



## Modifying Pledges

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## Introduction

Newly recorded obligations or obligations (**pay later contributions???**) already in progress often need to be changed on an individual basis. These instructions deal specifically with **Pledges**. If you need to make changes to a **Recurring Credit Card Contribution**, please click **HERE** to review documentation. Each of the following sections represents different processes required to make some of the most frequent changes. As it is very difficult to foresee every instance in which a change to an obligation will be required, you may find a need to create a “hybrid” process to best suit your needs. Depending on the situation with which you are faced, you may find the list below to be a useful guide:

- A donor wants to change the amount of the original pledge (either increase or decrease).  
*Refer to [Adjusting Total Pledge Amount vs. Adjusting Pledge Payment Schedule](#), page 2.*
- A pledge was created for a donor who wishes to pay via recurring credit card contribution.  
*Refer to [Setting Up Recurring Credit Card Contribution in Place of a Pledge](#), page 5.*
- A pledge that a donor had been paying in installments by check requests that the balance be charged to his credit card for the remaining number of installments.  
*Refer to [Setting Up Recurring Credit Card Contribution in Place of a Pledge](#), page 5.*
- A donor makes a pledge contribution according to schedule, but with different payment instruments (e.g. check and credit card).  
*Refer to [Recording Payments Received with Different Payment Instruments](#), page 5.*
- A donor makes a pledge contribution that is different from expected (e.g. different amount, different number of installments, etc.).  
*Refer to [Recording Payments Received that Differ from Expected Installments](#), page 6.*
- A donor is unable to pay the obligation and requires an adjustment to be made.  
*Refer to [Recording Adjustments on Pledges for Hardship Cases & Write-offs](#), page 8.*
- A contribution was recorded against the wrong pledge.  
*Refer to **Error! Reference source not found.**, page **Error! Bookmark not defined.***
- A check that was recorded as a contribution against a pledge bounces.  
*Refer to **Error! Reference source not found.**, page **Error! Bookmark not defined.***
- **A donor wants to cancel an obligation.**  
*Refer to [Cancelling a Pledge](#), page 16.*

## Important Consideration

Regardless of the method you use to transfer financial data from your Pogstone database to your accounting program, you will want to consider creating easily identifiable contribution types that correspond with the different actions required for different types of transactions in your accounting program. Consider the following categories:

- Adjustments that will reduce balances due on invoices (e.g. hardship cases, early bird discounts, bad debt write-offs, etc.)
- Adjustments that create credits to be applied to other/future obligations (e.g. overpayments)
- Refunds for which a check will be issued (no special handling is needed for credit card refunds)

To achieve this differentiation, consider using easily recognizable contribution types in your Pogstone database according to the commonly used examples listed in the table below:

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Adjustments (hardship, discounts)	Adjustments (credits, overpayments)	Refunds (issue check)
adjustment-Dues Abatement adjustment-Dues Earlybird Disc. adjustment-Tuition Abatement adjustment-Tuition Sibling Disc.	adjustment-Dues Credit adjustment-Tuition Credit	adjustment-Dues Refund adjustment-Tuition Refund

Refer to **Managing Contributions Types in Your Pogstone Database** for detailed instruction.

### 1. Adjusting Total Pledge Amount vs. Adjusting Pledge Payment Schedule

Whenever you record a contribution against a pledge and you click the “**adjust payment amount**” hyperlink to record an amount different from the one scheduled, you are prompted with two choices:

- Adjust Pledge Payment Schedule? (default)
- Adjust Total Pledge Amount?

Use the following table and examples to determine which option you should select:

When recording a...	Selecting Adjust Pledge Payment Schedule	Selecting Adjust Total Pledge Amount
Lesser amount	<b>Adds</b> the balance of the payment to the next scheduled payment amount.	<b>Subtracts</b> the balance of the payment from the total pledge amount, leaving all subsequent payments unchanged.
Greater amount	<b>Subtracts</b> “overpayment” amount from the next scheduled payment amount, payment due date will be the date of the subsequent payment not paid in full.	<b>Adds</b> “overpayment” amount to the total pledge amount, leaving all subsequent payments unchanged.

