

Tessitura Charitable Tax Receipts (v16.0.4)

Beta Setup & Testing Guide

Testing Overview

In Phase 1 (v16.0.4) of the Charitable Tax Receipt beta testing process, users will be able to:

- Define one or more CRA registered organizations that will be used to generate tax receipts
- Add organization specific void reasons for issued receipts that must be voided
- Generate tax receipts using the new maintenance tool and email them to constituents
- Review generated tax receipts on the constituent account
- Review and customize the sample HTML templates provided for the tax receipt email body and PDF attachment

NOTE: Until Charitable Tax Receipts have been through a complete beta test, this functionality should not be used in a production environment to create tax receipts. We will make an announcement when we feel that this functionality is ready to be used for day-to-day operations.

Documentation

All the documentation for the Phase 1 functionality of Charitable Tax Receipts may be found in the v16.0.4 version of the [v16 Help System](#).

NOTE: Although documented to be included, Elevated Event non-deductible amounts were not calculating correctly at the time of release for v16.0.4. Therefore, Elevated Event contributions will not be available for testing until a future release.

User Permissions

Security

Grant permission to the following objects in Security for the relevant user groups:

- Const Charitable Tax Receipts (ID 253) – Constituent Tax Receipt page
 - Edit and View rights
- Tax Receipt Maintenance (ID 254) – Charitable Tax Receipt Maintenance tool
 - Edit and View rights
- Templates (ID 222) – HTML Template Setup

Reference Tables

Grant permission to the following reference tables for the relevant user groups:

- TR_CHARITABLE_TAX_RECEIPT_ORGANIZATION
- TR_CHARITABLE_TAX_RECEIPT_VOID_REASON
- T_DEFAULTS

Activate the following categories in the TR_TEMPLATE_CATEGORY table:

- Tax Receipt Cover Letter (ID 12)
- Tax Receipt Templates (ID 11)

Setup

Required Steps

- Reference Tables
 - Define at least one entry in the [TR_CHARITABLE_TAX_RECEIPT_ORGANIZATION](#) reference table
 - This table holds the legal information registered with the CRA, which may not appear elsewhere in Tessitura.
 - Add a row for each org within your database that will produce tax receipts
 - These can be control grouped as needed
 - Add values for the following new fields in [T_DEFAULTS](#):
 - CHARITABLE_TAX_RECEIPT_DOCLOC
 - This value determines whether tax receipts will be stored locally, or in Tessitura’s S3 cloud storage. The only valid option for Phase 1 beta testing is LOCAL
 - The CLOUD storage option will be enabled in a future phase
 - CHARITABLE_TAX_RECEIPT_DOCPATH
 - This is the base path that will be used to store receipts locally, for example “C:\Documents\TaxReceipts”
 - When receipts are generated, sub-folders will automatically be created to organize receipts by Charitable Tax Receipt Organization, as defined in the TR_CHARITABLE_TAX_RECEIPT_ORGANIZATION reference table, and calendar year
 - CHARITABLE_TAX_RECEIPT_PROFILE
 - This field must be populated with a valid ID from TR_EMAIL_PROFILE that will be used when tax receipts are emailed from the maintenance tool or from a constituent account

KNOWN ISSUE: For Phase 1 of the beta testing process, once a tax receipt storage path has been defined in the T_DEFAULTS CHARITABLE_TAX_RECEIPT_DOCPATH field, and receipts have been generated and saved in that location, any changes to the storage path are not honored by future receipt generation, and receipts continue to save in the original location. This will be addressed in a future version.

NOTE: In a future release, some of the Charitable Tax Receipt settings in T_DEFAULTS will be moved to TIM to provide an additional level of security. The TPS scheduler settings will also be added to TIM.

- Tessitura Processing Service (TPS)
 - Charitable Tax Receipt Processing Service settings
 - The generation, storage and email deployment of tax receipts is handled by the Tessitura Processing Service (TPS), and we have created a new scheduler specifically for Charitable Tax Receipts.
 - For hosted organizations, this scheduler will be configured for you by the hosting team
 - For non-hosted organizations, you will need to open the v16.0.4 TPS config file and locate the CharitableTaxReceiptsInMinutes setting in the Scheduler section. Change the scheduler setting from zero to a whole number value greater than zero – one, for example. Stop and restart TPS.

