Donor Management Software Has More Than One Use

By Paul Clolery

For Jeanette Chelius, executive director of the Epilepsy Foundation of Eastern PA, the decision to use the organization's donor management software also for information and referral intakes was easy.

"We don't want to have a lot of (software) programs," she said. And, "hopefully some of those people will become donors."

Most software programs are very good at doing one function. But, donor management software is more database driven and can be used for more functions than initially intended, according to nonprofit executives. There are a few dangers, though, that managers must consider.

In Chelius's case, the organization uses DonorPerfect for its traditional donor management capabilities and for client management. "Once they are in the database, we mail them. We send a wellness calendar, and information about our walk," explained Chelius. This started by trial and error in 1998 and now the organization has 12,000 records, she said.

One of the fundraising events that has evolved from the client data in the donor management software is a "pretend tea." A tea bag is sent to women in the database suggesting a time and date the teabag should be used. "They don't have to leave the house. It's a day of acknowledgement," said Chelius.

The United Way of Madison County in Anderson, Ind., is using the eTapestry online platform to track clients for basic services, such as food, shelter, and utility assistance.

"We've developed a common intake tool on this software so that participating agencies can enter and access client information as a means to reduce the amount of time it takes to move clients from identifying their needs to having them satisfied," Taylor Burton-Edwards, director of community impact, responded in an email message. "Each end user of the system (agency or church) collects hard copy signatures of a release form to enable the system to be compliant with relevant guidelines."

In Abilene and San Angelo, Texas, the West Texas Rehabilitation Center Foundation integrates Raiser's Edge by Blackbaud with ACT! as a contact manager, explained Roger Ellison, CFP, vice president for planned giving at the foundation.

"We have highly customized ACT! for planned giving purposes. We query Raiser's Edge to select and export required information into ACT!, and we cut and paste information regarding certain donor contacts back into Raiser's Edge," said Ellison. "ACT! gives us the ability to much more actively manage and track our relationships with contacts, integrate our relationships and activities outside planned giving into one planning vehicle, and to keep that information close at hand."

He explained that a notebook computer provides mobility and on-site or on-the-road capabilities. And, synchronization with a PDA through ACT! for Palm OS allows much of that information to be carried in a shirt pocket.

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>
> -- JEANETTE CHELIUS

DONOR MANAGEMENT SOFTWARE

Company	ACCESS International	Advanced Solution International, Inc.	Amergent	Best Software, Nonprofit Solutions	Best Software, Nonprofit Solutions
Product Name(s)	Enterprise	iMIS	Portfolio™	MIP Fundraising GT Pro	MIP Endowment
Price, Single User	N/A	N/A	N/A	1-4 user bundle starts at $9,000	1-4 user bundle starts at $7,500
Price, Multi-User	$15,000+	Starting at $5,000	$5,000/month - ASP; $100,000 and up in-house	1-4 user bundle starts at $9,000	1-4 user bundle starts at $7,500
In-house Software or ASP?	Both	Both	Both - Designed for 100,000 records and databases	In-house	In-house
DOS	No	No	No	No	No
Win 3.x	No	No	No	No	No
Win 95/98	Yes (Windows 98)	No	No	Yes (Windows 98)	Yes (Windows 98)
Win 2000	Yes	No	Yes	Yes	Yes
Mac	No	No	Yes	No	No
UNIX	Yes	No	No	No	No
Linux	Yes	No	No	No	No
Other OS	Yes (Windows NT, Windows XP)	Yes (Windows NT, Windows XP)	Yes (Windows 2003)	No	No
Runs on Network?	Yes	Yes	Yes	Yes	Yes
Which Networks?	Windows NT, Novell, TCP/IP	Windows 2000	Windows NT, Windows 2000 & 2003, TCP-IP, Internet web-based	Windows NT, Windows 2000, Server 2003	Windows NT, Windows 2000, Server 2003
Also Provide Nonprofit Accounting Software?	No	No	No	Yes - MIP Fund Accounting	Yes - MIP Fund Accounting
Does Donor Software Automatically Inegrate With It?	Yes	Yes	Yes	Yes	Yes
Minimum Hardware Requirements	Varies	Varies, please contact vendor	Varies based on database size, ASP vs. In-house, etc. Contact Amergent.	Pentium/Celeron Class, 650 MHz, 128 MB RAM	Pentium/Celeron Class, 650 MHz, 128 MB RAM
Recommended Hardware Requirements	Varies	Varies, please contact vendor	Varies based on database size, ASP vs. In-house, etc. Contact Amergent.	Pentium/Celeron Class 800 MHz, 256 MB RAM.	Pentium/Celeron Class 800 MHz, 256 MB RAM.
Address	432 Columbia St. Cambridge, Mass. 02141	901 North Pitt St., Suite 200 Alexandria, Va. 22314	9 Centennial Drive Peabody, Ma. 01960	12301 Research Blvd., Bldg. IV, Suite 350 Austin, Texas 78759	12301 Research Blvd., Bldg. IV, Suite 350 Austin, Texas 78759
Telephone	617-494-0066	800-727-8682	978-531-1800	800-647-3863	800-647-3863
Web Address	www.accessint.com	www.iMIS.com	www.amergent.com	www.MIP.com	www.MIP.com