#### Examples:

##### 1.1. Recording a lesser amount and selecting **Adjust Pledge Payment Schedule**:

ORIGINAL PAYMENT SCHEDULE (\$1,500)			ADJUSTED PAYMENT SCHEDULE (\$1,500)		
Amount Due	Due Date	Amount Paid	Amount Due*	Due Date	Amount Paid
\$375	7/1/2013		\$375	7/1/2013	\$300
<b>\$375</b>	<b>10/1/2013</b>		<b>\$450</b>	<b>10/1/2013</b>	
\$375	1/1/2014		\$375	1/1/2014	
\$375	4/1/2014		\$375	4/1/2014	

**\* Note:** The **Amount Due** column reflects only the amount due for the next expected payment. When entering an amount lesser than the expected payment (in this case \$75 less), the system adds the balance to the next expected payment ( $\$375 + \$75 = \$450$ ), and assumes that the total payment amount is now due on the next payment date (10/1/2013). When this occurs, the **Amount Due** column no longer reflects the total amount of the original pledge, but the **pledge total** will remain unaffected.

#### Updated Pledge Details:

Total Pledge	Received	Balance	Next Payment Amount	Next Payment Date
<b>\$1,500</b>	\$300	\$1,200	<b>\$450</b>	<b>10/1/2013</b>



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### 1.2. Recording a lesser amount and selecting Adjust Total Pledge Amount:

ORIGINAL PAYMENT SCHEDULE (\$1,500)			ADJUSTED PAYMENT SCHEDULE (\$1,425)		
Amount Due	Due Date	Amount Paid	Amount Due*	Due Date	Amount Paid
\$375	7/1/2013		\$375	7/1/2013	\$300
\$375	10/1/2013		\$375	10/1/2013	
\$375	1/1/2014		\$375	1/1/2014	
\$375	4/1/2014		\$375	4/1/2014	

**\* Note:** The **Amount Due** column reflects only the amount due for the next expected payment. When entering an amount lesser than the expected payment (in this case \$75 less), the system assumes the balance of the pledge to be paid according to the original schedule (\$1,500 - \$300 July payment - \$75 adjusted pledge amount = \$1,125 balance to be paid in three installments of \$375). When this occurs, the Amount Due column still reflects the total amount of the original pledge, but the pledge details will reflect the adjusted pledge amount:

#### Updated Pledge Details:

Total Pledge	Received	Balance	Next Payment Amount	Next Payment Date
<b>\$1,425</b>	\$300	\$1,125	<b>\$375</b>	<b>10/1/2013</b>

### 1.3. Recording a greater amount and selecting Adjust Pledge Payment Schedule:

ORIGINAL PAYMENT SCHEDULE (\$1,500)			ORIGINAL PAYMENT SCHEDULE (\$1,500)		
Amount Due	Due Date	Amount Paid	Amount Due*	Due Date	Amount Paid
\$375	7/1/2013		\$375	7/1/2013	\$800
\$375	10/1/2013		<b>0</b>	10/1/2013	
\$375	1/1/2014		<b>\$325</b>	1/1/2014	
\$375	4/1/2014		\$375	4/1/2014	

**\* Note:** The **Amount Due** column reflects only the amount due for the next expected payment. When entering an amount higher than the expected payment, the system applies the balance of the "overpayment" to the next expected payment (\$800 - \$375 July payment = \$425), entering either a \$0 as the amount due if it completes the next expected payment (\$425 - \$375 October payment = \$50), and/or the balance remaining on each subsequent expected payment (\$375 January payment - \$50 = \$325). When this occurs, the Amount Due column no longer reflects the total amount of the original pledge, but the pledge details will remain unaffected.

