Objective: To standardize the processing of Telefund gifts and pledges.

The Telefund Center uses SmartCall, which interfaces electronically with ANDI.

Telefund students call every weeknight except Friday during scheduled sessions. Before each telefund batch is processed, programmers run a fix program to make standard modifications.

For questions regarding this policy, contact the Advancement Services help desk at (865) 974-4153 or email ANDIHelp@tennessee.edu
The Telefund Center will send the telefund reports to the Gift Records Office, as well as Demo Bio changes.

1. After the fix program has been run, open the batch control window and locate the batches that have an operator of Load Pledges. These are telefund batches.

2. For each telefund batch, on the batch window, verify the amounts against the telefund reports. In the type field, select S (SmartCall) and save.

3. Identify the credit cards listed on the telefund report. Process these charges on the credit card machine.

4. Write Telefund on the credit card batch release report. The batch release report is attached to the IRIS deposit the following day. Attach the individual charge slips to the Telefund report.

5. Mark the Telefund report with needed corrections. (Ex: joint donors with multiple allocations and tribute gifts) These are manually corrected.

6. Add punctuation to donor names and addresses, if needed.

7. After closing the batch, print one copy of the batch proof report to be filed with the Telefund report and Telefund log sheet.