

dTracker

(v3.0)

1 Overview

This Donor Management system is a computer system which is available cheaply for Christian Mission organisations. dTracker can assist with the following administrative tasks :

- Tracking contacts
- Recording and receipting donations and other funds
- Processing regular donations from credit cards, direct debits & direct deposits
- Tracking where the funds are allocated
- Exporting details to an accounting system
- Exporting details to banking system
- Printing labels or envelopes for publications
- Export publication lists to mail houses
- Emailing publications and receipts to contacts
- Emailing statements and other reports to missionaries
- Recording pledges which donors make to missionaries
- Other statistical analysis and reports

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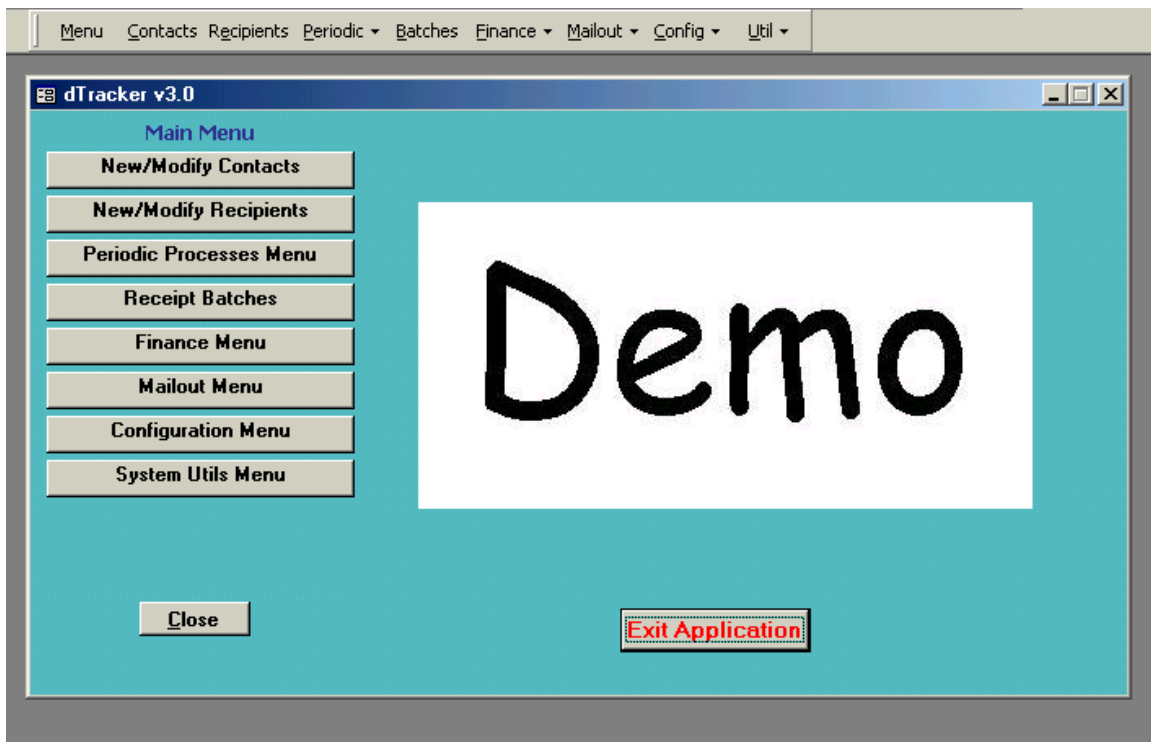
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1.1 Aim

To provide a computer system which mission organisations can use to assist in their administrative task of keeping records of donations, where those funds are allocated, details of contacts who are interested in the mission and sending information to those contacts.

It is hoped that missions will work together more in the administrative area. As one mission improves part of the system, then other missions will be able to utilise these new features as well. Through this, missions will be able to help others and save “re-inventing the wheel”, thus saving costs involved in computer systems and programming.

