



let's hear your
stories...

what have we
been **doing**?

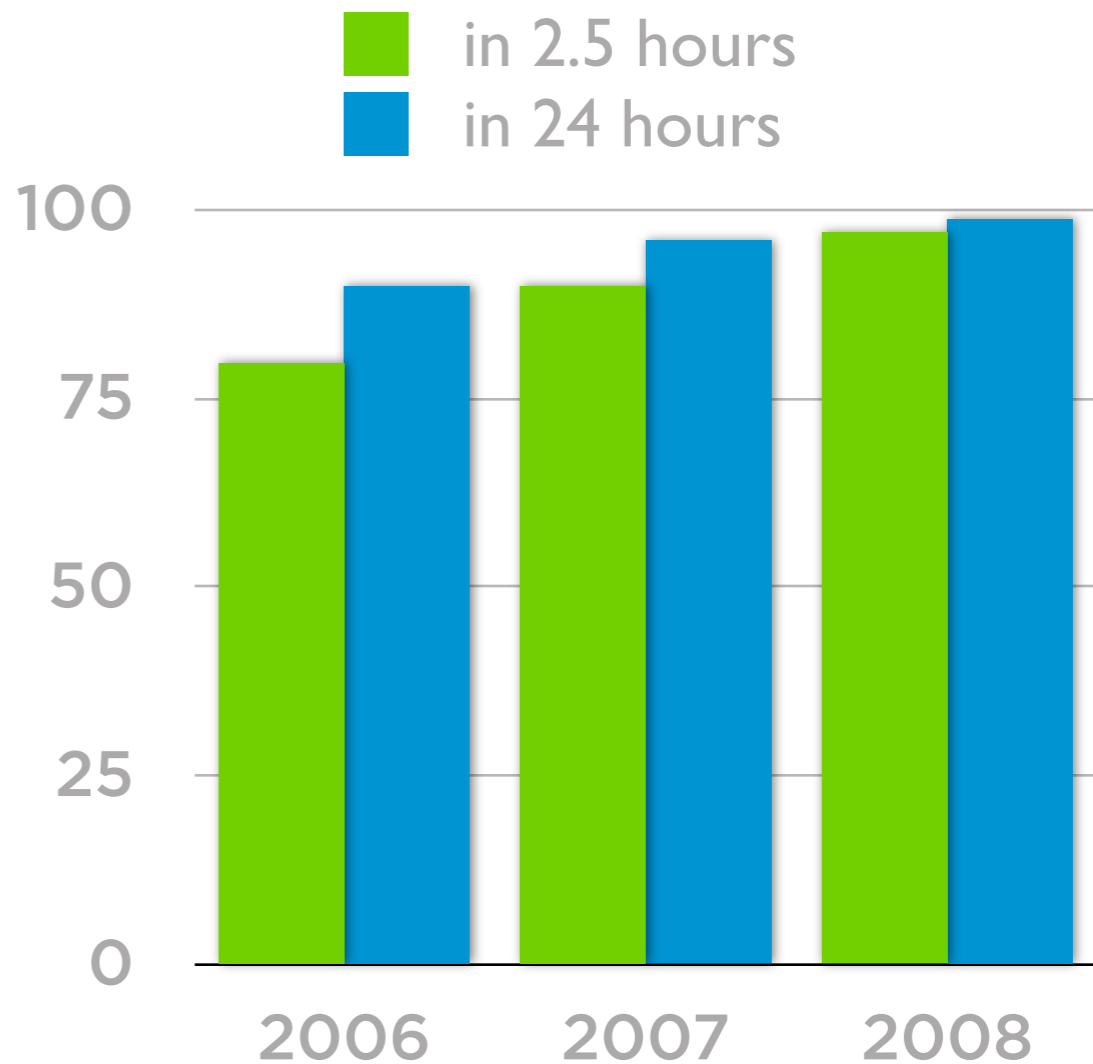
customer **service**

- **5250 client facing tickets since last year's Community Conference**
- **94.7% are resolved and closed**

customer service

Time to First Activity:

- 97% had first activity in less than 2.5 business hours
- 99% had first activity within 8 business hours

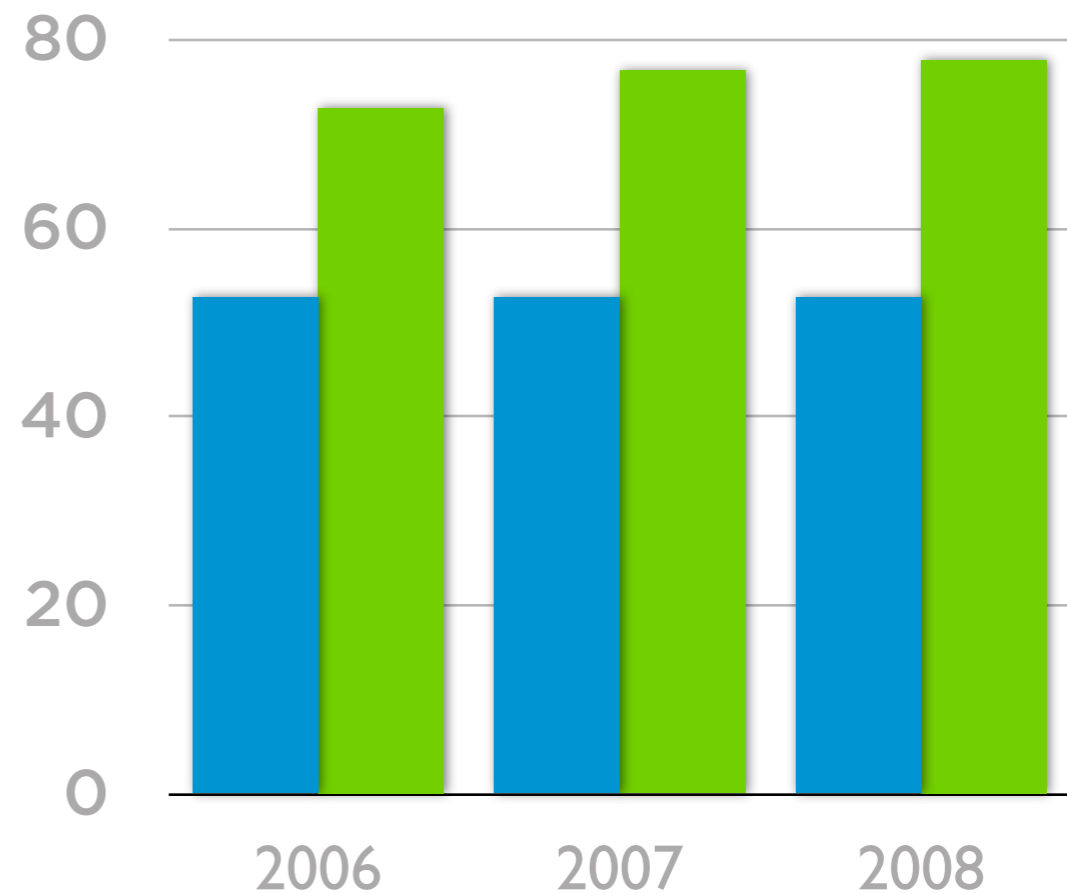


customer service

Time to Close:

- 53% in 1 business day
- 78% in 7 business days

■ in 24 hours
■ in 7 business days



what's **new**?

what's new?

