

# Generating receipts in infoodle

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The process of generating receipts in infoodle is streamlined to ensure they are quick and easy to do. Here are some easy to follow steps and hints to make it easy.

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## Distinction between Receipts & Statements

Different countries use different terms which can cause confusion. Here are a few definitions that hopefully will make things a bit clearer.

### Receipts & Statements

In infoodle terms our definition of a **Receipt** (also referred to as Contribution Statements in some countries) is a tax document with a unique number given on receiving a payment/donation.

Depending on the preferences of the person paying this receipt can be either

- a **One-off** receipt or,
- a **Combined** receipt.

A **One-off** tax receipt is a receipt with one transaction on versus a **Combined** receipt which combines all the transactions in a given time period on one receipt. In infoodle it doesn't matter when you choose to do the receipting, ie you could do them daily, weekly, annually, etc but what determines whether there is one transaction per receipt or multiple transactions on one receipt is the **When to receipt** field in a contact person's profile. (see screenshot below).

The screenshot shows a contact profile for 'The Smiths' with the following details: Golf Road 55, New Lynn, Auckland 0600. Below this, there is a form with the following fields and values:

Receipt alias	Smith family trust
Receipt to	Household
When to receipt	Combined
Webaddress	Combined
Primary Contact	No receipt

Below the 'When to receipt' dropdown, there is a checkbox labeled 'Update All in Household also?' which is currently unchecked.

So when one person makes a donation/payment the transaction(s) are waiting in the Receipt screen to be receipted. Depending on whether the person has their default as One-off or Combined determines whether there will be one or multiple transactions on the receipt. Once a receipt has been generated a unique number is allocated to the receipt and shouldn't be generated again, however if you have already generated a receipt for someone and they lose it so need another copy you can resend or reprint it for them by clicking on Printed Receipts.

The reason a receipt generates a unique number is for tax purposes. If you want to generate multiple documents for one transaction ie send a summary statement twice a year for the same and

additional transactions, then it is better to use a **Statement** versus a **Receipt**. A statement allows you to print off a summary of transactions/activity for a chosen period but does not generate a unique number as a receipt does and does not mark the transaction as receipted. So what we usually recommend is during the year generate statements for people and then at the end of the year generate a receipt which will then have a unique number on it and can be sent to the Tax department.

## Year end

Infoodle does not have a year end process in the same way that an accounting system does. It does have a setting in the **Administration / System / Finance** area to set when your financial year starts, but this is purely so that you can filter transactions on various screens and it performs no accounting function.

However, many organisations produce their receipts (also referred to as contribution summaries/statements in some countries) at the end of their year. This page gives you some tips on things to review prior to issuing those receipts:

### **1. Has everything been setup for receipting?**

Before generating receipts make sure that you have read through the Checks prior to receipting information.

**2. Have all your forms been processed?** Make sure that all your forms with transactions/payments have been approved and processed. The transactions will not show in the receipt screen or in the contacts profile until they have come into infoodle via Xero or the bank statement import and been reconciled in infoodle. If you are not linking infoodle to Xero or importing bank statements then the transactions will show on the profile when you mark the form as paid when adding the transaction manually.

**3. Have all your transactions been reconciled?** Make sure that all your transactions that have been imported (via Xero or bank statement import) have been reconciled in infoodle to the correct contact. If you are entering your transactions manually then they will have been reconciled when added. Only transactions that have been reconciled will be waiting in the receipt screen for the receipts to be generated.

### **4. Check your numbers match your accounting system.**

a) Check if there have been any transactions that have changed in Xero and need to be changed in infoodle. Go to the **Transaction Status report** and click on the **Limit list to just those with updates available**. You can then unreconcile them, refresh and re-import these items so that your infoodle and xero match.

b) Another way to check that your numbers match your accounting system is to run one or all of the **Finance reports**.

### **5. Check the right people have the right amounts**

You can run a **People Finance report** to view a list of people and the amounts they have given during the year. This is a useful report to run as one of your year end checks to make sure that the

individuals totals are correct as well as that all the information you need for receipting e.g. Giving number, household names, etc are in infoodle and in the right places.

## **6. Giving numbers**

If you wish to combine finances from people in the same household, you need to ensure they share giving numbers. These can be included on the report generated in point 2 above by including the **Giving number** option as shown. Check the current giving numbers and use that screen to add/update giving numbers.

## **7. Receipt or statement templates**

Check to ensure you have a receipt or statement template setup that looks how you want it. If you are going to email them, ensure that it has all the info you need such as charity number, name of organisation etc.

## **8. Email receipt**

If you wish to email some or all of the receipts:

- a) Check that you have an email template as well as a receipt template. This will be the email that is sent out and gives the unique link for the user to click and download their receipt. The email template must have the personalisation {receipt link} in it somewhere!
- b) Check you have the correct email address for each individual.

## **9. Check the receipts are issued to the individual or household or organisation.**

Click **Finance** and then **Receipts**. Listed will be all the receipts you are due to issue. Ensure that the **Receipt to** column shows the names you expect. If some are blank, it is likely that you have set the transactions to be issued to the household but don't have a household name. Either add a household or organisation name, or click **Details** and change the **Receipt to** to **Individual**.

You are now ready to generate the receipts.

## Checks prior to receipting

Before getting started make sure that you have setup the following first:

A. **Finance settings** - click on **Administration** then **System** then **Finance** to set these up:

1. **Tax year starting month** - this is the first month of the year that your tax year starts where April is the common month used.
2. **Details of the organisation issuing the tax receipt** - your organisation details.
3. **Charity number** - If you wish to have your charity number included in the receipt, then you can add the number in the Finance settings and add the {charity number} personalisation in the correct place in the receipt or statement template if you wish.

B. **Receipt, Statement and email template(s)**

1. **Receipt & Statement templates** - In order to generate a receipt or statement you need to create a template first. This tells infoodle where to place the text, images and transaction information on a PDF page. Go to **Adding a receipt or statement template** for more information.
2. **Email template** - Also if you are going to be emailing a receipt then you also need to setup the email template first. Check the 3 things that need to be in place before emailing a receipt.

C. **Transactions entered under Batch Transactions** - These transactions need to be marked as not printed in order to appear on this screen. They are marked as printed once the receipt is generated and you click mark as printed or generated.