For more information, you can email Nigel Leed nigelleed@optusnet.com.au, visit www.paradox.com.au/~dtracker or speak to one of the existing organisations using the system.



dTracker startup menu

1.2 Technical Info

- All the data in the demo system (downloadable from www.paradox.com.au/~dtracker) and screen shots in this document are fictitious names, addresses and amounts.
- The system has been written in Access (97, 2000 and XP). Any site using this system must have Access 97, Access 2000 or Access XP. The database where all the data is stored can be either Access or a database server like MySQL.
- The demo system is a compiled access code and hence the source code is not available to be viewed. In a live system installed at the mission's site, full source code is given.
- The demo system does not integrate with any third party system, like email, PDF creation and Barcode support. The demo system also has some other limitations.
- The system is a multi user system, which can run on a local network.
- Minimum requirement is any computer running Windows 95 or higher. The system runs well on a Pentium III 800 with about 10,000 Contacts. On faster computers, and with MySQL server the system runs well with hundred thousand or more contacts.
- Security uses Access' or SQL server built in Security. Each user has their own login, and can be restricted to certain areas of the system. There is no security in the demo system.
- Each user or group of users can have their own menus.
- All critical data is audited. No critical data is deleted from the system. Contacts can be made inactive, and Receipts can be cancelled.

1.3 Current Users

Currently there are more than six Melbourne Mission offices using the system including:

- HCJB
- World Team
- Trans World Radio
- Australian Navigators
- Pioneers
- Asian Outreach

There are a number of other missions in the process of converting from their old system to dTracker or evaluating it.

1.4 Enhancements

There are a large number of enhancements currently being developed. These include:

- Reporting integration with accounting systems like Quickbooks
- Better supporting tools to assist in upgrading and sharing of development
- More contact management features

1.5 Support

Each mission is encouraged to have their own technical person to assist with the conversion from their existing system, as well as first point of call for any issues that arise.

There is a small team of developers who currently volunteer their time to continue to develop and support existing organisations, however their time is limited. There is also a Christian consulting company Plus-One Information Services which has very good rates for mission organisations to assist in most computer issues as well as support and development of dTracker.

Remote support can be offered via email, or via a small, free software package that enables us to remotely (over the internet) control a computer and help resolve any issues. Please request more information if this is required.

1.6 Definitions

dTracker uses the following list of terms throughout the system.

Short definitions are given below:

dTracker	Made up name to represent this donation tracking system.
Contact	Person or Organisation which is interested in the mission. Some of the contacts may be donors.
Receipt	Funds of some kind received by the mission from a contact which must be allocated to one or more recipients.
Recipient	An account where funds are allocated. The recipient may be a missionary, missionary's account, project or some other account.
Batch	All receipts are grouped into batches so that they can be checked and processed as a group.
Regular Contribution	Donations which a contact has specified are to happen on a regular basis. This can be credit card, direct debits or direct deposits into a missions bank account.
Pledge	This is an indication (no real commitment) of what a contact is planning to give to a recipient.
Barcodes	Australia Post has a system where every address has an individual DPID (Delivery Point Identification) number. This number translates to a barcode. dTracker integrates with a third party software package to apply with Australian Post standard to obtain cheaper postage rates.

2 Details of the System

2.1 Tracking Contacts

dTracker stores a variety of details about a contact. The details about the individual or organisation are all stored on the one screen.

The screenshot shows the 'Maintain Contact Details' window for ContactID 4630, Mr Rob & Betty SMITH, last updated 12/03/2003. The window has several tabs: Pledge Details, Regular Contribution, Special Fields, Other Details, Audit History, Basic Details, Address Details, Distribution Details, Donation History, and Donation Allocation. The 'Basic Details' tab is active, showing fields for Contact Type (Individual selected), Status (Active selected), Title (Mr), Given Names (Rob & Betty), Surname (SMITH), Organisation Name, Org Contact Name, Address Header (Mr Rob & Betty SMITH), Salutation (Dear Friends), Email (rbsmith@test.com.au), and Receipt name. There are also fields for Phone Res (07 376 8716), Phone Bus, Mobile, Fax, Church, Denomination, and Date Created (07/11/1994). A 'Contact Menu' on the right contains buttons for 'Print Envelope', 'Create Receipt', 'Modify', 'Save', and 'Close'.

Contact Basic Details Screen

By clicking on one of the following “tabs”, further details are shown as detailed below

2.1.1 Address Details

Shows their current address, as well as old or future addresses. dTracker caters for the situation where someone is going to a different location (eg. overseas) for a period, then returning back to their original address. Publications can be automatically suspended or re-directed to the new location and then resume back to their normal address as some pre-defined date.

