University of Georgia
Office of Prospect Management
Policies and Procedures
(as of June 15, 2017)
Table of Contents

1 Overview of Prospect Management and Core Fundraising Values..............................................................9
   1.1 Introduction..............................................................................................................................................9
   1.2 Core Values...............................................................................................................................................9
   1.3 Prospect Management Team Responsibilities .........................................................................................9

2 Portfolios....................................................................................................................................................10
   2.1 Portfolio Size and Distribution ...............................................................................................................10
   2.2 Locating Your Prospects in GAIL .............................................................................................................10
      2.2.1 My Fundraiser Page ........................................................................................................................10
      2.2.2 “Prospects of” Groups ....................................................................................................................10
   2.3 Portfolio Transition ................................................................................................................................11

3 Fundraiser Roles......................................................................................................................................11
   3.1 Overview of Fundraiser Roles ................................................................................................................11
      3.1.1 Prospect Manager...........................................................................................................................11
      3.1.2 Primary Manager ............................................................................................................................11
      3.1.3 Secondary Manager ........................................................................................................................12
      3.1.4 Secondary Solicitors ........................................................................................................................12
   3.2 Becoming Prospect Manager on an Individual ......................................................................................12
      3.2.1 Criteria for Becoming Prospect Manager .......................................................................................12
      3.2.2 Accepted Clearance Requests.........................................................................................................13
      3.2.3 Rejected Clearance Requests..........................................................................................................13
   3.3 Becoming Prospect Manager on a Corporation or Foundation .............................................................13
   3.4 Clearance on Spouses / Partners ...........................................................................................................13
   3.5 Exceptions to Clearance Request Requirements ...................................................................................13
   3.6 Transferring Prospect Manager Status ..................................................................................................13
      3.6.1 Transfers Within a Team.................................................................................................................13
      3.6.2 Transfers Outside of a Team...........................................................................................................14
   3.7 Removing Prospect Manager Status......................................................................................................14
   3.8 12 Month Sunsetting Rule for Prospect Manager Status ......................................................................14
4 Types of Prospect Plans .......................................................................................................................... 14

4.1 Overview of Prospect Plan Types ......................................................................................................... 14

4.1.1 Qualification Plan ............................................................................................................................ 14

4.1.2 Major Giving Plan ........................................................................................................................... 15

4.1.3 Campaign Principal Gift Plan ......................................................................................................... 15

4.1.4 Leadership Annual Gift Plan .......................................................................................................... 15

4.1.5 Stewardship Plan ............................................................................................................................ 15

4.1.6 Permanent Stewardship Plan ........................................................................................................ 15

4.2 Suspect Qualification Plans .................................................................................................................. 17

4.2.1 Overdue Suspect Qualification Plans ............................................................................................ 17

4.2.2 Requesting Extensions on Suspect Qualification Plans .................................................................. 17

5 Components of Prospect Plans ............................................................................................................. 17

5.1 Prospect Plan Narrative ....................................................................................................................... 17

5.2 Prospect Plan Steps ............................................................................................................................. 18

5.3 Prospect Plan Stages ............................................................................................................................. 18

5.3.1 Qualification .................................................................................................................................. 19

5.3.2 Cultivation ...................................................................................................................................... 19

5.3.3 Solicitation .................................................................................................................................... 19

5.3.4 Stewardship .................................................................................................................................. 19

5.4 Planned Steps vs. Pending Steps ......................................................................................................... 19

5.5 Plan Participants ................................................................................................................................. 20

6 Opportunities ...................................................................................................................................... 20

6.1 When to Add an Opportunity ............................................................................................................... 20

6.2 Components of an Opportunity ......................................................................................................... 21

6.2.1 Status .......................................................................................................................................... 21

6.2.2 Opportunity Type .......................................................................................................................... 21

6.2.3 Expected Ask Amount .................................................................................................................. 22

6.2.4 Expected Ask Date ....................................................................................................................... 22

6.2.5 Ask Amount .................................................................................................................................. 22

6.2.6 Ask Date ...................................................................................................................................... 22

6.2.7 Likelihood .................................................................................................................................... 22
Prospect Management Policies and Procedures

6.2.8 Opportunity Designation ................................................................................................................ 23
6.2.9 Opportunity Comments .................................................................................................................. 23
6.2.10 Expected Close Date Attribute ........................................................................................................ 23

6.3 Single Opportunity vs. Multiple Opportunities ...................................................................................... 23

7 Interactions ................................................................................................................................... 23

7.1 Meeting Contact Methods ..................................................................................................................... 23
7.1.1 Initial Meeting ......................................................................................................................................... 24
7.1.2 Return Meeting ....................................................................................................................................... 24

7.2 Other Types of Contact Methods ........................................................................................................... 24
7.2.1 Campus Interaction .................................................................................................................................. 24
7.2.2 Email ................................................................................................................................................ 25
7.2.3 Event Interaction ..................................................................................................................................... 25
7.2.4 Fax ................................................................................................................................................... 25
7.2.5 Financial Advisor Interaction .............................................................................................................. 25
7.2.6 Letter ............................................................................................................................................... 25
7.2.7 Board or Committee Interaction ........................................................................................................ 25
7.2.8 Other ............................................................................................................................................... 25
7.2.9 Phone Call ....................................................................................................................................... 25
7.2.10 Prospect Narrative ............................................................................................................................ 25
7.2.11 Sky Suite Interaction ........................................................................................................................ 25
7.2.12 Social Media .................................................................................................................................... 25
7.2.13 Stewardship Interaction .................................................................................................................. 26
7.2.14 Task ................................................................................................................................................. 26
7.2.15 Text Message .................................................................................................................................. 26
7.2.16 Top Campaign Prospect Notes ........................................................................................................ 26
7.2.17 Website ........................................................................................................................................... 26

7.3 Contact Report vs. Interactions Not Tied to a Plan ................................................................................ 26

7.4 Meetings With More Than One Development Officer in Attendance ................................................... 26

7.5 Deadline for Entering Interactions in GAIL ............................................................................................ 27
7.5.1 Major Gift Impact Report ................................................................................................................ 27

8 Prospect Management Team Structure .......................................................................................... 27

8.1 Staff Members ....................................................................................................................................... 27
8.2 Prospect Management Liaison Model ......................................................................................... 28

9 Portfolio Review Meetings .............................................................................................................. 28

9.1 Quarterly Director Meetings ....................................................................................................... 28

9.1.1 Attendees .................................................................................................................................. 28

9.1.2 Agenda Items ............................................................................................................................ 28

9.2 Bi-Annual Team Meetings .......................................................................................................... 29

9.2.1 Attendees .................................................................................................................................. 29

9.2.2 Agenda Items ............................................................................................................................ 30

10 Advancement Research .................................................................................................................. 30

10.1 Introduction ............................................................................................................................... 30

10.2 Advancement Research Services ............................................................................................... 30

10.2.1 Referral Tracking System ....................................................................................................... 30

11 Frequently Asked Questions ........................................................................................................ 31

11.1 Who Is Included in My Portfolio and How Do I Get That List? ..................................................... 31

11.2 Can I Remain Prospect Manager on a Prospect if I Do Not Have a Plan on Them? ....................... 31

11.3 Can I Get Email Updates About a Prospect if They Are Not in My Portfolio? .............................. 31

11.4 How Do I Remove Myself as Prospect Manager? ........................................................................ 31

11.5 What Is the Difference Between a Secondary Manager and a Secondary Solicitor? ..................... 31

11.6 Can I Add a Plan on Someone Without the Prospect Constituency in GAIL? ............................... 31

11.7 Can I Edit a Plan Name Once I Have Added a Plan? ..................................................................... 31

11.8 What Is the Difference Between an “Expected Ask Amount” and an “Ask Amount”? ................... 32

11.9 Should I Have One Opportunity Per Plan or Should I Have Multiple Opportunities Per Plan? .... 32

11.10 How Do I Associate Revenue to an Opportunity? ..................................................................... 32

11.11 How Do I Know if Revenue Has Been Associated to an Opportunity? ....................................... 32

11.12 Can I Enter a Plan After a Gift Comes in so That I Still Receive Credit? .................................... 32

11.13 Can I Make an Opportunity Historical? .................................................................................... 32

11.14 How Can I See a List of the Meetings and Interactions I’ve Entered into GAIL This Month? ....... 32

11.15 How Do I Delete an Interaction? ............................................................................................... 32

11.16 Can I Transfer Steps Between Plans or Retroactively Tie an Existing Step to a Plan? .................. 32

Prospect Management Policies and Procedures

11.18 What Standard Reports Do We Go Over in the Quarterly Meetings? How Can I Access Them? ...... 33

11.19 I Have a Request for Something GAIL Related, But I Don’t Think It Is a Prospect Management Question: Who Do I Contact?............................................................................................................................ 33

A. Appendix ....................................................................................................................................... 34

A.1 Navigating to the My Fundraiser Page........................................................................................................ 34

A.2 Prospects and Plans Tab.............................................................................................................................. 35
   A.2.1 Prospects and Plan Section............................................................................................................. 35
   A.2.2 Prospect Assignments Section........................................................................................................ 35

A.3 Pending Activity Tab............................................................................................................................... 36

A.4 My Prospect Referrals Tab..................................................................................................................... 36

A.5 The “Prospects of” group ....................................................................................................................... 37
   A.5.1 Members Tab.................................................................................................................................. 37
   A.5.2 Manually Adding Prospects ............................................................................................................ 38

A.6 Adding a Clearance Request .................................................................................................................. 39

A.7 Adding the Prospect Constituency ......................................................................................................... 40