Donor Management Software Has More Than One Use

"That's pretty slick. Imperfect, of course, but really effective," he said.

What they've done with ACT! is add a planned gifts tab and fields to track planned gifts. "We've created a Giving History tab and fields with extensive summary information about first gift, last gift, largest gift, number of gifts, average gift, total giving for current year and the previous five years, all giving prior to the previous five years, and an historical total giving, plus other user-created summary information," said Ellison.

The foundation has also created a Plan of Action tab with extensive information that helps to analyze the potential or existing relationship with a donor and to plan future actions in the relationship. Included at that tab is downloaded information, such as planned giving propensity scores from Blackbaud Analytics.

To take this one step further, in ACT!, groups can be created based on selections or queries of one or more fields. Those groups can be quickly exported from ACT! into DeLorme's Street Atlas USA Plus so that one can actually geoplace those contacts on which work will focus in a particular time period.

"For example, the planned giving officer is on a trip to a particular city, and has 23 potential donors to contact. He or she can place them on this interactive map residing on the notebook computer, plan the route of travel and clear the contacts as they are made," said Ellison.

Some nonprofits are using donor management software for tracking volunteers and time management.

Toby Ann Weber is the new chapter solutions manager, Great Lakes Service Area, Summit County Chapter of the American Red Cross in Akron, Ohio. When she was executive director, American Red Cross of Portage County in Ravenna, Ohio, the organization used Raiser's Edge "as our mega-database," she said. "We used it as the receptacle for information on all of our constituencies. Soon after we acquired the software, we decided that it would work well for keeping information on volunteers, clients, customers, businesses, elected officials, media contacts, community organizations, etc.," she said.

"We also trained volunteers to handle routine data entry so that we could add information that could not be imported from another file. By maintaining one primary database, we were able to identify all the ways that a particular individual or business has a relationship with us -- or could potentially have a relationship," she said.

She explained that the pay off to the integration came in the hours, days, and weeks, following the September 11, 2001 terror attacks.

