

## **REQUIREMENTS SPECIFICATIONS**

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## 1 INTRODUCTION

- 1.1 The National Kidney Foundation Singapore (NKF) is seeking proposals for the
- a) Continued maintenance and enhancement of the Volunteer Management System (VMS) in a Software-as-a-Service (SaaS<sup>1</sup>) model running on Salesforce, and / or
  - b) To take over existing development (on Salesforce platform) or redesign (open platform as proposed by vendor) of the Donor Management System (DMS).

### **Volunteer Management System (VMS)**

- 1.2 NKF is using a Volunteer Management System (VMS) developed on the Salesforce platform. The goal is to streamline the recruitment/registration, engagement, scheduling, and management of volunteers using Salesforce's capabilities, including standard CRM features.
- 1.3 The current VMS, used by NKF's Volunteer Management (VM) department, supports recruitment/registration, scheduling, tracking, reporting, communication, and data management (for ensuring data accuracy and integrity by regularly updating and cleaning it).
- 1.4 The requirements of the current VMS are described in Section 4 Functional Requirements (**4.1.1, 4.3, 4.4, 4.5, and 4.6 for VMS**) & Section 5 Technical Requirements.

### **Donor Management System (DMS)**

- 1.5 NKF embarked on the development of the Donor Management System (DMS) in collaboration with a DMS vendor utilising the Salesforce platform. However, due to unforeseen circumstances, the DMS vendor is unable to complete the project to proceed to go-live. The DMS development project had advanced to the User Acceptance Testing (UAT) and data migration phase. Consequently, with mutual agreement between NKF and the DMS vendor, the development work has been put on hold permanently in early 2025.
- 1.6 The DMS is used by the Donor Relation (DR) department to manage and track the donor information, contributions, and enhance donor engagement; and Finance department to manage and track the donation information, submissions to related bank/payment gateways, General Ledger (GL) integration to Finance system, and annual tax filing to IRAS.

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<sup>1</sup> "SaaS" stands for Software as a Service. It's a cloud-based method of providing software to customers. SaaS customers subscribe to an application instead of purchasing and installing it. The vendor providing the SaaS is responsible for automatic software updates, security patches, and owning and managing all IT peripherals needed for the SaaS. Users can access and use a SaaS application from any compatible device over the internet.

- 1.7 The requirements of the DMS are described in Section 4 Functional Requirements (**4.1.1, 4.2, 4.4, 4.5, and 4.6 for DMS**) & Section 5 Technical Requirements.
- 1.8 NKF is now seeking a new vendor to take over the existing re/development of the DMS project. The vendor can propose to adopt the Salesforce platform or an open platform.

**DMS (on Salesforce platform) – Refer to clauses 1.9 to 1.10**

- 1.9 If the vendor intends to use the Salesforce platform for the DMS, NKF prefers the vendor to review and analyse the existing but not yet live DMS Salesforce application framework. The goal is to reuse at least 60% of the source code and redevelop the remaining 40% using the Salesforce application framework.
- 1.10 The vendor is required to assist NKF by making an appointment to vet the current DMS project documentation (**refer to clause 4.2.5.112 to 4.2.5.114 – DMS Sharing Session**):
- i. Continuing and completing the entire UAT process, addressing any gaps to meet user expectations.
  - ii. Assessing, refining, and successfully executing the data migration process; and
  - iii. Implementing enhancements and necessary refinements as identify to ensure the application is ready for go-live.

**DMS (on an Open Web platform) – Refer to clauses 1.11**

- 1.11 If the vendor plans to use an open platform for the DMS, it should ideally be a cloud-native SaaS solution. Any new developments should be listed as 'Optional' in the Price Schedule for NKF's consideration and not under Mandatory items. Details of these optional developments should be described in the proposal for NKF to consider.
- 1.12 The DMS will be accessible only from approved Internet IP addresses/ranges specified by NKF. These will be provided to the Contractor during the project preparation to go-live milestones.
- 1.13 If additional System Software or Cloud Services are required, the vendor's proposal should detail the implications if NKF cannot procure these services. The cost of these additional items shall be listed clearly in the cost table. The proposal should also include information on the deployment responsibilities for the latest security patches.
- 1.14 The vendor shall propose the System as Software-as-a-Service (SaaS) with multi-tenancy model on public Commercial Cloud and with data preferably to be hosted in Singapore. Multi-tenancy means that a single instance of the software and its supporting infrastructure serves multiple customers. Each customer



shares the same software application and the tenant's data is isolated and remains invisible to other tenants. Configuration can be done while leaving the underlying code base unchanged.

- 1.15 Vendors are required to include in their proposals and quote separately for the following services:

**Base Services**

- a) Understanding and confirming the scope and requirements at the start of the Contract;
- b) Design, develop / customise / configure, integrate, test, install and commence a fully operational on-demand cloud computing solution provided over a network to meet the functional requirements (**refer to Section 4.1.1, 4.4, 4.5, and 4.6 for general requirements, 4.2 for DMS and 4.3 for VMS**) & technical requirements (**refer to Section 5**) with justifications for the design;
- c) Provide capacity sizing, system architecture design, configuration, security and availability of the service;
- d) All system development, unit testing, system testing and integration activities; these include integration necessary for the proposed System;
- e) Propose a comprehensive Business Continuity Plan to ensure there is no disruption to the business operations in the event of disruptions that affect the availability of the proposed System;
- f) Application software maintenance (including security patches) and support starting from Service Commencement Date and throughout the entire Subscription Period;
- g) Provide comprehensive Infrastructure Operation management and maintenance/support of Cloud Services in the proposed hosting environment;
- h) Ensure that system development complies to security standards (e.g., ISO/IEC 27017);
- i) Propose and execute a comprehensive training package that minimally includes training material and term of reference; and
- j) Subscription Services for Year 1 and Year 2.

**Optional Services**

- k) Provide service to enhance the proposed System via Service Request (SR);
- l) Provide standard SR man-days for future new application integrating and the possible options for application integration, preferably through Application Program Interface (API);
- m) New enhancement requirements will be prefixed with "[Enhancement]" and need to be quoted in the price schedule under optional section; and
- n) Optional requirements will be prefixed with "[As an Option]".

1.16 Under this Invitation to Quotes (ITQ), the NKF reserves the right to award by part:

- a) Maintenance of VMS or
- b) Re/development, re/design and maintenance of DMS.

1.17 The Contract Period shall be as follows:

- a) Onboarding Period:
  - i. Maintenance of VMS: Up to maximum of THREE (03) months;
  - ii. Re/development, re/design and maintenance of DMS: Up to maximum of SIX (06) months.
- b) Subscription Period: TWO (2) years (including development).

The vendor must review and state their onboarding period, if the vendor's onboarding period exceeds 3 months for VMS and 6 months for DMS.

1.18 The vendor must quote for all items in this procurement. The vendor shall note that a partial or incomplete proposal is liable for rejection.

1.19 The vendor shall include in the document submission a softcopy of their proposal in a format that is compatible with Microsoft Word. The softcopy of the Price Schedule (*NKF Price Schedule.xlsx*) and the Statement of Compliance (*NKF Statement of Compliance.xlsx*) to Requirement Specifications shall be in Microsoft Excel format.

1.20 The vendor shall indicate the percentage of customisation to the proposed System in order to meet all the functional and technical requirements stated in the compliance table. Please **refer to above clauses 1.5 and 1.6**. If additional development is required to meet the requirements in this document, the vendor shall include the implementation details in the proposal and costing in the Price Schedule.

1.21 After the date of procurement closure, the vendor may be required to conduct presentation(s) / demonstration(s) and provide clarification(s) on the proposed solutions at no additional cost to NKF.

## **2 SCOPE OF WORK**

2.1 The Contractor shall carry out requirement gathering, design, deployment, and configuration of the Cloud Services in the Contractor's cloud environment. There shall be proper documents on these completed activities.

2.2 The Contractor shall be wholly responsible for the on-time delivery of the Services according to the requirement specifications and contractual terms.

- 2.3 The Contractor shall provide an implementation plan, including communication plan, to manage the transition to the new System; As the proposed System is yet to commence onboarding, this procurement document only provides the high-level requirements of the Service, and the Contractor may propose enhancements to these requirements as they deem fit based on requirements identified during the project kick-off and functional workshops. Detailed requirements shall be established and documented by the Contractor during requirement study and subjected to the approval of NKF.
- 2.4 The Contractor shall manage all matters relating to the configuration and operation of the proposed System including setup, integration and data migration, training and documentation for the successful implementation and maintenance of the Service.
- 2.5 The Contractor shall conduct the necessary checks and activities to ensure that the product features, performance and security requirements are met prior to System Commencement and throughout the Contract.
- 2.6 The Contractor shall ensure that personnel deployed have the appropriate experience, skills, and knowledge of the proposed System to assist NKF.

### **3 DATA PROTECTION TRUSTMARK CERTIFICATION**

- 3.1 The Contractor is encouraged to be certified with the Data Protection Trustmark ("DPTM") to demonstrate that the Contractor's accountable data protection practices are in compliance with the Personal Data Protection Act.
- 3.2 If the vendor has DPTM, it shall submit evidence of such certification at the time of the document submission.
- 3.3 Where the vendor is not able to furnish such evidence at the time of the document submission, and is eventually awarded the Contract, the awarded vendor is encouraged to obtain the DPTM certification within **TWELVE (12)** months from the Letter of Acceptance.

## 4 FUNCTIONAL REQUIREMENTS

### 4.1 General Requirement

4.1.1 The vendor should preferably have obtained the certifications listed below or follow compliance guidelines. Please provide supporting documentation, including references to projects, as evidence.

- i. ISO/IEC 27001 – Information Security Management System (ISMS): Ensures secure handling of sensitive payment data and protection against cyber threats.
- ii. ISO/IEC 27701 – Privacy Information Management System (PIMS): Extends ISO 27001 for managing personal data in compliance with privacy regulations like GDPR.
- iii. ISO/IEC 27017 – Cloud Security: Important if the e-payment system is cloud-based.
- iv. ISO/IEC 27018 – Protection of Personally Identifiable Information (PII): Relevant for handling customer data.

### 4.2 Donor Management - General Requirement

4.2.1 Vendor shall preferable be PCI DSS (Payment Card Industry Data Security Standard) certified or follow compliance guidelines. Please provide supporting documentation, including references to projects, as evidence.

4.2.2 The proposed DMS shall allow authorised users to carry out a range of functionalities: Donor Information Management (section 4.2.4) and Donation Information Management (section 4.2.5), aimed at optimising how nonprofit organisation manage, interact with, and retain their donors, as well as data management to donation tracking including integration with payment service providers and finance system.

4.2.3 Table 1 lists the user groups/roles that will use the DMS. The system shall allow authorised users to set up and configure (at least) the following user roles or privileges.

S/N	User Group/Roles	Description
1.	DR Manager	DR Manager person can manage Contact/Donor, Communication, Donation and Operational Donor Reports.
2.	DR Staff	DR Staff has limited view access to Contact/Donor, Communication, Donation, and run Operational Donor Reports
3.	DR Approver	DR Senior Manager and above person who can approve certain exceptional transactions, such as

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		change of donation amount and void donation, but cannot access to DMS objects.
4.	Finance	Finance staff has limited view access to Contact/Donor and Donation but has full access to the donation related process with NKF bank accounts and integration into NIMS Finance Oracle. Finance staff also can access Finance Operational Reports.  Additional privileges are required to perform IRAS submission.
5.	Finance Approver	Finance Manager and above person who can approve certain exceptional finance transactions such as change of donation amount and void donation but cannot access to DMS objects.
6.	Administrative	This group contains IT and Vendor admin users who have administrative rights to manage security privileges, manage users / groups / role.

### 4.2.4 Donor Information Management

#### **Donor Profiles**

- 4.2.4.1 The DMS shall support two (2) donor types: (1) individual and (2) organisation. The donor's unique key is either a) NRIC, b) UEN, c) Email Address or d) Phone Number.
- 4.2.4.2 Within Donor type (1) individual, the DMS can identify whether this donor have *Staff LD*<sup>2</sup> (**refer to clause 4.2.5.31**) or not, based on Distribution Code<sup>3</sup> or Batch/Pay Type<sup>4</sup>.
- 4.2.4.3 The DMS will enable authorised users to create, update, deactivate, and delete donor profiles. In cases where a donor profile linked to one or more donors needs to be deleted, the DMS will allow authorised users to merge the affected donors to a new or existing donor profile.
- 4.2.4.4 The DMS shall capture all donor profile change log (create, update, delete or access/view) as well as communication history (**refer to clause 4.2.4.35**) for audit trail.
- 4.2.4.5 The DMS shall enable authorised users search for and mark duplicate donors for merging. It shall provide a web display to compare before and after changes,

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<sup>2</sup> Staff LD - LifeDrops (LD) is an NKF staff donation program where contributions are directly deducted from their salaries.

<sup>3</sup> Distribution Code – Combination of 4 codes: GL Code, Cost Center Code, Project Code, and Fund Code to identify donations. **Refer to clause 4.2.5.92.3.**

<sup>4</sup> Batch/Pay Type – Identification of batch/pay type: Cash, Cheque, Credit Card, STAFFLD.

aiding in decision-making. Refer to **Donor Profile Unique Identifier** or clauses **4.2.4.15/16/17** on the criteria to identify the duplication of record.

- 4.2.4.6 Authorised users shall be allowed to search donor(s) using one or more donor profiles' fields.
- 4.2.4.7 Each donor profile shall include fields for name, contact information, donation history, and engagement preferences.
- 4.2.4.8 The DMS shall support custom fields to capture additional donor-specific information as needed.
- 4.2.4.9 The DMS allows anonymous donors to only capture anonymous donation amount and date time (**refer to clause 4.2.5.52/53**).

#### **Donor Particulars**

- 4.2.4.10 Donor particulars shall include:
  - a) Donor type (individual or organisation)
  - b) ID [unique id, NRIC/FIN, UEN or OTHER]
  - c) Personal Information [Surname/Family Name, First/Given Name, Middle Name, Other Name, Display Name, Date of Birth, Martial Status, Race, Religion]
  - d) Preferred Communication/Contact Method [Mail or Email]
  - e) Contact details
    - i. Individual
      - 1) email id
      - 2) contact information (mobile phone, office contact, home address {block, street, unit, building, postal code}, office address {block, street, unit, building, postal code}).
    - ii. Organisation
      - 1) email id
      - 2) office address {block, street, unit, building, postal code}
      - 3) point of contact information (name, office contact, email, designation, department).
- 4.2.4.11 Enable automatic retrieval of address information using postal codes from the SingPost Postal Code dataset (STDN). The STDN is updated quarterly per year. In order to achieve this functionality, then DMS has following features:
  - 1) Admin users must be able to upload a new or updated STDN via a CSV or Excel file from the DMS admin panel.

- 2) The DMS must maintain a version history of postal code imports, with timestamps, import user, and number of records added/updated.
  - 3) Upon entering a valid postal code, the corresponding local block, street name should be automatically filled in, if available.
  - 4) The DMS must validate postal codes against a master list during address entry.
  - 5) Invalid postal codes should trigger an error message, but it does not prevent form submission.
- 4.2.4.12 If the Donor chooses Tax-Deduction option at Donation Portal, then the DMS shall auto validate the donor ID (unique id, NRIC/FIN or UEN and excluding OTHER type) and disallow the saving of the donor records. The DMS shall display a friendly message if the donor ID is not valid.
- 4.2.4.13 At Donation Portal (refer to **clause 4.2.5.1**), the DMS shall also prompt donor for consent before saving the records. The system shall allow authorised users to configure the message such as "I give my consent to NKF to update me on its fundraising and education & education programmes".
- 4.2.4.14 Refer to **Appendix A.8 for Donor Particulars screenshots**.

#### **Donor Profile Unique Identifier**

- 4.2.4.15 The DMS captures donor particulars from the Donation Portal (**refer to clause 4.2.5.1**) or via Manual Donor Creation by authorised user at the DMS.
- 4.2.4.16 The Donor creation will reference to the Donor Profile Unique Identifier with minimum combination of following fields depend on the donor preference contact:
- a) Individual (list as priority order)
    - i. Given Name + Surname + NRIC
    - ii. Given Name + Surname + Email
    - iii. Given Name + Surname + Contact
  - b) Organisation
    - i. Organisation Name + UEN
- 4.2.4.17 The DMS shall check new Donor creation with existing donors to avoid duplicate records.

#### **Donor Category**

- 4.2.4.18 The DMS shall support the following categorisation of donors:
- a) New Donor - New donor who has no existing donation records. If donors make a second donation, the system will still show New Donor in the current FY<sup>5</sup>.
  - b) Lapsed Donor - Donor who has not donated in previous FY and more.
  - c) Re-engaged Donor - Lapsed donor but made a new donation in this current FY.
  - d) Active Donor - Donor who has made at least 1 donation in each of the previous FY or current FY.
- 4.2.4.19 The DMS shall preferably allow authorised users to define new categories and manage existing categories.
- 4.2.4.20 The DMS shall allow search and filter of donors, display a summary of categorisation of donors, and extract as a CSV (commas delimited file format) report listing containing a summary and donor listing for each donor category.
- 4.2.4.21 Refer to **Appendix D.3 for Donor Category table**.

#### **Search and Filter**

- 4.2.4.22 The DMS shall provide search functionality to locate donor profiles by name, contact details, or custom fields such as cheque number, debtor reference number, credit card, email, account number, and so forth.
- 4.2.4.23 The DMS shall support filtering donor lists based on donation frequency, amount ranges, and other relevant criteria.
- 4.2.4.24 The DMS shall allow tagging of donors (from the search result) to park under a temporary donor users group. Authorised users are allowed to use the temporary donor users group to manage notification.

#### **Donor Communications**

- 4.2.4.25 The DMS shall allow donor to specify his/her choice of communication that he/she wishes to receive from NKF marketing and communication team.
- 4.2.4.26 The donor communication contains language preferences and communication channels (i.e.: email, phone, mail, or other channels).

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<sup>5</sup> NKF FY is from 01 July (Y) to 31 June (Y+1).



### **Exclusion Codes**

- 4.2.4.27 The Exclusion codes refer to donor's choice of communication that the donor wishes to receive any communication matters from NKF marketing and communication team.
- 4.2.4.28 The Exclusion codes also refer to donor's specific classifications based on the DR needs. For example: List Code "X23" for donors who only want to subscribe to NKF Donor Electronic Direct Mail (eDM) updates, but they do not actively make donations, List Code "Y02" for donors who are from Community organizations, and so forth.
- 4.2.4.29 This Exclusion Code list works in unison with the email template creation for eDM, mass email blast and physical letters. Reports, and so forth. The DR users manually key in Exclusion Code at the Donor profile. The eDM unsubscribe function determines Exclusion Code as well.
- 4.2.4.30 Refer to **Appendix D.4 for Exclusion Code**.

### **Donor Volunteer Synchronization**

- 4.2.4.31 One person can be both Donor and Volunteer. It means the person will have same identifier for being Donor and Volunteer. The matching identifier will be combination fields: display name + full address or display name + email (**refer to clause 4.2.4.15 – Donor Unique Identifier**) matching with Volunteer.
- 4.2.4.32 It recommends semi-automation synchronization process between Donor Contact object and Volunteer Contact object whenever there are changes from DMS or VMS.
- 4.2.4.33 It keeps separate Contact object and let user decide. E.g. DR staff can see contact of same donor contact from VMS and then sync-up accordingly (manually or via a single button), VM staff can be notified that there is changed contact at DMS, then apply changes if necessary, using a single button manually. Alternatively, batch job to be run as scheduled to sync up the data between VMS and DMS.

### **Communication History**

- 4.2.4.34 For any notification (mail or email) to donor, it shall validate against the donor communication preferences before sending out the communication to the donor. E.g. If the donor specify that he/she does not wishes to receive any communication (mail or email), the system shall not send any communication to donor (and it also apply to generating data file for offline communication).

- 4.2.4.35 The DMS shall allow authorised users to search the communication history based on date/time range, and other information such as medium or one/more fields of the donor profile.

#### **Auto updates unsubscribe email**

- 4.2.4.36 The DMS shall allow donors to subscribe or unsubscribe from donor communication mailing list via eDM itself or Donor Self-Help portal.
- 4.2.4.37 The DMS shall automatically update the preferred communication/contact method (i.e., subscribe mailing list recipients) of the donor, including update or remove donor's exclusion codes.

#### **Birthday Greetings**

- 4.2.4.38 The DMS automatically sends birthday emails without user intervention daily for those donors whose birthday fall on the current date.
- 4.2.4.39 Able to view the percentage of the email being open and responded. This feature is optional feature.
- 4.2.4.40 The DMS can run report to summarise the sent birthday emails with selected period dates, please refer to Donation Relations Reports - Birthday Report (**clause 4.2.5.107** sub-point 3).

#### **Batch Letters**

- 4.2.4.41 There are 5 batch letters:
- a) LT-01 = Acknowledgement of Enrolment for LD<sup>6</sup> without receipt.
  - b) NKF-518 = Acknowledgement OTD<sup>7</sup> with receipt → only follow CEO signature logic.
  - c) LT-05 = Acknowledgement Termination letter.
  - d) NKF-503 = Credit Card about to expire.

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<sup>6</sup> [LD/RD] LifeDrops is a source of donation where donors give conveniently through automatic monthly or yearly deductions. LifeDrops (LD) is also known as Recurring Donation (RD).

<sup>7</sup> OTD – A One-Time Donation is a single, non-recurring financial contribution made by an individual or organisation to NKF, without any commitment to provide ongoing or repeated support.

e) NKF-514 = Upgrade / Downgrade LD<sup>6</sup>.

- 4.2.4.42 The DMS will have input parameters such as date period, communication language, communication channel.
- 4.2.4.43 The DMS should allow authorised users to customise the batch letter content templates (like email editor function).
- 4.2.4.44 The DMS will have an option to email batch letters or print physical letters in based on the donor communication preferences (Exclusion Code) refer to **clause 4.2.4.27 to 4.2.4.30**).
- 4.2.4.45 The batch letters will be in multiple languages formats based on the donor language preferences.
- 4.2.4.46 The authorized Donor Relations users generates the batch letter LT-01 and NKF-518 based on successful donations, then the users send the letters electronically (email) or physically to respective donor.
- 4.2.4.47 Refer to **Appendix D.5 for Batch Letters** (Format and Sample). It contains sample letters, and it need to be reviewed with the system before UAT and go-live. Revise staff names and designations as needed.

#### **Annual Donor Statement**

- 4.2.4.48 The statement informs donors annually for their total donations within calendar year period via email or physical letters depend on donor communication preferences.
- 4.2.4.49 The process does segmentation of donation based on previous year donation, then it will create excel files based on the segmentations.
- 4.2.4.50 The segmentation UI should allow authorised users to key in exclusion codes, thus the segmentation process will look up the exclusion codes to be involved at the segmentation process.
- 4.2.4.51 The excel files mail-merge with the annual donor statement templates to produce the Annual Donor Statements at either email or physical formats.
- 4.2.4.52 The system allows the email or physical statement templates customization.
- 4.2.4.53 This module relates to clause **4.2.5.63 – Annual Receipting LD**.
- 4.2.4.54 Refer to **Appendix B.1 for Annual Receipting LD<sup>6</sup> and Annual Donor Statement workflow**.

- 4.2.4.55 Refer to ***Appendix D.10 for Tax Receipting Matrix / Donation Segmentation Matrix.***

**eBlast Donor**

- 4.2.4.56 Mass Email Distribution - The system shall support mass email distribution (eBlast) for marketing campaigns and donation drives targeted at donor users.
- 4.2.4.57 Audience List Configuration - The eBlast module shall allow users to configure audience lists using multiple filtering criteria, including exclusion codes, list codes, donation dates, donation amounts, and other relevant attributes.
- 4.2.4.58 Duplicate Record Handling - The audience list function shall include the ability to detect and remove duplicate donor records to ensure each recipient receives only one email.
- 4.2.4.59 Audience List Export - The system shall provide functionality to export the finalised audience list for record-keeping or external processing purposes.
- 4.2.4.60 Email Content Setup - Users shall be able to configure the email by specifying the sender's email address, sender name, subject line, and message content. The module shall support both HTML and plain text formats and include a built-in email editor (WYSIWYG - What You See Is What You Get) for content creation.
- 4.2.4.61 Pre-Send Verification - Before initiating the actual eBlast, the system shall include a verification step to prevent unintended email sends.
- 4.2.4.62 Sample Email Testing - As part of verification, the system shall allow sending a test email to a predefined verifier group to review formatting and content accuracy.
- 4.2.4.63 Email Dispatch Options - The system shall provide flexible options for email dispatch, including:
- i. Sending to all recipients in a single batch.
  - ii. Sending in smaller batches with configurable delay intervals and pause durations (e.g., introduce a sleep period after sending a specified number of emails).

This ensures controlled load handling and compliance with sending best practices, including preventing the email server from treating these email dispatch as SPAM.

4.2.4.64 Donor Engagement Tracking - The eBlast module shall track donor engagement activities such as event attendance and *email open rates*<sup>8</sup>. This data will contribute to the donor's communication history and support strategic planning for future outreach.

4.2.4.65 Refer to **Appendix A.7 for eBlast Donor screenshot**.

### **Donor Self-Help Portal**

4.2.4.66 Donors who make their donations as RD/LD<sup>6</sup> for first time and their communication preference is email, DMS will trigger notification Donor Self-Help Logon emails to the donors within 2 weeks upon the first successful LD/RD.

4.2.4.67 Login and Security

4.2.4.67.1 The portal shall have a secure login page accessible via HTTPS at the following URL: <https://friends.nkfs.org/Portal/self-help/index.html>

4.2.4.67.2 For first-time login, donors will enter their email address as the username along with the provided password.

4.2.4.67.3 Upon successful credential validation, the system shall initiate a one-time password (OTP) verification via SMS. The OTP shall be valid for 3 minutes (default setup which can be configured). Refer to **Section 4.5.2 for common integration with authorised SMS Gateway**.

4.2.4.67.4 After donor first login, will be prompted to change password. Password should be at least 12 characters and must contain a mixture of letters, numbers and at least 1 special character. It enforces to remember minimum last 3 passwords for the password history.

4.2.4.67.5 A "Remember Me" checkbox shall be provided on the login screen. If selected, the system will save the donor's login credentials for future sessions (subject to browser security).

4.2.4.67.6 A "Forgot Password" option shall be available to allow donors to reset their password securely.

4.2.4.67.7 Donors shall be able to view and update their personal profile information, including Mailing address, Email address and Contact number

4.2.4.67.8 Refer to **Appendix A.1 for Login screenshot**.

4.2.4.67.9 [Enhancement] NKF is considering **SingPass** Login and **MyInfo** integration for DMS, which currently uses SMS (2FA) for login. The vendor should provide

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<sup>8</sup> Email open rate is a key metric in email marketing that indicates the percentage of recipients who opened a specific email.

project details, including the effort (for NKF to consider) to implement **SingPass** and **MyInfo**, and transaction statistics for up to two (2) project references (if applicable).

4.2.4.67.10 [Enhancement] The DMS shall provide donors with the option to log in via **SingPass** for secure donation record access and tax deduction auto-filing.

4.2.4.67.11 [Enhancement] The DMS shall use **MyInfo** data to auto-populate donor details for receipt generation and IRAS submissions.

4.2.4.67.12 [Enhancement] The DMS shall validate NRIC/UIN retrieved via **MyInfo** to ensure uniqueness in donor profiles.

4.2.4.67.13 [Enhancement] The vendor is required to propose a migration strategy for DMS from the current login mechanism to SingPass and MyInfo integration.

#### 4.2.4.68 Donation History (Donor Self-Help Portal)

4.2.4.68.1 Donors shall be able to view a summary of their donation history, including:

- i. Number of donations;
- ii. Donation year(s) and
- iii. Total donation amount per year.

4.2.4.68.2 The latest year's donation summary shall be prominently displayed with a label such as "Donated: \$XX.XX".

4.2.4.68.3 All donation history data shall be retrieved from the DMS backend and must reflect only published records.

4.2.4.68.4 The Donor Self-Help portal will display all the published donations history retrieved from DMS backend.

4.2.4.68.5 Donors can request access to older donation records by submitting a request via the Contact Us form provided in the portal.

4.2.4.68.6 Refer to **Appendix A.1 for Donation History screenshot**.

#### 4.2.4.69 Volunteer Info

4.2.4.69.1 Donor allows to sign up as a volunteer for certain programs/events. Donor can sign up for volunteer by clicking hyperlink.

4.2.4.69.2 Refer to **Appendix A.1 for Volunteer Info screenshot**.

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### 4.2.4.70 Friends of NKF

4.2.4.70.1 A reward programme exclusive to NKF donors, offering discounts and benefits provided by various partners.

4.2.4.70.2 Donor can view retail merchandise, Food & Beverages and lifestyle services of NKF partners at discount prices. List of participating partners can be accessed by clicking on the hyperlink.

4.2.4.70.3 A reward programme exclusive to NKF donors, offering discounts and benefits provided by various partners. Below are the required features:

- 1) Retrieval of e-card to view from hyperlink.
- 2) Listing of merchants.
- 3) Follow us on Facebook, Instagram and YouTube.
- 4) Special highlight/ pop-up segment to showcase any special discount or vouchers.
- 5) Allow donor to become Life Drop donor from hyperlink.
- 6) Contact information to become NKF partner.
- 7) Chatbot function.

4.2.4.70.4 The reward programme information will link to the NKF corporate website link: <https://nkfs.org/support-us/donation-programmes/friends-of-nkf/>

4.2.4.70.5 Donor who signs up for Recurring Donation or LifeDrops entitled to be Friends of NKF programme.

4.2.4.70.6 For donors who sign up for recurring donations with a unique email and contact number, ensure that access is granted after one successful deduction (this is same to **clause 4.2.4.66**). When the donation is cancelled, this function will revoke access.

4.2.4.70.7 Refer to **Appendix A.1 for Friends of NKF screenshot**.

### 4.2.4.71 Profile

4.2.4.71.1 Donor can view and edit profile information.

4.2.4.71.2 Donor particulars information shall include Name, Birthday, Address Mobile, Email, Account, UserID and Communication channels are display and are editable.

4.2.4.71.3 Total Donation amount of the latest year to be displayed. Donated Amount: \$XX.XX

4.2.4.71.4 Refer to **Appendix A.1 for Profile screenshot**.

4.2.4.72 Contact Us

4.2.4.72.1 Donor can feedback relating to Donors matters via email. Feedback Title to be filled and a text box to input the Feedback.

4.2.4.72.2 Click on Send Button to send Feedback and Clear button to clear Title and text box content.

4.2.4.72.3 Total Donation amount of the latest year to be displayed. Donated Amount: \$XX.XX

4.2.4.72.4 Refer to **Appendix A.1 for Contact Us screenshot.**

4.2.5 Donation Information Management

**Donation Portal**

4.2.5.1 It is a public online form to allow potential donors to key in and submit their donations.

4.2.5.2 The donation portal has selection donation types: one-time or recurring donation.

4.2.5.3 To have 3 donor types – Individual, Organization, Anonymous.

4.2.5.4 Interface with payment gateway: Red Dot Payment for credit cards, SGQR (PayNow, PayLah) transactions.

4.2.5.5 Except for Anonymous donor type, this portal has mandatory fields as follow:

- 1) Name.
- 2) NRIC for Individual or UEN for Organization → only for tax-deductible.
- 3) Address or Email → depends on donor preference contact.

4.2.5.6 These mandatory fields relate to Donor Profile Unique Identifier (clause 4.2.4.15).

4.2.5.7 If the donor is new, a new donor record should be created. If the donor is existing based on the Donor Profile Unique Identifier, the information should be linked to the correct donor record.

4.2.5.8 Donation Portal can link to certain Distribution Code (clause 4.2.5.43 – Programme/Events) using a unique donation portal URL.

4.2.5.9 Donation Portal has a dynamic top banner that allow users to manage it based on its Distribution Code.



- 4.2.5.10 In a certain circumstance, the system also allows authorised users to customise the Donation Portal fields (show or hide).
- 4.2.5.11 Donation Portal has multiple currencies of payment option for global donors.
- 4.2.5.12 Donation Portal has a donation summary to be shown at bottom of the page prior to redirect to the payment page.
- 4.2.5.13 Donation Portal has a Thank You page shown, upon the donor successfully made his/her donation payment. Authorised users can customise the Thank You page content, therefore the DMS has a Thank You page advanced editor function.
- 4.2.5.14 The system can generate a unique QR Code links to a particular Donation Portal.
- 4.2.5.15 QR code automatically updated for each unique donor or event; donors can scan this code and access payment options.
- 4.2.5.16 Refer to **Appendix A.6 for Donation Portal screenshot.**

#### **Online Donation Process**

- 4.2.5.17 The backend DMS works in collaboration with Donation Portal.
- 4.2.5.18 The backend DMS will automatically create batches based on received date. Please **refer to Donation Batches (clause 4.2.5.55).**
- 4.2.5.19 The donations collected from Donation Portal are transferred to DMS backend system via the middleware API function.
- 4.2.5.20 Refer to **Appendix C.1 for Online Donation Process flowchart.**

#### **One-Time Donation**

- 4.2.5.21 As explained by its name, this donation type is one-time. Therefore, it allows to have Anonymous donor type, besides other donor types.
- 4.2.5.22 One-Time Donation has fields: amount, payment mode, Batch Creation, Date received, distribution code, tax receipt, print receipt option, remarks, receipt name.
- 4.2.5.23 The One-Time Donation source types:
  - 1) SGQR (PayNow/PayLah)
  - 2) Credit Card.

**Recurring Donation (LifeDrops (LD<sup>6</sup>) Programme)**

- 4.2.5.24 This is a Recurring Donation (RD) or LifeDrops (LD<sup>6</sup>) whereby donor commits to making the monthly / annually donation of certain amount.
- 4.2.5.25 The Recurring Donation source types:
- 1) Giro
  - 2) Credit Card
  - 3) Payroll for Staff (**refer to clause 4.2.5.31 – Staff LD**).
- 4.2.5.26 The Recurring Donation has highlighted fields namely: distribution code, debtor reference, next pay date, end date, Monthly or yearly, bank account, credit card, expiry date, bank branch number, account number, account name, prefer date (or fix) only one date.
- 4.2.5.27 Recurring Donation has Change Log Codes as follows:
- 1) AE = Account Enrolment.
  - 2) AH = Account Hold.
  - 3) AU = Account Upgrade.
  - 4) AR = Account Reduce.
  - 5) AT = Account Termination → should have a reason to tag.
  - 6) TT = Giro Activation
  - 7) TU = Upgrade Activation
  - 8) XT = Reject from Bank - Enrolment
  - 9) XU = Reject from Bank - Upgrade
  - 10) AY = Change of LD End Date
  - 11) CD = Change of next pay date
  - 12) BA = Change of Account name
- 4.2.5.28 These LD<sup>6</sup> Change Log Code will be used at Batch Letters (**clause 4.2.4.42**) and Staff LD<sup>6</sup> (**clause 4.2.5.31**).
- 4.2.5.29 Authorised user can void RD/LD<sup>6</sup> subject to approval with reason.
- 4.2.5.30 Authorised user can void RD/LD<sup>6</sup>'s Change Logs with reason. The voided Change Log status will be put prefix DEL\_, i.e.: DEL\_AU; and other related status will be rolled back to the previous related status before the voided Change Logs created.
- 4.2.5.31 Refer to **Appendix D.15 for LD<sup>6</sup> Change Log Codes scenarios**.

### **Staff LD**

- 4.2.5.32 It is a LifeDrops program for NKF staff and donation amount is deducted from the staff's salary.
- 4.2.5.33 Current Process for HR, DR and Finance users to communicate on staff recurring donations is manual (emails, excel worksheets).
- 4.2.5.34 For leaving/resigned staff, authorized users will terminate the Staff LD, however the staff donor information will remain at DMS.
- 4.2.5.35 The DMS will streamline the Staff LD creation, update, on-hold, and terminate process, please refer to the flowchart and sample file reference.
- 4.2.5.36 Refer to **Appendix C.2 for Staff LD flowchart**.
- 4.2.5.37 Refer to **Appendix D.13 for Staff LD files**.

### **Appeals/Project Code**

- 4.2.5.38 The DMS supports an Appeals creation and management with a Project Code, allowing users to set goals, track progress, and manage related donor communications.
- 4.2.5.39 Donor Relations user creates Project Codes for fundraising Programme/Event. Programme/Event will be discussed at next section.
- 4.2.5.40 Project Code is unique in the system.
- 4.2.5.41 Each donation is paired with a project code, so that users can identify the donation's source.
- 4.2.5.42 One Project Code can have multiple Programmes/Events depends on the donation type (OTD<sup>7</sup>/LD<sup>6</sup>) or donation purpose.
- 4.2.5.43 Refer to **Appendix A.9 for Appeals/Project Code screenshot**.

### **Programme/Events**

- 4.2.5.44 Programme is subset of the Project Code.
- 4.2.5.45 Each programme links to one Distribution Code that can generate a unique donation portal URL.
- 4.2.5.46 The system has 3 types of Programmes:
  - 1) Fundraising - for DMS

2) Programmes - for VMS

3) Training - for VMS

4.2.5.47 The unique donation portal URL will also have an auto-generate QR Code.

4.2.5.48 Refer to **Appendix A.10 for Programme/Events Fundraising screenshot.**

### **Gift-In-Kind**

4.2.5.49 It is non-cash donation (Batch Creation, Date received, distribution code, remarks, market value, pay type). In-kind donation is usually non-tax deductible.

4.2.5.50 The DMS keeps the in-kind donations only for recording purpose.

4.2.5.51 In-kind donation status always shows "Pending".

4.2.5.52 Refer to **Appendix A.13 for In-Kind Donation screenshot.**

### **Anonymous Donation**

4.2.5.53 It is anonymous donation. The anonymous donation has fields: Batch Creation, Date received, distribution code, print receipt option, remarks.

4.2.5.54 The anonymous donation will be saved under an individual anonymous ID contact.

### **Donation Status**

4.2.5.55 The donation status we had in the DMS briefly enlist below:

- 1) Incomplete - default for online donation (When donation is initially created and before RDP response).
- 2) Cleared Pending- after RDP response received for online donation, default status for csv upload & batch manual creation entry.
- 3) Reconciled - after Finance confirmed money is in NKF bank account.
- 4) Exported - exported to Finance system using the file generation function.
- 5) CC Declined - for failed credit card donation.
- 6) Rejected - for failed Giro, PayNow & credit card donation.
- 7) Scheduled - for all recurring donations.
- 8) Terminated - for terminated recurring donation.
- 9) On hold - for hold recurring donation.

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- 10) Cancelled - for cancel OTD<sup>7</sup> & recurring donation.
- 11) Voided - for refund donation (only finance user has permission to change this status).
- 12) Convert to OTD<sup>7</sup> – when recurring donation convert to OTD<sup>7</sup>.

4.2.5.56 Refer to **Appendix D.15 for Donation and Batch Status table.**

### **Donation Batch**

4.2.5.57 Every donation record will be tagged to a batch record automatically based on donation attributes, except when Donation Status is Incomplete, Pending & Scheduled.

4.2.5.58 The batch number will be created according to naming rule:

*FrequencyType (1 char)PaymentMethod(2 chars)Channel(2 chars)-Date(yymmdd)-SerialNumber(01,02,...)*

4.2.5.59 Online Credit Card Donations will have additional batch code to identify its donation amount Low or High with this following condition: Less than \$1K (Low) and above \$1K (High). The Batch number naming becomes:

*FrequencyType (1 char)PaymentMethod(2 chars)Channel(2 chars)Low/High(1 char)-Date(yymmdd)-SerialNumber(01,02,...)*

4.2.5.60 Manual Credit Card Donations, including uploading donations from other channel, does not have this Low or High Batch code.

4.2.5.61 Receipts from Bank – NKF has 2 bank account number:

- 1) Acct 1 – For all one time batches, batchID start with O
- 2) Acct 2 – For all recurring batches, batchID start with R

4.2.5.62 Donation Batch status are briefly enlisted below:

- 1) Pending
- 2) Reconciled
- 3) Cleared
- 4) Voided

4.2.5.63 Refer to **Appendix D.1 for Payment Method table.**

4.2.5.64 Refer to **Appendix D.2 for Channel of Donation table.**

4.2.5.65 Refer to **Appendix D.15 for Donation and Batch Status table.**

### **Annual Receipting LD<sup>6</sup>**

- 4.2.5.66 This module generates receipt numbers annually for recurring donations (LD<sup>6</sup>) regardless tax-deductible or non-tax-deductible.
- 4.2.5.67 The receipt numbers will be used for the LD<sup>6</sup> annual tax-deductible (IRAS) submission that will be explain later at clause 4.2.5.93 (Integration to IRAS).
- 4.2.5.68 This module also relates to some Finance Annual Receipting Reports: RCP-55 and RCP-56.
- 4.2.5.69 The Receipting process will make those LD<sup>6</sup> donation records according to a certain Section Matrix that is shows at Finance Report RCP-56 as well as Tax Receipt Mailing Report.
- 4.2.5.70 This module relates to clause 4.2.4.49 (Annual Donor Statement).
- 4.2.5.71 Refer to ***Appendix B.1 for Annual Receipting LD<sup>6</sup> and Annual Donor Statement workflow.***

### **Donation from Other Channels**

- 4.2.5.72 Users to extract the donor and donation details (inclusive of Campaign Name) from the respective 3<sup>rd</sup> party donation portals e.g. Giving.sg, etc; onto excel/CSV file and provide function for upload to system for users' review and approve for updates in the system.
- 4.2.5.73 The extracted donation should include a project code that will be associated with a campaign set up in the DMS.
- 4.2.5.74 Once the other-channel donations are uploaded in the function system, the upload function should have a search function to determine whether the donor is new or existing.
- 4.2.5.75 Refer to ***Appendix A.2 for Upload and Import Donation Data screenshot.***
- 4.2.5.76 Refer to ***Appendix D.6 for Other Channel Donation File Format reference.***

### **Batch Donation for Manual Donation Form**

- 4.2.5.77 Donations also can come within hard copy forms from donation programme/campaign/event.
- 4.2.5.78 It needs a web form to import the donations by batch to DMS.
- 4.2.5.79 The manual RD/LD donation entry to DMS, it will auto create the Recurring Donation's Change Logs (refer to **clause 4.2.5.27**).

