



## **Elim selects dk Business Solutions system to enhance donation management**

**Church group can better manage and consolidate accounts and claims using a single, easy-to-use solution**

Founded in 1915, Elim Pentecostal Church [www.elim.org.uk](http://www.elim.org.uk) has over 500 congregations throughout the UK and ministries in 71 Countries world-wide. A registered charity, the church had an income of nearly £52 million in 2008, of which over £37 million was in the form of voluntary contributions.

As a charitable organisation, the church is focused on efficient donor management and ensuring that its funds are well managed and fully auditable. For that reason, in 2007 Elim sought a single software system that could manage its disparate financial operations – and selected the dk Business Solutions system from UK distributor, dk Software.

dk Business Solutions is a powerful, integrated ERP and CRM system which provides not-for-profit organisations such as Elim with ‘donation to general ledger’ capabilities—in a single, easy-to-use system.

**“One of the key reasons for selecting dk Business Solutions is that it is Internet based. We have been able to set up each church with its own area on the system so that their accounts can be uploaded and viewed online by authorised personnel, and then viewed and consolidated centrally.”**

**Robert Millar, Financial Director, Elim**

### **Consolidation of accounting**

Elim’s Financial Director, Robert Millar, takes up the story: “Local churches in our group are stand-alone centres responsible for managing their own accounts. Some manage funds of £10 - £20K per year, while others manage £3 - £4 million. Needless to say, they all developed different accounting methods, using different software packages and spreadsheets and were providing accounts in paper or electronic form. We also consolidate all accounts centrally at our headquarters in Worcester and it reached a point where we needed to manage all of our financial activities on one platform.”

One of Elim’s largest churches, Kensington Temple, had already been using dk Business Solutions quite successfully for its operations. Added Millar: “We looked carefully at what they had done and we also reviewed a number of other financial





software packages. We concluded that dk Business Solutions offered the best functionality for our group requirements.”

### Transparency of information

One of the big challenges facing any charitable organisation with multiple entities and locations is providing transparency of donation-related financial information. This can even be a problem at local level, as Robert Millar explained: “Each local church treasurer obviously has access to the accounts, but it wasn’t always possible to provide visibility to other local members, or the central financial management team. So reporting became difficult and often time-consuming.”

He added: “One of the key reasons for selecting dk Business Solutions is that it is Internet based. We have been able to set up each church with its own area on the system so that their accounts can be uploaded and viewed online by authorised personnel, and then viewed and consolidated centrally.”

### Donations’ module

dk Business Solutions incorporates a ‘Donations’ module that provides:

- the seamless management of supporter registration
- Gift Aid declarations
- fundraising management
- tax rebate calculation
- production of receipt/thank you letters
- powerful segmentation and
- sophisticated reporting and analysis tools.

For schemes such as Gift Aid, the system has really come into its own as far as Elim is concerned. Gift Aid is an easy way for charities to increase the value of gifts of money from UK taxpayers by claiming back the basic rate tax paid by the donor. For every £1 donated, a charity such as Elim can receive 28 pence, so the total value of the donation is £1.28.

“To maximise the value of Gift Aid, we must keep records of donations received and related declarations and show that our repayment claims are accurate,” explained Robert Millar. “The records must also provide an audit trail linking each donation to an identifiable donor who has given a Gift Aid declaration. With dk Business Solutions, we can manage all of that across the entire group in a single system.”

The system also automates many tedious processes, such as form filling, which also speeds up the ability to make claims faster.

### Flexible system

“The dk Business Solutions system is very flexible system and we have worked closely with dk to match it to our specific requirements,” added Robert Millar. “One of the benefits of the system is that we can choose to switch on any of the functionality we need, when we need it. We can also roll it out to any local churches as and when they are ready. We’re about one-third of the way through the roll out at the moment and it is going very well.”

He added: “Another key benefit is that we can use the system to effectively keep the momentum going in terms of managing supporter donations.”

With Phase 1 of the implementation well underway, Elim is now looking at Phase 2, which will involve further enhancements to the system. “We’re looking at setting up a banking operation, managing deposits and lending churches money for projects such as building work. We believe the dk Business Solutions system will give us a reliable platform to manage that activity very efficiently.”

He concluded: “The people at dk are very friendly and willing to adapt to our needs. They have provided great support when we have needed it, both in the UK and at their development headquarters in Iceland. We look forward to continuing to work with them in the future.”



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