A.8 How to Add a Plan.................................................................................................................................. 41
   A.8.1 How to Enter Plan Details ............................................................................................................... 42
   A.8.2 Example of a Proper Narrative........................................................................................................ 42
   A.8.3 How to Add Steps............................................................................................................................ 43
   A.8.4 Adding a Single Step........................................................................................................................ 43
   A.8.5 Adding Steps from a Template ....................................................................................................... 44
   A.8.6 How to Change the Step Status...................................................................................................... 44
      A.8.6.1 How to Change an Individual Step Status ................................................................................... 44
      A.8.6.2 How to Change the Status of Multiple Steps at Once ................................................................. 45
      A.8.6.3 Utilize “Edit Next Step” Feature When Filing a Contact Report ................................................. 45
   A.8.7 How to Add a Plan Participant (Within the Plan) ........................................................................... 46
   A.8.8 How to Add a Secondary Solicitor (Within the Plan) ...................................................................... 46
   A.8.9 How to Edit Plan Name After Plan Has Been Created .................................................................... 47

A.9 How to Add an Opportunity................................................................................................................... 48
   A.9.1 Expected Close Date Attribute........................................................................................................ 48
   A.9.2 How to See if Revenue Has Been Associated to an Opportunity ................................................... 50

A.10 How to Add Interactions..................................................................................................................... 51
Prospect Management Policies and Procedures

A.10.1 Add Regular Interaction ................................................................. 51
A.10.2 Add Step and Interaction ................................................................. 51
A.10.3 File Contact Report ........................................................................ 51
A.10.4 Example of a Proper Meeting Entry ................................................ 52
A.11 Referrals from Advancement Research .............................................. 53
A.11.1 Receiving a Referral in GAIL .......................................................... 53
A.11.2 Accepting or Rejecting the Referral ................................................. 54
A.12 Research Requests in GAIL .............................................................. 55
A.12.1 Research Requests Tab ................................................................. 55
A.12.2 Adding a Research Request .......................................................... 55
A.12.3 Checking on Your Research Request .............................................. 56
A.12.4 Retrieving Your Research Request ............................................... 56
A.13 How to Pull the Custom Interactions Report ..................................... 57
A.14 How to View Major Gift Impact Report ............................................ 58
A.14.1 Drilling Down in the Major Gift Impact Report ................................ 58
1 OVERVIEW OF PROSPECT MANAGEMENT AND CORE FUNDRAISING VALUES

1.1 INTRODUCTION
The goal of the UGA Office of Prospect Management is to facilitate the development of long-term, meaningful relationships between The University of Georgia and its prospects and donors. With a donor-centric emphasis, the Prospect Management Team partners with fundraisers and their managers to facilitate movement of prospects through the development lifecycle.

1.2 CORE VALUES
The prospect management system is built on a shared organizational commitment to the following core values:

Teamwork: A fundamental principle of the prospect management program is to foster collaboration and communication among development units across campus. All prospect team members are responsible for communicating and coordinating activity with the other team members, always keeping in mind the best interests of the donor and The University of Georgia.

Accountability: The Prospect Management Team will appropriately evaluate the effectiveness of development professionals to ensure that they provide the best possible experience for prospects and donors while meeting or exceeding fundraising goals.

Transparency: A transparent prospect management program is essential to the success of the University’s fundraising and engagement efforts. It is intended to preserve institutional history and knowledge through contact reports, and this can only be accomplished with the full participation of all staff across the University. It is the responsibility of every staff member to support and/or directly maintain all relevant relationship data in the University’s alumni database, GAIL.

1.3 PROSPECT MANAGEMENT TEAM RESPONSIBILITIES
The Prospect Management Team provides oversight of prospect development, assignment, and other prospect management related responsibilities. Services offered by the Prospect Management Team include:

- Coordinate a campus-wide prospect management system
- Initiate quarterly portfolio reviews with Major Gift Officers
- Collaborate with Principal Gifts Team in managing Campaign Principal Gift (CPG) Plans and prospects
- Provide routine portfolio clean-up and maintenance assistance to Major Gift Officers
- Provide portfolio maintenance assistance to Leadership and Stewardship Officers as requested
- Monitor Major Giving Plan activity in GAIL to ensure proper prospect movement through the pipeline
- Monitor and review clearance requests in GAIL
- Review Meeting interactions entered into GAIL to ensure data integrity
- Assign Suspect Qualification Plans based on accepted Research referrals
- Create reports and provide analytics support concerning prospect management and research functions
- Provide support to fundraisers regarding Prospect Management policy and GAIL database processes
2 **Portfolios**

A Development Officer’s portfolio consists of every prospect that he or she is attached to in the following roles: prospect manager, primary plan manager, secondary plan manager and/or secondary solicitor (3.1). Each Development Officer is expected to know the prospects that are in his or her portfolio at all times and to manage prospects according to supervisor instructions.

To assist fundraisers in achieving an effective and healthy balance in their portfolios, the Prospect Management Team members make themselves available on an as-requested basis to any Development Officer and also conduct scheduled portfolio reviews with development directors. Major Gift Officers reporting to a Director of Development will also attend scheduled portfolio reviews with their Director and the Prospect Management Team to ensure that all Major Gift Officer portfolios are balanced appropriately.

### 2.1 Portfolio Size and Distribution

Prospect Management recognizes that factors such as Development Officer role and tenure, as well as campaign progress, may affect portfolio size and distribution. In general, DAR Leadership has instructed that the number of prospects in a Major Gift Officer’s portfolio should be in the 75-125 range and prospect plans should illustrate a healthy balance of prospects in the pipeline in each stage: qualification, cultivation, solicitation, and stewardship. Major Gift Officers should work with their supervisors and Prospect Management Liaison to determine individual portfolio size and distribution goals.

### 2.2 Locating Your Prospects in GAIL

A Prospect Management Liaison will provide each Major Gift Officer with a listing of his or her current portfolio assignments both monthly and upon request. Development Officers may also access prospect assignment lists in GAIL at any time using one of the following methods:

#### 2.2.1 My Fundraiser Page

A Development Officer’s current prospects and plans can be found through the My Fundraiser Page in GAIL. By referring to the “Prospects and Plans” tab, a Development Officer can find a comprehensive list of all plans he or she is associated with, as well as a list of all prospects that the Development Officer is currently cleared to manage as Prospect Manager (A.1).

#### 2.2.2 “Prospects of” Groups

Development Officers can access a list of the constituents in their prospect list by using the search function to search for “prospects of (Development Officer name).” This group includes any prospects that the Development Officer manages, any prospects with plans by that Development Officer, and any participants on plans by that Development Officer. The group updates automatically every night in GAIL to add in any new prospects that have been assigned that day (A.5.1).

Additionally, a Development Officer may choose to manually add prospects to this group. This allows the Development Officer to manually select any prospect they would like to keep track of (previous prospects whose plans have been made historical but may still need to be involved with the school, board or committee members, etc.) (A.5.2).
Prospect Management Policies and Procedures

**Note:** The Members count on the “Prospects of” Group will rarely match the Assigned Prospects number due to manual additions to the group and the fact that plan participants are also included.

### 2.3 Portfolio Transition

As Major Gift Officers leave the University or transition into new roles at UGA, they will be required to meet with their Director and Prospect Management Liaison to determine a plan of action for transitioning the portfolio. During this meeting, each individual prospect will be reviewed and either kept in a vacancy portfolio, reassigned to another team member, or dropped. Prospect Management will make these changes as soon as the Development Officer has vacated his or her role.

### 3 Fundraiser Roles

#### 3.1 Overview of Fundraiser Roles

Frequently, more than one area of the University may have a relationship with the same prospect or a prospect may have interests in multiple areas of the University. Therefore, the prospect team may include development staff team members from multiple areas of campus working actively on cultivation strategies with any given prospect. Each of these staff members will be listed as a “Team Member” on the “Prospect Team” subtab of a prospect’s record.

#### 3.1.1 Prospect Manager

The Prospect Manager has the ultimate responsibility to care for and develop the overall relationship between the prospect and the University. At all times, the Prospect Manager must take into account the prospect’s wishes and the overall strategies and needs of the University.

To that end, the Prospect Manager must:

1. Read all contact reports, notes, and tasks on a regular basis for those prospects for whom they are Prospect Manager
2. Keep the lines of communication open with all fundraisers and other staff who work with the prospect
3. See that all relevant information regarding the prospect and all activities related to the prospect are recorded in GAIL
4. Decide, in the best interest of the prospect and the University, which solicitations should be pursued and when; keeping the pipeline moving while ensuring that solicitations are in the prospect’s best interest
5. Reach out to all interested parties to create a UGA-wide strategy on the prospect

**Note:** There can be only one Prospect Manager per prospect.

#### 3.1.2 Primary Manager

The Primary Manager (also known as Plan Manager) is responsible for managing a specific fundraising plan on a prospect. The duties of a Primary Manager include:

1. Develop a narrative that explains the purpose behind the specific fundraising plan
2. Record all steps associated with the plan
3. Update plan information as often as necessary
4. Coordinate efforts with other team members to ensure a donor-centric approach
5. Maintain open communication with the Prospect Manager, if applicable

**Note:** There will be only one Primary Manager per Plan. However, there may be multiple plans (and therefore multiple Primary Managers) on a single prospect.

### 3.1.3 Secondary Manager

The Secondary Manager will be responsible for supporting the efforts of the Primary Manager for a specific fundraising plan. The Secondary Manager role should be limited to active Major Gift, Leadership Annual Giving, or Stewardship Officers from the Central Development office or a school, college, unit or department.

**Note:** There can only be one Secondary Manager per Plan.

### 3.1.4 Secondary Solicitors

The Secondary Solicitor role should be used if there are additional fundraisers assisting the Primary and Secondary Managers with a specific fundraising plan or if there are other influential or advisory parties, such as a Dean or Professor, involved in the solicitation of a prospect (A.8.8).

**Note:** There may be multiple Secondary Solicitors per Plan. Secondary Solicitors must have the “Fundraiser” constituency in GAIL to be added to a plan as a Secondary Solicitor.

