



MANY PARTS; ONE CHURCH

CSA | Catholic Services Appeal
Diocese of Saginaw

Transmittal Manual

2019

Finance Office

5800 Weiss St • Saginaw, MI 48603 • 989-797-6626

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Introduction

This *Catholic Services Appeal 2019* Transmittal Manual contains information important to pastors, pastoral administrators, CSA contacts, chairpersons, and those who assist them. This booklet contains instructions, examples, important dates, visual aids, and guidelines that your parish team might find useful when communicating pledges, payments and other financial information to the finance office.


Thank you for your efforts and hard work that made CSA 2018 a success. Good luck with the upcoming CSA year. Please do not hesitate to call or email the CSA office if you have any questions, suggestions or need assistance. I look forward to working with you through the 2019 campaign and beyond.

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Catholic Services Appeal 2019

This year in your packet, parishes are required to include a letter from Bishop **AND** Pastor, a pledge card, a CSA brochure, and a return envelope.

- You will receive an electronic copy of your GlobaFile **Parish Address List** via e-mail that has been sent to our CSA materials printer, the F.P. Horak Company. Everyone on the GlobaFile list will receive a CSA mailing, even if they are no longer receiving parish envelopes.
- Your parishioners should fill out the **back** of the perforated **Pledge Card** (Ex. 1 below) attached to the bottom of the Bishop's letter. The front side of the pledge card is automatically populated with the parishioner's name and address.


2019 CSA Pledge Card	
Parish ID # _____ Diocesan ID # _____ Email Address: _____ (PLEASE PRINT CLEARLY)	Amount of Gift \$ _____ Amount Paid Now \$ _____ Balance Due \$ _____ * DO NOT complete credit card information if you are pledging online.
	<input type="checkbox"/> Credit Card Payment <input type="checkbox"/> Visa <input type="checkbox"/> Mastercard <input type="checkbox"/> Discover <input type="checkbox"/> American Express
<input type="checkbox"/> I will utilize online giving at: www.saginaw.org/csa <input type="checkbox"/> Cash/Check Payment (make payable to parish) REMINDEES on Balance Due <input type="checkbox"/> No, I would not like to receive payment reminders <input type="checkbox"/> Yes, Every Month (July – March ONLY) <input type="checkbox"/> Yes, Every Other Month (July – March ONLY) <input type="checkbox"/> Yes, Electronic Statement (Must provide email address)	Exp. ____ / ____ CVV2 _____ (last 3 digits on back of card) <input type="checkbox"/> Please charge my credit card for total gift Monthly Payment Plan (July through March) <input type="checkbox"/> Please charge my credit card in 9 monthly installments until balance is paid in full.
	Signature/Date _____

Ex. 1 – detachable pledge card (front and back)

Plain Pledge Cards (Ex. 2) are available for those who did not receive a letter or those who forgot or lost their pledge card. They can be placed in the pews, church entryways, or mailed with follow-up letters. (You had the opportunity to order a supply of these envelopes with your original **CSA material request form**, but a limited supply of additional envelopes is available through the Development Office.)

Parishioners must enter in their name, address, email address, and parish information. **Parish staff must enter the parishioner's ID# when processing the cards.** (ID numbers are found on the address list provided by the CSA office) The **mailed** pledge cards already have their ID# bar-coded on them.

Ex. 2 – Pledge Card

2019 CSA Pledge Card	
Name: _____ Address: _____ City, State, Zip: _____ Parish: _____ Parish ID # _____ Diocesan ID # _____ Email Address: _____ (PLEASE PRINT CLEARLY)	Amount of Gift \$ _____ Amount Paid Now \$ _____ Balance Due \$ _____ * DO NOT complete credit card information if you are pledging online.
	<input type="checkbox"/> Credit Card Payment <input type="checkbox"/> Visa <input type="checkbox"/> Mastercard <input type="checkbox"/> Discover <input type="checkbox"/> American Express
<input type="checkbox"/> I will utilize online giving at: www.saginaw.org/csa <input type="checkbox"/> Cash/Check Payment (make payable to parish) REMINDEES on Balance Due <input type="checkbox"/> No, I would not like to receive payment reminders <input type="checkbox"/> Yes, Every Month (July – March ONLY) <input type="checkbox"/> Yes, Every Other Month (July – March ONLY) <input type="checkbox"/> Yes, Electronic Statement (Must provide email address)	Exp. ____ / ____ CVV2 _____ (last 3 digits on back of card) <input type="checkbox"/> Please charge my credit card for total gift Monthly Payment Plan (July through March) <input type="checkbox"/> Please charge my credit card in 9 monthly installments until balance is paid in full.
	Signature/Date _____

Payment Reminders – If a parishioner is going to fulfill a pledge by making cash or check payments, monthly or bi-monthly payment reminders can be mailed. Alternatively, monthly electronic payment reminders can be sent. **The CSA office cannot provide one-time reminders.** To receive electronic statements, donors must provide a legible email address.