"Because we were readily able to access information on our constituents, we were able to send out critical messages to our volunteers, to police and fire departments, to elected officials, and to the media about what the Red Cross was doing and how they could help," she said. "We were able to curtail blood dona-

DONOR MANAGEMENT SOFTWARE

Company	Best Software, Nonprofit Solutions	Best Software, Nonprofit Solutions	Blackbaud, Inc.	Campagne Associates	Convio, Inc.
Product Name(s)	MIP Fundraising Paradigm	MIP Fundraising Millennium	The Raiser's Edge®	GiftMaker Pro	Convio Fundraising Center, Convio E-mail Marketing, Convio Advocacy Center, Convio Web Site Center
Price, Single User	Starts at $2,900	N/A	Starts at $5,000	Limited record version starts at $795; Unlimited record version starts at $2,990	Starts at $500/month
Price, Multi-User	Starts at $4,150	10 user system starts at $29,000	Starts at $6,750	Limited record version starts at $995; Unlimited record version starts at $3,490	Starts at $500/month (includes 2 user licenses); Additional licenses are $75/month per user with support or unlimited without support.
In-house Software or ASP?	In-house	In-house	In-house; Web-based ePhilanthropy modules are a hosted solution.	In-house	ASP
DOS	No	No	No	No	N/A
Win 3.x	No	Yes	No	No	N/A
Win 95/98	Yes (Windows 98)	Yes (Windows 98 clients supported)	No	Yes	N/A
Win 2000	Yes	Yes	Yes	Yes	N/A
Mac	No	Yes	No	Yes	N/A
UNIX	No	Yes	No	No	N/A
Linux	No	Yes	No	No	N/A
Other OS	Yes (Novell)	Yes (Browser clients can utilize any O/S as long as supported version of Internet Explorer or Netscape is available.)	Yes (Windows XP)	Yes (Windows XP and Windows NT)	N/A
Runs on Network?	Yes	Yes	Yes	Yes	Hosted software; clients access software through Web browser
Which Networks?	Novell, Windows NT, Windows 2000, and Windows XP	Windows NT and Windows 2000	Windows 2000	All major networks	N/A
Also Provide Nonprofit Accounting Software?	Yes - MIP Fund Accounting	Yes - MIP Fund Accounting	Yes - The Financial Edge™	No	No
Does Donor Software Automatically Inegrate With It?	Yes	Yes	Yes	N/A	Integration available
Minimum Hardware Requirements	64MB RAM, Pentium Class, 133 MHz	Varies, please contact vendor.	Pentium III or Pentium III-Class 700 MHz minimum, 256 MB RAM	PC: Pentium 133 with 32 MB RAM; Mac: iMac or better with 32 MB RAM	N/A
Recommended Hardware Requirements	64MB RAM, Pentium Class, 133 MHz	Varies, please contact vendor.	Pentium IV or Pentium IV-Class 256 MB RAM	PC: Pentium 133 with 32 MB RAM; Mac: iMac or better with 32 MB RAM	N/A
Address	12301 Research Blvd., Bldg. IV, Suite 350 Austin, Texas 78759	12301 Research Blvd., Bldg. IV, Suite 350 Austin, Texas 78759	2000 Daniel Island Drive Charleston, S.C. 29492	195 McGregor St., #410 Manchester, N.H. 03102	11921 North Mopac Expressway, Suite 200 Austin, Texas 78759
Telephone	800-647-3863	800-647-3863	800-443-9441	800-582-3489	512-652-2600
Web Address	www.MIP.com	www.MIP.com	www.blackbaud.com	www.campagne.com	www.convio.com

tions when it became sadly clear that there was no need, we gave people information on the best way to help (financial donations rather than bottled water and dust masks), and we alerted public officials to fraudulent fundraising schemes."

The organization distributed information through schools, churches, and community organizations on how to help children and adults handle the emotional aspects of living in uncertain times, coordinated with local health officials to develop consistent public messages about bio-terrorism, and offered information to local businesses about emergency preparedness, she explained.

"When I reflect on the service we provided to our community following September 11, I believe that we took advantage of every opportunity to be of service. Although the attack did not happen in our own community, our role was to manage the community's response to the disaster. Because we were able to quickly retrieve information on our various

constituencies, we were able to communicate urgent messages immediately," Weber said. "I believe that because we were able to communicate quickly and frequently, we positioned ourselves in such a way that minimized the effects of the negative national publicity about the Red Cross surrounding the establishment of the Liberty Disaster Fund."

