

Managing Contacts



#2

Overview

One of the most critical aspects of **building relationships** is **knowing** about the other person. The more you know about the person—and the more they know about you—the stronger your relationship. The strength of a relationship is a key component for a donor choosing to remain committed to your ministry.

TntMPD is a powerful tool for relationship-building. Let that power work for you.

TntMPD makes it easy to track lots of information about your team—maybe more than you'll ever need! If you are just starting out as a missionary, you can have a "Get to know you sheet" for your new partners.

Organization

Check here if this contact is a church or business.

Address

can be multiple lines, allowing you to put an Attn: line, or other multiple line address.

The **Address** tab is where the primary personal data is stored. You can edit some information by clicking the **Edit Contact** (or by double-clicking inside the name/address box at the top of the screen).

Other data can be edited by clicking inside any yellow box (such as "Telephone"), then clicking the **Edit** button that appears to the right.

Greetings

Since TntMPD is designed to help you build relationships with your ministry partners, it goes the extra mile to offer features that enhance relationship-building.

TntMPD allows three greetings for different places on your mailings. The format *you* use for your greetings may vary depending on where you are from (cultural guidelines), the age of your ministry partner and how familiar your relationship is with them.

In addition to having a multiple-line address, you can also customize the entire Address Block by clicking **Addr Block**. (If you do this, you will need to use the "Mailing Address Block" field for your envelopes.)

Default Greetings

Full Name is what will appear on the top of the contact window.

Mr. and Mrs. George Jetson
Skypad Apartments
2001 Space Dock Wy #1301
Cape Station, FL 33701
Home: (321) 277-3020

Customized Greetings

Six ways to add new contacts to your database

Each of these methods has pros and cons. For more information, see the *Adding New Contacts* section in Chapter 3 of Exploding TntMPD. Also see the *Import Contacts Reference Guide*.

Method	Best reason to use this method
Contact New Contact	Adding an individual contact.
Contact Add Referrals	You have just received several new names from an existing contact, and have very limited information about these new contacts.
File Import Import Contacts from Text	To import an existing database you have saved as a text file. Best for first-time users who have been managing their contacts in another software.
File Import Import Contacts from Outlook	To import an existing contact list from Outlook. You may find it easier to export from Outlook to text first.
Click "New Contact" on the Address Tab, or "New (+)" on an existing contact's box	If you are manually entering a set of contacts from paper.
Automatic Download from your organization's donor files. (File Import Address... Web or Tools Address... Web)	If your organization supports this method, this is a fast way to populate your database with those who have given financially. <i>Note that the information your organization has on your ministry partners may not exactly match your list.</i>

Speed & Speedette Racer
Reaching the Cartoon Community
7575 Warner Blvd
Hollywood CA 92070

The Jetsons
2001 Spacedock Way #1301
Cape Station FL 33701

Cartoons for Christ

Dear Uncle George and Aunt Jane,

Last month I had a visit with Roger Rabbit, and though he's famous, he still struggles with the same issues we do: searching for real meaning in

Other Personal Information

Personal Tab

Family Side and **Family Level** can help track relatives from your side or your spouse's side of the family (if you are married).

One box for all information about children.

You can select from all churches in your database by clicking the down-arrow. This field can be helpful for doing future **Lookups**.

Year field can be two digits (47) or four digits (1947). It is better to put four digits, especially if you synchronize your TntMPD database with Outlook.

If this contact is a close friend, it is likely you will use their nickname in the personal **Greeting**.

Notes Tab

- ▲ The **Notes** tab is a simple text field. The top-most section of the Notes will always appear above the tabs, so put the very most important information at the top.
- ▲ It may be helpful to date each note/entry so you can recall when you wrote it.
- ▲ It may be more advantageous to keep notes in the *Description* field of history events instead of the Notes tab.
- ▲ Keep the note under 4,000 characters if you synchronize with Outlook and your PalmPilot. Otherwise you will receive an error each time you synchronize.

Photos Tab

- ▲ On the **Photos** tab, add a photo by putting your cursor in the unnamed box and right-clicking.
- ▲ You can see all the photos in your database by selecting **Tools | All Pictures**, but you cannot manipulate the pictures from that box.
- ▲ You can have multiple photos for an individual contact.
- ▲ Photo files should not be over 25k.

When you add a photo here, it appears on the name bar also.

User Tab

These fields allow you to customize your database for maximum effectiveness. There are no guidelines or requirements for these fields, but here are **examples** of how they *could* be used:

- ▲ **User 1** could be used for "I" or "We" to create custom response pieces ("I'd like to give..." or "We'd like to give...").
- ▲ **User 2** could be the time zone of the contact, to assist in calling at appropriate times.
- ▲ **User 3** could be used to indicate this contact receives email updates (in addition to or instead of a printed newsletter)
- ▲ **Categories** are Outlook fields. When this database is synchronized with Outlook, this contact will be placed in the Outlook Category as specified here.

- ▲ **User Status** is similar to the above but offers a drop-down list of all User Status entries in your database. This field can be useful as a temporary field for doing a callback strategy.

You can change these for a group of contacts by using Lookups (such as **By List** where you pick all the single or married partners), then doing a **Group | Field Change** to change the field for everyone.