

AKOYAGO MARCH 2026 PRODUCT UPDATE – WEBINAR AI SUMMARY

GENERAL REMINDERS & RESOURCES

- Release notes, updated documentation, and session recording will be posted on GOsupport within 24 hours after the webinar. Some knowledge articles will be published only on release day to ensure accuracy.
- Monitor the GOsupport announcements section for hot fixes and known issues. Bug fixes are not covered in the webinar but are detailed in the release notes.

AKOYAGO ENHANCEMENTS (NON-ACCOUNTING)

DEPRECATION OF BUSINESS PROCESS FLOWS (BPF)

- The Payment or Requirement BPF is being deprecated for non-accounting users. Users can preserve the flow by creating a copy before the update. A knowledge article will guide this process.
- **Reason & Benefit:** The quick create form is now best practice—fewer clicks, improved validation, and better workflow. Quick create forms enforce business rules and allow users to stay on the current record, improving efficiency and data integrity.
- **Step-by-Step:** To preserve the deprecated flow, create a copy before the update using the forthcoming knowledge article. If already customized, make a fully custom copy. If a copy exists, no action is needed.

CLICKABLE LINKS IN EMAIL TEMPLATES

- Email templates now support clickable links, including dynamic value hyperlinks. Users must update their templates to use the new hyperlink format. A knowledge article will provide instructions.
- **Reason & Benefit:** Resolves issues with unclickable links, especially for dynamic URLs (e.g., GOapply settings, invitation URLs). Enhances communication and user experience.
- **Step-by-Step:** Update email templates to the new hyperlink format as outlined in the knowledge article.

GOAPPLY ENHANCEMENTS

NEW SYSTEM VIEWS

- Added views for "GOapply Users Pending Approval" and "GOapply Users Pending Email Verification." These help administrators track users needing action and follow up as needed.
- **Reason & Benefit:** Streamlines user management and ensures applicants complete necessary steps before starting applications.

CUSTOMIZABLE SHOW UNCOMPLETED MESSAGE

- The "show uncompleted message" feature is now available in Simple Form Builder, previously only in Advanced Form Builder.
- **Reason & Benefit:** Moves toward making Simple Form Builder the default form builder, improving usability and consistency.

ANONYMOUS REVIEW GROUP ENHANCEMENT

- Primary contact column is now hidden in reviewer UI for anonymous review groups, ensuring true anonymity.
- **Reason & Benefit:** Strengthens privacy and integrity of anonymous reviews.

THIRD PARTY RESPONSE RETRY TOOL

- Allows administrators to retry/resubmit third party responses after submission failures via the Diagnostics tool.
- **Reason & Benefit:** Reduces manual intervention and ensures responses are properly processed.
- **Step-by-Step:** Use the Diagnostics tool on the relevant status tracking record and click "resubmit responses" to retry failed submissions.

AKOYAGO WITH ACCOUNTING ENHANCEMENTS

DEPRECATION OF BUSINESS PROCESS FLOWS (BPF)

- The Payment or Requirement and Gift Payment BPFs are deprecated. Interfund grants will continue using BPFs until the April update.
- "Send to Accounting" workflows are also deprecated; users should use the "Send to Accounting" button, which offers better validation and bulk action capability.
- **Reason & Benefit:** Quick create forms and buttons provide improved validation, efficiency, and are best practice.
- **Step-by-Step:** Use Quick Create forms for initiating records and "Send to Accounting" buttons for processing payments.

INTERFUND GRANT QUICK CREATE FORM

- New quick create form for Interfund grants, accessible from the menu or from an existing fund. Full form remains available until April update.
- **Reason & Benefit:** Prepares for future enhancements and aligns with best practice for efficiency.

NET ASSET CLOSE BY FUNCTION

- Net asset close process now supports closing by fund, department, and function. Toggle available on the net asset close screen.
- **Reason & Benefit:** Provides more granular financial reporting and flexibility.

PLEDGE PROCESSING OVERHAUL

REVAMPED PLEDGE WORKFLOW

- Users can now accrue the full pledge balance with a single payment record, no longer needing to pre-create all installments. The process is backwards compatible.
- **Step-by-Step:**
 1. Create a pledge using the quick create form, specifying donor, amount, fund(s), and scheduling details.
 2. System automatically creates pledge records and schedules payments.
 3. Send pledge accruals to accounting.
 4. Scheduled pledge payments are created; users must update payment type (e.g., check, credit card) before sending to accounting.
 5. If payment amount differs from scheduled, recalculate the pledge payment schedule using the "calculate pledge payment schedule" button.
 6. Apply Go Donate or other payments to existing pledges using the "Apply to pledge" action before sending to accounting.
 7. Write off or adjust pledges as needed using the new write-off option.
- **Reason & Benefit:** Simplifies pledge management, automates scheduling, allows flexible payment application, and improves reporting. Users no longer need to manually adjust posted pledge receivable payments.
- **Additional Enhancements:**
 - Fees can now be assessed on payments received against pledges.
 - New views and reports for pledges, scheduled payments, and outstanding balances.
 - Deprecated fields on forms; reference knowledge articles for updated guidance.

GODONATE ENHANCEMENTS

GODONATE TROUBLESHOOTING TOOL

- New icon allows users to restart gift and payment creation for GOfundRazr transactions stuck in "paid" status, avoiding manual donor removal/re-addition.
- **Reason & Benefit:** Streamlines troubleshooting and reduces errors.

OTHER NOTES & NEXT STEPS

- Release notes and knowledge articles will be posted soon; users are encouraged to read them for full details and bug fixes.
- Clear browser cache after the update to ensure new features are available.
- April release is scheduled for the end of April, with further enhancements planned.

WHERE TO FIND MORE HELP

- Community forum (Discourse) for product suggestions and feedback documentation.
- Announcements and updates will be posted in GOfundRazr support when bugs are hot fixed.