Many nonprofits are tracking volunteers, their hours and duties with donor management software. "For the management of volunteer hours, we used to have a volunteer who manually counted and recorded hours on paper, which was then transferred to a spreadsheet. This was time consuming and, we later realized, not very accurate," said David M. Moss, director, marketing and development, at the Jewish Family Service of Metropolitan Detroit.

"Our volunteer program assistant contacted DonorPerfect to see whether we could create a screen dedicated to the types of volunteer information we needed to track. With a

technical support person, she created the screen, and we have used this program ever since to track volunteer hours, activities, links with clients and

Many nonprofits are tracking volunteers, their hours and duties

other basic information," said Moss. "We are also able to use this program to generate mailings to volunteers. This has saved us a great deal of time, and has improved the accuracy of the figures we report to funders."

Getting accurate information to funders is important. Staff at the Henry H. Kessler Foundation in West Orange, N.J., track all grant activity – requests

they make and grants the organization award, through donor management software, explained Elaine E. Katz, director of development and grant programs at the foundation.

Nonprofits have also reported using donor management software for non-donor income such as publications and merchandise sales, workshop fees and convention registration, tracking a restaurant affinity program, stores that track pet names, mailing lists for legislative and media contacts.

There is a danger in innovative uses, however. If the goal of implementing software is to make the organizational processes more efficient, then use the software for which it was intended and reap the rewards of optimized processes, said Barb Aylesworth, president of Lumen Consulting LLC, in Beverly Hills, Mich. (See related sidebar.)

She warned, "If you know, as you are purchasing software, that you wish to use it for additional processes, talk to the vendor about that possibility. They can tell you whether this is out of line and risky," she said. *FME*

DONOR MANAGEMENT SOFTWARE

Company	Donor2/ SystemsSupport Services	eTapestry	Executive Data Systems, Inc.	Executive Data Systems, Inc.	Helix Ltd.
Product Name(s)	Donor2	eTapestry	Donor Records	Donor Records - Non-Profit Starter Kit	ANDAR Fundraising Software
Price, Single User	$5,000	Price based on number of records in database and number of concurrent users. Free for organizations with fewer than 500 records. Monthly access fee is $31/month for 501-1000 records; $105/month for 1001-5000 records; $155/month for 5001-15,000 records, etc.	$1,500	$500	$2,500 (concurrent)
Price, Multi-User	Starts at $6,000	Same as above.	$2,300	$800	$1,750 per additional concurrent user
In-house Software or ASP?	In-house	ASP	In-house	In-house	In-house
DOS	No	No	No	No	No
Win 3.x	No	Yes	No	No	No
Win 95/98	Yes	Yes	Yes	Yes	Yes (Windows 98 only)
Win 2000	Yes	Yes	Yes	Yes	Yes
Mac	No	Yes	No	No	No
UNIX	No	Yes	No	No	No
Linux	No	Yes	No	No	No
Other OS	Yes (Windows XP)	Yes	Yes (Windows XP)	Yes (Windows XP)	Yes (Windows XP and Server 2003)
Runs on Network?	Yes	Requires Internet connection	Yes	Yes	Yes
Which Networks?	Windows NT	All	Windows, Novell	Windows, Novell	Windows and TCP/IP
Also Provide Nonprofit Accounting Software?	Yes	Exports to a variety of third party accounting systems provided.	Yes	Yes	No
Does Donor Software Automatically Inegrate With It?	Yes	Exports to a variety of third party accounting systems provided.	Yes	Yes	Yes
Minimum Hardware Requirements	350 MHz, 128 MB RAM	128 MB RAM, 56 KBPS Internet connection	Windows 98 with 32 MB RAM	Windows 98 with 32 MB RAM	Pentium II, 400 MHz, 128 MB RAM, 100 MB hard disk
Recommended Hardware Requirements	2 GHz, 256 MB RAM	256 MB RAM, Broadband Internet connection	Same or later	Same or later	Pentium III or better, 256 MB RAM
Address	8848-B Red Oak Blvd. Charlotte, N.C. 28217	5455 Harrison Park Lane Indianapolis, Ind. 46216	1640 Powers Ferry Rd., Bldg. 14 Marietta, Ga. 30067	1640 Powers Ferry Rd., Bldg. 14 Marietta, Ga. 30067	7300 Warden Ave., Suite 503 Markham, Ontario L3R 9Z6
Telephone	800-548-6708	888-739-3827	800-272-3374 or 770-955-3374	800-272-3374 or 770-955-3374	877-479-3780 x304
Web Address	www.donor2.com	www.eTapestry.com	www.execdata.com	www.execdata.com	www.helixdp.com

