom Reports

Bequest Manager offers a wide range of standard reports that fulfill all the reporting needs of most users. If Bequest Manager doesn't already provide you with the exact report you need, however, we can help you create your own custom reports. Once we create the custom report for you, we install it for use by your organization. Once installed, producing your custom report is simple: you just choose your custom report from the Report Format menu found toward the bottom of the appropriate report page.

For example, imagine that PG Calc creates a custom version of the Bequest Summary for you (we created a standard Bequest Summary on pages 62-65). To produce your new custom report, you would open the Bequest Summary page, enter all the criteria for your report, and then choose your custom report from the Report Format menu toward the bottom of the page. That's it!

Please contact Samantha Benson at 888-474-2252 if you would like to discuss the details and cost of creating custom reports for use in Bequest Manager.

Security

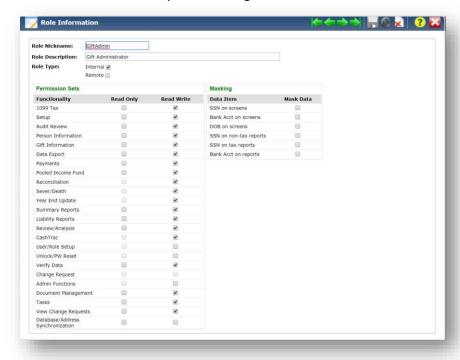
Bequest Manager includes sophisticated security capabilities. To begin with, you must enter a valid user name and password to get into Bequest Manager. The Bequest Manager system administrator can set up as many user names and passwords as your organization needs.

Two people cannot be logged into Bequest Manager at the same time using the same user name and password, so the administrator should create a user account for each person who might log into Bequest Manager.

We have provided both read and write permissions across all functions, and divided Bequest Manager's many functions into over 20 separate permission sets, as shown below.

Roles

The Bequest Manager administrator can create any number of Roles, where each Role is given unique access to Bequest Manager's permission sets. Once the administrator has defined a Role, she can then assign that Role to any number of User Accounts. This design makes it easy for the Administrator to assign multiple people the same Role and therefore the same access to Bequest Manager.



The Bequest Manager administrator can assign each user read/write access, read-only access, or no access to each of these permission sets. This way, the administrator can control who has access to what inside Bequest Manager.

- Read/Write access gives the user the ability to view or change data using any of the functions covered by the permission set.
- Read-Only access gives the user the ability to view data and print reports using any of the functions covered by the permission set, but not to change data.
- Assigning neither Read/Write nor Read-Only access to a permission set prevents the user from using any of the functions covered by that permission set.

Note that the Bequest Manager administrator can also set parameters on the Role Information screen that will activate data masking on various Bequest Manager screens. Data that can be masked includes Social Security numbers, dates of birth, and bank account numbers. As with any other permission set, the masking permissions can be assigned selectively by user account.

Permission set access can be overridden

Certain functions, such as all the Administrator functions under Setup, are available only to a user with administrator rights. Other functions, such as Payments or Document Management, are available only if your organization has licensed Bequest Manager, GiftWrap or the optional modules that provide the functionality. Access settings selected within the security feature are overridden by these other considerations wherever applicable.

For complete details on the functions included in each permission set, open the Security-Permission Sets topic in the Online Help Index.

Other Security Features

Audit Trail

Bequest Manager tracks all changes -- modifications, additions, or deletions -- made to a long list of fields so that at any time you can review who made what changes and when.

- 1) To review a list of recent data changes, choose Utilities Review Audit Information.
- 2) Click the Search button.

A list of recent data changes will appear.

- 3) Double-click a line in the Audit Information grid to view the details of that data change.
- 4) Click to return to the Review Audit Information page, then click again.

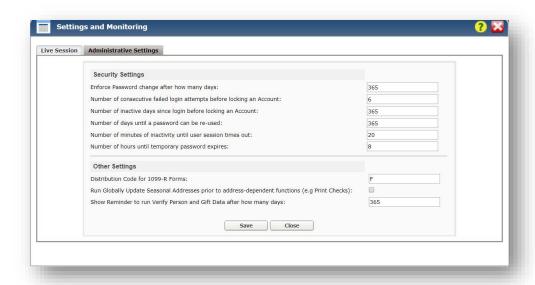
For a complete list of the fields and functions audited by Bequest Manager, open Online Help and double-click *Audit - fields audited* in the Index.

Administrative Settings

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Bequest Manager gives administrators the ability to set a number of parameters that affect password enforcement, as well as an option to set a reminder to run the Verify Person and Gift Data function. To see these settings:

- 1) Choose Setup-Administrator-Settings/Monitoring.
- 2) Click the Administrative Settings tab.



3) When done reviewing the settings, click [Close].

Security of hosted data

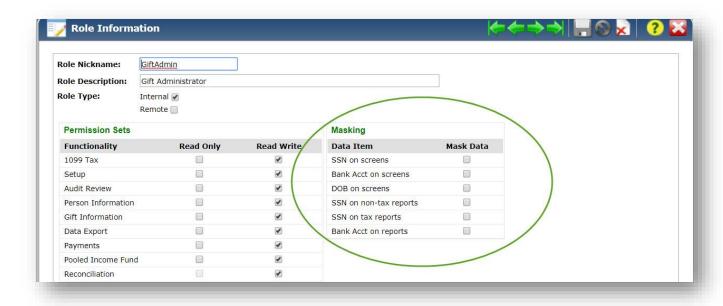
The data maintained in Bequest Manager is extremely sensitive and confidential. We have already described above some of the security features within Bequest Manager that let you control who can log into Bequest Manager and what they can do once they have access to the program. But Bequest Manager's security measures don't stop there.

