Record Keeping
Frequently Asked Questions

Please click below to go to the area that covers your question.

Note: Financial and tax laws differ from place to place in the world. Some financial questions and answers may not apply to all areas. Wards and branches should contact the stake or district clerk if they have questions. The stake or district clerk should work with the administration office to resolve questions.

Main Menu

Membership Questions

Please click below to go to the area that covers your question.

Membership Record Updates (1 question)

Question:
How do I record that a member of my ward was born in the covenant?

Answer:
"Born in the Covenant" means that the person's parents were sealed to one another in the temple before the person was born. Children born after the mother's sealing to the

husband is canceled or after one of the parents is excommunicated are not born in the covenant.

To record a member as being born in the covenant, do the following:
1. Log in to MLS.
2. On the Membership Records menu, click **Individual Record**.
3. On the list that appears, select the member's name and click **OK**.
4. On the left side of the screen, click **Temple and Mission**.
5. In the Other Ordinances section, click **Edit**.
6. Click **Born in Covenant**.
7. Click **Save**.

This change will be transmitted to the administration office the next time you use Send/Receive Changes.

Confidential Information (1 question)

Question:
How can I see if a member of the ward has been disfellowshipped or has an annotation on his or her record?

Answer:
The screens where you view individual membership information do not show these confidential actions. To see if a member is disfellowshipped or has an annotation on his or her record, you must either print the record or preview it. Only an MLS user with full administrator rights can do this. Do the following:
1. Log in to MLS.
2. On the Membership Records menu, click **Individual Record**.
3. On the list that appears, choose the name of the member and click **OK**.
4. At the bottom of the screen, click **Print** or **Preview**.
5. A message to contact the administration office will display on the bottom of the record if there are any confidential issues involved.

Home and Visiting Teaching (3 questions)

Question:
How do you get other members of the household (other than head of household) to appear on home teaching and visiting teaching lists, such as Households Being Taught?

Answer:
It is possible to have two heads of household at one residence. For example, if a married son or daughter is living with his or her parents, there are two heads of household. Also, any single member who is over the age of 18 can be designated as his or her own head of

household. This can be done on the View and Update—Individual Record screen. As a general guideline, you should do whatever best serves the interests of the family. You can modify the membership data to work as needed.

To separate a household record into two households:

1. Log in to MLS.
2. On the Membership Records menu, click **More**.
3. On the View and Update menu, click **Household Record**.
4. Select the household record and click **OK**.
5. Click **Remove** on the line of the individual you wish to separate.
6. Select "Make a new household, and assign the member as head," and click **OK**.

Question:
Can I enter home and visiting teaching statistics for the month that MLS was installed in our ward?

Answer:
No. You can begin entering contacts the month after MLS is installed.
Caution: Never move your computer's clock to a future date to simulate a new month. You could damage your database.

Question:
How do I record home teaching visits for previous months?

Answer:
To record home teaching visits for previous months, do the following:

1. Log in to MLS.
2. On the Organizations menu, click **Home and Visiting Teaching**.
3. On the HT Reporting menu, click **Enter HT Visits**.
4. In the Show for Organization field, click the **down arrow** and choose the organization you want to enter home teaching visits for.
5. In the Show for District field, click the **down arrow** and choose a district leader.
6. In the View By field, click the down arrow and select **Companionship**.
7. Under the Visits column, click the line showing a percentage.
8. In the window that appears, click the check box next to each month the family was home taught so that a checkmark appears.
9. Click **Save**.
10. When finished with all companionships, click **Close**.

Custom Positions (1 question)

Question:
After creating a calling in the Customs Positions screen, how do you edit it (for example, to correct a spelling error or to change the name of the calling)?

Answer:
There is no feature that will allow you to edit the name of a calling once it has been created. You must delete the calling from the organization's screen and then create it again with corrections. For example, if you created a calling under Relief Society titled "Activities Directer," you will need to first remove the incorrectly spelled calling name by going to the Custom Positions screen in Relief Society and clicking **Remove**. Then you can create a new, correctly spelled calling titled "Activities Director." If a member has been assigned to the calling you are correcting, you will have to reassign him or her to this calling.