The screenshot shows the 'Maintain Contact Details' window with the 'Address Details' tab active. The 'Valid From' field is 03/04/2001 and 'Valid To' is empty. The 'Address Line 1' is 67 turinga ave, 'Address Line 2' is empty, 'Suburb' is MITCHAM, 'Post Code' is 3132, and 'State' is VIC. An 'Address History' table shows previous addresses: 67 turinga ave (03/04/2001 to 02/04/2001) and 53 RIVER ROAD (07/11/1994 to 02/04/2001). An 'Address Near Matches' window is open, displaying a table of alternative addresses:

Address Line 1	Address Line 2	Suburb	State	PostCode
67 CHURINGA AVE		MITCHAM	VIC	3132
6 TIRANA ST		MITCHAM	VIC	3132
67 ORIENT AVE		MITCHAM	VIC	3132
6 TARRANGOWER AVE		MITCHAM	VIC	3132
66 CHURINGA AVE		MITCHAM	VIC	3132
68 CHURINGA AVE		MITCHAM	VIC	3132
65 CHURINGA AVE		MITCHAM	VIC	3132
69 CHURINGA AVE		MITCHAM	VIC	3132
66 ORIENT AVE		MITCHAM	VIC	3132
68 ORIENT AVE		MITCHAM	VIC	3132
64 CHURINGA AVE		MITCHAM	VIC	3132
70 CHURINGA AVE		MITCHAM	VIC	3132
1/69 CHURINGA AVE		MITCHAM	VIC	3132
2/69 CHURINGA AVE		MITCHAM	VIC	3132
6 CHURINGA AVE		MITCHAM	VIC	3132
63 CHURINGA AVE		MITCHAM	VIC	3132
71 CHURINGA AVE		MITCHAM	VIC	3132
65 ORIENT AVE		MITCHAM	VIC	3132
69 ORIENT AVE		MITCHAM	VIC	3132
52 TIRANA ST		MITCHAM	VIC	3132

Buttons for 'Select' and 'Close' are at the bottom of the 'Address Near Matches' window.

Example Address Validation

Full support for Australian address barcodes (DPID) is provided, by integrating the system with another 3rd party software. When entering addresses, they can be validated and if the Australian address is not found, and list of close matches are shown. See screen above of entering an incorrect address.

2.1.2 Distribution Details

The screenshot shows the 'Maintain Contact Details' window for ContactID 4630, Mr Rob & Betty SMITH. The 'Distribution Details' tab is active. It includes fields for Receipt Type (ER_AND_PS), Next Summary Date (30/09/2003), Summ. Frequency (Y), and Last Summary Date (30/09/2002). A table titled 'List of Categories' shows two entries: GEN (EM, 2) for 'General Mission newsletter' and PRY (EM, 1) for 'PrayerWorld'. A 'Contact Menu' on the right contains buttons for 'Print Envelope', 'Create Receipt', 'Modify', 'Save', and 'Close'.

Category Code	Delivery	Quantity	Description
GEN	EM	2	General Mission newsletter
PRY	EM	1	PrayerWorld

Contact Distribution Details Screen

Shows the Receipt Type and details, and also enables a contact to be listed in any configurable category.

The categories can be used to indicate

- Which publications the contact will receive. It is possible to specify quantity of each publications, as well as their preferred delivery method like email or post.
- The missionary or project the contact supports
- Any grouping within the mission
- Other

It is also possible to specify how the contact would like to receive receipts for their donations. Options are none, printed, email, summary statement or a combination. If the option contains summary statement, then the dates of when the last and next dates and frequency is specified.

2.1.3 Donation History

A complete history list of the donations received from the contact.

2.1.4 Donation Allocation

A complete history list of where all receipted donations have been allocated.

2.1.5 Pledge Details

Gives details about all pledges the contact makes for a missionary or project is entered. This is where a mission and missionaries like to have an idea of what is their pledged support level, and who has made this commitment.

2.1.6 Regular Contribution

Gives details of contacts who give regularly through credit card, direct debit or direct deposit into the mission's bank account. This automates the periodic process for credit card deposit slips, or identifying direct deposit donors on a bank statement.