4.2.5.80 Refer to **Appendix A.3 for Create Batch Donation Data screenshot.**

### **Donation Reconciliation**

4.2.5.81 Finance users use this function when they confirmed that donation money received in NKF bank account.

4.2.5.82 Donation recon will go by batch and there are 2 options that they can go for:

- 1) Recon on one specific batch ID.
- 2) Recon by multiple batches within the date range selected.

4.2.5.83 Refer to **Appendix A.5 for Donation Reconciliation screenshot.**

### **Donation Changes/Conversion**

4.2.5.84 Authorized users can convert or to make changes at donation fields:

- 1) Donation Types (One-Time to Recurring vice versa)
- 2) Distribution Code
- 3) Convert tax receipt versa
- 4) Change name on receipt
- 5) Change of donor
- 6) Change of remarks
- 7) Print receipt flag
- 8) Change of amount

with compulsory change/conversion reason and subject to HOD approval.

4.2.5.85 The above changes/conversion are applicable regardless the donation types are One-Time Donation or Recurring Donation.

### **Activity Tracking and Reporting**

4.2.5.86 **View transaction history** - Access the donation history of new donors and repeat donors (donations, tax receipts, distribution code, date of donation, batch ID, status, remarks, lifetime donation).

4.2.5.87 Manage recurring donors and gifts - Keep track of recurring donations and reach out to lapsed donors.

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- 4.2.5.88 Input custom notes - Add payment details from offline transactions, update contact information, or add individual notes or tags.
- 4.2.5.89 Track payment methods - Monitor giving (such as cash, PayNow, VISA, MASTERCARD, AMEX, GooglePay, ApplePay, cheque, in kind, and more) to help organise and simplify your reporting.

### **Fundraising tools**

- 4.2.5.90 Pre-filled custom forms: Add your pre-filled fundraising form, with custom donation amounts, to your emails and internet website.
- 4.2.5.91 Donation forms: Create custom donation forms that work well with your donor management software.
- 4.2.5.92 Payment processing: Allow donors the option to give in multiple different ways, like through Google Pay, Apple Pay, and recurring gifts.
- 4.2.5.93 Secured online transactions.

### **Integration**

- 4.2.5.94 Integration to NIMS HR
- 4.2.5.94.1 Currently there is no immediate plan to integrate DMS with NIMS HR (SAP SuccessFactors). This will be revisited on next system enhancement phase.
- 4.2.5.94.2 **Refer to clause 4.2.5.31** for Staff LD for Staff Recurring Donation details.
- 4.2.5.95 Integration to Red Dot Payment (RDP)
- 4.2.5.95.1 RDP (DMS => RDP / SGQR, Visa, Mastercard, AMEX) - to deduct donation amount from donor's credit card.
- 1) Frequency: 1x Monthly on 12th of the month. An ACK file is returned to DMS for processing.
  - 2) To provide online report of SGQR (Pay Now/DBS PayLah!), Visa, MasterCard, AMEX jobs.
  - 3) To auto notify authorised users on the job error.
- 4.2.5.95.2 Refer to RDP Developer website (<https://developers.reddotpayment.com/>) for further integration details.



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- 4.2.5.95.3 While the Finance team is processing the Credit Card donations to RDP, Finance will do locking any Credit Card donation changes. Any changes on the Credit Card donations will be put on hold during the locked Credit Card process. The changes will be implemented, once the locked is released by Finance team.
- 4.2.5.95.4 Refer to **Appendix C.3 for RDP – Manual Donation Creation Process** with Payment Mode Credit Card flowchart.
- 4.2.5.96 Integration to DBS IDEAL
- 4.2.5.96.1 DBS (DMS => DBS / GIRO) - to deduct donation amount from donor's bank account for GIRO transactions.
- 1) Frequency: 3x monthly on 3<sup>rd</sup>, 17<sup>th</sup>, last working day of the month. Second and last deductions includes the previous deductions have error. An ACK file is returned to DMS for processing.
  - 2) To provide online report of GIRO jobs.
  - 3) To auto notify authorised users on the GIRO job error.
- 4.2.5.96.2 DBS (DMS => DBS / Visa & Mastercard) - to deduct donation amount from donor's credit card. Frequency: Monthly on XX of the months. An ACK file is returned to DMS for processing.
- 1) To provide online report of Visa & MasterCard jobs.
  - 2) To auto notify authorised users on the job error.
- 4.2.5.96.3 While the Finance team is processing the Giro donations to DBS, Finance will do locking any Giro donation changes. Any changes on the Giro donations will be put on hold during the locked Giro process. The changes will be implemented, once the locked is released.
- 4.2.5.96.4 Refer to **Appendix D.7 for DBS Interbank GIRO Files reference**.
- 4.2.5.97 Integration to NIMS Finance (Oracle)
- 4.2.5.97.1 The monthly process produces a generated flat file contains donation amount with Distribution Code and a Batch number that serves as the common key between NIMS Finance (Oracle) and DMS.
- 4.2.5.97.2 Processing Donations and Receipt Generation by batches. Each donation is tied to the following codes:

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- 1) GL Account code (4 digits) – indicates the types of income i.e., Operating (outright donation) OR Capital (associated with some fund).
- 2) Cost Centre code (4 digits) – department code of Donor Relations department.
- 3) Project Code (3 alphanumeric) – to identify programme, assigned by Finance in Navision. To have more characters in new DMS. To consider having a special series for DMS.
- 4) Fund Code – classification of funds. E.g., general / education / children etc.

4.2.5.97.3 All the 4 codes are combined to form the Distribution Code:

- 1) {GL Code}-{Cost Centre Code}-{Project Code}-{Fund Code}
- 2) Example: 5111-2110-M8X-00

4.2.5.97.4 The system allows finance team to download the generated flat file into their computer. It automatically uploads the generated flat file into our SFTP server with following path:

- 1) Testing: S:\SFTP\ORACLE\_Integration\SIT\DMS\GL\_IN\_501
- 2) Production: S:\SFTP\ORACLE\_Integration\PROD\DMS\GL\_IN\_501

4.2.5.97.5 In addition, there are 2 donation criteria that need to further process:

- 1) Donation Sales: “GL Code” is 411103 that is Sales Donation transaction.
- 2) Fund Code: Transaction records’ Fund Code other than 3101 (General Fund).

4.2.5.97.6 Sales Donations Oracle File Generation Function

4.2.5.97.6.1 The purpose of this function is to identify each Sales Donation record, then split it into the following lines:

- 1) GL Line (Base Amount)
- 2) GST Line (GST Amount)

4.2.5.97.6.2 The process workflow is as follow:

- 1) Below is a simple illustration of original transaction from DMS.

A	B	C	D	E	F	G	H	I
		GL Code	Batch No.			Cost Centre	Project Code	Fund Code
10072023	Bank Account	024-008491-4	STR230710-01	iMIS Batch Journal: Jul 2023	40			3101
10072023	G/L Account	411103	STR230710-01	iMIS Batch Journal: Jul 2023	-40	51101	61050	3101

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- 2) Identify column C or "GL Code" is 411103 that is Sales Donation transaction.
- 3) It needs to split this Sales Donation transaction line into Base Amount and GST Amount.
- 4) Based on current GST 8%, then change the Base Amount line column F value with calculation formula equals the original amount divided by 1.08 times:  $-40 / 1.08 = -37.04$ . The Base Amount calculation result will be rounded to nearest 2 decimal places. The GST rate will subject to change 9% in the year 2024 and this workflow should adjust to the prevailing GST rate.
- 5) Create a new GST Amount line with all column values are same as the Base Amount line, except:
  - i. Column C or "GL Code" is 211105
  - ii. Column F value with calculation formula equals the original amount minus the Base Amount value at point 2.d:  $-40 - -37.04 = -2.96$ .
- 6) Following is the result illustration of splitting up Sales Donation transaction sample:

	A	B	C	D	E	F	G	H	I	J	K	L
1			GL Code	Batch No.			Cost Centre	Project Code	Fund Code			
2												
3	<b>EXAMPLE 1</b>											
4	<b>Before Split Up Donation Sales</b>											
5	10072023	Bank Account	024-008491-4	STR230710-01	IMIS Batch Journal: Jul 2023	40			3101			
6	10072023	G/L Account	411103	STR230710-01	IMIS Batch Journal: Jul 2023	-40	51101	61050	3101			
7												
8												
9												
10	<b>After Split Up Donation Sales</b>											
11	10072023	Bank Account	024-008491-4	STR230710-01	IMIS Batch Journal: Jul 2023	40			3101			
12	10072023	G/L Account	411103	STR230710-01	IMIS Batch Journal: Jul 2023	-37.04	51101	61050	3101		Base Amount	
13	10072023	G/L Account	211105	STR230710-01	IMIS Batch Journal: Jul 2023	-2.96	51101	61050	3101		GST Amount	

- 7) Below is another simple illustration of Sales Donation transactions for further understanding.

	A	B	C	D	E	F	G	H	I	J	K	L
1			GL Code	Batch No.			Cost Centre	Project Code	Fund Code			
15												
16	<b>EXAMPLE 2</b>											
17												
18	<b>Before Split Up Donation Sales</b>											
19	17072023	Bank Account	024-008491-4	STR230717-01	IMIS Batch Journal: Jul 2023	60			3101			
20	17072023	G/L Account	411103	STR230717-01	IMIS Batch Journal: Jul 2023	-60	51101	61050	3101			
21												
22												
23	<b>After Split Up Donation Sales</b>											
24	10072023	Bank Account	024-008491-4	STR230717-01	IMIS Batch Journal: Jul 2023	60			3101			
25	10072023	G/L Account	411103	STR230717-01	IMIS Batch Journal: Jul 2023	-55.56	51101	61050	3101		Base Amount	
26	10072023	G/L Account	211105	STR230710-01	IMIS Batch Journal: Jul 2023	-4.44	51101	61050	3101		GST Amount	

### 4.2.5.97.6.3 Additional requirements:

- 1) Finance users can download the generated flat file into their computer.

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- 2) DMS site automatically uploads the generated flat file into our SFTP server:
  - i. Testing: S:\SFTP\ORACLE\_Integration\SIT\DMS\GL\_IN\_501
  - ii. Production: S:\SFTP\ORACLE\_Integration\PROD\DMS\GL\_IN\_501
- 3) Finance users check the Oracle sandbox and confirm the entry is correct.
- 4) Volume testing will be conducted to generate the Sales Donation records for January 2024 up to <testing month>.
  - i. Additional data migration for sales donations for January 2024 up to <testing month> is required for this testing purpose.

### 4.2.5.97.7 Fund Code Oracle File Generation Function

4.2.5.97.7.1 The purpose of this function is to identify transaction records' Fund Code other than 3101 (General Fund), then these non-3101 records need to have its own Bank Line, and their original Bank Lines will be recalculated after the non-3101 records are moved out.

4.2.5.97.7.2 The process workflow is as follow:

- 1) Below is a simple illustration of original transaction from DEMS system.

	A	B	C	D	E	F	G	H	I
1			GL Code	Batch No.			Cost Centre	Project Code	Fund Code
5	12072023	Bank Account	024-008491-4	RP230712-VMC-02	IMIS Batch Journal: Jul 2023	35			3101
6	12072023	G/L Account	411106	RP230712-VMC-02	IMIS Batch Journal: Jul 2023	-20	51101	60000	3101
7	12072023	G/L Account	411106	RP230712-VMC-02	IMIS Batch Journal: Jul 2023	-15	51101	60000	3204

- 2) To identify the GL Lines with Fund Code (column I) other than 3101 and its corresponding Bank Line under same Batch No. In the above example, it is 3204 (excel row 7).
- 3) It needs to have its own Bank Line and be moved out from its original Batch Lines.
- 4) Create a new Bank Line with all same column values from its original Bank Line (excel row 5), except for column F equals non-3101 record amount (in this case is 15) and column I or "Fund Code" is 3204.
- 5) Recalculate the original Bank Line (excel row 5) column F minus the non-3101 record amount (35 – 15 = 20).
- 6) Following is the result illustration of splitting up non-3101 Fund Code transaction sample:

## REQUIREMENT SPECIFICATIONS

	A	B	C	D	E	F	G	H	I
			GL Code	Batch No.			Cost Centre	Project Code	Fund Code
1									
2									
3	<b>EXAMPLE 1</b>								
4	<b>Before Split Up Fund Code</b>								
5	12072023	Bank Account	024-008491-4	RP230712-VMC-02	iMIS Batch Journal: Jul 2023	35			3101
6	12072023	G/L Account	411106	RP230712-VMC-02	iMIS Batch Journal: Jul 2023	-20	51101	60000	3101
7	12072023	G/L Account	411106	RP230712-VMC-02	iMIS Batch Journal: Jul 2023	-15	51101	60000	3204
8									
9	<b>After Split Up Fund Code</b>								
10	12072023	Bank Account	024-008491-4	RP230712-VMC-02	iMIS Batch Journal: Jul 2023	20			3101
11	12072023	G/L Account	411106	RP230712-VMC-02	iMIS Batch Journal: Jul 2023	-20	51101	60000	3101
12	12072023	Bank Account	024-008491-4	RP230712-VMC-02	iMIS Batch Journal: Jul 2023	15			3204
13	12072023	G/L Account	411106	RP230712-VMC-02	iMIS Batch Journal: Jul 2023	-15	51101	60000	3204

- 7) Below is a simple illustration of non-3101 Fund Code transactions for further understanding.

	A	B	C	D	E	F	G	H	I
			GL Code	Batch No.			Cost Centre	Project Code	Fund Code
1									
16									
17	<b>EXAMPLE 2</b>								
18	<b>Before Split Up Fund Code</b>								
19	13042023	Bank Account	024-008491-4	RP230413-VMC-02	iMIS Batch Journal: Jul 2023	27582			3101
20	13042023	G/L Account	411106	RP230413-VMC-02	iMIS Batch Journal: Jul 2023	-26511	51101	60000	3101
21	13042023	G/L Account	411105	RP230413-VMC-02	iMIS Batch Journal: Jul 2023	-168	51101	61053	3101
22	13042023	G/L Account	411105	RP230413-VMC-02	iMIS Batch Journal: Jul 2023	-808	51101	60000	3101
23	13042023	G/L Account	411106	RP230413-VMC-02	iMIS Batch Journal: Jul 2023	-95	51101	60000	3204
24									
25									
26	<b>After Split Up Fund Code</b>								
27	13042023	Bank Account	024-008491-4	RP230413-VMC-02	iMIS Batch Journal: Jul 2023	27487			3101
28	13042023	G/L Account	411106	RP230413-VMC-02	iMIS Batch Journal: Jul 2023	-26511	51101	60000	3101
29	13042023	G/L Account	411105	RP230413-VMC-02	iMIS Batch Journal: Jul 2023	-168	51101	61053	3101
30	13042023	G/L Account	411105	RP230413-VMC-02	iMIS Batch Journal: Jul 2023	-808	51101	60000	3101
31	13042023	Bank Account	024-008491-4	RP230413-VMC-02	iMIS Batch Journal: Jul 2023	95			3204
32	13042023	G/L Account	411106	RP230413-VMC-02	iMIS Batch Journal: Jul 2023	-95	51101	60000	3204

### 4.2.5.97.7.3 Additional requirements:

- 1) Finance users can download the generated flat file into their computer.
- 2) DMS site automatically uploads the generated flat file into our SFTP server:
  - i. Testing: S:\SFTP\ORACLE\_Integration\SIT\DMS\GL\_IN\_501
  - ii. Production:  
S:\SFTP\ORACLE\_Integration\PROD\DMS\GL\_IN\_501
- 3) Finance users check the Oracle sandbox and confirm the entry is correct.
- 4) Volume testing will be conducted to generate the non-3101 Fund Code records for January 2024 up to <testing month>.
  - i. Additional data migration for sales donations for January 2024 up to <testing month> is required for this testing purpose.

- 4.2.5.97.8 Refer to **Appendix D.8 for Oracle Mapping Matrix reference.**
- 4.2.5.98 Integration to IRAS
- 4.2.5.98.1 This annual IRAS Submission for all tax-deductible donations process happens in January of each year for previous calendar year period.
- 4.2.5.98.2 There is a receipt-number generation process for 12-month consolidated Recurring Donation (LifeDrops/LD<sup>6</sup>) prior to the IRAS Submission process, because the generated LD<sup>6</sup> receipt-numbers are used for IRAS Submission process.
- 4.2.5.98.3 Batch Processing - The system shall be capable of dividing the total volume of transaction records into batches (4,500 by default or adjustable by authorised users), in compliance with the IRAS DON API batch size limit. Authorised users shall have access to a summary dashboard displaying the total number of batches, the number of records in each batch, and the option to preview or download each / all batch as a CSV file.
- 4.2.5.98.4 The system shall allow users to prioritise the batches to run at intervals of minutes (30 mins by default or as defined by authorised users) to comply with the IRAS API throttling limits.
- 4.2.5.98.5 The system shall support parallel queuing and automatic scheduling of subsequent batches to optimise throughput without exceeding rate limits.
- 4.2.5.98.6 **CorpPass Authentication** - The system shall authenticate each API session using CorpPass credentials via SingPass login integration.
- 4.2.5.98.7 **Acknowledgement and Response Handling** - The system shall retrieve and store the acknowledgment receipt from IRAS for each batch submission.
- 4.2.5.98.8 The system shall poll or listen for batch processing results (success or failure) from IRAS within the allowed API window.
- 4.2.5.98.9 The system shall parse, log, and flag all API response errors and warnings per batch, with detailed error messages and failed record identifiers.
- 4.2.5.98.10 **Error Handling and Recovery** - The system shall automatically retry submission of failed batches up to three times with an exponential backoff strategy.
- 4.2.5.98.11 For persistent failures, the system shall isolate failed records for manual intervention and allow for partial re-submission.
- 4.2.5.98.12 Error logs shall be available in a dashboard/report with filters by batch ID, error code, timestamp, and status.

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## REQUIREMENT SPECIFICATIONS

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- 4.2.5.98.13 Upon completion of all batches, the system shall generate a summary report indicating the status of each batch (success/failure), timestamp, and total processed records.
- 4.2.5.98.14 Notifications and Monitoring - The system shall send automated notifications for:
- a. Successful completion of each batch;
  - b. Batch submission errors; and
  - c. Authentication failures.
- 4.2.5.98.15 A dashboard shall display real-time progress of batch processing, with metrics such as:
- a. Batches submitted;
  - b. Batches pending;
  - c. Batches failed; and
  - d. Last processed timestamp.
- 4.2.5.98.16 The system shall provide a web-based interface for authorised users to:
- a. Viewing batch status and logs;
  - b. Re-triggering failed batches.
- 4.2.5.98.17 Refer to ***Appendix D.9 for IRAS DON API Specifications reference.***

### **Data Conversion and Migration**

- 4.2.5.99 The Contractor shall be responsible to map the current data format to the new data format and porting of data. The NKF Project Team shall assist the Contractor to understand the current data structure for the Contractor to perform the mapping.
- 4.2.5.100 The Contractor shall provide online facilities for authorised users to perform data cleansing and mass update routines to ensure data is consistent.
- 4.2.5.101 The Contractor shall perform any data cleansing/mass update routines to ensure data is consistent. The users shall assist and verify the correctness of data after data migration.
- 4.2.5.102 The Contractor shall provide users readable reports detailing the before and after data conversion to assist the project team in reviewing the result of the

data conversion and migration and highlighting records to be cleansed. It shall include but not limited to:

- 1) Converted Data Report (successfully converted data);
- 2) Exception Report (records that failed validation / converted); and
- 3) Statistics for before and after data conversion.

4.2.5.103 The Contractor shall document all data mappings to be vetted by the Project team, as well as provide a detailed migration plan for approval by the project steering committee.

### **Data Archival System**

4.2.5.104 The archival system should contain past data from day one of DMS established. The past data will be as follow:

- 1) Account (Individual and Organization)
- 2) Contact
- 3) Recurring Donation
- 4) Donation (OTD<sup>7</sup> and LD<sup>6</sup>)

4.2.5.105 The past data objects should include their change log records.

4.2.5.106 DR team needs to have reports that retrieve the archival past data for their analysis work.

4.2.5.107 Refer to **Appendix D.14 for Data Retention Table reference.**

### **DMS Reports**

4.2.5.108 The system shall provide pre-defined reports for contributions, donor demographics, and engagement metrics, available in multiple formats (PDF, Excel).

4.2.5.109 Authorized users shall have the ability to create custom reports based on specific parameters, allowing for flexible analysis of donor data.

4.2.5.110 Due to some limitation of creating highly customised reports at certain SaaS, meanwhile DMS users need customised reports, it can export all DMS transactions to an offline DB and then produce reports outside the system.

4.2.5.111 However, this approach should be streamlined with secured connection between the system and the offline DB, so that it can avoid any manual



intervention, and authorised users can create or generate customised reports whenever needed.

### **Donor Relations Operational Reports**

4.2.5.112 Donor Relations needs operational reports as follow:

- 1) ADH-01- Daily Batch Report By Batch
- 2) ADH-04- ADH-09 for after churning out receipt number
- 3) Birthday Report
- 4) GIRO-01 LifeDrops Transaction List - GIRO and Credit Cards
- 5) GIRO-02 Newly or upgrade Monthly Contributions - GIRO
- 6) GIRO-07- List of New Transaction - GIRO Approved by bank
- 7) GIRO-08 Newly Accepted Monthly Contributions - GIRO breakdown list by bank
- 8) GIRO-08 Upgraded Old and new amount Breakdown list by bank pending
- 9) LD-02 (2) - List of Termination - GIRO and Credit Cards
- 10) LD-03 List of Revised Donations - GIRO
- 11) LD-03 List of Revised Donations - Credit Cards
- 12) LD-21 D New Credit Card Donors - AMEX, VISA, MASTER, DINERS
- 13) LD-32- LD Rejection List - GIRO
- 14) LD-44 Summary of LFD Count for Termination (AT &NT)
- 15) LD-46 - One Time Donation List with Status Code
- 16) LD-50 - One Time Donation List by Project
- 17) NKF-DMS701- Donations Report (very important report)
- 18) <sup>7</sup>RECP-NT - OTD Non-Tax-Deductible Receipt
- 19) OTDRECP-T - OTD<sup>7</sup> Tax Deductible Receipt
- 20) OTDRECP-T-2 - OTD<sup>7</sup> Tax Deductible Receipt for Long Donor Name
- 21) NKF\_DMS509 – Donor Segments for Communication – Summary (period 5 years)
- 22) NKF\_DMS510 – Donor Segment selected for communication – Details (period 5 years)

Refer to **Appendix D.11 for Donor Relations Reports reference.**

### **Finance Reports**

4.2.5.113 Finance team needs various reports at DMS as follow based on report type:

4.2.5.114 Finance Operational Reports

- 1) Donor Preference Report for Giro Submission (1<sup>st</sup> collection of the Month).
- 2) LD-12 - Preview Batch Summary Report for Giro and Credit Card Submission.
- 3) Successful & Rejection Report for Giro and Credit Card Submission.
- 4) Full Donation Listing.
- 5) LD-31 - Summary of Giro/Credit Card Rejection Code.

Refer to ***Appendix D.12 for Finance Reports reference.***

4.2.5.115 Finance Annual Receipting Reports

- 1) Annual - RCP-55 - Summary of Posted LD Records by Batch.
- 2) Annual - RCP-56 - Summary of LD Records for Receipting.
- 3) Annual - RCP-57 - IRAS Recon Report Schedule.
- 4) Annual - RCP-57b - Summary of both LD & OTD Receipts (IRAS).
- 5) Annual - RCP-57c - Summary of both LD & OTD Receipts (Receipt).
- 6) Annual - RCP-58 - Summary of IRAS Submission File Data.
- 7) Annual - LD-53 - Receipt Detail Schedule.
- 8) Annual NKF\_DMS513 - MOH Form 5 Report.
- 9) Annual Receipting for LD donors.

Refer to ***Appendix D.12 for Finance Reports reference.***

4.2.5.116 Finance Reconciliation Reports

- 1) Giro Mid-Month Reconciliation Report.
- 2) Giro End Month Reconciliation Report.
- 3) Credit Card Mid-Month Reconciliation Report.
- 4) Credit Card End Month Reconciliation Report.

Refer to ***Appendix D.12 for Finance Reports reference.***

4.2.5.116.1 Giro Mid-Month Reconciliation Report

4.2.5.116.1.1 Purpose: To generate donations records for mid-month submissions to different banks for Giro deduction.

## REQUIREMENT SPECIFICATIONS

### 4.2.5.116.1.2 Description:

- 1) Access to this interface will be controlled by the profile setting for finance users only.
- 2) User goes to the Recurring Batch Summaries tab to access the interface shown below:

### Finance Recon Report

Creation

Collection Type  
Mid-Month

Payment Method  
Giro

Current Month  
May

Current Year  
2023

Start

- 3) User can select the following:
  - a) Collection Type = Mid-month
  - b) Payment Method = Giro
  - c) Current Month = Jan-Dec
  - d) Current Year = from 2024 – 2030
- 4) When the user clicks start:
  - a) System will perform a validation on the chosen month and year - the chosen month and year are equal to the current chosen month and year.
  - b) and will see the numbers displayed below:

	A	B	C	D
1		AMOUNT		RECORDS
2	2nd Collections on 17th Apr 2023 b/f	999,968.30		132,898
3		-		-
4		999,968.30		132,898
5				
6	Less: Termination	(2,087.00)		(269)
7	Yearly -Apr 2024	(211.00)		(8)
8	Add: Yearly Donation	288.00		7
9		997,958.30		132,628
10				
11	Add: Revised Donation	262.00		-
12	Less: Revised Donation	-		-
13	Add : New Donors	167.00		17
14	<b>Total Active Donors for 17th</b>	998,387.30		132,645
15	Less: Hold Cases	(18.00)		(3)
16				
17	<b>Per Preview Report (LD-12)</b>	<b>998,369.30</b>		<b>132,642</b>
18				
19	DBSGIRO	871,057.94		116,602
20	OTHGIRO	127,311.36		16,040
21		<b>998,369.30</b>		<b>132,642</b>

- 5) User can click on the individual recurring donation records to check the data.
- 6) User can verify the records and submit for approval.
- 7) Only when this report is approved, then that month's Giro submission files will be created.
  - a) This function prevents user from generating the Giro submission file without proper verification process – no bypass
  - b) System generates the donation records first, then generate the Giro submission files
- 8) Snapshot of the report will be stored in the Reconciliation Report (Recon Report) object.
  - a) These records are read only records for all profiles.
  - b) DR and finance users can see these records.
  - c) Object sharing setting is set to public read only.
- 9) Mid-month (6<sup>th</sup> to 22<sup>nd</sup> of every month) Giro report query logic to retrieve relevant records from Recurring Donations.
  - a) Collection b/f balance is retrieved from Recurring Batch Summary successfully submitted in the previous month – Amount and record count.
  - b) Based on the Next Deduction Date = 6th to 22nd of every month, retrieve the following records
    - i) Termination
      - (1) **Less**: Amount and record count with RD Status = Terminated
    - ii) Yearly Amount (this month)
      - (1) **Add**: Amount and record count with Frequency Period = Yearly
    - iii) Revised Donation
      - (1) **Add**: Amount and record count with Change Status = Upgraded AND use the Amount minus Previous Amount for summation
      - (2) **Less**: Amount and record count with Change Status = Downgraded AND use the Amount minus Previous Amount for summation
    - iv) New Donor Amount
      - (1) **Add**: Amount and record count with RD Status = Approved AND RD Type = New

- c) Based on the tabulation above system arrive at the Total Active Donors
  - i) Don't subtract the downgraded donor from the active donor count.
  - ii) On Hold Amount
    - (1) **Less:** Amount and record count with RD Status = On Hold

10) System separates DBS Giro from Other banks

- a) Separation logic is using Bank Name in the Recurring Batch Summary

11) Once the preparing user has verified the numbers, use can submit for approval

- a) System uses the approval process to route to the designated approver

12) Once approved, system generates the donation records, and the Giro submission files

4.2.5.116.1.3 Assumptions:

- 1) There must be a b/f amount for the system to begin calculation. This number will be defaulted to 0 if the previous balance is not available.
- 2) 1<sup>st</sup> collection will use the manual method to generate.
- 3) User is not allowed to choose those months that have already been generated when selecting the month and year.

4.2.5.116.1.4 Additional Requirements:

- 1) All numbers tally correctly for the chosen month for UAT.
- 2) Users can submit for approval.
- 3) Configured Approver can approve.
- 4) Giro files are generated once the report gets approved.
- 5) Submission to DBS test Giro system is accepted.

4.2.5.116.2 Giro End Month Reconciliation Report

4.2.5.116.2.1 Purpose: To generate donations records for end-month submissions to different banks for Giro deduction.

4.2.5.116.2.2 Description:

## REQUIREMENT SPECIFICATIONS

- 1) Access to this interface will be controlled by the profile setting for finance users only.
- 2) User goes to the Recurring Batch Summaries tab to access the interface shown below:

### Finance Recon Report

Creation

Collection Type

Payment Method

Current Month

Current Year

- 3) User can select the following:
  - a) Collection Type = End-month
  - b) Payment Method = Giro
  - c) Current Month = Jan-Dec
  - d) Current Year = from 2024 – 2030
- 4) When the user clicks start:
  - a) System will perform a validation on the chosen month and year - the chosen month and year are equal to the current chosen month and year.
  - b) and will see the numbers displayed below:

	A	B	C	D
1		AMOUNT		RECORDS
2				
3	New Donor for 3rd Collection	40.00		4
4		40.00		4
5				
6	<b>Add: Existing Donor</b>			
7	Collect of 3x Rej in 1st but 3x Succ in 2nd (Pref Date: 27/06/23)	28,826.00		3,516
8	Donor Preference (Pref Date: 28/06/23)	3,981.00		338
9		32,847.00		3,858
10				
11	<b>Add: Recollections</b>			
12	Insufficient Fund - Rejected on 17th of the month (50)	29,721.00		3,937
13				
14	Insufficient Fund - Rejected on 2nd of the month (50)	18.00		3
15		62,586.00		7,798
16				
17				
18	<b>Per Preview Report (LD-12)</b>	<b>62,586.00</b>		<b>7,798</b>
19				
20	DBSGIRO	59,599.00		7,466
21	OTHGIRO	2,987.00		332
22		<b>62,586.00</b>		<b>7,798</b>

- 5) User can verify the records and submit for approval.
- 6) Only when this report is approved, then that month's Giro submission files will be created.
  - a) This function prevents user from generating the Giro submission file without proper verification process – no bypass
  - b) System generates the donation records first, then generate the Giro submission files
- 7) Snapshot of the report will be stored in the Reconciliation Report (Recon Report) object.
  - a) These records are read only records for all profiles.
  - b) DR and finance users can see these records.
  - c) Object sharing setting is set to public read only.
- 8) End-month Giro report query logic to retrieve relevant records from Recurring Donations.
  - a) New Donors for End-Month Collections.
    - i) Next Deduction Date => 23<sup>rd</sup> AND =< End of month
    - ii) RD Type = New
  - b) Donor Preference Date/Next Deduction Date = 28<sup>th</sup> of the month
    - i) **Add:** Amount and record count with Preference Date => 23<sup>rd</sup> AND =< End of month
  - c) Recollection donations
    - i) Have one of the following rejection codes:
      - (1) 1207: Amount exceeded limit
      - (2) 1209: Refer to paying party
  - d) Based on the tabulation above system arrive at the Total Amount for submission.
- 9) System separates DBS Giro from Other banks
- 10) Once the preparing user has verified the numbers, use can submit for approval
  - a) System uses the approval process to route to the designated approver
- 11) Once approved, system generates the donation records and the Giro submission files

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## REQUIREMENT SPECIFICATIONS

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- 1) There must be a b/f amount for the system to begin calculation. This number will be defaulted to 0 if the previous balance is not available.
- 2) 1<sup>st</sup> collection will use the manual method to generate.
- 3) User is not allowed to choose those months that have already been generated when selecting the month and year.

### 4.2.5.116.2.4 Additional Requirements:

- 1) All numbers tally correctly for the chosen month for UAT.
- 2) Users can submit for approval.
- 3) Configured Approver can approve.
- 4) Giro files are generated once the report gets approved.
- 5) Submission to DBS test Giro system is accepted.

### 4.2.5.116.3 Credit Card Mid-Month Reconciliation Report

4.2.5.116.3.1 Purpose: To generate donations records for mid-month submissions to different banks for Credit Card deduction.

#### 4.2.5.116.3.2 Description:

- 1) Access to this interface will be controlled by the profile setting for finance users only.
- 2) User goes to the Recurring Batch Summaries tab to access the interface shown below:

The screenshot displays the 'Finance Recon Report' interface. At the top, the title 'Finance Recon Report' is centered, with the word 'Creation' below it. The interface contains four filter fields arranged in a 2x2 grid: 'Collection Type' with a dropdown menu showing 'Mid-Month', 'Payment Method' with a dropdown menu showing 'CC', 'Current Month' with a dropdown menu showing 'May', and 'Current Year' with a dropdown menu showing '2023'. Each field has a magnifying glass icon on the right. Below these fields is a red 'Start' button.

- 3) User can select the following:
  - a) Collection Type = Mid-month
  - b) Payment Method = Credit Card
  - c) Current Month = Jan-Dec
  - d) Current Year = from 2024 – 2030



## REQUIREMENT SPECIFICATIONS

- 4) When the user clicks start:
  - a) System will perform a validation on the chosen month and year - the chosen month and year are equal to the current chosen month and year.
  - b) and will see the numbers displayed below:

	A	B	C	D	E	F	G	H
1			<b>Amex</b>		<b>Diners</b>		<b>Master/Visa card</b>	
2			\$	Records	\$	Records	\$	Records
3		Apr 2023 Collections b/f	7,606.00	148	172.00	11	69,130.25	2228
4		2nd Collections	-	0	-	0	165.00	11
5			<b>7,606.00</b>	<b>148</b>	<b>172.00</b>	<b>11</b>	<b>69,295.25</b>	<b>2239</b>
6								
7	Less	Terminations	-	0	-	0	(1,180.00)	(36)
8			7,606.00	148	172.00	11	68,115.25	2203
9	Less	Yearly Donor- Apr 2024	-	0	-	0	(250.00)	(3)
10								
11	Less	Revised Donors	-	0	-	0	-	0
12	Add	Revised Donors	-	0	-	0	-	0
13	Add	Yearly Donor- May 2023	-	0	-	0	195.00	5
14	Add	New Donors for May 2023	310.00	3	-	0	1,305.00	47
15		<b>Total Active Donors</b>	<b>7,916.00</b>	<b>151</b>	<b>172.00</b>	<b>11</b>	<b>69,365.25</b>	<b>2252</b>
16								
17	Less	Invalid CC No	-	0	-	0	-	0
18	Less	Hold donors	-	0	-	0	-	0
19		<b>Per Preview Report (LD-12)</b>	<b>7,916.00</b>	<b>151</b>	<b>172.00</b>	<b>11</b>	<b>69,365.25</b>	<b>2252</b>

- 5) User can verify the records and submit for approval.
- 6) Only when this report is approved, then that month's Credit Card submission files will be created.
  - a) This function prevents user from generating the Credit Card submission file without proper verification process – no bypass
  - b) System generates the donation records first, then generate the Credit Card submission files
- 7) Snapshot of the report will be stored in the Reconciliation Report (Recon Report) object.
  - a) These records are read only records for all profiles.
  - b) DR and finance users can see these records.
  - c) Object sharing setting is set to public read only.
- 8) Mid-month Credit Card report query logic to retrieve relevant records from Recurring Donations.
  - a) Collection b/f balance is retrieved from Credit Cards Batch Summary successfully submitted in the previous month – Amount and record count.
    - i) System will refer to the previous month credit card batch summary amount.

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## REQUIREMENT SPECIFICATIONS

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- b) Based on the Next Deduction Date = 1st to 22nd of every month, retrieve the following records
    - i) "Previous Month" Mid-Month Collections b/f
    - ii) "Previous Month" 2<sup>nd</sup> (End-Month Collections) (New Donors) b/f
    - iii) Terminated Donors - "Current Month"
      - (1) **Less**: Amount and record count with RD Status = Terminated
    - iv) Yearly Donors - "Previous Month"
      - (1) **Less**: Amount and record count with Frequency Period = Yearly AND Next Deduction Date = last month deduction date but ignore the year.
    - v) Revised Donors - "Current Month"
      - (1) **Add**: Amount and record count with Change Status = Upgraded AND use the Amount minus Previous Amount for summation.
      - (2) **Less**: Amount and record count with Change Status = Downgraded AND use the Amount minus Previous Amount for summation
    - vi) Yearly Donors - "Current Month"
      - (1) **Add**: Amount and record count with Frequency Period = Yearly AND Next Deduction Date = within the same query range.
    - vii) New Donors - "Current Month"
      - (1) **Add**: Amount and record count with RD Status = Approved AND RD Type = New.
  - c) Based on the tabulation above system tabulates the Total Active Donors and Amount as shown
    - i) Donors with Invalid Credit Card No. - "Current Month"
    - ii) Hold Donors - "Current Month"
      - (1) **Less**: Amount and record count with RD Status = On Hold.
  - d) Based on the tabulation above system arrive at the Total Amount for submission.
- 9) Each item above is segregated based on card type: Amex and Visa/Mastercard.
  - 10) Once the preparing user has verified the numbers, use can submit for approval
    - a) System uses the approval process to route to the designated approver.
  - 11) Once approved, system generates the donation records and the Credit Card submission files.

4.2.5.116.3.3 Assumptions:

- 1) There must be a b/f amount for the system to begin calculation. This number will be defaulted to 0 if the previous balance is not available.
- 2) For Credit cards recurring deductions, submission is using API to submit to RDP.
- 3) System needs to know how to retrieve invalid credit card records.
- 4) User is not allowed to choose those months that have already been generated when selecting the month and year.

4.2.5.116.3.4 Additional Requirements:

- 1) All numbers tally correctly for the chosen month for UAT.
- 2) Users can submit for approval.
- 3) Configured Approver can approve.
- 4) Credit Card files are generated once the report gets approved.

4.2.5.116.4 Credit Card End Month Reconciliation Report

4.2.5.116.4.1 Purpose: To generate donations records for end-month submissions to different banks for Credit Card deduction.

4.2.5.116.4.2 Description:

- 1) Access to this interface will be controlled by the profile setting for finance users only.
- 2) User goes to the Recurring Batch Summaries tab to access the interface shown below:

The screenshot shows a web interface titled "Finance Recon Report" with a subtitle "Creation". It contains four input fields arranged in a 2x2 grid. The top-left field is labeled "Collection Type" and has "End-Month" selected. The top-right field is labeled "Payment Method" and has "CC" selected. The bottom-left field is labeled "Current Month" and has "May" selected. The bottom-right field is labeled "Current Year" and has "2023" selected. Below these fields is a red "Start" button.

- 3) User can select the following:
  - a) Collection Type = End-month

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- b) Payment Method = Credit Card
- c) Current Month = Jan-Dec
- d) Current Year = from 2024 – 2030

4) When the user clicks start:

- a) System will perform a validation on the chosen month and year - the chosen month and year are equal to the current chosen month and year.
- b) and will see the numbers displayed below:

	A	B	C	D	E	F	G	H
1			<b>AMEX</b>		<b>Diners</b>		<b>Master/Visa Card</b>	
2			<b>\$</b>	<b>Records</b>	<b>\$</b>	<b>Records</b>	<b>\$</b>	<b>Records</b>
3	New Donors for 2nd Collections		55.00	2	-	0	300.00	2
4	Total Active Donors		55.00	2	-	0	300.00	2
5								
6	Add	Retry donors	50.00	1			4,394.25	154
7			105.00	3	-	0	4,694.25	156
8								
9		<b>Per Preview Report (LD-12)</b>	<b>105.00</b>	<b>3</b>	<b>-</b>	<b>0</b>	<b>4,694.25</b>	<b>156</b>

- 5) User can verify the records and submit for approval.
- 6) Only when this report is approved, then that month's Credit Card submission files will be created.
  - a) This function prevents user from generating the Credit Card submission file without proper verification process – no bypass
  - b) System generates the donation records first, then generate the Credit Card submission files
- 7) Snapshot of the report will be stored in the Reconciliation Report (Recon Report) object.
  - a) These records are read only records for all profiles.
  - b) DR and finance users can see these records.
  - c) Object sharing setting is set to public read only.
- 8) End-month Credit Card report query logic to retrieve relevant records from Recurring Donations.
  - a) New Donors for End-Month Collections - "Current Month".
  - b) Retry Donors - "Current Month"
- 9) Each item above is segregated based on card type: Amex and Visa/Mastercard.