Membership Download Problems (1 question)

Question:
Our new ward downloaded their member records to MLS last week and all the men were displayed as "Not Ordained." Is this a problem with the download, or is the clerk supposed to change these?

Answer:
This is a problem with the download. Whenever something odd like this occurs, you can go to the File drop-down menu and click **Request Unit Refresh Data**. This option will refresh your unit's data with master data from Church headquarters. This data will override any existing data, so make sure you really want new data before proceeding.

After you request unit refresh data, go to the File drop-down menu and click **Send/Receive Changes**. This will send your request. To receive the update, wait a few hours and then click **Send/Receive Changes** again.

Personal Digital Assistant (PDA) (1 question)

Question:
Is there a way to copy customized reports or quarterly reports to a PDA (personal digital assistant)?

Answer:
Click the File drop-down menu and click **Export**. This will give you an option to export data in PDA format. However, this will export only the membership data of a ward or stake. If you would like to export data from customized reports or any other report, do not

use the Export feature. Instead, while viewing the report (such as the Quarterly Report) on your screen, click the report window and, while holding down the mouse button, press CTRL-SHIFT-C. This will copy the table of data to the clipboard. In a word processor or spreadsheet program, press CTRL-V to paste it. Then save the data in the format you want. You can then download the data to your PDA using the Active Sync or Hot Sync programs.

Caution: These reports are *confidential*. Please ensure that no unauthorized person receives or views this data. Make sure the data is deleted from the PDA as soon as it is out of date or not used any longer. PDAs with this information should be password protected.

Full Name vs. Preferred Name (3 questions)

Question:
How do I change a person's legal name in MLS?

Answer:
After the bishop has been shown official documentation indicating the legal name change, do the following:

1. Log in to MLS.
2. On the Membership Records menu, click **Individual Record**.
3. Click on the member's name, and then click **OK**.
4. In the Individual screen, click **Edit**.
5. Change the full name to the new legal name.
6. Click **Save**. A screen with several options will appear.
7. Select **Verified Legal Name Change** and click **OK**. This will be sent to the administration office during your next transmission.

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Question:
When printing certificates, we always use the preferred name instead of the full name. Does the certificate need the full name of the individual as stated on Church records, or is the preferred name acceptable?

Answer:
The full given name should be used.

Question:
What name should be recorded on the membership record?

Answer:
The name of a member recorded on the membership record should be the full legal name of the member. Last names are recorded in the Surname(s) field, and first and middle names are recorded in the Given Name(s) field.

The first or middle names or initials should never be entered in the Suffix field of MLS. The Suffix field should be used only to record Jr., Sr., II, III, IV, V, and so on.

If a member is known by or goes by a name different than the legal name, it can be recorded in the Preferred Name field in MLS.

Nonmember Records (3 questions)

Question:
How do I add a nonmember spouse to MLS? Is it all right to make a nonmember spouse the head of household? If so, how do I do this in MLS?

Answer:
If the marriage has not yet been recorded, see the questions under “Marriages” in this document. If the marriage has been recorded, please do the following:
1. Log in to MLS.
2. On the Membership Records menu, click **Individual Record**.
3. Choose the member who has a nonmember spouse from the list. Click **OK**.
4. On the Individual Record screen, click **Current Spouse**.
5. In the upper right corner, click **Add Spouse to Household**. If the nonmember spouse was a male, he should now appear as the head of household.

Question:
Is it permissible to record birth dates for nonmembers?

Answer:
No. This is prohibited by law in many countries.

Question:
A member of my ward reviewed her individual ordinance summary (IOS) and noticed that her parents, who are nonmembers, now have record numbers. Does this mean they have membership records or that perhaps they have been baptized?

Answer:
No. Family members are often given a record number to establish a family relationship. These records are called "linked records." Linked records allow the name of a nonmember or deceased individual to appear on the member's record.

Duplicate Records (1 question)

Question:
How do you delete a duplicate member record in MLS?