Beware of Customizing Specialized Software

By Barb Aylesworth

Understandably, nonprofits want to get the most use out of the software purchased. But it can be very risky to try to use software for things for which it was not created.

Customization or extensibility of software is a good thing, as long as the vendor has taken this possibility into consideration when the software is conceived. It then becomes a feature of the application. When the customer, however, chooses to customize software outside of the vendors' preconceived scope, there could be unforeseen consequences.

Usually the vendor has defined a process that the software revolves around, which is intrinsic to the screens, functionality and data tables created for the tool. This might or might not be documented by the vendor.

For instance, accounting software has the ingrained process of month end closing of the books and quarterly or year end creation of financial statements. The vendor assumes the customer knows and is using this accounting process. The accounting software takes this process into consideration when integrating the tables and screens and reports it may generate.

If these same screens and tables are used to say, manage donor solicitation, whose underlying process is different, the resulting way the software performs will not be optimal. While it may be shoehorned into doing the job, the goal of automating a process or procedure is to optimize it, not just to "make do." In this example, it may be more efficient to do donor solicitation manually.

Along with sub-optimization, customized software runs the risk of becoming obsolete. Vendors update software frequently, sometimes multiple times a year. These new releases are due to many issues, including new functionality, bug fixes and additional process needs, and the core algorithms and database tables could change with each release.

If your organization has created additional functionality or tables based upon the core functionality and the vendor changes or eliminates this

> **If you know, as you are purchasing software, that you wish to use it for additional processes, talk to the vendor about that possibility.**

functionality, your extensions may not work with the next release.