- email receipting
- WebWare for WebGUI 7
- WebWare Identify “Lite”
- One-time EFT donations
- Recurring EFT donor self-service
- PDF attachments in SendWare
- WebWare shipping charge choices
- Communications Log
- supf2views
- first gift to pledge
- dwpush / changelog
- international phone
- free shipping
- mobile viewer

what's coming?

- live web credit card charging
- Credit card encryption
- more BankWare credit card gateways
- DPI forecasting (d3)
- move configDB into code maintenance
- more pledge enhancement
- more webware enhancements
- code attributes
- immediate response letters
- ZIP radius in Select
- WebWare stock code groups

dasco3

dasco3.1

- standardized installers
- faster
- chunking of large result sets
- more stable
- 1635 tests and growing



General Information

Stockcode: G879S
Title: Grace Awakening Study Guide - Georgian
Author: Swindoll
Category: B
Comment:

Profile

[Empty profile box]

- Dashboard
- Warehouses (0)
- Transactions (27)
- Packets (0)
- Keywords
- Miscellaneous

Status / Flags

Status: Active

Forecast Item

Giveaway Item

Can Be Backordered

Can Be Sold to Resellers

Retail Item: Retail Sales Allowed

Controversial Material

Hold Item

Special Handling: UPS normal

Miscellaneous

Creation Date: 03/23/92

General Ledger Code: test account number

Special Order:

Operator Message: Test Message

User 1: Doug's

User 2: Don's

User 3: Ray's

Price Code: Quantity Discount Table R

Vendor Info

Vendor Code: Tyndal Publishing House

Vendor Stock Code: SW879

Lead Time in Days: 45

Reorder Level: 50

Suggested Order Quantity: 75

Royalties

Royalty Method: Gross

Royalty Percentage:

Show Orders and Shipments



Stock Code: * Show Pending Orders Show Past Orders 1 Month

Stock Code	Ordered	Exp Rec	Rec	PO	Qty Ordered	Qty Received	Cost	Vendor Invoice	Vendor Inv Da	Vendor Code	rc
996	04/09/20...	04/04/20...	04/04/20...	84745	100	100	123.32	123121	04/04/20...	BAKER	DI
991	04/08/20...	04/08/20...	04/08/20...		4	4	0.00	**/**/****		INTRNL	DI
991	04/08/20...	04/08/20...	04/08/20...		4	4	0.00	**/**/****		INTRNL	DI
991	04/08/20...	04/08/20...	04/08/20...		2	2	0.00	**/**/****		INTRNL	DI
991	04/08/20...	04/08/20...	04/08/20...		4	4	0.00	**/**/****		INTRNL	DI
991	04/08/20...	04/08/20...	04/08/20...		4	4	0.00	**/**/****		INTRNL	DI
996	04/04/20...	04/17/20...	04/04/20...	21345	76	100	1234.56	12345	04/04/20...	HLP	DI

No Batch

7 Lots found in 563 ms

test1



Dashboard Unfilled (0) Documents (0) In Progress (0) BO Items (0) Held Items (0)

Ordered: Past Year

Order #	Order Date	Ship To	Order Status	Name	State	Zip	Reason	Days Old
---------	------------	---------	--------------	------	-------	-----	--------	----------

Summary

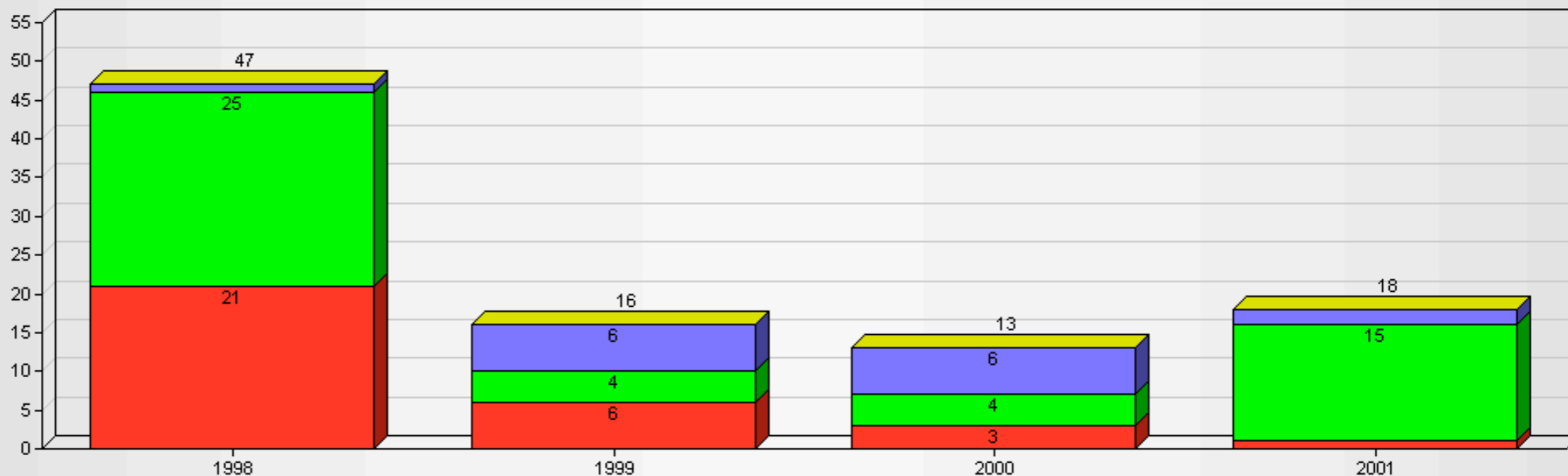
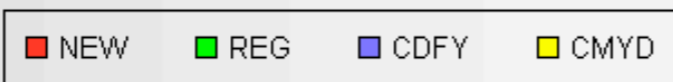
RunID: edtest10
 RunDate: 03/10/08
 Operator: ed
 As Of: 03/10/02