Answer:
Do the following:
1. Log in to MLS.
2. On the Membership Records menu, click **More**.
3. On the View and Update menu, click **More**.
4. On the Other Record Changes menu, click **Cancel Record**.
5. Select the member record to cancel from the list that appears. Make sure it is the record you want to cancel.
6. On the Cancel Member Record screen under Reason for Cancelation, select **Duplicate Record**. Then follow the instructions in the online help.

Move Out Records (6 questions)

Question:
A family just moved from our ward. What should we do with the membership records?

Answer:
Use MLS to electronically move the family's membership records from the ward.
1. Log in to MLS.
2. On the Membership Records menu, click **Move Records Out**.
3. In the window that appears, click **Move Household Record**, and then click **OK**.
4. On the list that appears, choose the family you want to move, and then click **OK**.
5. Using the online help, move the family's records.

Question:
A member moved from my ward but did not give us his new address. We eventually moved his record without this information. I now have his new address. How can I submit this information to the ward where he now lives or to the administration office?

Answer:
If you know what ward the member has moved to, contact the bishop of that ward. For many units, you can use the new address to identify the ward by going to the Find a

Meetinghouse tool found on the Church's Web site (LDS.org). If you can't identify the new ward, send the information to the administration office using an MLS message.

Question:
A member moved from my ward without leaving his new address. How long should I keep the record and what should I do to find a new address for him?

Answer:
Before moving the record without an address, consider the following suggestions to locate the new address:

1. Contact the family presently living at the member's last known address.
2. Contact neighbors and ward members who know the member.
3. Call the member's last known phone number.
4. Contact known relatives in the area.

You should not hold a membership record for more than a month after the member has moved, unless the bishop has placed a move restriction on the record for an ecclesiastical purpose. However, you should verify a member has moved before moving the record. Each ward or branch should have a membership record for each member living within its boundaries.

Question:
How can I mark a membership record so the member's new bishop will contact my bishop?

Answer:
When moving a membership record in MLS, on the Unit Information tab, be sure to change the Contact prior bishop field to **Yes**.

Question:
What do I do with the membership record for a member who is entering military basic training?

Answer:
The membership record should be kept in your unit until the member completes basic training and is assigned to a long-term duty station.

Question:
How do we move records from our unit when we don't know the member's new address?

Answer:
In the Membership Records menu, click **Move Records Out**. Select whether the move is for an individual or family. Select the family or individual from the list, and click **OK**. Leave the unit information blank. In the Address tab, select **No** to answer the question "Is the destination address known?" Add any contact information that could help to locate the member, if any is available. Click **Close**, **Save**, and then be sure to transmit the changes.

Request Records (1 question)

Question:
A new family just moved into the ward. What should I do?

Answer:
You should request the membership records of the family to be transferred to the ward. Do the following:

1. Get the address, telephone number, full name, and birth date of the head of house. If possible, get the membership record number.
2. Log in to MLS.
3. On the Membership Records menu, click **Request Records**.
4. In the window that appears, choose **Request Household Record** and click **OK**.
5. Using the online help and the information you got from the head of house, request the family's records.

Priesthood Ordinations and Other Ordinances (8 questions)

Question:
If a member's record shows a Melchizedek Priesthood ordination that occurred years ago and includes the date of the ordination but not the name of the officiator, should the name be recorded? What information should be used to record it?

Answer:
Yes, this information should be recorded, if available. If possible, use the copy of the member's Melchizedek Priesthood Ordination certificate.

Question:
Who is responsible to attend ordinances and ensure they are recorded?

Answer:
On March 25, 2003, a notice from the Presiding Bishopric was sent regarding the importance of ensuring that ordinances are recorded promptly on the membership record. The notice stated: "When saving ordinances or priesthood ordinations are performed, the appropriate Church representative should attend and ensure that the ordinance or ordination is recorded. In the case of civil marriage or other civil events, the ward clerk is responsible to obtain the necessary information to record these significant events if he or the bishop is not in attendance."