2.1.7 Special Fields

An organisation can configure any number of extra fields for a contact (fields can be configured for most other parts of the system as well). These special fields can eliminate the need for customization requests.

2.1.8 Other Details

This is a memo field that allows the user to enter anything.

2.1.9 Audit History

Every field that is changed is audited to show which user changed it, when, and what was the old value.

2.2 Searching

The main search screen has a number of filter fields to assist the user to find the correct contact. There are a number of reports which can help the user as well.

The screenshot shows a 'Search Contact' window with the following elements:

- Buttons: Search, Select, Clear, Close, New
- Search Criteria:
 - Contact ID: (empty)
 - Surname/Organisation: smith*
 - Street Address: (empty)
 - Suburb: (empty)
 - PostCode: (empty)
 - State: (dropdown menu)
 - Email Address: (empty)
- Filters:
 - Organisation: Individual: Both:
 - Active: Inactive: Both:
- Results Table:

Contact ID	AddressHeader	Address	Suburb	Postcode
103	Mr P. Adams	34 GARDEN ST	BOX HILL NORTH	3129
3732	Miss L. SMITH	8 ARMSTRONG ROAD	KEDRON	4031
3792	Mrs IDA M SMITH	121 VICTORIA STREET	CROYDON	3136
3868	Dr & Mrs M. SMITH	6 WONDAH STREET	EIGHT MILE PLAINS	4113
3951	Mrs W SMITH	P O BOX 39800	ASHGROVE	4060
4630	Mr Rob & Betty SMITH	10 CHURINGA AVE	MITCHAM	3132
9344*	MT GRAVATT SMITH	10 TENBY ST	MT GRAVATT CENT	4122
9386	K SMITH	M/S 499 MAIN WARWICK ROAD	TOOWOOMBA	4350
9940	Mr & Mrs B SMITH	120 HERRING ROAD	BAYSWATER	3153
10567	SMITHTON GOSPEL CHAPEL	7 TROON COURT RACEVIEW ST	RACEVIEW	4305
12253	SMITHTON BAPTIST CHURCH	C/- MR WALLY WHITEHOUSE	WATTLE GROVE	6107
12340	Mr W L SMITH	123 White Street	MOUNT WAVERLEY	3149
13081	Mr Benjamin SMITH	115 LAKES DRIVE	MAROOCHYDORE	4558
- Footer: 13 Items

Contact Search Screen

2.3 Donations

2.3.1 Receipt Details

dTracker records all funds (receipts) into batches. A receipt can originate from cheque, money order, cash, credit card, direct debit, direct deposit or other source. dTracker can handle situations where one cheque that can be split into multiple receipts (eg. Church sending one cheque on behalf of individuals), or a receipt from say Steer, where the receipt is from that organisation, but the initiating donor is a different contact. A receipt may be allocated to any number of recipient accounts. The receipt form has been designed so that all data can be entered with or without use of a mouse.

Create Receipt

Contact ID: 4630 Receipt No#: 32109 Receipt date: 26/01/2003 Batch No: 1499

Donor Details

4630 Mr Rob & Betty SMITH Status: A

67 CHURINGA AVE

MITCHAM VIC 3132 (H) 07 376 8716 (W)

Don't Print Receipt

Receipt Menu

View Contact

Receipt Name: _____

Receipt Totals: Alternate Receipt From Special Fields

Amount: \$100.00

Cheque Cash Credit Card Direct Deposit Direct Debit Other Link Receipt

Credit Card Type: Visa Order Type: M

Card Number: 1234 5465 6788 9001 Order Description: Gift

Expiry Date: 11/02

Account Name: R & B SMITH

Authorisation Number: _____

Total Amount: \$100.00 Unallocated Amount: \$0.00

RecipientCode	Description	Amount
SMITH	John & Lisa Smith Support	\$40.00 T
▶ EVANS	Andrew & Jill Evans Support	\$60.00 T
*		\$0.00