Chart Options

- Donors
- Counts
- Amounts

Data Options

- # Donors
- # Gifts
- \$ Amounts
- Averages
- Percentages



Actuals Forecast

Years To Forecast

- One
- Two
- Three
- Four
- Five

Retained Donors


	Actual Rate	Projected Rate	Actual Value	Projected Value
New	0.00%	0.00%	\$130.00	\$27370.94
Regained	4.08%	4.56%	\$722.71	\$384.68
2 Year	28.57%	40.87%	\$283.10	\$177.14
3 Year	33.33%	44.44%	\$236.40	\$313.38

Additional Donors

	Year 1	Year 2	Year 3
New	14.1428571428571	14.1428571428571	14.1428571428571
Regained	16	16	16

Forecast

CreateChild



Basic Info

Child ID: Bangladesh 050072-Riship... 9262

Name: Miguel Schroeder

Sex: Male Female

Birth Date: 04/23/2002

Status: Available Pending

[Create Child](#)

Code	Value	Description
Surname	Schroeder	
Given Name	Miguel	
Brothers	0	
Sisters	2	
Mom	005	Baggage Carrier
Occupations: Dad		
Lives With		
Health		
Education		
Grade		
Favorite Subject		

[Done](#)

No Batch 15 records found in 454 ms test1

dasco3

3.0.0 Base

Open source toolkit with infrastructure, security, and cross-client support

3.0.1 Accounts

Full Account maintenance, dollar entry, enter/exit/balance batch, combine 2 accounts, HSP, Functions (user hooks)

3.0.2 Daily Process

Manage days/batches, process CC batches, process recurring donations

3.0.3 Queries

Interactive/Drill-down MGCF2, Run DPI, Designation Inquiry, Motivation Inquiry, EZ Selects, Visual DPI

3.0.4 Order Entry

Order entry, Return Orders

3.0.5 Receipt Production

Segment, produce, reissue, run control files

3.0.6 Order Fulfillment

Choose orders to fulfill, mark orders as filled, fill backorders, display/release held items, change order status

dasco3

3.0.7 Selects

Create, maintain Select models/groups, run Select models

3.0.8 File Manager

View/download Select output files, split files, file manipulation, name substitution, calendarized addresses

3.0.9 Mass Communication

Apply a select output file against templates for Letters, Labels or SendWare2

3.0.10 Turbo

Configure Turbo, Run Turbo on DB, Run Turbo on File

3.0.11 Code Maintenance

Codes, Designations, Motivations, Custom Output Formats, Receipt Segmentation Maintenance, Supplemental Definitions

3.0.12 Inventory Maintenance

Stock codes, Receive Inventory, Enter Transactions, Reconcile Inventory

3.0.13 System Maintenance

Data export/import, data integrity checks, EOY roll, Recalculate Inventory FIFO, Purge Old Orders, Menu Maint, User Maint, Role Maint, Subscription Issue Update, Sales A/R Cycle

dasco3

3.0.? Duplicates

Find Dupes, Combine
Dupes from File

3.0.? Sponsorship

Find Child, View Child,
Run Model, View Files,
Apply Actions

3.0.? Screen Builder

Use server side config file
to build D3 dialogs and
scripts

releases

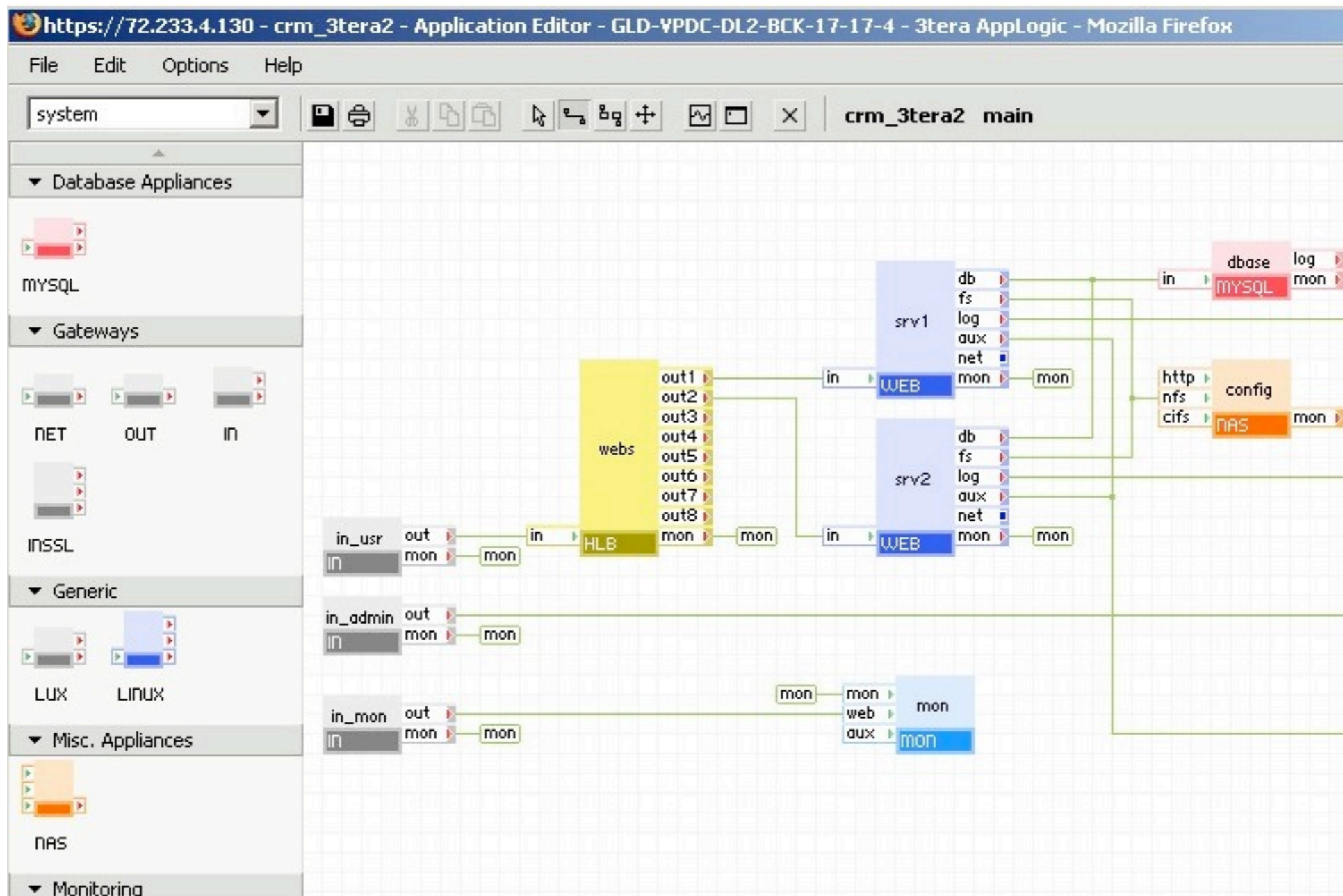
- 3.1 Base + Account
- 3.2 Daily Admin
- 3.3 Query / DPI Explorer / EZ Selects
- 3.4 Fulfillment / Inventory
- 3.5 Sponsorship
- 3.6 DC1000
- 3.7 File Transfer
- 3.8 Adjustments
- 3.9 Find & Combine Dupes / Mass Change / Turbo
- SendWare
- Select Maintenance
- System Maintenance
- New Modules
 - Broadcast
 - Volunteer
 - Events