Optional Steps

- **Void Reasons:** The [TR CHARITABLE TAX RECEIPT VOID REASON](#) reference table comes pre-populated with several rows that will be used by automated processed in Tessitura, but users may add additional void reasons if they choose.
 - Void reasons can be control grouped as needed
- **Sample HTML Templates:** One sample cover letter template and one sample tax receipt template have been provided for beta testing.
 - Make as many copies of the sample cover letter and tax receipt HTML templates as you choose, and configure them with your own images, text, etc.
 - Alter the layout of data fields to suit your needs or choose to display different data fields. For example, you may wish to:
 - Create multiple cover letter and tax receipt formats for separate orgs or departments in your database
 - Display the Fund description on the receipt for each included contribution, rather than the Campaign description
 - Display the CRA tax org data fields in a different location on the tax receipt
 - Remove all the tax receipt fields from the cover letter
 - Complete documentation for HTML templates is available within Tessitura or online.
 - Our latest [Pop-Up Skill Builder webinar on HTML Templates](#) is also available on Tessituranetwork.com

KNOWN ISSUE: For Phase 1 of the beta testing process, the Sample Charitable Tax Receipt template will not include a column for the non-deductible amount of a gift, only the full gift amount and the amount eligible for deduction. This will be added in a future version, along with any other suggestions offered by the beta testers so that we can provide a more out-of-the-box useable sample templates.

NOTE: We plan to add a sample in-kind tax receipt template in a future release.

Feedback: Charitable Tax Receipt Setup

In your Charitable Tax Receipt Beta ticket in Team Support, please provide any feedback you may have on the setup for Charitable Tax Receipts.

- Tax Receipt Organization reference table
- Tax Receipt setup fields in System Defaults
- Void Reason reference table
- Sample cover letter HTML template
- Sample tax receipt HTML template

Charitable Tax Receipt Generation

Charitable tax receipts are contribution receipts designed to meet the requirements of the Canada Revenue Agency. These include:

- Unique receipt IDs generated in an unbroken sequence
- The ability to void and audit previously generated receipts
- Receipts include only payments received (i.e. no unpaid pledge amounts) in a calendar year
- Emailed receipts are sent as a secure PDF attachment
- Saving copies of all generated receipts

Charitable tax receipts are designed with HTML templates and consist of a cover letter email template and a receipt template that is attached as a PDF to the cover letter email. A single receipt can include multiple gifts, pledge payments, memberships, in-kind donations, etc. for the same owner and/or initiator. Non-deductible amounts associated with a contribution are subtracted from the total gift amount, resulting in a tax receipt for the total eligible amount for tax deduction. More information about how non-deductible amounts are tracked and accommodated on tax receipts is available in the [v16 Help System](#).

Charitable Tax Receipt Maintenance

A new Charitable Tax Receipt Maintenance tool has been created to enable users to create new tax receipts for one or more constituents at a time. Users will define a series of parameters, that can be saved in a parameter set and re-used. These parameters will target qualifying contributions and pledge payments, define the cover letter and tax receipt format that will be used to generate each tax receipt, and indicate if the receipts should be emailed or saved to a file for printing and mailing. Full documentation for this feature is available in the [v16 Help System](#).