In addition, instruction was given about who should attend the ordinance and ensure it is recorded. This is outlined below:

1. Baptism of convert: Missionary
2. Confirmation of convert: Ward clerk (provides a copy of the Baptism and Confirmation Record to the missionary, who ensures both ordinances are recorded)
3. Blessing of an infant: Ward clerk or assistant
4. Baptism and confirmation of members of record: Ward clerk or assistant
5. Aaronic Priesthood ordination: Ward clerk or assistant
6. Melchizedek Priesthood ordination: Stake clerk or a designee (ensures the ward clerk records the ordination on the membership record)

Please ensure that the appropriate individual attends each ordinance or ordination so it can be recorded in a timely manner.

Question:
When should an ordinance be officially recorded on a membership record?

Answer:
An ordinance is not officially recorded until it has been entered in MLS, transmitted, and recorded on the official membership record kept at the administration office. The unit then receives verification on the Membership Action Report that it has been recorded.

Question:
How do we record a priesthood ordination for a new convert when we haven't received the membership record yet?

Answer:
The mission office is responsible to create membership records for converts. If you haven't received the membership record when a priesthood ordination has taken place, staple the ordination record to the baptism and confirmation record. Be sure to record the ordination in MLS and transmit it when the membership record arrives.

Question:
How do we know when a young man should be ordained to an office in the Aaronic Priesthood, and what should we do to record the ordination?

Answer:
To find when a young man should be ordained to an office in the Aaronic Priesthood, print a copy of the Bishopric Action and Interview List:
1. Log in to MLS.
2. On the Reports/Forms menu, click **Action and Interview List**.

The list will identify overdue priesthood ordinations and the interviews (by month) that the bishop and his counselors should do.

With permission from the parents, the bishop personally interviews young men to be ordained to these priesthood offices to determine if they are worthy. He will also ask the clerk to print an Aaronic Priesthood Ordination Record for each young man. The clerk should do the following:
1. Log in to MLS.
2. On the Membership Records menu, click **Record Ordinances**.
3. On the Forms/Certificates menu, click **Print Form**.
4. Click **Aaronic Priesthood Ordination Record**, and then click **OK**.
5. Complete the fields on the screen as fully as possible, and then click **Print**.

Once the ordination has been done, the bishop will sign and date the Aaronic Priesthood Ordination Record and return it to the clerk. The clerk should then do the following:
1. Log in to MLS.
2. On the Membership Records menu, click **Record Ordinances**.
3. On the Priesthood Ordination menu, click **Record Priesthood Ordination**.
4. Click on the name of the member who received the ordinance, and then click **OK**.
5. In the window that appears, use the information on the Aaronic Priesthood Ordination Record to complete all fields, and then click **Save**.
6. Click **Close**.
7. When prompted to print the ordination certificate, click **Yes**.
8. In the window that appears, make sure the information is correct, and then click **Print**.

Question:
How do we start the paperwork to ordain someone an elder or a high priest? What do we do after the person is ordained?

Answer:
The bishop must get the permission of the stake president before starting the process to ordain a man to an office in the Melchizedek Priesthood. Once he has this permission, do the following:

1. The clerk prints a Melchizedek Priesthood Ordination Record from MLS as follows:
   a. On the Reports/Forms menu, click **More**.
   b. On the Forms/Certificates menu, click **Print Form**.
   c. In the window that appears, click **Melchizedek Priesthood Ordination Record**. Click **OK**.
   d. Complete all fields on the screen (except those concerning the person performing the ordination) and click **Print**.

2. The bishop interviews the candidate using the questions at the bottom of the Melchizedek Priesthood Ordination Record and signs the form. He then takes the form to the stake president.

3. After the stake has finished sustaining and ordaining the candidate to one of the offices in the Melchizedek Priesthood, they return a copy of the completed Melchizedek Priesthood Ordination Record to the ward.

4. The clerk should use the information on the completed Melchizedek Priesthood Ordination Record to record the ordination in MLS as follows:
   a. On the Membership Records menu, click **Individual Record**.
   b. In the window that appears, click the member's name and then click **OK**.
   c. On the left side of the screen, click **Ordinances**.
   d. On the screen that appears, click **Add Ordination**.
   e. In the window that appears, complete all fields and click **Save**.