PG Calc has contracted with one of the nation's top Web hosting providers to host Bequest Manager. Our hosting partner maintains a sophisticated, high-capacity infrastructure with state of the art monitoring, redundant power, comprehensive physical security, high availability, and unparalleled support. Our partner annually completes SOC1 Type II auditing and works with many major financial institutions.

In addition to being hosted in a secure environment, the Bequest Manager application includes two levels of database encryption. First, the entire Bequest Manager database is encrypted using Microsoft SQL Server 2008 Transparent Data Encryption (TDE). Second, selected fields, such as social security numbers and dates of birth, are encrypted a second time to further ensure data privacy and integrity.

In addition, you can choose to mask the display of sensitive data, like Social Security Numbers, dates of birth, and bank account numbers, on the computer screen, in reports, or both. In so doing, you can prevent sensitive information from being exposed, while at the same time retaining the ability to effectively manage and administer you bequest program. The Bequest Manager application contains IP filtering in which the system can be configured to allow login by valid Users from a specific set of IP source addresses only. There is also 2-Factor Authentication (*for an additional charge) which requires Users to provide not only a Clientname, Username, and Password but also a passcode derived from a cellphone application in order to successfully login.

Simply select the **Administrator - Roles** item from the **Utilities** menu, and select from among the masking options on the **Role Information** screen.



Some final thoughts

Congratulations! You have completed your tour through Bequest Manager. You now have the skills to run Bequest Manager yourself.

We have exposed you to many of Bequest Manager's features, but certainly not all of them. To get a sense of all the functions that are available, open each menu in Bequest Manager's Menu Bar and review the items listed in each one. If you want to learn more about a specific function before trying it, look it up in Bequest Manager's Online Help. You might also find browsing through the Online Help Contents a good way to learn about all of Bequest Manager's capabilities.

You may have noticed that some fields and menu items are visible but not active in Bequest Manager. These features are available with GiftWrap or one of the modules listed on pages 2 and 3. Please contact info@pgcalc.com if you would like to evaluate these additional products.

Sales department: 888-497-4970 or info@pgcalc.com

If you are considering a Bequest Manager purchase, please call us anytime with questions, to request a client reference list, or to schedule a live, Web-based orientation session.

Client Services department: 888-474-2252 or support@pgcalc.com

If you are a current Bequest Manager client, contact our Client Services department anytime with your questions.

We hope you enjoyed your tour of Bequest Manager!

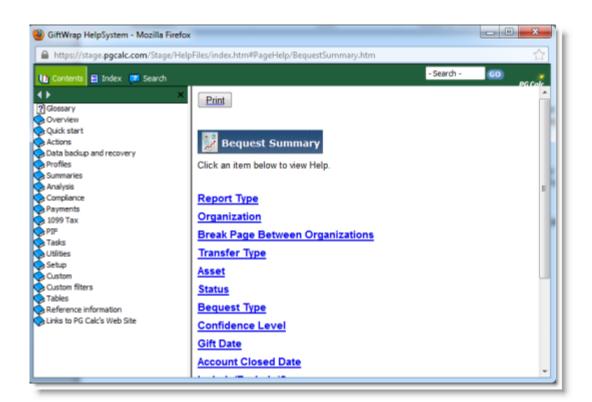
Appendix A - Online Help

Bequest Manager includes an extensive Online Help System. If you are unsure what an entry field means or how to perform a particular procedure, you can find an answer in a matter of seconds.

Help On a Specific Field

You can open Help text on every field and pull-down menu in Bequest Manager. For example, to see Help text on the report types in the Bequest Summary report:

- 1) Choose Summaries on the Menu Bar and select Bequest Summary to open the Bequest Summary page.
- 2) Click ?
- 3) Click Report Type in the Help topic. Help text on Report Type will appear.



4) When done reading the Help text, click in the upper right hand corner of the Help page to close it and return to the Bequest Summary page.

Help On a Procedure or Concept

Bequest Manager's Online Help provides access to extensive documentation of every function available in Bequest Manager, as well as detailed discussions of concepts that are important to understanding what Bequest Manager does.

1) Click Help in the upper right hand corner of the Bequest Manager page (above the Menu Bar).

Online Help will open with a table of contents of topics visible on the left.

- 2) To open a topic, click per next to the topic category that interests you.

Alternatively, you can find a topic using Online Help's extensive index.

- 1) Click Help in the upper right hand corner of the Bequest Manager page.
- 2) Click Index to open an index of the topics covered.



3) Enter a keyword in the field below *Type in the keyword to find:*

Indexed items that start with your keyword will appear at the top of the index.

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4) Click the topic that interests you. Help text on the topic will appear on the right.

You can also click search for topics that contain a specific keyword or key phrase.

Feel free to explore Help a little now to get a feel for what is available.

Feel free to call or email for support

All PG Calc software prospects and clients are entitled to contact PG Calc for unlimited toll-free telephone support.

Sales department: 888-497-4970 or info@pgcalc.com

If you are considering a Bequest Manager purchase, please call us anytime with questions, to request a client reference list, or to schedule a live, online demonstration.

Client Services department: 888-474-2252 or support@pgcalc.com

If you are a new or current Bequest Manager client, contact our Client Services department anytime with your questions.