Convio Reconciliation

Overview
Export activity report from Convio
Import Convio activity into CRM
Audit Convio activity

Overview

Convio processes payments on a daily basis. These payments need to be entered into CRM and applied to the correct pledge or constituent records. This process will walk you through how to take the payment records from Convio, put them in CRM, and make sure they transferred correctly.

Export activity report from Convio

1. Login to Convio.
2. Under the Data Management menu, click **Reports**. The Reports Classic tab of the Reports page appears.
3. Scroll down to the Custom Reports folder and click **Custom MemSys Transfer Report**. The run report page appears.

   Note: If the Custom Reports folder is not available, you do not have the correct permissions to run this report. Reach out to your supervisor to get the correct permissions.

4. Select the date range to run the report and click **Run Report**. The Report Results tab of the Reports page appears and the status of your report will be "Queued."

   Note: Selecting today's date might give you incomplete data.

5. Once the report is complete, click **download** from the Actions column. The open file dialog box appears.
6. Select Save File and click **OK**. The save destination box appears.

7. Navigate to the Convio Imports folder on the network share and click **Save.**

   Note: There is no need to change the default file name.

Top

Import Convio activity into CRM

Before you can import Convio data into CRM you must create a batch in CRM.

1. Open the folder from the network share in Windows Explorer.
2. Move the file you downloaded from Convio into the Import folder.
3. Navigate to the bin folder and double-click the **ConvioImportWithManualFields.exe** utility. The Convio import window (**Figure 1)** opens.

Figure 1: Convio Import utility

4. Enter the Batch ID of the CRM batch you create in the Batch_ID field, enter **UNSOL** in the Default_Appeal field, and **WEB** in the Default_Response_Method field.

   Note: Development may specify a different Default_Appeal value.

5. Click **Start.** The utility imports the data from the file into CRM. When the utility is finished it will move the file from the import folder into the archive folder.

Top

Audit Convio activity

Confirm that the data imported correctly into CRM

Open **CRM batch Tie-out.xlsx** from the network share.

1. Click the **Data** tab and then click **Connections** as shown in **Figure 2.** The Workbook Connections window opens.

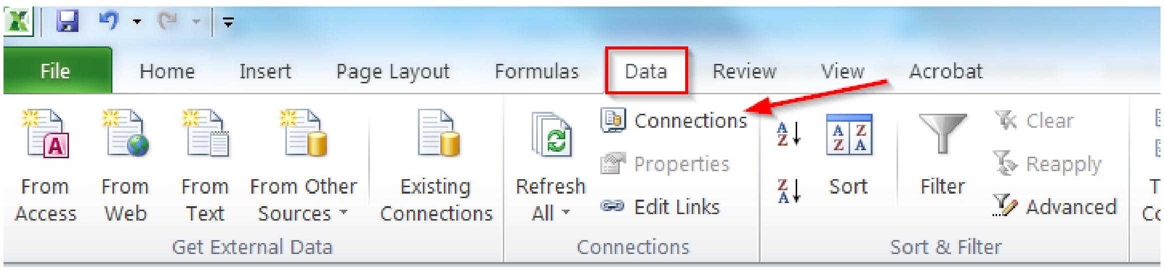

Figure 2: Batch Tie-out Data tab

2. Click **Refresh** and the Import text file window opens.
3. Navigate to and select the file you downloaded from Convio and then click **Open.** Excel will import the data onto the "Source" tab. When the import is complete close the Workbook Connection window.
4. Open the batch in CRM that you created for importing the Convio data.
5. Copy the value from the batch tie-out file for the **Sum Gifts/Payments (System)** field into the **Sum Gifts/Payments (User)** field in CRM.
6. Copy the value from the batch tie-out file for the **Sum Pledges (System)** field into the **Sum Pledges (User)** field in CRM.
7. Copy the value from the batch tie-out file for the **Transaction Count (System)** field into the **Transaction Count (User)** field in CRM.

If the values in the batch for User (Sum Gifts/Payments, Sum Pledges, and Transaction Count) match the values in the batch for System (Sum Gifts/Payments, Sum Pledges, and Transaction Count), the batch has been reconciled and you are done and you can close the batch. If the values do not match go onto the next section.