#### Updated Pledge Details:

Total Pledge	Received	Balance	Next Payment Amount	Next Payment Date
<b>\$1,500</b>	\$800	\$700	<b>\$325</b>	<b>1/1/2014</b>

1.4. Recording a **greater amount** and selecting **Adjust Total Pledge Amount**:

ORIGINAL PAYMENT SCHEDULE (\$1,500)			ADJUSTED PAYMENT SCHEDULE (\$1,925)		
Amount Due	Due Date	Amount Paid	Amount Due*	Due Date	Amount Paid
\$375	7/1/2013		\$375	7/1/2013	\$800
\$375	10/1/2013		\$375	10/1/2013	
\$375	1/1/2014		\$375	1/1/2014	
\$375	4/1/2014		\$375	4/1/2014	

**\* Note:** The **Amount Due** column reflects only the amount due for the next expected payment. When entering an amount greater than the expected payment (in this case \$425 more), the system assumes the balance of the pledge to be paid according to the original schedule (\$1,500 - \$800 July payment + \$425 adjusted pledge amount = \$1,125 balance to be paid in three installments of \$375). When this occurs, the Amount Due column still reflects the total amount of the original pledge, but the pledge details will reflect the adjusted pledge amount:

**Updated Pledge Details:**

Total Pledge	Received	Balance	Next Payment Amount	Next Payment Date
<b>\$1,925</b>	\$800	\$1,125	<b>\$375</b>	<b>10/1/2013</b>

## 2. Setting Up Recurring Credit Card Contribution in Place of a Pledge

This is one of the most frequent occurrences in which a change to a pledge is required, especially if batch billing is used. The method is the same for pledges with no recorded payments as it is with pledges that have payments recorded against them.

- 2.1. Click the **“Create New”** button (on the left-hand side of the back office) and select **“Contribution”**.
- 2.2. Enter the **total balance due** on the **pledge**, and other contribution details as needed (installments, credit card information, etc.).
- 2.3. Access the donor’s **contact record** and click on the **Pledges** tab.
- 2.4. Click the **“More”** hyperlink to the right of the **pledge** in question, then click **“Cancel”** – this will remove any balance due on the pledge as well as preserve history of any contributions recorded against the pledge.

## 3. Recording Payments Received with Different Payment Instruments

- 3.1. Following are the details of the recorded **pledge**:

Amount	Installment(s)	Frequency	Start Date
\$1,500	1	Month	7/1/2013

- 3.2. A check is received in the amount of \$750, and credit card information was given to charge the remaining \$750.



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- 3.3. Record the **contribution** against the **expected payment**, being sure to:
- 3.3.1. Click the “**adjust payment amount**” hyperlink to enter the **amount** of **\$750**, and
  - 3.3.2. Indicate that the **payment instrument** is a check, and
  - 3.3.3. Click save when all relevant details have been entered.
- 3.4. The system will automatically create another **scheduled payment** for the **balance** according to the original schedule (in this case, monthly), so our **pledge details** will now look as follows:

Total Pledge	Received	Balance	Next Payment Amount	Next Payment Date
\$1,500	\$750	\$750	\$750	8/1/2013

- 3.5. Expand the **pledge** to view the **payment schedule**.
- 3.6. To the far right of the next **expected payment**, click the “**Edit Scheduled Payment**” hyperlink.
- 3.7. Change the **date** to **7/1/2013**, then **click Save**.
- 3.8. Submit the **credit card payment** against the second scheduled payment being sure to:
- 3.8.1. Click the “**Submit Credit Card Payment**” hyperlink to the right of the scheduled payment,
  - 3.8.2. Click save when all relevant details have been entered.

## 4. Recording Payments Received that Differ from Expected Installments

### 4.1. Recording Payments Received in More than Expected Installments

- 4.1.1. Following are the details of the recorded **pledge**:

Amount	Installment(s)	Frequency	Start Date
\$1,500	1	Year	7/1/2013

- 4.1.2. A check is received in the amount of \$750, with a note stating that the balance will be paid in 6 months’ time.
- 4.1.3. Access the **contact record** and click the **Financial Summary** tab.
- 4.1.4. Click the “**Record Payment/Adjustment**” hyperlink to record the **contribution** against the **expected payment**, being sure to:
- 4.1.4.1. Click the “**adjust payment amount**” hyperlink to enter the **amount** of **\$750**, and
  - 4.1.4.2. Click save when all relevant details have been entered.
- 4.1.5. The system will automatically create another **scheduled payment** for the **balance** according to the original schedule (in this case, annually), so our **pledge details** will now look as follows:

Total Pledge	Received	Balance	Next Payment Amount	Next Payment Date
\$1,500	\$750	\$750	\$750	7/1/2014

- 4.1.6. Expand the **pledge** to view the **payment schedule**.