D. Prior to generating receipts - please ensure your receipt names and totals match (see below for more information).

### Check the totals

It is vital that the numbers within infoodle match with your accounting activity. In general you would expect there to be one or more donation lines in your accounts, and this should match up with the totals you are about to receipt. If it doesn't match, there needs to be a good and documented reason why!

For each batch you process in infoodle, we encourage you to print off a full batch report once you are sure the numbers are correct. This enables you to pick up any errors straight away.

To do a quick check on the totals:

1. Click **Finance** on the Navigation Menu.
2. Click **Receipts**.
3. Ensure that you have the right year selected in the filter, and click **SHOW**.

## Generate Receipts ?

Filter the list of transactions using the following options

Show each transaction

When to issue receipt: Combined  One-off

Tax deductible: Non deductible  Deductable

Year starting **Apr** 2017 Up to the end of Mar

Transaction types: All

Batch name:

Sort order: First and last name Ascending

Items per page: 50

**SHOW**

4. Scroll to the bottom of the page. The total shown there may often be sufficient. **NOTE:** if there are a large number of transactions that span across more than one page then the total at the bottom of the page will be the total for that page. To see the final total for all pages, go to the last page.

This total will only be sufficient if you are not generating receipts continuously throughout the year ie Generating statements and then generating receipts once during the year at year end. See best practice below.

Template Create/Edit	Print Select all	Email Select all	Pre- edit	Receipt to	Total amount	Type
all fields for automated testing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	T 1234	\$10.00 <a href="#">Details</a> <a href="#">Preview</a>	One off
all fields for automated testing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	E 31	\$100.00 <a href="#">Details</a> <a href="#">Preview</a>	One off
all fields for automated testing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Mr A AAA	\$1.00 <a href="#">Details</a> <a href="#">Preview</a>	One off
all fields for automated testing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	C Agency	\$100.00 <a href="#">Details</a> <a href="#">Preview</a>	One off
all fields for automated testing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	D ARMSTRONG	\$10.00 <a href="#">Details</a> <a href="#">Preview</a>	One off
all fields for automated testing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Mrs D Armstrong	\$10,000.00 <a href="#">Details</a> <a href="#">Preview</a>	One off
all fields for automated testing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Mr J & Mrs J Bloggs	\$51.00 <a href="#">Details</a> <a href="#">Preview</a>	One off
all fields for automated testing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	M Dale	\$100.00 <a href="#">Details</a> <a href="#">Preview</a>	One off
all fields for automated testing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Mr F Fiddel	\$100.00 <a href="#">Details</a> <a href="#">Preview</a>	One off
all fields for automated testing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Mr H Houdini	\$10.00 <a href="#">Details</a> <a href="#">Preview</a>	One off
general tax receipt	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	F Hughes	\$400.00 <a href="#">Details</a> <a href="#">Preview</a>	One off
all fields for automated testing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Mr F Jones	\$80.00 <a href="#">Details</a> <a href="#">Preview</a>	One off
all fields for automated testing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Miss E Philips	\$100.00 <a href="#">Details</a> <a href="#">Preview</a>	One off
<b>Total</b>					<b>\$11,062.00</b>	

5. If you need more detail then you may need to go to the Reports menu and run a People Finance Report.

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*Note: These totals will only be sufficient if you are NOT receipting continuously throughout the year ie You are generating statements during the year and then only generating receipts once a year. Infoodle best practice is to send out statements during the year and generate receipts once a year at year end. If you are preparing to do year end then read through the Year End tips.*

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### When to receipt?

There are a variety of ways that different organisations generate their receipts:

- **One receipt run after year end**  
For organisations such as churches, they will often collate their transactions throughout the year, and then once the year end is completed, they issue a tax receipt which is a total of the activity for a person during the just completed year.
- **On donation receipting**  
For organisations that receive occasional donations which may only be once or twice a year from individuals and they wish to be responsive to them, they may wish to issue a receipt at the same time they received the donation.
- **Periodic receipting**  
For some organisations it may be convenient for them to process their receipt run once a month, quarter etc.
- **Mixture of the above**  
Depending on the type of organisation and donations received there may well be a combination of the above receipting processes happening throughout the year.
- **Infoodle best practice**  
Send out statement(s) during the year and then generate receipts once per year. Read through the section on the distinction between receipts and statements.

### Whose name will it generate the receipts under?

By viewing the list on the Receipts screen(as in the screenshot above), you can see the names that infoodle will use to generate a receipt in the Receipt to column. These names are available using the {receipt to name} personalisation field. This also is used as part of the {receipt} personalisation which generates all the key information required in receipts.



If the names are incorrect, then you need to review the following options and adjust the relevant data so you see the receipt names as required.

Single persons name	e.g. Mr J Smith	<p>Used for individual donations.</p> <p>The transaction needs to be set to 'receipt to individual'.</p> <p>They need their own giving number or no giving number. If this individual is splitting their giving equally with other people and need their receipt issued separately, then ensure they share the same giving number with the others, but the giving number is set to 'split' rather than 'combine' in the giving number screen.</p>
Couples name	e.g. Mr J & A Smith	<p>Used for a couples donations who are combining their giving.</p> <p>The transaction needs to be 'receipt to individual'.</p> <p>The couple either need a single person record for them both, or they have two person records and are allocated the same giving number. If using two separate records for each person then to combine the couple, for receipting purposes, the <b>Marital Status</b> field needs to be set to the same value in each of their personal records e.g. both set to Married or De facto.</p>
Household name (or organisation name)	e.g. The Print House Ltd	<p>Used when an organisation donates rather than the individual's in that organisation.</p> <p>The transactions need to be 'receipt to household' or 'receipt to organisation'.</p> <p>The household name needs to be set in their address area of their person record.</p>
Alternative household name (or organisation name or Alias)	e.g. The Print House Childrens Trust	<p>Used when an organisation donates, and the household name is used as part of the normal infoodle operations e.g. letters, emails and reports.</p> <p>The transactions need to be 'receipt to household' or 'receipt to organisation'.</p> <p>The Receipt to Alias needs to be set for their household information.</p>

# Receipt templates

## Adding a receipt or statement template

When generating your receipts(or statements), you will need to tell infoodle what text and data to include on the receipt(or statement). This process is done by setting up a receipt(or statement) template and then directing infoodle to use that template.

The steps to setting up a receipt or statement template are the same. Here's how:

1. Click **Finance** on the Navigation Menu.
2. Click **Receipts** or **Statements** (depending on which template you are setting up).