- 10) Once the preparing user has verified the numbers, use can submit for approval
  - a) System uses the approval process to route to the designated approver.
- 11) Once approved, system generates the donation records and the Credit Card submission files.

4.2.5.116.4.3 Assumptions:

- 1) There must be a b/f amount for the system to begin calculation. This number will be defaulted to 0 if the previous balance is not available.
- 2) For Credit cards recurring deductions, submission is using API to submit to RDP.
- 3) System needs to know how to retrieve invalid credit card records.
- 4) User is not allowed to choose those months that have already been generated when selecting the month and year.

4.2.5.116.4.4 Additional Requirements:

- 1) All numbers tally correctly for the chosen month for UAT.
- 2) Users can submit for approval.
- 3) Configured Approver can approve.
- 4) Credit Card files are generated once the report gets approved.

**DMS Sharing Session**

- 4.2.5.117 NKF will conduct a DMS sharing session as part of the procurement process to provide potential vendors with a better understanding of the project objectives, expectations, and key considerations.
- 4.2.5.118 This session will serve as an opportunity for vendors to understand shared DMS resources further and to clarify any preliminary questions and align on the project scope before proposal submission.
- 4.2.5.119 Further details, including the date, time, and format of the DMS sharing session, will be provided during the procurement briefing.

4.3 Volunteer Management - General Requirement

4.3.1 The proposed VMS shall allow authorised users to do functionalities including volunteer registration (**refer to clause 4.3.6.23** for the portal details), scheduling (refer to clause 4.3.15.14), tracking (**refer to clauses 4.3.6.9/4.3.6.9.1/4.3.6.9.2**), reporting (**refer to clauses 4.3.5.11.1 to 4.3.5.11.8**), communication (**refer to clauses 4.3.4.16 to 4.3.4.27.6**), and data management (**refer to clauses 4.3.6.35 to 4.3.6.39**).

4.3.2 Table 2 lists the user groups/roles that will use the VMS. The system shall allow authorised users to set up and configure the following user roles or privileges.

S/N	User Group/Roles	Description
1.	Volunteer Manager	Volunteer Manager person can manage Contact/Volunteer, Communication, Programme/Event and Operational Volunteer Reports.
2.	Volunteer Staff	Volunteer Staff has limited view access to Contact/Volunteer, Communication, Programme/Event, and run Operational Volunteer Reports. Allow edit for the Volunteer Interview Checklist.
3.	Data Entry Volunteer	A selected volunteer who will help Volunteer Management team to do data entry and has very less limited access to VMS Objects.
4.	Administrative	This group contains IT and Vendor admin users who have administrative rights to manage security privileges, manage users / groups / role.

4.3.3 VMS Performance

4.3.3.1 To cater for increase of users or volunteers in the future, VMS should be able to handle high volumes of users (such as able to support 20 concurrent volunteers using the online portal withing 10 seconds) and data efficiently to ensure that data can be accessed quickly and easily by authorized users. This involves efficient query optimization, indexing, and data access patterns.

4.3.3.2 Fast response times for user actions (how many click in how many seconds. E.g. able to allow 20 Volunteers to perform online registration concurrently within 10 seconds) and VMS queries on Volunteers information on attendances, registrations, events/programmes and contacts when there are increase in volunteers' usage of VMS.

4.3.3.3 Ability to scale with the growth of the organization and increasing numbers of volunteers and events.

4.3.4 VMS Usability

4.3.4.1 VMS should be user-friendly interface for all user roles.

The Web Portal shall provide a user-friendly and intuitive interface to ensure ease of navigation and accessibility for all users. The design and functionality must adhere to the following principles:

- The user interface (UI) shall be clean, consistent, and easy to navigate across all supported devices and screen sizes (responsive design).
- Common user tasks (e.g., login, registration, data entry, form submission) must be easily discoverable and completable within 3 clicks or less where possible.
- The portal shall comply with recognized usability standards such as WCAG 2.1 Level AA to ensure accessibility for users with disabilities.
- Clear and concise labels, tooltips, and error messages must be provided to guide users effectively.
- The portal shall provide visual feedback for user actions (e.g., loading indicators, confirmation messages) to improve user confidence and interaction flow.
- A consistent style guide shall be used across all screens to maintain uniformity in design elements such as fonts, colors, and button styles.
- Usability testing must be conducted during development to validate user-friendliness, with feedback incorporated into the final design.

4.3.4.2 Accessible design, compliant with web accessibility standards following WCAG guideline.

▪ **Perceivable**

Information must be presentable in a way that users can perceive it, including those with disabilities that may impact their ability to see, hear, or read.

▪ **Operable**

Web content must be operable, meaning users must be able to interact with it effectively, even if they have limitations in their ability to use a mouse, keyboard, or other input devices.

▪ **Understandable**

Content should be understandable, ensuring that users can grasp the information presented and navigate the website or application effectively.

▪ **Robust**

The content should be robust, meaning it should be compatible with various user agents, including assistive technologies, and should function correctly over time.

### 4.3.5 Volunteer Information Management

#### **Volunteer Profiles**

- 4.3.5.1 Volunteer Profiles stores comprehensive information about each volunteer, including contact details, interests, skills, availability, and onboarding status.
- 4.3.5.2 The Volunteer Profiles allows NKF to better match volunteers with appropriate opportunities, track their engagement, and personalize the volunteer experience.
- 4.3.5.3 Authorized users can view and update Volunteer Profiles' details, emergency contacts, and preferences.
- 4.3.5.4 The VMS can track volunteer history, including volunteer participation in events and hours logged.

#### **Volunteer Contact**

- 4.3.5.5 VMS can organize and manage volunteer contact information, allowing for easy maintenance such as updates, categorization (e.g., by skill or interest), and filtering for specific communication needs.
- 4.3.5.6 Each volunteer contact can have Contact Record Type:
  - 1) Individual: Individual sign-up.
  - 2) Contact: Main contact person from organization, company, or groups.

#### **Volunteer Account**

- 4.3.5.7 VMS manages individuals or organizations as Volunteer Accounts to connect with Volunteer Contact (**refer to clauses 4.3.5.5 to 4.3.5.6**).
- 4.3.5.8 VMS allows authorized users to create a new volunteer account which link to volunteer contact. Each account has many contacts (for record type = Contact).
- 4.3.5.9 Each Account can have Account Record Type = 'Household' or 'Organisation'.

#### **Volunteer On-Boarding**



- 4.3.5.10 System admin will conduct on-boarding procedure for new Volunteers who registered via Volunteer Registration portal (please **refer to clause 4.3.6.23** for the portal details).
- 4.3.5.11 Refer to **Appendix E.2 for Volunteer on-boarding procedure/workflow**.

**Volunteer KPI Automation** [Enhancement]

- 4.3.5.12 Volunteer KPI Automation refers to the process of using technology to automatically produce reports on key performance indicators (KPIs) related to volunteer involvement in NKF volunteer programs/events.
- 4.3.5.13 The automation process will be based on generated volunteer data metrics from VMS like participation rates, hours contributed, and retention, then it automatically processes and visualize this data to provide insights into the effectiveness of the volunteer program.
- 4.3.5.14 In addition, the process will do auto-categorisation of raw data in Excel to generate the monthly Volunteer KPIs, as opposed to manual computation, serves the purpose of enhancing efficiency, accuracy, and consistency in data processing.
- 4.3.5.15 There is total 7 KPI as follow:
- 1) Volunteer Hours
  - 2) Cumulative – 24 Hours Count
  - 3) Cumulative – Volunteer Retention
  - 4) Volunteer Satisfaction
  - 5) Volunteer Donor
  - 6) VIA Initiatives
  - 7) Volunteer Requests Tracking
- 4.3.5.16 Refer to **Appendix G.2 for Volunteer KPI Automation references**.

**Volunteer Donor Synchronization** [Enhancement]

- 4.3.5.17 One person can be both Donor and Volunteer. It means the person will have same identifier for being Donor and Volunteer. The matching identifier will be combination fields: display name + address or display name + email (**refer to clause 4.2.4.15 – Donor Unique Identifier**) matching with Donor.
- 4.3.5.18 It recommends semi-automation synchronization process between Donor Contact object and Volunteer Contact object whenever there are changes from DMS or VMS.

- 4.3.5.19 It keeps separate Contact object and let user decide. E.g. DR staff can see contact of same donor contact from VMS and then sync-up accordingly (manually or via a single button), VM staff can be notified that there is changed contact at DMS, then apply changes if necessary, using a single button manually. Batch job will be run at scheduled date to update VMS accordingly when there is a change in data in DMS.

### **Volunteer Communication**

#### 4.3.5.20 Notifications

- 4.3.5.20.1 VMS facilitates effective communication through automated email/SMS notifications for event reminders, confirmations, and updates to keep volunteers informed. Refer to **Section 4.5.2 for common integration with authorised SMS Gateway**.
- 4.3.5.20.2 Allow notifications email if there are new events and programs.
- 4.3.5.20.3 Event Reminders: Automatically remind users about upcoming events.
- 4.3.5.20.4 Confirmations: Notify users when they register or confirm attendance.
- 4.3.5.20.5 Updates: Inform users of changes to event details.
- 4.3.5.20.6 Customisable templates for different types of notifications.

#### 4.3.5.21 Messaging System

- 4.3.5.21.1 Target messaging system for communication between NKFS and volunteers.
- 4.3.5.21.2 The messaging system can be forms of WhatsApp, Email and SMS, etc. Refer to **Section 4.5.2 for common integration with authorised SMS Gateway**.

#### 4.3.5.22 Announcements

- 4.3.5.22.1 Admins can post announcements or updates visible to all volunteers.
- 4.3.5.22.2 Customisable templates for different types of notifications.

#### 4.3.5.23 Automation Emails [Enhancement]

- 4.3.5.23.1 VMS has a streamline communication with volunteers, such as auto daily generate list of Volunteer Birthdays, allow checking the list of Volunteer Birthday before emails sent out to volunteers who have birthday on that day.

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## REQUIREMENT SPECIFICATIONS

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### 4.3.5.24 Rejection Email

4.3.5.24.1 Auto email after 2<sup>nd</sup> failed trial call. [Enhancement]

4.3.5.24.2 After 3x failed calls for interview and Status = Declined, send Rejection email.

### 4.3.5.25 Orientation Email

4.3.5.25.1 Interview successfully and Status = accepted, send Orientation Invitation email.

4.3.5.25.2 Auto email 3-days before orientation date. [Enhancement]

### 4.3.5.26 Withdrawal Email

4.3.5.26.1 Auto email sent out to volunteers who decided to withdraw their volunteerism with NKF.

### 4.3.5.27 Reminder Indemnity Submission email [Enhancement]

4.3.5.27.1 Volunteers who are below 21 years old, they need parents to fill and sign indemnity form within 2 weeks.

4.3.5.27.2 3-days before orientation date, send reminder indemnity submission email.

### 4.3.5.28 Activity [Enhancement]

4.3.5.28.1 Once Activity Project Owner mark volunteer accepted, send a confirmation email.

4.3.5.28.2 3-day before training: send Reminder email.

4.3.5.28.3 When Activity Project Owner rejects volunteer(s), send notification email.

### 4.3.5.29 Training [Enhancement]

4.3.5.29.1 There are 2 Training types:

- 1) Monthly for DC
- 2) Quarterly for Volunteer

4.3.5.29.2 Once Trainer Owner mark volunteer accepted, send a confirmation email.

- 4.3.5.29.3 3-day before training: send Reminder email.
- 4.3.5.29.4 When Trainer Owner rejects volunteer(s), send notification email.
  
- 4.3.5.30 Daily Reports [Enhancement]
  - 4.3.5.30.1 Daily Report enlists all emails sent out to volunteers.
  - 4.3.5.30.2 The system email to Project Owner the daily report.
  
- 4.3.5.31 eBlast Volunteer [Enhancement]
  - 4.3.5.31.1 This module does weekly eDM to volunteers for updating Volunteer programmes/events and engaging pro-active communications with volunteers.
  - 4.3.5.31.2 Configure eBlast starts with Audience list creation filter by volunteer interest, volunteer address area, and so forth.
  - 4.3.5.31.3 The next step will be setting up the from email, from name, subject and email content with HTML code or plain text. This module should have email editor function.
  - 4.3.5.31.4 The eBlast module must have a verification function prior to sending email to actual recipients.
  - 4.3.5.31.5 The verification function could be a send example function with a pre-defined email verifier group.
  - 4.3.5.31.6 Once the verifiers confirm an eMail content, including email subject, attachment, font, etc; the eBlast can email to actual recipients by batch, i.e.: batch #1 ( a small % of entire batch), batch #2 (next small % of entire batch), batch #3 (remaining batch to X records).
  
- 4.3.6 Volunteering Information Management

#### **Volunteer Request**

- 4.3.6.1 Allow user to request volunteers for a specify Event. Each Event can have Engagement Type = 'Indirect' or 'Direct'.
- 4.3.6.2 Allow user to input Assign Volunteers information. Attendance information for accepted Volunteers should be captured for e.g, Check In and Check Out times. QRCode and URL link for Volunteer Check-In and Out timings.

### **Internal Volunteer Request**

- 4.3.6.3 Digitalize Internal NKF departments request volunteers for their events/works using an e-form with respective RO or HOD approval.
- 4.3.6.4 Streamline the submitted e-Form approved to integrate it with VMS Volunteer Requests.
- 4.3.6.5 It allows VR team to analyse the internal volunteer request data.
- 4.3.6.6 Refer to **Appendix G.1 for manual Internal Volunteer Request Form.**

### **Assigned Volunteer**

- 4.3.6.7 Allow user to maintain the Assigned Volunteers for each event. Assigned Volunteers to Events.
- 4.3.6.8 Display Volunteer Attendances history information.

### **Volunteer Tracking and Reporting**

- 4.3.6.9 Hours Tracking
  - 4.3.6.9.1 Automated logging of volunteer hours for each shift or event.
  - 4.3.6.9.2 Manual entry option for any additional hours worked.
- 4.3.6.10 Attendance Monitoring
  - 4.3.6.10.1 Track and report attendance at events. Each Attendance unique no is mapped to a volunteer.
  - 4.3.6.10.2 Manage absences and no-shows.
  - 4.3.6.10.3 Manual Attendance Uploading. The system shall validate that a new record being inserted does not already exist in the database based on defined unique fields or a unique constraint for e.g., Volunteer Name, CheckIn and CheckOut times. If a duplicate is detected, the system shall prevent the insertion and return an appropriate error message to the user.
  - 4.3.6.10.4 Refer to **Appendix E.4 for Attendance Monitoring screenshot.**
- 4.3.6.11 Reporting and Analytics

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## REQUIREMENT SPECIFICATIONS

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- 4.3.6.11.1 Generate reports on volunteer hours, event participation, and overall engagement.
- 4.3.6.11.2 Analyse trends and generate insights for future planning.
- 4.3.6.11.3 Generate meaningful insights for future planning based on trend analysis.
- 4.3.6.11.4 Export reports in various formats (PDF, Excel, CSV, MS Word, etc.).
- 4.3.6.11.5 Pivot Tables: Use pivot tables for flexible, detailed reports on hours, activities, or attendance summaries.
- 4.3.6.11.6 Graphical Dashboards: Use charts to visualize trends in attendance and time contributions.
- 4.3.6.11.7 Volunteer Hours Report: Summarize the total hours volunteered by each individual and overall. Highlight top contributors and trends over time.
- 4.3.6.11.8 Event Participation Report: Provide details on each event, including the number of participants, event success metrics, and any notable outcome.

### **Volunteer Programme/Event Management and Scheduling**

- 4.3.6.12 Programme/Event
  - 4.3.6.12.1 Create new Programme/Event. Each Programme/Event can have record type = 'Programme' or 'Fundraising' or 'Training' and allow users to input Programme/Event information.
  - 4.3.6.12.2 Allow user to input trainees for the programme/Event and Training attendances for Check-In and Check-Out manually information. QRCode and URL link for Volunteer Check-In and Out timings.
  - 4.3.6.12.3 Allow user to input activity and tasks and assigned to volunteer.
- 4.3.6.13 Event Creation
  - 4.3.6.13.1 Managers/Staff can create and manage events, programmes or schedules.
  - 4.3.6.13.2 Include details such as event description, date, time, location, and required volunteer roles.
- 4.3.6.14 Scheduling
  - 4.3.6.14.1 Automated scheduling to match volunteer availability with event requirements.

4.3.6.14.2 Notification to volunteers about upcoming events, programmes or schedules.

### **Volunteer Self-Help Portal**

4.3.6.15 Volunteer Login

4.3.6.15.1 Volunteer can access Volunteer self-help portal using this URL: <https://vms.nkfs.org/login>. Secured Hypertext transfer protocol secure (HTTPS) to be used.

4.3.6.15.2 Volunteer will receive email userid and password for first time login.

4.3.6.15.3 The Portal login enforces 2FA secured logon method, therefore Volunteer will need to input a 6-numeric OTP from the email.

4.3.6.15.4 On first time login system will prompt to change user own password.

4.3.6.15.5 Reset password if volunteer forgot password. Once volunteer clicks the hyperlink, system will ask to key in email address and system will send new password for them to login.

4.3.6.15.6 Refer to **Appendix E.2 for Volunteer Self-Help Portal Logon page**.

4.3.6.15.7 [Enhancement] NKF is considering **SingPass** Login and **MyInfo** integration for VMS, which currently uses email (2FA) for login. The vendor should provide project details, including the effort (for NKF to consider) to implement SingPass and MyInfo, and transaction statistics for up to two (2) project references (if applicable).

4.3.6.15.8 [Enhancement] The VMS shall provide donors with the option to log in via **SingPass** for secure donation record access and tax deduction auto-filing.

4.3.6.15.9 [Enhancement] The VMS shall use **MyInfo** data to auto-populate donor details for receipt generation and IRAS submissions.

4.3.6.15.10 [Enhancement] The VMS shall validate NRIC/UIN retrieved via **MyInfo** to ensure uniqueness in donor profiles.

4.3.6.15.11 [Enhancement] The vendor is required to propose a migration strategy for VMS from the current login mechanism to SingPass and MyInfo integration.

4.3.6.16 Volunteer Dashboard

4.3.6.16.1 Volunteer will see a list of upcoming activities for an event. Each Event will display the activities completion date and time.

- 4.3.6.16.2 Information of Upcoming event, Announcement, Recent IG/Facebook Posts, feedback & Contact Us to be show.
- 4.3.6.16.3 Refer to **Appendix E.2 Dashboard for Volunteer Self-Help Portal Dashboard page**.
- 4.3.6.17 Volunteer Calendar
- 4.3.6.17.1 This is a static page to show all the programs/events published from backend.
- 4.3.6.18 Upcoming Programme/Event
- 4.3.6.18.1 This is a static page to show all the programs/events published from backend.
- 4.3.6.18.2 Volunteer Sign-Up. Volunteers can browse and sign up for available events, programmes or schedules. Option to join waitlists for full events and print attendance certificates.
- 4.3.6.19 Volunteer Opportunities
- 4.3.6.19.1 Volunteer can check the Activity/Event information for e.g. Schedule, Venue, Number of Volunteers Required, etc.
- 4.3.6.19.2 Details of Volunteer Opportunities are shown as the following:
- 1) ACTIVITY/EVENT – Name of event.
  - 2) START DATE – Start date of event
  - 3) FREQUENCY TYPE
  - 4) URGENT REQUEST
  - 5) NUMBER OF VOLUNTEERS REQUIRED – Self explanatory
  - 6) VENUE OF ACTIVITY/EVENT- Self explanatory
  - 7) VOLUNTEER REPORTING VENUE - Self explanatory
  - 8) ASSIGNMENT STATUS – Volunteers assignment
- 4.3.6.19.3 Volunteer users will input Volunteer Requests information in VMS backend. The system will display all the published Volunteer Opportunities from VMS backend. This information will flow to Self-help Portal for Volunteer to view the events opportunities available.
- 4.3.6.19.4 Refer to **Appendix E.2 Volunteer Opportunities screenshot**.



4.3.6.20 Volunteer Attendance

4.3.6.20.1 Volunteer can view past attendance events information. Each volunteer will be assigned to unique attendance identification number.

4.3.6.20.2 Details of Volunteer Attendance are shown as the following:

- 1) ATTENDANCE – Attendance Unique Identification.
- 2) VOLUNTEER REQUEST – Volunteer attended event
- 3) VOLUNTEER NAME - Self Explanatory
- 4) CHECKED IN - Volunteer start time for the event
- 5) CHECKED OUT – Volunteer end time for the event
- 6) TIME GIVEN – Duration time for the event
- 7) CREATED DATE – Event Date and Time

4.3.6.21 Volunteer Profile

4.3.6.21.1 Volunteer can view and update personal information and change password.

4.3.6.21.2 All portal users are created in Salesforce backend, VM users can only create them in Salesforce.

4.3.6.21.3 After creation, VM users can send the access details to the volunteer portal users to login.

4.3.6.21.4 The following fields should be displayed:

- 1) First Name
- 2) Last Name
- 3) Email Address
- 4) Mobile Phone
- 5) Phone
- 6) Address

4.3.6.21.5 Save Changes after editing. System should be able to perform Validations of the fields.

4.3.6.21.6 To provide Change Password Function. System should be able to perform Validations of the password format and whether password being used before.

4.3.6.21.7 Refer to **Appendix E.2 Volunteer Profile screenshot**.

4.3.6.22 Print Community Involvement Letter

- 4.3.6.22.1 Allow Volunteer to print or save in PDF for the events participate.
- 4.3.6.22.2 Refer to **Appendix E.2 Print Community Involvement screenshot**.

### **Volunteer Registration Portal**

- 4.3.6.23 Current Internet Volunteer Registration Page: <https://vms.nkfs.org/signup>.
- 4.3.6.24 The VMS shall allow authorised users to manage the template or source of the Volunteer Registration Portal.
- 4.3.6.25 The system shall support the following categories of volunteer: 1) Individual and 2) Organization.
- 4.3.6.26 The following fields shall be captured for individual:
- 1) First Name
  - 2) Last Name (\*)
  - 3) Date of Birth (\*)
  - 4) Email (\*)
  - 5) Phone (\*)
- where (\*) indicate the field is mandatory data entry.
- 4.3.6.27 The following fields shall be captured for organization:
- 1) First Name
  - 2) Last Name (\*)
  - 3) Organization (\*)
  - 4) Email (\*)
  - 5) Phone (\*)
- where (\*) indicate the field is mandatory data entry.
- 4.3.6.28 The VMS shall validate the fields (such as Email address, Phone, last name) to ensure it correctness and uniqueness. A volunteer must not have duplicate records when registering. **Refer to 4.4.x** for standard validation of Email address, Phone number.
- 4.3.6.29 The Volunteer Registration Portal (<https://vms.nkfs.org/signup>) to provide an avenue for the public who wished to be a volunteer at NKF to register for volunteering services as well as to allow existing volunteers to update their profiles. As the data captured at the volunteer portal is stored directly into the VMS, manual data entry for the new volunteers and updates to existing volunteers will be eliminated, thus saving time and efforts for the volunteer management department (VMD).

- 4.3.6.30 The system shall allow authorised users to perform group registration of volunteers via online or via a pre-formatted Excel. The vendor shall provide a sample copy of the pre-formatted Excel format to the proposal.
- 4.3.6.31 Please refer to **Appendix E.1 for Volunteer Registration Portal**.

#### **VMS Sharing Session**

- 4.3.6.32 NKF will conduct a VMS sharing session as part of the procurement process to provide potential vendors with a better understanding of the project objectives, expectations, and key considerations.
- 4.3.6.33 This session will serve as an opportunity for vendors to understand shared VMS resources further and to clarify any preliminary questions and align on the project scope before proposal submission.
- 4.3.6.34 Further details, including the date, time, and format of the VMS sharing session, will be provided during the procurement briefing.

#### **Data Management**

- 4.3.6.35 Gathering data from various sources, including databases, files, and real-time systems.
- 4.3.6.36 Storing data efficiently and securely, often using databases, data warehouses, or data lakes.
- 4.3.6.37 Structuring data in a logical and consistent manner for easy access and retrieval.
- 4.3.6.38 Ensuring data accuracy and integrity by regularly updating and cleaning it.
- 4.3.6.39 Implementing policies and procedures to manage data access, security, and compliance.

#### **4.4 Validation**

- 4.4.1 The validation mentioned in this section shall apply to both VMS and DMS.
- 4.4.2 To ensure the integrity and authenticity of **user identity information** in compliance with national data standards, the VMS/DMS shall validate Singapore **NRIC/FIN** numbers upon data entry and during relevant transaction processing to ensure accuracy and prevent invalid identity records.
- 4.4.3 To ensure the integrity of entity records, support official reporting requirements, and enable reliable interfacing with government and third-party systems, the VMS/DMS shall validate Unique Entity Numbers (**UENs**) to ensure they conform

to official Singapore government-issued formats, maintaining accuracy and regulatory compliance.

4.4.4 To ensure accurate, deliverable **email addresses** are captured and maintained, reducing errors in communication and integration with third-party email services, the VMS/DMS shall validate the format of email addresses entered by users to ensure they conform to standard email address syntax before accepting or processing the data.

4.4.5 The VMS/DMS shall validate **phone numbers** entered by users to ensure they conform to the designated format and numbering plan, based on the country or region (e.g., Singapore).

4.4.6 The VMS/DMS will ensure that validation takes place in real-time when the online data entry is no longer in focus. If the data entry is coming from backend data processing (bulk/mass import), then there shall be an email to inform the authorised users on the validation error and it shall not allow to proceed unless the authorised users enable to proceed to bulk/mass import and ignore all validation errors.

4.4.7 The VMS/DMS shall ensure validation occurs in real-time at the point of data entry (once out of focus from the data entry) and also during backend data processing. The VMS/DMS shall ensure an appropriate error message is display for invalid entry formats. E.g., during the viewing of donor profiles by authorised users.

#### 4.5 Common Integrations

4.5.1 In addition to the **integration** detailed in **clauses 4.2.5.89/90/91/92**, this section outlines common integrations (including enhancement) applicable to both VMS and DMS.

#### SMS Gateway

4.5.2 The VMS/DMS shall integrate with an authorised third-party SMS gateway provider to send transactional and/or notification messages to users in a secure, reliable, and timely manner. NKF will provide the technical specification documentation from the authorised third-party SMS gateway provider after contract award and during the project kick-off.

4.5.3 Gateway Configuration - The configuration must be secured, encrypted at rest, and accessible only to authorised system components or administrators.

4.5.4 Message Dispatch - The system shall support UTF-8 encoding to handle multilingual content.

4.5.5 Delivery Assurance and Logging - Logs must be retained according to security and compliance policies (e.g., 18 months or as configured).

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## REQUIREMENT SPECIFICATIONS

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- 4.5.6 Retry and Error Handling - The system shall implement retry logic for failed or timed-out SMS submissions based on configurable retry policies (e.g., 3 retries at 5-minute intervals). For permanently failed messages (e.g., invalid number), the system shall record the failure reason and optionally alert system administrators.
- 4.5.7 Security and Compliance - All SMS API interactions must occur over secure HTTPS (TLS 1.2 or above) connections.
- 4.5.8 System Monitoring and Alerts - Dashboards or reports shall be available for operational monitoring, including alert for High failure rates or Gateway downtime or slow response.

### SingPass [Enhancement]

- 4.5.9 The system shall preferably be able to integrate with **SingPass** to enable users to authenticate using their national digital identity (NDI) via the SingPass Login service.
- 4.5.10 The system shall support **MyInfo** integration via **SingPass** to retrieve consented personal data fields (e.g., full name, NRIC, date of birth, email, mobile number) upon user authentication.
- 4.5.11 The system shall ensure all **SingPass** integrations comply with GovTech's security and data protection guidelines, including proper use of client IDs, secrets, redirect URIs, and scopes.
- 4.5.12 All communication with **SingPass** services shall be conducted over secure HTTPS connections using TLS 1.2 or higher.
- 4.5.13 The system shall ensure no sensitive data from **SingPass** (e.g., NRIC, address) is logged or exposed unintentionally.

### 4.6 Service Level Management

- 4.6.1 The Contractor shall meet the monthly service level for Problem Resolution. They are listed as follow:

<u>Severity Level</u>	<u>Description</u>	<u>Resolution Time <sup>(*)</sup> / %</u>	<u>Response Time <sup>(*)</sup></u>
S1	Impacts all users and operation cannot continue.	100% of cases to be resolved consistently within EIGHT (08) hours.	TWO (02) hrs or less

## REQUIREMENT SPECIFICATIONS

S2	These problems affect a particular process or function or more than 50% of services are down.	100% of cases to be resolved consistently within TWO (02) day or a bypass is provided in ONE (01) day.	EIGHT (08) hrs or less
S3	The problem has minimal or no effect on NKF's ability to perform its functions.	90% of cases to be resolved consistently within EIGHT (08) working days. Remaining 10% within FOURTEEN (14) working days.	FOUR (04) working days or less.

- a) <sup>(\*)</sup> Resolution time is the period from when the Contractor is officially notified via telephone call or received email to the time when the problem is resolved to NKF's satisfaction.
- b) <sup>(\*)</sup> Response time is the time from when the Contractor is officially notified (via telephone call, email or register into online ticketing system).

4.6.2 NKF shall measure the above service level on a monthly basis. In the event of not reaching the targeted service level for three (3) reminders, NKF shall have the right to terminate this Contract forthwith without compensation and without any liability whatsoever in respect of the Contractor.

4.6.3 The Contractor shall indemnify NKF (and its agents, officers and/or employees) in respect of all damages and/or injuries to any person or any property and against all actions, suits, claims, demands, costs, charges or expenses arising in connection therewith that have been caused howsoever by the Contractor, its agents, officers and/or employees in the performance of the Contract or by the Contractor's breach of the Contract.

4.6.4 Exit Plan or End of Contract

4.6.4.1 The purpose of the exit plan (or end of contract) is to effect a smooth and seamless transition of services from one vendor to NKF or another vendor. NKF shall inform the Contractor at least TWO (2) months in advance if need to exercise the exit plan.

4.6.4.2 The Exit Transition period shall be managed and supervised by NKF, with full support from the Contractor. The Contractor shall ensure the Exit Transition team is appropriately staffed and the plan is executed in an orderly manner to achieve its business objectives. The Contractor shall also ensure that the exit process progresses in a timely manner and warrants the quality of the deliverables.

4.6.4.3 The exit plan shall include all business processes (source data sets/transactions), documentation and control changes done for NKF after the Contract is awarded (under this procurement/contract) till the start of Exit Transition period. It shall include the following:

- a) Documented processes and procedures of current operations;
- b) Roles and responsibilities of each project personnel;

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## REQUIREMENT SPECIFICATIONS

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- c) Schedule for hand-over of outstanding tasks;
- d) Detailed progress for each unresolved and outstanding services;
- e) Cost implication handling of any proprietary vendor's tools with respect to licensing (if applicable);
- f) Progress Report & Documentation;
- g) Operation Manual;
- h) Security Procedures.

4.6.4.4 The Contractor shall provide support to NKF during the Exit Transition period. The Contractor shall contribute information to accelerate and/or improve the process of exit/transition and assure that the plans developed are realistic. The Contractor shall continue to provide assistance in terms of exit/transition consulting and related services, as NKF deems necessary, at no additional cost to NKF.

## 5 TECHNICAL REQUIREMENTS

### 5.1 Browser and Device Compatibility

- 5.1.1 The proposed System shall support any standard operating system and browser compatibility using at least the latest TWO (2) major versions of widely used desktop and mobile web browsers such as Microsoft Edge, Firefox, Google Chrome and Safari.
- 5.1.2 The proposed System shall also support widely used mobile devices such as Android and iOS platforms on the latest TWO (2) major versions.
- 5.1.3 The Contractor shall ensure the proposed System is regularly tested and continues to be able to support the current and future prevailing notebook/desktop standards at no additional cost to NKF. There shall not be any additional cost for testing any new patches and releases on notebook/desktop standards.
- 5.1.4 The vendor shall ensure that the proposed System adopts a web-responsive front-end design to resize browser windows and devices of different sizes.
- 5.1.5 NKF is using Microsoft Edge (chromium-based) as the standard corporate browser. Full compatibility and support for both mobile/desktop versions of Microsoft Edge are required. The vendor shall highlight any part of the proposed System's functionality that cannot work with Microsoft Edge together with the submission of procurement.

### 5.2 Two-Factor Authentication (2FA)

- 5.2.1 The proposed System shall preferably support 2-factor authentication (2FA<sup>9</sup>) for all personnel performing privileged<sup>10</sup> or administration function.
- 5.2.2 The proposed System shall preferably implement IP address filtering to restrict privileged or administration access to the proposed System from authorised locations.
- 5.2.3 The proposed System shall preferably support logging of the date time, IP addresses of the source and destination systems, user information as well as the type of action performed shall be enabled on the proposed System that allow privileged or administration access.

### 5.3 Single-Sign On (SSO)

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<sup>9</sup> 2FA refers to using any two of the three authentication methods to increase the assurance on the identity of the user. The three authentication methods are: 1) What a user knows (e.g., password, PIN); 2) What a user has (e.g., physical token, card); and 3) What the user is (e.g., retina scans).

<sup>10</sup> Privileged access refers to accounts with elevated capabilities beyond standard users or access to reports or functionalities that are off-limits to a standard user.



- 5.3.1 The proposed System shall support Single-Sign On (SSO) authentication scheme; once a user has logon to the proposed System, it shall allow the same user to access the proposed services (i.e., scope of work) without re-entering authentication factors.
- 5.3.2 The proposed System's SSO solution shall support the following standards for exchanging authentication and authorisation data between the identity provider and service provider:
- a) Security Assertion Markup Language (SAML) 2.0 and
  - b) Microsoft Azure Active Directory (Azure AD).
- 5.3.3 The proposed System shall auto-logout User after no activity for a pre-defined threshold period. The awarded vendor shall work with the Customer on the threshold period requirement as part of the project kick-off. The proposed System shall not commit any unsaved data upon timeout.
- 5.3.4 The proposed System shall keep an audit trail of all transactions; including auto-logout performed by System. The audit trail shall include client IP address, User - Agent, user ID, last login, session timeouts, and other internal session details. The proposed System shall provide user-friendly web interface to allow authorised users to be able to search and view the audit logs.
- 5.3.5 The proposed System shall preferably allow single user logon session only, such that users (including privileged user) cannot logon to multiple (i.e., concurrent) sessions at any given time using the same user credentials. The vendor shall highlight any part of the proposed System that cannot enforce single user logon session.
- 5.3.6 The proposed System shall allow an Administrator to create credential (unique username and password) for authorised users assigned by Donor and Volunteer Management department where it shall be SSO enable.

#### 5.4 System & Application Architecture

##### **System Architecture**

- 5.4.1 The vendor shall provide diagrams of network and system architecture of the proposed System.
- 5.4.2 The vendor shall describe using the diagrams how the proposed System architecture can meet the following architecture considerations:
- a) Performance, Scalability & Availability;
  - b) Security measures for cloud -
    - I. Firewalls or equivalent to protect the network against unauthorised traffic and intrusion prevention systems or equivalent to monitor the network or systems for suspicious activities to and from the Internet;
    - II. Vulnerability Scanning, Remote Administration, Access Control, Security Patch Management, Log Management, protection against virus or

- malware and timely submission of reporting to NKF for review and sign-off; and
  - c) Maintainability – Implementing effective and efficient design to improve the system maintenance.
- 5.4.3 The diagrams shall show the network topology, multi-tier & zoned architectures, segmentation implementation and perimeter security. This includes communication traffic flows between each logical component (e.g., load balancer, web servers, database servers, cloud service) to facilitate understanding.
- 5.4.4 The vendor shall indicate in the architecture description of the security measures to protect the application from attacks and leakage of information and secure transmission of data between end users & the System.

### **Application Architecture**

- 5.4.5 The vendor shall provide SaaS / Application Architecture showing in logical layers including the client devices, presentation layer, application business and common microservices layer, enterprise data store and any other software components.
- 5.4.6 The vendor shall describe how the proposed architecture will be implemented with corresponding programming languages, development framework, software technologies and cloud services to facilitate the understanding.

### **5.5 Backup & Restoration**

- 5.5.1 The vendor shall preferably provide the following backup schedule and retention periods:
- a) Daily incremental backup with SEVEN (7) days retention;
  - b) Weekly full backup with FIVE (5) weeks retention; and
  - c) Monthly full backup with TWELVE (12) months retention
- 5.5.2 The vendor shall describe how the backup and restore verification are performed.
- 5.5.3 The Contractor shall ensure that all the integrity of the backups are verifies and tested periodically to ensure that it can be restored with full data integrity and completeness.

### **5.6 Service Reliability**

- 5.6.1 The Contractor shall ensure that all software is fully tested, and quality assured prior to implementation in order to ensure the reliability of the proposed solution.

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## REQUIREMENT SPECIFICATIONS

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5.6.2 The Contractor shall ensure no single point of failure and there shall be redundancy with automatic failover in the event single component or server failure, and with load balancing for the production environment.

### 5.7 Security Requirement

5.7.1 The vendor shall provide technical advice on the network, system, database and applications when requested during security risk analysis, security standards and policy implementation specific to the proposed System.

5.7.2 The vendor shall ensure that all security procedures within their area of responsibility are implemented correctly to achieve compliance with relevant security policies and standards.

5.7.3 The vendor shall declare all security limitations relating to the security design and implementation for proposed System.

5.7.4 The vendor shall ensure that unless otherwise stated explicitly, all additional resources and manpower provided to resolve IT security related issues under the responsibilities of the vendor, such as rectifying vulnerabilities and mitigating risks, shall not incur additional cost to NKF.

5.7.5 The vendor shall include in the proposal any latest security-related certifications/reports they have attained or plan to certify in the next TWELVE (12) months from the Letter of Acceptance. E.g., ISO/IEC 27001, ISO/IEC 27017, ISO/IEC 27018, CSA STAR, SOC 2 Type 2, or Information Technology Infrastructure Library (ITIL) v3.

5.7.6 The vendor shall preferably have existing security methodology to engage (cost to be borne by the vendor) a reputable third-party security testing supplier to conduct security vulnerability scans on the System regularly. The vendor shall include the latest security vulnerability report (if applicable).

5.7.7 In the event if there is incident of data breach or application attack, the vendor is responsible to inform NKF of the incident, the findings, and the remediation performed, if applicable.

### 5.8 Information on Thirty Party Security Evaluation

5.8.1 The vendor shall submit the required Information on *NKF Third Party Information Security Evaluation Form* using the word template.

### 5.9 Audit Requirements

5.9.1 The vendor shall grant NKF and/or its authorized representatives (including external auditors and regulatory bodies) full access to all systems, logs, records,

documentation, and personnel relevant to the services provided, for the purpose of conducting annual and ad-hoc audits.

5.9.2 The Vendor agrees to provide reasonable assistance, information, and resources necessary to support NKF in completing annual audits, including but not limited to providing:

- a) System access for inspection
- b) Technical documentation and architecture diagrams
- c) Change logs and activity logs
- d) Security incident reports
- e) Compliance reports and certifications (e.g., ISO 27001, SOC 2)

5.9.3 The Vendor shall, on an annual basis or upon request, provide NKF with copies of relevant independent audit reports and certifications demonstrating the effectiveness of its internal controls and security practices. These shall include, but are not limited to:

- a) SOC 1 Type 2 Report
- b) SOC 2 Type 2 Report (if applicable)
- c) Bridge Letter to cover SOC 1 or 2 Report audit period gap.
- d) ISO/IEC 27001 Certification
- e) PCI-DSS Compliance Report (if applicable)
- f) Any other relevant reports or certifications required by the Client or regulatory bodies.

These reports shall be current (not older than 12 months) and shall cover the systems, infrastructure, and services provided under this agreement. The Vendor shall also provide a written summary of any material exceptions or control deficiencies identified in such reports along with mitigation steps taken.

5.9.4 The Vendor shall not interfere with, delay, or obstruct any audit activities and shall ensure all relevant personnel are available for interviews, clarifications, and walkthroughs as required during the audit.