Question:
Who is responsible to print and distribute the Melchizedek Priesthood Ordination certificate?

Answer:
After a Melchizedek Priesthood ordination, the stake president ensures that the Melchizedek Priesthood Certificate is printed from MLS and signed.

The stake clerk normally handles the printing of the certificate, but he can assign this task to the ward clerk.

Question:
How do we print a priesthood ordination certificate in MLS?

Answer:
To print a certificate, you must have a completed Aaronic Priesthood Ordination Record or a completed Melchizedek Priesthood Ordination Record. Do the following:

1. On the Membership Records menu, click **More**.
2. On the Record Ordinances menu, click **More**.
3. On the Forms/Certificates menu, click **Print Certificate**.
4. In the window that appears, click the correct ordination certificate, such as High Priest Ordination Certificate. Click **OK**.
5. On the screen that appears, use the information on the priesthood ordination record form to complete all the fields. Click **Print**.

Baptisms (2 questions)

Question:
Who creates membership records for converts?

Answer:
Missions are responsible for creating membership records for converts. After the bishop signs the Baptism and Confirmation Record authorizing confirmation, the date of the confirmation is recorded on the form. The ward keeps a copy of the completed form and the white copy is given to the full-time missionaries, who send it to the mission office. The mission office then creates the membership record and an official copy is transmitted to the ward via MLS.

If 45 days after the baptism you still have not received the member's record from the administration office, contact the mission office and ask for the convert data entry secretary. Ask the secretary to verify that the baptism and confirmation have been recorded.

Question:
A child in our ward has turned eight years old and is going to be baptized. What should I as a clerk do?

Answer:
First, print a Baptism and Confirmation Record for the bishop. You can print this form in MLS.
1. Log in to MLS.
2. On the Reports/Forms menu, click **More**.
3. On the Forms/Certificates menu, click **Print Form**.
4. In the window that appears, click **Baptism and Confirmation Record**. Click **OK**.
5. Under "Type of Baptism" select "Child of Record" and complete what information you can on the screen.
6. Click **Print**.

After the baptism and confirmation are performed, the bishop will return the Baptism and Confirmation Record to you so that you may record the information in MLS. In most cases the child will already have a record that was created soon after he or she was born. All you need to do is add the baptism and confirmation information to the existing record. However, the child may never have had a record created even though at least one of the parents is a member. In that case, you will have to create an entire record. Do the following:

1. Log in to MLS.
2. On the Membership Records menu, click **More**.
3. On the Record Ordinances menu, click **More**.
4. If the child already has a record, click **Child with Record Baptism** and complete the information on the screen using the Baptism and Confirmation Record.
   OR
5. If the child has no record, click **Child without Record Baptism** and follow the online help to create a record for the child that will include the baptism and confirmation information.

After you update or create the child's record, you should print a Baptism and Confirmation Certificate. Do the following:

1. Log in to MLS.
2. On the Membership Records menu, click **More**.
3. On the Record Ordinances menu, click **More**.
4. On the Forms/Certificates menu, click **Print Certificate**.
5. Choose **Baptism and Confirmation Certificate** from the list that appears and complete all information on the screen.
6. Click **Print**.

After the bishop signs the certificate, give it to the parents of the child.

Child Blessing/Baby Blessing (3 questions)

Question:
A couple in our ward wants to bless their child on Sunday. What should I do?

Answer:
Print a Child Blessing Record and give it to the parents. Have them bring it to the blessing with as much information as possible filled out on it. To print the Child Blessing Record:

1. Log in to MLS.
2. On the Reports/Forms menu, click **More**.
3. On the Forms/Certificates menu, select **Print Form**.
4. On the list that appears choose **Child Blessing Record**, click **OK**, and complete as much information as possible on the screen.
5. Click **Print**.

After the blessing, use the Child Blessing Record to create a record for the child. Do the following:

1. Log in to MLS.
2. On the Membership Records menu, click **More**.
3. On the Record Ordinances menu, click **Record Child Blessing**.
4. Using the Child Blessing Record, create the record for the child.
5. After completing and saving the form, MLS prompts you to print the blessing certificate.