### Generate Receipts

Filter the list of transactions using the following options

Show each transaction	<input checked="" type="checkbox"/>	Year starting	Apr	2017	Up to the end of	Mar
When to issue receipt	Combined	<input checked="" type="checkbox"/>	Transaction types	All		
	One-off	<input checked="" type="checkbox"/>	Batch name			
Tax rebatable	Non rebatable	<input checked="" type="checkbox"/>	Filter by group			
	Rebatable	<input checked="" type="checkbox"/>	Filter by location	All locations		
Search for individual			Sort order	When to receipt	Ascending	
<input type="text"/>			Items per page	250		
			<input type="button" value="SHOW"/>			

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[Bulk change which templates are used](#)

3. Click **Maintain templates** (if setting up a Receipt template) or **Templates** (if setting up a statement template).
4. Choose **Receipt templates** or **Statement templates**.
5. You will need to add a design first before adding the receipt or statement template. A design is a PDF that you can prepare in advance and upload to infoodle to be used with either a receipt template or a statement template. A design is required (and needs to be set up first before setting up the receipt or statement template) as the design acts as the background layout and sets your margins for your receipt or statement template.
6. The **Bulk Update Designs** button allows you to change the designs for more than one template at a time.

- To create a new template click **Add**.

### New Template

Name

Default design

Alternate Design

First date to use this alternate design

Last date to use this alternate design

Is available for others to use?

### Receipt Content

Header

Body

File - Edit - View - Insert - Format - Table -

Arial - 9pt - B I

A - A - A -

Footer

Receipts

Person Custom fields

Household Custom fields

{{Webaddress}}

{{Primary Contact}}

{{Contact Times}}

{{News letter}}

{{Donor}}

{{Type}}

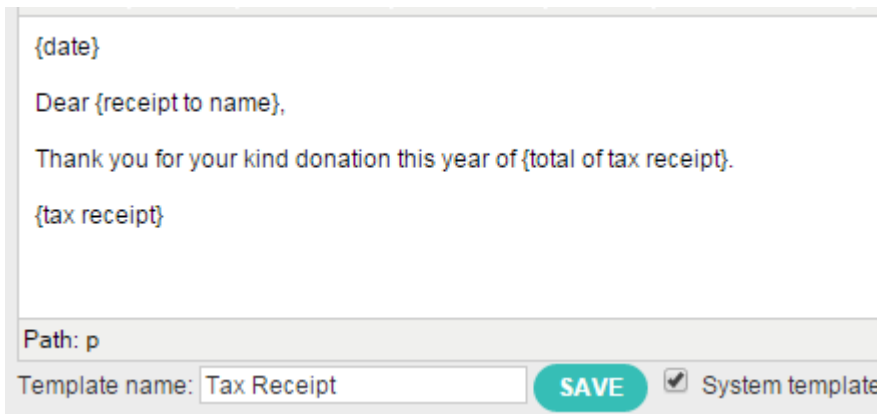
Personalisation

- Enter a **Name** for your receipt template.
- Select a **Default design**. A design is a PDF that you can prepare in advance and upload to infoodle to be used with either a receipt template or a statement template. A design is required (and needs to be set up first before setting up the receipt or statement template) as the design acts as the background layout and sets your margins for your receipt or statement template.
- Select an **Alternate design**. This is optional and is a way that you can have a different design for your receipt which can be used during a specified time period - e.g. you can have a design for a Christmas appeal which you prepare and schedule in November which is only active during December.
- Select the **First date to use this alternate design** and **Last date to use this alternate design** if applicable.
- Tick the box to make this available to other users. If you do not tick this box then only you will be able to see this receipt template to edit or use to generate receipts.
- Add a **Header** if applicable. This will appear at the top of the page based on the Design you have setup. You can either add your logo, header and or footer in the design or you can add it here in the header. If you choose to add your logo, header or footer to the receipt (or

statement) templates and not in the design, then you will still need to add a design because it is required for your margins but then you can just add a blank pdf as your design to set your margins.

14. Add content to the **Body** content box. To add personalisation fields (mail merge) simply click in the position in the body of the content where you want the personalisation to appear and then click on the personalisation field on the right. You have access to a number of personalisations available on the right hand side, in addition there is a link for **Receipts**. Click this to show a further list of personalisations that you can use in your receipts. If you wish to use the receipt block personalisations that infoodle has prepared in advance which includes the receipting organisation, receipt number, amounts, transactions and the receiver of the receipt, then you need to ensure that the Finance settings are correctly established. This is done by clicking **Administrations | System | Finance**. This screen allows you to enter, amongst others things, the charitable number and organisation details.
15. Type the content of the receipt ie if you want to say thank you or anything else, and then include the relevant receipting information. You will need to ensure the content contains personalisations so that infoodle knows where to put items such as the amounts and who the receipt is for, etc. Using the personalisations on the right you can ensure that a letter is generated with the person or organisations name, who the receipt is for (**receipt to** fields), etc.
16. Images can be loaded into the template using the image icon in the list of icons. Be aware that they will make the generated files quite large and can slow the process down. The best format is PNG although JPG is acceptable. Its much better to get the size of the image about right before loading into to infoodle rather than taking a large image and shrinking it in infoodle.
17. Add a **Footer** if you wish to. This can be useful if you wish to have a tear off strip at the bottom of your receipts with receipt information. Its position is based on the settings in the design and is locked to the bottom of the page regardless of the content above it.
18. Click **Save**.
19. To preview the changes click **Receipts** to go to the receipts screen. Make sure the new template is selected from the template dropdown and click on **Preview** alongside one of the receipts waiting to be generated.

Here is an example of a receipt template:



The screenshot shows a text editor for a receipt template. The text inside the editor is: {date}, Dear {receipt to name}, Thank you for your kind donation this year of {total of tax receipt}, {tax receipt}. Below the text area, there is a 'Path: p' label. At the bottom, there is a 'Template name:' field containing 'Tax Receipt', a green 'SAVE' button, and a checked checkbox labeled 'System template'.

There are more receipt template examples in the online helpdocs.