### 3.2 Becoming Prospect Manager on an Individual

When a Development Officer wishes to become the Prospect Manager for a prospect or donor, he or she must submit a clearance request through GAIL if no current Prospect Manager exists. Requests must be made through the “Add Clearance Request” feature on the prospect’s GAIL record. Once submitted, individual clearance requests are evaluated by the Prospect Management Team as well as DAR Leadership (A.6).

**Note:** Prospect Manager status should only be requested when there are multiple interests across different areas and/or there is high sensitivity regarding the placement of additional plans on a major gift or principal gift prospect, VIP, etc.

#### 3.2.1 Criteria for Becoming Prospect Manager

Generally, clearance will only be granted when the following conditions have been met:

1. A face-to-face personal meeting has taken place prior to submitting a clearance request
2. The requesting fundraiser has an active Major Giving or Campaign Principal Gift Plan in place that is in cultivation or solicitation
3. An active opportunity exists with the required Expected Ask Date, Expected Ask Amount, and Likelihood.
4. A pending strategic next step is already noted in the plan
5. A clear strategy has been outlined in the plan narrative. A written strategy for all major gift prospective donors must have concrete, measurable, and strategic steps. The strategy must contain who is involved in the gift ask and what initiative the gift ask pertains to


3.2.2 Accepted Clearance Requests
If a clearance request is accepted, the requestor will be notified via an automated GAIL email. The requesting Development Officer will then assume all responsibilities of the Prospect Manager role as outlined above (3.1.1).

3.2.3 Rejected Clearance Requests
If a clearance request is rejected, the requestor will be notified via an automated GAIL email. This email will include the reason for the denial and any specific instructions from the Prospect Management Team regarding how to move forward with that particular prospect.

Note: In most cases, it is more conducive to be a Primary Manager of a fundraising plan than a Prospect Manager for all University relationships.

3.3 Becoming Prospect Manager on a Corporation or Foundation
Development Officers will rarely need to become the Prospect Manager on corporation or foundation prospects, as the Corporate and Foundation Relations team will generally manage these relationships. In most cases, being Primary Manager on a Major Giving Plan will suffice. When entering plans on corporations or foundations, the Development Officer should always reach out to his or her Corporate and Foundation Relations Liaison to ensure that the correct approach is taken.

However, if a Development Officer feels strongly that he or she should be Prospect Manager of a corporation or foundation, a clearance request should be submitted through the GAIL clearance request form. All corporation and foundation clearance requests will be reviewed by the Prospect Management Team as well as the Executive Director of Corporate and Foundation Relations.

3.4 Clearance on Spouses / Partners
Prospect Management’s policy is that a Development Officer should only have clearance on one spouse/partner in a household. Spouses and Partners should always be listed as a “Plan Participant” where appropriate. Limited exceptions to this policy will be made at the direction of DAR Leadership.

3.5 Exceptions to Clearance Request Requirements
The Prospect Management Team reserves the right to make Prospect Manager assignments to the Principal Gifts Team and the Vice President for Development and Alumni Relations, as directed by DAR Leadership.

3.6 Transferring Prospect Manager Status
As a prospect’s relationship with UGA progresses, it may become necessary to transfer Prospect Manager status from one Development Officer to another to move the relationship forward in a meaningful way. In these cases, the existing Development Officer must contact the Prospect Management Team to request such a change. All transfer requests should be submitted via email to the requestor’s Prospect Management Liaison for review.

3.6.1 Transfers Within a Team
If a Development Officer wishes to transfer Prospect Manager status to another Major Gift Officer within the same unit, Prospect Management will generally be able to facilitate these changes within 24 hours. However,
Prospect Management Policies and Procedures

Prospect Manager transfers will be subject to the same criteria for new Prospect Manager requests, as previously outlined (3.1.1).

3.6.2 Transfers Outside of a Team
If a Development Officer wishes to transfer Prospect Manager status to another Major Gift Officer outside of his or her team, Prospect Management will generally review these requests within one week. Prospect Management will take a donor-centric approach when reviewing such requests and will consult with DAR Leadership as necessary. However, Prospect Manager transfers will be subject to the same criteria for new Prospect Manager requests, as previously outlined (3.1.1).

3.7 Removing Prospect Manager Status
If a Development Officer wishes to remove existing Prospect Manager status, a request must be submitted to his or her Prospect Management Liaison via email. The email should contain the prospect’s GAIL ID number, directions to drop Prospect Manager status, and instructions on how to handle any active plans on the record by the requesting Development Officer (e.g., “Please leave my existing Major Giving Plan in place” or “Please make all plans for which I am Primary Manager historical.”)

3.8 12 Month Sunsetting Rule for Prospect Manager Status
The Prospect Management Team will review the interaction activity of Development Officers to ensure all prospects in active management experience at least one meaningful interaction per year. If no significant interactions have occurred, the Development Officer is at risk to have their Prospect Manager role revoked. The Prospect Management Team will present reports periodically concerning Prospect Manager status activity to DAR Leadership, who will enforce this rule as necessary.

4 Types of Prospect Plans

4.1 Overview of Prospect Plan Types
A plan serves as a transparent and documented strategy for a Development Officer to achieve a specific fundraising objective with a prospect. It contains all of the important information concerning a potential gift and lays out the steps that a Development Officer will take to qualify, cultivate, solicit, and steward a prospect for a specific gift. A plan’s purpose is to provide a transparent record of a Development Officer’s intentions with a prospect and should be entered as soon as that objective is identified. GAIL provides several plan types for Development Officers to utilize based on desired development outcomes (A.8).

Note: For a plan to be added to a prospect’s record in GAIL, the constituent must first be identified in the system as a Prospect. If the Prospect constituency and Prospect tab do not appear on a record, the Development Officer may add the constituency code (A.7).

4.1.1 Qualification Plan
A Qualification Plan in GAIL provides a documented strategy to confirm a prospect’s major gift capacity and affinity to the institution through face-to-face meetings. Qualification Plans may be entered by the Development Officer when seeking to qualify a prospect. Additionally, Qualification Plans may be entered by a
member of the Prospect Management Team after the Development Officer has accepted a Research referral (4.2).

**Note:** An opportunity is not required on a Qualification Plan.

### 4.1.2 Major Giving Plan
A Major Giving Plan in GAIL provides documented strategy to cultivate and solicit a major gift of at least $25,000 from a prospect.

**Note:** An opportunity is required on a Major Giving Plan once the plan enters the cultivation or solicitation stage.

### 4.1.3 Campaign Principal Gift Plan
A Campaign Principal Gift Plan in GAIL provides a documented strategy to cultivate and solicit a principal gift of at least $1 million from a qualified prospect. Adding a Principal Gift plan to a prospect’s record automatically places the prospect in the “Top Campaign Prospects” list, which is regularly discussed and reviewed by DAR Leadership. Therefore, it is imperative that a prospect is vetted and qualified for a gift at this level before entering an opportunity for $1 million or more.

**Note:** An opportunity is required on a Campaign Principal Gift Plan once the plan enters the cultivation or solicitation stage.

### 4.1.4 Leadership Annual Gift Plan
A Leadership Annual Gift Plan in GAIL provides a documented strategy to cultivate and solicit a meaningful annual gift of $1,000 or more from a prospect within the current fiscal year. A Leadership Annual Giving Plan should be entered if the gift is repeatable and there is a clear fundraising strategy in place.

Leadership Annual Gift Plans are “renewable” in that a Development Officer need not establish an entirely new plan each fiscal year. A new opportunity (and steps to secure that gift) are sufficient within the existing plan.

**Note:** An opportunity is required on a Leadership Annual Gift Plan once the plan enters the cultivation or solicitation stage.

### 4.1.5 Stewardship Plan
A Stewardship Plan in GAIL provides a documented strategy to steward a donor’s major or principal gift and should be used when the donor is not expected to immediately move into cultivation for the next gift. Stewardship Plans should be used for major gift donors with potential for continued giving. Stewardship Plans are appropriate to establish following a major gift when the donor is not expected to make an additional major gift within the next 3-5 years, but is likely to make another gift in the future.

**Note:** An opportunity is not required on a Stewardship Plan.

### 4.1.6 Permanent Stewardship Plan
A Permanent Stewardship Plan ensures that donors who have made “ultimate gifts” to UGA continue their relationship with the University and have ongoing communication opportunities about the impact of their philanthropy. Permanent Stewardship Plans should be used exclusively by the Office of Donor Relations &
Prospect Management Policies and Procedures

Stewardship for any prospect where no future gifts are expected and lifetime contributions total at least $500,000 to the University.

**Note:** An opportunity is not required on a Permanent Stewardship Plan.
4.2 **Suspect Qualification Plans**

After a Development Officer accepts a referral in GAIL from Research, Prospect Management will enter a Qualification Plan on the prospect’s record. When entered by Prospect Management, Qualification Plans will be titled “(site naming convention) – Suspect Qualification Plan” and contain 3 steps:

<table>
<thead>
<tr>
<th>Due Date</th>
<th>Step</th>
</tr>
</thead>
<tbody>
<tr>
<td>30 days after plan start date</td>
<td>Make Initial Contact</td>
</tr>
<tr>
<td>60 days after plan start date</td>
<td>Introductory Meeting</td>
</tr>
<tr>
<td>90 days after plan start date</td>
<td>“Fish or Cut Bait” – Establish Cultivation/Solicitation Plan</td>
</tr>
</tbody>
</table>

The Development Officer is expected to qualify the prospect within 90 days of the plan’s start date. If the prospect is determined to be a major gift prospect, the Qualification Plan should be made historical and a Major Giving Plan should be created. Otherwise, the Development Officer should “cut bait” by entering an interaction into their Qualification Plan detailing why this prospect is not a viable major gift prospect and making it historical.

4.2.1 **Overdue Suspect Qualification Plans**

If no progress has been made within 90 days of the plan’s start date, Prospect Management may choose to make the suspect Qualification Plan historical and reassign the referral to a different Development Officer.

