PACS BALANCE FORWARD

Problem:

The Balance Forward process will not run. A message comes up:



Investigation:

Check the oncoming pledges:

- 1. Go to Giving menu
- 2. Select Allocation of Envelopes



3. Choose Next

ile Record	My Favorit	tes Calendar People G	iving Regist	ers Receip	its Credit	ors Gen	eral Ledg	er Reports I	Maintenance Window Help	
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Allocate	e Envelop	e Number								
- Campaign		ocate Sequence number from Star	ting Number			Edit Pledo	je Details Clea	Undo	Save Exit	
Next		<next> number to givers w</next>	ithout envelo	pe number					Number of Record	ds: 18
Scarcing Number	Envelope	Name	Payment Type	Pledge Amount	Pledge Period	Giving Result	Parish Zone	Family Name	A	^
	1	Miss T Jones	Cash	\$0.00	Month		Zone B	Jones	15 Apple Lane MOUNT ELIZA	Ň
	2	Mrs J Smith	Cash	\$0.00	Week		Zone B	Smith	15 Orange Grove Drive MOUN	i i
	3	Mr T Smith	Cash	\$0.00	Week		Zone B	Smith	15 Orange Grove Drive MOUN	1
	6	Mr B Jones	Cash	\$0.00	Week		Zone B	Jones	19 Station Road MOUNT ELIZA	¢
	9	Mr M Evans	Cash	\$1.00	Week		Zone A	Evans	1 Banks Dr MOUNT ELIZA VIC	
	26	Mr G Adams	Cash	\$5.00	Week		Zone A	Adams	1/44 Hargraves Rd MOUNT EL	-
	28	Mr & Mrs M Innes	Cash	\$3.00	Week		Zone A	Innes	112 Kelly St MOUNT ELIZA VIO	2
	48	Mrs P Evans	Cash	\$2.00	Week		Zone A	Evans	1 Banks Dr MOUNT ELIZA VIC	≣
	52	Mr Richard Hoffman	Cash	\$20.00	Week		Zone B	Hoffman	4 Jones Street MOUNT ELIZA	
	53	Peter Hoffman	Cash	\$25.00	Week		Zone B	Hoffman	34 Evers Rd MOUNT ELIZA VI	¢
	55	Mr Geoff Hayes	Cash	\$15.00	Week		Zone B	Hayes	10 Wembly Ave MOUNT ELIZA	4
	57	Charles Sheen	Cash	\$8.00	Week		Zone B	Sheen	187 Walkers Rd MOUNT ELIZA	4
	300	Mrs C Collins	Cash	\$104.00	Year		Zone A	Collins	12/11 Banks Dr MOUNT ELIZA	•
	400	Mr A Carr	Credit Card	\$40.00	Month		Zone A	Carr	1/12 Allison Road MOUNT ELIZ	ž
	401	Mr & Mrs A Dexter	Credit Card	\$27.50	Quarter		Zone A	Dexter	66 Banks Dr MOUNT ELIZA VIC	c
	402	Mr Allan Steele	Credit Card	\$43.00	Month		Zone A	Steele	45 Allison Street MOUNT ELIZ	4
	403	James Dore	Credit Card	\$43.00	Month		Zone B	Dore	24 Arrunga Way MOUNT ELIZ	7
1	404	Samantha Sheen	Credit Card	\$39.00	Month		Zone B	Sheen	187 Walkers Rd MOUNT ELIZA	4 🕶

4. Check the oncoming pledges

ĥ	PA	CS 5.0	0.2210 -	Calendar - <i>I</i>	dminist	trator								
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	A I	locate	e Envelop	e Number										
	-Can	npaign Turrent		ocate Sequence numb <next> numbe</next>	per from S r to givers	tarting Number	ne number		Edit Pledge Allocate	Details U	Indo 🛛 🗍	Save Sort	Exit	
	011	ioxu;		ANOXO2 Hambo	g							N	lumber of Red	ords: 1
	Star Num	rting nber	Envelope	Nan	ne	Start Date	Payment Type	Pledge Amount	Pledge Period	Confirmed	Giving Result	N Parish Zone	lumber of Rec Family Name	ords: 1
	Star Num	rting nber	Envelope	Nan Mr M Evans	ne	Start Date 05/07/2009	Payment Type Cash	Pledge Amount \$20.00	Pledge Period Week	Confirmed	Giving Result	N Parish Zone Zone A	Family Name Evans	ords: 1 /

5. Further investigation is required if the pledges are unexpected or wrong.

Solution:

The solution depends on the evaluation of the oncoming pledges. If all the oncoming pledge details are correct, and expected, the issue can be resolved on the Allocate Envelope Number form. See the instructions to *Confirm oncoming pledges on the Allocate Envelope Form* below. If there is any doubt about the oncoming pledges further investigation is required. See *Further Investigation* below.