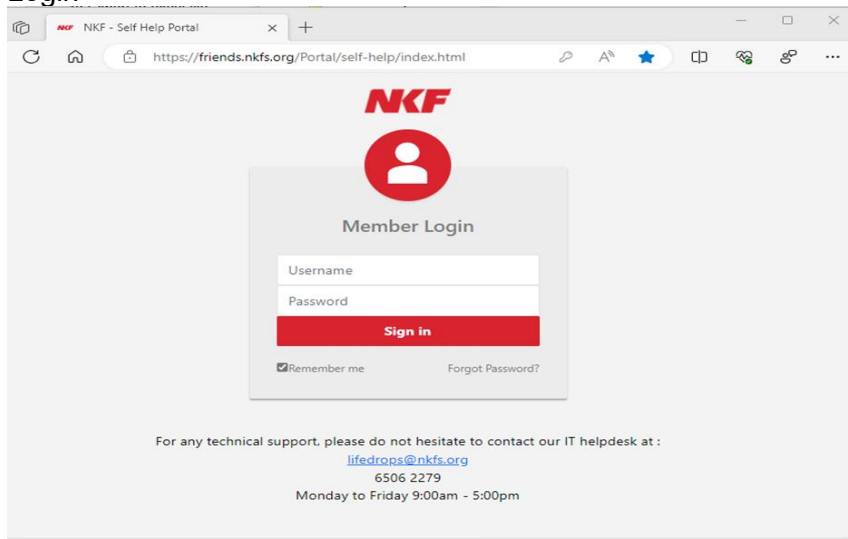
5.9.5 The Vendor agrees to timely address and resolve any non-compliance issues or deficiencies identified during the audit within a mutually agreed period not exceeding [30] calendar days, or as otherwise determined by NKF based on the severity of the finding.

5.9.6 Each Party shall bear its own costs in relation to annual audits. However, if significant deficiencies or breaches are discovered due to the Vendor's negligence, the Vendor shall bear the full cost of the audit and any remediation efforts.

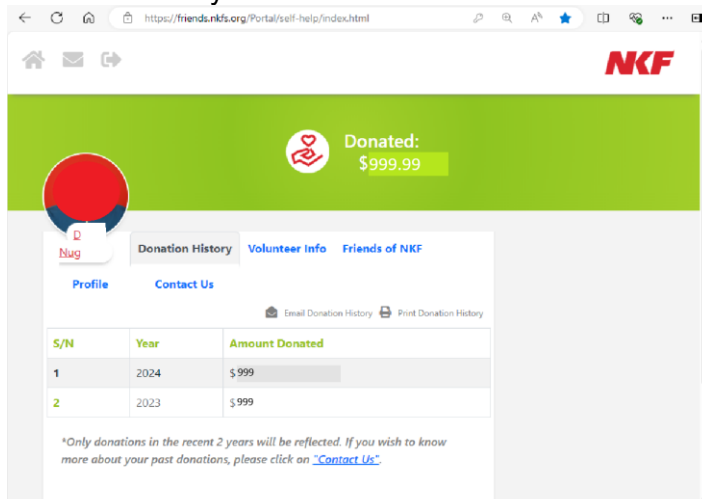
- 5.9.7 The Vendor shall ensure that any subcontractors involved in the delivery of the system or services are contractually bound to provide similar audit support and comply with audit-related obligations.

## Appendix A – DMS Screenshots

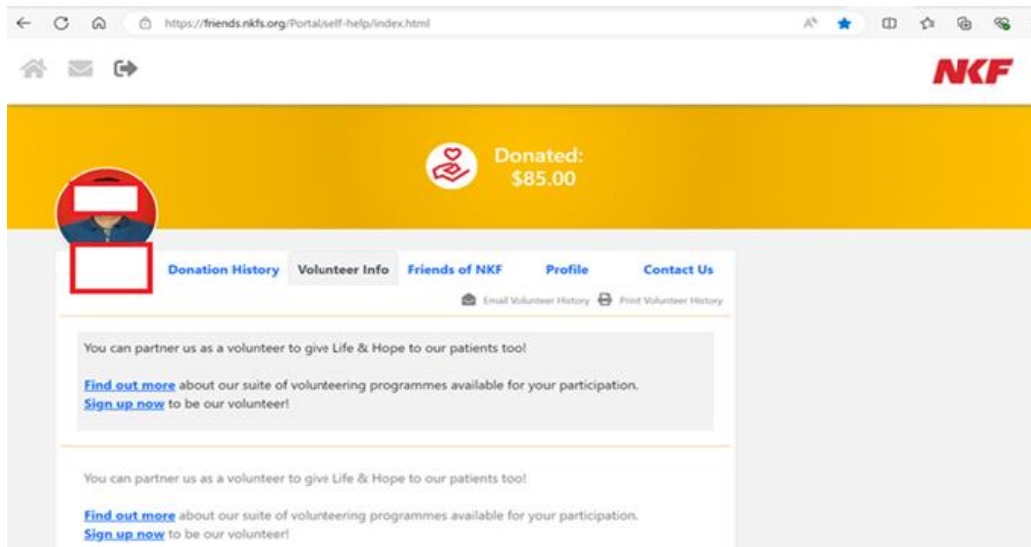
### A.1. Donor Self-Help Portal Login



### Donation History Tab

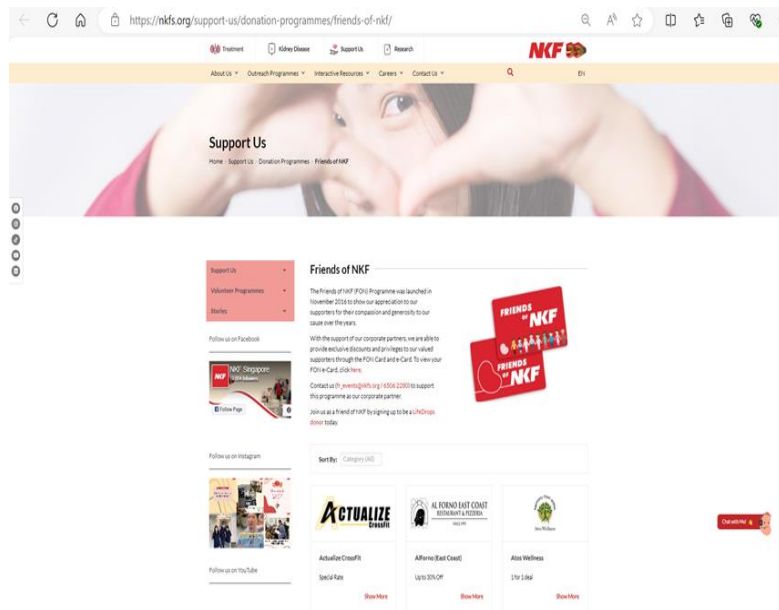
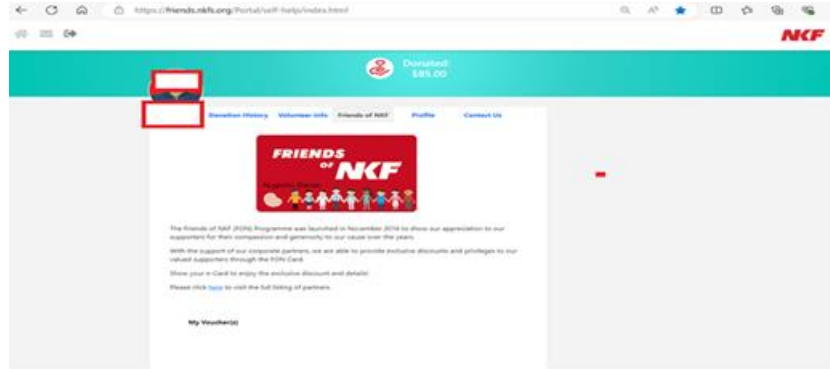


### Volunteer Info



## REQUIREMENT SPECIFICATIONS

### Friends of NKF



#### Lifestyle

##### Actualize CrossFit

###### Special Rate

Simply quote Promo Code **NKFACF** when you make an appointment with Actualize CrossFit to receive the following discounts:

BASE (CrossFit Fundamentals): \$120 for 2 sessions (\$50 off usual price of \$170)

TITANS (CrossFit for kids) – \$220 for 10-sessions (\$30 off usual price of \$250)

LEGENDS (Functional fitness classes for older adults) – \$17 for first class booking (Usual Price \$20)

ACF Membership: 10% off first month of membership

###### Location & Contact Details

251 Jalan Besar

Singapore 208924

Email: [info@actualizecrossfit.com](mailto:info@actualizecrossfit.com)

Website: <https://www.actualizecrossfit.com/>



Most people know the importance of living a healthy lifestyle but feel intimidated to get started or find it challenging to progress. There are so many options for fitness that it can be overwhelming to find one that would help them achieve or get closer to their goals.

At Actualize CrossFit, they understand that everyone has different goals and needs. Actualize CrossFit provides you with safe and effective coaching in a supportive community to take that step closer to improving your quality of life, and Make Fitness Your Reality.

###### Terms & Conditions:

- To make an appointment, email [info@actualizecrossfit.com](mailto:info@actualizecrossfit.com), or drop Actualize CrossFit an enquiry on their website at <https://www.actualizecrossfit.com/>.
- Booking of classes must be made in advanced and is subjected to availability and movement screening (if the participant has not joined BASE before).
- To qualify for the special rates, state Promo Code 'NKFACF' when booking an appointment or package, along with a photo/screenshot of the member's FON Card or e-Card.
- Not valid with any other discounts, promotions or privileges.
- Friends of NKF (FON) Card Terms and Conditions apply.

## REQUIREMENT SPECIFICATIONS

### Profile

https://friends.nkfs.org/Portal/self-help/index.html

Donated: \$455.00

Profile History Volunteer Info Friends of NKF Profile Contact Us

**Profile**

Name: [Red Box] ✓

Birthday: [Red Box] ✓

Address: [Red Box] ✓

Mobile: [Red Box] ✓

Email: [Red Box] ✓

**Account**

Account: [Red Box] ✓

**Communication**

✓ Update my contact information from NKF site

Marketing: [Red Box] ✓

Email: [Red Box] ✓

Mail: [Red Box] ✓

### Contact Us

https://friends.nkfs.org/Portal/self-help/index.html

Donated: \$455.00

Profile History Volunteer Info Friends of NKF Profile Contact Us

**Contact Us**

Name: [Red Box] ✓

Email: [Red Box] ✓

Preferred mode of contact: [Red Box] ✓

Feedback Type: [Red Box] ✓

Additional Message: [Red Box] ✓

Send Close

### A.2. Donation from Other Channels

Importation Page Temporary Data

**Import Data**

CSV Upload

Batch Insert

**CSV Upload**

Choose File No file chosen

**File Type**


Give Asia

**Csv File Delimiter**

, (Comma)

Submit





Importation Page
Temporary Data

## Import Data

CSV Upload
Batch Insert

### Batch Insert

Choose Data Type

Giving SG

Add Batch


### Batch List

#### No Batch List

Please add batch data on the above!

Submit Batch

## A.3. Create Batch Donation Data



Batch Donation Listing
Search by Batch

### Batch Donation Listing

#### Create Batch

Received Date

dd/mm/yyyy

Batch Date

dd/mm/yyyy

Distribution Code Name

Channel of Donation

Select

Payment Method

Select

Frequency

One-Time

Remarks

Bank Account Id

AC1

Clear

Create Batch

## A.4. Manual Donation Creation

### New Donation

Select a record type

☒ Cash
☐ In-Kind
☐ Recurring

Cancel

Next

## REQUIREMENT SPECIFICATIONS

## New Donation: Cash

\* = Required Information

<p>Donation No.</p>  <p>* Donor Type</p> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 10px;">--None--</div> <p>Tax Receipt No.</p> <div style="border: 1px solid #ccc; height: 30px; margin-bottom: 10px;"></div> <p>3rd Ref No.</p> <div style="border: 1px solid #ccc; height: 30px; margin-bottom: 10px;"></div> <p>Donor Account ⓘ</p> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 10px;">Search Accounts... <span style="float: right;">🔍</span></div> <p>Donor Name</p> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 10px;">Search Contacts... <span style="float: right;">🔍</span></div>	<p>* Donation Date</p> <div style="border: 2px solid red; padding: 5px; margin-bottom: 10px;"> <input type="text"/> <span style="float: right;">📅</span> </div> <p style="color: red;">Complete this field.</p> <p><b>Donation Datetime ⓘ</b></p> <table border="0" style="width: 100%;"> <tr> <td>Date</td> <td>Time</td> </tr> <tr> <td><div style="border: 1px solid #ccc; padding: 5px;"><input type="text"/> <span style="float: right;">📅</span></div></td> <td><div style="border: 1px solid #ccc; padding: 5px;"><input type="text"/> <span style="float: right;">⌚</span></div></td> </tr> </table> <p>* Channel of Donation ⓘ</p> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 10px;">--None--</div> <p>Donation Status</p> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 10px;">--None--</div> <p><a href="#">View all dependencies</a></p> <p><b>Cleared Datetime</b></p> <table border="0" style="width: 100%;"> <tr> <td>Date</td> <td>Time</td> </tr> <tr> <td><div style="border: 1px solid #ccc; padding: 5px;"><input type="text"/> <span style="float: right;">📅</span></div></td> <td><div style="border: 1px solid #ccc; padding: 5px;"><input type="text"/> <span style="float: right;">⌚</span></div></td> </tr> </table> <p><b>Reconciled Date</b></p> <table border="0" style="width: 100%;"> <tr> <td>Date</td> <td>Time</td> </tr> <tr> <td><div style="border: 1px solid #ccc; padding: 5px;"><input type="text"/> <span style="float: right;">📅</span></div></td> <td><div style="border: 1px solid #ccc; padding: 5px;"><input type="text"/> <span style="float: right;">⌚</span></div></td> </tr> </table>	Date	Time	<div style="border: 1px solid #ccc; padding: 5px;"><input type="text"/> <span style="float: right;">📅</span></div>	<div style="border: 1px solid #ccc; padding: 5px;"><input type="text"/> <span style="float: right;">⌚</span></div>	Date	Time	<div style="border: 1px solid #ccc; padding: 5px;"><input type="text"/> <span style="float: right;">📅</span></div>	<div style="border: 1px solid #ccc; padding: 5px;"><input type="text"/> <span style="float: right;">⌚</span></div>	Date	Time	<div style="border: 1px solid #ccc; padding: 5px;"><input type="text"/> <span style="float: right;">📅</span></div>	<div style="border: 1px solid #ccc; padding: 5px;"><input type="text"/> <span style="float: right;">⌚</span></div>
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<div style="border: 1px solid #ccc; padding: 5px;"><input type="text"/> <span style="float: right;">📅</span></div>	<div style="border: 1px solid #ccc; padding: 5px;"><input type="text"/> <span style="float: right;">⌚</span></div>												
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<div style="border: 1px solid #ccc; padding: 5px;"><input type="text"/> <span style="float: right;">📅</span></div>	<div style="border: 1px solid #ccc; padding: 5px;"><input type="text"/> <span style="float: right;">⌚</span></div>												

Cancel
Save & New
Save

### A.5. Donation Reconciliation

### Donation Reconciliation

Select your filter criterias to search the batch records

Filter Criteria

Search by Batch ID

\* From

4 Oct 2024

\* To

4 Oct 2024

\* Payment Method

All

Cash

Cheque

Giro

PAY NOW

I-Bank

Nets

Bank Transfer

AMEX

DINERS

Visa/Mastercard

SGQR

Donation In Kind

Credit Card

\* Batch Status

All

Cleared

Reconciled

\* Donation Channel

All

DC

HQ

Post

Giving.sg (NVPQ)

Give.asia

Simply.giving

Benevity - UK Online

Stripe

SingCash

GivePis

AXS

SAM

FAVE

Event

Collection

Donation In Kind

Online Portal (RedDot)

Patient Deposit

Staff

Direct Transfer

\* Frequency Type

All

One-time

Recurring

Search Batch

Reset

## A.6. Donation Portal



### DONATION FREQUENCY

ONE-TIME GIFT

MONTHLY GIFT

YEARLY GIFT

S\$ 100

SGD 50

SGD 100

SGD 500

SGD 1000

Individual

Organisation

Anonymous

☒ You are entitled to a tax-deduction of 2.5 times of your donation amount and it will automatically included in your tax assessment. As such, IRAS requires you to provide your NRIC/FIN. Please untick if you do not wish for a tax deduction.

My Particulars

Salutation

Surname

Given Name

ID Type

Tax Recipient ID Number

Tax Recipient Full Name

Email

Contact No.

Email is required for us to send you an acknowledgement / eReceipt.

Preferred Contact Method

☒ Mail
 ☐ E-mail

Postal Code

Country

Singapore

Block Number

Street Name

Unit Number

Building Name

Remarks

☐ I give my consent to NKF to update me on its fundraising and education & prevention programmes.

Visa/Mastercard

AMEX

PayNow

NEXT

Page 79 of 162

50

100

500

1000

Indivi

✓

You are entitle

such, IRAS re

My Particula

Salutation

Mr

ID Type

NRIC

Email

donor@dms.com

Email is required for us to

Preferred Co

☐ Mail

☒ E-m

Postal Code

Block Number

Unit Number

Remarks

☐ I give my cons

Visa/Maste

Donation Summary

SGD 100

Type

One Time

My Particulars

Category

Individual

Salutation

Mr

Surname

Lim

Given Name

Ah Keow

ID Type

NRIC

Tax Recipient ID Number

S9935791F

Tax Recipient Full Name

Lim Ah Keow

Email

donor@dms.com

Preferred Contact Method

email

Address

Country

Singapore

Payment Method

Visa/Mastercard

Back to Form

Continue to Donate

Page 80 of 162

## REQUIREMENT SPECIFICATIONS

Transaction Details




**Merchant Name :**  
NKFS

**Order ID :**  
2312-006917

**Merchant Reference :**  
Onetime Donation 2312-006917

**Total**  
**100 SGD**

Credit Cards



**Name on Card \***

**Card Number \***

**Exp. Date \***  
-Month- / -Year-

**Card Security Code \***  
  
3 digits on the back, or 4 digits above the card number on the front


You are being redirected to the website of Red Dot Payment Pte. Ltd. ("Red Dot Payment"), the payment gateway provider of the Merchant for cashless payment. By submitting your payment account information, you are deemed to agree to the collection and transmission of your data to the relevant card scheme, banks and other transaction processing parties, both domestic and overseas, which form part of the network of the card scheme necessary for the payment to be authorised and processed. In doing so, you are deemed to agree to the retention of this data by Red Dot Payment and the Merchant, for the purpose of reconciliation and future reference of the transaction in case of dispute handling or investigation by regulators and card schemes.

Your data submitted herein will be accessed by Red Dot Payment for the processing of payments, and may be passed on to the Merchant, and managed in accordance with the Merchant's Privacy Policy.




Cancel

Remaining time : 14:49 

Pay Now



Payment is securely processed by Red Dot Payment  
© 2023. Red Dot Payment Pte Ltd. All rights reserved.  
English | Bahasa | Español | Français | Deutsch | 日本語 | עברית | 漢語 | 简体中文 |



SECURE  
SecureCode  
SafeKey



## DONATION FREQUENCY

ONE-TIME GIFT **MONTHLY GIFT** YEARLY GIFT

Donate/Update:

- ☒ I want to donate the below amount as a new recurring donation
- ☐ I want to upgrade my existing recurring donation to be the below amount

S\$ 25

SGD  
10

SGD  
25

SGD  
40

SGD  
100

**Individual**

Organisation

- ☒ You are entitled to a tax-deduction of 2.5 times of your donation amount and it will automatically included in your tax assessment. As such, IRAS requires you to provide your NRIC/FIN. Please untick if you do not wish for a tax deduction.

My Particulars

Salutation	Surname	Given Name
ID Type NRIC	Tax Recipient ID Number	Tax Recipient Full Name
Email	Contact No.	

Email is required for us to send you an acknowledgement / eReceipt.

Preferred Contact Method

- ☒ Mail ☐ E-mail

Postal Code	Country Singapore
Block Number	Street Name
Unit Number	Building Name
Remarks	

- ☐ I give my consent to NKF to update me on its fundraising and education & prevention programmes.

**Visa/Mastercard**

AMEX

Giro

**NEXT**



### DONATION FREQUENCY

ONE-TIME GIFT   MONTHLY GIFT   YEARLY GIFT

Donate/Update:

- ☒ I want to donate the below amount as a new recurring donation  
☐ I want to upgrade my existing recurring donation to be the below amount

S\$ 500

SGD  
50

SGD  
100

SGD  
500

SGD  
1000

**Individual**

Organisation

- ☒ You are entitled to a tax-deduction of 2.5 times of your donation amount and it will automatically included in your tax assessment. As such, IRAS requires you to provide your NRIC/FIN. Please untick if you do not wish for a tax deduction.

#### My Particulars

Salutation ▼	Surname	Given Name
ID Type NRIC ▼	Tax Recipient ID Number	Tax Recipient Full Name
Email	Contact No.	

Email is required for us to send you an acknowledgement / eReceipt.

#### Preferred Contact Method

- ☒ Mail   ☐ E-mail

Postal Code	Country Singapore ▼
Block Number	Street Name
Unit Number	Building Name
Remarks	

- ☐ I give my consent to NKF to update me on its fundraising and education & prevention programmes.

**Visa/Mastercard**

AMEX

Giro

**NEXT**

## A.7. eBlast Donor

### Configure eBlast

\* eBlast Name

test

Description

Audience record will automatically be created based on criteria below:

\* Audience Name

test

Donation Date

From

1 Jan 1980

To

23 Jul 2023

Donation Amount

From

1

To

9,999,999,999

List Code (Add)

\* Exclusion Code ⓘ

X22

Exclude Email ⓘ

☒ Remove duplicate email addresses

Next

### Configure eBlast

\* From Email

greetings@nkfs.org

\* From Name

NKF

\* Subject

Communication History

Message Body (HTML Format)

Previous

Next




## REQUIREMENT SPECIFICATIONS

### New Audiences

\* = Required Information

#### Information

* Audience Name	<input type="text"/>	Owner	 Daniel Nugroho
From Date	<input type="text"/>	ListmonkID	<input type="text"/>
To Date	<input type="text"/>	Status	--None--
Exclusion Code	<input type="text" value="X02,X04,X30,X45,X75,X98,X14"/>		
Exclude Email	<input type="text"/>		
From Amount	<input type="text"/>		
To Amount	<input type="text"/>		
List Code	<input type="text"/>		

Cancel




Save & New

Save



Audiences

#### Health Audience

Audience Name	Health Audience	Owner	 Daniel Nugroho
Recipient Count	0	ListmonkID	117
From Date	1/1/1980	Status	Processing
To Date	10/9/2023		
Exclusion Code	X02,X04,X30,X45,X75,X98,X14		
Exclude Email	hdb.gov.sg		
From Amount	\$1.00		
To Amount	\$9,999,999,999.00		
List Code			
Created By	 Daniel Nugroho, 7/9/2023, 11:28 am		
Last Modified By	 Daniel Nugroho, 7/9/2023, 11:28 am		



Recipients (0)

New



eBlast (1)



New

Change Owner

1 item • Sorted by Date Sent • Updated a few seconds ago

<input type="checkbox"/>	eBlast ID	Bounced E...	eDM Name	eBlast Status	Emails to S...	De
1	<input type="checkbox"/> EBID-230907-0116		Health is Wealth, start your health journey with us on NKf eShop T...	Planned		

View All



Notes & Attachments (0)

Upload Files

Upload Files

Or drop files

## REQUIREMENT SPECIFICATIONS

### A.8. Donor Particulars

**[Donor Name]**  
ID: (E-1234567 ) / DonorID: ( 1234567 )

Particulars

Contacts

Other Details

Profile Change Log

LD Request

LD Change Logs


Donation History

Health Screening

File Info

Communication Info

Login



Title

☒Mr ☐Mrs ☐Miss ☐Ms ☐Mdm ☐Dr ☐Prof

Gender

☒Male ☐Female

NRIC

Other ID

Surname / Family Name

First / Given Name

Middle Name

Other Name

Display Name

Birthday (Day)

Birthday (Month)

Birthday (Year)

Remarks

Save

**[Donor Name]**  
ID: (E-1234567 ) / DonorID: ( 1234567 )

Particulars

Contacts

Other Details

Profile Change Log

LD Request

LD Change Logs

Donation History

Health Screening

File Info

Communication Info

Login

Contacts

Home No.

Office No.

Mobile

Mobile2

Email

Other Email

Address

Country

Postal Code

City

State

Block / House No.

Street

Unit(#00-0000)

Building

Save

## REQUIREMENT SPECIFICATIONS

### [Donor Name]

ID: (E-1234567) / DonorID: (1234567)

Particulars   Contacts   **Other Details**   Profile Change Log   LD Request   LD Change Logs   Donation History   Health Screening   File Info

Communication Info   Login

#### Other Details

Department

ExclusionList

X99-ANNUAL REPORT EXCLUSION

Industry

Job\_Type

Language

List\_Code

PLE-Data Acquired thru Pledge Card

Marital\_Status

Race

Other Races

Religion

Staff\_initials

Staff\_Strength

Save Details

### A.9. Appeals/Project Code

Sandbox: psb | [Log out](#)

**NKF**

DEMS Home Calendar Reports Dashboards Accounts Contacts Programme/Events Distribution Codes Donations Recurring Donations Advertisement

**Appeals** All

18 items • Sorted by Appeals Name • Filtered by All appeals • Updated a few seconds ago

<input type="checkbox"/>	Appeals Name ↑	Project Code
<input type="checkbox"/>	999 - In Emergency Needs Fund	999
<input type="checkbox"/>	Appeal testing 5June2023	2605
<input type="checkbox"/>	Charity Dinner with CEO	CEO
<input type="checkbox"/>	Eiko Charity Dinner	EK48
<input type="checkbox"/>	Eiko Charity Dinner	EK49
<input type="checkbox"/>	Eiko Test Appeal 1	M5B
<input type="checkbox"/>	Miles Ankunding	123
<input type="checkbox"/>	NKF Dine & Dance 2022 - Glitz & Glamz	SOS
<input type="checkbox"/>	NKF Swing For Hope	S4H
<input type="checkbox"/>	Pink Pink	PINK
<input type="checkbox"/>	Test Appeal	XYZ
<input type="checkbox"/>	Test KWCLR_OL	KWCLR
<input type="checkbox"/>	Testing 27June	276
<input type="checkbox"/>	Testing Appeal	M4B
<input type="checkbox"/>	Testing Distribution code approval	F5G
<input type="checkbox"/>	Testing Pink	HACKED
<input type="checkbox"/>	To fund patient dialysis cost - Training 10Jul	G6H

#### New Appeals

\* = Required Information

**Information**

\* Appeals Name

Owner Hlaing Ei Ko

Purpose

Appeal Status

Description

\* Start Date

Target Amount

\* End Date

Actual Amount

\* Project Code

Number of Programmes

New Project Code

## REQUIREMENT SPECIFICATIONS

### A.10. Programme/Events Fundraising (DMS)

The screenshot shows the 'New Programme/Event: Fundraising' form. The form is divided into two main sections: 'Information' and 'Programme/Event Details'. The 'Information' section includes fields for 'Programme/Event No.', 'Record Type' (set to 'Fundraising'), 'Owner' (Hlaing Ei Ko), 'Status' (set to 'Draft'), 'Programme Stage' (set to '--None--'), 'Start Date/Time' (with separate date and time pickers), 'End Date/Time' (with separate date and time pickers), 'Type' (set to '--None--'), 'Sub Type' (set to '--None--'), 'Mode of Delivery' (set to '--None--'), and 'Frequency' (set to '--None--'). The 'Programme/Event Details' section includes 'Appeal Name' (with a search bar), 'Programme/Event Name', 'Programme Title', 'Cancel Programme/Event' (checkbox), 'Cancellation Reasons', and 'Scheduled Publish Date'. The form also has 'Cancel', 'Save & New', and 'Save' buttons at the bottom.

### A.11. Contacts

The screenshot shows the 'Maung Tint Khine Household' contact profile. The profile includes a header with the account name and a 'Follow' button. Below the header is a table with fields for 'Type', 'Phone', 'Account Owner', 'Address', 'Type of Donor', and 'Monthly Household Income'. The profile also includes a section for 'Account Owner' with details like 'Account Record Type', 'Household', 'Account Name', 'Other Name', 'Parent Account', 'Family Type', 'Housing', 'Housing Type', 'No. of Children Living w/Family', 'No. of Elderly Living w/Family', and 'Total Household Members'. A message states 'We found no potential duplicates of this Account.' Below this is an 'Activity' section with a 'Chatter' button and a list of activities. The bottom section shows a list of 'All Contacts' with columns for 'Volunteer Sta...', 'Created By Alias', 'Created Date', 'Con...', 'Account Name', 'Name', 'Email', 'Age', 'Mobile', 'Date ...', and 'Date of First Call'.

Volunteer Sta...	Created By Alias	Created Date	Con...	Account Name	Name	Email	Age	Mobile	Date ...	Date of First Call
1	Applied	portikt	2/7/2023, 12:29 am	Individual	Maung Tint Khine Household	Pilo Melvin	60		21/1/1964	
2	Applied	portikt	2/7/2023, 12:29 am	Individual	Maung Tint Khine Household	Maung Tint Khine	38		30/3/1986	
3	Applied	portikt	2/7/2023, 12:34 am	Individual	Thomas Cecellie Household	Cecellie Thomas	56		15/8/1968	

## REQUIREMENT SPECIFICATIONS

### A.12. Donor Profile → Donor ID/Code and Debtor Reference

The screenshot displays the NIKFMSWEB donor profile for Nugroho Daniel [Active]. The interface is divided into two main sections: the Donor Profile and the Debtor Reference.

**Donor Profile Section:**

- Header:** Contact Search, Name, DonorID, PersonID.
- Form Fields:**
  - Distribution:** LPD-LDA- LD Acquisition
  - Campaign:** LPD- Lifedrop & Lifeline
  - Appeal:** LDA- LD Acquisition Campai...
  - Fund:** 00- Fund Description
  - Debtor Ref:** N789541
  - Amount:** 30
  - Next Pay Date:** 17 Nov 2024
  - End Date:** 01 Jan 2079
  - Interval:** @Monthly @Annually
  - Card No (VISA/MC):** \*\*\*\*\*2264
  - Expiry (MM):** 05
  - Expiry (YY):** 26
  - Name On Card:** Daniel Nugroho
- Notes:** A text area for additional information.
- Debtor Reference:** A section with fields for Date / Time (06 Nov 2024 14:08), Department (DR-Donor Relations), Change Type (- Select Status-), and Send Notice (None, Letter, Email).
- Buttons:** Save, Add New Credit Card, Add New GIRO, Add New Staff LD, Add PL, Credit Card UNLOCKED, GIRO LOCKED.

**Debtor Reference Section:**

- Header:** Particulars, Contacts, Other Details, Profile Change Log, LD Request, LD Change Log, Donation History, Health Screening, File Info.
- Table:** A table with columns: RecID, Start Date, End Date, Title, Interval, Next Pay Date, Amount, Processor, Pay Type, Payee Name, Account / Card No, Other Details.
- Table Data:**

RecID	Start Date	End Date	Title	Interval	Next Pay Date	Amount	Processor	Pay Type	Payee Name	Account / Card No	Other Details
0031072	23 Aug 2023	1 Jan 2079	Repeat Donatio...	Monthly	17 Nov 2024	\$10.00	VISA/MC	VISA/MC	Daniel Nugroho	*****2264	05/26
PL101E-326076	20 Aug 2001	19 Nov 2002	LD	Monthly	19 Nov 2002	\$6.00	GIRO	OTHGIRO	Daniel Nugroho	4071368984	737543

## REQUIREMENT SPECIFICATIONS

### A.13. In-Kind Donation

Batch Donation Listing

Batch ID: 220701-01 Batch Status: Pending Batch From Date: Batch To Date: Batch Type: Account ID: Created By: Hide

Refresh Add New Batch Export data Delete Batch Cancel Batch Void Batch Confirm & Issue Receipt

	Batch ID	Batch Date	Batch Status	Batch Type	Batch Description	Account ID	Total Row/Col	Total Amount	Created Date	Created By	Modified Date	Modified By
Batch Status: Pending (1 items)												
<input type="checkbox"/>	220701-01	Fri 1 Jul 2022	Pending	CASH	220701-01 IN KIND FY2223	In Kind	357	\$553,338...	Fri 1 Jul 2022	Toh Wei Zhong	Mon 28 Oct 2024	Tan Yi Jing

Donation View

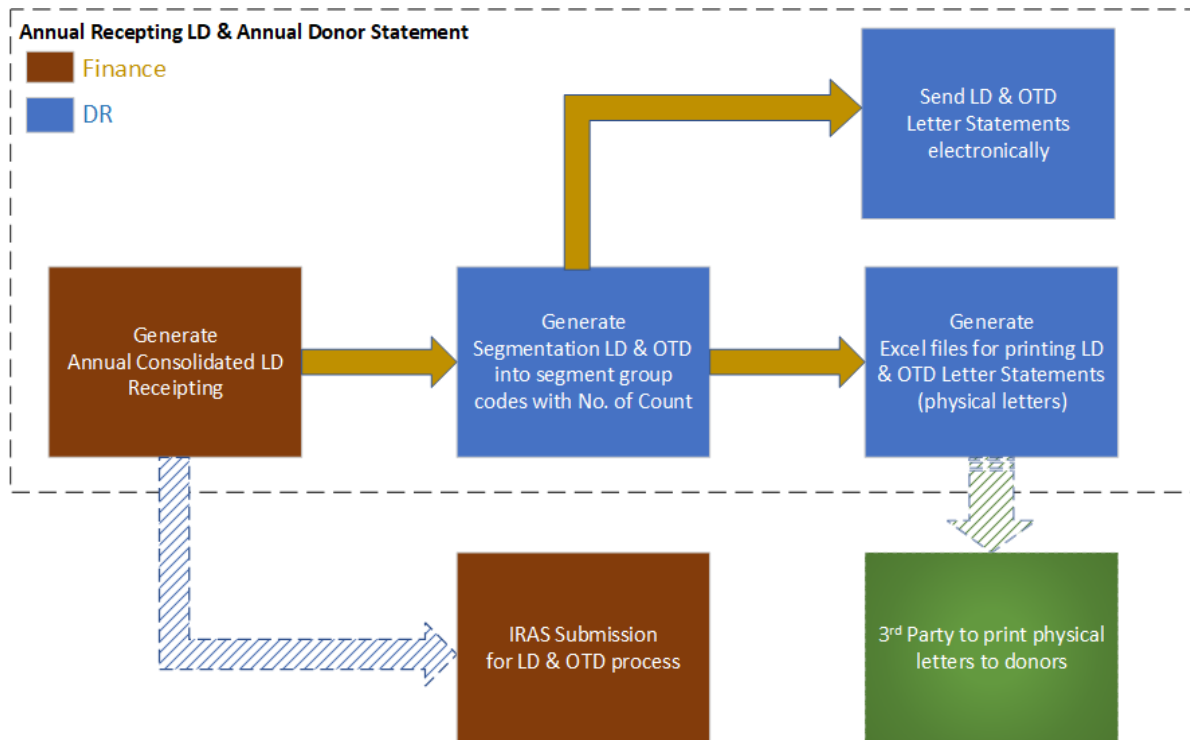
Batch ID: 220701-01 Batch Status: Pending Batch Date: 01 Jul 2022 Batch Type: CASH Batch Description: 220701-01 IN KIND FY2223 Account ID: In Kind Hide

Filter: Refresh Export data Void Row(s)

	ID	Rec Status	Received Date	Value Date	Name	Amount	Distribution	Campaign	Appeal	Fund	Tax Deduct	CCno. / CHQno.	CC Expiry (MM/YY)	CC Holder	Pay Type	Refer
<input type="checkbox"/>	117213409	Received	Fri 18 Nov 2022		F&N Foods Pte Ltd, 196700390K, C0141169, 67794566, esther.see-	\$1	OTD54H	OTD	S4H	00		Yi Jing			In Kind	0
<input type="checkbox"/>	117213410	Received	Fri 18 Nov 2022		F&N Foods Pte Ltd, 196700390K, C0141169, 67794566, esther.see-	\$1	OTD54H	OTD	S4H	00		Yi Jing			In Kind	0
<input type="checkbox"/>	117213411	Received	Fri 18 Nov 2022		F&N Foods Pte Ltd, 196700390K, C0141169, 67794566, esther.see-	\$1	OTD54H	OTD	S4H	00		Yi Jing			In Kind	0
<input type="checkbox"/>	117810074	Received	Sat 4 Mar 2023		DBS Bank Ltd, 1968003066, C0141186, 68782412, julianaifong@db.com	\$5	OTDKWCLR	OTD	KWCLR	00		Tricia			In Kind	0
<input type="checkbox"/>	117212987	Received	Fri 18 Nov 2022		Tanah Merah Country Club, 58050036H, C0141430, 65423040,	\$1	OTD54H	OTD	S4H	00		Yi Jing			In Kind	0
<input type="checkbox"/>	117360012	Received	Thu 8 Dec 2022		Singapore Pools (Private) Limited, 196800202G, C0141857, 62168168	\$6	OTD100	OTD	100	00		Shuhua			In Kind	0
<input type="checkbox"/>	117360013	Received	Thu 8 Dec 2022		Singapore Pools (Private) Limited,	\$2	OTD100	OTD	100	00		Shuhua			In Kind	0

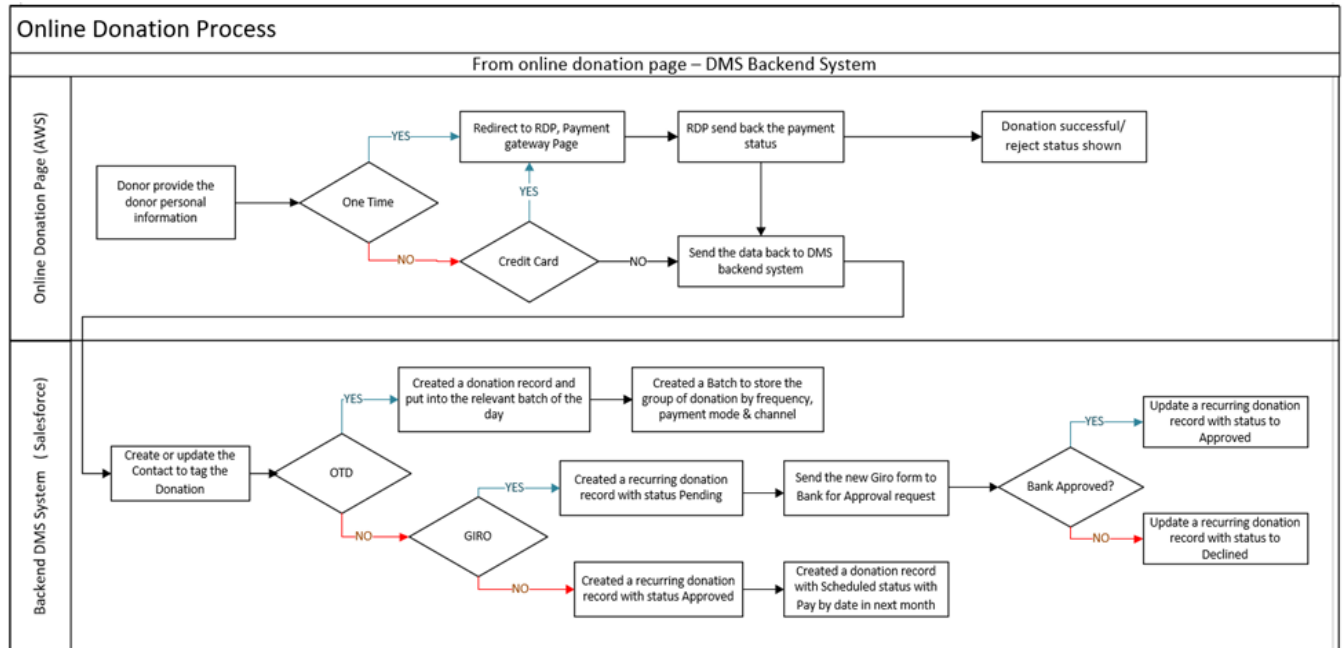
## Appendix B – DMS Workflow

### B.1 Annual Receipting LD<sup>6</sup> and Annual Donor Statement

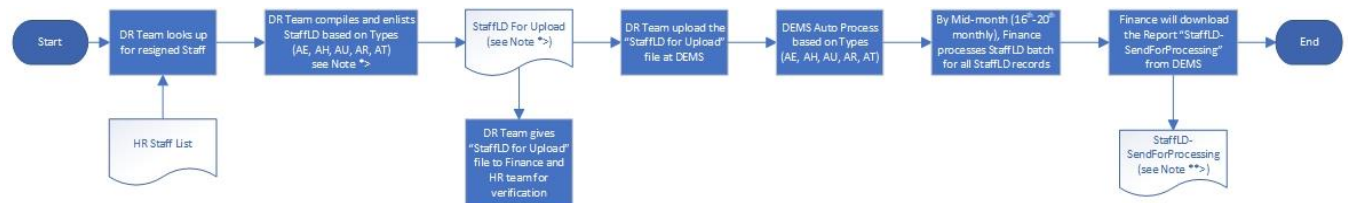


## Appendix C – DMS Flowcharts

### C.1 Online Donation Process



### C.2 Staff LD



Note:

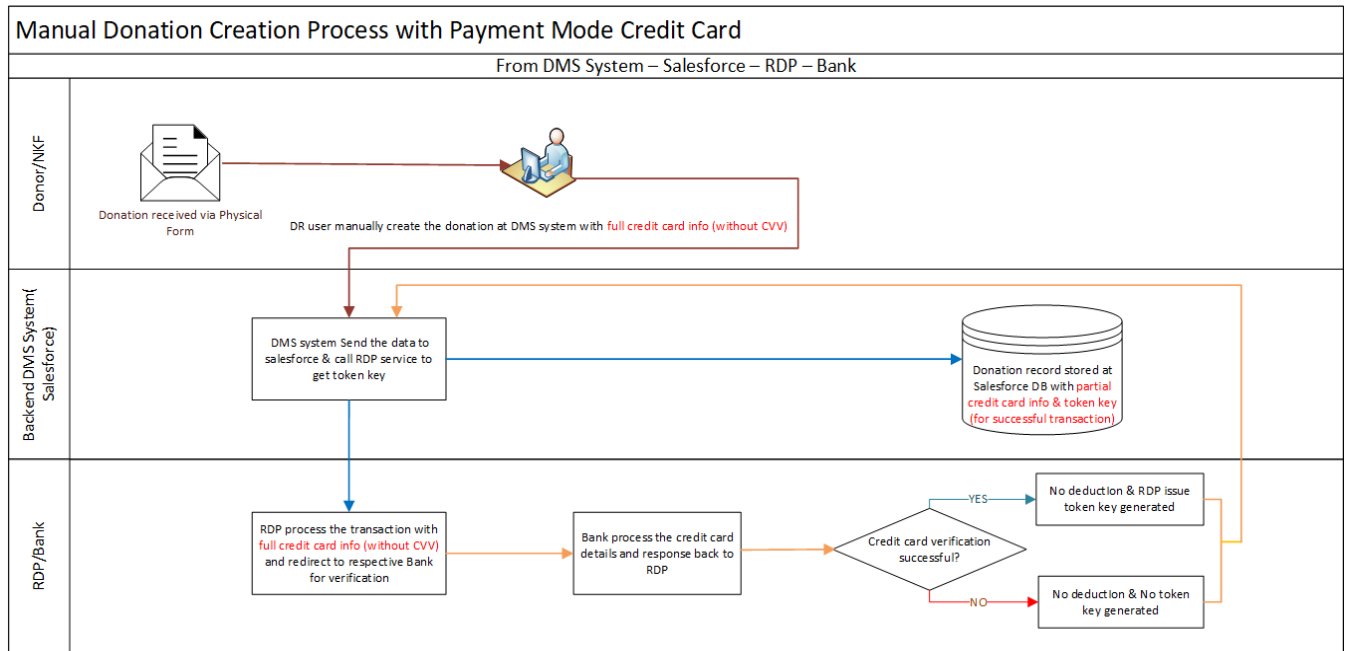
\*\*> This list only contains StaffLD that needs to be updated based on Types. Please take note, there are full list of StaffLD records created at DEMS from previous month. I.e.: There are 500 StaffLD records from whole NKF Staff who will deduct their donation from their Payroll for month May 2024, and DR Team list only contains 100 StaffLD records based on types (AE, AH, AU, AR, AT) for month June 2024.