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**NOTE:** *The process of converting these content pages to a receipt template is complex and there are some limitations to be aware of:*

*If you wish to use a table to layout the content more easily, please ensure that all cells only have 1 line in each row. If you have one cell with 3 lines and a cell next to it with 1 it can cause issues.*

*Another limitation is that the range of fonts available is fairly limited but you can select the ones from the list, and change the font sizes.*

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## **Adding a receipt or statement template design**

A design is a PDF that you can prepare in advance and upload to infoodle to be used with either a receipt template or a statement template. A design is required (and needs to be set up first before setting up the receipt or statement template) as the design tells infoodle where to put the header, footer and body text as well as gives the opportunity to add your own letterhead or marketing messages as part of the document. it also sets your margins for your receipt or statement template. When adding a design you have one of two options:

1. You can either add your logo, header and or footer here in the design by uploading a PDF  
OR

2. You can add your logo, header and or footer in the actual receipt or statement template headers and footers. If you choose to add your logo, header or footer to the receipt (or statement) templates and not in the design, then you will still need to add a design (because the design is required to set your margins).

When creating a receipt or statement template you need a default design (even if it is blank) so that your margins can be set. You also have the option to create an alternate design which is useful when needing a different design (background) that is set to only be used during a particular time period e.g. a Christmas design or during a particular campaign.

The steps to setting up a design for a receipt or statement template is the same. Let see how to set up a new design:

1. Click **Finance** on the Navigation Menu.
2. Click **Receipts**. (You will need permission in your role to access this).

## Generate Receipts

Filter the list of transactions using the following options

Show each transaction	<input checked="" type="checkbox"/>	Year starting	Apr	2017 ▼	Up to the end of	Mar ▼
When to issue receipt	Combined	<input checked="" type="checkbox"/>	Transaction types	All ▼		
	One-off	<input checked="" type="checkbox"/>	Batch name	<input type="text"/>		
Tax rebatable	Non rebatable	<input checked="" type="checkbox"/>	Filter by group	<input type="text"/>		
	Rebatable	<input checked="" type="checkbox"/>	Filter by location	All locations ▼		
Search for individual			Sort order	When to receipt ▼	Ascending ▼	
<input type="text"/>			Items per page	250 ▼		
			<a href="#">SHOW</a>			

Bulk change which templates are used

[Maintain templates](#)

3. Click **Maintain templates**.

- Click **Designs**.


## Finance Templates

Receipt Templates   Statement Templates   **Designs**

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**Add**

**Name**

Donation Receipt New		<input type="button" value="Edit"/>	<input type="button" value="In Use"/>
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- Click **Add**.
- If you want a blank page, then click 'The design is empty' and go to step 10. Otherwise select **Upload single page PDF including design**.

### New Design

Design

The design is empty

Upload single page PDF including design

Drop a file here

- Click **Upload a file**.
- Select the pdf file that you wish to upload and click **Open**. Note the file needs to be in a pdf format.
- Describe the design by giving it a **Name**.
- Setup the page and where to place the content or leave it at the current defaults.

## Page Setup

Paper Size	A4		
Space before content (Page margin)	<i>Check what size of border your printer adds on first. Your measurements are to be taken from where the printer starts which isnt always the edge of the paper</i>		
Top	25 mm	Bottom	25 mm
Left	25 mm	Right	25 mm
Where to place the content			
Height to reserve at the top of the page after the page margin (header)	0 mm		
Header margins (within page margins)	Left 0 mm	Right	0 mm
Height to reserve at the bottom of the page up to the page margin (footer)	0 mm		
Footer margins (within page margins)	Left 0 mm	Right	0 mm
<input type="button" value="Save"/> <input type="button" value="Cancel"/>			

11. If you are wanting to add content in the header or footer of a receipt or statement then you need to make sure that the values do not stay as 0mm in the **Where to place the content** section as in the screenshot above. If you do leave them as 0mm then the receipt or statement will still work but the header or footer content will be left off and you will be presented with an error in the Receipt or statement template screen saying **Header not enabled for Default Design** (as in the screenshot below).

## Receipt Content

Header

**Header not enabled for Default Design**

12. If you are getting an error similar to the one in the screenshot below then you will need to convert the PDF to A4 size with some sort of PDF writing. The reason that infodile doesn't allow a pdf with the incorrect dimensions is because you would get all sorts of mismatches when positioning things on the page.



## New Design

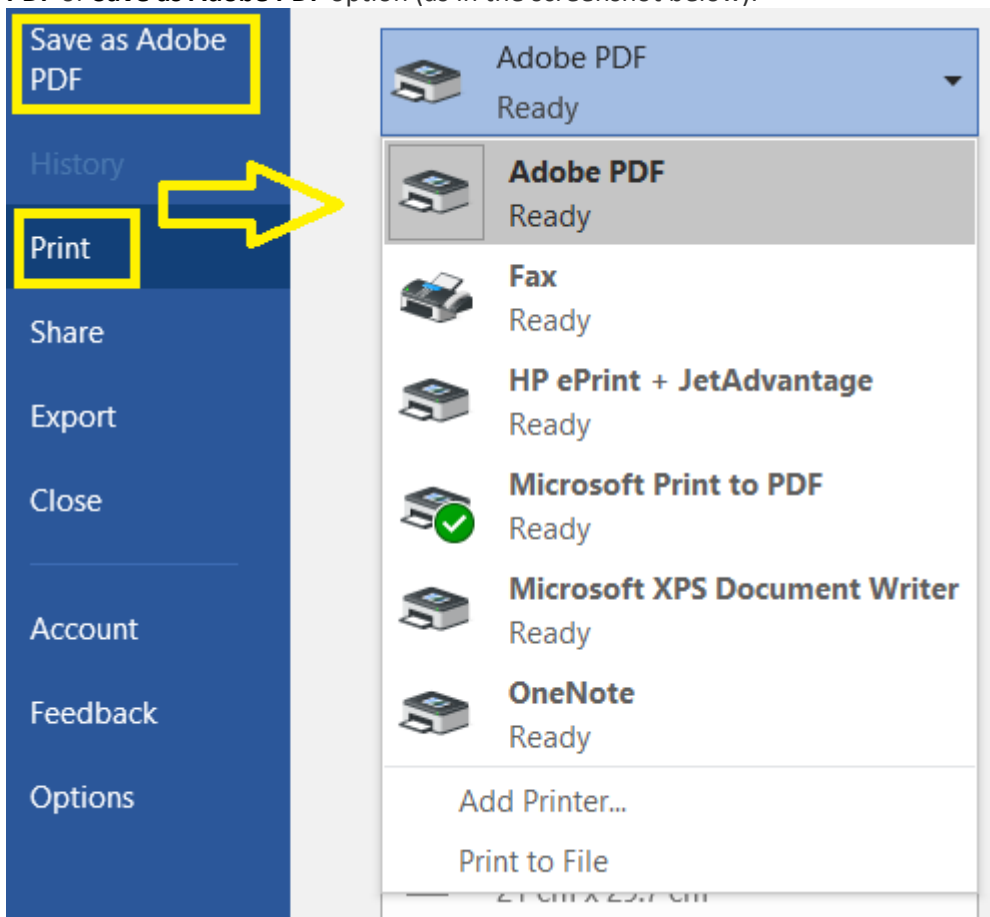
Design

- The design is empty
- Upload single page PDF including design

Remove Design

Upload doesn't match paper setup size  
PDF Width:612, Height:792  
Page size Width:595.28, Width:841.89