Confirm oncoming pledges on the Allocate Envelope Form:

- 1. Tick the Edit Pledge Details checkbox PACS 5.0.2210 - Calendar - Administrator File Record My Favorites Calendar People Giving Registers Receipts Creditors General Ledger Reports Maintenance Window Help N 🗆 📥 Allocate Envelope Number Campaign Allocate Undo 🗹 Edit Ple lge Details Save Exit Current Sequence number from Starting Number Clear Filter Sort cate Next O<Next> number to givers without envelope number Number of Records: 1 Starting Envelope Confirmed Parish Family Start Payment Pledge Pledge Giving Name Number Date . Type Amount Period Result Zone Name k Stor Image: A start of the start of Mr M Evans 05/07/2009 Cash \$20.00 Week Zone A Evans 1
- 2. Tick the checkbox in the Confirmed column for each correct oncoming pledge

ł	PACS 5.0	0.2210 -	Calendar - J	Adminis	trator								
1	File Record	My Favorit	es Calendar	People	Giving Reg	jisters Rece	ipts Credit	ors Gener	ral Ledger 🛛 Repo	rts Mainten	iance W	indow H	elp
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	Campaign Current Next		ocate Sequence num <next> numbe</next>	ber from S er to giver:	tarting Numb s without envi	er elope number		Edit Pledge Allocate	Details	Jndo	Save Sort	Exit	
	Starting Number	Envelope	Nar	ne	Start Date	Payment Type	Pledge Amount	Pledge Period	Confirmed	Giving Result	Parish Zone	Fami Nam	ly e
I	9	9	Mr M Evans		05/07/200)9 Cash	\$20.00	Week			Zone A	Evans	1

3. Click Save

ł	PACS 5.	0.2210 -	Calendar - J	Adminis	trator								
1	ile Record	My Favor	tes Calendar	People	Giving Rec	jisters Receij	ots Credito	ors Gene	ral Ledger – Rep	orts Maintei	nance Wi	ndow Help	
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	Starting Number	Envelope	Nar	ne	Start Date	Payment Type	Pledge Amount	Pledge Period	Confirmed	Giving Result	Parish Zone	Family Name	
	Starting Number	Envelope 9	Nar Mr M Evans	ne	Start Date 05/07/200	Payment Type 09 Cash	Pledge Amount \$20.00	Pledge Period Week	Confirmed	Giving Result	Parish Zone Zone A	Family Name Evans	1

Further Investigation:

If there is some doubt about the oncoming pledges:

- 1. Go to People menu
- 2. Select Members
- 3. Find the person with the doubtful oncoming pledge
- 4. Select the Pledge tab

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File Record My F	avorites Calendar People Giving Registers Receipts Creditors General Ledger Reports Maintenance	Window Help
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📥 Member		
Mr Michae	l Evans	2-Jun-2010 9:04 AM
Family Giver		
OAdd	Group More Sacraments Ministrie, Pledge ven Photo User Fields Notes	
⊙ View ○ Edit	Next Pledge Date Amount Pence Envelope Payment → Current 05/07/2009 \$1.00 Week 9 Cash Oncoming 05/07/2009 \$20.00 Week 9 Cash	
<u>Lind</u> <u>Clear</u> Save	Current Pledge Details Next Pledge Date Envelope Taxable X Default 05/07/2009 Sun 9 40.00 ♥ Amount Pledge Period Payment Tune	
E <u>x</u> it	1.00 Week Cash	
	History	
Archive Add to Family	Date Amount Period Envelope Taxable% Default → 25/02/1996 \$1.00 Week 9 40.00% ✓ 04/02/1996 \$1.00 Week 75.00% ✓ 09/07/1995 \$0.00 Week 80.00% ✓	
Created: 21 Jan 20	09 2:14 PM Updated: 02 Jun 2010 8:55 AM	

5. Considering all the pledge details, both current and oncoming and the pledge history, decide if the oncoming pledge should be confirmed or deleted. See *Confirm oncoming pledge on the Pledge tab* below and *Delete an oncoming pledge* below.