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4.1.7. To the far right of the next expected payment, click the **“Edit Scheduled Payment”** hyperlink.

4.1.8. Change the **date** to **1/1/2014**, then click **save**.

### 4.2. Recording Payments Received in Fewer than Expected Installments

4.2.1. Following are the details of the recorded **pledge**:

Amount	Installment(s)	Frequency	Start Date
\$1,500	4	Quarter	7/1/2013

4.2.2. A check is received in the amount of \$750.

4.2.3. Access the **contact record** and click the **Financial Summary** tab.

4.2.4. Click the **“Record Payment/Adjustment”** hyperlink to record the **contribution** against the **expected payment**, being sure to:

4.2.4.1. Click the **“adjust payment amount”** hyperlink to enter the **amount** of **\$750**, and

4.2.4.2. Click **save** when all relevant details have been entered.

4.2.5. The system will automatically adjust the remaining **scheduled payments** for the **balance** according to the original schedule (in this case, quarterly), so our **pledge details** will now look as follows:

Total Pledge	Received	Balance	Next Payment Amount	Next Payment Date
\$1,500	\$750	\$750	\$375	<b>1/1/2014*</b>

**\*Note:** *Since the donor has paid for the equivalent of two quarters, the system correctly assumes that the next payment due will be for the third quarter.*

4.2.6. Expand the **pledge** to view the **payment schedule** – compared to the original payment schedule, this is what we’ll see:

ORIGINAL PAYMENT SCHEDULE			SYSTEM-ADJUSTED PAYMENT SCHEDULE		
Amount Due	Due Date	Amount Paid	Amount Due*	Due Date	Amount Paid
\$375	7/1/2013		\$375	7/1/2013	\$750
\$375	10/1/2013		0	10/1/2013	0
\$375	1/1/2014		\$375	1/1/2014	
\$375	4/1/2014		\$375	4/1/2014	

**\* Note:** *The **Amount Due** column reflects only the amount due for the next expected payment. When entering an amount higher than the expected payment, the system applies the balance of the “overpayment” to the next expected payment, entering either a \$0 as the amount due if it completes the next expected payment (as it did for 10/1), and/or the balance remaining on each subsequent expected payment. When this occurs, the Amount Due column no longer reflects the total amount of the original pledge, but the pledge details will remain unaffected.*

4.2.7. If you have received no indication that the balance due will be paid on a different schedule, there is no need for you to change the adjusted payment schedule.

## 5. Recording Adjustments on Pledges for Hardship Cases & Write-offs

### 5.1. Recording Adjustments against New Pledges

5.1.1. Following are the details of the recorded **pledge**:

Amount	Installment(s)	Frequency	Start Date
\$1,500	12	Month	7/1/2013

5.1.2. The donor has been offered a dues adjustment of \$300, with the understanding that the donor will be paying the balance of \$1,200 in equal installments on a monthly basis.

5.1.3. Access the **contact record** and click the **Financial Summary** tab.

5.1.4. Click the **“Record Payment/Adjustment”** hyperlink to record the **contribution** against the **expected payment**, being sure to:

5.1.4.1. Select the appropriate **“adjustment-“contribution type**, and

5.1.4.2. Click the **“adjust payment amount”** hyperlink to enter the **amount** of **\$300**, and

5.1.4.3. Click **save** when all relevant details have been entered.

5.1.5. The system will automatically adjust the remaining **scheduled payments** for the **balance** according to the original schedule (in this case, monthly), so our **pledge details** will now look as follows:

Total Pledge	Received*	Balance	Next Payment Amount	Next Payment Date
\$1,500	\$300	\$1,200	\$75	<b>9/1/2013**</b>

**\*Note:** The **Received** column shows total amount of all contributions, including adjustments. The differentiation between what was an adjustment and what was a payment can be seen on the contact’s financial summary tab, and in any relevant reports detailing contribution type.