4.2.2 **Requesting Extensions on Suspect Qualification Plans**

Extensions on Suspect Qualification Plans will only be made with the approval of the Development Officer’s Prospect Management Liaison and Development Officer’s supervisor.

5 **Components of Prospect Plans**

5.1 **Prospect Plan Narrative**

A plan narrative should provide an overview of key cultivation and solicitation components which will lead to a gift that serves both the University and the donor’s interests. All plans are required to have a narrative when entered into GAIL, and this narrative should be updated as the plan progresses (A.8.2). When developing a thorough narrative, the fundraiser may include the following:

<table>
<thead>
<tr>
<th>Brief biographical sketch</th>
<th>Includes information on family, professional background, education, and connections to UGA</th>
</tr>
</thead>
<tbody>
<tr>
<td>Evidence of wealth</td>
<td>Includes a description of net worth or evidence of discretionary income; is there significant prior giving to UGA and other organizations?</td>
</tr>
<tr>
<td>Readiness to give</td>
<td>Includes any insights about factors that might affect the prospect’s timing for committing to a major gift, including things like time limitations or family situations</td>
</tr>
<tr>
<td>Strategy statement</td>
<td>Includes information about the prospect’s area of interest and any specific programs or funds that may benefit from a gift; will this be a one-time gift, or do you anticipate it being a part of a larger fundraising strategy for this prospect?</td>
</tr>
</tbody>
</table>
5.2 PROSPECT PLAN STEPS

Steps are part of a transparent and documented plan strategy that should be used to indicate the actions anticipated to move a prospect closer to making a gift. Not only do steps help fundraisers monitor their progress toward a goal, but they are also an important tool for tracking institutional history with a prospect (A.8.3). Important components of steps are:

<table>
<thead>
<tr>
<th>Objective</th>
<th>The Objective should be used for a brief description of the desired outcome of the step. It should answer the question “What is the purpose of this contact and/or what do I hope to accomplish?”</th>
</tr>
</thead>
<tbody>
<tr>
<td>Owner</td>
<td>The step Owner should be the staff member responsible for the activity. Often, this will be the Primary Plan Manager, but it could also be the Secondary Manager or a Solicitor on the plan.</td>
</tr>
</tbody>
</table>
| Status    | **Pending:** Use this for the step you plan to complete NEXT. A pending step triggers the stage of the plan, which signals where the prospect is in the development lifecycle. Pending steps will show on a Development Officer’s “to do” task list.  
**Planned:** Use this for any steps that you plan to complete beyond your next pending step. Planned steps do not show on Development Officer task lists until marked “pending.”  
**Completed:** After you have completed a step, make sure to change its status to “completed.”  
**Canceled:** If you have decided not to pursue a plan any further, change the status of any remaining steps to “Canceled.”                                                                                       |
| Contact Method | Type of contact (Initial Meeting, Email, Event, etc.)                                                                                                                                                                                                 |
| Stage     | Stage of prospect in prospect lifecycle (Qualification, Cultivation, Solicitation, or Stewardship)                                                                                                                                                     |

Note: Planned steps change status to “Pending” only when filing a contact report by manually editing the steps within a plan. This can be done by either editing the step information on a single step within the plan (A.8.6.1) or by utilizing the “Edit next step” section (A.8.6.3) when filing a contact report.

5.3 PROSPECT PLAN STAGES

Plan stages designate milestones in a prospect’s relationship with UGA that move the prospect toward making a gift. Prospects will generally move through all stages of the development lifecycle, though it is common that a prospect may skip a stage depending on how the plan advances. Plan stages are based on a plan’s current pending step or the last completed step, if no pending step is available.
Prospect Management Policies and Procedures

The following chart provides some guidelines on the expected time limits for each stage in a typical Major Giving Plan. These time limits are general guidelines based on industry standards, and it is expected that there will be exceptions. Variations may occur based on the type of gift, the type of prospect, or the prospect’s personal giving history to UGA.

<table>
<thead>
<tr>
<th>Stage</th>
<th>Duration</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>5.3.1 Qualification</td>
<td>3 months</td>
<td>During this stage, a Development Officer will generally have at least one face-to-face meeting with a prospect to determine interest and affinity, as well as to determine some level of capacity to make a major gift. Once the prospect has exhibited interest in and capacity for making a major gift, the plan can move into Cultivation. If those factors are not present, the Development Officer may either decide to focus on an annual giving strategy or “cut bait” and make the plan historical.</td>
</tr>
<tr>
<td>5.3.2 Cultivation</td>
<td>18 months</td>
<td>During this stage, a Development Officer will have multiple meaningful contacts (meeting, event contact, email, phone call, etc.) to move the prospect toward making a major gift. A qualified opportunity should be added to the plan during this stage if one does not already exist. Once a Development Officer has had conversations with a prospect regarding specific interests to support as well as timing for the gift, the plan can move into Solicitation.</td>
</tr>
</tbody>
</table>
| 5.3.3 Solicitation     | 6 months      | During this stage, a Development Officer will make an ask and/or submit a proposal for the prospect’s consideration. The plan will remain in Solicitation until the prospect has either accepted or rejected the ask. After a response has been made to an ask or proposal submitted by the Development Officer, the plan can advance:  
• if the ask was accepted, the plan can move into Stewardship if needed.  
• if the ask was rejected, the plan should either be made historical or move back into Cultivation if appropriate.  
Note: Plans should not be made historical until all revenue, including matching gifts, has been committed. |
| 5.3.4 Stewardship     | 12 months to 3 years | During this stage, a Development Officer will steward a prospect’s gift by ensuring that they are properly thanked and kept updated on the impact of their gift. Approximately 1 year after an ask is accepted, the Development Officer should review the plan and determine next steps:  
• make the plan historical if the donor is not likely to make another gift in the next 3-5 years.  
• move the plan back into Cultivation if the donor has shown interest in making another major gift. |

### 5.4 Planned Steps vs. Pending Steps

Each plan should have one pending step, which triggers the plan stage. A plan’s pending step is imminent- it is scheduled to be the very next move that progresses a plan toward the gift.
Prospect Management Policies and Procedures

Any steps in the future beyond the plan’s pending step should have a planned status. This means that the Development Officer has already established this action as a way to move the plan forward, but the step is not imminent.

**Note:** Planned steps need to be manually changed once a pending step has been completed. If filing a contact report, the “Edit next step information” field may be used to simplify the process.

### 5.5 Plan Participants

Plans are entered on individual records in GAIL, but Development Officers will often cultivate and solicit more than one entity as a part of the overall fundraising strategy (e.g. a husband and wife, or an individual closely connected to a funding organization). In these cases, the Plan Participant field should be used.

Plan Participants are those individuals who are closely linked to a prospect, such as spouses, children, family foundations, etc. A plan should include any family members and family foundations which are considered to be significant to UGA’s relationship with a prospect. Partners/Spouses should be included as Plan Participants so that it is clear on both records that this couple is a prospect without the necessity of creating a plan for each spouse. Plan participants should not be confused with Team Members or Solicitors, which will always be UGA personnel or volunteers (A.8.7).

### 6 Opportunities

Opportunities serve as documented and quantifiable fundraising goals connected with a plan. There are several important pieces of information housed within an Opportunity that provide a clear and transparent picture of a Development Officer’s plans for an ask.

#### 6.1 When to Add an Opportunity

When a fundraiser determines through qualification that an ask should occur, a qualified Opportunity should be entered in GAIL (A.9). Note that all qualified, response pending, and accepted Opportunities are included in development pipeline reports. Opportunities are not required for plans in Qualification stage but are required as soon as a plan advances to the Cultivation or Solicitation stage. The Ask Amount, Timing, Designation, and Likelihood indeed may be “guess work” until the plan moves forward – but having an Opportunity documented on the plan is essential. The Opportunity variables are expected to evolve as a plan progresses.

**Note:** Opportunities must be entered BEFORE a gift is received. If a gift comes in before a Development Officer enters a plan and opportunity, he or she will not get credit for that gift. Limited exceptions to this policy will be given at the discretion of the Development Officer’s supervisor.
6.2 Components of an Opportunity

6.2.1 Status
The opportunity status is an important tool in transparently tracking the progress of an “Ask.” It is important for Development Officers to update this field as plans progress, as an “Accepted” status on an opportunity is what will alert Gift Accounting that the revenue on an incoming major gift will need to be associated with that specific opportunity.

<table>
<thead>
<tr>
<th>Status</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Qualified*</td>
<td>A qualified opportunity is one where the “Expected Ask Amount” is known (or at least estimated), whether or not the potential designation is known. An “Expected Ask Date” and a “Likelihood” are also required to be entered on qualified opportunities.</td>
</tr>
<tr>
<td>Response Pending*</td>
<td>Once an “Ask” has been submitted to the donor, this status should be used. An “Ask Date” is required at this time. The “Likelihood” should be updated.</td>
</tr>
<tr>
<td>Accepted*</td>
<td>Once written confirmation of a specific gift has been received from the donor, this status should be used. The “Accepted Amount” and “Response Date” are required at this time.</td>
</tr>
<tr>
<td>Rejected</td>
<td>This status should be used if a prospect responds negatively to an ask or proposal. A “Response Date” will be required when changing the opportunity status to “Rejected.”</td>
</tr>
<tr>
<td>Canceled</td>
<td>This status should be used when a donor has become unresponsive after a considerable amount of time, and a Development Officer is sent “back to the drawing board.” No “Response Date” is required for canceled opportunities.</td>
</tr>
<tr>
<td>Unqualified</td>
<td>This status should rarely be used, since opportunities on plans are not required until a prospect has been properly qualified. However, in some cases a Development Officer may wish to enter an unqualified opportunity for personal planning purposes.</td>
</tr>
</tbody>
</table>

*Included in pipeline reporting

6.2.2 Opportunity Type
This field contains a drop-down menu of gift type options and may be updated as plans progress.
Prospect Management Policies and Procedures

6.2.3 Expected Ask Amount
An “Expected Ask Amount” is used as a Development Officer’s best estimate of the amount of a planned ask. This amount generally should be entered after a prospect has been satisfactorily qualified for a gift, and may be updated as plans progress. An “Expected Ask Amount” is required once a plan reaches Cultivation or Solicitation stage.