known issues

- 4 Critical Issues
- 15 Improvement Issues
- 11 Interface Tweaks

- We will announce a release date once the 4 critical issues are resolved

grid.donor.com



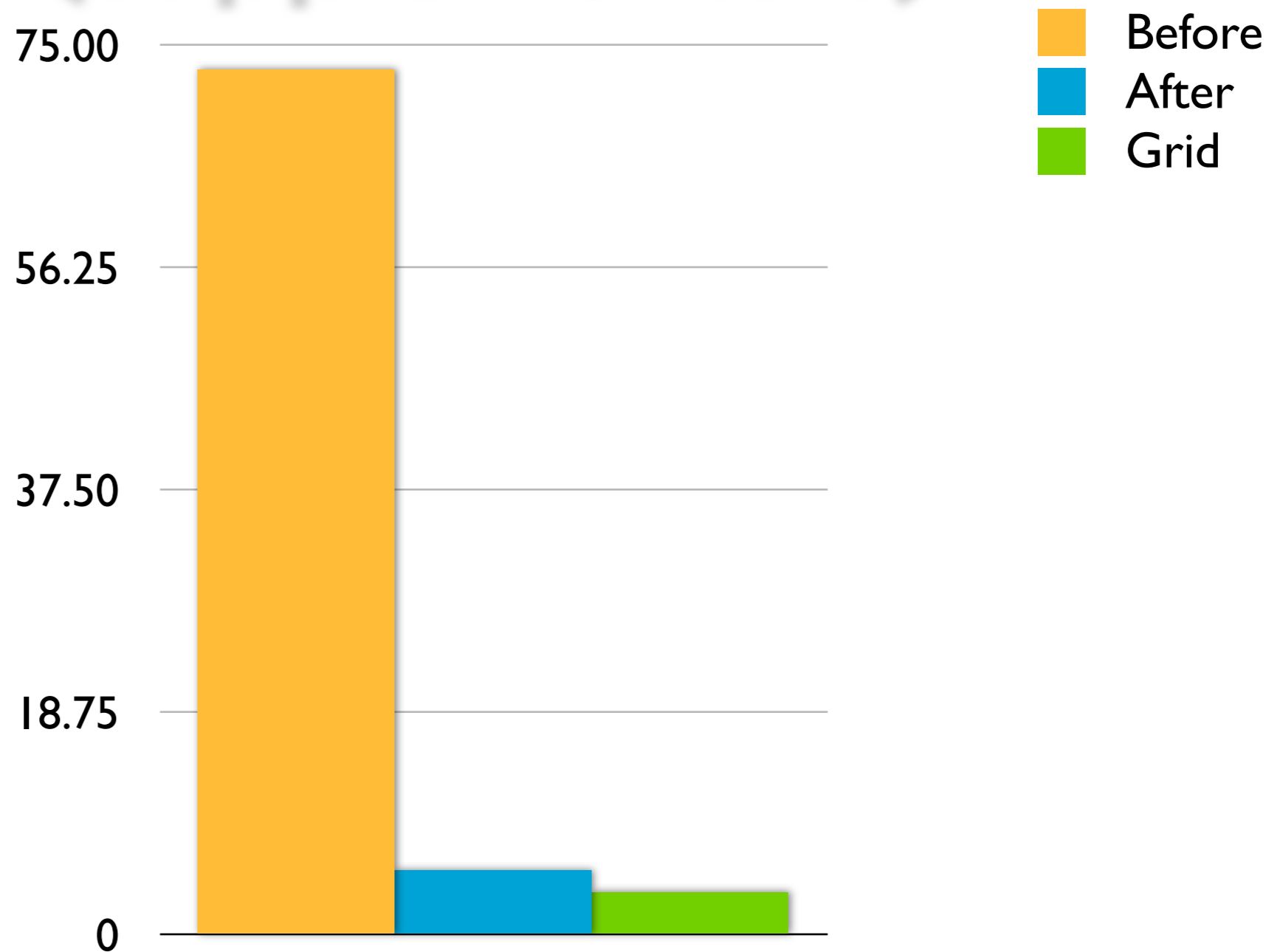
grid.donor.com

Benefits:

- Scalability - Faster to add new resources
- Uptime - automatically recovers
- Dedicated per client environment
- Ability to add dedicated hardware per client