Confirm oncoming pledge on the Pledge tab: 1. Select Edit

🔚 Member										
Mr Michae	l Evans									2-Jun-2010 11:19 AM
Family Giver										
◯Add	Group More	Sacraments	Ministries	Pledge	Given	Photo	User Fields	Notes		
Otion		lext Pledge Date	Amount	Period	Envelope	Payme	int			
⊙Edit	Current	05/07/2009	\$1.00	Week	9	Cash	1			
	→ Oncoming	05/07/2009	\$20.00	Week	9	Cash	1			
Find										
Class	Oncoming Pledge	e Details								
Liear	Start Date	Envelope	Tax	able % Def	ault					
Save	05/07/2009 Sur	ם פ		40.00	l					
Exit	Amount	Pledge Peri	od Pay	iment Type						
	L	0.00 WOOK								
		School Ref	erence			Mass Ce	ntre			
	Confirmed			*					*	Battle Booklet
	History									
	Date	Amount Pe	riod Envelop	e Taxable%	Default	_				
Archive	→ 25/02/1996	\$1.00 W	eek	9 40.00%	I					
	04/02/1996	\$1.00 W	eek	75.00%	<u> </u>					
Add to Family	09/07/1995	\$0.00 W	еек	80.00%	M					
	1									
Created: 21 Jan 20	09 2:14 PM		Updated: 02 J	un 2010 8:5	5 AM					

2. Tick the Confirmed checkbox

📥 Member		
Mr Michae	el Evans	2-Jun-2010 11:19 AM
Family Giver		
⊖Add	Group More Sacraments Ministries Pledge Given Photo User Fields Notes	
View	Next Pledge Date Amount Period Envelope Payment	
⊙ Edit	Current 05/07/2009 \$1.00 Week 9 Cash	_
	→ Oncoming US/07/2009 \$20.00 week 9 Cash	
Find	J	
Clear	Oncoming Pledge Details	
Caus	05/07/2009 Sun 9 40.00	
Jave	Amount Pledge Period Payment Type	
Exit	20.00 Week 🗸 Cash 🗸	
	School Reference Mass Centre	Baffle Booklet
	\rightarrow 25/02/1996 \$1.00 Week 9 40.00%	
Archive	04/02/1996 \$1.00 Week 75.00% ✔	
Add to Family	09/07/1995 \$0.00 Week 80.00% 🗹	
Created: 21 Jan 20	009 2:14 PM Updated: 02 Jun 2010 8:55 AM	

3. Click Save

Delete an oncoming pledge:

Find

- If an oncoming pledge is not required
 - 1. Select Edit 🔚 Member Mr Michael Evans 2-Jun-2010 9:06 AM Family Giver Pledge Given Photo User Fields Group More Sacraments Notes ObA Ministries
 Next Pledge Date
 Amount

 →
 Current
 05/07/2009
 \$1.00 ...
 Period Envelope Payment ⊙Edit Week q Cash Oncoming 05/07/2009 9 Cash \$20.00 ... Week 9 🛃 Find Current Pledge Details 2. Click on the square to the left of the oncoming pledge to be deleted ่ Member Mr Michael Evans 2-Jun-2010 11:12 AM Family Giver Pledge Given Photo User Fields Notes Group More Sacraments Ministries OAdd Next Pledge Date Amount **View** Period Envelope Payment Current 05/07/2009 \$1.00 ... Week 9 Cash 📀 Edit → O coming 05/07/2009 Week \$20.00 Cash 9 🛃
 - Oncoming Pledge Details Start Date Envelope Clear Taxable % Default Click on the Remove Oncoming Pledge button 3.

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M	r Mi	ichae	I E	vai	าร								2-Jun-2010 11:13 AM	
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(Ado	a j	Gro	up	More	Sacraments	Ministries	Pledge	e Given	Photo	User Fields	Notes		
(🔿 Viev	w				Next Pledge Date	Amount	Period	Envelope	Payme	ent			
(💿 Edit	t		Cur	rent	05/07/2009	\$1.00	Week		9 Casl	1			
			⇒	Onco	oming	05/07/2009	\$20.00	Week		9 Casl	1			
	Fin	d												
	r Iri	u	000	omin	a Dlade	a Details								
	Clea	ar	Star	t Date	y ricu; ;	Envelope	Tax	able % D	efault				Remove Oncor	ming Pledge

4. Click Yes to confirm the removal of the oncoming pledge

Member	- Remove Oncoming Pledge
?	Are you sure you want to remove the selected Oncoming Pledge for Mr Michael Evans?
	Yes No