For this round of beta testing, you will be able to:

- Create and edit parameter sets of the Generate type
- Identify favorite parameter sets
- Configure a variety of parameter options to test the constituent and gift/pledge payment selection logic
- Save, Duplicate, and Delete parameter sets
- Populate the results of any parameter set and review the list of receipts that will be generated
- Interact with the temporary results and de-select potential receipts to be skipped
- Generate, locally store, and email tax receipts

In future versions, the Charitable Tax Receipt Maintenance tool will also enable users to:

- Re-generate (reprint and re-email), and void previously issued tax receipts
- Save receipts in Tessitura's cloud storage location
- Generate, save, and print receipts, rather than just email

KNOWN ISSUES TO BE ADDRESSED IN A FUTURE VERSION:

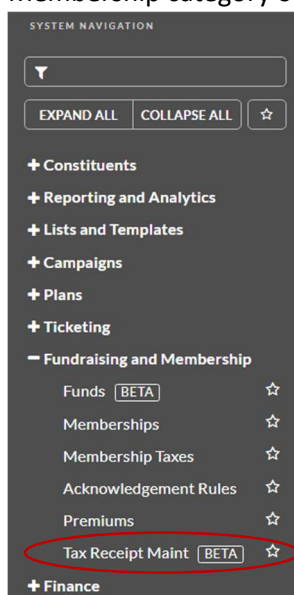
- In the desktop application, the Charitable Tax Receipt Maintenance menu item does not display as disabled if the user does not have permission to that feature.
- The Active Only checkbox in the parameter set navigation panel is not checked by default, as it should be.

- The Calendar Year parameter is behaving like a filter and excluding payments, regardless of the date range set in the payment start/end date parameters.
- Once an address, email or salutation has been linked to a potential tax receipt (one that has not been generated but appears in the temporary results of a tax receipt generation set) it cannot be deleted, only inactivated.
- The progress indicator on the generation page is not clear enough to understand when receipts have been generated, saved and emailed.
- If the three required fields in T_DEFAULTS are not set-up, there is no error displayed before receipts are generated, they just fail quietly.
- Elevated Event non-deductible amounts are not being calculated correctly, and therefore Elevated Events will be ignored in the beta version of this feature.
- The maintenance tool can currently only create 4000 receipts at a time. If more than 4000 receipts are queued to be generated, the generation job will fail, but there is no indication in the application that the failure has occurred.
- Once a generation set has been used to generate temp results, or actual receipts, the parameter set cannot be deleted.

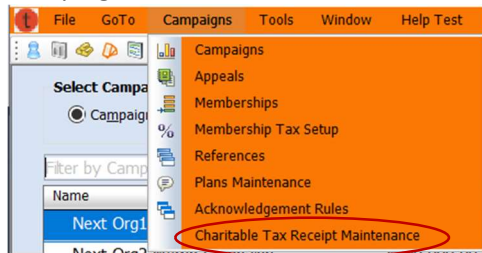
Basic Testing Steps:

Basic testing steps for this feature are outlined below. Please feel free to try any other combination of steps. Our goal is to make sure this feature meets your needs, generates correct results, and is as intuitive as possible.

- Navigate to the new Charitable Tax Receipt Maintenance tool
 - In the web application, the Charitable Tax Receipt Maintenance tool may be found in the Fundraising & Membership category on the System Navigation panel



- In the desktop application, the Charitable Tax Receipt Maintenance tool may be found under the Campaigns menu



- Add a new Generate Set
 - Re-Generate and Void sets are not currently functional, but they will be in future releases
- Define parameters that will select a small number of contributions for one or more constituents

NOTE: Generating receipts, even from a beta testing environment can send real emails to constituents. Therefore, it is recommended that you only use staff accounts for testing or change the email addresses on real constituent accounts to your own email address to prevent sending out tax receipts by mistake.

NOTE: For the Beta, do not attempt to create more than 4000 receipts in a single run. In a future release, handling for larger numbers of receipts will be added.

- Save the set, then click Populate to display a list of the receipts that are eligible for creation
- Select/De-select receipts for generation, drill into receipts to see the transactions that are linked to each potential receipt
- Save the temporary results, leave the maintenance tool, then return and review your changes, or ask another user to review
- When satisfied with the receipt list, click Generate to create and email tax receipts

NOTE: For Phase 1, tax receipt PDFs can only be saved in a temporary local location. In future releases, we will enable saving receipts in Tessitura's S3 cloud storage, or in the local location of your choice if you are not hosted by Tessitura.