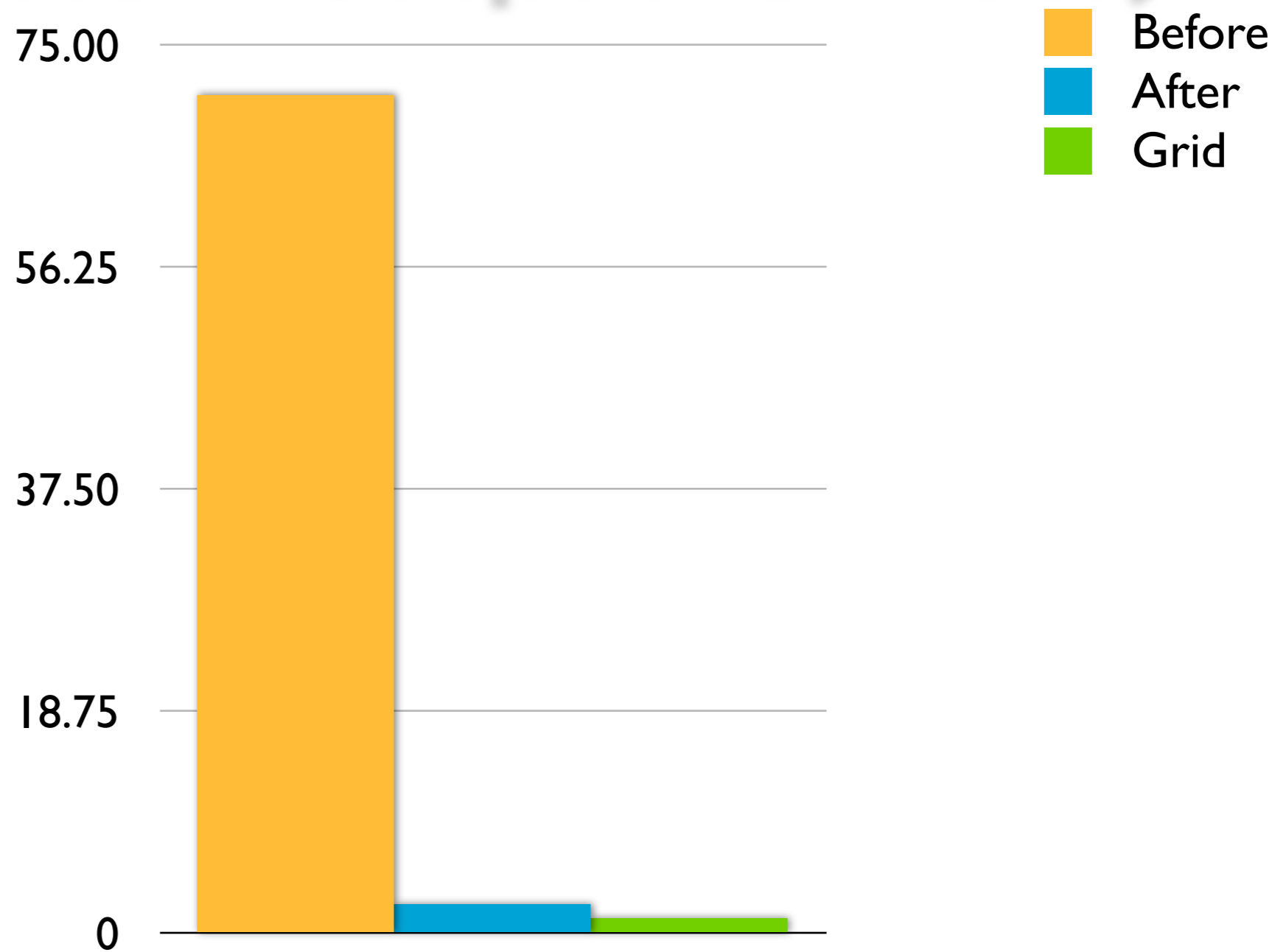
improving MySQL performance

df0200 (supplementals)