Basically, your improvements may

DONOR MANAGEMENT SOFTWARE

Company	Kintera, Inc.	Metafile Information Systems, Inc.	Ruffalo CODY	SofterWare, Inc.	SofterWare, Inc.
Product Name(s)	Kintera Sphere™	results*plus*! events*plus*!	One, CampusCall, Constituent Connection, Rel@y	DonorPerfect Fundraising Software Visual Edition	DonorPerfect Online
Price, Single User	$250 + $25/month to $2,000	$2,995 for full single-user license, unlimited number of records. Please call for special pricing for small or start-up organizations.	N/A	$2,995	Starts at $100/month
Price, Multi-User	$250 + $25/month to $2,000	$3,995 for 3-user license. Additional licenses are $500 each.	Varies by number of users; starts at $10,000	$4,495+	Starts at $100/month, $40/user
In-house Software or ASP?	ASP - or what we call "software as a service"	In-house	In-house	In-house	ASP
DOS	No	No	No	N/A	Yes
Win 3.x	Yes	No	No	Yes	Yes
Win 95/98	Yes	No	Yes	Yes	Yes
Win 2000	Yes	Yes	Yes	Yes	Yes
Mac	Yes	No	Yes - workstation	Yes (with third party software)	Yes
UNIX	Yes	Yes	Yes	Yes (if running Windows)	Yes, with Browser
Linux	Yes	Yes	Yes	Yes (if running Windows)	Yes, with Browser
Other OS	Yes, (Windows XP and ME)	Yes (Windows Server 2003; Windows XP-both/either Windows XP Home or Windows XP Professional)	Yes (AS 400)	N/A	N/A
Runs on Network?	Yes	Yes	Yes	Yes	Yes
Which Networks?	All	Novell (must support long file names); Windows 2003, Windows 2000, Windows NT, TCP/IP, and Peer-to-Peer	Web based software - runs on any Web device	All Windows compatible	Standard TCP/IP
Also Provide Nonprofit Accounting Software?	Yes, via partnership	No	Yes	Yes (Accounting Interface that works with all leading accounting applications.)	Accounting Interface
Does Donor Software Automatically Inegrate With It?	Yes, via partnership	Yes, most standard accounting software packages.	Yes	Yes	Yes
Minimum Hardware Requirements	166 MHz Pentium; 32 MB RAM	Pentium II or better, 32 MB RAM and 110 MB hard drive space, 14.4 or better modem (workstation), CD-ROM drive and 1.44 floppy disk drive	Varies - Pentium IV server	PC-compatible, Pentium 266 or better with 64 MB RAM, 15 MB + free hard disk space; 800x600 pixel monitor display	Pentium II, 166 MHz or higher, 128 MB RAM, Super VGA (800x600) or higher resolution monitor with 256 colors. MAC: OSX10.2 or later with Safari 1.0, 128 MB RAM
Recommended Hardware Requirements	166 MHz Pentium; 64 MB RAM	Same as above, but Pentium III or better is recommended	Based upon number of users and number of records in database	128 MB RAM, hard disk space requirements for data depend on number of records	Broadband connection is preferable.
Address	9605 Scranton Road, Suite 240 San Diego, Calif. 92121	2900 43rd St., NW Rochester, Minn. 55901 Sales & Marketing:	65 Kirkwood North Road SW, P.O. Box 3018 Cedar Rapids, Iowa 52406-3018	540 Pennsylvania Ave., Suite 200 Fort Washington, Pa. 19034	540 Pennsylvania Ave., Suite 200 Fort Washington, Pa. 19034
Telephone	858-795-3000	800-638-2445	800-756-7483	800-220-8111	800-220-8111
Web Address	www.kintera.com	http://rp.metafile.com	www.RuffaloCODY.com	www.donorperfect.com	www.donorperfect.com

not stand the test of time. This has occurred time and again in the corporate world, where at the least, migrations to the new releases were costly, and at most, years of intellectual property have been lost bringing catastrophic results to the operations of the company.

There have also been instances where one vendor has bought out a competitor and will no longer support the competitors system. This leaves the customer the arduous task of not only moving all the data to the new system, but recreating the customization in the new system, since upgrades were not even possible.

If the goal of implementing software is to make the organizational processes more efficient, then use the software for which it was intended and reap the rewards of optimized processes. If you know, as you are purchasing software, that you wish to use it for additional processes, talk to the vendor about that possibility. They can tell you whether this is out of line and risky. Ask to see their next release plans.

Ask whether you can extend the

software, and work with the vendor to do so. They will be more receptive to include your upgrade needs in future releases, or for a fee, will do the customization for you. If you decide to do it in house, know that on-going

support costs can be very high.

If the goal of implementing software is to create an overarching database inclusive of all information relevant to say, your programs and donors, you may still need to start

with specific process solutions. Eventually, as the organization matures, and enough intellectual capital is captured, integrating these disparate databases to create an organizational knowledge base can be pursued.

> Usually the vendor has defined a process that the software revolves around, which is intrinsic to the screens, functionality and data tables created for the tool.

But, this entails a different type of software than one for a specific process such as accounting or donor management. These types of data mining or knowledge-based applications can take your separate systems and tie the databases together to generate reports for trends and "what if" analy-

sis. They are made to be extensible and customized, and will create a rich pool of intellectual property that is proprietary to the organization, and gives it greater capacity for long term sustainability.

