

Question	Answer
How do I gain access?	<p>To request access to NUFFO and Ali CRM, individuals with spending authority and/or viewing authority should download and complete the Request for Fund Authority form, available at www.nufoundation.org/ali.</p> <p>Instructions for submitting your request and details about the approval process are contained therein. <i>A minimum of two weeks is required to process requests.</i></p>
How do I report an error?	<p>If you believe there is an error in your information, please contact the University of Nebraska Foundation (UNF) Service Desk at servicedesk@nufoundation.org.</p>
How do I report personnel changes?	<p>It is very important that you notify the foundation of any staffing changes that would affect NUFFO access. Please contact the University of Nebraska Foundation Service Desk at servicedesk@nufoundation.org to report any changes.</p> <p>* Note: Each new incoming spending authority is extended the professional courtesy of designating his or her own viewing authorities. It is for this reason that when there is a change in spending authority, certain NUFFO users may be “orphaned” or removed from access to funds even though they still have access to Ali CRM. In this event, the orphaned users will need to be re-granted access as viewing authority by the new spending authority. To do so, submit an updated Request for Fund Authority form detailing the funds to which access should be reassigned.</p>
What if I forgot my password?	<p>Please refer to the Password Reset link at www.nufoundation.org/ali.</p>
What if I can't find my funds?	<p>If you are aware of funds that do not appear on your authorized list, please contact the UNF Service Desk at servicedesk@nufoundation.org.</p>
Why aren't gift amounts shown?	<p>Due to the foundation's donor confidentiality agreement, the foundation cannot share exact gift amounts for specific donors. The foundation was established as a private and separate entity to protect donor giving information, as the university is subject to public records laws.</p> <p>There are separate reports in NUFFO for revenue and donor information. The Donor Information report in NUFFO is designed to be used to send acknowledgements to donors. The gift amount range can be set for different levels according to your acknowledgement types. For instance, a college may send a form letter for all gifts at and below \$999.99 and more personal handwritten notes for gifts \$1,000 and above. The starting gift amount and ending gift amount can be set accordingly. The blue file icon can be used to download the contact information into an Excel file (CSV recommended) and then mail-merged in Word to efficiently create the letters and envelopes. This report takes into consideration donor preferences, deceased donors and anonymous donors.</p> <p>If you are still not able to get the information you need to do your job, please email UNF Service Desk to let us know what you are trying to accomplish so we can find a way to assist you.</p>
Why isn't the expense/transfer request I submitted reflected in the total balance?	<p>The Other Cash balance on a fund record displays the true account balance of funds available to be spent today and is updated in live time.</p> <p>However, Requests for Payment and Transfers go through an approval process at the university and at the foundation and both can take several business days—or up to several weeks depending upon the campus—to complete.</p>
I noticed the Donor Information report repeats certain entries: a duplicate is often listed in blue italics and has a green check mark in the Soft Credit column. What is a soft credit, and what does the displayed information mean?	<p>Recognition credit—sometimes known as soft credit—is the sharing of the gift value with someone other than the legal donor for recognition purposes (Recognition credits are often used to give a donor credit for a gift he/she did not directly make). For example, the foundation may receive a \$100 gift from married constituents. One of the constituents will receive a \$100 revenue credit and the spouse will receive a \$100 recognition credit. Other common areas where recognition credits may appear are on matching gift contributions (the organization making the gift receives the hard credit and the employee who applied for the gift receives the recognition credit) and charitable foundations (the foundation receives the revenue credit as the contributing constituent and any family or board members related to that charitable foundation may receive recognition credit).</p>