\*\*> The StaffLD-SendForProcessing file contains 2 sheets: "Sheet 1" is for all StaffLD records and "Sheet 2" is for only updated StaffLD records as per file "StaffLD ForUpload".



## REQUIREMENT SPECIFICATIONS

### C.3 RDP - Manual Donation Creation Process with Payment Mode Credit Card



## Appendix D – DMS References

### D.1 Payment Method Table

Payment Method	Code	
Cash	CA	
Cheque	CQ	
GIRO	GR	
PayNow	PN	
I-Bank	IB	
Nets	NT	
Bank Transfer	BT	
AMEX	AM	
DINERS	DN	
Visa/Mastercard	VM	
SGQR	QR	
Donation In Kind	IK	

### D.2 Channel of Donation Table

Channel of Donation	Code	Donation type
DC	DC	Cash, Cheque, Amex, Diners, Visa, Mastercard
HQ	HQ	Cash, Cheque, Amex, Diners, Visa, Mastercard, Nets
Post	PS	Cash, Cheque, Amex, Diners, Visa, Mastercard
Giving.sg (NVPC)	NV	Bank Transfer
Give.asia	GA	Bank Transfer
Simply.giving	SG	Bank Transfer
Benevity - UK Online	UK	Bank Transfer
e-Shop	ST	Bank Transfer
SingCash	SC	Bank Transfer
GivePls	GP	Bank Transfer
AXS	AX	Bank Transfer
SAM	SA	Bank Transfer
FAVE	FV	Bank Transfer
Event	ET	Cash, Cheque, Amex, Diners, Visa, Mastercard, Nets, Bank Transfer, PayNow, GIRO
Collection	CL	Cash, Cheque, Amex, Diners, Visa, Mastercard, Donation In Kind
Donation in Kind	IK	Donation In Kind
Online Portal (RedDot)	RD	SGQR, Amex, Diners, Visa, Mastercard
Patient Deposit Donation	PD	Cash
Staff	SF	Giro
Direct Transfer	DT	Giro/Bank Transfer/PayNow/I-Bank

## REQUIREMENT SPECIFICATIONS

### D.3 Donor Category Table

FY	New	Active	Lapsed	Re-engaged
FY2425 (current)	Donation	Donation	No Donation	Donation
FY2324		Donation	No Donation	No Donation
FY2223			No Donation	No Donation
FY2122			No Donation	No Donation

### D.4 Exclusion Code

Looku	Description		To do items	Y	information		
X01	X01-COMPANY CLOSED DOWN	remove X01 and change to X02	pull X01 records	X	Mailing purpose		
X02	X02-STRICTLY NO MAILING & DONATION			Y	staff (board, VIP)		
X03	X03-PERSON NO LONGER WITH COMPANY	can try to call and update. To check how many records	pull X03 records				
X04	X04-DECEASED						
X05	X05-Strictly No Printed Annual Report and Progress Report				to add in		
X06	X06-Current Board Member	replace with V01 (new code)	pull X06 records	X25	unsubscribe eDM blast		
X07	X07-Strictly No Printed Progress Report			x23	Subscription for update		
X08	X08-INVALID MAILING ADDRESS						
X09	X09-Ex-Board Member	replace with V04 (new code)					
X10	X10-Strictly No Printed Annual Report			Y02	Community Donors		
X11	X11-RETIREES	can remove	pull X11 records	Y03	Corporate Donors		
X12	X12-EXCLUDE FROM THANK YOU LETTERS			Y09	School		
X13	X13-Bounced Email (Hard Bounced)	can remove	pull X13 records				
X14	X14-Unsubscribed Email	merge with X75	pull X14 records				
X15	X15-CONSENT given			V01	Board and Committee Member		
X16	X16-NO CONSENT given			V02	Staff		
X17	X17-To send physical Annual Report			V03	Minister, MP		
X18	X18-No Reminder Mailing			V04	Ex Board and Committee Member		
		Housekeeping (and update the latest) replace the new list	Pull X19 records - Remove X 19 existing code first later user will provide the whole list with V02 new code again	V05	SWWT	(under list code 009)	
X19	X19-NKF - STAFF (Strictly No Mailing)						
X29	X29-Strictly No Calling	Change to Y05 (new code)	pull X29 records				
X30	X30-Strictly no newsltr,updates,investmnt rp	merge with X02	pull X30 records				
X32	X32-Strictly chinese mails only						
X37	X37-EXECUTIVE / FINANCE COMMITTEE MEMBER	rename: VIP Ministers, MP, Board Members and others	pull X37 records - later replace with new code V03				
X39	X39-Strictly no Birthday cards						
X40	X40-Do not send Receipts/No Auto Inclusion	remove can check how many records	pull X40 records				
X42	X42-Strictly No Greetings						
X43	X43-Strictly No Gifts	Change to Y06	pull X43 records - later replace with new code Y06				
X44	X44-Strictly no Pledge cards						
X45	X45-Strictly no Invitations	Change to Y07	pull X45 - later replace with new code Y07				
X46	X46-Strictly no Chinese Mails						
X47	X47-Investment Report Only	can remove	pull X47 records				
X49	X49-Patient Relatives	remove can check how many records	pull X49 records				
X51	X51-No Certificates of Appreciation / Awards						
X54	X54-Strictly No Lifedrops						
X59	X59-Strictly No Health Screening	remove can check how many records	pull X59 records				
X63	X63-Strictly No One-Time Appeals						
X64	X64-Strictly TaxExempt Receipts Only(NOMAIL)						
X69	X69-NO SOLICITATION FOR SPONSORSHIP	can check how many records and merge with X02	pull X69 records				
X73	X73-Strictly E-mails Only (NO MAIL)						
X75	X75-Strictly No E-mails						
X77	X77-Strictly SMS only						
X81	X81-STRICTLY NO VISITING, PHONE & MAIL ONLY.	can check how many records	pull X81 records				
X82	X82-Strictly No Upgrading						
X83	X83-Health Screening Invitation Only	remove can check how many records	pull X83 records				
X92	X92-No personalisation of data	remove can check how many records	pull X2 records				
X95	X95-STRICTLY NO SMS (Short Message Service)						
X96	X96-Strictly Malay mailer only	To Remove	pull X6 records				
X98	X98-DONOR DIDN'T WANT TO DO ANYTHING WITH US	x98 merge with X02	pull X98 records				
X99	X99-ANNUAL REPORT EXCLUSION	can remove	pull X99 records				
	X25 - unsubscribe eDM blast						
	x23 - Subscription for update						
	Y02 - Community Donors						
	Y03 - Corporate Donors						
	Y09 - School						
	V01 - Board and Committee Member						
	V02 - Staff						
	V03 - Minister, MP						
	V04 - Ex Board and Committee Member						

## D.5 Batch Letters (Format and Sample)

Below are sample letters. Need to review the content with the system before UAT and go-live. Revise staff names and designations as needed.

LT-01 = Acknowledgement of Enrolment for LD<sup>6</sup> without receipt.

### Chinese LD TQ letter for Yearly Donation by Credit Card

尊敬的 <Sal>/<print name>

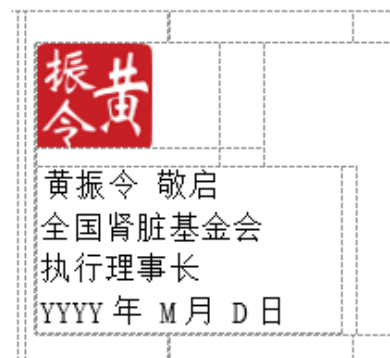
衷心感谢您/<remarks>通过“生命捐滴”计划每年捐献\$<Amount>支持贫困的肾脏病人。您的善款让他们继续获得高素质、可负担的洗肾护疗服务，为他们的生命带来希望。

您/<remarks>通过信用卡捐款的转账将在每年同一个月月中扣除。

您/<remarks>的善款将自动纳入您/<remarks>的税务评估，并可享受 2.5 倍于捐款额的扣税优待。因此，我们将不会另行发出免税收据。如您有任何疑问，我们将非常乐意为您效劳(1800-KIDNEYS (5436397)/contact\_us@nkfs.org)。

再次感谢您及<Other Name>全体同仁对 NKF 的支持与信任。在我们致力于为贫困的肾脏病人提供高素质的洗肾护疗之际，我们衷心期盼您的不懈支持。

诚祝阖家安康！



**Chinese LD TQ letter for Monthly by Credit Card**

尊敬的 <Sal>/<print name>

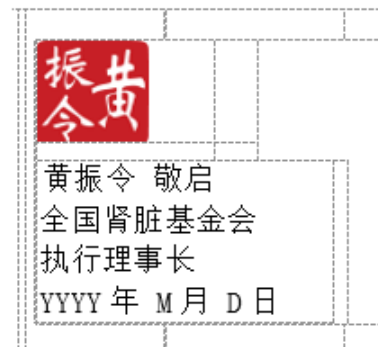
衷心感谢您/<remarks>通过“生命捐滴”计划每月捐献\$<Amount>支持贫困的肾脏病人。您的善款让他们继续获得高素质、可负担的洗肾护疗服务，为他们的生命带来希望。

您/<remarks>通过信用卡捐款的转账将在每月中进行。

您/<remarks>的善款将自动纳入您/<remarks>的税务评估，并可享受 2.5 倍于捐款额的扣税优待。因此，我们将不会另行发出免税收据。如您有任何疑问，我们将非常乐意为您效劳(1800-KIDNEYS (5436397)/contact\_us@nkfs.org)。

再次感谢您及<Other Name>全体同仁对 NKF 的支持与信任。在我们致力于为贫困的肾脏病人提供高素质的洗肾护疗之际，我们衷心期盼您的不懈支持。

诚祝阖家安康！



Chinese LD TQ letter for monthly by Giro

尊敬的 <Sal>/<print name>

衷心感谢您/<remarks>通过“生命捐滴”计划每月捐献\$<Amount>支持贫困的肾脏病人。您的善款让他们继续获得高素质、可负担的洗肾护疗服务，为他们的生命带来希望。

启动您/<remarks>的捐款大约需要一个月的时间。根据银行的批准程序，您/<remarks>通过财路捐款的首次转账将在月中或月底进行。今后的转账将在每个月中扣除。

您/<remarks>的善款将自动纳入您/<remarks>的税务评估，并可享受 2.5 倍于捐款额的扣税优待。因此，我们将不会另行发出免税收据。如您有任何疑问，我们将非常乐意为您效劳(1800-KIDNEYS (5436397) / contact\_us@nkfs.org)。

再次感谢您及<Other Name>全体同仁对 NKF 的支持与信任。在我们致力于为贫困的肾脏病人提供高素质的洗肾护疗之际，我们衷心期盼您的不懈支持。

诚祝阖家安康！



Chinese LD TQ letter for yearly by Giro

尊敬的 <Sal>/ <print name>

衷心感谢您/<remarks>通过“生命捐滴”计划每年捐献\$<Amount>支持贫困的肾脏病人。您的善款让他们继续获得高素质、可负担的洗肾护疗服务，为他们的生命带来希望。

启动您/<remarks>的捐款大约需要一个月的时间。根据银行的批准程序，您/<remarks>通过财路捐款的首次转账将在月中或月底进行。今后的转账将在每年同一个月中扣除。

您/<remarks>的善款将自动纳入您/<remarks>的税务评估，并可享受 2.5 倍于捐款额的扣税优待。因此，我们将不会另行发出免税收据。如您有任何疑问，我们将非常乐意为您效劳(1800-KIDNEYS (5436397) / contact\_us@nkfs.org)。

再次感谢您及<Other Name>全体同仁对 NKF 的支持与信任。在我们致力于为贫困的肾脏病人提供高素质的洗肾护疗之际，我们衷心期盼您的不懈支持。

诚祝阖家安康！



**English LD TQ letter for monthly donation by Giro**

Dear <Sal>/<Print name>,


Thank you for supporting our LifeDrops programme through your/your organisation's monthly donation of \$<Amount> to benefit needy kidney patients. Your kind gift will provide highly subsidised treatment and care to our patients so that they can lead fulfilling lives.

It will take approximately one month to activate your/your organisation's donation. Please note that as per bank's approval process, the first Giro deduction will be made either on the middle or at the end of the month. Subsequently, the deductions will be made during the middle of each month.

Your/your organisation's donation will be automatically included in your/your organisation's tax assessment and you will be entitled to a tax deduction of 2.5 times the value of the donations amount. As such, we will not be issuing a tax-deductible receipt. Meanwhile, we will be happy to assist (1800-KIDNEYS (5436397) / [lifedrops@nkfs.org](mailto:lifedrops@nkfs.org)), should you have any queries.

Once again, thank you for your strong belief in our cause. We look forward to your/your organisation's support as we strive to help more needy patients and promote kidney health in the community.

Wishing you and your family the very best of health.  
Wishing you and all at xxxxxx the very best of health.

Yours sincerely	
	
Tim Oei Chief Executive Officer	



English LD TQ letter for yearly donation by Giro

Dear <Sal>/<Print name>,

Thank you for supporting our LifeDrops programme through your/ your organisation's yearly donation of \$<Amount> to benefit needy kidney patients. Your kind gift will provide highly subsidised treatment and care to our patients so that they can lead fulfilling lives.

It will take approximately one month to activate your/ your organisation's donation. Please note that as per bank's approval process, the first Giro deduction will be made either on the middle or at the end of the month. Subsequently, the deductions will be made during the middle of the **same month yearly**

Your/ your organisation's donation will be automatically included in your/ your organisation's tax assessment and you will be entitled to a tax deduction of 2.5 times the value of the donations amount. As such, we will not be issuing a tax-deductible receipt. Meanwhile, we will be happy to assist (1800-KIDNEYS (5436397) / [lifedrops@nkfs.org](mailto:lifedrops@nkfs.org)), should you have any queries.

Once again, thank you for your strong belief in our cause. We look forward to your/ your organisation's support as we strive to help more needy patients and promote kidney health in the community.

Wishing you and your family the very best of health.  
Wishing you and all at xxxxxx the very best of health.

Yours sincerely



Tim Oei  
Chief Executive Officer

English LD TQ letter for monthly donation by Credit Card

Dear <Sal>/<Print name>,


Thank you for supporting our LifeDrops programme through your/ your organisation's monthly donation of \$<Amount> to benefit needy kidney patients. Your kind gift will provide highly subsidised treatment and care to our patients so that they can lead fulfilling lives.

Please be informed your/ your organisation's Credit Card deduction will be made during the middle of each month.

Your/ your organisation's donation will be automatically included in your/ your organisation's tax assessment and you will be entitled to a tax deduction of 2.5 times the value of the donations amount. As such, we will not be issuing a tax-deductible receipt. Meanwhile, we will be happy to assist (1800-KIDNEYS (5436397) / [lifedrops@nkfs.org](mailto:lifedrops@nkfs.org)), should you have any queries.

Once again, thank you for your strong belief in our cause. We look forward to your/ your organisation's support as we strive to help more needy patients and promote kidney health in the community.

Wishing you and your family the very best of health.  
Wishing you and all at xxxxxx the very best of health.

Yours sincerely	
	
Tim Oei Chief Executive Officer	

**English LD TQ letter for yearly donation by Credit Card**

Dear <Sal>/<Print name>,


Thank you for supporting our LifeDrops programme through your/ your organisation's yearly donation of \$<XXX.XX> to benefit needy kidney patients. Your kind gift will provide highly subsidised treatment and care to our patients so that they can lead fulfilling lives.

Please be informed your/ your organisation's Credit Card deduction will be made during the middle of the same month yearly.

Your/ your organisation's donation will be automatically included in your/ your organisation's tax assessment and you will be entitled to a tax deduction of 2.5 times the value of the donations amount. As such, we will not be issuing a tax-deductible receipt. Meanwhile, we will be happy to assist (1800-KIDNEYS (5436397) / [lifedrops@nkfs.org](mailto:lifedrops@nkfs.org)), should you have any queries.

Once again, thank you for your strong belief in our cause. We look forward to your/ your organisation's support as we strive to help more needy patients and promote kidney health in the community.

Wishing you and your family the very best of health.  
Wishing you and all at xxxxxx the very best of health.

Yours sincerely	
	
Tim Oei Chief Executive Officer	

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## REQUIREMENT SPECIFICATIONS

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NKF-518 = Acknowledgement OTD with receipt.

**Tax**

Date

Name

Add 1

Add 2

Add 3

Dear <Sal>

Thank you for **your/your <remark>** kind donation of **\$<amount>** to NKF in support of kidney failure patients. Your gift will provide highly subsidised dialysis treatment and holistic care to our patients so that they can lead fulfilling lives.

Your kindness and generosity are beacons of light and hope for our patients, who rely on financial support to sustain their dialysis journey for life. This inspires them towards self-empowered living, leading to a better quality of life. Currently, more than 300,000 in Singapore suffer from chronic kidney disease, and many more remain undiagnosed because symptoms remain silent until the final stages. Together, we can create a ripple of change to impact the health of the community, and stem the tide of this impending kidney tsunami.

Please feel free to contact us should you have any queries [1800-KIDNEYS (5436397) / lifedrops@nkfs.org] and we will be happy to assist.

Wishing **you/you and all at <print name>** the very best of health.

Yours sincerely

Tim Oei  
Chief Executive Office

**PS: This receipt is for your retention. Your/Your organisation's donation will be automatically included in your/your organisation's tax assessment and will be entitled to a tax deduction of 2.5 times the value of your/the donation amount. You do not need to claim the deduction in your tax form.**

---

**Serial No: XXXXXXXXX**

The National Kidney Foundation  
**81 Kim Keat Road**  
**Singapore 328836**  
**UEN: 200104750M**

MOH IPC No.: HEF 0071/G

Received From **<name>** **<NRIC/FIN/UEN>** on **<Received date>** the amount of **\$<Amount>** by **Cash/Credit card/giving.sg/paynow/Cheque XXXXXX**

Receipt No: **<Receipt number>**

Director/CEO

---

## REQUIREMENT SPECIFICATIONS

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### Non Tax

Date

Name

Add 1

Add 2

Add 3

Dear <Sal>

Thank you for **your/ your <remark>** kind donation of \$<amount> to NKF in support of kidney failure patients. Your gift will provide highly subsidised dialysis treatment and holistic care to our patients so that they can lead fulfilling lives.

Your kindness and generosity are beacons of light and hope for our patients, who rely on financial support to sustain their dialysis journey for life. This inspires them towards self-empowered living, leading to a better quality of life. Currently, more than 300,000 in Singapore suffer from chronic kidney disease, and many more remain undiagnosed because symptoms remain silent until the final stages. Together, we can create a ripple of change to impact the health of the community, and stem the tide of this impending kidney tsunami.

Please feel free to contact us should you have any queries [1800-KIDNEYS (5436397) / [lifedrops@nkfs.org](mailto:lifedrops@nkfs.org)] and we will be happy to assist.

Wishing **you/you and all at <print name>** the very best of health.

Yours sincerely

Tim Oei  
Chief Executive Office

PS: This receipt is for your retention.

---

The National Kidney Foundation  
81 Kim Keat Road  
Singapore 328836  
UEN: 200104750M

Received From <name> on <Received date> the amount of \$<Amount> by  
Cash/Credit/giving.sg/paynow/Cheque XXXXXX

Receipt No: <Receipt number>

Director/CEO

**Tax**

Name

Add 1

Add 2

Add 3

尊敬的&lt;Sal&gt;,

衷心感谢您/<remark>慷慨捐献\$<amount>支持贫困的肾脏病人。您/<remark>的善款将为病人提供高津贴的全方位洗肾护疗服务，让他们过上更充实的人生。

您的爱心支持对依靠经济援助洗肾以延续生命的病人而言，犹如一盏希望的明灯，照亮了他们的生命，激励他们更加自主地生活，并改善他们的生活素质。新加坡目前有超过 30 万人患有慢性肾脏病，因为症状不明显而尚未被确诊的病例不容小觑！因此，我们需要大家齐心协力，为国民的健康创造引领变革浪潮的涟漪，一同遏制“肾衰竭海啸”的来袭。

如您有任何疑问, 我们将非常乐意为您效劳(1800-KIDNEYS (5436397) / [contact\\_us@nkfs.org](mailto:contact_us@nkfs.org))。

诚祝阖家安康！



黄振令 敬启  
全国肾脏基金会  
执行理事长

YYYY 年 M 月 D 日

附言：此收据供您保留。您/<remark>的捐款可享有相等于捐款总额 2.5 倍的扣税优惠，并自动纳入您/<remark>的税务评估。您无需另行报税。

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Serial No: XXXXXXXX

The National Kidney Foundation  
81 Kim Keat Road  
Singapore 328836  
UEN: 200104750M

MOH IPC No.: HEF 0071/G

Received From <name> <NRIC/FIN/UEN> on <Received date> the amount of \$<Amount> by  
Cash/Credit card/giving.sg/paynow/Cheque XXXXXX

Receipt No: &lt;Receipt number&gt;

Director/CEO

**Non Tax**

Name

Add 1

Add 2

Add 3

尊敬的<Sal>,

衷心感谢您/<remark>慷慨捐献\$<amount>支持贫困的肾脏病人。您/<remark>的善款将为病人提供高津贴的全方位洗肾护疗服务,让他们过上更充实的人生。

您的爱心支持对依靠经济援助洗肾以延续生命的病人而言,犹如一盏希望的明灯,照亮了他们的生命,激励他们更加自主地生活,并改善他们的生活素质。新加坡目前有超过 30 万人患有慢性肾脏病,因为症状不明显而尚未被确诊的病例不容小觑!因此,我们需要大家齐心协力,为国民的健康创造引领变革浪潮的涟漪,一同遏制“肾衰竭海啸”的来袭。

如您有任何疑问,我们将非常乐意为您效劳(1800-KIDNEYS (5436397) / [contact\\_us@nkfs.org](mailto:contact_us@nkfs.org))。

诚祝阖家安康!



黄振令 敬启  
全国肾脏基金会  
执行理事长  
YYYY 年 M 月 D 日

附言:此收据供您保留。

---

The National Kidney Foundation  
81 Kim Keat Road  
Singapore 328836  
UEN: 200104750M

Received From <name> on <Received date> the amount of \$<Amount> by  
Cash/Credit/giving.sg/paynow/Cheque XXXXXX

Receipt No: <Receipt number>

Director/CEO

---

## REQUIREMENT SPECIFICATIONS

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18 August 2023

Ms Wee TANG

-

Dear Ms Wee TANG

Thank you for your kind donation of \$99.99 to NKF in support of kidney failure patients. Your gift will provide highly subsidised dialysis treatment and holistic care to our patients so that they can lead fulfilling lives.

Your kindness and generosity are beacons of light and hope for our patients, who rely on financial support to sustain their dialysis journey for life. This inspires them towards self-empowered living, leading to a better quality of life. Currently, more than 300,000 in Singapore suffer from chronic kidney disease, and many more remain undiagnosed because symptoms remain silent until the final stages. Together, we can create a ripple of change to impact the health of the community, and stem the tide of this impending kidney tsunami.

Please feel free to contact us should you have any queries [1800-KIDNEYS (5436397) / [lifedrops@nkfs.org](mailto:lifedrops@nkfs.org)] and we will be happy to assist.

Wishing you the very best of health.

Yours sincerely



Tim Oei  
Chief Executive Office

PS: This receipt is for your retention.

---

The National Kidney Foundation  
81 Kim Keat Road  
Singapore 328836  
UEN: 200104750M

MOH IPC No.: HEF 0071/G

Received From Wee TANG on 2023-06-07 the amount of \$99.99 by Bank Transfer

Receipt No: NT2306000001



Director/CEO



LT-05 = Acknowledgement Termination letter.

**English LD Monthly Donation by Giro Termination letter**

Dear <Sal>/<print name>,

We refer to your/ your <remarks> request to terminate your/ your <remarks> monthly/yearly donation of \$<Amount>. It will be terminated with effect from <Month/Year>. We would like to thank you for your past support. Your/ Your <remarks> kind gift has provided highly subsidised treatment and care to our patients so that they can lead fulfilling lives.

While providing quality dialysis treatment, our multi-disciplinary care team's ultimate aim is to improve patients' quality of life. We empower and engage patients through many thoughtfully planned events and activities so that they can regain their dignity, sense of confidence and positivity and, most importantly, the belief within themselves that they can overcome any adversity. All these would not be possible without your support.

We will be happy to assist (1800-KIDNEYS (5436397) / [lifedrops@nkfs.org](mailto:lifedrops@nkfs.org)), should you have any queries.

Once again, thank you for your strong belief in our cause. We look forward to your/ your <remarks> support again in the near future.

Wishing you and your family the very best of health.  
Wishing you and all at xxxx the very best of health.

Yours sincerely



Tim Oei  
Chief Executive Officer

**Chinese LD Monthly Donation Termination letter**

尊敬的 <Sal>

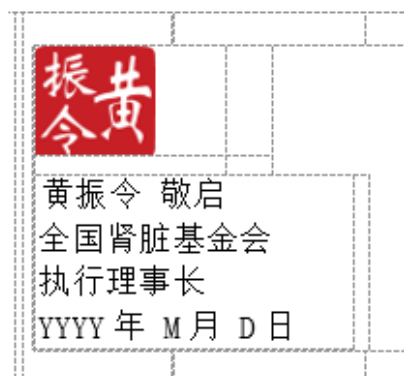
我们已经收到您<remarks>希望终止每月/年 \$<Amount>捐款的要求。您  
/<remarks>的善款将会在<Month/Year>起终止。感谢您这些年来的支持，您  
/<remarks>的善款让他们继续获得高素质、可负担的洗肾护疗服务，为他们的生命  
带来希望。

NKF 除了为病人提供高素质的洗肾治疗，也致力于提高病人的生活质量。我们的综合保健团队用心策划组织多项活动让病人积极参与，希望他们藉此找回人生的价值，重拾自信与正能量。最重要的是相信自己，不放弃、不被挫折打败，有勇气和能力克服挑战，并突破困境。这一切全赖您们的支持！

如您有任何疑问，我们将非常乐意为您效劳。（1800-KIDNEYS (5436397) /  
contact\_us@nkfs.org）。

再次感谢您对 NKF 的支持与信任。在我们致力于为贫困的肾脏病人提供高素质的洗肾护疗之际，我们衷心期盼您<remarks>的不懈支持。

诚祝阖家安康！



NKF-503 = Credit Card about to expire.

尊敬的        <Sal>/  
                 <print  
                 name>

感谢您/<remarks>慷慨捐献\$<amount>元支持NKF的洗肾护疗计划。我们感到非常庆幸，您能与我们一起携手同心，帮助贫困的肾脏病人，让他们继续获得高素质、可负担的洗肾护疗服务，为他们的生命带来希望。

根据我们的纪录，您/<remarks>的信用卡将会在01/23到期。我们希望您/<remarks>可以为我们提供最新信用卡的有效期，以便银行处理您/<remarks>的捐款。

信用卡号码：VISA \*\*\*\*\*1079

有效期：\_\_\_\_/\_\_\_\_

签名：\_\_\_\_\_（如同银行记录）

如果您希望通过其他信用卡转账，请提供我们其卡号和有效期。

信用卡号码：\_ \_ \_ \_ \_ \_ \_ \_ \_ \_


有效期：\_\_\_\_/\_\_\_\_

签名：\_\_\_\_\_（如同银行记录）

请您填妥以上资料，并将此信传真到 62530417，或使用随函所附上的信封将此信寄回给我们。如果您有任何疑问，敬请联络我们（1800-KIDNEYS (5436397)/ contact\_us@nkfs.org），我们将非常乐意为您效劳。

再次感谢您对NKF的支持与信任。在我们致力于为贫困的肾脏病人提供高素质的洗肾护疗之际，我们衷心期盼您/<remarks>的不懈支持。

诚祝安康幸福！

		
黄振令 敬启 全国肾脏基金会 执行理事长 YYYY 年 M 月 D 日		

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## REQUIREMENT SPECIFICATIONS

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Dear Miss Boo,

Thank you for your /<remarks> generous gift of \$<Amount> to NKF. Your kind donation will provide highly subsidised treatment and care to needy kidney patients so that they can lead fulfilling lives.

However, our records show that your /<remarks> credit card will be expiring in 01/23. We would appreciate it if you could provide us with the new expiry date of your /<remarks> credit card so as to enable the bank to facilitate your donations.

Credit Card No: VISA/MC \*\*\*\*\*5892

New Expiry Date: \_\_\_\_/\_\_\_\_

Signature: \_\_\_\_\_ (as in bank's record)

Alternatively, you may wish to use a different credit card to make your donation, please provide us with the details of the credit card.

Credit card No: \_\_\_\_\_

Expiry Date: \_\_\_\_/\_\_\_\_

Signature: \_\_\_\_\_ (as in bank's record)

Kindly fill up the appropriate section and fax this letter to us at 6253 0417 or mail it to us using the enclosed postage-paid envelope. Should you have any queries, please contact us (1800-KIDNEYS (5436397) / contact\_us@nkfs.org). We will be glad to assist you.

Once again, thank you for your strong belief in our cause. We look forward to your /<remarks> continued support as we strive to help more needy patients.

We wish you good health and happiness.

We wish you and all at xxxxx good health and happiness.

Yours sincerely



Tim Oei  
Chief Executive Officer

NKF-514 = Upgrade / Downgrade LD<sup>6</sup>

<Date>

<Name>

<Add 1>

<Add 2>

Singapore <Postal Code>

Dear <Sal>

Thank you for upgrading your **monthly/yearly** donation from <Amount> to <Amount>. Your kind gift will provide highly subsidised treatment and care to our patients so that they can lead fulfilling lives.

While providing quality dialysis treatment, our multi-disciplinary care team's ultimate aim is to improve patients' quality of life. We empower and engage patients through many thoughtfully planned events and activities so that they can regain their dignity, sense of confidence and positivity and, most importantly, the belief within themselves that they can overcome any adversity. All these would not be possible without your support.

Your new donation amount will be activated after the bank's approval. Your donation will be automatically included in your tax assessment and you will be entitled to a tax deduction of 2.5 times the value of the donations amount. As such, we will not be issuing a tax-deductible receipt. Meanwhile, we will be happy to assist (1800-KIDNEYS (5436397) / [lifedrops@nkfs.org](mailto:lifedrops@nkfs.org)), should you have any queries.

Once again, thank you for your strong belief in our cause. We look forward to your continued support as we strive to help more needy patients and promote kidney health in the community.

Wishing you and your family the very best of health.

Yours sincerely



Tim Oei  
Chief Executive Officer

<Name>

<Add 1>

<Add 2>

Singapore <Postal Code>

尊敬的 <Sal>

衷心感谢您将每月/年捐款从<Amount>元增加至<Amount>元。您的善款让他们继续获得高素质、可负担的洗肾护疗服务，为他们的生命带来希望。

NKF 除了为病人提供高素质的洗肾治疗，也致力于提高病人的生活质量。我们的综合保健团队用心策划组织多项活动让病人积极参与，希望他们藉此找回人生的价值，重拾自信与正能量。最重要的是相信自己，不放弃、不被挫折打败，有勇气和能力克服挑战，并突破困境。这一切全赖您们的支持！

经银行批准后，您最新的捐款款项将被启动。您的善款将自动纳入您的税务评估，并可享受 2.5 倍于捐款额的扣税优待。因此，我们将不会另行发出免税收据。如您有任何疑问，我们将非常乐意为您效劳(1800-KIDNEYS(5436397)/contact\_us@nkfs.org)。

再次感谢您对 NKF 的支持与信任。在我们致力于为贫困的肾脏病人提供高素质的洗肾护疗之际，我们衷心期盼您的不懈支持。

诚祝阖家安康！



黄振令 敬启  
全国肾脏基金会  
执行理事长  
YYYY 年 M 月 D 日

<Date>

<Name>

<Add 1>

<Add 2>

Singapore <Postal>

Dear <Sal>

Thank you for your / your <remarks> support. As per your request, your monthly/yearly donation will be revised from <Amount> to <Amount>. Your /your <remarks> kind gift will provide highly subsidised treatment and care to our patients so that they can lead fulfilling lives.

While providing quality dialysis treatment, our multi-disciplinary care team's ultimate aim is to improve patients' quality of life. We empower and engage patients through many thoughtfully planned events and activities so that they can regain their dignity, sense of confidence and positivity and, most importantly, the belief within themselves that they can overcome any adversity. All these would not be possible without your support.

Your/ Your <remarks> new donation amount will be activated after the bank's approval. Your /Your <remarks> donation will be automatically included in your /your <remarks> tax assessment and you will be entitled to a tax deduction of 2.5 times the value of the donations amount. As such, we will not be issuing a tax-deductible receipt. Meanwhile, we will be happy to assist (1800-KIDNEYS (5436397) / lifedrops@nkfs.org), should you have any queries.

Once again, thank you for your strong belief in our cause. We look forward to your /your <remarks> continued support as we strive to help more needy patients and promote kidney health in the community.

Wishing you and your family the very best of health.

Wishing you and all at XXXXX the very best of health.

Yours sincerely



Tim Oei  
Chief Executive Officer

尊敬的 <Sal>/<print name>

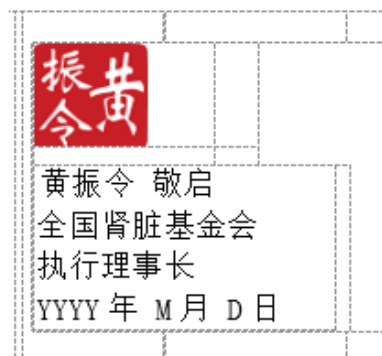
衷心感谢您<remarks>多年来对 NKF 的支持与信任。按照您的要求，我们已将您<remarks>的每月/年捐款从<amount>元降低至<amount>元。您<remarks>的善款让他们继续获得高素质、可负担的洗肾护疗服务，为他们的生命带来希望。

NKF 除了为病人提供高素质的洗肾治疗，也致力于提高病人的生活质量。我们的综合保健团队用心策划组织多项活动让病人积极参与，希望他们藉此找回人生的价值，重拾自信与正能量。最重要的是相信自己，不放弃、不被挫折打败，有勇气和能力克服挑战，并突破困境。这一切全赖你们的支持！

经银行批准后，您<remarks>最新的捐款款项将被启动。您<remarks>的善款将自动纳入您的税务评估，并享有 2.5 倍于捐款额的扣税优待。因此，我们将不会另行发出免税收据。如您有任何疑问，我们将非常乐意为您效劳(1800-KIDNEYS(5436397)/ contact\_us@nkfs.org)。

再次感谢您对 NKF 的支持与信任。在我们致力于为贫困的肾脏病人提供高素质的洗肾护疗之际，我们衷心期盼您<remarks>的不懈支持。

诚祝阖家安康！





## REQUIREMENT SPECIFICATIONS

### D.6 Other Channel Donation File Format

#### AXS Donation Report (Test V1.3) (1).csv

Trans Date	Trans Time	Distribution Batch Date	Donor Type	Name(as in your NRIC)	NRIC/FIN/UEN No.	Contact No	Email Address	Donation Amount	Bank Name
16/01/2024	16:14:57		16/01/2024 Anonymous	Mux		64823552	mux@mailinator.com	1614	
16/01/2024	16:14:57		16/01/2024 Individual	Mux		64823552	mux@mailinator.com	1614	

#### Give-Asia\_test-mux.csv

Donation Date	Batch Date	Currency	Donation	Distribution Code Name	Recipient Campaign	Donor Name	Donor Email	Donor Phone	Donor Type	Tax Deduction	Donor NRIC/ FIN	Block Number / Street Name
29/05/2023	29/05/2023	SGD	79	OTD - NKF Dine & Dance 2022 - (Programme Mux		Mux	mux@interaktiv.sg	65855548	Anonymous	Yes		10 Bayfront Avenue

#### GivingSG\_Test-mux.csv

Donation Date	Donation Campaign	Distribution Code Name	Batch Date	Amount	TDR	Donor Emr Salutation	Donor Nan Donor NRIC/FIN	Block Number	Building Name	Unit Number	Street Name	Postal Code	Donation Typ
17/01/2024	Campaign Name Mux Jan 2024		17/01/2024	607	YES	mux@inter Mr	Mux	S4879177H	44	Marina Bay Sar	#01-01	10 Bayfront Aw Singapore 01F ONE-TIME	

#### SimplygivingV1.2-mux.csv

NAME	FIRST NAM	LAST NAM	DONOR TYPE	EMAIL	PHONE NL	Distributive EVENT	COUNTRY	AMOUNT	CREATED DATE	BATCH DATE	Remarks	IC Number	Block Nun	Building Name	Unit Number	Postal Code
Mux	Mux	Beck	INDIVIDUAL	mux@interaktiv.65855548		Program Singapore		33	29-May-23	29-May-23	Testing Mux 2140	S7261756H	10	Bayfror Marina Bay Sands	#01-01	Singapore 018956

#### Singtel Dash\_Test-mux.csv

Date and time	Batch Date	Area Name	Donor Name	Donor Email	Transactio Customer	Amount(S	MDR(SGD)	Transaction Type	Original Transaction ID	Distribution Code Name
17/01/2024	17/01/2024	The National Kidney Foundation Mux	Mux Adtre	mux@interaktiv.sg		613		Transaction		

### D.7 Interbank GIRO Files [\*1]

[\*1] The DBS files will only be shared to awarded SI Vendor.  
DBS

### D.8 Oracle Mapping Matrix

#### Project Code

Appeal Name	Project	New Oracle	Description	Rule
095 - LD GENERAL-ALL DEPTS	095	60000	Unspecified	
099 - GENERAL	099	60000	Unspecified	
100 - DONATIONSPONSORSHIP-OUTRIGHT	100	60000	Unspecified	
7DY - 7-Day No Sugary Drinks Challenge	7DY	61048	7-Day No Sugary Drinks Challenge	
999 - In Emergency Needs Fund	999	60000	Unspecified	
ABA - Airlants Bursary Award	ABA	60000	Unspecified	
ALJ - Donations towards Aljunied DC	ALJ	61002	Donations towards Aljunied DC	
Donations towards AMK2 DC (Open)	AM2	61003	Donations towards AMK2 DC	
AXS - Donations thru AXS Machine	AXS	60000	Unspecified	
BIT - Enrichment Programme VM	BIT	61049	ENRICHMENT PROGRAMME (by VEM)	
BTW - Training programme	BTW	61065	Unspecified	
BTY - EZlink Project Funded By S'por	BTY	60000	Unspecified	
B2G - Volunteer Appreciation Day Event	B2G	61063	Unspecified	
B2H - Patient Services - (by VM)	B2H	60000	Unspecified	
B2I - Patient Outreach Programme	B2I	60000	Unspecified	
B2K - Project 520 - Covid-19 Support Fund	B2K	61039	Corporates	
BB2 - Bukit Batok 2 Dialysis Centre	BB2	61004	Donations towards Bukit Batok 2 DC	
BEK - Donation towards Bukit Batok Dialysis Centre	BEK	61005	Donations towards Bukit Batok DC	
BD2-Donations towards Bedok 2 DC	BD2	61006	Donations towards Bedok 2 DC	

#### GL Code, Fund Code, Cost Centre

GL Code	New Code	Usage Purpose	Remarks (FIN)	Fund Code	New Code	Usage Purpose
3131	212201	Deferred Donation (DC)		00	3101	GENERAL FUND
3132	212202	Deferred Donation (Med Equip)		75	3102	KIDNEY LIVE DONOR SUPPORT FUND
3138	212203	Deferred Donation (BUS)		95	3103	EDUCATION AND PREVENTION FUND
3152	211104	Payable-Others		15	3201	WORLD KIDNEY FUND
5110	411100	Donation		20	3202	ENDOWMENT FUND
5111	411101	Donations-Outright		65	3203	RESEARCH FUND
5112	411102	Donations-Event		70	3204	CHILDREN DIALYSIS FUND
5113	411103	Donations-Sales		85	3205	KWAN IM THONG FUND
5115	411105	Donations-A.K.				
5120	411106	Lifedrops	Project Code must be 60000			
5130	411107	In-kind Sponsorship	Not required to be included in DMS			
5152	411299	Govt Grant-Others	Not required to be included in DMS			
5320	413102	Course Registration Fee				

Cost Centre	New Code	Usage Purpose
2110	51101	Donor Relations

## D.9 IRAS DON API Specifications

Refer to IRAS Submission of donation records [link](#).