In short: Customizing specialized software is risky because:

■ Your customized software may not be able to move to the next release;

■ Inability to upgrade may cause loss of intellectual property;

■ Cost of in-house support and maintenance is high;

■ Sub-optimization of software efficiency, due to misuse of functionality.

Know as much as you can of your requirements up front. Have a strategic knowledge management plan. Work with the vendors to implement it – create partnerships.

Understand the trade-offs of in-house or off-the-self software. Realize that you are managing your intellectual property and organizational knowledge, not just your software systems. *FME*

Barb Aylesworth is president of Lumen Consulting LLC, in Beverly Hills, Mich. Her email is: lz065z@comcast.

DONOR MANAGEMENT SOFTWARE

Company	Softrek	Straight Forward Software, Inc.	Target Software, Inc.	Telosa Software, Inc.	Telosa Software, Inc.
Product Name(s)	Pledgemaker Fundraising Software	LifeLine Nonprofit Management System	Team Approach®	Exceed!™ *Premier*	Exceed!™ *Basic*
Price, Single User	ASP only at $800/month	$495	N/A	$3,095	$499
Price, Multi-User	5 users starting at $10,000 installed; ASP variable pricing based on records and users starting at $800 per month	$745	Approx. $8,500 per month as service bureau; Approx. $50,000 as in-house soluton.	$3,095 + $500 per additional user	$599 (two users)
In-house Software or ASP?	Both	In-house	Either, or a combination	In-house	In-house
DOS	No	No	No	No	No
Win 3.x	No	No	No	No	No
Win 95/98	No	Yes	Yes (client, not server)	Yes	Yes
Win 2000	Yes	Yes	Yes	Yes	Yes
Mac	Yes (ASP only)	No	No	Yes (with third party software)	Yes (with third party software)
UNIX	Yes	No	Yes	No	No
Linux	Yes	No	No	No	No
Other OS	Yes	Yes (Windows NT and Windows XP)	Yes (Windows NT)	No	No
Runs on Network?	Yes	Yes	Yes	Yes	Yes
Which Networks?	Windows 2000, Windows XP, Internet	All major networks	TCP/IP	All major networks	All major networks
Also Provide Nonprofit Accounting Software?	No	No	No	No	No
Does Donor Software Automatically Inegrate With It?	Yes	N/A	Yes (Software will integrate with any third-party accounting software package)	Yes - Peachtree, MIP, QuickBooks (Pro 2002+, Premier 2002+ and Nonprofit edition)	Yes - QuickBooks (Pro 2002+, Premier 2002+ and Nonprofit edition)
Minimum Hardware Requirements	Web browser (call for specific requirements or see website)	Pentium II with 32 MB RAM and 70 MB hard disk space	Client: Pentium II, 64 MB RAM; Server: 700 MHz Pentium II	Windows 95, Pentium 90 MHz, 32 MB RAM, 500 MB hard drive	Windows 95, Pentium 90 MHz, 32 MB RAM, 500 MB hard drive
Recommended Hardware Requirements	Web browser (call for specific requirements or see website)	Pentium 4 with 128 MB RAM and 2 GB hard disk space	Client: Pentium III, 750 MHz, 128 MB RAM; Server: determined on a per-client basis	Windows 2000 Professional, Pentium III 500 MHz, 128 MB RAM, 2 GB hard drive	Windows 2000 Professional, Pentium III 500 MHz, 128 MB RAM, 2 GB hard drive
Address	30 Bryant Woods North Amherst, N.Y. 14228	P.O. Box 65317 Burlington, Vt. 05403	1030 Massachusetts Ave. Cambridge, Ma. 02138	610 Cowper St. Palo Alto, Calif. 94301	610 Cowper St. Palo Alto, Calif. 94301
Telephone	716-691-2800	802-865-0480	888-876-2275	800-676-5831	800-676-5831
Web Address	www.pledgemaker.com	www.straightforwardsoftwareinc.com	www.targetsite.com	www.telosa.com	www.telosa.com