<table>
<thead>
<tr>
<th>Plan Type</th>
<th>Minimum Expected Ask Amount</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Leadership Annual</td>
<td>$1,000</td>
<td>When soliciting a Leadership Annual Gift, $1,000 is the suggested minimum opportunity amount that should be entered.</td>
</tr>
<tr>
<td>Major</td>
<td>$25,000</td>
<td>The minimum threshold for a Major Gift at The University of Georgia is $25,000. All plans with expected ask amounts below $25,000 should be entered as Leadership Annual Gift Plans.</td>
</tr>
<tr>
<td>Campaign Principal</td>
<td>$1,000,000</td>
<td>The minimum threshold for a Campaign Principal Gift is $1,000,000. All plans with opportunities above $1M should be entered as Campaign Principal Gift Plans.</td>
</tr>
</tbody>
</table>

6.2.4 Expected Ask Date
The “Expected Ask Date” is required for all Opportunities and should be used for pipeline planning purposes to provide an accurate and transparent estimate of when a Development Officer expects to ask a prospect for a specific gift. This should always be entered as a Development Officer’s best guess of when the ask will be made and then updated periodically as plans or circumstances change.

6.2.5 Ask Amount
The “Ask Amount” should be filled in once the ask is actually completed. The “Ask Amount” may be different from the “Expected Ask Amount,” depending on the Development Officer’s discretion.

6.2.6 Ask Date
The “Ask Date” should be entered as the actual date that the ask took place. It is required once an “Ask Amount” is entered.

6.2.7 Likelihood
The “Likelihood” field is required for all Opportunities to prioritize needed fundraiser activity and to provide an estimate of the Development Officer’s confidence level of an ask being accepted.

<table>
<thead>
<tr>
<th>Likelihood</th>
<th>Percentage</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>None</td>
<td>(0%)</td>
<td>Interest has not been assigned</td>
</tr>
<tr>
<td>Low</td>
<td>(25%)</td>
<td>Interest is unclear and/or priorities have changed</td>
</tr>
<tr>
<td>Medium</td>
<td>(50%)</td>
<td>Confirmed interest, non-committal on amount/timing</td>
</tr>
<tr>
<td>Strong</td>
<td>(75%)</td>
<td>High confidence of commitment, date or amount in question</td>
</tr>
<tr>
<td>Definite</td>
<td>(100%)</td>
<td>Highest confidence of commitment level and date</td>
</tr>
</tbody>
</table>
6.2.8 Opportunity Designation
If known, a Development Officer should enter the specific designation for the Opportunity in this field. This field is not required.

6.2.9 Opportunity Comments
An “Opportunity Comment” is not required; however, the Primary Plan Manager may wish to include additional information concerning the ask or any details on how the gift may be designated.

6.2.10 Expected Close Date Attribute
Within the Opportunity, an attribute called “Expected Close Date” can be used to record a Development Officer’s estimation of when a gift will actually come in rather than when the ask is expected to occur (A.9.1). While this field is not required, it can be a valuable tool for forecasting anticipated fundraising or cash flow revenues for the fiscal year.

6.3 Single Opportunity vs. Multiple Opportunities
The Prospect Management Team prefers that Development Officers enter only one Opportunity per plan. However, there are cases where entering multiple Opportunities is appropriate:

1. Leadership Annual Giving Plans where the Opportunity will be benefiting the same area each year
2. Major Giving Plans where the Opportunity includes two separate gift delivery vehicles with different timelines (e.g. a $100,000 ask that includes a $25,000 cash gift component and a $75,000 estate gift component)

7 Interactions
Interactions serve as a way to transparently track the University’s contact with its constituents. By entering Interactions into GAIL, Development Officers are not only providing important information to other Development Officers, but also preserving institutional history with that specific constituent (A.10).

7.1 Meeting Contact Methods
A “Meeting” is a contact with a prospect that represents a meaningful interpersonal effort to further engage the prospect or move the gift conversation forward. A fundraiser’s “Meeting” record in GAIL should clearly convey a face-to-face meeting with a donor or prospect that involves a meaningful and strategic discussion about their individual giving. An “Initial Meeting” or “Return Meeting” should only be entered as such if the meeting was a scheduled, face-to-face meeting to talk about a specific gift or fundraising plan.
Prospect Management Policies and Procedures

When entering a “Meeting” in GAIL, the following pieces of information are required in order for it to be counted in a Development Officer’s monthly meeting totals (A.10.4).

<table>
<thead>
<tr>
<th><strong>Location</strong></th>
<th>The location should be as specific as possible – “John Doe’s office at Chick-fil-a headquarters in Atlanta, GA.”</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Purpose</strong></td>
<td>The purpose can range from a general description (such as: “To determine John Doe’s affinity and capacity to make a major gift to UGA”) to a more specific purpose (such as: “To meet with John Doe and his lawyer to determine the specific wording of John’s bequest to the College of Education.”)</td>
</tr>
<tr>
<td><strong>Summary</strong></td>
<td>The summary should mention all relevant information discussed during the meeting that is pertinent to the expected gift including: the prospect’s ability or inclination to make the gift, any details concerning the prospect’s relationship with UGA, and any important personal or biographical details (such as: children and info about their schools, spouses and their jobs, hobbies, etc.) that may need to be preserved in institutional history.</td>
</tr>
<tr>
<td><strong>Next Steps</strong></td>
<td>The next steps should include any internal “follow up” steps that result from the meeting as well as a clear plan for a next interaction with the prospect that will move the prospect closer to making a gift.</td>
</tr>
</tbody>
</table>

7.1.1 Initial Meeting

An “Initial Meeting” is one in which the Development Officer is meeting with a prospect for the first time for the specific purpose of speaking about a gift to UGA. An “Initial Meeting” may also be referred to as a “Discovery Visit” in conversation, but the official term embraced by UGA Development is “Initial Meeting.” The Development Officer may have previously interacted with this prospect in a personal or professional setting (e.g., at Rotary Club or a fundraising event) but an “Initial Meeting” signifies the first planned and scheduled conversation about fundraising.

**Note:** A Development Officer will only have one “Initial Meeting” with a prospect.

7.1.2 Return Meeting

A “Return Meeting” is one in which a relationship has already been established with the prospect, and the Development Officer is returning to further the fundraising discussion.

**Note:** A Development Officer will most likely have several “Return Meetings” with a prospect.

7.2 Other Types of Contact Methods

In addition to “Meetings,” several other meaningful contact methods for Interactions should be recorded in GAIL. These Interactions are of value as they are often important to move the gift conversation forward. While a Development Officer may have a meaningful conversation about a gift through one of these contact methods, it should never be entered as an “Initial Meeting” or “Return Meeting.”

7.2.1 Campus Interaction

The “Campus Interaction” contact method should be used for scenarios where the prospect is on campus for some specific purpose and interacts with a Development Officer (e.g., a tour of a building, a class speaking engagement, or a drop-by meeting while the prospect is visiting the campus).
7.2.2 Email

7.2.3 Event Interaction
The “Event Interaction” contact method should be used when a Development Officer interacts with a prospect at a group event, whether the event is a specific fundraising event (e.g., 4-H Gala or a small dinner gathering of prospects) or a more general UGA event (e.g., Bulldog 100 or a school’s tailgate event).

7.2.4 Fax

7.2.5 Financial Advisor Interaction
The “Financial Advisor Interaction” should be used when a Development Officer is meeting with a representative of a donor, such as a financial advisor or lawyer. This will often be used in relation to planned gifts.

7.2.6 Letter

7.2.7 Board or Committee Interaction
The “Board or Committee Interaction” contact method should be used for any Interaction with a prospect that takes place surrounding a board or committee meeting. Even if a sidebar conversation occurs with a prospect during the course of the board or committee meeting, the Interaction should still be entered as a “Board or Committee Interaction.”

7.2.8 Other
The “Other” contact method should be used for any Interaction that falls outside of the scope of the other labels. These interactions could range from interactions of a friendly nature (e.g., attending the wedding of a prospect’s child or the funeral of a prospect’s spouse) to chance encounters that progress into a fundraising conversation (e.g., sitting next to someone on a plane and then striking up a conversation about support after learning the person graduated from UGA).

7.2.9 Phone Call

7.2.10 Prospect Narrative
The “Prospect Narrative” contact method is used exclusively by Donor Relations & Stewardship, the President’s Office, and the Principal Gifts Team to pull information into reports. Development Officers will generally not use this contact method.

7.2.11 Sky Suite Interaction
The “Sky Suite Interaction” contact method should be used for any interaction with a prospect in the Sky Suites during football season. Even if a sidebar conversation about fundraising happens in the Sky Suites, the interaction should still be labeled as a “Sky Suite Interaction.”

7.2.12 Social Media
The “Social Media” contact method should be used for communications that take place through social media platforms such as Twitter, Facebook, or LinkedIn. Because these forms of communication are often seen as more “personal” and less “official,” prospects may communicate in a more open and relaxed manner on these platforms. Therefore, in an effort to respect donor privacy, the Prospect Management Team asks that
Prospect Management Policies and Procedures

Development Officers summarize the highlights of these conversations rather than copy the entire text of the exchange when making “Social Media Interaction” entries in GAIL.

7.2.13 Stewardship Interaction
The “Stewardship Interaction” category should be used for any Interaction that is helping continue the prospect’s relationship with UGA but is not directly connected with an effort to solicit a new gift (e.g., delivering a stewardship report to a donor over dinner, attending an art opening at the donor’s invitation, or taking a donor to lunch to check in and catch up about personal matters).