**NOTE:** if you have the original document in a Word format make sure that you do not use the Microsoft print to pdf option when printing to pdf. Rather use the **Print to Adobe PDF** or **Save as Adobe PDF** option (as in the screenshot below).



If you do not have this as an option then you will need to download Adobe Reader.

13. Once you have added your PDF then click **Save**.

Now you are ready to add your design to your receipt template.

## Searching for a receipt or statement template

1. Click **Finance** on the Navigation Menu.
2. Click **Receipts**. (You will need permission in your role to access this).
3. Click **Maintain Templates**.
4. Choose **Receipt template** or **Statement template**.

The screenshot shows a web interface titled "Generate Receipts". Below the title is the instruction "Filter the list of transactions using the following options". The interface is divided into two columns of controls. The left column includes: "Show each transaction" with a toggle switch; "When to issue receipt" with radio buttons for "Combined" (checked), "One-off", and "Tax rebatable" with radio buttons for "Non rebatable" (checked) and "Rebatable"; and a "SHOW" button. The right column includes: "Year starting" with a dropdown set to "Apr" and "Up to the end of" with a dropdown set to "Dec"; "Transaction types" with a dropdown set to "All"; "Batch name" with a text input field; "Filter by group" with a dropdown menu; "Sort order" with two dropdowns set to "When to receipt" and "Ascending"; and "Items per page" with a dropdown set to "50". At the bottom of the interface, there is a link "Bulk change which templates are used" and a green button "Maintain receipt templates".

## Editing a receipt or statement template

Editing a receipt or statement template is simple. Here's how:

1. Search for the template you wish to edit.
2. Click **Bulk Update Designs** if you wish to change the design used by more than one receipt template.
3. To edit an individual receipt or statement template click **Action** and then **Edit** alongside the template you wish to edit.
4. Make the relevant changes and click **Save**.

## Deleting a receipt or statement template

Deleting a receipt or statement template is simple. Here's how:

1. Search for the receipt or statement template that you wish to delete.
2. Click **Action** and then **Delete** alongside the template that you wish to delete.
3. If you are sure, click **OK**.

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*Note: Remember that deleting a common shared system template will delete it not only for you but all users.*

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## Statements

The statements function in infoodle allows you to generate a printed PDF, or attach a PDF to an email to include transaction information (as well as the regular person information such as names and addresses). Just like receipts - you can create your own templates which can include person information, transaction, pledges and balance information using the various personalisations available.

Read the section on definitions that clear the misconceptions between Receipts and statements.

## Statement templates

Creating a statement template is similar to a receipt template in that you follow the same procedure. The only thing that is different is the content of the statement and the personalisations that you use. See the area on creating receipt templates to see how to create Statement templates.

## Statement personalisations

There is a list of helpful personalisation on the online help pages

## Who needs statements?

This page enables you to filter the people, and of those people, the transactions that can be included in a statement. The filtering is in two parts.

### Statements

**Templates**

**Who to generate the statements for**  
*Only those people with pledges or transactions during the selected period are included*

Filter by group

Search for individual

Generate statements to those who have  
or dont have an email address (print statem

**Show**

**With pledges / transactions that have the following**

Date from   
to

*Transactions must occur during the dates specified.  
A pledge period must overlap with the date period in some way.*

Transaction types

Filter by location

Here's how to filter the transactions:

1. Click **Finance** on the Navigation menu.
2. Click **Statements** (You will need permissions in your role to access this).
3. Part 1 - choose who you want to receive a statement - Select **Who to generate the statements for** by selecting a group or an individual or to generate in bulk select a method of delivery ie email or post.
4. Part 2 - choose what you want to appear on the statement. Only people selected in the first part are checked, and only people who have matching transactions (or pledges) are included - Select the relevant transaction dates that you wish to include in the statement. Note that the transactions must occur during the dates specified and the pledge period must overlap with the date period in some way.
5. Select the transaction types to include if relevant.
6. Filter by location if necessary.
7. Click **Show** to reveal the list of matching transactions below.
8. Now you are ready to **generate statements**.

# Generating statements

Here's how to generate a statement:

1. Click **Finance** on the Navigation menu.
2. Click **Statements** (You will need permissions in your role to access this).
3. Filter the list of transactions to find the transaction(s) that you wish to include in the statement.
4. Select the **Statement template** that you wish to use.

**Generate statements**

Statement template  [Email to all filtered people ...](#) [Print this page of people](#)

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Page: 1 2

Name	Household	Email address	Pledge totals	Transaction totals
Mrs Janet Abram		janet.AAA@hotmail.com	\$0.00	\$20.00
Mr Brian & Mrs Julie Andrews	N1234 Andrews	julie.andrews@gtail.com	\$0.00	\$657.00
John Armstrong	Test Personally	rory@infoodle.com	\$0.00	\$300.00

5. Click **Print for this page** or **Email all** to generate the statements.

**Print for this page:** You are shown about 50 rows of people to send the generate the statement for. This is for performance reasons. Clicking 'Print for this page' will generate a single PDF for all the people on the page ready for you to print. You will be prompted with a 'download' button once the statements are ready.

**Email all:** This will place your request for emailing the statements to everyone listed in all of the pages. Therefore you only need to click this once - and everyone in your search results will be processed.

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*Note:*

*To test a statement template before generating statements go to a profile page of any contact that has transactions, click Finance and then click STATEMENT.*

*On a persons finance tab, a statement can be generated. This now includes the ability to filter by account code for those that need to be specific about the transactions that appear on the statement.*

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## Receipting - What needs receipting?