Top

Determine why the data doesn’t match and get it to match

If the numbers don’t match you will need to export the data from the CRM batch and compare it to the data in the batch tie-out file to determine what the difference is.

Export data from CRM

1. Navigate to the Gifts view of CRM by clicking the downward arrow next to development and clicking **Gifts**.

2. Filter the gifts by batch number by (1) clicking the filter button, (2) clicking the downward arrow next to Batch, and (3) clicking the **Filter by specific Batch…** option as shown in **Figure 3**. The Look Up Records window opens.

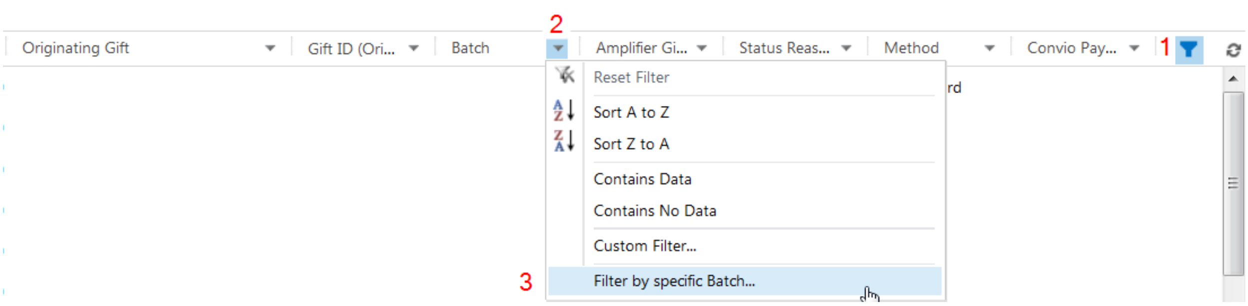

Figure 3: Filter by specific batch

3. Type the batch number into the Search field and click the **Search** button.

4. Select the batch from the search results and click **Select**.

5. Click **Add** to return to the gift record view. The gift record view will now only include the gifts in the batch you selected.

6. Click the **EXPORT TO EXCEL** button located in the actions menu. The Open file window opens.

7. Click **OK** to open the spreadsheet.

Compare with the Convio data

1. Scroll over to column EX of the CRM Batch Tie-out spreadsheet.

2. Update the formula to “=VLOOKUP(CG2,[select the column that contains the Convio Payment Number on the All Gifts spreadsheet you created],1,FALSE)”

3. Drag the formula down for the rest of the records in the column. The records that are still '#N/A' are the missing payments in CRM.

Add external pledge # to Convio

Most of the time that payments are not imported into Convio it is because the External Pledge # is missing. It needs to be added so the payments get pulled into Convio in the future.

1. Navigate to the Constituents view of CRM by clicking the downward arrow next to development and clicking **Constituents** and search for the constituent.
2. Double-click the constituent record to open the record.
3. Navigate to the Constituent's Audit History by clicking the downward arrow next the constituent's name and clicking **Audit History**.
4. Find the record where the External Pledge # was removed and write down the number.
5. Navigate to the Constituent's Gifts by clicking the downward arrow next to the constituent's name and clicking **Gifts**.
6. Double-click the pledge to open it.
7. Add the number you wrote down into the External Pledge # field.

Add payment to Convio

1. From the pledge record open the gift entry view by clicking the **NEW** button.
2. Enter information into the following fields under Gift Information.
    a. Constituent
    b. Gift Type = Payment
    c. Gift Amount
    d. Batch = Batch created for Convio import
    e. Date Received = Payment date
3. Under Appeal Information, enter an appeal code.

   Note: The default appeal code is UNSOL unless this gift is for a specific purpose or part of a fundraising drive.

4. Select the following information under Gift.
    a. Res Method
    b. Method
5. Enter information into the following fields under Administration.
    a. External Pledge #
    b. Convio Payment Number = Tracking Code (CG) from the Batch Tie-Out spreadsheet.
6. Add comments under Acknowledgement/Comments for future reference.
7. Click **SAVE** to create the gift record.

Once you have added all the missing payments, go back to the batch and verify that the values in the batch for User (Sum Gifts/Payments, Sum Pledges, and Transaction Count) match the values in the batch for System (Sum Gifts/Payments, Sum Pledges, and Transaction Count). You are done and just need to close the batch.

Top