## D.10 Tax Receipting Matrix / Donation Segmentation Matrix

The tax receipting / donation segmentation matrix as below:

1. The first character of the segmentation is to identify the type of donor. I for individual and O for organization.
2. The second character of the segmentation is to identify donor NRIC is valid or invalid. I for Invalid and V for valid.
3. The third character of the segmentation is to define donor language preference. E for English and C for Chinese.
4. The fourth character of the segmentation is to identify donor's donation type and amount. Allowed values are from 1 to 4.
  - a. 1 is for those who have LD<sup>6</sup> donations in last calendar year with the total lump sum donation amount of 240 dollars or more.
  - b. 2 is for those who have OTD<sup>7</sup> donations in last calendar year with the total donation amount of 500 dollars or more.
  - c. 3 is for those who have the LD<sup>6</sup> donations in last calendar year with the total lump sum donation amount of more than zero and less than 240 dollars.
  - d. 4 is for those who have OTD<sup>7</sup> donations in last calendar year with total donation amount of less than 500 dollars.

Note: if a donor appears in more than one segment, we will prioritise by following order

1. LD<sup>6</sup>
  2. OTD<sup>7</sup>
- 
5. The fifth and sixth characters are to define the donor's donation type as below.
    - a. OT – for one time donation donors
    - b. LD – for LD<sup>6</sup> donation donors
    - c. LO – for both LD<sup>6</sup> and OTD<sup>7</sup> donors
    - d. FY – for the segment 5 and 6 as they will always have FY post fix
  6. Monthly/yearly.
  7. Mail/Email
  8. Salutation and no Salutation

E.g. If an individual donor with valid NIRC has both LD<sup>6</sup> donation of 200 dollars and OTD<sup>7</sup> donation of 600 dollars in the last calendar year, we'll take LD as the priority and segmentation will be like 'IVE3LO'.

## REQUIREMENT SPECIFICATIONS

### D.11 Donor Relations Reports

SN	Report Name	Report Type	Frequency
1	ADH-01- Daily Batch Report by Batch	Operational	Daily
2	ADH-04- ADH-09 for after churning out receipt number	Operational	Daily
3	Birthday Report	Operational	Monthly
4	GIRO-01 Lifedrops Transaction List - GIRO and Credit Cards	Operational	Ad-Hoc
5	GIRO-02 Newly or Upgrade Monthly Contributions - GIRO	Operational	Monthly
6	GIRO-07- List of New Transaction - GIRO Approved by bank	Operational	Monthly
7	GIRO-08 Newly Accepted Monthly Contributions - GIRO breakdown list by bank	Operational	Monthly
8	GIRO-08 Upgraded Old and new amount Breakdown list by bank pending	Operational	Monthly
9	LD-02 (2) - List of Termination - GIRO and Credit Cards	Operational	Monthly
10	LD-03 List of Revised Donations - GIRO	Operational	Monthly
11	LD-03 List of Revised Donations - Credit Cards	Operational	Monthly
12	LD-21 D New Credit Card Donors - AMEX, VISA, MASTER, DINERS	Operational	Monthly
13	LD-32- LD Rejection List - GIRO	Operational	Monthly
14	LD-44 Summary of LFD Count for Termination (AT &NT)	Operational	Monthly
15	LD-46 - One Time Donation List with Status Code	Operational	Monthly
16	LD-50 - One Time Donation List by Project	Operational	Monthly
17	NKF-DMS701- Donations Report very important report	Operational	Ad-Hoc
18	Full Donation Listing	Operational	Daily
19	DMS509 – Donor Segments for Communication – Summary (period 5 years)	Operational	Ad-Hoc
20	DMS510 – Donor Segment Selected for Communication – Details (period 5 years)	Operational	Ad-Hoc

### ADH-01- Daily Batch Report by Batch

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	Q	
1	ADH-01	Daily Batch Report by Batch Donation Date												29/03/2023 10:37:06 AM			
2		NKFSGDOM\johui															
3																	
4																	
5																	
6	Entry Date	Contact Person / Name			Printed Name		Exclusion Code		Tel		BANK / CHEQUE No / CC Num			Don Amount		No Tax Dedt	
7	Entry Time	NRIC			Company		Notes		Batch Date		CC Type/ Expiry Date			Source Code		No Print	
8	Donor Code	Email			Address				Mobile		Other Remarks (Description)					Last Name	
9	Donation Date: 21/03/2023 Batch Num: 230323-01																
10	21/03/2023	Tan S** K**			Mr Tan S** K**		X15,X99		6760****		POSB 301***			\$500.00		False	
11	00:00:00	S14****2I												OTDM9W		True	
12	326731				999 Choa Chu Kang Street 99 #99-999 Singapore 999999				9620****							Mr Tan	
13	21/03/2023	Ng Y** K**			Ng Y** K**		X16		6458****		POSB 463***			\$100.00		False	
14	00:00:00	S01****9H												OTDM9W		True	
15	3050972				99 Jalan Sembilang Thomson Park Singapore 576999											Ng	
16	21/03/2023	Tan A** L**			Mdm Tan A** L**		X16,X46,X99		6243****		UOB 099***			\$100.00		False	
17	00:00:00	S01****8A			E** **** Services Pte Ltd									OTDLDA_IMP		True	
18	371750	<a href="mailto:je****@e****.com.sg">je****@e****.com.sg</a>			9 Bedok South Avenue 99 #99-999 Singapore 460999				9070****							Mdm Tan	
19	21/03/2023	Toh C** K**			Mr Toh C** K**		X16,X32,X99		6881****		POSB 546***			\$100.00		False	
20	00:00:00	S17****9G												OTDLDA_IMP		True	
21	942315	<a href="mailto:je****@gmail.com">je****@gmail.com</a>			999A Compassvale Street #99-99 Singapore 541999				8126****							Mr Toh	
22	21/03/2023	Lim B** L** R**			Mdm Lim B** L** R**		X16,X99		6458****		POSB 576***			\$200.00		False	
23	00:00:00	S16****8I												OTD099		True	
24	589262	<a href="mailto:rac****@yahoo.com.sg">rac****@yahoo.com.sg</a>			999 Bishan Street 99 #99-999 Singapore 570999				9730****							Mdm Lim	
25	Total Records by date/batch : 5										***Total by Donation Date / Batch			\$1,000.00			
26																	
27	Total Records : 5										Reports Total:			\$1,000.00			
28																	
29	Report Criteria:	Date From: 1/02/2023 Date To: 29/03/2023															

## REQUIREMENT SPECIFICATIONS

### ADH-04- ADH-09 for after churning out receipt number

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	Q	S	
1	ADH-09				Daily Batch Report by Batch Donation Date										29/03/2023 10:38:29 AM			
2																		
3	NKFSGDOM\joohui																	
4																		
5																		
6	Entry Date	Donor Code			Printed Name			Exclusion Code		Tel		BANK / CHEQUE No / CC Num			Don Amount		No Tax Dedt	
7	Entry Time	Contact Person / Name			Company			Note		Batch Date		CC Type/ Expiry Date			Source Code		No Print	
8		NRIC			Address							Other Remarks (Description)						
9		ListAs										ReceiptNo						
10	Donation Date: 20/03/2023 Batch Num: 230321-14																	
11	20/03/2023	3073***			Ms Feng S** X**										\$20.00		False	
12	00:00:00	Feng S** X**										Cash			OTD099_KKT		True	
13		G08****1U			999A Bukit Batok West Avenue 9 #99-999 Singapore 651999							TR43722-20Mar2023						
14		Feng S** X**										230005659						
15	20/03/2023	3073***			Lim H** C**										\$10.00		False	
16	00:00:00	Lim H** C**										Cash			OTD099_KKT		True	
17		S69****7B			999A Bukit Batok West Avenue 9 #99-999 Singapore 671999							TR43723-20Mar2023						
18		Lim H** C**										230005660						
19	20/03/2023	3073***			Feng Y**										\$10.00		False	
20	00:00:00	Feng Y**										Cash			OTD099_KKT		True	
21		G11****1W			999A Bukit Batok West Avenue 9 #99-999 Singapore 641999							TR43724-20Mar2023						
22		Feng Y**										230005661						
23	20/03/2023	3073666			Feng F**										\$10.00		False	
24	00:00:00	Feng F**										Cash			OTD099_KKT		True	
25		G08****1X			999A Bukit Batok West Avenue 9 #99-999 Singapore 661999							TR43725-20Mar2023						
26		Feng F**										230005662						
27	Total Records by date/batch : 4										***Total by Donation Date / Batch				\$50.00			
28																		
29	Total Records : 4										Reports Total:				\$50.00			
30	Report Criteria:    Date From: 1/03/2023 Date To: 29/03/2023																	

### Birthday Report

Birthday Report.xlsx External Communications • Saved																
File Home Insert Draw Page Layout Formulas Data Review View Automate Developer Help Acrobat																
H13 fx Tan																
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
1	BG_ID	YearMth	GenNo	EntityID	OtherID	FullName	Salutation	Surname	PrintedName	Gender	BirthdayOD	BirthdayMM	BirthdayYY	Email	AddressType	Company
2	6142929	201807	347	328963	I0616898	Teh I** C***	Mr	Teh	Mr Teh	M	1	7	1949	Residential		
3	6143217	201807	347	284793	I0285694	Chung H** C***	Mr	Chung	Mr Chung	M	1	7	1957	Residential	R*** (Singapore) Pte Ltd	
4	6150015	201807	347	767609	I1713648	Chan H** S**	Mr	Chan	Mr Chan	M	1	7	1957	Residential		
5	6152648	201807	347	1165214	I2754341	Tan W** J** D***	Mr	Tan	Mr Tan	M	1	7	1980	Residential		
6	6153122	201807	347	678911	I1342347	Chew C*** C*** A***	Mr	Chew	Mr Chew	M	1	7	1974	Residential	G*** E** Life	
7	6153247	201807	347	1226257	I2924182	Tay K** L***	Mr	Tay	Mr Tay	M	1	7	1963	Residential	F** Tech Pte Ltd	
8	6151480	201807	347	974318	I2296164	Foo C** L**	Mr	Foo	Mr Foo	M	1	7	1957	Residential	S** E** Company Limited	
< > July 2018 483 ENG 376 ENG OTH 2 CHN 104 CHN OTH 1 +																

# REQUIREMENT SPECIFICATIONS

## GIRO-01 Lifedrops Transaction List - GIRO and Credit Cards

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P				
1	GIRO-01															Lifedrop Transaction List - GIRO	26/01/2023 2:09:51 PM			
2																				
3																				
4																				
6	Entry Date	Donor Code	NRIC	Ref No (New)	Print Letter	Telephone	Bank/Branch Code	Account No	Act Date	Reject Code										
7	Entry Time	Donor Name	DOB	Ref No (Old)	Address	Handphone	Bank Acc Name	Amount	Source Code	Excl Code										
8		Company Name/Tel	Staff Initial	Debtor Ref No																
9	Operator: ByLoginID:111 Total Count: 43																			
10	Status: AE																			
11	16/01/2023	1048759(2480843)	S84****7C	RG NKF2-	Y		7375 001	769354****	19/01/2023											
12	3:31 PM	Ong H** Y**	25/07/1984			9828****	Ong H** Y**	\$10.00	055	X08,X22,X99										
13		N** U** Of S** / 6874****		N8473387	999 Bukit Batok Central #99-999															
14	18/01/2023	3073694()	S81****0A	RG NKF2-	Y		7171 081	04026****	19/01/2023											
15	2:48 PM	Ng W** H**	25/01/1981			8727****	Ng W** H**	\$20.00	M9U	X15										
16		/		N8101470	999 Yishun Avenue 9 #99-999															
17	Total Count by AE: 2																			
18																				
19	Status: AH																			
20	18/01/2023	637894(1260475)	S83****2C	PL NKF-199445	N		7171 081	00352****	19/01/2023											
21	4:10 PM	Mohammad N** A**	18/11/1983			9247****	Mohammad N** Bin A**	\$6.00	055	X22,X99										
22		/ 6267****		N8337292	999 Ganga Road #99-999															
23	Total Count by AH: 1																			
24																				
25	Status: AT																			
26	16/01/2023	830271(11874853)	S17****2G	PL NKF-256921	N		7171 081	05822****	19/01/2023	T083										
27	3:01 PM	Ho B** C** D**	8/11/1966			9479****	Ho B** C**	\$6.00	055	X22,X99										
		Government Of S** J** Corpn		N1736002	99 Hume Avenue															

## GIRO-02 Newly or Upgrade Monthly Contributions - GIRO

A	B	C	D	E	F	G	H	I	J	K	L	N	O	P	Q
1	GIRO-02	Newly Accepted Monthly Contributions - GIRO													26/01/2023 2:12:47 PM
2															
3															
5															
6	No	Bank	Branch	NRIC	Account Num	Name	Status	Amount							
7	1	7171	054	S11****3Z	0545016772	Ng S** H**	AU	\$20.00							
8	2	7171	081	S07****8F	096195796	Ho K** C**	AE	\$10.00							
9	3	7171	081	S00****9D	029465622	Seah M** C**	AE	\$20.00							
10	4	7171	081	S70****1D	010618789	Vasugi R**	AE	\$10.00							
11	5	7171	081	S06****4B	175079610	Hue K** L**	AU	\$55.00							
12	6	7171	081	S69****3Z	107412913	Leong L** K**	AU	\$50.00							
13	7	7171	081	S21****7G	024152383	Venita L** B**	AU	\$25.00							
14	8	7171	081	S13****5I	089608996	Wong H** M**	AU	\$35.00							
15	9	7339	521	S14****9Z	047167001	Ho K** C**	AU	\$50.00							
16	10	7375	001	S84****3J	4503486134	Seah M** C**	AE	\$5.00							
17	11	7375	001	S12****0I	7693470602	Vasugi R**	AE	\$10.00							
18	12	7375	044	S17****4I	3703073393	Hue K** L**	AE	\$25.00							
19	13	7375	050	S87****6C	3733213637	Leong L** K**	AE	\$1.00							
20	14	7375	067	S17****1E	3793320742	Venita L** B**	AE	\$10.00							
21	15	7375	067	S68****2B	3793371851	Seah M** C**	AE	\$20.00							
22	16	7375	327	S69****1B	9271156355	Vasugi R**	AE	\$100.00							
23	17	7375	447	S15****9F	3953155026	Hue K** L**	AE	\$10.00							
24	18	7375	493	S73****3B	4203834505	Leong L** K**	AE	\$10.00							
25	19	9548	043	S89****5I	169820221	Venita L** B**	AE	\$10.00							
26	20	9548	142	G58****2U	621697221	Pasham G**	AE	\$10.00							
27	Total Record: 20														\$486.00
30	Report Criteria	Date From: 1/12/2022 Date To: 31/12/2022													
31	Sorting	Bank, Branch, Name													
32	Grouping	Nil													

## REQUIREMENT SPECIFICATIONS

### GIRO-07- List of New Transaction - GIRO Approved by bank

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T		
1	GIRO-07																		List of New Donation - GIRO		26/01/2023 2:16:31 PM	
2																						
3																						
4																						
5																						
6	Ref No (New)	Date	Next Install Date	Donor Code	Donor Name	Account Name	Debtor Ref	Account-No	Bank Code	Branch Code	Donation Amt	Activation Date	Status									
7	Address	Prefix Full Name		Prefix Last Name	Print Name																	
8	RG NKF2-0000010351	05/12/2022	17/01/2023	186330	Teo M** G** @ Zhang M** Y**	Teo M** G** (Zhang M**)	S72****6l	03940***	7171	081	\$41.00	5/12/2022	N									
9	999 Bukit Batok East Avenue 9 #99-999	Mdm Teo M** G** @ Zhang M** Y**		Mdm Teo	Mdm Teo																	
10	RG NKF2-0000010353	08/12/2022	17/02/2023	2413814	Chew P** M** D**	Chew P** M** D**	N77****1	388321****	7375	536	\$1.00	8/12/2022	Y									
11	999C Punggol Walk #99-999	Mr Chew P** M** D** Mr Chew		Mr Chew	Mr Chew																	
12	RG NKF2-0000010372	08/12/2022	17/02/2023	350604	Radika P** S**	Radika d/o P** S**	N8129802	341311****	7375	020	\$2.00	8/12/2022	Y									
13	999 Serangoon Avenue 9 #99-999	Ms Radika d/o P** S**		Ms Radika	Ms Radika																	
14	RG NKF2-0000010373	08/12/2022	17/02/2023	3055692	Lim C** M**	Lim C** M**	N1728674l	349321****	7375	028	\$1.00	8/12/2022	Y									
15	999 Lorong 99 Toa Payoh #99-999	Mdm Lim C** M**		Mdm Lim	Mdm Lim																	
16	RG NKF2-0000010420	22/12/2022	17/02/2023	215473	Norazlina W**	Norazlina Binte W**	N7913280	02530****	7171	081	\$10.00	30/12/2022	Y									
17	999 Yishun Street 99 #99-999	Mdm Norazlina W**		Mdm Norazlina	Mdm Norazlina																	
18	RG NKF2-0000010421	22/12/2022	17/02/2023	1054250	Teo B** T**	Teo B** T**	N7171986C	01826****	7171	081	\$20.00	30/12/2022	Y									
19	9 Pasir Ris Rise #99-999	Mr Teo B** T**		Mr Teo	Mr Teo																	
20																						
21																						
22																						
23																						
24																						
25																						
26																						
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32																						
33																						
34																						
35																						
36																						
37																						
38																						
39																						
40	RG NKF2-0000010352	08/12/2022	17/02/2023	3073147	World Of W** S** Pte Ltd	World Of W** S** Pte Ltd	N201715710	330312****	7375	013	\$100.00	8/12/2022	Y									
41	99 Soon Lee Street #99-999 Pioneer Centre	World Of W** S** Pte Ltd		World Of W** S** Pte Ltd	World Of W** S** Pte Ltd																	
42	Total Records: 17																					
43	*** Payment Type - GIRO Totals \$486.00																					
44																						
45	Report Criteria	From Date: 1/12/2022 To Date:31/12/2022																				
46	Sorting Order	Payment Type, Project, Date, Donor Code																				
47	Grouping	Nil																				

## REQUIREMENT SPECIFICATIONS

### LD-02 (2) - List of Termination - GIRO and Credit Cards

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	
1	LD-02		List of Termination - GIRO														26/01/2023 2:28:10 PM	
2																		
3	NKFSGDOMIjoohui																	
4																		
5	LTR	Ref No (New)	Ref No (Old)	Date	Donor-Code	Bank / Branch / Account-No				Debtor-Ref	Donation	Source-Code						
6			LD Status	Next Install Date	Donor Name					Amount								
7	X	PL NKF-65082		29/11/2022		325295	I0589483LFD				N1560292	\$15.00	M9R					
8			AT	17/12/2022	Tan L** C** (S****92I)		T043 T043-Change from Giro to CC											
9		PL NKF-73050		30/11/2022		340673	I0728636LFD				N0500295	\$3.00	055					
10			AT	17/12/2022	Paujan M** (S****295H)													
11		PL NKF-168038		30/11/2022		576974	I1130077LFD				N2149873	\$6.00	055					
12			AT	17/12/2022	Morni A** (S****873D)													
13		PL NKF-272382		30/11/2022		887218	I2026457LFD				N7633228	\$3.00	055					
14			AT	27/12/2022	Bazila I** (S****228B)													
15		PL NKF-316737		30/11/2022		984420	I2315755LFD				N12087389	\$6.00	055					
16			AT	17/12/2022	Nathan N** S** (S****853E)													
17	X	PL NKF-77820		30/11/2022		350604	I0765667LFD				N8129802	\$2.00	055					
18			AT	17/12/2022	Radika d/o P** S** (S****802E)		T041 T041-Change of Bank Account											
19	X	PL NKF-378613		01/12/2022		1125652	I2670402LFD				N8006953	\$6.00	055					
20			AT	17/12/2022	Jijay K** V** (S****953G)		T029 T029-Closed Bank Account											
21	L	PL NKF-186059		01/12/2022		608049	I1209649LFD				N1300946	\$5.00	055					
22			AT	17/12/2022	Ng S** K** P** (S****946E)		T029 T029-Closed Bank Account											
23	X	PL NKF-434603		01/12/2022		1271510	I3057694LFD				N8630616	\$6.00	055					
24			AT	17/12/2022	Goh H** W** I** (S****616F)		T029 T029-Closed Bank Account											
459	L	PL NKF-97618		27/12/2022		420587	I0882610LFD				N1593909	\$6.00	055					
460			AT	17/01/2023	Chiam A** M** (S****909E)		T033 T033-Not working anymore											
461	L	PL NKF-211772		27/12/2022		662236	I1312952LFD				N8310298	\$6.00	055					
462			AT	17/01/2023	Tan D** A** (S****298E)		T035 T035-Personal Reasons											
463	Total Records: 228											Total Amount: \$1,868.50						
465																		
466	Report Criteria	From Date: 1/12/2022 To Date: 31/12/2022																
467	Sorting Order	Payment Type, Source Code, Entry Date, Donor Code																
468	Grouping	Nil																

### LD-03 List of Revised Donations - GIRO

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T					
1	LD-03																	List of Revised Donations - GIRO				26/01/2023 2:32:44 PM			
2																									
3																									
4	NKFSGDOM\joohui																								
5																									
6	Ref No (New)	Ref No (Old)	Date	Donor-Code &	Account-Name	Debtor-Ref	Account-No	Bank	Branch	Current	Previous	Source													
7		LD Status	Next Install Date	Donor Name				Code	Code	Amount	Amount	Code													
8	PL NKF-242311		5/12/2022		758972 Rosli Bin B**	N1180117	12801****	7171	081	\$30.00	\$10.00	M9S													
9		TU	17/02/2023	Rosli Buang																					
10	PL NKF-110343		5/12/2022		458228 Wong Y** B**	N7011056	14106****	7171	081	\$50.00	\$30.00	M9T													
11		TU	17/02/2023	Wong Y** B** D**																					
12	PL NKF-470124		5/12/2022		299268 Koh J** C**	N0441828	09168****	7171	081	\$20.00	\$8.00	M9T													
13		TU	17/02/2023	Koh J** C**																					
14	PL NKF-70941763		5/12/2022		584179 Tan L** T**	N1828566	08374****	7171	083	\$10.00	\$6.00	M9T													
15		TU	17/02/2023	Tan L** T**																					
16	PL NKF-174474		8/12/2022		587965 Ang S** E**	N1181928	122306****	7375	022	\$20.00	\$15.00	M9T													
17		TU	17/02/2023	Ang S** E**																					
18	RG NKF2-000008312		5/12/2022		3064161 Chew C** P**	N8866967	310382****	7375	004	\$20.00	\$5.00	M9T													
19		TU	17/02/2023	Chew C** P**																					
20	PL NKF-59988		5/12/2022		313593 Ng B** T**	N1350965	08960****	7171	081	\$20.00	\$8.00	M9T													
21		TU	17/02/2023	Ng B** T**																					
22	PL NKF-176183		5/12/2022		592087 Sia G** C**	N7301055	12622****	7171	081	\$40.00	\$30.00	M9T													
23		TU	17/02/2023	Sia G** C**																					
24	PL NKF-297509		5/12/2022		953879 Cheng S** T**	N7625953	06208****	7171	081	\$50.00	\$20.00	M9T													
25		TU	17/02/2023	Cheng S** T**																					
26																		*** GIRO Totals: \$260.00				\$132.00	\$128.00		
27																									
28	Report Criteria	From Date: 1/12/2022 To Date: 31/12/2022																							
29	Sorting Order	Payment Type, Project Code, Entry Date, Donor Code																							
30	Grouping	Nil																							



# REQUIREMENT SPECIFICATIONS

## LD-21 D New Credit Card Donors - AMEX, VISA, MASTER, DINERS

A	C	D	E	I	G	H	I	J	K	L	M	N	O	P	Q	R
1	LD-21					New Credit Card Donors										26/01/2023 2:41:05 PM
2																NKFSGDOMjpoohui
3																
4																
5	(New / Old)	Donor Code	Donor Name	CC Num	CC Expiry	Amount	Effective date	Status	Valid	Staff						
6	Reference No	Debtor Ref No.	Prefix Last Name	NRIC / ID	CC Type											
7	Address		Prefix Full Name	Print Name												
8	RG NKF2-0000010407	140264	Ler C** C**	Mr Ler	*****1005	09/26	\$100.00	7/12/2022	Y	Y						
9		N2504739	Mr Ler		S25****9G	AMEX		17/02/2023								
10	99 Toh Tuck Road		Mr Ler C** C**													
11	Count by AMEX: 1					Total by AMEX:	\$100.00									
12																
13	RG NKF2-0000010370	167926	GWToken (Recurring)	Mr Shy	*****1282	01/27	\$100.00	1/12/2022	Y	Y						
14																
15	99 Elias Road		Mr Shy W** M**													
16	RG NKF2-	290613	GWToken (Recurring)	Mdm Chong	*****1820	06/26	\$100.00	7/12/2022	Y	Y						
17		D9119716	Mdm Chong		S68****0J	VISA/MC		17/12/2023								
18	#99-999		Mdm Chong L** H**													
19	RG NKF2-	313760	GWToken (Recurring)	Miss Ng	*****3223	10/25	\$10.00	6/12/2022	Y	Y						
20		D9119628	Miss Ng		S68****9C	VISA/MC		17/01/2023								
21	99A Cactus Drive		Miss Ng C** L**													
22	RG NKF2-	325295	L C Tan	Mdm Tan	*****2827	10/23	\$20.00	5/12/2022	Y	Y						
23		N1560292	Mdm Tan		S15****2I	VISA/MC		17/02/2023								
24	9 Jalan Ketumbit		Mdm Tan L** C**													
25	RG NKF2-	452259	GWToken (Recurring)	Mr Goh	*****9445	04/26	\$100.00	20/12/2022	Y	Y						
26		D9119924	Mr Goh		S68****2C	VISA/MC		17/02/2023								
27	999 Bishan Street 99		Mr Goh C** H** F**													
150	RG NKF2-	3073266	Koh C** Y**	Ms Koh	*****4732	11/27	\$50.00	5/12/2022	Y	Y						
151		N9034168	Ms Koh		S90****8E	MC		17/02/2023								
152	999 Bedok North Street 9		Ms Koh C** Y**													
153	RG NKF2-	3073336	Huynh T** B**	Huynh T** B**	*****9616	11/26	\$50.00	20/12/2022	Y	Y						
154		N1144952	Mdm		G11****2U	MC		17/02/2023								
155	999 Bedok North Avenue 9		Mdm Huynh T** B**													
156	Count by MC: 6					Total by MC:	\$245.00									
157																
158	Total Count:	48				Grand Total:	\$1,530.00									
159																
160	Report Criteria	From Date: 1/12/2022, To Date: 31/12/2022														
161	Sorting Order	Reference No, Donor Code														
162	Grouping	Card Type														

## LD-32- LD Rejection List - GIRO

B	C	D	E	F	G	H	I	K	L	M	N	P	Q	R	S	T	U	V	W	Y
1	SubLD-32																			
2																				
3																				
4																				
5																				
6	PersonID	Salutation	Donor Name	Debtor Reference	EMAIL	Language	Mobile	Address	Exclusion code	Request No.	LD Status	Amount	Account / CC Details							
7	051 -DECLINED-																			
8	375444	Mr	Govindasamy	Govindasamy S K**	LDV0810002	E	9670****	999 Hougang Avenue 9 #99-999 Singapore 530999	X22.X99	PL NKF-84539	A	\$10.00	VISA *****5036 Expiry:03/18							
9	3074339	Mr	Tee	C** Tee	N0051692	E	9680****	99 Bedok North Avenue 9 #99-999 Singapore 460999	X15.X73	PL NKF-7631329	T	\$10.00	VISA *****2454 Expiry:04/21							
10	297314	Mr	Hong	Hong B** P**	N15576450	E	9727****	99 Flora Road #99-99 Azalea Park Singapore 509999	X15.X22.X73.X99	RG NKF2-000009644	A	\$20.00	VISA/MC *****0615 Expiry:03/24							
11	173840	Mr	Lee	Lee L** C**	LDM0412017	E	8515****	99 Hougang Avenue 9 #99-999 Singapore 530999	X22.X99	PL NKF-79348263	T	\$10.00	VISA *****0196 Expiry:09/23							
12	138487	Miss	Slow	Slow C** P**	LDV0904013	E	9642****	99 Circuit Road #99-999 Singapore 370999	X15.X22.X63.X73.X99	PL NKF-8952	T	\$25.00	VISA *****7493 Expiry:11/23							
188	679434	Mdm	Teo	Teo E** H**	N1476617	E	9672****	999 Hougang Avenue 9 #99-999 Singapore 530999	X22.X99	PL NKF-70940452	A	\$30.00	VISA *****0525 Expiry:12/18							
189	Total Record & Amt											\$4,825.00								
190																				
191	053 -INV. CARD NO-																			
192	658546	Mdm	Lim	Lim H** C**	N1398955	E	9477****	999 Edgedale Plains #99-999 Singapore 623999	X16.X99	RG NKF2-0000008769	A	\$50.00	VISA *****5565 Expiry:06/22							
193	272372	Ms	Zhang	Zhang H**	N8227997	E	9476****	99 Bedok Reservoir View #99-99 Clearwater, The Singapore 479999	X22.X99	PL NKF-77903210	A	\$100.00	VISA *****8934 Expiry:08/17							
194	Total Record & Amt											\$150.00								
648	Rejected																			
649	125313	Mdm	Lim	Lim L** H**	N0145621	E		9 Jalan Elok Singapore 229999	X22.X99	PL NKF-73228745	A	\$10.00	DINERS *****7364 Expiry:01/20							
650	Total Record & Amt											\$10.00								
651																				
652	Grand Total Record & Amt											\$15,705.50								
653	Report Criteria	From Date: 3/1/2023 To Date: 3/1/2023																		
654	Sorting Order	Rejection Code																		
655	Grouping	Rejection Code																		
656																				







## REQUIREMENT SPECIFICATIONS

NKF\_DMS509 – Donor Segments for Communication – Summary [refer to below report NKF\_DMS509 and NKF\_DMS510 Donor Segments References]

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	NKF_DMS509		Donor Segments for Mailing (Summary - LD Base										
2	and OTD Base Excluding Active LD)										5/06/2025 10:44:17 AM		
3													
4	NKFSGDOM\joohui												
5													
6													
8	Section	Monthly Amount	Accumulated Donation		Pref Language	Email?	Count		Count (OTD in last 24 mths)				
9	A1	Five Years by date e.g 2020 to 2025, 2021 to 2026	\$10,000 & above				939		936				
10					C		136		135				
11						N	93						
12						Y	43						
13					E		803		801				
14						N	317						
15						Y	486						
16	A2	Five Years by date e.g 2020 to 2025, 2021 to 2026	\$5,000 - 9,999.99				1048		1044				
17					C		151		151				
18						N	126						
19						Y	25						
20					E		897		893				
21						N	418						
22						Y	479						
23	A3	Five Years by date e.g 2020 to 2025, 2021 to 2026	\$1000 - 4999.99				7285		7245				
24					C		1234		1231				
25						N	1005						
26						Y	229						



226	L4	\$10 - 19.99	Active LD			21085	20716						
227				C		3425	3415						
228					N	3000							
229					Y	425							
230				E		17660	17301						
231					N	12717							
232					Y	4943							
233	L5	\$5 - 9.99	Active LD			41534	41348						
234				C		7965	7960						
235					N	7285							
236					Y	680							
237				E		33569	33388						
238					N	26789							
239					Y	6780							
240	L6	\$0 - 4.99	Active LD			24290	22836						
241				C		6498	6456						
242					N	6051							
243					Y	447							
244				E		17792	16380						
245					N	13386							
246					Y	4406							
247	Grand Total					1017378							

# REQUIREMENT SPECIFICATIONS

## NKF\_DMS510 – Donor Segment Selected for Communication – Details

[refer to below report NKF\_DMS509 and NKF\_DMS510 Donor Segments References]

NKF_DMS510 Donor Mailing List (Details)														5/06/2025 12:15:15 PM NKFSGDOM\johui				
Section: A1																		
Donor Code	IMIS ID	Indl Org	Prefix Last Name	MAJOR KEY	MAJOR KEY TYPE	Print Name	Other Name	Contact Person	Designation	Remarks	Lang Pref	Address	ZIP	Country	Accumulated Last Don.	Amount	Last Don.	Year
3036687	5913	O	陈德强	陈德强	Other UEN	陈德强	陈德强	陈德强	陈德强	陈德强	C	陈德强	陈德强	Singapore	\$20,900.00			
36233	C1147870	O	陈德强	陈德强	Other UEN	陈德强	陈德强	陈德强	陈德强	陈德强	C	陈德强	陈德强	Singapore	\$15,440.00			
386319	10830050	I	陈德强	陈德强	NRIC	陈德强	陈德强	陈德强	陈德强	陈德强	C	陈德强	陈德强	Singapore	\$11,840.00			
36871	C1156752	O	陈德强	陈德强	Other UEN	陈德强	陈德强	陈德强	陈德强	陈德强	C	陈德强	陈德强	Singapore	\$50,471.42			
1252239	12997993	I	陈德强	陈德强	NRIC	陈德强	陈德强	陈德强	陈德强	陈德强	C	陈德强	陈德强	Singapore	\$26,949.00			
1013359	12388032	I	陈德强	陈德强	NRIC	陈德强	陈德强	陈德强	陈德强	陈德强	C	陈德强	陈德强	Singapore	\$103,499.00			
487998	10999242	I	陈德强	陈德强	NRIC	陈德强	陈德强	陈德强	陈德强	陈德强	C	陈德强	陈德强	Singapore	\$11,340.00			
507211	11032493	I	陈德强	陈德强	NRIC	陈德强	陈德强	陈德强	陈德强	陈德强	C	陈德强	陈德强	Singapore	\$34,920.00			
112405	10024523	I	陈德强	陈德强	NRIC	陈德强	陈德强	陈德强	陈德强	陈德强	C	陈德强	陈德强	Singapore	\$13,018.50			
4270	C0143879	O	陈德强	陈德强	Other UEN	陈德强	陈德强	陈德强	陈德强	陈德强	C	陈德强	陈德强	Singapore	\$2,211,831.64			
587876	11157304	I	陈德强	陈德强	NRIC	陈德强	陈德强	陈德强	陈德强	陈德强	C	陈德强	陈德强	Singapore	\$10,090.30			
3072411		I	陈德强	陈德强	FIN	陈德强	陈德强	陈德强	陈德强	陈德强	C	陈德强	陈德强	Singapore	\$10,300.00			
3040452	5708	O	陈德强	陈德强	Other UEN	陈德强	陈德强	陈德强	陈德强	陈德强	C	陈德强	陈德强	Singapore	\$28,873.10			
146287	10060200	I	陈德强	陈德强	NRIC	陈德强	陈德强	陈德强	陈德强	陈德强	C	陈德强	陈德强	Singapore	\$27,415.00			
706246	11428203	I	陈德强	陈德强	NRIC	陈德强	陈德强	陈德强	陈德强	陈德强	C	陈德强	陈德强	Singapore	\$14,588.00			
3074012		I	陈德强	陈德强	FIN	陈德强	陈德强	陈德强	陈德强	陈德强	C	陈德强	陈德强	Singapore	\$48,000.00			
3071499		O	陈德强	陈德强	Local UEN	陈德强	陈德强	陈德强	陈德强	陈德强	C	陈德强	陈德强	Singapore	\$42,460.00			

NKF\_DMS509 and NKF\_DMS510 Donor Segment References

**DR Reports NKF\_DMS509 & NKF\_DMS510 Donor Segment References**

**OTD**

Section	Accumulated Donation
A1	\$10,000 & above
A2	\$5,000 - 9,999.99
A3	\$1,000 - 4,999.99
A4	\$500 - 999.99
A5	\$100 - 499.99
A6	\$50 - 99.99
A7	\$5 - 49.99

**Active LD**

Section	Monthly Amount
L1	\$100 & above
L2	\$50 - 99.99
L3	\$20 - 49.99
L4	\$10 - 19.99
L5	\$5 - 9.99
L6	\$0 - 4.99

**Note:**

- 1) Accumulated Donation calculates total one-time donation (OTD) amount within period 5 years for each unique donor.
- 2) The period 5 years are calculated upon report generated date; i.e.: report generated date 05-Jun-2025, then the calculation starts 06-Jun-2020 till 05-Jun-2025.
- 3) If Donor has both OTD and Active LD, then the donor's records will be counted (prioritized) as LD records at both reports 509 and 510.
- 4) If Donor has more than one Active LD, then his/her LD records will be summed up and shown at the respective summed-up section; i.e: a donor has 2 active LDs with amounts \$10 & \$30, then the donor records will be shown at section L3, because donor 2 active LDs are summed to be \$30 (section L3).
- 5) [\[Enhancement\]](#) Users can set the period time as report parameter, NOT fixed 5-years, subject to DMS Data records availability. It shows alert message when the DMS Data unavailable according to set period time.
- 6) [\[Enhancement\]](#) Users can select more than one section at report 510.