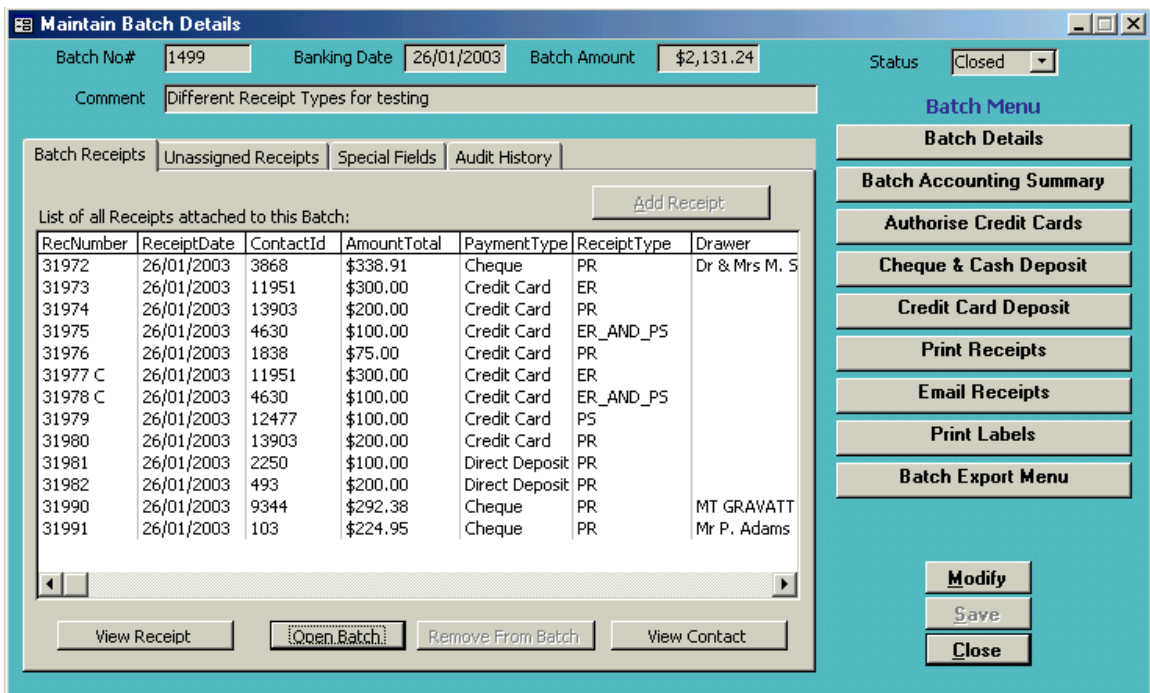
Save **Close**

Receipt Screen

2.3.2 Batch Details

Once batch totals have been checked against physical amounts received, batches are closed, and then the following can be done:

- batch details printed for paper audit trail
- accounting summary details either printed or exported to an accounting system
- bank deposit slips
- credit card details printed onto bank pre-printed stationery or exported into a format for a bank to process
- direct debit detail export into a format for a bank to process
- receipts printed or emailed to donors
- addresses printed onto envelopes or sticky labels
- exporting batch details to accounting system



Batch Details Screen

2.4 Recipient Details

The Recipient account is where all receipts are allocated. The Recipient details screen shows all the details about the recipient and can be viewed or updated including configuration for exporting financial details to the accounting system. A history or all donations allocated can be seen (and printed).

Recipient Details Screen

It is possible to track all pledges for a missionary and send reports to them. This can assist to compare their pledges with their required target.