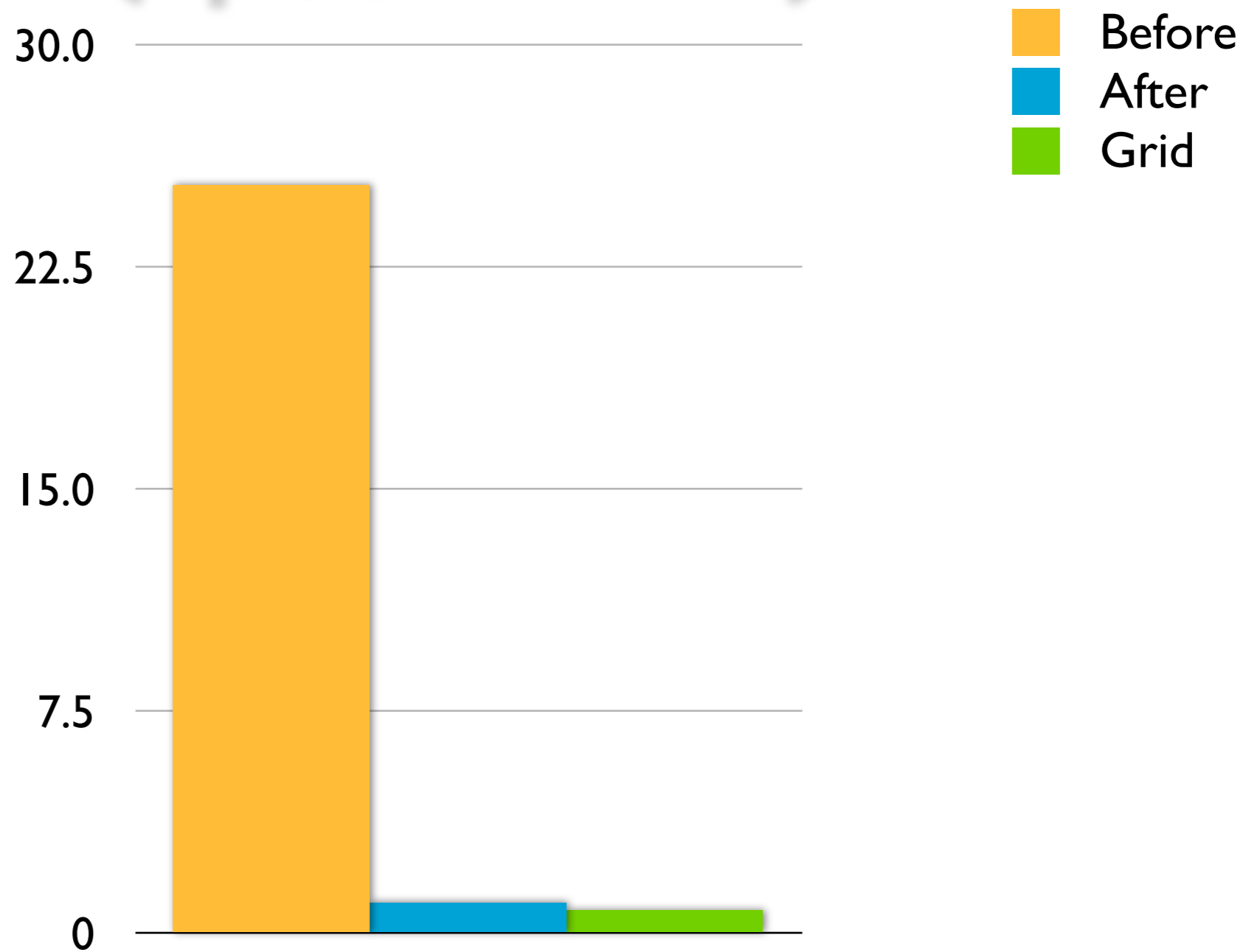


selout

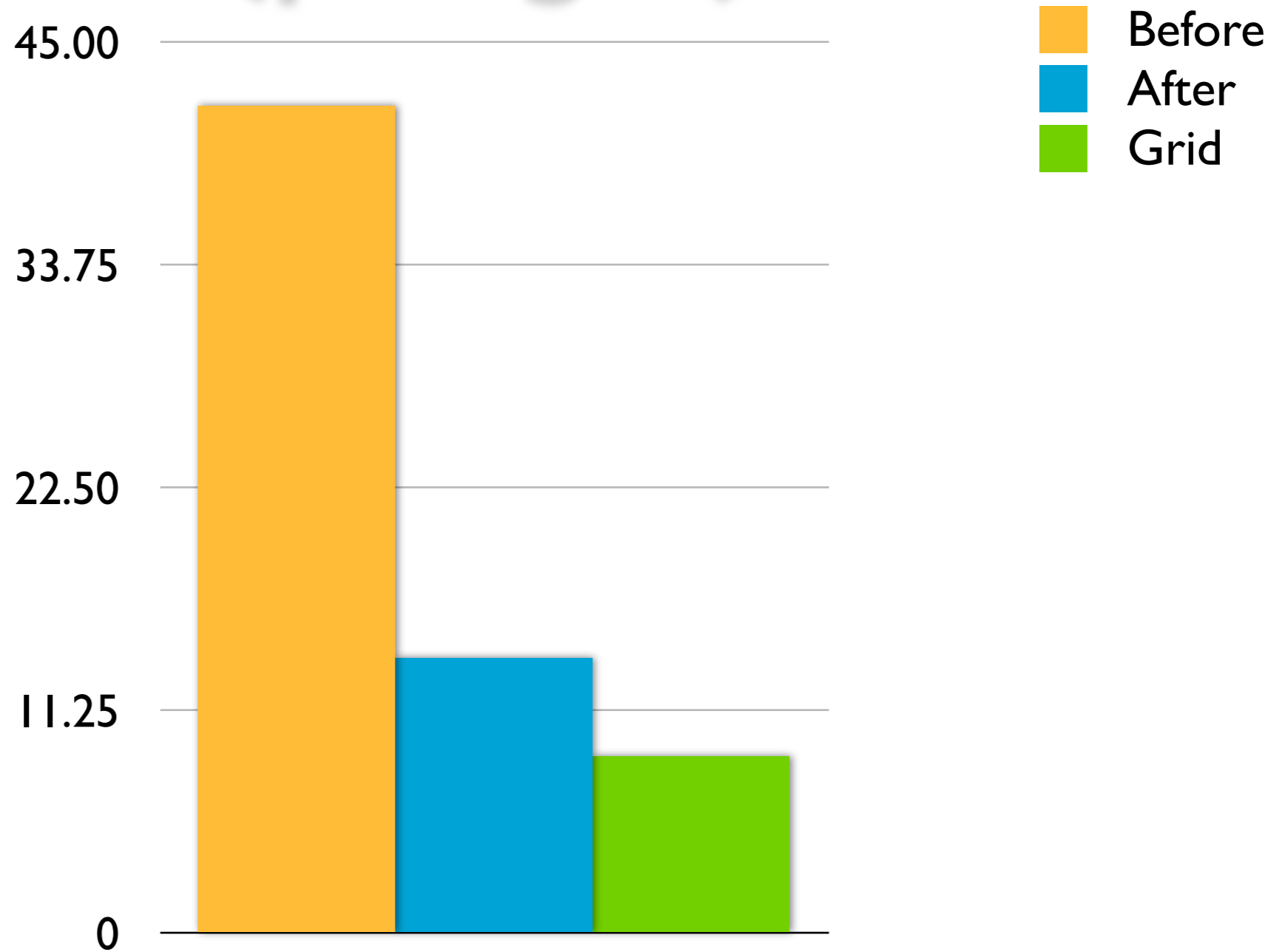
(custom output formats)



df0400 (special lists)

