Address Corrections for returned mail

All returned mail is given to TF for MWG to review

TF then gives to RN to make changes in eTapestry. All address changes are shared with RK to verify whether or not Gifts needs to be updated.

If the individual has the “donor” code, do not update the record. Share the information with KP and she will make the changes.

If MWG states “delete”, look up in eTapestry to see if that individual is on any other lists. If they are, follow up with MWG to see if they should stay on that list or delete them from all lists. If they should be deleted from all lists, confirm with MWG that they should be deleted from the database. If MWG states to “find new address”, look up online or follow up with the PO to see if they have a current address.

If the individual has the “donor” code, do not update the record. Share the information with KP and she will make the changes.

If the individual is deceased, look up in eTapestry to see if there’s a spouse. Follow up with MWG to see if that spouse should stay in the database and continue to receive any of the mailings per the mailing lists they are assigned to. If not, or if there isn’t a spouse, the record is deleted.

Mail List Addition

All mail list additions need to be approved by MWG.

Send MWG an email requesting to add the individual to the mail list that the PO has requested he/she be added to. Be sure to include TF and the PO in the “cc” line of the mail. Be sure to ask MWG if he would like the new individual to be included in any other mailing lists. If it’s an individual who is new to an organization and is replacing someone else, (i.e. the CEO), refer to the former CEO’s record to see what mail lists he/she was on and recommend them to MWG. Check with MWG to see what he would like done with the former CEO’s record. Let him know what lists that individual was on and whether or not he/she should stay in the database.