- Receipt files will be saved locally, using the file path defined in the T_DEFAULTS CHARITABLE_TAX_RECEIPT_DOCPATH location
 - Using the defined file path as a base location, sub folders will be created to store receipts by Charitable Tax Organization ID (found in the TR_CHARITABLE_TAX_RECEIPT_ORGANIZATION table) and calendar year
 - For example, if you provide a DOCPATH location of C:\TaxReceipts, then when receipts are generated, they will be saved in C:\TaxReceipts\1\2022
- Receipt files will be created with the following naming convention:
 - [tax receipt org ID]_[constituent ID]_[tax receipt #].pdf

NOTE: Regenerated and voided receipts will be uniquely named so users can distinguish between original receipt files and regenerated or voided files.

Feedback: Charitable Tax Receipt Maintenance

In your Charitable Tax Receipt Beta ticket in Team Support, please provide any feedback you may have on the Charitable Tax Receipt Maintenance tool.

- Parameter sets
- Parameters and filters
- Results Preview
- Transaction Details
- Naming and saving of tax receipt documents
- Email delivery of tax receipts

Charitable Tax Receipts Page on the Constituent Account

A new page has been added to Constituent accounts so users can easily see and interact with tax receipt that have been issued to a constituent, using the Charitable Tax Receipt functionality. Selecting any receipt in the grid will open a detail page where users can see additional information about the receipt. From the receipt detail page, users can see even more information from the tax receipt, including the linked transactions and the full delivery history of the receipts. Full documentation for this feature is available in the [v16 Help System](#).

For this round of beta testing, you will be able to:

- View tax receipts generated for a constituent
- View receipt details, including the transaction details and delivery history
- Use the Preview button to see an image of the PDF that was saved in local storage

In future versions, the Charitable Tax Receipt page on the constituent record will also enable users to:

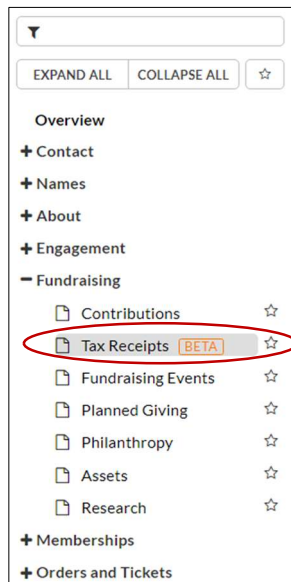
- Re-generate (reprint and re-email) previously issued tax receipts
 - This includes the ability to change the tax organization, cover letter or receipt template, postal address, salutation, and email that will be used for the regeneration
- Void previously issued tax receipts
- Link voided receipts to any replacement receipt(s) that have been generated

Basic Testing Steps:

Basic testing steps for this feature are outlined below. Please feel free to try any other combination of steps. Our goal is to make sure this feature meets your needs and is as intuitive as possible.

- Once you have generated at least one tax receipt using the Maintenance tool, navigate to the new Constituent Tax Receipt page

- In both the web and desktop application, the Charitable Tax Receipt page may be found in the Fundraising category on the Constituent navigation panel



- Review the receipt grid
- Use the grid filters and column ascending/descending sort options to alter the display
- View the details of any receipt by clicking the Edit icon
- Use the Contributions and Delivery History tabs at the bottom of the page to see additional information about the receipt

NOTE: The Preview button is clickable in v16.0.4, but this functionality is not fully complete and will not open a preview of the tax receipt PDF in this release. This functionality will be completed in a future release. For Phase 1, you can view the tax receipt PDF by navigating to the document storage location defined in T_DEFAULTS and opening the PDF directly.

Feedback: Charitable Tax Receipts Page

In your Charitable Tax Receipt Beta ticket in Team Support, please provide any feedback you may have on the Charitable Tax Receipts page on the constituent account.

- Main page grid
- Detail page
- Detail page Contributions tab
- Detail page Delivery History tab

Feedback: Overall

In your Charitable Tax Receipt Beta ticket in Team Support, please provide any additional feedback you have regarding the Charitable Tax Receipt feature.