7.2.14 Task
The “Task” contact method should be used when entering planned or pending steps concerning internal tasks to be completed by Development Officers (e.g., “Create stewardship report” or “speak with Planned Giving representative”).

7.2.15 Text Message

7.2.16 Top Campaign Prospect Notes
The “Top Campaign Prospect Notes” contact method is primarily used by the Principal Gifts Team to record notes about top campaign prospect strategy. Most Development Officers will not need to use this contact method.

7.2.17 Website
The “Website” contact method is generally used when utilizing a website’s contact form to reach out to a person or organization. It is also commonly used when submitting proposals through a website.

7.3 Contact Report vs. Interactions Not Tied to a Plan
When entering Interactions into GAIL, it is important for Development Officers to distinguish between Interactions that are part of a plan and Interactions that are not tied to furthering a specific fundraising effort. GAIL defines Contact Reports as simply “interactions tied to a fundraising plan.” For any Interaction that is part of a fundraiser’s plan and can be considered to be moving the gift forward, a Contact Report needs to be filed. Contact Reports are filed by either completing a step within a plan or using the “Add step and interaction” feature on the prospect’s Interactions tab (A.10.2, A.10.3).

Note: Interactions, once filed, cannot retroactively be tied to a plan as Contact Reports to complete plan steps. This connection must be made at the initial point of data entry.

7.4 Meetings With More Than One Development Officer in Attendance
If more than one development professional participates in a meeting, each fundraiser should enter his or her own unique Contact Report to receive credit for the meeting in the Impact Report. Simply adding a meeting interaction with “See X’s meeting comments” or copy/pasting someone else’s content will not suffice, and the meeting will be changed to an “Other” interaction.

Note: Additional Development Officers should not be listed as “Participants” in Interactions/Contact Reports. That field is used to assign the same Contact Report to additional prospects involved (e.g., a spouse, siblings
involved in an estate conversations, or simply assigning duplicate content to a group of people at an alumni gathering.)

7.5 **Deadline for Entering Interactions in GAIL**

Interactions are to be entered into GAIL by 5:00 p.m. on the first business day of the month in order for the numbers to be included on that month’s Impact Report, which is generally distributed by DAR Leadership on the second business day of the month. **Extensions will not be granted.** However, any interactions not entered by the monthly deadline will still be included in Fiscal Year totals.

7.5.1 **Major Gift Impact Report**

The Major Gift Impact Report is an internal report distributed by DAR Leadership detailing Development Officers’ fiscal year-to-date progress. This report is focused on Major Gifts and Major Gift Officers, although some Leadership Annual Giving Officers are listed secondarily. The Impact Report transparently reports “Asks” for the fiscal year as well as revenue that has been committed to those opportunities, revenue committed to asks made in the prior fiscal year, revenue that is not associated with a plan but is credited to the Development Officer, monthly meeting and interaction totals, and fiscal year-to-date meeting and interaction totals (11.16, A.14).

8 **Prospect Management Team Structure**

8.1 **Staff Members**

Prospect Management is part of the Office of Advancement Research and Prospect Management, which is a unit of the Annual Giving & Constituent Development division. Currently, Prospect Management personnel include:

David Jones, Executive Director of Annual Giving & Constituent Development
dsjones@uga.edu

Prisca Zaccaria, Senior Director of Advancement Research and Prospect Management
prisca@uga.edu

Brandon Patten, Associate Director of Prospect Management
cbpatten@uga.edu

Laura Wilkerson, Prospect Management Specialist
lcford@uga.edu

Holly Weimer, Prospect Management Specialist
hcweimer@uga.edu

Additionally, Prospect Management works closely with Danielle Free (bda92087@uga.edu) in the Office of Principal Gifts to manage Principal Giving portfolios.
8.2 **PROSPECT MANAGEMENT LIAISON MODEL**

To provide the highest level of prospect management support for Major Gift Officers, Prospect Management has adopted a liaison model allowing specific staff members to serve as the point of contact for a defined group of Major Gift Officers. Prospect Management Liaisons primarily work with Major Gift Officer portfolios. However, any Development Officer desiring help with portfolio clean-up and maintenance may reach out to his or her school’s liaison for assistance.

Current liaison assignments are as follows*:

<table>
<thead>
<tr>
<th>Brandon Patten</th>
<th>Laura Wilkerson</th>
<th>Holly Weimer</th>
<th>Danielle Free</th>
</tr>
</thead>
<tbody>
<tr>
<td>Engineering</td>
<td>Education</td>
<td>CED</td>
<td>Principal Giving</td>
</tr>
<tr>
<td>Honors Program</td>
<td>Libraries</td>
<td>Student Affairs</td>
<td></td>
</tr>
<tr>
<td>4-H</td>
<td>GMOA</td>
<td>PSO/Botanical Garden</td>
<td></td>
</tr>
<tr>
<td>CAES</td>
<td>Journalism</td>
<td>Parents &amp; Leadership Giving</td>
<td></td>
</tr>
<tr>
<td>Athletics</td>
<td>PAC</td>
<td>Forestry</td>
<td></td>
</tr>
<tr>
<td>Planned Giving</td>
<td>Social Work</td>
<td>Pharmacy</td>
<td></td>
</tr>
<tr>
<td>Regionals</td>
<td>SPIA</td>
<td>Vet Med</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Graduate School</td>
<td>Public Health</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Franklin</td>
<td>FACS</td>
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<tr>
<td></td>
<td>Terry</td>
<td>Ecology</td>
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<td>Law</td>
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</tr>
</tbody>
</table>

*as of 6/15/2017

9 **PORTFOLIO REVIEW MEETINGS**

9.1 **QUARTERLY DIRECTOR MEETINGS**

Quarterly, Directors of Development have the opportunity to meet with assigned Prospect Management Liaisons for portfolio reviews. These meetings serve as an opportunity to speak personally and openly about portfolio progress.

9.1.1 **Attendees**

Development Directors are the only staff members required to attend the quarterly meetings. Directors with assistants who help with the input of data are welcome to invite those additional staff. Directors’ supervisors are also welcome to participate in the meeting but are not required.

9.1.2 **Agenda Items**

Items on the agenda will include (but will not be limited to):

1. Current portfolio size
Prospect Management Policies and Procedures

2. Current portfolio balance and distribution
3. Any Prospect Manager assignments where no plan is present
4. Major Gift and Campaign Principal Gift opportunities in Cultivation or Solicitation
   a. Prospect Management will also highlight “Expected Ask Dates” and their impact on the pipeline
5. Missing Interactions Report
   a. Any prospects that do not have any Interaction activity recorded within the last 6 months
6. Missing Steps Report
   a. Any plans with an expired or missing next pending step
7. Stale Plans Report
   a. Plans in Qualification for more than 90 days
      i. Stale Suspect Qualification Plans will specifically be highlighted
   b. Plans in Cultivation for more than 18 months
   c. Plans in Solicitation for more than 6 months
   d. Plans in Stewardship for more than 3 years
8. Pending referrals or expired referrals
   a. If the Development Officer has not responded to any referrals in the system, they will be discussed during the meeting.
   b. Prospect Management may bring in the researcher assigned to a specific Development Officer to ask questions about what the Development Officer and his or her supervisor would like to see from new referrals (support for specific initiatives, particular geographic location, alumnus vs. non-alumnus, etc.).
9. Portfolio valuation (as available)
   a. As entire portfolios become prequalified by Research, Prospect Management will be able to assign a value to a specific Development Officer’s portfolio and eventually entire teams’ Major Giving portfolios.
10. Any questions that the Development Director may have for the Prospect Management Team

9.2 Bi-Annual Team Meetings

To provide all Major Gift Officers an opportunity to discuss portfolio progress with Prospect Management, Prospect Management Liaisons will meet with entire development teams during the 2nd and 4th quarters of the calendar year.

9.2.1 Attendees

All Major Gift Officers are requested to attend their respective team meetings. Half-hour appointments will be scheduled for individual team members who may choose to attend their portion only or the entire team’s session. Directors of Development are welcome to attend their team’s meetings, as are any personnel who assist the team with data entry.

Note: If a Director would like for a Leadership Annual Giving Officer to attend a team meeting, they are welcome to invite that officer. However, the Director should notify his or her Prospect Management Liaison so that the officer’s portfolio file can be prepared prior to the meeting.
9.2.2 Agenda Items
1. Any applicable agenda items covered in the quarterly Director meetings will be covered for individual Major Gift Officers during the team meeting.
2. A snapshot of the entire fundraising team’s Major Giving portfolio will be provided, as well as a team portfolio valuation, as available.

10 Advancement Research

The Prospect Management Team works closely with the Advancement Research Team to ensure that Major Gift Officers understand the individual prospects in their portfolios.

10.1 Introduction
Advancement Research supports fundraisers by providing publicly available biographical, business, and financial information on prospective donors or volunteers. The goal is to provide accurate and timely information that enables effective decision-making.

Research uses institutional knowledge, the GAIL donor database, wealth screenings, free public sources, and paid subscription services containing warehoused publicly available information to prepare prospect profiles.

Research is skilled at creating, acquiring, and transferring knowledge and leveraging this knowledge for positive organizational change. Research is committed to regularly evaluating common goals and objectives and continuously developing more effective and efficient ways of meeting these goals.

If you have questions about Advancement Research’s products or services, contact Associate Director of Advancement Research, Laura Hix (laurahix@uga.edu).