## REQUIREMENT SPECIFICATIONS

### D.12 Finance Reports

SN	Report Name	Report Type	Frequency
1	Donor Preference Report for Giro Submission (1 <sup>st</sup> collection of the Month)	Operational	Monthly
2	LD-12 - Preview Batch Summary Report for Giro and Credit Card Submission	Operational	Monthly
3	Successful & Rejection Report for Giro and Credit Card Submission	Operational	Monthly
4	Full Donation Listing	Operational	Ad-Hoc
5	LD-31 - Summary of Giro/Credit Card Rejection Code	Reconciliation	Monthly
6	Annual - RCP-55 - Summary of Posted LD Records By Batch	Annual Receipting	Annually
7	Annual - RCP-56 - Summary of LD Records for Receipting	Annual Receipting	Annually
8	Annual - RCP-57 - IRAS Recon Report Schedule	Annual Receipting	Annually
9	Annual - RCP-57b - Summary of both LD & OTD Receipts (IRAS)	Annual Receipting	Annually
10	Annual - RCP-57c - Summary of both LD & OTD Receipts (Receipt)	Annual Receipting	Annually
11	Annual - RCP-58 - Summary of IRAS Submission File Data	Annual Receipting	Annually
12	Annual - LD-53 - Receipt Detail Schedule	Annual Receipting	Annually
13	Annual NKF_DMS513 - MOH Form 5 Report	Annual Receipting	Annually
14	Annual Receipting for LD donors	Annual Receipts (process)	Annually
15	Giro Mid Month Reconciliation Report	Reconciliation	Monthly
16	Giro End Month Reconciliation Report	Reconciliation	Monthly
17	Credit Card Mid Month Reconciliation Report	Reconciliation	Monthly
18	Credit Card End Month Reconciliation Report	Reconciliation	Monthly

### LD-12 - Preview Batch Summary Report for Giro and Credit Card Submission

LD-12 (Preview)

Preview Batch Summary Report - GIRO

15/05/2023 12:18:39 PM

NKFSGDOM\kellyho

GIRO (04 May 2023 to 20 May 2023)

Batch Num	Text File	Number of Records	Donation Amount
<a href="#">230517-GD-01</a>	230517-GD-01_SendForProcessing.txt	20000	196340.24
<a href="#">230517-GD-02</a>	230517-GD-02_SendForProcessing.txt	20000	161305.00
<a href="#">230517-GD-03</a>	230517-GD-03_SendForProcessing.txt	20000	145628.20
<a href="#">230517-GD-04</a>	230517-GD-04_SendForProcessing.txt	20000	134671.50
<a href="#">230517-GD-05</a>	230517-GD-05_SendForProcessing.txt	20000	123086.50
<a href="#">230517-GD-06</a>	230517-GD-06_SendForProcessing.txt	16602	110026.50
<a href="#">230517-GD-07</a>	230517-GD-07_SendForProcessing.txt	16040	127311.36
Report Totals		132642	998369.30

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REQUIREMENT SPECIFICATIONS

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LD-31 - Summary of Giro/Credit Card Rejection Code

LD-31

Summary of GIRO Rejection Code

19/05/2023 11:32:55 AM

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Reject Code (Non-AK)	Amount	Records
11041	727.0000	46
11100	21.0000	5
11160	280.0000	34
11172	141.0000	19
11201	600.0000	65
11202	3.0000	1
11203	10.0000	1
11207	1256.0000	60
11209	30369.5000	4057
11243	10.0000	1
<b>Non-AK Total</b>	<b>\$33,417.50</b>	<b>4289</b>
Reject Code (AK)	Amount	Records
11041	3.0000	3
11207	30.0000	1
11209	53.0000	6
<b>AK Total</b>	<b>\$86.00</b>	<b>10</b>
<b>Grand Total</b>	<b>\$33,503.50</b>	<b>4299</b>

Report Criteria From Date: 17/05/2023 To Date:17/05/2023

Sorting Order Nil

Grouping Nil

# REQUIREMENT SPECIFICATIONS

## Annual - RCP-55 - Summary of Posted LD Records By Batch

A	B	C	D	E	F	G	H	I	J	K	L	M	O
1	RCP-55	Summary of Posted LD Records										19/01/2023 2:58:27 PM	
2													
3		NKFSGDOM/kellyho											
4													
6	Date	Batch	EFT Job#	Merchant	Count	Amount							
7	5/01/2022	220105-GD-01	220105-GD-01	GIRO	86	\$1,326.88							
8	5/01/2022	220105-GO-02	220105-GO-02	GIRO	5	\$100.00							
9	11/01/2022	220111-AMEX-01	220111-AMEX-01	AMEX	84	\$2,603.00							
10	11/01/2022	220111-AMEX-11	220111-AMEX-11	AMEX	43	\$2,061.00							
11	11/01/2022	220111-DIN-01	220111-DIN-01	DINERS	13	\$197.00							
12	11/01/2022	220111-VMC-01	220111-VMC-01	VISA/MC	496	\$13,510.20							
13	11/01/2022	220111-VMC-02	220111-VMC-02	VISA/MC	369	\$12,981.00							
14	11/01/2022	220111-VMC-03	220111-VMC-03	VISA/MC	502	\$16,374.00							
15	11/01/2022	220111-VMC-04	220111-VMC-04	VISA/MC	93	\$1,851.00							
16	11/01/2022	220111-VMC-11	220111-VMC-11	VISA/MC	176	\$3,881.00							
17	11/01/2022	220111-VMC-12	220111-VMC-12	VISA/MC	193	\$5,427.00							
18	11/01/2022	220111-VMC-13	220111-VMC-13	VISA/MC	160	\$4,805.00							
19	11/01/2022	220111-VMC-14	220111-VMC-14	VISA/MC	8	\$210.00							
20	17/01/2022	220117-GD-01	220117-GD-01	GIRO	19574	\$191,644.24							
21	17/01/2022	220117-GD-02	220117-GD-02	GIRO	19545	\$157,513.00							
22	17/01/2022	220117-GD-03	220117-GD-03	GIRO	19409	\$143,240.20							
			■										
			■										
328	19/12/2022	221219-GD-06	221219-GD-06	GIRO	16561	\$109,578.50							
329	19/12/2022	221219-GO-07	221219-GO-07	GIRO	15939	\$125,982.36							
330	29/12/2022	221229-AMEX-01	221229-AMEX-01	AMEX	0	\$0.00							
331	29/12/2022	221229-VMC-01	221229-VMC-01	VISA/MC	0	\$0.00							
332	29/12/2022	RP221229-AMEX-01	RP221229-AMEX-01	AMEX	0	\$0.00							
333	29/12/2022	RP221229-VMC-01	RP221229-VMC-01	VISA/MC	14	\$235.00							
334	30/12/2022	221230-GD-01	221230-GD-01	GIRO	4238	\$35,223.00							
335	30/12/2022	221230-GO-02	221230-GO-02	GIRO	260	\$2,229.00							
336	30/12/2022	221230-STAFFLD-01	221230-STAFFLD-01	STAFFLD	423	\$4,103.77							
337					Total :	1655791	\$	55					
340	Report Criteria	From Date: 1/01/2022 To Date:31/12/2022 EFT Type:ALL											
341	Sorting Order	Date											
342	Grouping	Nil											



## REQUIREMENT SPECIFICATIONS

### Annual - RCP-56 - Summary of LD Records for Receipting

	A	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA
1	RCP-56		2022 Summary of LD Records for Receipting																		25/01/2023 2:21:52 PM					
2																										
3	NKFSGDOM\kellyho																									
4																										
6	Section	DD Cnt	DD Amt	CC Cnt	CC Amt	STFLD Cnt	STFLD Amt	Total Cnt	Total Amount	From Receipt	To Receipt															
7	A	48	\$4,518.00	0	\$0.00	0	\$0.00	48	\$4,518.00	220022748	220022795															
8	C_C	1	\$1,200.00	0	\$0.00	0	\$0.00	1	\$1,200.00	220022796	220022796															
9	C_E	26	\$31,780.00	0	\$0.00	0	\$0.00	26	\$31,780.00	220022797	220022822															
10	IIC2_	20	\$4,888.00	0	\$0.00	0	\$0.00	20	\$4,888.00	220022823	220022842															
11	IIC3_	2516	\$150,222.00	2	\$230.00	0	\$0.00	2518	\$150,452.00	220022843	220025360															
12	IIE1_	1	\$2,388.00	0	\$0.00	0	\$0.00	1	8.00	220025361	220025361															
13	IIE2_	55	2.00	11	0.00	1	40.00	67	2.00	220025362	220025428															
14	IIE3_	3156	5.00	11	0.65	16	73.00	3183	8.65	220025429	220028611															
15	IVC1_	30	0.00	12	0.00	0	\$0.00	42	0.00	220028612	220028653															
16	IVC2_	1095	9.00	72	6.00	0	\$0.00	1167	5.00	220028654	220029820															
17	IVC3_	25060	7.20	74	3.00	2	45.00	25136	5.20	220029821	220164035															
18	IVE1_	243	2.00	170	5.00	4	20.00	417	7.00	220054954	220055370															
19	IVE2_	6754	4.06	1210	5.00	64	64.00	8028	3.06	220055371	220063398															
20	IVE3N	80690	3.58	251	3.00	111	34.00	81052	0.58	220063399	220144450															
21	IVE3Y	18419	2.82	843	3.00	323	34.24	19585	0.06	220144451	220164038															
22	Total:	138114	\$	1.66	2656	\$	5.65	521	\$	0.24	141291	\$	7.55													
25	LD Receipts issued before 31 Dec																									
26	Receipt ID	Receipt Date	Donor Code	Name	Receipt Amount																					
27	Total:																									
30	All LD Receipts Total:	\$	7.55																							
32	Report Criteria	For Year: 2022																								
33	Sorting Order	Date																								
34	Grouping	Nil																								

### Annual - RCP-57 - IRAS Recon Report Schedule

A	B	C	D	E	F	G	H	I	J	K	L	M	N	(P
1	RCP-57	2022 IRAS Recon Receipt Schedule											26/01/2023 1:31:37 PM	
2		NKFSGDOM\karhunboo												
3														
4														
6														
7					Non-Auto Inclusion		Auto Inclusion			Total				
7	Month	From Receipt	To Receipt		Count	Amount	Count	Amount	Count	Amount	Count	Amount		
8	Jan 2022	220000001	220002019		124	\$3 6.34	1895	\$6 0.50	2019	\$7 66.84				
9	Feb 2022	220002020	220003602		221	\$ 2.71	1362	\$ 4.33	1583	\$ 97.04				
10	Mar 2022	220003603	220005774		301	\$ 7.02	1871	\$ 1.48	2172	\$ 8.50				
11	Apr 2022	220005775	220007646		332	\$ 7.16	1540	\$ 15.18	1872	\$ 2.34				
12	May 2022	220007647	220009808		240	\$ 5.24	1922	\$ 10.15	2162	5.39				
13	Jun 2022	220009809	220011811		826	\$ 2.45	1177	\$ 16.76	2003	9.21				
14	Jul 2022	220011812	220013413		105	\$ 8.65	1497	\$ 17.24	1602	5.89				
15	Aug 2022	220013414	220015207		209	1.13	1585	\$ 19.08	1794	0.21				
16	Sep 2022	220015208	220016558		114	9.60	1237	11.26	1351	0.86				
17	Oct 2022	220016559	220017861		195	4.49	1083	18.66	1278	3.15				
18	Nov 2022	220017832	220020021		271	\$ 4.93	1914	13.82	2185	8.75				
19	Dec 2022	220020022	220164038		6078	\$ 3.10	137939	19.39	144017	2.49				
20			Total:		9016	\$ 12.82	155022	\$ 167.85	164038	\$ 0.67				
22	Report Criteria	For Year: 2022												
23	Sorting Order	Month												
24	Grouping	Nil												

## REQUIREMENT SPECIFICATIONS

### Annual - RCP-58 - Summary of IRAS Submission File Data

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	RCP-58					2022 IRAS Submission Data						26/01/2023 1:33:28 PM	
2													
3	NKFSGDOM\karhunboo												
4													
6	Submission File		Donor Type		Total # Donors		Total # Donations		Total Amount Donated				
7	EXCL_2022_202301251848		1. NRIC		364		476		\$ 2.00				
8	EXCL_2022_202301251848		2. FIN		29		32		\$5,973.00				
9	EXCL_2022_202301251848		3. UEN-Business		2		5		\$8,570.00				
10	EXCL_2022_202301251848		4. UEN-Local		11		21		\$ 10.00				
11	EXCL_2022_202301251848		5. UEN-Others		19		32		\$ 8.00				
12	EXCL_2022_202301251848		Err		6879		8444		\$ 7.00				
13	EXCL_2022_202301251848		Err		1		1		\$10.00				
14	EXCL_2022_202301251848		Err		4		5		\$0.00				
15							9016		\$ 0.00				
16													
17	IRAS_2022_202301251848_01		1. NRIC		26266		34864		\$ 9.00				
18	IRAS_2022_202301251848_01		2. FIN		1077		2486		\$200,390.00				
19	IRAS_2022_202301251848_01		3. UEN-Business		37		62		\$35,992.00				
20	IRAS_2022_202301251848_01		4. UEN-Local		252		384		\$ 7.00				
21	IRAS_2022_202301251848_01		5. UEN-Others		91		135		\$ 5.00				
22	IRAS_2022_202301251848_01		7. ITR		2		2		\$40,060.00				
23	IRAS_2022_202301251848_01_M		2. FIN		7		8		\$2,015.00				
24	IRAS_2022_202301251848_01_X		7. ITR		59		59		\$3,591.00				
25							38000		\$ 9.00				
26													
27	IRAS_2022_202301251848_02		1. NRIC		35777		36050		\$ 8.00				
28	IRAS_2022_202301251848_02		2. FIN		1918		1949		\$ 6.00				
29	IRAS_2022_202301251848_02_M		2. FIN		1		1		\$150.00				
30													
31													
32													
33													
34													
35													
36													
37													
38													
39													
40	IRAS_2022_202301251848_05		1. NRIC		2257		2279		\$132,713.00				
41	IRAS_2022_202301251848_05		2. FIN		735		741		\$54,813.00				
42	IRAS_2022_202301251848_05_M		2. FIN		2		2		\$50.00				
43	Total:				151630		164038		\$ 9.00				
45													
46	Report Criteria		For Year: 2022										
47	Sorting Order		Submission File, Donor Type										
48	Grouping		Nil										

## REQUIREMENT SPECIFICATIONS

### Annual - LD-53 - Receipt Detail Schedule

LD-53

Receipt Detail Schedule

31/03/2023 10:12:28 AM

NKFSGDOM\kellyho

Year	Month	From ReceiptID	To ReceiptID	Tax-deductible	Amount	# of Rec	Deleted
2022	1	220000001	220000002	Y	\$800.00	2	N
2022	1	220000003	220000003	N	\$20.00	1	N
2022	1	220000004	220000041	Y	\$6,281.00	38	N
2022	1	220000042	220000043	N	\$60.00	2	N
2022	1	220000044	220000045	Y	\$20.00	2	N
2022	1	220000046	220000046	N	\$20.00	1	N
2022	1	220000047	220000062	Y	\$2,480.00	16	N
2022	1	220000063	220000063	N	\$100.00	1	N
2022	1	220000064	220000064	Y	\$5,000.00	1	N
2022	1	220000065	220000066	N	\$30.00	2	N
2022	1	220000067	220000076	Y	\$820.00	10	N
2022	1	220000077	220000078	N	\$110.00	2	N
2022	1	220000079	220000083	Y	\$4,110.00	5	N
2022	1	220000084	220000084	N	\$200.00	1	N
2022	1	220000085	220000099	Y	\$1,330.00	15	N

### Annual NKF\_DMS513 - MOH Form 5 Report

A	B	C	D	E	F	G	H	I	J	K	L
1	NKF_DMS513										
2											
3											
4											
5											
6	IRAS Status	Non Tax Deduct	MEMBER TYPE	Don Type			Tot Col			Tot Amou	
7	IRAS	Tax Deduct	I	LD-AMEX			190			8.00	
8	IRAS	Tax Deduct	I	LD-DBSGIRO			116251			4.84	
9	IRAS	Tax Deduct	I	LD-DINERS			15			4.00	
10	IRAS	Tax Deduct	I	LD-MC			827			1.00	
11	IRAS	Tax Deduct	I	LD-OTHGIRO			16100			4.82	
12	IRAS	Tax Deduct	I	LD-STAFFLD			504			7.24	
13	IRAS	Tax Deduct	I	LD-VISA			1257			9.00	
14	IRAS	Tax Deduct	I	LD-VISA/MC			754			8.00	
15	IRAS	Tax Deduct	I	OTD-AMEX			419			4.72	
16	IRAS	Tax Deduct	I	OTD-Cash			9408			8.04	
17	IRAS	Tax Deduct	I	OTD-Cheque			4241			3.16	
18	IRAS	Tax Deduct	I	OTD-DINERS			29			0.00	
19	IRAS	Tax Deduct	I	OTD-MC			754			3.98	
20	IRAS	Tax Deduct	I	OTD-SGQR			803			4.83	
49	IRAS-EXCL	Non Tax Deduct	O	OTD-Cheque			20			\$ 1.35	
50	IRAS-EXCL	Non Tax Deduct	O	OTD-SGQR			3			\$ 0.00	
51	IRAS-EXCL	Non Tax Deduct	O	OTD-VISA			2			\$ 0.00	
52	IRAS-EXCL	Non Tax Deduct	O	OTD-VISA/MC			1			\$ 0.00	
53	IRAS-EXCL	Tax Deduct	I	OTD-Cash			2			\$ 0.00	
54											
55							164033			\$ 0.67	
56											
57											
58											
59											
60	IRAS-EXCL	Tax Deduct		OTD-Cash			3			\$ 0.00	
61	IRAS-EXCL	Tax Deduct		OTD-Cheque			1			\$ 0.00	
62	IRAS-EXCL	Tax Deduct		OTD-MC			1			\$ 0.00	

## REQUIREMENT SPECIFICATIONS

### Giro Mid Month Reconciliation Report

	A	B	C	D
1		<b>AMOUNT</b>		<b>RECORDS</b>
2	2nd Collections on 17th Apr 2023 b/f	<b>999,968.30</b>		<b>132,898</b>
3		-		-
4		999,968.30		132,898
5				
6	Less: Termination	(2,087.00)		(269)
7	Yearly -Apr 2024	(211.00)		(8)
8	Add: Yearly Donation	288.00		7
9		997,958.30		132,628
10				
11	Add: Revised Donation	262.00		-
12	Less: Revised Donation	-		-
13	Add : New Donors	167.00		17
14	<b>Total Active Donors for 17th</b>	<b>998,387.30</b>		<b>132,645</b>
15	Less: Hold Cases	(18.00)		(3)
16				
17	<b>Per Preview Report (LD-12)</b>	<b>998,369.30</b>		<b>132,642</b>
18				
19		DBSGIRO 871,057.94		116,602
20		OTHGIRO 127,311.36		16,040
21		<b>998,369.30</b>		<b>132,642</b>

### Giro End Month Reconciliation Report

	A	B	C	D
1		<b>AMOUNT</b>		<b>RECORDS</b>
2				
3	New Donor for 3rd Collection	40.00		4
4		<b>40.00</b>		<b>4</b>
5				
6	<b>Add: Existing Donor</b>			
7	Collect of 3x Rej in 1st but 3x Succ in 2nd (Pref Date: 27/06/23)	28,826.00		3,516
8	Donor Preference (Pref Date: 28/06/23)	3,981.00		338
9		32,847.00		3,858
10				
11	<b>Add: Recollections</b>			
12	Insufficient Fund - Rejected on 17th of the month (50)	29,721.00		3,937
13				
14	Insufficient Fund - Rejected on 2nd of the month (50)	18.00		3
15		62,586.00		7,798
16				
17				
18	<b>Per Preview Report (LD-12)</b>	<b>62,586.00</b>		<b>7,798</b>
19				
20		DBSGIRO 59,599.00		7,466
21		OTHGIRO 2,987.00		332
22		<b>62,586.00</b>		<b>7,798</b>

## REQUIREMENT SPECIFICATIONS

### Credit Card Mid Month Reconciliation Report

	A	B	C	D	E	F	G	H
1			<b>Amex</b>		<b>Diners</b>		<b>Master/Visa card</b>	
2			\$	Records	\$	Records	\$	Records
3	Apr 2023 Collections b/f		7,606.00	148	172.00	11	69,130.25	2228
4	2nd Collections		-	0	-	0	165.00	11
5			<b>7,606.00</b>	<b>148</b>	<b>172.00</b>	<b>11</b>	<b>69,295.25</b>	<b>2239</b>
6								
7	Less Terminations		-	0	-	0	(1,180.00)	(36)
8			7,606.00	148	172.00	11	68,115.25	2203
9	Less Yearly Donor- Apr 2024		-	0	-	0	(250.00)	(3)
10								
11	Less Revised Donors		-	0	-	0	-	0
12	Add Revised Donors		-	0	-	0	-	0
13	Add Yearly Donor- May 2023		-	0	-	0	195.00	5
14	Add New Donors for May 2023		310.00	3	-	0	1,305.00	47
15	Total Active Donors		<b>7,916.00</b>	<b>151</b>	<b>172.00</b>	<b>11</b>	<b>69,365.25</b>	<b>2252</b>
16								
17	Less Invalid CC No		-	0	-	0	-	0
18	Less Hold donors		-	0	-	0	-	0
19	Per Preview Report (LD-12)		<b>7,916.00</b>	<b>151</b>	<b>172.00</b>	<b>11</b>	<b>69,365.25</b>	<b>2252</b>

### Credit Card End Month Reconciliation Report

	A	B	C	D	E	F	G	H
1			<b>AMEX</b>		<b>Diners</b>		<b>Master/Visa Card</b>	
2			\$	Records	\$	Records	\$	Records
3	New Donors for 2nd Collections		55.00	2	-	0	300.00	2
4	Total Active Donors		55.00	2	-	0	300.00	2
5								
6	Add Retry donors		50.00	1			4,394.25	154
7			105.00	3	-	0	4,694.25	156
8								
9	Per Preview Report (LD-12)		<b>105.00</b>	<b>3</b>	<b>-</b>	<b>0</b>	<b>4,694.25</b>	<b>156</b>

### D.13 Staff LD Files

#### Staff LD-For Upload-Template

Project_Code	Type	Employee_Number	Debtor_Ref	NRIC/FIN	Name	Email	Mobile	Department_Code	Amount	Effective_Month
LFDSLD	AE	10007698	STF-007698-HQ		Nargis Mohamad Hussain	nargis.hussain@nkfs.org		HQ	10	Mar-23
LFDSLD	AE	10007712	STF-007712-CCD		Gan Si En Chloe	chloe.ganse@nkfs.org		CCD	15	Mar-23
LFDSLD	AH	7773	STF-007773-HG1		Elain Wong Jia Ling	elainwong@gmail.com		HG1	20	Mar-23
LFDSLD	AU	10007721	STF-007721-ADT		Nagarajan Salomi	nagas@yahoo.com		ADT	18	Mar-23
LFDSLD	AR	7769	STF-007769-SMI		Rachel Tagulao Caguimbal	rtagulao@gmail.com		SMI	10	Mar-23
LFDSLD	AT	10007596	STF-007596-YS3		Kozilam D/O Radha Krishnan	kradhao@yahoo.com		YS3	10	Mar-23

#### STAFFLD-01\_SendForProcessing

LnID	RecID	BatchID	Emp No	Dept Code	Name	RecDate	Effective I	NRIC/FIN	Currency	RecTotal	ReturnCo	ReturnRef	ReturnRemarks
119966797	240531-STAFFLD-01-00001	240531-STAFFLD-01	006715	CLA	Ong Tin Po	31 May 2024 00:00:00	May-24		SGD	10			
119966798	240531-STAFFLD-01-00002	240531-STAFFLD-01	000877	SMI	Balaji Narz	31 May 2024 00:00:00	May-24		SGD	5			
119966799	240531-STAFFLD-01-00003	240531-STAFFLD-01	002494	YS3	Dolly Ponn	31 May 2024 00:00:00	May-24		SGD	10			
119966800	240531-STAFFLD-01-00004	240531-STAFFLD-01	002727	JW1	Doi Ling @	31 May 2024 00:00:00	May-24		SGD	1			
119966801	240531-STAFFLD-01-00005	240531-STAFFLD-01	002792	SRG	Jacob Shin	31 May 2024 00:00:00	May-24		SGD	5			
119966802	240531-STAFFLD-01-00006	240531-STAFFLD-01	003414	ALJ	Lija Varghe	31 May 2024 00:00:00	May-24		SGD	15			
119966803	240531-STAFFLD-01-00007	240531-STAFFLD-01	003580	HG2	Li Hon Ying	31 May 2024 00:00:00	May-24		SGD	10			
119966804	240531-STAFFLD-01-00008	240531-STAFFLD-01	003654	CLE	Amonelo F	31 May 2024 00:00:00	May-24		SGD	5			
119966805	240531-STAFFLD-01-00009	240531-STAFFLD-01	003975	BBK	Sadanandi	31 May 2024 00:00:00	May-24		SGD	20			

## REQUIREMENT SPECIFICATIONS

### D.14 Donor Data Retention Table

#### Donor Data Retention Table 2024

Type	ACTIVE			INACTIVE				Justifications
	Full Data Retention (as per current DMS)	Annual Data Retention (Donations are summarised by year)	Total Donation Retention (Total donations beyond the stipulated period)	Inactive Criteria	Full Data Retention	Annual Data Retention	Purged Criteria	
LifeDrops Donor	Up to 5 years (i.e. 2020 to 2024)	Up to 10 years (i.e. 2010 to 2019)	As long as donor is active - First donation 1990 - \$0 - 1990 - 2009 consolidation	Inactivity for 10 years i.e. Last donation in 2014	Not Applicable	Up to 5 years (i.e. 2010 to 2014)	Inactivity for 15 years and above	Re-engagement activities Donor enquiry and refund
One-Time Donor	Up to 10 years (i.e. 2015 to 2024)	Up to 10 years (i.e. 2005 to 2014)	As long as donor is active - First donation 1990 - \$0 - 1990 - 2004 consolidation	Inactivity for 10 years i.e. Last donation in 2014	Not Applicable	Up to 5 years (i.e. 2010 to 2014)	Inactivity for 15 years and above	Re-engagement activities Donor enquiry and refund
Deceased	Up to 5 year	Not Applicable	Not Applicable	Inactivity for 5 years	Not Applicable	Not Applicable	Inactivity for 5 years and above	Regular financial year recording
Legacy	Up to 5 years	Not Applicable	Not Applicable	Inactivity for 5 years	Not Applicable	Not Applicable	Inactivity for 5 years and above	Recording is required for legacy donation in tranches
In-kind	Up to 5 years	Not Applicable	Not Applicable	Inactivity for 5 years	Not Applicable	Not Applicable	Inactivity for 5 years and above	Engagement activities

### D.15 Donation Status and Change Log Codes Table

#### Donation & Batch Status

Don Type	Donation Status (DEMS Salesforce)	OTD Donation Status	DMS BizCubes						Description	Batch Status (DEMS Salesforce)	Batch Status (DMS BizCube)	Description	Remarks
			Change Log	Giro LD Request	Donation Status	Change Log	Credit Card LD Request	Donation Status					
LD	Pending/Incomplete	Not Applicable	AE	Not active	NA	NA	NA	NA	New sign up and No need to place under any batch.(Giro) N = Not Active. Pending from bank to approve. When Bank Approved, RD parent record Approved	Pending/Open	NA		
	Schedule		TT	Active	NA	NA	NA	NA	Approved by Bank	Pending/Open	NA	When Return File cameback and upload back into the system	when Return File cameback and upload back into the system, update donation status to Reconciled on those successful records inside the batch,update donation status to Rejected on those un-successful records inside the batch. The batch summary on amount and number of records only to reflect with these successful records
	Cleared		TT & TU & AR & AA	Active	Cleared	AE & AU & AR & AA	Active	Cleared	Reconciled by Finance - Successful deduction	Cleared	Exported		
	Rejected before Activation		XT,XU	Not active	NA	NA	NA	NA	Rejection by bank before activation	Pending/Open	NA		
	Rejected after bank return file		TT & TU & AR & AA	Active	rejection code from the bank	AE & AU & AR & AA	Active	Rejection code from payment gateway	Rejected records (approved by bank at the initial stage but then rejected due to reasons) to update when Return File cameback and upload back into the system. Refer to table "Donation Status Mapping"	Exported	Exported		
	Hold (only can change from Scheduled status)		AH	Hold	NA	AH	Hold	NA	Hold request by the donor. No need to place under any batch.	Schedule	NA		
	Unhold - Only can change from hold status		AA	Active	NA	AA	Active	NA	Reinstate donation from hold status	Schedule	NA		
	Terminated (only can change from Scheduled status)		AT	Termination	NA	AT	Termination	NA	Termination requested by donor. No need to place under any batch.	Schedule	NA		
	Voided (only can change from Cleared status)		<Various Status>	<Various Status>	Voided	<Various Status>	<Various Status>	Voided	Donor request for Refund. Voided donation can be of certain period.	Reconciled	Exported		
	Upgrade		AU	Active	NA	AU	Active	NA	Donor request for Upgrade	Schedule	Pending		
	Activation Upgrade		TU	Active	Merchant	NA	NA	NA	Existing donor with new payment limit amount approved by the bank.	Schedule	NA		
	Downgrade		AR	Active	NA	AR	Active	NA	Donor request for Downgrade	Schedule	Merchant		
OTD	Pending	Received	Not Applicable						For NKF donation portal (auto generate batch)	Opened	Pending	Default status	
	Pending	Received							Physical paper form or third party online platform.	Opened	Pending		
	Cleared	Confirmed							Once money successfully received	Cleared	Confirmed	Once Money Coming In	
	Reconciled	Confirmed							When Finance Reconciled. Note: Issue receipt at this stage. System will auto send out the receipt email to donor after the receipt verify	Reconciled	Exported	At the Reconciliation interface, have to input Batch Date before Reconciled for online donation(RDP) batch	
	Cancelled	Cancelled							Return cheque from bank etc	Cancelled	Pending		For OTD cancelled, please note that there will be different cases. It might have canceled and pending donor record.
	Refunded	Voided							Requested by the donor	Voided	Confirmed		

**Note:**

NA = For new LD donation is nothing created, for existing LD donation is nothing changed from previous status.

Various Status = The status depends on which LD applies, because one donor may have multiple LD



## REQUIREMENT SPECIFICATIONS

### RD Change Log Codes

New Monthly Donation by Giro						
Type	Remark	Status	Code	Letter	Reports	
Acknowledgement Enrolment	Key and send to bank to process. Waiting for bank to reply	Neutral	AE	Send letter	Giro 08, LT-01	
Activation of Enrolment	Approved from Bank	Active	TT		Giro -07	
Giro Rejection						
Type	Remark	Status	Code	Letter	Reports	
Acknowledgement Enrolment	Key and send to bank to process. Waiting for bank to reply	Neutral	AE	Send letter	Giro 08, LT-01	
Reject Enrolment	Rejected from Bank	Neutral	XT	Send letter (manually)		
Change of Bank Account						
Type	Remark	Status	Code	Letter	Reports	
Acknowledgement Termination	Termination of Old bank account	Termination	AT	no need to send	LD-02, LD-44	
Acknowledgement Enrolment	Key and send to bank to process. Waiting for bank to reply	Neutral	AE	Send letter	Giro 08, LT-01	
Activation of Enrolment	Approved from Bank	Active	TT		Giro -07	
Upgrading (Giro)						
Type	Remark	Status	Code	Letter	Reports	
Acknowledgement Upgrade	Key and send to bank to process. Waiting for bank to reply	Active	AU	Send letter	LD-03,NKF514	
Activation of upgrade	Approved from Bank	Active	TU			
Upgrading (Giro) Rejection						
Type	Remark	Status	Code	Letter	Reports	
Acknowledgement Upgrade	Key and send to bank to process. Waiting for bank to reply	Active	AU	Send letter	LD-03,NKF514	
Rejection of upgrade	Rejected from Bank	Neutral	XU	Send letter (manually)		

### Payment Method Mapping

Current System - PayType	Payment Method - Salesforce	Channel of Donation - Salesforce	
AC1	Other for Old Data	Others for Old Data	
AC2	Other for Old Data	Others for Old Data	
AMEX	AMEX	Online Portal (RedDot)	
AMEX  AMEX	AMEX	Online Portal (RedDot)	
CAASH	CASH	POST	
CAH	CASH	POST	
Cash	CASH	POST	
Cheque	Cheque	POST	
CHQ	Cheque	POST	
CZASH	CASH	POST	
DBSGIRO	GIRO	Direct Transfer	
DINERS	DINERS	Online Portal (RedDot)	
DINERS  DIN	DINERS	Online Portal (RedDot)	
DINERS  DINERS	DINERS	Online Portal (RedDot)	
DMO-SGG	Bank Transfer	Giving.sg (NVPC)	
In Kind	Donation In Kind	In Kind - IK	Inkindddmmmyyy
JCB	Visa/Mastercard	Online Portal (RedDot)	
MC	Visa/Mastercard	Online Portal (RedDot)	
MC  VISA/MC	Visa/Mastercard	Online Portal (RedDot)	
OTHGIRO	GIRO	Direct Transfer	
SGQR	SGQR	Online Portal (RedDot)	
STAFFLD	GIRO	Direct Transfer/Staff -SF	Staffddmmmyyyy
UOB 160120	Visa/Mastercard	Online Portal (RedDot)	Online Portal
VISA	Visa/Mastercard	Online Portal (RedDot)	
VISA/MAS	Visa/Mastercard	Online Portal (RedDot)	
VISA/MASTE	Visa/Mastercard	Online Portal (RedDot)	
Visa/MasterCard	Visa/Mastercard	Online Portal (RedDot)	
VISA/MC	Visa/Mastercard	Online Portal (RedDot)	
VISA_ELECTRON	Visa/Mastercard	Online Portal (RedDot)	
VISA VISA/	Visa/Mastercard	Online Portal (RedDot)	
VISA VISA/MC	Visa/Mastercard	Online Portal (RedDot)	
	Other for Old Data	Others for Old Data	
'10'	Other for Old Data	Others for Old Data	
'100'	Other for Old Data	Others for Old Data	
'3'	Other for Old Data	Others for Old Data	
'50'	Other for Old Data	Others for Old Data	
'60'	Other for Old Data	Others for Old Data	
'620'	Other for Old Data	Others for Old Data	
Donation object will have one extra field to keep Old Batch Type from current system			

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## REQUIREMENT SPECIFICATIONS

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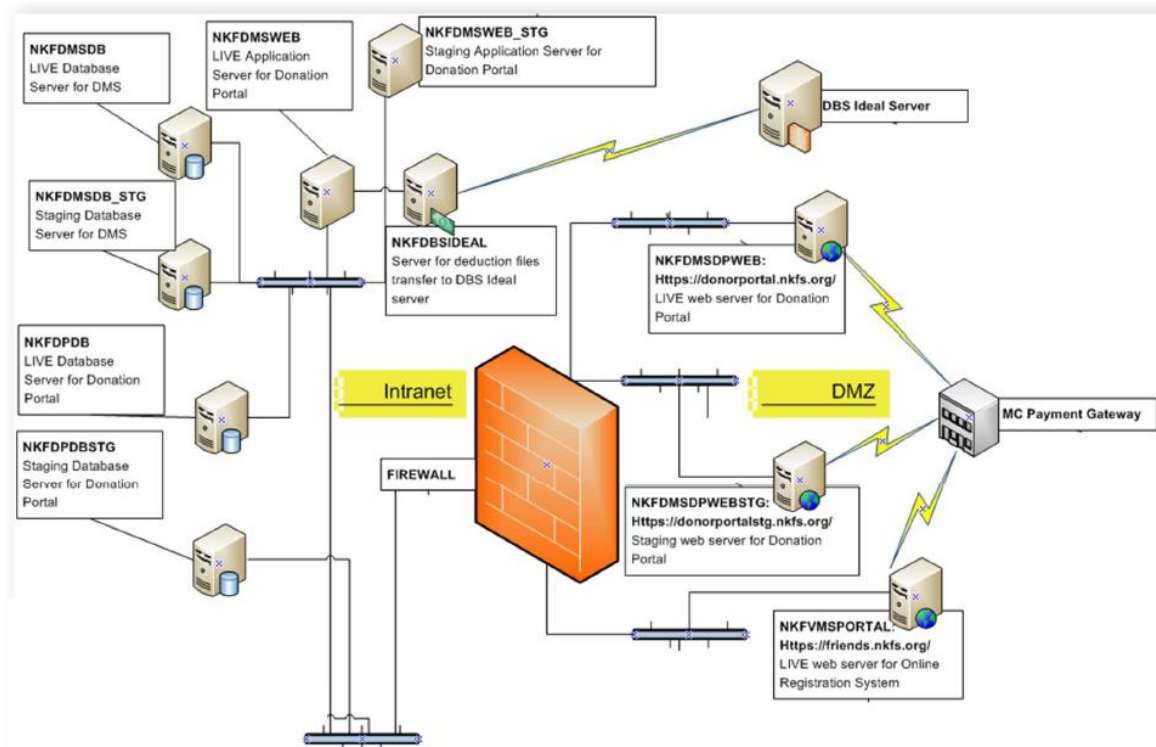
### Donation Status Mapping

Current System	Salesforce
51	Rejected
53	Rejected
54	Rejected
55	Rejected
58	Rejected
64	Rejected
1	Rejected
10	Rejected
11010	Rejected
11041	Rejected
11100	Rejected
11114	Rejected
11160	Rejected
11161	Rejected
11162	Rejected
11164	Rejected
11172	Rejected
11200	Rejected
11201	Rejected
11202	Rejected
11203	Rejected
11207	Rejected
11209	Rejected
11212	Rejected
11217	Rejected
11219	Rejected
11243	Rejected
21	Rejected
30	Rejected
31	Rejected
40	Rejected
41	Rejected
46	Rejected
50	Rejected
51	Rejected
60	Rejected
61	Rejected
90	Rejected
97	Rejected



## Appendix E – DMS Current Setup

### E.1 Solution Architecture of current DMS Setup (on-premises)



### E.2 Summary of Development and Production servers as below:

Environment	Servers Specification (On-premises)	Configuration
Development	NKFDMSWEB_STG Web Application DMS Backend Server for DEV	RAM: 4 GB CPU: Xeon E5-2620 v4 @ 2.10GHz (2 proc.) Hard Disk: 200 GB OS: Windows Server 2012 R2 Datacenter
	NKFDMSDB_STG Database DMS Backend Server for DEV SQL Server 11	RAM: 8 GB CPU: Xeon E5-2620 v4 @ 2.10GHz (2 proc.) Hard Disk: 200 GB OS: Windows Server 2012 R2 Datacenter
	NKFDMSDPWEBSTG Web Application DMS Donation Portal Server for DEV	RAM: 8 GB CPU: Intel Xeon Icelake CPU @ 2.50GHz (2 proc.) Hard Disk: 180 GB OS: Windows Server 2022 Datacenter Ver. 21H2 Build 20348.3453
	NKFDMPDBSTG Database DMS Donation Portal Backend Server for DEV SQL Server 2022	RAM: 8 GB CPU: Intel Xeon Icelake CPU @ 2.50GHz (2 proc.) Hard Disk: 280 GB

## REQUIREMENT SPECIFICATIONS

		OS: Windows Server 2022 Datacenter Ver. 21H2 Build 20348.3453
Production	NKFDMSWEB Web Application DMS Backend Server for PROD	RAM: 8 GB CPU: Xeon Gold 6130 @ 2.10GHz (2 proc.) Hard Disk: 200 GB OS: Windows Server 2012 R2 Datacenter
	NKFDMSDB Database DMS Backend Server for PROD SQL Server 11	RAM: 8 GB CPU: Xeon Gold 6130 @ 2.10GHz (2 proc.) Hard Disk: 700 GB OS: Windows Server 2012 R2 Datacenter
	NKFDMSDPWEB Web Application DMS Donation Portal Server for PROD	RAM: 8 GB CPU: Intel Xeon Icelake CPU @ 2.50GHz (2 proc.) Hard Disk: 180 GB OS: Windows Server 2022 Datacenter Ver. 21H2 Build 20348.3453
	NKFDMPDB Database DMS Donation Portal Backend Server for PROD SQL Server 2022	RAM: 8 GB CPU: Intel Xeon Icelake CPU @ 2.50GHz (2 proc.) Hard Disk: 280 GB OS: Windows Server 2022 Datacenter Ver. 21H2 Build 20348.3453
	NKFVMSPORTAL Web Application & Database DMS Donor Self-Help Portal for PROD SQL Server 11	RAM: 8 GB CPU: Xeon Gold 6130 @ 2.10GHz (2 proc.) Hard Disk: 200 GB OS: Windows Server 2012 R2 Datacenter
	NKFSFTP SFTP Application Integration with DBS Ideal H2H for PROD	RAM: 8 GB CPU: Xeon Gold 6130 @ 2.10GHz (2 proc.) Hard Disk: 200 GB OS: Windows Server 2022 R2 Standard

### E.3 Current DMS Users and Donors

Donor Relations (DR) and Finance Users manage DMS backend sites. Meanwhile DMS Donors access the Donor Self-Help public portal (refer to clauses 4.2.4.67 to 4.2.4.72) and make donations at the public online Donation Portal (refer to clauses 4.2.4.67 to 4.2.4.72).

Expected DMS Users and Donors Stat as shown below table

<u>Year 1</u>	<u>Year 2</u>	<u>Year 3</u>
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REQUIREMENT SPECIFICATIONS

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200,000	220,000	242,000
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E.4 Transactions/Data & size that need to be migrated to new DMS

#	DMS Transactions/Data	Size
1	Accounts - Household	1,406,675
2	Contacts - Individual	1,406,675
3	Accounts - Organisation	49,600
4	Contacts - Organisation Contacts	49,600
5	Recurring Donations (excluding Staff LD)	485,177
	Giro	426,317
	Visa/Mastercard	51,508
	AMEX	5,812
	Other Old Data	1,540
6	All Giro	426,317
	Terminated	247,809
	Approved	136,212
	Pending	27,852
	Cancelled	14,352
	On-hold	92
7	All Visa/Master	51,508
	Terminated	43,870
	On-hold	2,847
	Approved	2,405
	Cancelled	2,386
8	Staff LD	1,105
	Terminated	597
	Approved	505
	On-hold	3
9	Appeals	355
10	Programme/Events	799
11	Distribution Codes	799
12	Donation 2 years	3,711,357
	Individual	3,708,505
	Organisation	2,852

E.5 Current DMS integration need to be enhanced / maintained

E.5.1. Integration to DBS Ideal H2H

DMS integrates with DBS Ideal Host-to-Host using SFTP for Recurring Donations (RD) / Lifedrops Donation (LD) for bank giro transactions and some old Credit Card transactions.