Credit Card Payments – If a parishioner is going to fulfill their pledge by paying with a credit card, they can make a one-time payment or choose nine monthly installments charged July through March, only. **If the Diocese receives their pledge late in the campaign, the number of payments and monthly amount will be adjusted accordingly.**

CVV2 Code – For added security, credit card companies are asking that people include the 3-digit code found on the back of their credit card.

Pledge Information

- When filling out their pledge, sometimes parishioners are confused and incorrectly enter their pledge and/or payment information. When processing that pledge, enter the information correctly on the card as you interpret it, so both your office and ours enter the information identically.
- In your address list, also enter their pledge and payment information as you interpreted and reported to the CSA office so your records reconcile with the diocese.
- **PLEASE USE YOUR ADDRESS LIST (or some other recordkeeping method) TO TRACK PARISHIONER PLEDGES and GIVING.**
- People who have a balance due on their pledge and intend to pay with cash or check can choose to have **reminders** sent to them on a **monthly or bi-monthly basis, only.**
- Credit Card Pledges – we will charge their credit card one time or in 9 monthly installments on the 11th of the month (July through March as instructed by the donor.)

Transmittals

CSA money and transmittal reports must be filed at least monthly if monies have been received by the parish. Money and reports should be submitted more frequently if 20 to 50 pledge cards have accumulated. When enough pledges accumulate to send in a batch of 20-50 pledge cards, fill out a transmittal form (found in this manual or on the diocesan website, under Forms & Resources) and send it along with your batch and parish check to the CSA office.

- **If you have extremely large batches in the first few weekends, break them down into smaller, separate batches, no more than 50 cards at a time, with their own separate transmittal form. This makes totaling easier for your office and ours.**
 - It is helpful if a separate check is sent with each batch.
1. Verify Amounts. Verify that the amount received with a pledge card matches the amount written on the pledge card and make any necessary corrections.
 2. Enter pledge amounts into your address list.
 3. Divide into groups. Sort the pledge cards into the following groups:
 - Payments made on pledges previously sent to the CSA Office*
 - New Pledges (both pledge cards and pledge envelopes) paid by cash or check
 - Credit Card and Cash Combination (on a single pledge)
 - Credit Card Only Pledges
 - Pledges with payments made on-line through Faith Direct

**If you receive payments from the previous campaign, clearly mark the appeal year. Some parishes elect to use the "Blue Envelopes" (available through Our Sunday Visitor) as a method for parishioners to give to CSA throughout the year. Use the Payment Form to send in their giving information.*

4. Clearly mark any pledges from new parishioners and place them at the front of their respective groups. Make sure their address information, including zip code, is complete.
5. Add up each group. For **Payments Group**, fill out the payment form. For **New Pledges Group**, attach a slip of paper or register tape indicating the total pledged and total paid amounts. For the Credit Card and Cash combination, record the number of pledge cards enclosed and the total amount pledged. Then record how much is to be paid with the credit card **NOW** and how much will be paid by cash or check **NOW**. The final group is **Credit Cards Only**. This section should only be used if the credit card is to be billed over nine months and payments start at a later date. No money is coming in **NOW**.
6. Fill out the transmittal report. (*See following instructions*)

7. Prepare a parish check. Send the parish check, completed pledge cards, the completed transmittal report and the completed payment form, when applicable. Remember to securely package all items.

- Parish Assessments - Refunds will be issued to the parish at the end of each month when payments begin to exceed your assessment. All pledge cards/envelopes and payments received by the parish must still be forwarded to the CSA Office.
- CSA Payment Reminders - Statements will be sent July through March reminding parishioners of their current balance. They will be mailed monthly or bi-monthly or sent electronically each month per the donor's request. Statements will be sent in December to all donors with a balance on their pledge, whether they requested them or not.

Transmittal Reports (See sample)

- Fill in CSA campaign year, parish name, location, parish ID#, and date mailed, and CSA contact name, phone number and date mailed.
- *“Payments received on pledges already sent to the CSA Office or “Blue Envelope” gifts”*. Enter the total dollar amount of payments and attach the completed payment form.
- **New Pledges Paid by Cash or Check**
 - Line 1. Enter number of pledge cards enclosed
 - Line 2. Enter total amount pledged on enclosed cards
 - Line 3. Enter total amount paid
- **Credit Card and Cash Combination**
 - Line 1. Enter number of pledge cards enclosed
 - Line 2. Enter total amount pledged on enclosed cards
 - Line 3. Enter total amount paid now by credit card
 - Line 4. Enter total amount paid now by cash or check
- **Credit Card Only Batch**
 - Line 1. Enter number of pledge cards enclosed
 - Line 2. Enter total amount pledged
- **On-Line/Faith Direct Batch**
 - Line 1. Enter number of pledge cards enclosed
 - Line 2. Enter total amount pledged
- **Total Amount of Check(s) Submitted**
 - Line 1. Enter amount of all total lines on right hand side of transmittal report

Send a copy of your transmittal report with pledge cards, parish check and completed payment form, when applicable. **Keep a copy for your records.**

One transmittal form is included on the next page. Photo copy additional transmittal forms for your use. Transmittal forms can be obtained from our website at www.saginaw.org under Forms & Resources.