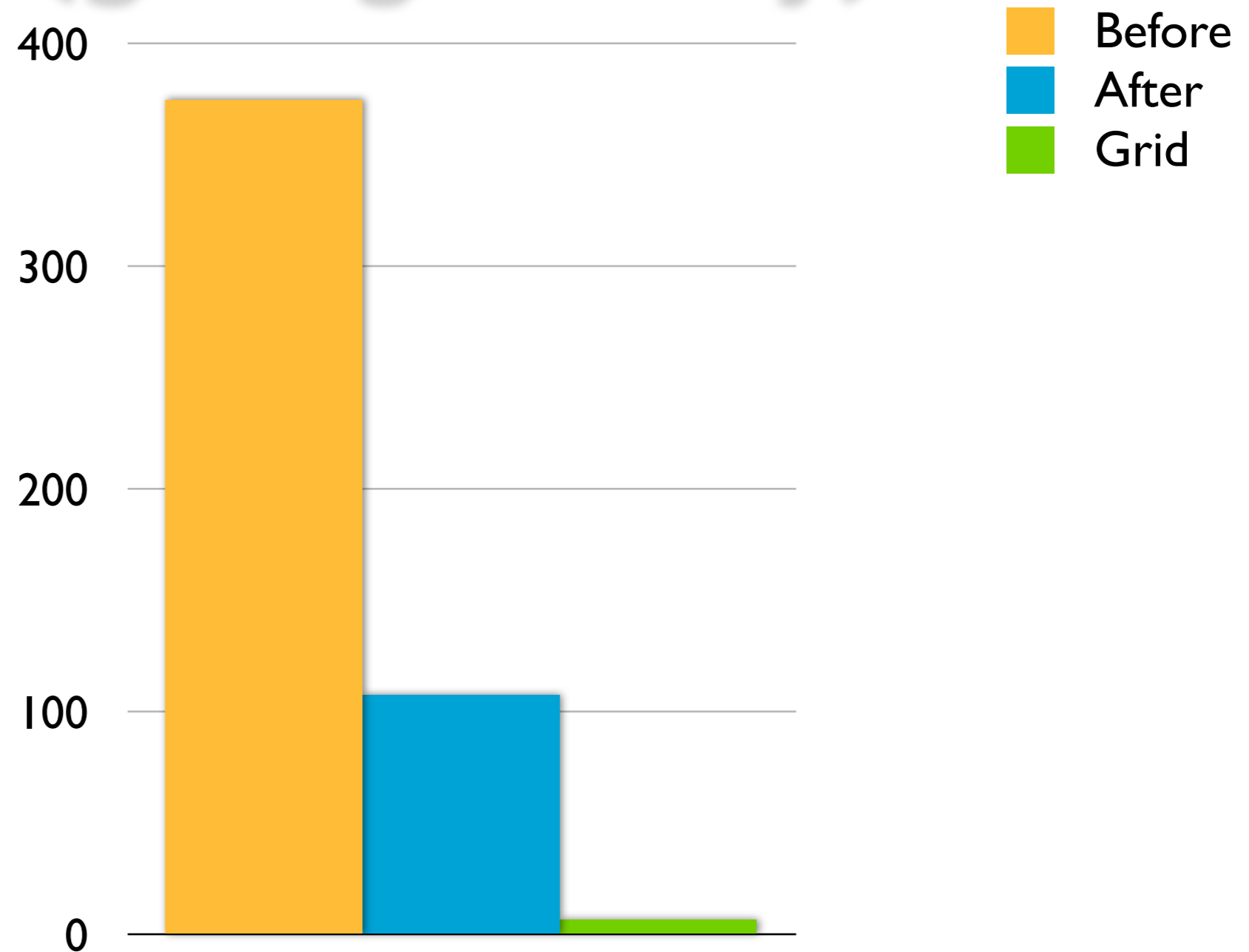


df0500 (pledges)

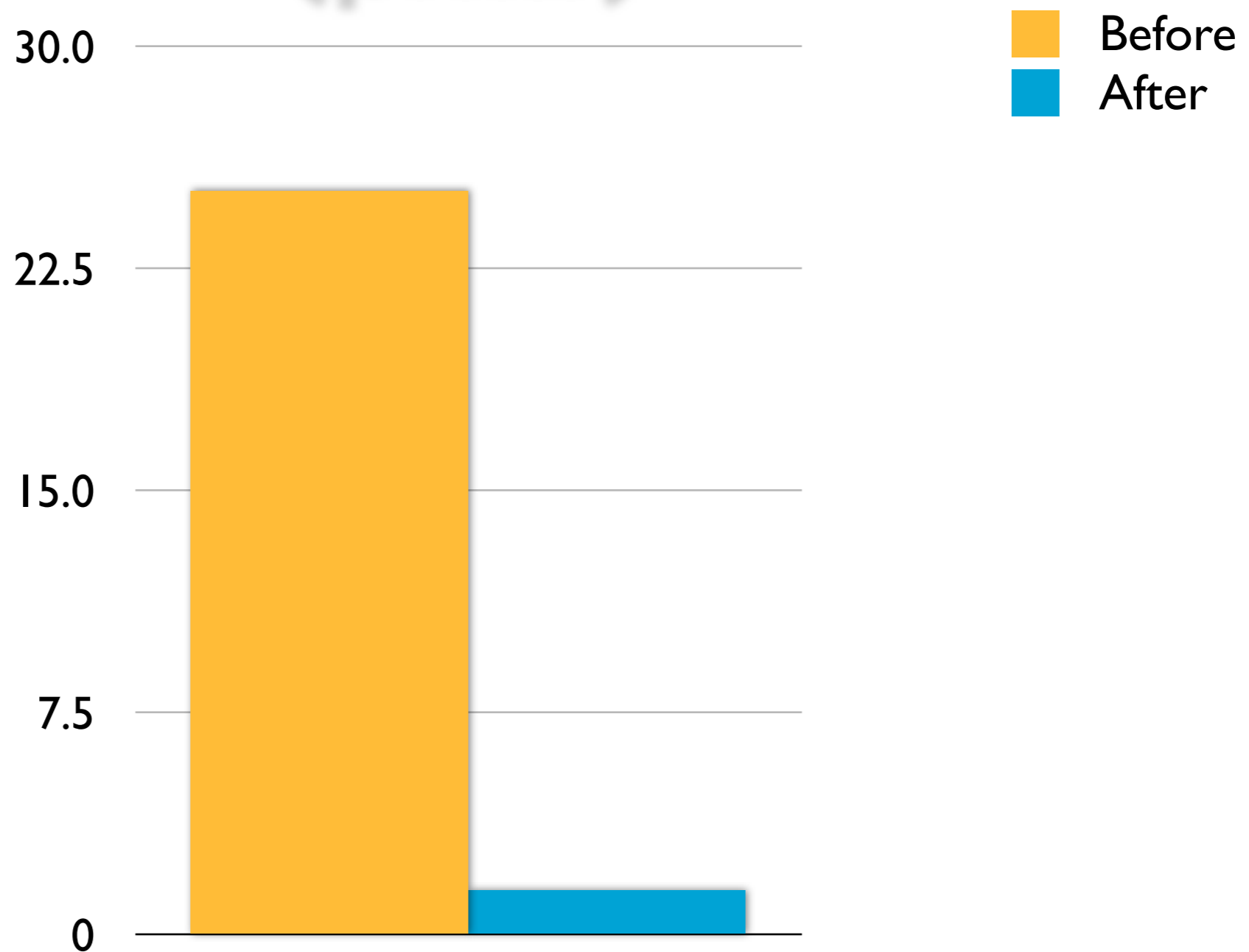


dm0500

(giving history)