This page enables you to filter the transactions that are waiting to be receipted.

Here's how to filter the transactions:

1. Click **Finance** on the Navigation menu (You will need permission in your role to access this).
2. Click **Receipts**.
3. On the **Generate Receipts** screen filter the list of transactions by selecting the relevant options.

The screenshot shows the 'Generate Receipts' interface with the following filters and controls:

- Header:** Generate Receipts
- Instruction:** Filter the list of transactions using the following options
- Left Column:**
  - Show each transaction:
  - When to issue receipt: Combined  One-off
  - Tax rebatable: Non rebatable  Rebatable
  - Search for individual:
- Right Column:**
  - Year starting: Apr (2018) Up to the end of: Mar
  - Transaction types: All
  - Batch name:
  - Filter by group:
  - Filter by location: All locations
  - Sort order: When to receipt (Ascending)
  - Items per page: 500
  - SHOW** button

See over the page for more information on each filter.

Show each transaction	You can either choose to see a total for the person (or receipt), which is the summary view, or you can see the detail which will list each affected transaction.
When to issue receipt	This gives you the option whether you want to list the transactions set as <b>Combined</b> (all transactions combined onto one receipt) or <b>Once-off</b> (ad-hoc, as necessary ie each transaction on a separate receipt)
Tax rebatable	By default you are shown all transactions regardless of their tax rebate status. You can select to just show those that are available for rebate, or those that have no tax rebates. It will depend on how you wish your receipts to appear.
Search for individual	Use this search field to find an individual if you just wish to generate a receipt for one particular person.
Year starting	This uses the month as configured in your Administration   System screen, and displays the current (financially) active year. This will list all the transactions in that year.
Transactions types	This will list all the types you have available e.g. Account code, Membership, Stock, etc. Once you have chosen one of these, you will be presented with a list of choices of that option to the right. e.g. <div style="border: 1px solid #ccc; padding: 5px; margin: 5px 0;"> <p>Transaction types <span style="float: right;">Account code ▼</span></p> <p>Account codes <span style="float: right;">0000 - Mission Partners ▼</span></p> </div>
Batch name	Enter the batch name in full that you wish to filter on
Filter by group	Select a group that you wish to filter by
Filter by location	Select a location that you wish to filter by
Sort Order	Select a preferred sort order
Items per page	Select the number of transactions that you wish to view on a page. Note that the more transactions you display the longer your page will take to load.

4. Click **SHOW** to reveal the list of matching transactions below.
5. Now you are ready to generate or print receipts.

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*You can also generate receipts for people who have given to a particular campaign by filtering the receipt screen by **Transaction type: Campaign** and selecting the relevant campaign. This will show transactions for that specific campaign - and you can then generate receipts for people who have given to that campaign.*

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## Generating receipts

The **Generate Receipts** screen allows you to generate tax receipts for the transactions that you have reconciled to a contact in infoodle.

When should I generate receipts? It doesn't matter when you choose to send out receipts as the transactions will be sitting in the **Receipts** screen, waiting to be receipted. Although there are many different options about when to generate them, **Infoodle best practice** is to send out statement(s) during the year and then generate receipts once per year. See the section that gives the distinction between receipts and statements.

### Adding a one off receipt

In the **Generate Receipts** screen filter infoodle gives you the option of listing transactions by the **When to issue receipt** criteria. Either you can issue a combined receipt for a period e.g year end or you can produce a one off receipt. This **When to receipt** criteria is set when you add a transaction or in a contacts profile page.

A one off receipt is a receipt that is created ad hoc or as necessary as you go. It can be for one transaction or a collection of transactions receipted in one receipt which can either list each individual transaction or give a summary of transactions for that time period.

### Combining receipts

In the **Generate Receipts** screen filter infoodle gives you the option of listing transactions by their **When to issue receipt** criteria. Either you can issue a combined receipt for a period e.g year end or you can produce a once off receipt. This **When to receipt** criteria is set when you add a transaction.

A combined receipt is a combination of transactions, for a time period, receipted in one receipt which can either list each individual transaction or give a summary of transactions for that time period.

### Issuing joint receipts

Infoodle stores individuals details and when you enter transactions you assign them to an individual. You can then choose to generate a receipt either to the individual or in the household (or organisations) name. This is all fine until there are multiple people in the household and they wish the receipt to be generated in both their names. Infoodle has the function of using giving numbers



as a way to combine (or split) receipts between different people. The infoodle giving numbers tells infoodle which contacts to join.

There are few steps to ensure that you are able to issue joint receipts:

1. Make sure that the individuals are **combined** within a household by their giving number ie they need to share a giving number.
2. Make sure that each individual's profile has a similar marital status e.g. married.
3. In both individual's profile the **Receipt to** field must be set to **Individual**.
4. Use a personalisation in the receipt template that will combine the names of the individuals eg {combined name} or {salutation}.

Now you are ready to search for the transaction to receipt and generate a receipt.

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*If you have already issued the receipt incorrectly under one individual's name then you will need to delete the current incorrect receipt and re-receipt after editing the transaction.*

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## Generating or printing receipts

Before generating receipts make sure that you have read through the Checks prior to receipting information.

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***NOTE:** The payment/transaction will NOT show up in the contacts profile or in the receipts screen until after the transactions has come into infoodle (either via Xero or bank statement import) and then been reconciled in Infoodle. If you don't import your transactions into infoodle but rather manually add your transactions into infoodle then the transaction will show when the transaction is reconciled to a contact whilst manually adding it to infoodle.*

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Lets see how to generate receipts:

1. Click **Finance** then **Receipts**.
2. Filter the list of transactions to find the transaction(s) that you wish to receipt.
3. Listed will be all the transactions waiting to be receipted. Ensure that the **Receipt to** column shows the names you expect. If some are blank, it is likely that you have set the transactions

to be issued to the household but don't have a household name. Either add a household or organisation name, or click **Details** and change the **Receipt to** to **Individual**.

4. Once you have identified the transactions you wish to generate receipts for, tick them (either one at a time, or click the **Select all** tick box for either Email or Print (to post)).
5. Select the tax receipt template for each transaction. If there are none then you need to create a template. Otherwise you can choose them individually, or at the top of the list, choose the template name you want and click **Bulk change which templates are used** to change them all.
6. Click **Preview** alongside the receipt you wish to preview.
7. Notice in the screenshot below that the 1st row has the email address for Mr B Wakefield listed together with a tickbox to enable you to select this row for receipting. The 2nd row has no email address and therefore no tick box under

Email.