**\*\*Note:** Since the adjustment granted covers the equivalent of two months and a portion of the third month, the system assumes that the next payment due will be for the balance of the third month.

5.1.6. Expand the **pledge** to view the **payment schedule** – compared to the original payment schedule, this is what we’ll see:

ORIGINAL PAYMENT SCHEDULE			SYSTEM-ADJUSTED PAYMENT SCHEDULE		
Amount Due	Due Date	Amount Paid	Amount Due*	Due Date	Amount Paid
\$125	7/1/2013		\$125	7/1/2013	\$300
\$125	8/1/2013		0	8/1/2013	0
\$125	9/1/2013		\$75	9/1/2013	
\$125	10/1/2013		\$125	10/1/2013	
...	...	...	...	...	...

**\*Note:** The **Amount Due** column reflects only the amount due for the next expected payment. When entering an amount higher than the expected payment (in this case “over-adjustment”), the system applies the balance of the “overpayment” to the next expected payment, entering either a \$0 as the amount due if it completes the next expected payment (as it did for 8/1), and/or the balance remaining on each subsequent expected



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payment (as it did for 9/1). When this occurs, the Amount Due column no longer reflects the total amount of the original pledge, but the **pledge detail** will remain unaffected.

5.1.7. Since the agreement is that the donor will pay the balance of \$1,200 in equal installments on a monthly basis, a change to the pledge schedule must be made according to the following method:

5.1.7.1. From the top navigation menu, click **Finances > Pledges > Find Pledges**.

5.1.7.2. Enter the **contact name** and click **search**.

5.1.7.3. Click to toggle the **check box** of the **pledge** in question.

5.1.7.4. Select **Modify Pledge Payment Schedule** from the **actions** drop down menu, then click **go**.

5.1.7.5. Enter the following details, then click **save**:

5.1.7.5.1. **Start date:** 7/1/2013

5.1.7.5.2. **Number of installments:** 12

5.1.7.5.3. **Frequency:** occurring every 1 month

5.1.8. The pledge update function will adjust the remaining scheduled payments for the balance according to the details entered for start date, installments and frequency, so our **pledge details** will now look as follows:

Total Pledge	Received	Balance	Next Payment Amount	Next Payment Date
\$1,500	\$300	\$1,200	\$100	7/1/2013

5.1.9. Expand the pledge to view the payment schedule – compared to the system-adjusted payment schedule, this is what we'll see:

SYSTEM-ADJUSTED PAYMENT SCHEDULE			NEW PAYMENT SCHEDULE		
Amount Due	Due Date	Amount Paid	Amount Due	Due Date	Amount Paid
\$125	7/1/2013	\$300	\$125*	7/1/2013	\$300
0	8/1/2013	0	0*	8/1/2013	0
<i>A second payment is scheduled for 7/1 &gt;&gt;</i>			100	7/1/2013	
<i>A second payment is scheduled for 8/1 &gt;&gt;</i>			100	8/1/2013	
\$75	9/1/2013		100	9/1/2013	
\$125	10/1/2013		100	10/1/2013	
...	...	...	...	...	...

**\*Note:** The update function does not modify completed payments; it creates a new schedule for the balance according to the details entered for start date, installments and frequency, even if there are previous installments with the same dates.

### 5.2. Recording Adjustments against Pledges in Progress

5.2.1. Following are the details of the recorded **pledge**:

Amount	Installment(s)	Frequency	Start Date
\$1,500	12	Month	7/1/2013

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- 5.2.2. The donor has been making regular monthly payments for the first half of the year, but then informs you that they can only afford to pay \$100 of the remaining \$750 balance, and request to pay in two installments every two months beginning in March 2014.
- 5.2.3. Access the **contact record** and click the **Financial Summary** tab.
- 5.2.4. Click the **“Record Payment/Adjustment”** hyperlink to record the **contribution** against the **expected payment**, being sure to:
- 5.2.4.1. Select the appropriate **“adjustment-“contribution type**, and
- 5.2.4.2. Click the **“adjust payment amount”** hyperlink to enter the **amount** of **\$650**, and
- 5.2.4.3. Click **save** when all relevant details have been entered.
- 5.2.5. The system will automatically adjust the remaining **scheduled payments** for the **balance** according to the original schedule (in this case, monthly), so our **pledge details** will now look as follows:

Total Pledge	Received*	Balance	Next Payment Amount	Next Payment Date
\$1,500	\$1,400	\$100	\$100	<b>6/1/2014**</b>

**\*Note:** The **Received** column shows total amount of all contributions, including adjustments. The differentiation between what was an adjustment and what was a payment can be seen on the contact’s financial summary tab, and in any relevant reports detailing contribution type.

