

IconCMO + Worldline Online Giving Integration

Account Set-up

- If you haven't already, sign up for a Worldline account at <https://partners.na.bambora.com/icon-systems/>
- Log into your Worldline account and go to Configuration→Payment Profile Configuration.
- Under "Credit Card Settings" deselect the checkbox next to the "Do not allow profile to be created with card data duplicated from an existing profile" setting and click "Update".

▼ Credit Card Settings

Require card validation

Do not allow profile to be created with card data duplicated from an existing profile


5 ▼ Maximum number of cards shown

Fiscal Year

- Log into your IconCMO account. The first month of a donation fiscal year is determined by the "First Month for Giving FY" setting in the Organization→Setup→Information window. If you're using an alternate fiscal year, update this setting so the system knows when the list of funds shown to donors needs to change.

Reversing Journal Type Reverse Journal ▼

First Month for Giving FY January ▼



Save

Funds

- Funds are only available for online giving if the 'Worldline Giving' option is set. Set this option for each fund in your IconCMO account in Donations→Funds and Donations.

Year	Name	Pledges	Donated	Fund Type	Start Date	End Date	Worldline Giving
Search...							
2022	General Fund	\$1,917,700.00	\$2,123,412.00	Tax Deductible	01/01/2022	12/31/2022	<input type="checkbox"/>
2022	Capital Campaign	\$26,075.00	\$23,934.00	Tax Deductible	01/01/2022	12/31/2022	<input type="checkbox"/>
2022	Missions Support	\$1,910,900.00	\$2,133,696.00	Tax Deductible	01/01/2022	12/31/2022	<input type="checkbox"/>

Note: If you do not see the Worldline Giving checkbox, you will need to click on the three dot icon in the upper right corner and check the box to display that column.

Donation Year 2022 Add New Fund View Donations Transfer Merge Funds Fund List

Year	Name	Pledges	Donated	Fund Type	Start Date	End Date	Delete
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Columns to Display: Reset to Defaults

ID Year Name Pledges Donated Inactive Fund Type Start Date End Date Accounting Fund Checking (Debit) Revenue/Liability (Credit) QB Cash QB Cash 2 QB Cash 3 QB Income QB Income 2 QB Income 3 Worldline Giving Delete

Online Giving

- Donors can make contributions to your church online* by going to <https://secure1.iconcmo.com/online-giving/enter-email/?id=5555555555>
- *Important:** be sure to replace the placeholder phone number 5555555555 with your church's log-in phone number for IconCMO.
- Donors will get the following prompt with the option to log in via an email link.

Please log in via your email address!

You'll get an email in your inbox with a link to click to log in.

Once you've logged in, you can:

- donate immediately to your church
- save payment information for future donations
- set up automatic recurring donations

Send Email to Log in!

Recurring Transactions

- A donor must select the repeating frequency or choose 'Give Only Once' for a one time gift.
- Only donation funds marked as "available in online giving" will be presented.

Batch Import

- Importing is done right on the Donations→Funds & Donations screen by clicking the Import button and selecting the "WorldLine Import" option.
- Many donors can be auto-matched based on their email address. If not, you can select an unmatched donation in the top screen, a matching envelope on the bottom, and click "Match". Once all transactions are matched, you can create the batch.
- If we can match a household/individual to an email address, but they don't yet have a donor number, we'll automatically create a household donor number.
- Matching is done by the Wordline "profile". Once a match is recognized, it is remembered for subsequent imports.
- Only imports with a date range of less than a month are allowed to be imported.
- ACH transactions may have dates outside the imported date range. These dates reflect the *date of the gift*, rather than the date of the deposit. The import date range reflects when the funds were deposited into the church's bank account.

ACH Transactions

ACH transactions are different from credit card transactions in a couple of important ways.

- One-time ACH transactions are scheduled to be submitted in a 'batch' to Worldline the next day at 7am Central. All ACH transactions in that batch will end up as a single bank deposit.

- Email receipts are sent immediately, rather than waiting for later processing.
- ACH can take [3-5 business days to process](#).
- While some transactions may fail immediately when submitted, transactions can fail at any time before final settlement. Money will not be withdrawn from the donor's bank account until the middle of the processing window and deposited into the church's bank account until the end.
- If an ACH transaction is returned for insufficient funds, a fee **can be charged to the church**.
- An email is sent to the donor if their ACH donation fails. This can be several business days after the donation.

Troubleshooting

A donor lost access to their email account and can't login (i.e. email provider closed, etc.)

If the request can be proved legitimate, Icon Systems can manually delete the recurring record. The donor can then log-in with their **new** email address and set up a new donation.

An error occurs in the creation of a profile. Message: "Duplicate match on payment information" when giving.

The church needs to have the "Do not allow profile to be created with card data duplicated from an existing profile" turned to "Off". (See the Account Set-up section.)