Pledges for Style, Ann & John

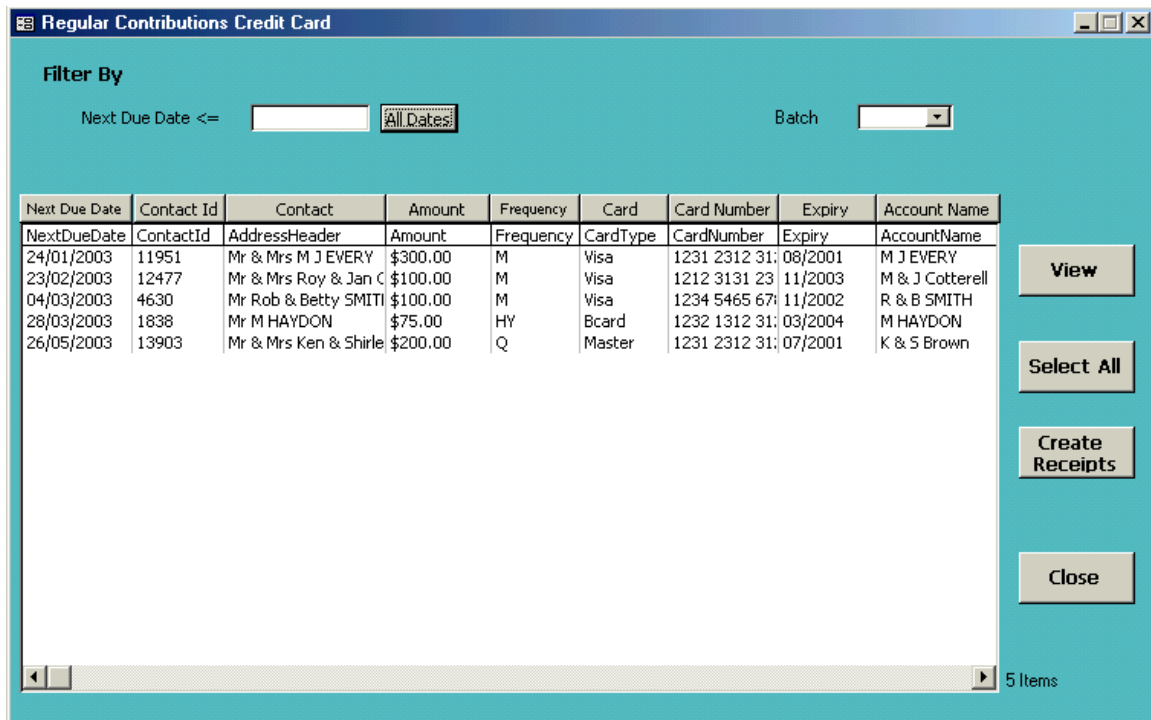
59.3% of Budget Pledged

From	To	Pledged Amount	Avg per Month	Contact Details	Contact ID
01-Jan-00		\$150.00 Monthly	\$150.00	CORNERSTONE FELLOWSHIP 25 BELLMERE ROAD, TOODYAY, WA, 6566	12966
01-Jan-00		\$500.00 Monthly	\$500.00	CENTRAL CHINESE BAPTIST CHURCH CNR ST ALBANS RD/VERNER ST, FRANKSTON NORTH, VIC, 3200	6100
01-Jan-00		\$300.00 Monthly	\$300.00	ASCOT PRESBYTERIAN CHURCH 2/12 YOUNG ST, P O BOX 1075, BENTLEY, WA, 6983	13781
01-Jan-00		\$6,000.00 Yearly	\$500.00	Mr & Mrs B K COX 6 CARINYA AVENUE, BORONIA, VIC, 3155	995
01-Jan-00		\$100.00 Quarterly	\$33.33	Miss P MAGNUSON 1 LOUISE COURT, FRANKSTON, VIC, 3199	11636
		Total Pledges:	\$1,483.33 per month		
		Budget:	\$2,500.00 per month		
		Shortfall:	\$1,016.67 per month		

Recipient Pledge Report

2.5 Periodic Processing

dTracker can process regular credit card donations or direct debits. Receipts can be automatically created and next due date for the contact is automatically updated.



Regular Credit Card Processing Screen

dTracker can also be used to automate and assist in the process of identifying direct deposit donations (made directly into the missions bank account).

dTracker can also send receipt summary statements to donors, rather than or as well as sending receipts. These can be printed or emailed.

2.6 Reports

There are a large number of reports:

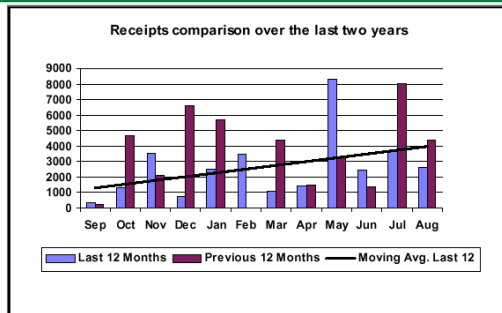
- financial, for accounting periods and/or accounting yearly summary
- statistical, such as total donations per state and large donor givers
- general query and categorized list of contacts
- reports for recipients

Below is an example of a monthly statement that can be sent to recipients, either printed or via email. It has three sections; receipts for the month, receipts for the last 12 months, and a graph showing comparison over the last two years.