Catholic Diocese of Saginaw
Catholic Services Appeal
 5800 Weiss Street
 Saginaw, MI 48603

CSA OFFICE USE ONLY	
Batch _____	GF _____
Initials _____	
Date Posted _____	
Amount \$ _____	

Transmittal Report

CSA Campaign _____

Parish Name _____

Date Mailed _____

Parish Location _____

Processed By _____

Parish ID# _____

Phone Number _____

Payments

\$ _____

(Payments on pledges already reported to the CSA Office or "Blue Envelope" payments)

New Pledges Paid by Cash or Check

of pledge cards enclosed _____

Total amount pledged on enclosed cards \$ _____

Total amount paid \$ _____

Credit Card and Cash Combination

of pledge cards enclosed _____

Total amount pledged on enclosed cards \$ _____

Total paid now by credit card \$ _____

Total paid now by cash or check \$ _____

Credit Card Only Batch

of pledge cards enclosed _____

Total amount pledged \$ _____

On-Line/Faith Direct Batch

of pledge cards enclosed _____

Total amount pledged \$ _____

Total amount of check(s) submitted

\$ _____

Send to the CSA Office and keep a copy for your records.

Changes & Clarifications

- **Pledge Cards/Envelopes** – We have removed the diocesan address from the pledge cards and envelopes. *Please encourage your parishioners to return their pledges to the parish, not to the Diocese.*
- **New & Old Campaign** – Please do not combine old campaign payments with new campaign pledges and payments in a batch. Batches should include pledges and payments for one campaign only. Please indicate the campaign year in the space provided on the transmittal and payment forms.
- **Tax Statements** – In January, the CSA office will send year-end tax statements to all parishioners who gave a one-time gift of **\$250 or more**. Anyone can request a year-end CSA tax statement by contacting **their parish office**. **CSA contributions should not be included on the year end statements from the parish.**
- **GlobaFile Updates** – Please send in your GlobaFile changes on a monthly basis, or as they occur. The GlobaFile list we keep here at the Diocese is used primarily for EVANGELIZATION purposes. We use it for mailings. If you tell us to delete someone from your parish list, they will no longer receive *Faith Magazine* or any other mailings from the Diocese. **The GlobaFile list does NOT affect your CSA assessment. The parish assessment is based on the number of envelope holders from Our Sunday Visitor, NOT from the GlobaFile database.**
- **Faith Direct On-Line Giving** – If a parishioner signs up for recurring monthly giving, April 1st will begin a new campaign year. Depending on the timing of the new monthly gift, the first year may be less than 12 months.
- **Blue Envelope Payments** - If your parish uses the blue envelopes to collect CSA contributions, please process the first payment received as a pledge and payment, or calculate and enter their pledge based on their giving history. All following payments should be processed using the payment form.
- **Friday, June 19, 2020** – Deadline for getting batches to the CSA office for the campaign so that they get processed in time so they do not go to loan status.

Reminders

- **Always include a transmittal form (sample in this book or on the diocesan website)**
- **Always include GlobaFile ID numbers on pledge envelopes**
- **Always include an address for NEW contributors**
- **Never send cash**
- **Credit card information must be complete**
- **Monthly/bi-monthly reminders** – Due to system restrictions we are unable to efficiently and effectively process one-time reminders. Donors will have the option of receiving monthly, semi-monthly or electronic monthly reminders until their pledge balance is fulfilled. We must have an email and current phone number on file to receive electronic reminders.
- **Married with separate records** –The majority of married couples have one record ID number. However, in some situations, it is necessary to assign each spouse a separate record due to their involvement and/or position(s) within the church. CSA pledges and payments should always be sent in using the husband's record ID number.
- **Feel free to write on the pledge cards** – Often parishioners fill out information incorrectly on their pledge card. Make corrections, clarifications or changes directly on the pledge card before you send it into our office so that we can enter the information exactly as you interpreted it. Also, if an address has changed, mark that on the person's pledge card and we'll update their information.
- **Batches** – If you have extremely large batches in the first few weekends, break them down into smaller, separate batches with their own separate transmittal form. This makes totaling easier for your office and ours, and if there is ever a discrepancy, we have to only go through 50 cards instead of 100+.