

IMPORTANT PROCESSING DEADLINES AND INFORMATION

All,

With the December holiday quickly approaching we would like to make everyone aware of the processing deadlines in Advancement Operations for 2017.

In order to meet the operational requirements of ITS, all gifts, pledges and pledge payments must be submitted to Alumni & Gift Services by 4:30pm on Thursday, December 21st. The final day for processing any credit card payments will be Thursday, December 21st. This deadline will allow the Alumni & Gift Services Team the ability to ensure your submissions are dealt with before closing on December 22nd. Any payments received after 4:30pm on the 21st may not be handled until our return in 2018, but will qualify for a 2017 tax receipt if eligible.

A reminder that when submitting gifts and pledges to our office **all required documentation and information must be provided (ie. account #'s, Empllds, etc)**. The Remittal can be found on our website <http://www.advser.uwo.ca/information.htm> - please use Faculty Remittal located at the bottom of the page. All gifts and pledges requiring new account/project setups **must** be submitted to Advancement Operations as early as possible this month **to allow appropriate lead time for the financial process**.

A reminder to encourage your donors to visit our online giving site <https://secure2.convio.net/uwo/donate.html> to make their donations over the holidays. All eligible online gifts and pledge payments received prior to midnight on December 31st will be issued a 2017 electronic receipt.

A reminder of the strict adherence of PCI (Payment Card Industry) policies for credit card donations. With the current PCI Audit underway for Western, it is imperative that we are not collecting donor credit card information through voicemail or email as this is not a secure method of transmission. Your holiday voicemail message should include a reminder to donors to not leave credit card information on voicemail for security purposes. If a donor chooses not to donate via the online giving page, credit card numbers can be sent via Canada Post or faxed to the secure fax located in Alumni & Gift Services (519-661-4182). If you receive credit card information over the phone or from a donor directly, the credit card number must be stored in a secure location until such time it can be delivered to Alumni & Gift Services in the New Year for processing. Please note that CVV (3 digit security code) should not be collected from donors. CVV codes are only required to be entered by the donor when donating through the online giving page. The policies and procedures imposed upon us by PCI ensure security for both our donors and Western.

And lastly, all envelopes must be retained and submitted with gifts received over the holidays. Envelopes bearing a postmark of December 31st or prior are eligible for a 2017 tax receipt. If you are dealing with any groups or contacts outside of your immediate area, who collect donations, we ask that you please share this important piece of information with them. All 2017 eligible gifts will be our processing priority upon our return in January.

Thank you to everyone for your assistance during this busy time.

Wishing all a safe and happy holiday!

Janice

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