

## **Lock Haven University Foundation Pledge Process**

The purpose of this document is to outline the policies and procedures in place with regards to pledges made to the Lock Haven University Foundation.

### **Pledge Paperwork:**

The signed pledge paperwork should include the following information:

- Amount and length of pledge
- Applicable fund / designation
- Terms of pledge
- Payment schedule
- Recognition language
- Enforceability clause
- Applicable donor / LHUF signatures

Once secured, completed paperwork should be sent to Foundation staff for processing / finalizing. Original paperwork will be filed in the appropriate scholarship folder in the main area of the Foundation suite. Original paperwork regarding those pledges not related to scholarships will be filed in the Database Manager's office.

### **Due Dates:**

Due dates listed on the pledge agreement shall be discussed and chosen by the donor. However, it should be noted that in-and-out scholarship pledge payments are required to be paid by December 31st in order to be awarded in the following spring. Endowed pledge payments are required to be paid prior to the end of the fiscal year.

### **Pledge Reminders:**

Pledge reminders will be generated and signed by the Database Manager. These reminders will be generated 30 days prior to the due date of the pledge payment.

### **Delinquent Pledge Payments:**

In the event a pledge payment goes unpaid, three notices will be sent to the donor 30 days apart. The third notice will include language indicating this is the last notice of your payment due. After three notices / reminders have been mailed, the pledge will be written off as uncollectible.

It is the responsibility of the Database Manager to involve the Major Gift Officer associated with the donor after the first late notice.

There may be times where the donor's time to make their payment is extended. These circumstances will be made on a case-by-case basis after the Major Gift Officer holds discussions with the donor on timing, etc.

### **Pledge Fulfillment:**

In an effort to provide stewardship to our donors, any donor with a pledge that has been fulfilled will receive a thank you letter from the Director of Annual Giving and Stewardship. This letter will be generated and mailed within 30 days of the last pledge payment being fulfilled.

It is at this point that the Major Gift Officer should reach out to the donor regarding extending their pledge agreement.

It will be the responsibility of the Database Manager to provide the Director of Annual Giving and Stewardship as well as the Major Gift Officer(s) with the pledges that will be or have been fulfilled in a timely manner.

**Payroll Deductions:**

In the event the donor makes their pledge payments through payroll deductions, pledge reminders will not be mailed. However, an end-of-year report will be generated by the Database Manager and sent to the donor showing payments made and remaining outstanding balance.

The Database Manager shall also enter into Raiser's Edge as an action item the end date of the pledge. The donor should then receive the same pledge fulfillment letter as described above. Additionally, the Major Gift Officer should reach out regarding extending their pledge agreement.

**Phonathon Pledges:**

Pledges generated via phonathon efforts shall be recorded in Raiser's Edge / Financial Edge as actual pledges. This will ensure that accurate reporting is being generated for review.

The same write-off policy shall apply to these pledges. However, instead of getting a Major Gift Officer involved after the first late notice, the Database Manger will inform the Director of Alumni Relations of those donors with delinquent pledges.