**\*\*Note:** The donor made 6 monthly payments before the adjustment was requested (July – December). Since the adjustment granted has paid for the equivalent of five months (January – May) and a portion of the sixth month (June), the system assumes that the next payment due will be for the balance of the sixth month.

- 5.2.6. Expand the **pledge** to view the **payment schedule** – compared to the original payment schedule, this is what we’ll see:

ORIGINAL PAYMENT SCHEDULE			SYSTEM-ADJUSTED PAYMENT SCHEDULE		
Amount Due	Due Date	Amount Paid	Amount Due*	Due Date	Amount Paid
\$125	7/1/2013	\$125	\$125	7/1/2013	\$125
\$125	8/1/2013	\$125	\$125	8/1/2013	\$125
\$125	9/1/2014	\$125	\$125	9/1/2014	\$125
\$125	10/1/2013	\$125	\$125	10/1/2013	\$125
\$125	11/1/2013	\$125	\$125	11/1/2013	\$125
\$125	12/1/2013	\$125	\$125	12/1/2013	\$125
\$125	1/1/2014		\$125	1/1/2014	\$650
\$125	2/1/2014		0	2/1/2014	
\$125	3/1/2014		0	3/1/2014	
\$125	4/1/2014		0	4/1/2014	
\$125	5/1/2014		0	5/1/2014	
\$125	6/1/2014		\$100	6/1/2014	

**\*Note:** The **Amount Due** column reflects only the amount due for the next expected payment. When entering an amount higher than the expected payment (in this case “over-adjustment”), the system applies the balance of the “overpayment” to the next expected payment, entering either a \$0 as the amount due if it completes the next expected



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*payment (as it did for 1/1-5/1), and/or the balance remaining on each subsequent expected payment (as it did for 6/1). When this occurs, the Amount Due column no longer reflects the total amount of the original pledge, but the **pledge detail** will remain unaffected.*

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5.2.7. Since the agreement is that the donor will pay the balance of \$100 in two installments every two months beginning in March 2014, a change to the pledge schedule must be made according to the following method:

5.2.7.1. From the top navigation menu, click **Finances > Pledges > Find Pledges**.

5.2.7.2. Enter the **contact name** and click **search**.

5.2.7.3. Click to toggle the **check box** of the **pledge** in question.

5.2.7.4. Select **Modify Pledge Payment Schedule** from the **actions** drop down menu, then click **go**.

5.2.7.5. Enter the following details, then click **save**:

5.2.7.5.1. **Start date:** 3/1/2013

5.2.7.5.2. **Number of installments:** 3

5.2.7.5.3. **Frequency:** occurring every 2 months

5.2.8. The pledge update function will adjust the remaining scheduled payments for the balance according to the details entered for start date, installments and frequency, so our **pledge details** will now look as follows:

Total Pledge	Received	Balance	Next Payment Amount	Next Payment Date
\$1,500	\$1,400	\$100	\$50	3/1/2014

5.2.9. Expand the pledge to view the payment schedule – compared to the system-adjusted payment schedule, this is what we'll see:

ORIGINAL PAYMENT SCHEDULE			SYSTEM-ADJUSTED PAYMENT SCHEDULE		
Amount Due	Due Date	Amount Paid	Amount Due*	Due Date	Amount Paid
\$125	7/1/2013	\$125	\$125	7/1/2013	\$125
\$125	8/1/2013	\$125	\$125	8/1/2013	\$125
\$125	9/1/2014	\$125	\$125	9/1/2014	\$125
\$125	10/1/2013	\$125	\$125	10/1/2013	\$125
\$125	11/1/2013	\$125	\$125	11/1/2013	\$125
\$125	12/1/2013	\$125	\$125	12/1/2013	\$125
\$125	1/1/2014		\$125	1/1/2014	\$650
\$125	2/1/2014		<< February payment was removed		
\$125	3/1/2014		50	3/1/2014	
\$125	4/1/2014		<< April payment was removed		
\$125	5/1/2014		50	5/1/2014	
\$125	6/1/2014		<< June payment was removed		

**\*Note:** The update function does not modify completed payments; it creates a new schedule for the balance according to the details entered for start date, installments and frequency, even if there are previous installments with the same dates.

### 5.3. Writing off Balances Due

5.3.1. Following are the details of the recorded **pledge**:

Amount	Installment(s)	Frequency	Start Date
\$1,500	12	Month	7/1/2013

5.3.2. The donor has been making regular monthly payments for the first half of the year, but then informs you that they cannot pay the remaining \$750 balance.

5.3.3. Access the **contact record** and click the **Financial Summary** tab.

5.3.4. Click the **“Record Payment/Adjustment”** hyperlink to record the **contribution** against the **expected payment**, being sure to:

5.3.4.1. Select the appropriate **“adjustment-“contribution type**,

5.3.4.2. Click the **“adjust payment amount”** hyperlink to enter the **amount** of **\$750**

5.3.4.3. Click **save** when all relevant details have been entered.

5.3.5. Expand the pledge to view the payment schedule – compared to the system-adjusted payment schedule, this is what we’ll see:

ORIGINAL PAYMENT SCHEDULE			SYSTEM-ADJUSTED PAYMENT SCHEDULE		
Amount Due	Due Date	Amount Paid	Amount Due*	Due Date	Amount Paid
\$125	7/1/2013	\$125	\$125	7/1/2013	\$125
\$125	8/1/2013	\$125	\$125	8/1/2013	\$125
\$125	9/1/2014	\$125	\$125	9/1/2014	\$125
\$125	10/1/2013	\$125	\$125	10/1/2013	\$125
\$125	11/1/2013	\$125	\$125	11/1/2013	\$125
\$125	12/1/2013	\$125	\$125	12/1/2013	\$125
\$125	1/1/2014		\$125	1/1/2014	\$750
\$125	2/1/2014		0	2/1/2014	
\$125	3/1/2014		0	3/1/2014	
\$125	4/1/2014		0	4/1/2014	
\$125	5/1/2014		0	5/1/2014	
\$125	6/1/2014		0	6/1/2014	

**\*Note:** The **Amount Due** column reflects only the amount due for the next expected payment. When entering an amount higher than the expected payment (in this case “over-adjustment”), the system applies the balance of the “overpayment” to the next expected payment, entering either a \$0 as the amount due if it completes the next expected payment (as it did for 1/1-6/1). When this occurs, the Amount Due column no longer reflects the total amount of the original pledge, but **pledge detail** remains unaffected.

5.3.6. The system will automatically adjust the remaining **scheduled payments** to \$0, and mark the **pledge** as **complete**, so our **pledge details** will now look as follows:

Total Pledge	Received*	Balance	Next Payment Amount	Next Payment Date
\$1,500	\$1,500	\$0	\$0	Complete

**\*Note:** The received column shows total amount of all contributions, including adjustments. The differentiation between what was an adjustment and what was a payment can be

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seen on the contact's financial summary tab, and in any relevant reports detailing contribution type.

### 6. Handling Bounced Checks and Correcting Contributions Recorded on the Wrong Pledge

Occasionally, a contribution paid by check is recorded against a pledge with a status of **“Complete”**, but the bank informs you that the check bounced, signaling that the contribution status should be changed to **“Failed”**. The method described below can also be used to correct contributions mistakenly recorded on the wrong pledge.

**IMPORTANT:** If the need to adjust the contribution status occurs *after* you exported summary data from your Pogstone database and entered it into your accounting program, **you will need to make an adjustment in your accounting program in addition to making the adjustment in your Pogstone database as described below.** Other situations may also arise that will require changes to data in both systems – if so, please consult with your accountant and review your accounting program's help for specific instruction.