Template <a href="#">Create/Edit</a>	Print <a href="#">Select all</a>	Email <a href="#">Select all</a>	Pre-edit <a href="#">Select Max.</a>	Receipt to	Total amount			Type
demo tax receipt	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Mr B Wakefield myemail@satechs.com	\$20.00	<a href="#">Details</a>	<a href="#">Preview</a>	One off
Default tax receipt	<input type="checkbox"/>		<input type="checkbox"/>	Mr M de Vetter	\$58.00	<a href="#">Details</a>	<a href="#">Preview</a>	One off

8. Select whether you wish to **Print** or **Email** the receipt. Read through the section that gives you the 3 things that need to be in place before emailing the receipts.
9. If you wish to edit the receipt before it is generated then click the pre-edit tickbox. This will present the generated receipts in a window for you to be able to edit or personalise each individual receipt before sending them out (there is a limit of 20 transactions at a time for this feature). You can choose to generate printed and emailed receipts in the same 'generate' but not for the same receipt ie you can print 1 receipt for one person and email another receipt for another individual. You can choose to pre-edit a line also but only pre-edit. This means you can either pre-edit, or generate the output. i.e. as soon as you choose one line to pre-edit, you need to pre-edit them all, or come back on the second screen to choose to not pre-edit. You can now choose up to 20 items to pre-edit. A new **Select Max** link at the top of the list of checkboxes will select the maximum.
10. Choose what is to be listed on the receipt. If you have chosen **Show each transaction** (which shows the summary) in the filter above, then you are able to choose whether to **Just show a summary total of transactions** or whether to **List each transaction**, their dates and amounts. If you have chosen **Rebatable** and **Non rebatable** in the **Tax rebatable** filter option, then you are asked which types you wish to actually list in the receipt. Neither of these options affect the fact that the transactions are marked as being receipted and which receipt number they are given, but it will affect the content added to the receipt.

## Generate receipts

Choose the way you want each receipt to be generated

What level of detail do you want to show		Which type of transactions to list	
List each transaction	<input checked="" type="radio"/>	Tax rebatable	<input checked="" type="checkbox"/>
Just show a summary total of transactions	<input type="radio"/>	Non rebatable	<input checked="" type="checkbox"/>

<b>Generate</b>	0 receipts	
<b>Pre-edit</b>	0 receipts	
<b>Email</b>	0 receipts	Select the template for the email <input type="text"/>

**GENERATE**

11. Select the email template for the email from the dropdown (if you are emailing a receipt).
12. Click **Generate**.
13. If you chose to pre-edit the receipt before sending it then will then take you to the pre-edit screen, one for each receipt you have chosen to pre-edit. Review and edit each one as you need to. Remember the max you can edit at once is 20.
14. You can choose to auto refresh the preview or request it by clicking the button (this setting is remembered for you for next time but can be changed by unticking the **Auto preview** box). If there are any issues then you can go back to a previous step and regenerate the receipts. You can keep repeating this as often as necessary. Note that the receipts you choose not to finalise (ie mark as printed) will still have a unique number allocated but they will be marked in the database as voided and therefore you may end up with gaps in your receipt numbers.
15. Once you have completed editing the pre-edit receipt then click **Save** and click **MARK THESE TRANSACTIONS AS PRINTED**.
16. It is this action of generating which sets the receipt number against the transaction. Once generated and **marked as printed**, the receipt number is tied to that transaction regardless of how often it is printed. You can however regenerate receipts as often as required but it is only when you click mark as printed on the popup that the receipt is locked.
17. Infoodle will create the receipts and store them and mark them as printed (generated), then email the recipient to the email address shown if you chose to email them. If you chose to print the receipt then you will be prompted to click a link to download and print the receipt. Once completed infoodle will remove the selected item(s) from the list on the screen.

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*When should I generate receipts? It doesn't matter when you choose to send out receipts as the transactions will be sitting in the **Receipts** screen, waiting to be receipted. Although there are many different options about when to generate them **Infoodle best practice** is to send out statement(s) during the year and then generate receipts once per year.*

**Note:** *To resend an existing receipt or to send it to another email address go to **Printed receipts***

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## Searching for a receipt

To search for an existing printed receipt (a transaction that has already been receipted and marked as printed):

1. Click **Finance** on the Navigation menu (You will need permission in your role to access this).
2. Click **Printed Receipts**.
3. On the **Printed Receipts** screen filter the list of transactions by selecting the relevant options.

### Printed Receipts

Filter the list of transactions using the following options

Year starting <b>Apr</b>	2017 ▼ Up to the end of Mar ▼	<b>Other functions</b>
Receipt	<input type="text"/>	Bulk download
Filter by group	<input type="text"/>	
Sort order	First and last name ▼ Ascending ▼	
Items per page	50 ▼	
<b>SHOW</b>		

Year Starting	This uses the month as configured in your Administration / System screen, and displays the current (financially) active year. This will list all the transactions in that year.
Receipt	Enter a receipt number here if you know the number.
Filter by group	Select a group that you wish to filter by.
Sort order	Select a preferred sort order.
Items per page	Select the number of transactions you wish to view on a page.

4. Entering a receipt number will ignore the Data and Group filters.
5. Click **SHOW** to reveal the list of matching printed receipts.
6. Find the relevant receipt and click **Details**, or **Download**.
7. If you want to resend the receipt by email then click on **Details**, then **View email** and then **SEND**.

## Editing a receipt

There are times when you need to edit a receipt for a number of reasons:

- Send a receipt by email which has already been printed or generated - see below for more information.
- Resend a receipt to a different email address - see below for more information.
- A mistake has been made on the receipt e.g. it was receipted to the wrong person or the wrong account code was allocated, etc. Go to the section that explains how to delete a receipt for more information.

### **Sending an already printed receipt to the same or different email address**

Sometimes people will have trouble receiving your email and so you need to re-send it.

1. Search for the printed receipt by clicking on **Printed receipts**.
2. Click the **Details** link beside the receipt you wish to send.
3. Click view email.

