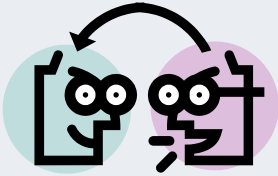


Living on the Edge!

Newsletter for Raiser's Edge Users

MAY 2011

VOLUME 1, NUMBER 5



LUNCH & LEARN

Need a refresher course in Raiser's Edge?

Please join us for an informal session each quarter in the Foundation Conference Room.

We are still looking for a new meeting time/space. Stay Tuned!

We'll present tips, shortcuts, and have a Q&A at the end.

Bring your lunch!

If your group or department would like one-on-one training on a specific topic, please contact Shellev.

Tip of the Month

Eliminate Duplicate Records in Query

Query is a way to group records; it is not a reporting module. The query output shows you whether the record belongs in the query. If a field with a [one-to-many relationship](#) (such as constituent codes, attributes or phone numbers) is in the filters, output or sort, the record appears multiple times, once for each time the record meets the criteria. This allows you to check your query to ensure you get the expected results.

For example, if the Phone Number field is selected in the output, and a person's record has three phone numbers that meet the criteria, the person appears three times in the results, once for each phone number.

Note: The record is pulled into the query only once. Based on your criteria and output fields, it may display multiple times. Because query is not a reporting module, use the query in Export, Reports, Mail, etc. to eliminate the duplicates.

Make sure you are using the correct query type. For example, you create a gift query and a constituent has five gifts that meet the criteria. All five gifts display in the output but they are **not** duplicates. Each gift is a separate record, and a gift query looks at each gift. If you want to look at the entire constituent record, run a constituent query instead.

To eliminate the duplicate records:

1. Use the query in another module such as Export, Reports, or Mail
2. [Export to Excel](#) and delete or [hide duplicates](#)



Do you have a
BRIGHT IDEA?



Please share **your**
bright ideas & tips with
others – email
suggestions to
tracie.cassidy@seattlechildrens.org

Blackbaud Resources

Online Support is available 24/7!

Numerous self-help resources can help you make the most of your Blackbaud software and resolve any issues you may encounter.

Search the Knowledgebase – updated daily, has answers to your how-to questions and resolutions for software issues <http://kb.blackbaud.com>

If you search the Knowledgebase and cannot find an answer to your question, please contact Tracie, Shelley or Julie for further assistance.

Use the Forums – ask questions and share ideas with other users outside of Children’s <http://forums.blackbaud.com>

User Guides – in Raiser’s Edge, Go to Help and choose User Guides. These guides are stored on each machine’s hard drive

User Guide Quick Tips

- The **page number** by each entry in the Table of Contents is a hyperlink. Click the page number to go directly to that section.
- Page numbers by **index entries** are also hyperlinks. Click a page number by an index entry to go directly to that section.
- Each chapter contains a separate Table of Contents for information in that chapter only. Each **page number in the chapter Table of Contents** is also a hyperlink.
- Chapter Table of Contents contain a list of **procedures** covered in that chapter. Click a page number to go directly to that procedure.

FAQ – Frequently Asked Questions

How do I know if a donor has responded to an IDC call asking for a gift to the Campaign for Children’s:

1. Open the donor record and go to the **Appeals** Tab
2. All IDC appeals begin with **ID** and contain “IDC” in the description
3. The Package field tells you: if a gift was made, what kind (Pledge, Outright, Credit Card, etc.) or if a gift was not made, the reason why (Ill, Not interested, Financial, etc)
4. Date field is the Call Date
5. Response field is Yes or No to a gift
6. Total Given field will be populated with the amount of the gift, once received - if this field is BLANK, we have not gotten the gift yet
7. Amount “promised” is in the Comments field

Appeal	Package	Date	Response	Total Given	Comments
CCC 2004 Lion King Save the Date		6/28/2004		\$0.00	
New Building Opening Events	VIP Event	1/2/2004		\$0.00	
Honor Roll 2003		8/17/2004		\$0.00	
Honor Roll 2004		9/12/2004		\$0.00	
IDC06-IDC Annual Current	MJB Payment Gift	7/21/2006		\$0.00	\$1000

Children’s
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