Receipts received for the Month
01-Aug-02 To 31-Aug-02

ReceiptDate	Amount	Contact	From	Address
04/08/2002	\$83.94	11966	Mr & Mrs J & D WHINCOP	173 MACKIE ROAD, 1868 Halsey Drive, ASAN GU 96922-1505, U S A
10/08/2002	\$9.61	12046	Mrs Anne ZELLER	17 RICKSTON STREET, BRIGHT, VIC, 3741
13/08/2002	\$59.58	6120	MORNINGTON BAPTIST CHURCH	PO BOX 333, KILSYTH, VIC, 3137
13/08/2002	\$1,437.45	13781	ASCOT PRESBYTERIAN CHURCH	2/12 YOUNG ST, P O BOX 1075, BENTLEY, WA, 6983
16/08/2002	\$65.74	11576	Mr & Mrs S & D WONG	33 GRETANA CRES, FRANKSTON, VIC, 3199
24/08/2002	\$280.91	6100	CENTRAL CHINESE BAPTIST CHURCH	CNR ST ALBANS RD/VERNER ST, FRANKSTON NORTH, VIC, 3200
25/08/2002	\$13.37	12966	CORNERSTONE FELLOWSHIP	25 BELLMEER ROAD, TOODYAY, WA, 6566
29/08/2002	\$338.91	3868	Dr & Mrs M. SMITH	6 WONDAAH STREET, EIGHT MILE PLAINS, QLD, 4113
Please note that this gift is a one off extra to help with house repairs				
31/08/2002	\$300.77	12477	Mr & Mrs Roy & Jan COTTERELL	11/841 FIFTEENTH STREET, MOUNT MARTHA, VIC, 3934, Email: rjTest@hotmail.com
31/08/2002	\$13.87	11636	Miss P MAGNUSON	1 LOUISE COURT, FRANKSTON, VIC, 3199
\$2,604.15		Total: 10 Receipts for Style, Ann & John		
\$130.21		Total Levies (5%) Deducted		
\$2,473.94		Total Credited to Style, Ann & John		

Contact	Receipt history over the last 12 months												Total	Monthly		Current Pledge	
	Sep01	Oct01	Nov01	Dec01	Jan02	Feb02	Mar02	Apr02	May02	Jun02	Jul02	Aug02		Avg	Pledge	AS	Frequency
13781 ASCOT PRESBYTERIAN CHURCH	0	0	0	0	0	848	396	49	84	27	591	1437	\$3,432.24	\$286	300	300.00	Monthly
815 BELROSE COMMUNITY BIBLE F'SH	0	29	0	0	0	254	0	0	0	0	0	0	\$282.82	\$24	0		
11612 Mr & Mrs L BRADLEY	0	0	893	0	0	0	0	0	0	0	0	0	\$893.03	\$74	0		
13921 Mr & Mrs J D & J O Briers	0	0	0	0	0	0	0	0	414	0	0	0	\$414.00	\$35	0		
6100 CENTRAL CHINESE BAPTIST CHUR	138	130	13	111	2059	0	659	80	324	1152	1088	281	\$6,034.97	\$503	500	500.00	Monthly
12966 CORNERSTONE FELLOWSHIP	0	32	289	153	0	327	15	394	140	130	78	13	\$1,571.02	\$131	150	150.00	Monthly
12477 Mr & Mrs Roy & Jan COTTERELL	32	0	2	28	214	3	0	518	550	114	315	301	\$2,074.20	\$173	0		
995 Mr & Mrs B K COX	0	0	0	0	0	0	0	0	6427	0	0	0	\$6,426.66	\$536	500	6000.00	Yearly
13053 Mr & Mrs A HODGE	0	0	1890	0	0	0	0	0	0	0	0	0	\$1,890.44	\$158	0		
13709 LOOMA PEOPLES CHURCH	0	0	228	0	0	0	0	77	0	0	0	0	\$305.80	\$25	0		
11636 Miss P MAGNUSON	0	0	0	0	114	0	0	15	0	0	0	14	\$142.69	\$12	33	100.00	Quarterly
6120 MORNINGTON BAPTIST CHURCH	0	116	198	0	0	1940	0	0	226	0	0	60	\$2,539.44	\$212	0		
11590 Mr & Mrs B SCHIFFMAN	177	0	0	0	27	0	0	0	162	0	0	0	\$365.73	\$30	0		
3868 Dr & Mrs M. SMITH	0	0	0	0	0	0	0	0	0	0	0	339	\$338.91	\$28	0		
4280 Mrs MERLE WALMSLEY	0	0	0	0	141	0	0	0	0	0	1455	0	\$1,596.52	\$133	0		
11622 Mrs P WASHINGTON	0	438	0	0	0	0	0	0	0	0	0	0	\$438.20	\$37	0		
11966 Mr & Mrs J & D WHINCOP	0	501	0	84	0	0	0	25	0	0	83	84	\$776.17	\$65	0		
11576 Mr & Mrs S & D WONG	0	0	63	0	0	94	0	0	0	999	0	66	\$1,221.18	\$102	0		
12046 Mrs Anne ZELLER	0	29	0	409	0	11	0	289	0	23	0	10	\$770.29	\$64	0		
Total For Style, Ann & John	346	1275	3576	784	2556	3476	1071	1446	8326	2445	3610	2604	\$31,514.31	\$2,626	1483		
Budget: \$2,500 per month	14%	51%	143%	31%	102%	139%	43%	58%	333%	98%	144%	104%	105.0%	59.3%			