10.2 Advancement Research Services
Research provides a number of services to over 90+ requestors across campus, including individual Development Officers and administrators in the University’s schools, colleges, and units. The following are the primary services that Development Analysts in Research provide to the serve the University community:

- Reactive Research
  - Providing requested supporting information on known UGA donor prospects
- Proactive Research and Referrals
  - Identifying new donor prospects with potential capacity and inclination to support UGA
- Wealth Screenings
  - Compiling information from external public services to ascertain wealth indicators
- Top Prospects
  - Identifying Principal Gift potential, interests, ask strategies, and suggested gift amounts
- Special Projects

10.2.1 Referral Tracking System
One of the most crucial ways the Advancement Research Team partners with Prospect Management is through the Referral Tracking System. This system was custom-built to create and maintain a transparent
Prospect Management Policies and Procedures

record of all proactive prospects assigned to Development Officers as referrals by Research. Once a Referral is
made by a Development Analyst through this system, the Major Gift Officer must accept or reject the Referral
using the My Referrals tab (A.11). If accepted, Prospect Management adds the suspect to the Development
Officer’s portfolio by entering a Suspect Qualification Plan.

Note: Development officers must personally accept or reject Referrals through GAIL using the Referral
Tracking System. Development Analysts do not have the ability to accept or reject Referrals for fundraisers
based on emailed responses.

11 Frequently Asked Questions

11.1 Who Is Included In My Portfolio And How Do I Get That List?
Your portfolio includes any prospect that you are connected to as Prospect Manager, Primary Manager,
Secondary Manager or Secondary Solicitor. You may access your portfolio at any time through your My
Fundraiser Page in GAIL. You may also request a copy of your portfolio from your Liaison (2.2.1).

11.2 Can I Remain Prospect Manager On A Prospect If I Do Not Have A Plan On Them?
You must have a Major Giving Plan on a prospect in order to retain Prospect Manager status. Exceptions are
granted by Prospect Management and DAR Leadership only in rare cases involving high-level prospects (3.2.1).

11.3 Can I Get Email Updates About A Prospect If They Are Not In My Portfolio?
Yes. You will simply need to manually add them to your “Prospects of” group (A.5.2). For instructions on how
to set up email alerts if you are not already receiving them, contact The Office of Client Services (11.19).

11.4 How Do I Remove Myself As Prospect Manager?
To remove Prospect Manager status, send an email request to your Prospect Management Liaison with
instructions (3.7).

11.5 What Is The Difference Between A Secondary Manager And A Secondary Solicitor?
A Secondary Manager on a plan is a person who works closely with the Primary Manager to cultivate and
solicit a prospect for a gift. If only one other Development Officer is working with the Primary Manager, this
person should be added to the plan as a Secondary Manager. There can be only one Secondary Manager. A
Secondary Solicitor is also involved in the solicitation of a gift, but may be less involved in the development
and execution of the plan. There may be more than one Secondary Solicitor (3.1.3, 3.1.4).

11.6 Can I Add A Plan On Someone Without The Prospect Constituency In GAIL?
You may add a plan on anyone in GAIL, regardless of whether they already have the Prospect tab or not. If the
person is not already labeled as a prospect, you will simply need to add the constituency to their record (A.7).

11.7 Can I Edit A Plan Name Once I Have Added A Plan?
Yes. Within the plan screen, click on the “Edit plan details” link under “Tasks” in the upper left corner of the
screen. This will allow you to edit the plan name, plan type, start date and site (A.8.9).
11.8 **What is the difference between an “Expected Ask Amount” and an “Ask Amount”?**
The “Expected Ask Amount” is what a Development Officer plans to ask for. This amount is a Development Officer’s best guess. The “Ask Amount” is the amount that is actually requested. These two amounts are often the same, but they can widely vary based on various circumstances (6.2.3, 6.2.5).

11.9 **Should I have one opportunity per plan or should I have multiple opportunities per plan?**
The Prospect Management Team prefers that each plan have only one opportunity. This provides cleaner data for reports. However, Development Officers may add multiple opportunities in the case of Leadership Annual Giving Plans or Major Giving Plans with both an immediate and planned gift component (6.3).

11.10 **How do I associate revenue to an opportunity?**
Development Officers do not have the ability to associate revenue to an opportunity. If you notice that a gift has come in but has not been properly associated with your opportunity, you will need to contact your supervisor for approval.

11.11 **How do I know if revenue has been associated to an opportunity?**
To see that revenue has been associated to a plan, navigate to the “Opportunities” tab within your plan, click the green “Go to opportunity” arrow, and look at the opportunity details. This screen will show a “Revenue committed” amount (A.9.2).

11.12 **Can I enter a plan after a gift comes in so that I still receive credit?**
As a general rule, plans with an opportunity must be entered before a gift is received for Development Officer credit to be assigned. Exceptions to this policy will be granted on an extremely limited basis by Senior Directors of Development for Constituent Programs.

11.13 **Can I make an opportunity historical?**
No. Plans can be made historical, but not individual opportunities within plans.

11.14 **How can I see a list of the meetings and interactions I’ve entered into GAIL this month?**
In order to see how many meetings or interactions you’ve completed within a specified time period, you can pull the “Custom Interactions Report” in GAIL. This report will allow you to view completed interactions by selecting a specific time period as well as specific interaction contact methods (A.12).

11.15 **How do I delete an interaction?**
Development Officers do not have the ability to delete interactions. If you have entered an interaction in error, please change the title of the interaction to “Delete” and email your Prospect Management Liaison with the constituent ID and instructions to delete the erroneous interaction.

11.16 **Can I transfer steps between plans or retroactively tie an existing step to a plan?**
No. Unfortunately GAIL does not provide the ability to move steps from one plan to another or to connect an existing step to a plan.
11.17 **Something Doesn’t Look Right on the Impact Report: Who Do I Contact?**

The Impact Report is an internal report distributed on a monthly basis by DAR Leadership showing a tally of gifts raised as well as meetings and other interactions completed (A.14). The Prospect Management Team can assist Development Officers with general questions about the Impact Report and help associate revenue if necessary, pending Senior Director approval. However, because the majority of questions about the Impact Report involve solicitor credit, Impact Report questions should be directed to the Senior Directors of Development for Constituent Programs first, with the Prospect Management Team providing support if necessary.

11.18 **What Standard Reports Do We Go Over in the Quarterly Meetings? How Can I Access Them?**

The Prospect Management Team provides several reports for review during quarterly meetings with Development Officers. These reports are available during the meetings and the information will be sent by the Prospect Management Liaison as follow-up files upon request. A Development Officer may also request this information from these reports at any time by contacting his or her Liaison (9.1.2, 9.2.2).

11.19 **I Have a Request for Something GAIL Related, But I Don’t Think It Is a Prospect Management Question: Who Do I Contact?**

- If you would like a list pulled for your prospecting and cold-calling purposes, submit a request with your specific criteria to AskIT (askit@uga.edu).
- If you need any information on a constituent’s record updated, contact Records (records@uga.edu).
- If you have questions about how to complete specific tasks in GAIL, contact The Office of Client Services (askit@uga.edu).
- If you need an explanation of wealth scores or have questions about the specific research products that the Research team can offer to Development Officers, contact the Associate Director of Advancement Research, Laura Hix (laurahix@uga.edu).
- If you have a question about revenue being correctly tied to an opportunity, contact your Senior Director for Constituent Programs (Brooks McCommons or Kathy Bangle) and/or Gift Accounting (gifts@uga.edu).
A. APPENDIX

A.1 NAVIGATING TO THE MY FUNDRAISER PAGE

Locate “My fundraiser page” under the Prospect Management section of the blue Prospects tab. You may also add this section to your shortcuts for quicker access.

You can also access this page by navigating to your personal constituent record in GAIL and clicking on your “Fundraiser” constituency link.
Prospect Management Policies and Procedures

A.2 PROSPECTS AND PLANS TAB

Your “My fundraiser page” includes several tabs that contain important information about your portfolio. The “Prospects and plans” tab is where you will find the list of people included in your portfolio.

Note: Your tabs may be in a different order- Main tabs and blue sub-tabs may be rearranged and customized to each individual fundraiser’s preferences.

A.2.1 Prospects and Plan Section

The first section, “Prospects and Plans,” includes every plan that you are connected to as Primary Manager, Secondary Manager, or Secondary Solicitor.

A.2.2 Prospect Assignments Section

The second section, “Prospect assignments,” shows every prospect that you are assigned to as Prospect Manager.
A.3 PENDING ACTIVITY TAB

The “Pending Activity” tab contains a list of all pending steps that you own. GAIL’s default setting is to only list interactions connected to a plan. However, the filter feature can be used to include pending interactions that are not tied to plans.

A.4 MY PROSPECT REFERRALS TAB

The “My Prospect Referrals” tab contains a record of all referrals that have been made by Research. More will be explained in section A.11.
A.5 THE "PROSPECTS OF" GROUP

The “Prospects of” group is an automatically generated group in GAIL that includes all prospects that a fundraiser is connected to as Prospect Manager, Primary Manager, Secondary Manager, or Secondary Solicitor. It also includes any constituent listed as a plan participant on any of a fundraiser’s plans. To find this group, simply search for “Prospects of [fundraiser name]” and make sure that the “Groups/Households” box is clicked in the Advanced search options section.

**Note:** Daily digest alert emails generated by GAIL and sent to Development Officers are based on this group.

A.5.1 Members Tab

Once you navigate to your “Prospects of” group, select the blue “Members” tab to find your group members.

**Note:** Your tabs may be in a different order.
A.5.2 Manually Adding Prospects

If you do not have a plan on a prospect but would like to add them to be part of your “Prospects of” group so that you receive email alerts about their giving or any activity on their record, this can be done manually. On the members tab of the Prospect of group constituent page click the ‘Add’ button.

Search for the constituent.

Explain why they are being added to your prospects of group (e.g., “board of advisors member” or “released stewardship plan but would like to keep them on invitation lists”).

Prospect Management Policies and Procedures
A.6 adding a clearance request

To request Prospect Manager status on an individual through GAIL, click on the “Add clearance request” button under Tasks on the left side of the prospect’s record. A pop up form will appear to complete the request. Please refer to Section 3.2.1 for the criteria that must be met before requesting Prospect Manager status.

Note: If the prospect already has an assigned Prospect Manager, this button will not appear.

Select the requesting major gift officer.

At minimum, an Initial Meeting is required for Prospect Manager status to be granted.