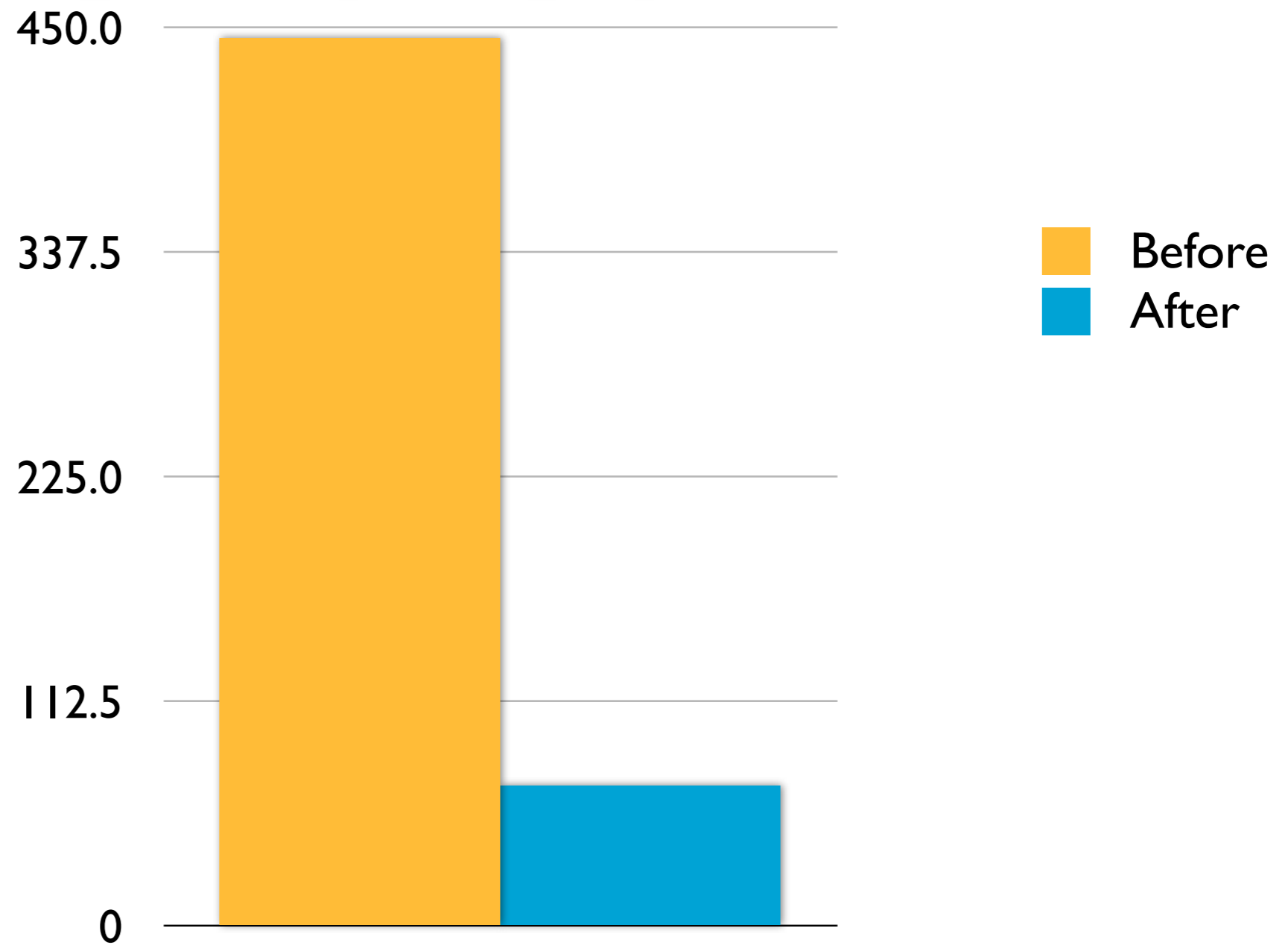


select (prmf)

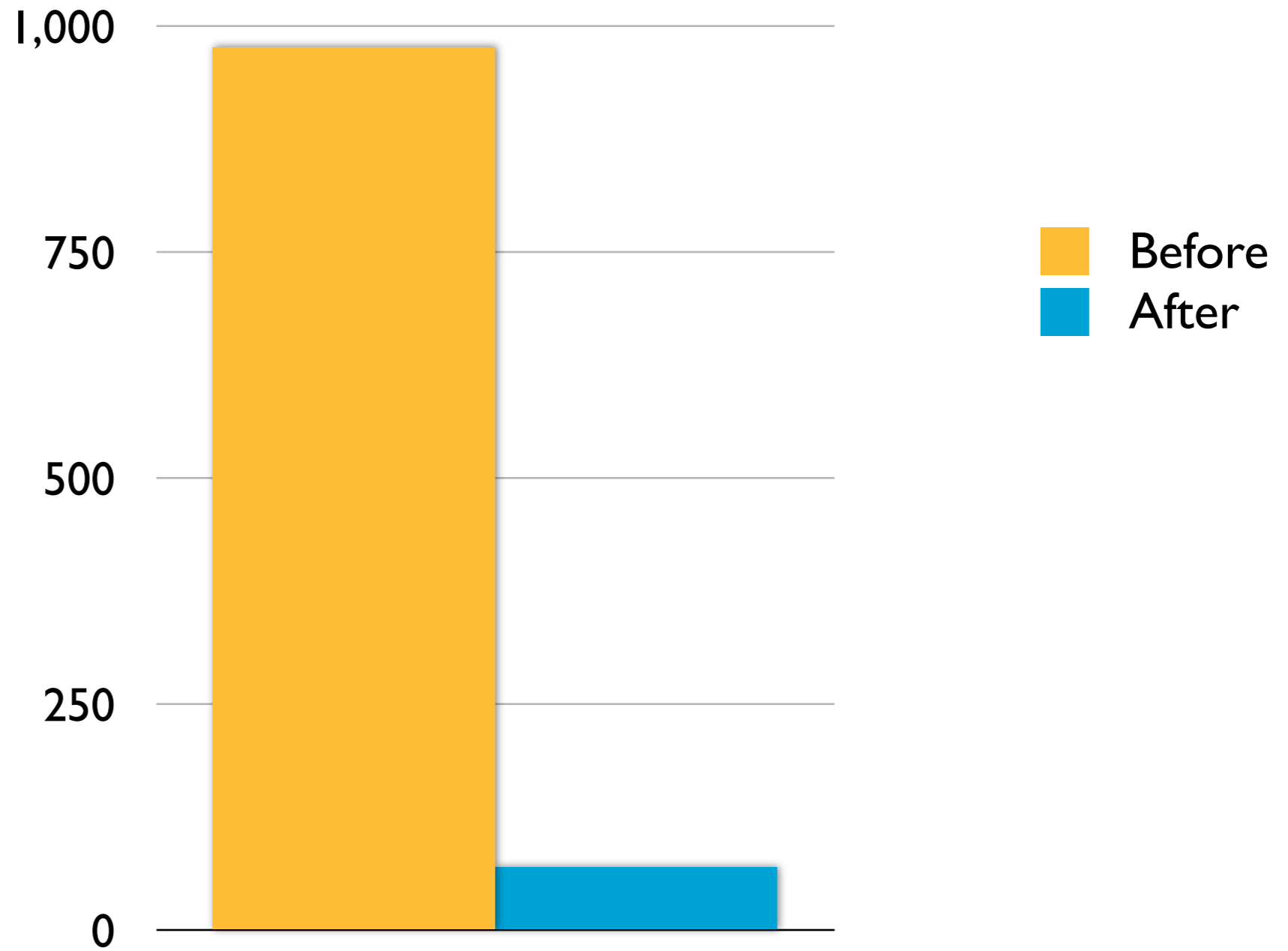


select

(prmf, supf, hstf)



select (prmf, hstf)



donorware
FOUNDATION

what's next?

- more **dasco3**
- more **sales** and marketing
- more **innovation**



go make a differencetm