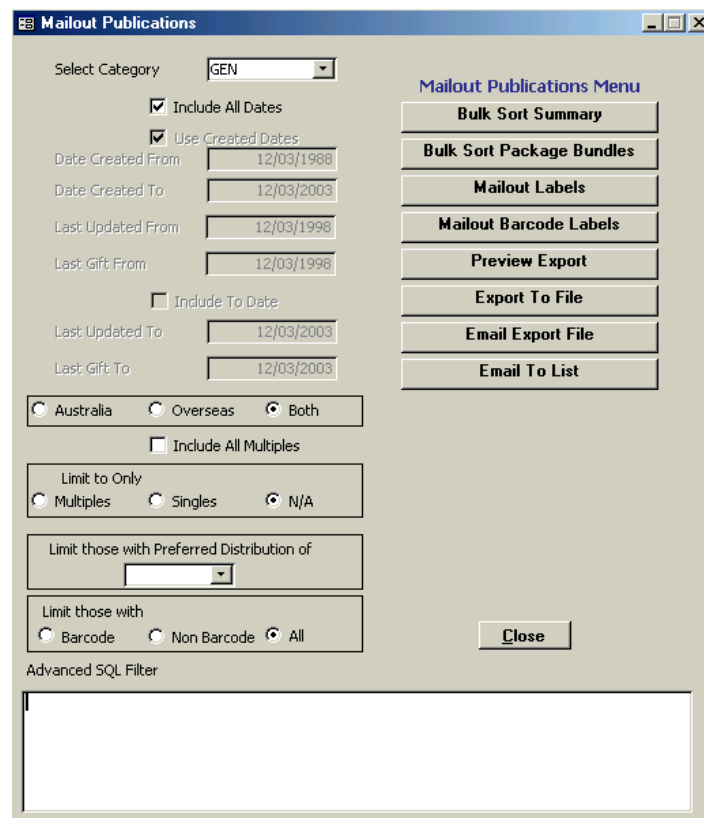
Recipient Monthly Summary Report

2.7 Mailout Publications

dTracker has a couple of report generation forms to assist in publication preparations. A contact can belong to any number of categories/publications. It is possible to mail out to one or more groups of contacts at a time.

There are publications reports to assist in:

- Printing labels (either on envelopes or sticky labels)
- Report on numbers of labels for each Barcode Sort Plan
- Exporting list to be sent to a mailout
- Emailing to selected contacts
- Exporting list for mail merging personalized letters



One of the Publications report generation forms

2.8 Configuration

dTracker is very configurable. There are many screens, which allow the system to be configured to suit individual missions. One of the main areas is special fields. It is possible to add customised fields to most forms without having to change the program.

2.9 Customisation

Missions can have their own reports (e.g. receipt), as well as other customised programming code. Because the system is written in Microsoft Access and the mission receives all the source codes, missions can have their own programmers enhance the system, or write their own queries, reports etc. All missions are encouraged to share reports and other customisations to help each other. Customisations which are of a general nature will be considered to be part of the core system and included in the next version, so all organisations can benefit from the other's work.