Refer to **Appendix D.7** for DBS Interbank GIRO Files reference.

E.5.2. Integration to Red Dot Payment (RDP)

DMS integrates with Red Dot Payment (RDP) payment gateway for Recurring Donations (RD) / Lifedrops Donation (LD) for following online payment methods:

- a. SGQR / PayNow
- b. Visa / Mastercard
- c. American Express

Refer to **Section 4.2.5.90 for Integration to RDP.**

E.5.3. Integration to NIMS Finance (Oracle)

DMS integrates with NIMS Finance – Oracle Fusion to post consolidated donations based on Distribution Codes to NIMS Finance GL at Oracle Fusion system.

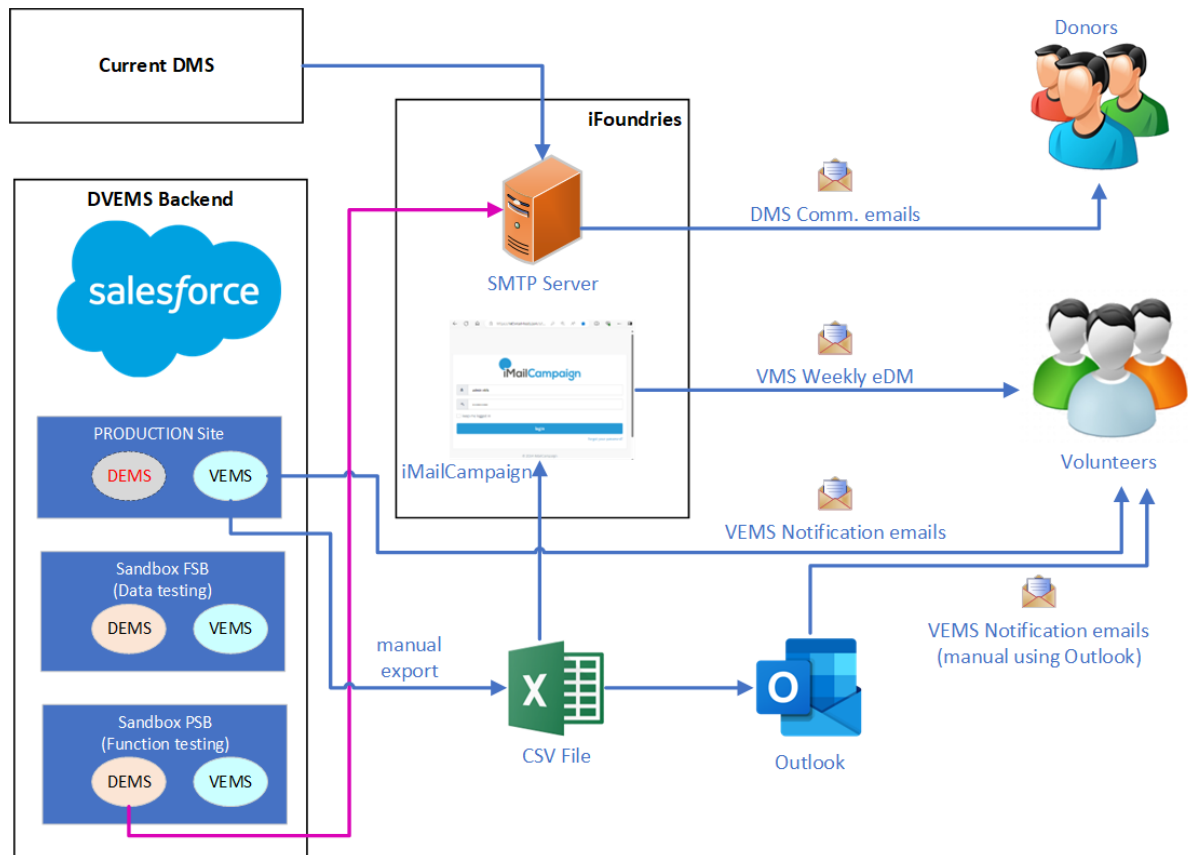
Refer to **Section 4.2.5.92 for Integration to NIMS Finance (Oracle).**

E.5.4. Integration to iFoundries (email marketing solution)

DMS integrates with iFoundries SMTP Server to do communication emails to donors. Please refer to clause 4.2.4.25/26 for Donor Communications. The communication emails to donors could be: Batch Letters (clause 4.2.4.42 to 4.2.4.48), eBlast Donor (clause 4.2.4.57 to 4.2.4.66), Annual Donor Statement (clause 4.2.4.49 to 4.2.4.56).

Please refer to below high-level current DMS, VMS, and new DEMS Salesforce integrate with iFoundries.

## REQUIREMENT SPECIFICATIONS



**Note:**

DEMS — DEMS PRODUCTION has not Go-Live

### E.6 New DMS unfinished development in Salesforce

As mentioned at clause 1.5, a previous DMS vendor has developed the new DMS at Salesforce platform. The new DMS Salesforce has modules UAT status shown at below table:

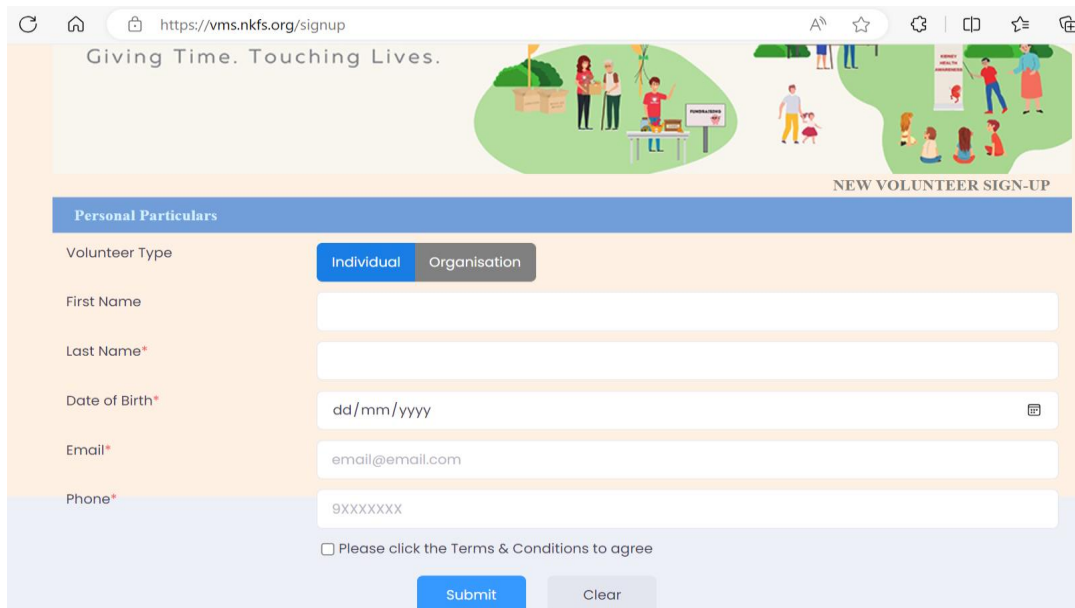
#	Module	Sub-Module	Usage	Status	Test Date	Test Result	
						Pass	Fail
1	Portal - Donation Online	OTD	DR	Testing	04-Jun-24	100.00%	0.00%
		LD	DR	Testing	04-Jun-24	100.00%	0.00%
2	SF - Accounts	Accounts	DR	Testing	05-Mar-24	50.00%	50.00%
3	SF - Contacts	Contacts	DR	Testing	13-Mar-24	50.00%	50.00%
4	SF - Donations	Donations	DR	Testing	13-Mar-24	77.55%	20.41%
5	SF - Recurring Donations	Recurring Donations	DR	Testing	13-Mar-24	68.50%	14.96%
6	SF - Appeals	Appeals	DR	Testing	05-Mar-24	100.00%	0.00%
7	SF - Programme/Events	Programme/Events	DR	Testing	04-Jun-24	100.00%	0.00%
8	SF - Distribution Codes	Distribution Codes	DR	Testing	13-Mar-24	100.00%	0.00%

## REQUIREMENT SPECIFICATIONS

9	SF - Mass Receipts	Mass Receipts	DR	Testing	13-Mar-24	30.00%	70.00%
10	SF - eBlast	eBlast	DR	Testing	22-Jul-24	50.00%	50.00%
		Audiences		Testing	22-Jul-24	50.00%	50.00%
		eBlast Subscribers Upload		Untested			
11	SF - Donation Reconciliations	Donation Reconciliation	Finance	Testing	08-Mar-24	25.00%	75.00%
		Batch Donation		Testing	08-Mar-24	0.00%	100.00%
12	SF - Giro	Giro Batches	Finance	Testing	08-Mar-24	33.00%	33.00%
		Giro Batches Summaries			08-Mar-24	0.00%	25.00%
13	SF - NIMS Finance p.k.a. Navision Batches (Oracle)		Finance	Testing	08-Mar-24	0.00%	100.00%
16	SF - IRAS Submissions	IRAS Batches	Finance	Untested			
		IRAS Batch Items		Untested			
		Recurring Statements		Untested			
17	SF - DR Reports	DR Operational Reports	DR	Testing	13-Mar-24	0.00%	100.00%
18	SF - Finance Reports	Finance Operational Reports	Finance	Untested			
		Finance Consolidation Reports		Testing	08-Mar-24	0.00%	100.00%
19	Portal - Uploading	CSV Upload for other donation channels	DR	Testing	24-Apr-24	65.00%	35.00%
20	Portal - Batch Data Entry	Batch Donation Listing	DR	Testing	22-Mar-24	0.00%	100.00%
21	Portal - Donor Self-Help	N/A	DR	Not Ready			
TOTAL						47.57%	46.35%

## Appendix F – VMS Screenshots

### F.1 Volunteer Registration (Individual or Organisation)



The screenshot shows the 'NEW VOLUNTEER SIGN-UP' form on the VMS website. The browser address bar shows 'https://vms.nkfs.org/signup'. The page header includes the slogan 'Giving Time. Touching Lives.' and an illustration of volunteers. The form is titled 'Personal Particulars' and features a 'Volunteer Type' section with two tabs: 'Individual' (selected) and 'Organisation'. The form fields include: 'First Name' (text input), 'Last Name\*' (text input), 'Date of Birth\*' (text input with a date picker icon, placeholder 'dd/mm/yyyy'), 'Email\*' (text input with placeholder 'email@email.com'), and 'Phone\*' (text input with placeholder '9XXXXXXX'). A checkbox labeled 'Please click the Terms & Conditions to agree' is located below the phone field. At the bottom are 'Submit' and 'Clear' buttons.



The screenshot shows the 'NEW VOLUNTEER SIGN-UP' form on the VMS website, but with the 'Organisation' tab selected under 'Volunteer Type'. The browser address bar shows 'https://vms.nkfs.org/signup'. The page header is identical to the first screenshot. The form is titled 'Personal Particulars'. The 'Volunteer Type' section now shows 'Individual' and 'Organisation' (selected). The form fields include: 'First Name' (text input), 'Last Name\*' (text input), 'Organisation Name\*' (text input), 'Email\*' (text input with placeholder 'email@email.com'), and 'Phone\*' (text input with placeholder '9XXXXXXX'). A checkbox labeled 'Please click the Terms & Conditions to agree' is located below the phone field. At the bottom are 'Submit' and 'Clear' buttons.

## REQUIREMENT SPECIFICATIONS

### Terms & Conditions

1. I declare that the particulars stated above are true and correct to the best of my knowledge, and that I have not wilfully suppressed any material fact. I also understand that I am obligated to declare to The National Kidney Foundation if I am related to any patients within my charge.

2. I understand that I will be required to complete a Volunteer Application Form upon the acceptance of my application to be a NKF volunteer.

[Close](#)

☒ Please click the Terms & Conditions to agree

## F.2 Volunteer Self-Help Portal

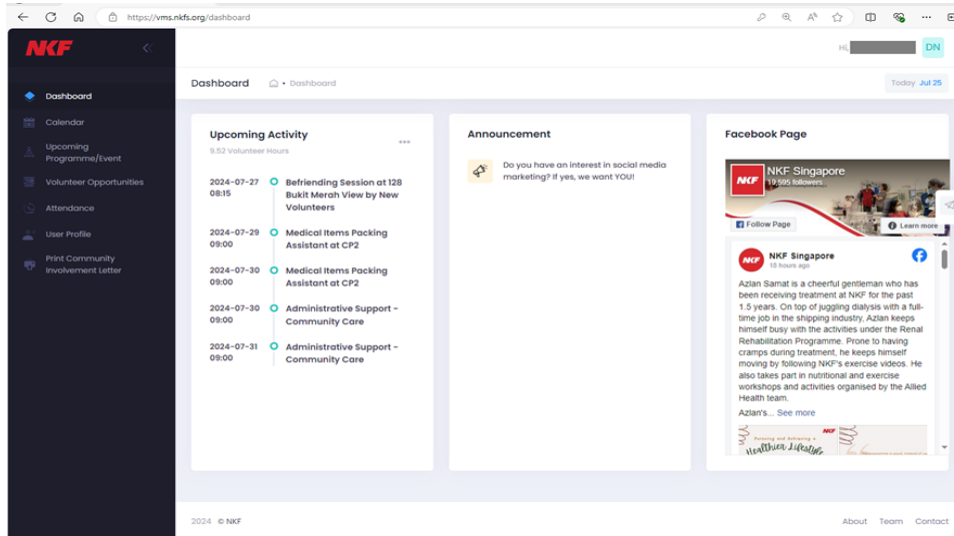
### Login

The screenshot displays the login interface of the NKF VMS Portal. The browser address bar shows the URL `https://vms.nkf.org/auth/login`. The page features a large background image of people at sunset forming heart shapes with their hands. Overlaid on this is a white login box containing the NKF logo, an 'Email' input field, a 'Password' input field, a 'Sign In' button, and links for 'Forgot Password' and 'Need Help?'. The footer includes copyright information: '© 2021 NKF. Developed by [redacted] Technology. All rights reserved.' and a 'Privacy - Terms' link.

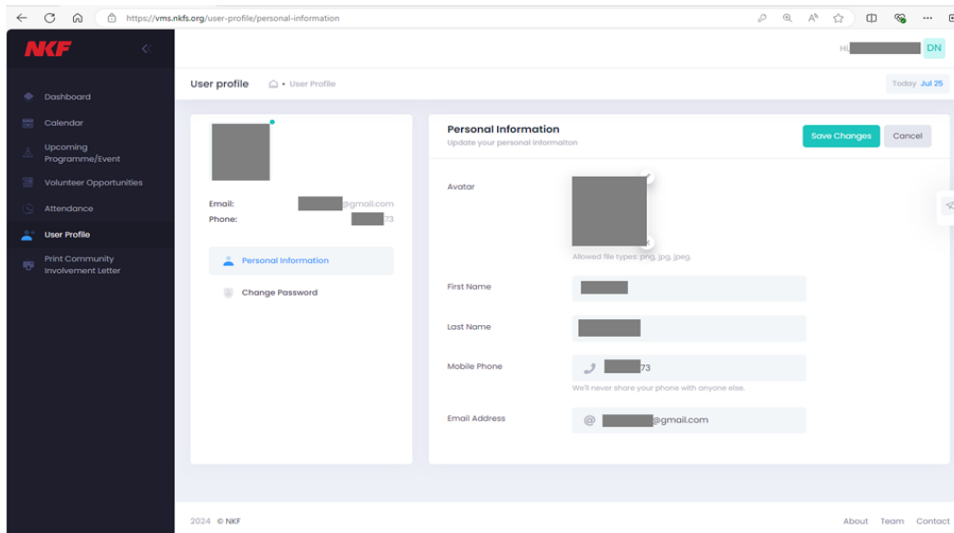


# REQUIREMENT SPECIFICATIONS

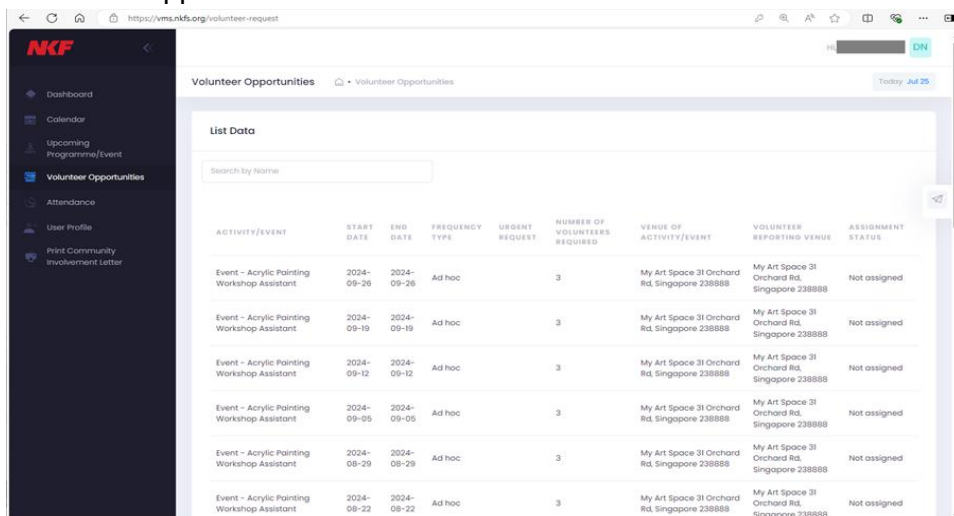
## Dashboard



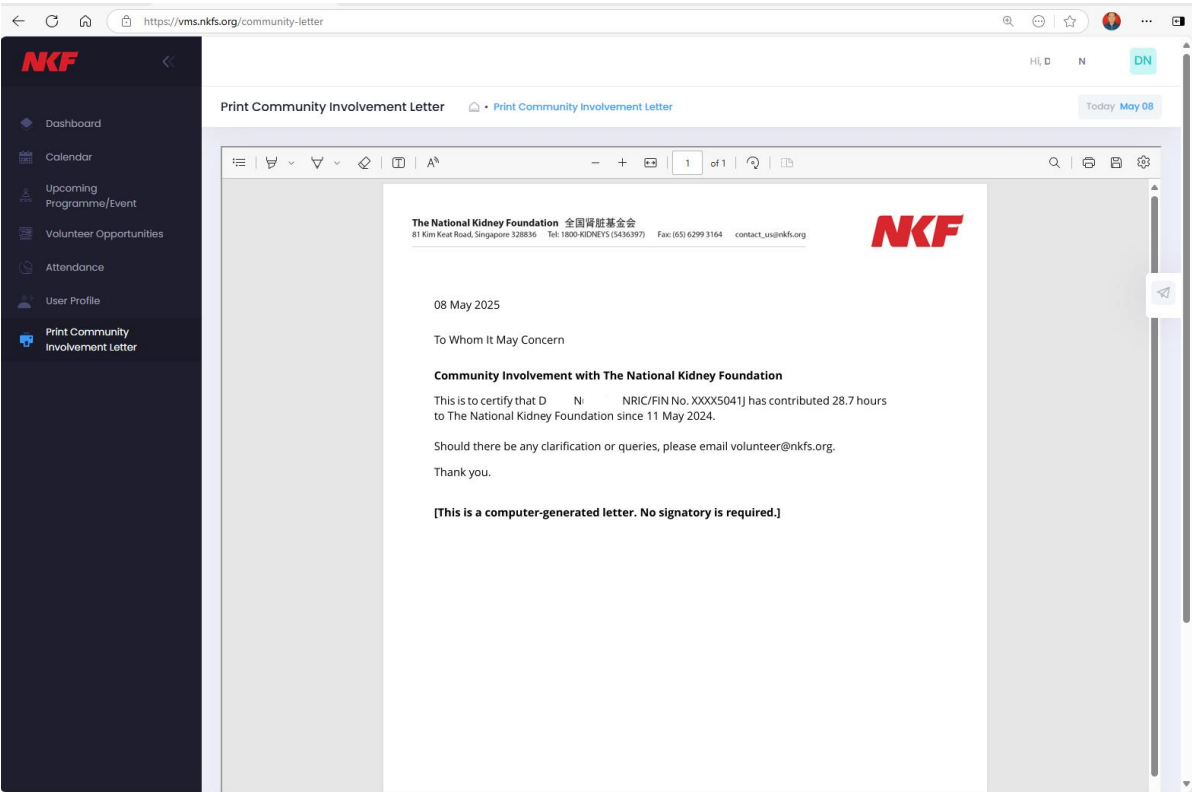
## User Profile



## Volunteer Opportunities



Print Community Involvement Letter



## F.3 Volunteer Registration Portal

The image displays two screenshots of the 'NEW VOLUNTEER SIGN-UP' form on the website https://vms.nkfs.org/signup. The website header includes the slogan 'Giving Time. Touching Lives.' and an illustration of volunteers. The browser's address bar and navigation icons are visible at the top of each screenshot.

**Top Screenshot (Individual Sign-up):**

- Volunteer Type:** Individual (selected), Organisation
- First Name:** [Text Input Field]
- Last Name\*:** [Text Input Field]
- Date of Birth\*:** [Text Input Field with placeholder 'dd/mm/yyyy' and a calendar icon]
- Email\*:** [Text Input Field with placeholder 'email@email.com']
- Phone\*:** [Text Input Field with placeholder '9XXXXXXX']
- ☐ Please click the Terms & Conditions to agree
- Buttons:** Submit, Clear

**Bottom Screenshot (Organization Sign-up):**

- Volunteer Type:** Individual, Organisation (selected)
- First Name:** [Text Input Field]
- Last Name\*:** [Text Input Field]
- Organisation Name\*:** [Text Input Field]
- Email\*:** [Text Input Field with placeholder 'email@email.com']
- Phone\*:** [Text Input Field with placeholder '9XXXXXXX']
- ☐ Please click the Terms & Conditions to agree
- Buttons:** Submit, Clear

## Terms & Conditions

1. I declare that the particulars stated above are true and correct to the best of my knowledge, and that I have not wilfully suppressed any material fact. I also understand that I am obligated to declare to The National Kidney Foundation if I am related to any patients within my charge.
2. I understand that I will be required to complete a Volunteer Application Form upon the acceptance of my application to be a NKF volunteer.

Close

☒ Please click the Terms & Conditions to agree

# REQUIREMENT SPECIFICATIONS

## F.4 Volunteer Attendance Monitoring

Sandbox (pub) | Logout

Q Search...

VEMS Lightning | Home | Chat | Calendar | Dashboards | Reports | Accounts | Contacts | Programme/Events | Volunteer Requests | Assigned Volunteers | Outcomes | Attendance | Portal Access | Trainers | Trainee Uploader | Dis

Attendance

AT No-010322-42472

Assigned Volunteer: Nguyen Sao Chi Jennifer Nguyen

Request Title: ESOH - Meeting between volunteer and MSW (parent / Mary Daniel)

Attendance

AT No-010322-42472

Volunteer Request: ESOH - Meeting between volunteer and MSW (parent / Mary Daniel)

Assigned Volunteer: Nguyen Sao Chi Jennifer Nguyen

Organisation Name:

Volunteer Name: Nguyen Sao Chi Jennifer Nguyen

Checked In: 1/3/2022, 12:00 pm

Checked Out: 1/3/2022, 12:15 pm

Time Given: 0:25

General Remarks:

Fullname: Nguyen Nguyen Sao Chi Jennifer

Session:

Owner: Kelvin Yap

Checked IN/OUT Status: OUT

Start Date:

End Date:

Start Time:

End Time:

Do not send Email:

Corrected:

Validated:

Unnamed Pax

Unamed Volunteer:

No of Unnamed Volunteer:

Total Volunteering Hours (Unamed):

Created By: Kelvin Yap, 1/3/2022, 11:17 pm

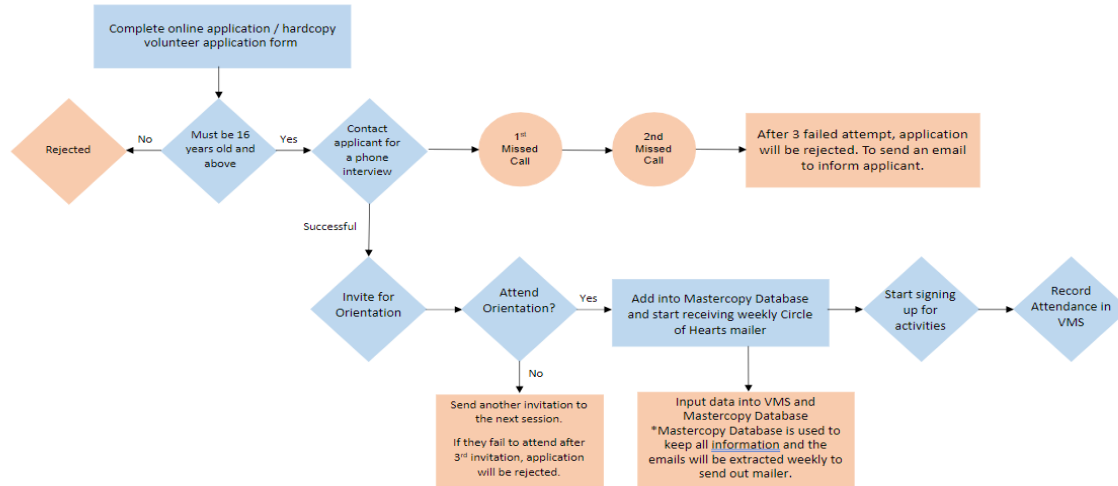
Last Modified By: Kelvin Yap, 1/3/2022, 11:17 pm

Attendance History (0)

## Appendix G – VMS Workflow

### G.1 VMS – Registration and Interview

#### Workflow



## Appendix H – VMS References

### H.1 Internal Volunteer Request Form



#### Volunteer Request Form

Details of Requestor	
Name (I/C of Event/Request):	
Department:	
Contact No.:	
Date Requested:	
Deadline:	

Details of Event/Request	
Name of Event/Request:	
Date:	
Time:	
Venue of Event/Mobilisation:	
Volunteer's Reporting Time:	
Volunteer's Duration of Duty:	(e.g. 10am to 2pm)
Volunteer's Reporting Venue:	
Volunteer's Attire:	
Meal Provision:	Y / N (please circle)
Types of Meal Availability:	Halal / Vegetarian / Chinese / Western / Others: _____ (please indicate)

Requirements of Volunteers						
Number of Volunteers:	(e.g. Ushers – 10 volunteers; Booth Support – 5 volunteers)					
Description of Duties:	(e.g. Ushers – to assist with crowd control; Booth Support – to assist in the set-up, tear-down and running of booths with NKF staff)					
Gender	Female <input type="checkbox"/>	Male <input type="checkbox"/>	No Preference <input type="checkbox"/>			
Age Group	16 to 20 <input type="checkbox"/>	21 to 30 <input type="checkbox"/>	31 to 50 <input type="checkbox"/>	51 & above <input type="checkbox"/>	No Preference <input type="checkbox"/>	
Language(s) Spoken (e.g. Chinese and dialect for Vesak Day events)	English <input type="checkbox"/>	Chinese <input type="checkbox"/>	Malay <input type="checkbox"/>	Tamil <input type="checkbox"/>	Dialects <input type="checkbox"/>	No Preference <input type="checkbox"/>

## REQUIREMENT SPECIFICATIONS



<b>Physical Strength</b> (e.g. Required for logistic duties)	Required <input type="checkbox"/>	Not Required <input type="checkbox"/>				
<b>Outspokenness</b> (e.g. Required for duties involving educating or advocating to public)	Required <input type="checkbox"/>	Not Required <input type="checkbox"/>				
<b>Others:</b> (please specify)						

For requests with less than 3 weeks lead time, please provide justification:-

---



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Note:-

1. All requests have to be submitted at least 3 weeks before the event/date of deployment.  
- For requests with less than 3 weeks lead time, a justification has to be provided.
2. In the event that we are unable to fully match the requirements, we would provide the quantity of volunteers requested.

---

Name & Signature of Requestor

---

Name & Signature of Head of Department

### H.2 Volunteer KPI Automation

#### Volunteer Hours

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
	Month	Individuals	Schools	Community Groups	Religious Groups	Interest Groups	Corporates	Individuals	Schools	Community Groups	Religious Groups	Interest Groups	Corporates	Total No. of Vols	Total No. of Hours	Average No. of Hours
1	Jul-24	257	169	45	4	33	105	1745.94	569.12	145.92	4.97	1269.68	304.49	613	4,040	6.59
2	Aug-24	332	338	77	4	47	216	2919.35	1203.61	386.34	6.42	1332.63	1334	1014	7182.35	7.08
3	Sep-24	392	415	104	7	47	382	4016.7	1408.62	764.38	14.03	1332.63	1225.32	1347	8761.68	6.50
4	Oct-24													0	0	#DIV/0!



## REQUIREMENT SPECIFICATIONS

### Cumulative – 24 Hours Count

	A	B	C	D	E	F	G	H
1	Month	Individuals	Schools	Community Groups	Religious Groups	Interest Groups	Corporates	No. of Volunteers
2	Jul-23	9	0	1	0	15	0	25
3	Aug-23	20	3	1	0	15	0	39
4	Sep-23	30	3	5	0	15	0	53
5	Oct-23							0
6	Nov-23							0
7	Dec-23							0
8	Jan-24							0
9	Feb-24							0
10	Mar-24							0
11	Apr-24							0
12	May-24							0
13	Jun-24							0

### Cumulative – Volunteer Retention

	A	B	C	D	E
1	Month	No. of Volunteers			
2	Jul-24	261			
3	Aug-24	378			
4	Sep-24	430			
5	Oct-24				
6	Nov-24				
7	Dec-24				
8	Jan-25				
9	Feb-25				
10	Mar-25				
11	Apr-25				
12	May-25				
13	Jun-25				
14					
15	Note: Total no. of volunteers engaged in FY2324 - 3261				

### Volunteer Satisfaction

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	<b>Buddy Connect</b>	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25
2	No. of Respondents Reached Out To	0	0	0									
3	No. of Responses	0	0	0									
4	Volunteer Satisfaction Rate	0	0	0									
5													
6	<b>New Volunteers' Orientation</b>	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25
7	No. of Respondents Reached Out To	35	0	30									
8	No. of Responses	35	0	30									
9	Volunteer Satisfaction Rate	34	0	30									
10													
11	<b>Admin Work</b>	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25
12	No. of Respondents Reached Out To	9	4	0									
13	No. of Responses	9	4	0									
14	Volunteer Satisfaction Rate	9	4	0									
15													
16	<b>Medical Items Packing</b>	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25
17	No. of Respondents Reached Out To	94	108	114									
18	No. of Responses	94	108	114									
19	Volunteer Satisfaction Rate	94	108	114									
20													
21	<b>Patient's Day Out</b>	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25
22	No. of Respondents Reached Out To	0	0	0									
23	No. of Responses	0	0	0									
24	Volunteer Satisfaction Rate	0	0	0									
25													
26	<b>Befriending Sessions in DCs</b>	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25
27	No. of Respondents Reached Out To	113	94	80	18								
28	No. of Responses	113	94	80	18								
29	Volunteer Satisfaction Rate	111	92	80	18								

## REQUIREMENT SPECIFICATIONS

### Volunteer Donor

	A	B	C	D
1	Month	No. of Volunteer Donors		
2	Jul-24	37		
3	Aug-24	69		
4	Sep-24	87		
5	Oct-24			
6	Nov-24			
7	Dec-24			
8	Jan-25			
9	Feb-25			
10	Mar-25			
11	Apr-25			
12	May-25			
13	Jun-25			
14				
15	Note: Numbers reflected are cumulative			

### VIA Initiatives

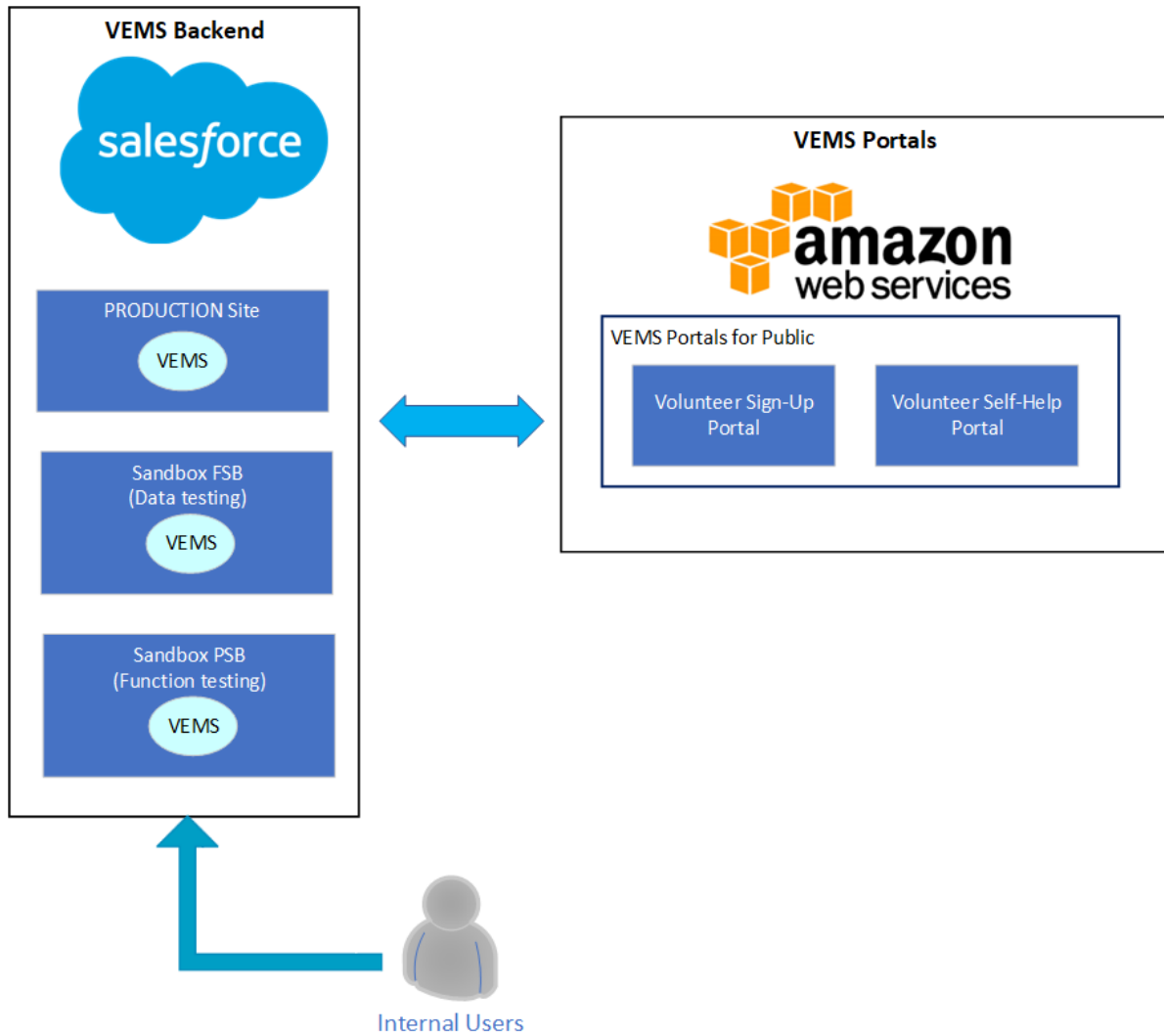
	A	B	C	D	E	F	G	H	I
1	Month	No. of VIA	Relationship Owner						
2			Selena	Xaverie	Tricia	VJ	Ayu	Calvin	Others
3	Jul-24	34	1	20	4	0	5	3	1
4	Aug-24	14	0	2	3	1	1	6	1
5	Sep-24	11	1	2	5	0	1	2	0
6	Oct-24	0							
7	Nov-24	0							
8	Dec-24	0							
9	Jan-25	0							
10	Feb-25	0							
11	Mar-25	0							
12	Apr-25	0							
13	May-25	0							
14	Jun-25	0							
15	Total	59	2	24	12	1	7	11	2

### Volunteer Requests Tracking

	A	B	C	D	E
1	Month	No. of Requests Received	No. of Requests Fulfilled	No. of Vols Requested	No. of Volunteers Recruited
2	Jul-24	24	24	414	297
3	Aug-24	24	23	216	234
4	Sep-24	7	7	64	67
5	Oct-24	2	1	6	15
6	Nov-24				
7	Dec-24				
8	Jan-25				
9	Feb-25				
10	Mar-25				
11	Apr-25				
12	May-25				
13	Jun-25				

## Appendix I – VMS Current Setup

### I.1. Solution Architecture of current VEMS Setup (cloud application)



## REQUIREMENT SPECIFICATIONS

### I.2. Current Storage Usage

SETUP

Storage Usage

Storage Usage

Help for this Page

Your organization's storage usage is listed below.  
To get more data or file storage, use the Your Account app. [Go to App](#)

Storage Type	Limit	Used	Percent Used
Data Storage	20.6 GB	14.6 GB	71%
File Storage	77.1 GB	9.4 GB	12%
Big Object Storage	1,000,000	0	0%

Current Data Storage Usage

Record Type	Record Count	Storage	Percent
Donations	3,711,357	7.1 GB	49%
Contacts	1,704,469	3.3 GB	22%
Accounts	1,466,565	2.8 GB	19%
Recurring Donations	487,026	951.2 MB	6%
Attendances	61,538	120.2 MB	1%
Changelogs	54,201	105.9 MB	1%
Assigned Volunteers	48,322	94.4 MB	1%
Assigned Volunteers (Historical)	56,843	55.5 MB	0%
Clicks	22,422	43.8 MB	0%
Volunteer Requests	14,334	28.0 MB	0%
Portal Password	10,973	21.4 MB	0%
Tasks	9,340	18.2 MB	0%
Trainees	4,187	8.2 MB	0%
Postal Codes	3,229	6.3 MB	0%
Sessions	2,918	5.7 MB	0%
Events	1,413	2.8 MB	0%

SETUP Storage Usage				
Programme/Events	1,077	2.1 MB	0%	
Distribution Codes	799	1.6 MB	0%	
Logs	767	1.5 MB	0%	
Email Messages	347	1.2 MB	0%	
Training Attendances	455	910 KB	0%	
Backup Objects	451	902 KB	0%	
Appeals	355	710 KB	0%	
Interaction Count Reports	186	372 KB	0%	
Analytic Notification Action Configurations	97	194 KB	0%	
Calendars	49	98 KB	0%	
Calendar Models	49	98 KB	0%	
Bank Masters	47	94 KB	0%	
Analytic Notification Actions	34	68 KB	0%	
Analytic Notification Thresholds	34	68 KB	0%	
Dialysis Centres	33	66 KB	0%	
Last Used App	30	60 KB	0%	
Participants	27	54 KB	0%	
Nav Items	26	52 KB	0%	
User Metrics	18	36 KB	0%	
List Emails	17	34 KB	0%	
Analytic Notifications	12	24 KB	0%	
Access	12	24 KB	0%	
Badges	12	24 KB	0%	
List Email Individual Recipients	11	22 KB	0%	
Last Used Setup App	8	16 KB	0%	
List Email Recipient Sources	7	14 KB	0%	
Release Update Step History	6	12 KB	0%	
Release Update Steps	6	12 KB	0%	

Current statistics of VEMS public volunteer users

<u>Year 1</u>	<u>Year 2</u>	<u>Year 3</u>	<u>Year 4</u>	<u>Year 5</u>
20,755	22,830	25,113	27,625	30,387

### I.3. VEMS eMail Communication Channels

Current VMS uses various email communication channels due to some factors cannot be done using Salesforce platform.

As shown the diagram at Appendix E – DMS Current Setup, point E.5.4, it shows VMS uses iFoundries iMailCampaign to do the weekly eDM. Meanwhile, VMS does auto notification emails using Salesforce internal mail object and VM team uses Outlook manually to send other notification emails to Volunteers.

NKF is seeking vendor proposal to consolidate VEMS email communication into one channel for better management and analysis. Please refer to section 4.3.5.23 to 4.3.5.31 for VEMS email communication enhancement.

### I.4. VEMS Modules

#### Event Monitoring

- Event Log File Browser
- Event Monitoring Settings
- Transactions Security Policies

#### Backup and Restore

- Backup Policy Configuration
- Backup Log View
- Data import Restoration
- Data Export

#### Security

- View Audit Trail setup

#### Administration

- Users
- Profiles
- Permission Sets
- Roles

#### VEMS Lightning

- Dashboard
- Reports
- Accounts
- Contacts
- Programme/Events
- Volunteer Requests
- Assigned Volunteers
- Outcomes
- Attendances
- Upload

### I.5. Partial Sandbox - psb - For Dev and UAT

<https://thenationalkidneyfoundation2--psb.sandbox.my.salesforce.com/>

I.6. Full Sandbox - fsb - For Data Migration purpose (no logic deployed)

<https://thenationalkidneyfoundation2--fsb.sandbox.my.salesforce.com/>

I.7. Volunteer Self-help Portal

<https://vms.nkfs.org/auth/login/>

I.8. Volunteer Signup

<https://vms.nkfs.org/signup>