6.1. Following are the details of the recorded **pledge**:

Amount	Installment(s)	Frequency	Start Date
\$1,200	12	Month	7/1/2013

6.2. A contribution of \$100 was recorded against the pledge, but either the check bounced, or it was later determined that the contribution was given by a different donor and applied to the wrong pledge. Our **pledge details** now look like this:

Total Pledge	Received	Balance	Next Payment Amount	Next Payment Date
\$1,200	\$100	\$1,100	\$100	8/1/2013

6.3. To indicate that a check was bounced or to cancel an incorrect contribution, access the **contact record** and click the **Pledges** tab.

6.4. Expand the pledge in question to find the incorrect **contribution** and click the **“View Payment”** hyperlink.

6.5. Click the **“Edit”** button.

6.6. Change the **contribution status** to **“Failed”** (in the case of a bounced check) or **“Cancelled”** (in the case of a contribution reported against the wrong pledge), add additional details as desired, and click to **save**.

6.7. Changing the contribution status to **“Failed”** or **“Cancelled”** will adjust the amounts received and balance due on the pledge, but it will do nothing to change the pledge schedule – the system expects 11 payments of \$100. Our **pledge details** now look like this:

Total Pledge	Received	Balance	Next Payment Amount	Next Payment Date
\$1,200	\$0	\$1,200	\$100	<b>8/1/2013</b>

6.8. Take the following steps to adjust the payment schedule:

6.8.1. From the top navigation menu, click **Finances > Pledges > Find Pledges**.

6.8.2. Enter the **contact name** and click **search**.



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- 6.8.3. Click to toggle the **check box** of the **pledge** in question.
- 6.8.4. Select **Modify Pledge Payment Schedule** from the **actions** drop down menu, then click **go**.

6.8.5. Enter the following details, then click **save**:

- 6.8.5.1. **Start date:** 7/1/2013
- 6.8.5.2. **Number of installments:** 12
- 6.8.5.3. **Frequency:** occurring every 1 months

6.9. The pledge update function will adjust the remaining scheduled payments for the balance according to the details entered for start date, installments and frequency, so our **pledge details** will now look as follows:

Total Pledge	Received	Balance	Next Payment Amount	Next Payment Date
\$1,200	\$0	\$1,200	\$100	<b>7/1/2013</b>

6.10. Expand the pledge to view the payment schedule – compared to the system-adjusted payment schedule, this is what we’ll see:

ORIGINAL PAYMENT SCHEDULE			SYSTEM-ADJUSTED PAYMENT SCHEDULE		
Amount Due	Due Date	Amount Paid	Amount Due*	Due Date	Amount Paid
\$100	7/1/2013	\$100	\$100	7/1/2013	Cancelled
<i>A second payment is scheduled for 7/1 &gt;&gt;</i>			100	7/1/2013	
\$100	8/1/2013		\$100	8/1/2013	
\$100	9/1/2014		\$100	9/1/2014	
\$100	10/1/2013		\$100	10/1/2013	
\$100	11/1/2013		\$100	11/1/2013	
\$100	12/1/2013		\$100	12/1/2013	
\$100	1/1/2014		\$100	1/1/2014	
\$100	2/1/2014		\$100	2/1/2014	
\$100	3/1/2014		\$100	3/1/2014	
\$100	4/1/2014		\$100	4/1/2014	
\$100	5/1/2014		\$100	5/1/2014	
\$100	6/1/2014		\$100	6/1/2014	

**\*Note:** The update function does not modify completed payments; it creates a new schedule for the balance according to the details entered for start date, installments and frequency, even if there are previous installments with the same dates.

6.11. If you are cancelling an incorrect contribution, be sure to record the payment received against the correct pledge.

## 7. Cancelling a Pledge

- 7.1. Access the donor’s **contact record** and click on the **Pledges** tab.
- 7.2. Click the **“More”** hyperlink to the right of the **pledge** in question, then click **“Cancel”** – this will remove any balance due on the pledge as well as preserve history of any contributions recorded against the pledge.