Receipt details			
Issue receipt to H Test			
Individual	Hospice Test		
Household			
Receipt alias			
Email address	test@com		
Alternate Email	<input type="text"/>	<input type="button" value="SET"/>	
Date	Description	Amount Tax rebatable	Receipt to
12 Oct 2017	Donation to building 2014	\$10.00 No	Individual
<b>Total</b>		<b>\$10.00</b>	
<b>User link to this receipt</b>			
<a href="https://demo.infoodle.com/user_receipts?pS1wC9A/6YqyRtMtTju57EZg0+1YEUFV3J9Id622AYU=">https://demo.infoodle.com/user_receipts?pS1wC9A/6YqyRtMtTju57EZg0+1YEUFV3J9Id622AYU=</a>			
<b>Email activity</b>			
Emailed	13 Nov 2017 10:26am	test@com	<a href="#">View email</a>

4. Check the email address or enter a new one and click **Send**.

**Email**

Dear Hospice

Here is your receipt - click below to see it.

[https://demo.infoodle.com/user\\_receipts?pS1wC9A/6YqyRtMtTju57EZg0+1YEUFV3J91d622AYU=](https://demo.infoodle.com/user_receipts?pS1wC9A/6YqyRtMtTju57EZg0+1YEUFV3J91d622AYU=)  
Donation to building 2014  
12 Oct 2017

thanks..

Richard.  
Mr Admin User

PO Box 123 | High Street | New Zealand

NOTICE OF CONFIDENTIAL INFORMATION: The information contained in this e-mail message is CONFIDENTIAL and is intended only for the individual or entity named above. If you are not the intended recipient, you are notified that any use, review, dissemination, distribution or copying of this document is strictly prohibited. If you have received this document in error, please immediately notify us by telephone (call our office) and delete this transmission. THANK YOU.

Resend this email to  **SEND**

5. You can track their activity by clicking **details** once again for the receipt you are watching.

Email activity			
Downloaded	20 Sep 2015 16:31		
Viewed	20 Sep 2015 16:29		
Viewed	20 Sep 2015 16:26		
Emailed	20 Sep 2015 16:23	bobbbb@whoknows.com	<a href="#">View email</a>

## Deleting a receipt

There are times when you realise that you have made a mistake on a printed(generated) receipt or incorrectly allocated a transaction to an incorrect account code, campaign, person, etc or even if you have issued a receipt in one persons name but they wish to have the receipt in both husband and wife's name. There are a couple of steps to rectify this:

Step 1 - Delete the current printed (or generated) receipt,

Step 2 - Correct the mistake in the transaction,

Step 3 - Re-receipt or receipt the new corrected transaction.

If you have emailed a correctly allocated receipt to the incorrect email address then you do not need to delete and re-receipt but simply go to edit a printed receipt section to see how to rectify this.

Follow these steps to correct a receipt mistake:

1. Go to **Finance** then **Printed Receipts** and search for the printed receipt.

Receipt #	Receipt to	Total amount	Type	Action	Date
730	H Test test@com	\$10.00	Combined	Details Download	13 Nov 2017

2. Click **Delete** alongside the receipt that you wish to delete.
3. Click **OK** after reading the warning to continue or click **Cancel**.
4. Now you will need to edit the transaction to correct any of the incorrect allocations or delete the transaction if it was perhaps a duplicate. If you integrate with Xero then on the Reconcile screen you can click **Don't import**.
5. Now you can generate a new receipt for the corrected transaction.

That is now done, receipt corrected.

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***Note:** If the mistake that you made was to select to only receipt one individual and not e.g. husband and wife then you will need to edit the transaction appropriately and make sure that the couple have been issued joint giving numbers in order to receipt them together.*

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## Checks before emailing a receipt or statement

infoodle enables you to email your receipts either in bulk or one at a time. For this to occur there needs to be 3 things setup prior to receipting.

### 1. The person needs an active email address

On their profile page, ensure there is at least one email address that is ticked as active.

Email address	Home	jane@home.com	Active?	<input checked="" type="checkbox"/>	+ -	Visible	Private
	Work	jane@work.com	Active?	<input type="checkbox"/>	+ -	Visible	Private

### 2. An email template for the email needs to be setup

The person will receive an email from you which describes the fact that they have received a receipt. Contained in the email is a link which when clicked brings them back to infoodle to see their receipt. From there they can print or download it. Therefore you need to create a suitable receipt which includes the personalisation option {receipt link}. infoodle will replace this with the actual link. Read the section on email templates for more information and don't forget to add the **{receipt link}**!

An example is shown here:

The screenshot shows an email template editor with the following details:

- Template:** receipt link (NEW, Delete, IMPORT MAILCHIMP TEMPLATE)
- Design:** Email (Preview)
- Subject:** Receipt
- Body:** Dear {first\_name},  
Thank you for your donation. Please click on the link below to download your receipt:  
{receipt link}
- Personalisations:**
  - {receipt link}: Link the recipient clicks to download their receipt
  - {receipt url}: Just the URL of the recipient
  - {giving number}: Giving number eg. AA4334
- Template name:** receipt link (SAVE, System template)

### 3. A receipt or statement template needs to be setup

As for any other receipting from infoodle you need to establish a receipt or statement template.

Now you are ready to generate the receipt to email.

## What does the recipient see when receiving a receipt by email?

First they receive your email with the link. It will look something like this:

Dear Fred,  
Please find a link for your receipt below. Please click this to be taken to our admin site where you can download your receipt.  
[https://infoodle.com/user\\_receipts?DsqfiYfsQOVuMFrqRDRe2qscyQKxMvCivXQxE7CP8=](https://infoodle.com/user_receipts?DsqfiYfsQOVuMFrqRDRe2qscyQKxMvCivXQxE7CP8=)

When they click on the link they are taken to a page showing your receipt - something like this

**Demo Charity** download print

15 September 2014

Fred Dagg  
16 Blue Street  
Matamata 2254

Dear Fred,

Thank you for your kind donation of \$600.00. This has gone towards the general upkeep of our building and towards the running costs of our organisation.


This letter provides you with the receipt you need for IRD purposes.

Kind regards,

Mr Test  
CEO.

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<b>Demo Organisation</b> 99 High Street Test Area Test Location	<b>OFFICIAL RECEIPT</b>	Receipt No. 10
	<b>Not Tax Rebatable</b>	
	6 Aug 2014	\$600.00
RECEIVED FROM Fred Dagg 16 Blue Street Matamata 2254 NZ	Total	\$600.00

 oodles of info