Provide a thoughtful and detailed narrative concerning why there is a need for you to serve in the role as Prospect Manager rather than just Primary Manager of a plan.
A.7 Adding the Prospect Constituency

If you would like to add a plan on a prospect but they do not yet have the Prospect constituency, you will need to add that constituency on the individual’s GAIL record. Once this constituency has been added, the Prospect tab will appear on their constituent record and you will be able to add a plan.
**A.8 HOW TO ADD A PLAN**

A plan should be entered from the “Plans” subtab under a constituent’s Prospect tab.

**Note:** You will always select “Add major giving plan” when adding a new plan. The plan type (Major Giving, Leadership Annual, Stewardship, etc.) will be selected on the next screen.
A.8.1 How to Enter Plan Details
Once you have clicked “Add major giving plan,” enter all pertinent plan details on this screen. The yellow highlighted fields are required.

A.8.2 Example of a Proper Narrative
A plan narrative should provide an overview of key cultivation and solicitation components and include a biographical sketch, information about capacity and inclination, and a strategy statement (5.1).

Example: “John Doe is a high profile ‘90 Franklin grad based in Atlanta (with properties in Italy, Belgium, and the Cayman Islands) who participated in the Cortona study abroad program. He mentioned in a Forbes article that his experience there inspired him to start his company, Study Tourists, a technology company catering to parents with students abroad. Services include rental of tablets and international phones, as well as a secure app that students and parents can use to check in and provide location updates. John has expressed interest in providing scholarship support to Franklin for students interested in international technology, but he has mentioned that his wife is not on board just yet. I plan to cultivate John and his wife for a $3M gift by the end of FY19, and will coordinate with Jeremy Ransom in Principal Gifts.”
A.8.3 How to Add Steps
To add steps to a plan, you will need to click on the “Steps” tab next to the “Details” tab on the plan entry screen.

A.8.4 Adding a Single Step
To add a single step to a plan you will need to simply fill in the fields on the first line. At minimum, you will need to include Expected Date, Objective, Owner, Stage, Status (Note: each plan needs at least one Pending step, so if you only have one step, its status should be Pending), and Contact method.
A.8.5 Adding Steps from a Template
There are several templates in GAIL that provide steps and timelines for different types of plans. If you would like to use one of these templates as a guideline for your plan, simply select the specific template from the drop-down menu and click the “Add steps from plan outline” button. Remember that you must change the status on the first step to “Pending.”

A.8.6 How to Change the Step Status
A.8.6.1 How to Change an Individual Step Status
To change the status of a single step within a plan, click the double chevron next to the plan status to reveal a gray bar menu. On this menu, select “Step” and then “Edit.”
A.8.6.2  How to Change the Status of Multiple Steps at Once

Click the “Edit steps” button next to the “Planned and pending steps” section header. Click the “Select all” button and then use the “Update status to:” drop down and choose the status you want to use to update the steps.

A.8.6.3  Utilize “Edit Next Step” Feature When Filing a Contact Report

When filing your Contact Report, under the “Comment” section of the form, you have the ability to update the next planned step to be your next pending step. Check the “Edit next step information” box and update the status from “Planned” to “Pending”.
A.8.7 How to Add a Plan Participant (Within the Plan)
On your plan, navigate to the “Solicitors and Participants” tab; click the Add button under the “Plan participants” section.

A.8.8 How to Add a Secondary Solicitor (Within the Plan)
On your plan, navigate to the “Solicitors and Participants” tab; click the Add button under the “Secondary solicitors” section.
A.8.9 How to Edit Plan Name After Plan Has Been Created

Inside the plan that you want to edit, on the left hand side of the screen, under the Task list, click the “Edit plan details” option.
A.9 HOW TO ADD AN OPPORTUNITY

Navigate to the constituent’s plan for which you want to attach the opportunity. On the “Opportunities” tab, click the Add button. The yellow cells are required fields.

NOTE: Only after the Ask has been made should you include the Ask Date and Ask Amount.

A.9.1 Expected Close Date Attribute

The “Expected Close Date” attribute is a great way to help with forecasting or to show that a gift will be received in a different fiscal year than what the response date indicates.
Once in the “Opportunity,” click on the “Attributes” tab and then click the +Add button.
A.9.2 How to See if Revenue Has Been Associated to an Opportunity

Within the plan, click on the “Opportunities” tab, locate the specific Opportunity you are interested in viewing, and click on the **Go to opportunity** button.

On the “Opportunity details” page, you can see the total amount of revenue committed.

To view more detail about the committed revenue, click on the “Associated Revenue” tab. You can click on the hyperlinked dollar amount to see the transaction detail.
A.10 **How to Add Interactions**

A.10.1 Add Regular Interaction
Navigate to the constituent’s page and on the “Documentation and Interactions” tab, click on the “Interactions” subtab. Click the +Add button.

A.10.2 Add Step and Interaction
Navigate to the constituent’s page and on the “Documentation and Interactions” tab, click on the “Interactions” subtab. Click the +Add Step and Interaction button.

A.10.3 File Contact Report
Navigate to the plan for which you wish to add a contact report; if it is a step listed on the plan that is being completed (pending or planned), click on the double arrows and select the “+ Contact report” button.
A.10.4 Example of a Proper Meeting Entry

A proper meeting interaction entry should include the meeting participants, location, relationship info, personal details (family, kids, etc.), giving ability/inclination, next steps, and detailed overview of the conversation. When writing your meeting interaction, keep in mind that Interactions should help other people who read this interaction (i.e. future Plan Managers or Prospect Managers) understand the basic premise of that specific meeting.

Note: If you are on the road and do not have time to compose a full narrative while you are traveling, follow this template to help you collect all the important required information:

Location:
Attendees:
Major Gift Inclination/Ability based on my assessment:
Relationship Info/Personal Details:
Summary of Meeting Content:
Next Steps:
A.11 REFERRALS FROM ADVANCEMENT RESEARCH

A.11.1 Receiving a Referral in GAIL

Once a referral has been made by a member of the Advancement Research team, you will receive an automated message alerting you about the new referral. This email will contain hyperlinks to GAIL, where you will be able to accept or reject the referral.

Note: A referral must be accepted or rejected within a 10-day time frame.

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From: laurahix@uga.edu [mailto:laurahix@uga.edu]
Sent: Thursday, April 13, 2017 9:11 AM
To: Holly Chavalia Weimer <heweimer@uga.edu>
Subject: Prospect Referral

Holly C. Weimer,

You have received a prospect referral from Laura A. Hix for Jones (128366).
Please review the following information and follow the link in this email to your personal My Referrals page. From this page you will be able to accept or reject your referral within 10 days. If you accept this referral, Prospect Management will enter a Suspect Qualification Plan on your behalf that will list you as the primary manager. This qualification plan will be visible on your My Fundraiser Page and will allow 90 days for you to qualify this suspect. If no response is given after 10 days, Research will re-refer this prospect due to inactivity. If you have any questions about this referral, please contact Laura A. Hix.

Please accept or reject this referral by: 4/23/2017.

When you click on the “accept or reject” hyperlink, you will be taken to your “My Prospect Referrals” tab to review your referrals. On this tab you will be able to see the prospect’s name, referral status (pending, accepted, rejected), the Researcher who made the referral, and the due date for action on the referral.
A.11.2 Accepting or Rejecting the Referral

By clicking on the double chevron next to a pending referral, you will be able to view the notes provided by Advancement Research and have the opportunity to accept or reject the referral. If accepted, Prospect Management will enter a Suspect Qualification Plan on your behalf and you will have 90 days to qualify the prospect. (4.2)

Note: When rejecting a referral, a reason for the rejection is required in the “Fundraiser Comments” section.
A.12 Research Requests in GAIL

A.12.1 Research Requests Tab
To view pending Research Requests or to enter a new Research Request in GAIL, you will need to navigate to the “Research Requests” tab on your My Fundraiser Page.

A.12.2 Adding a Research Request
By clicking the “Add” button, you will be able to add a new research request on a prospect.

**Note:** Research Requests on unrelated individuals must be submitted on separate request forms. However, research on spouses should be requested using the same form.
A.12.3 Checking on Your Research Request
You will be able to view your requests on the Research Requests tab of your My Fundraiser Page. The information included will be the request ID# assigned to the request, due date, status (pending, in progress, completed), research type (prequalification, financial brief, bio, comprehensive, etc.) and the Development Analyst working on the request.

A.12.4 Retrieving Your Research Request
To view a completed Research Request, click on a blue Request ID within the “Research Requests” tab.

After you click on your Request ID, select the blue “Documentation” tab, click on the double chevron next to the word “Attachment,” and click on the blue hyperlinked file name.

Note: Your file will be password protected with a unique password for your site. When you receive an email from Research that your request has been completed, you will receive this password.
Prospect Management Policies and Procedures

A.13 How to Pull the Custom Interactions Report

Under the “Analysis” tab, navigate to the “Prospect management reports” section. Under the “Custom reports” header, click on the “CDMG – Interactions report” link.

Use the filters to pull specific information. Once the filters are set, click the “View Report” button to populate your interactions report. Report shows: Lookup ID, Name, City/State, Date, Summary, Contact Method, Plan Type, Owner Name, if it was an interaction, if a contact report was submitted, and the comment.
**A.14 How to View Major Gift Impact Report**

Under the “Analysis” tab, navigate to the “Fundraising reports” section. Under the “Custom reports” header, click on the “Major Gift Impact Report” link.

**A.14.1 Drilling Down in the Major Gift Impact Report**

Find and click your name. The list is sorted by Major Gift Officer by last name and then by Annual Leadership Officers by last name. The drill down will show detail for Fulfilled Asks, Revenue from Prior Fiscal Year Asks, Other Revenue, GA Commitment Matches, GA Commitment Matches from Prior Fiscal Year Asks, Uncredited Revenue, and Uncredited GA Commitment Matches.