

DMS Helpful Contacts

DDAR Alumni Address: alumni-address@psu.edu

- Record create requests
- Mass add request--activity codes, mailing list codes (opt in & opt out), student activity codes, interest codes (except ones from annual giving), volunteer activity codes (PDF on format needed to expedite processing)
- General biographic updates
- Duplicate records (merge/purge)
- Anything not covered by the other email boxes below

Obituary Box: obituaries@psu.edu

- Name & AWA # of entity to be deceased in the subject line
- Deceasing Entity Form (PDF)
- Include link to obituary if you have it

Gift Modifications: Corie VonGunden cac20@psu.edu, Heather Fornicola hml2@psu.edu

- Please always send to both Corie & Heather to expedite processing
- Entity name, AWA # & receipt # in subject line
- Description of the correction needed (wrong allocation, meant as pledge payment instead of gift, removing former spouse name, etc)

Gift Matching Box: PSUGiftMatch@psu.edu

- *Only* for questions regarding corporate matching gifts
- May be given to donors who need help navigating their company's charitable giving gift match programs

DMS Launchpad Resource link:

<https://sites.psu.edu/ddarlaunchpad/resources/#donor-and-member-services>

What DMS does:

- Gifts, gifts and more GIFTS!
 - We process/code/receipt all charitable giving to the university.
 - We are obligated to record the gift to the entity who appears on the check, other donors can only receive soft/associated credit
 - We do not assume that two people listed on a check are married, only the signer would get credit unless they are already linked in AWA or you specifically list them as spouses
 - During peak giving times (THON, end of calendar year, end of fiscal year, end of campaign, etc) many other tasks take a back seat to the processing of gifts
- Memberships
 - We process and record all Alumni Association membership and Blue-White Society membership
- Biographical Maintenance
 - We maintain all data under the “Biographic” tab on the left side of an AWA record (a million little details on hundreds of thousands of records)
- Phones
 - We answer calls from donors & member on a few different lines as well as many transferred from Hintz
- Email Boxes
 - We staff a number of email boxes answering donor, member and staff questions

Some common requests NOT handled by DMS

We do NOT:

- Pull lists of any type (DDARSelect@psu.edu)
- Create/maintain/edit Prospect Records (PMAOffice@psu.edu)
- Add gift club codes or philanthropic interest/affinity codes (??)
- Create activity/ mailing list/interest codes/etc. (DDARSelect@psu.edu)
- Delete or edit ROCs (PMAOffice@psu.edu)
- Handle bounced email lists (DDARProgramming@psu.edu)
- Apply solicitation controls (AnnualGiving@psu.edu)