If you need to print a replacement Child Blessing Certificate, do the following:

1. On the Reports/Forms menu, click **More**.
2. On the Forms/Certificates menu, click **Print Certificate**.
3. On the list that appears, choose **Child Blessing Certificate** and complete the information on the screen.
4. Click **Print**.

After the bishop signs the certificate, give it to the parents of the child.

Question:
A child who does not live in our ward was blessed in our ward. How do I create the record?

Answer:
There are two ways.

A. Use the same steps as when creating a record for a child in your ward (see previous question) except that when completing the unit name and number, use the unit name and number of the child's home ward. The record will be created and sent to the child's home ward.

OR

B. Use the same steps as when creating a record for a child in your ward (see previous question) but list the child as head of house. Once you receive the created record back from the administration office in MLS, move the record to the child's home ward.

Question:
We have an out-of-unit member serving in our ward who has recently had a new child. Should the family bless the child in our ward or in the home ward?

Answer:
The child can be blessed in either place. If the child is blessed in your ward, you are responsible for creating the child's record. See the previous question for instructions.

Officers Sustained Forms (1 question)

Question:
Can I print the Officers Sustained form from MLS?

Answer:
Yes. Do the following:
1. Log in to MLS.
2. On the Reports/Forms menu, click **More**.
3. On the Forms/Certificates menu, click **Print Form**.
4. Scroll through the list of forms to select the appropriate Officers Sustained form.
5. Click **OK**.
6. Complete any part of the form not already completed, and then click **Print**.
7. You may also save the form by clicking **Save.**

Most information on the form is automatically entered from the information recorded in the Organizations section of MLS. However, you may need to enter some information on the screen that appears before printing the form.

Temple Ordinances (1 question)

Question:
How long does it take for temple ordinances to be recorded in MLS?

Answer:
Temples report all living ordinances to the Church membership system. The membership record is automatically updated in MLS during a routine transmission. These ordinances are usually sent to the unit within 45 days after the ordinance is recorded at the temple.

Membership Validation Report Errors (1 question)

Question:
I have a number of errors on the Membership Validation Report. What should I do to fix these?

Answer:
The Membership Validation Report lists errors and warnings concerning inconsistencies found on membership records assigned to your ward. Correct these errors and warnings as soon as possible. If a membership record has an error (not a warning), you can make no other changes to that membership record until you fix the error.

To clear the error from the Membership Validation Report, do the following:

1. Log in to MLS.
2. On the Membership Records menu, click **More**.
3. On the View and Update menu, click **Membership Validation Report**.
4. In the Membership Record column, click the name of the person whose record has an error or warning.
5. Correct the error or warning information on the membership record screen that appears. You may refer to the *Church Handbook of Instructions*, *Book 1,* "Procedure When an Ordinance Is Not Valid" (p. 31) for policy information.
6. When you are finished making corrections, click **Close**.

If there is no way to fix the error or respond to the warning, you may click **Ignore** at the end of the line. However, before you resort to this action, make sure you have made all possible attempts to correct the problem.

Recording the Death of a Member (1 question)

Question:
We recently had a member of our ward pass away. How do we record the death?

Answer:
Do the following:
1. Log in to MLS.
2. On the Membership Records menu, click **More**.
3. On the View and Update Records menu, click **More**.
4. On the Other Record Changes menu, click **Death of Member**.
5. On the list that appears, click the name of the deceased member and click **OK**. The correct name should be on the screen that appears.
6. In the Death Date field, enter the date the member died. Use the format shown on the screen.
7. Click **Close**.
8. Click **Save**.

Classes (1 question)

Question:
Because our ward has very few youth, we need to combine our youth Sunday School classes as well as our Primary classes. How do we do this in MLS?

Answer:
You will need to create a new class with the correct parameters (class name, ages, sexes, and so on). Do the following:
1. Log in to MLS.
2. On the Organizations menu, click **More**.

3. On the Bishopric/Other Callings menu, click **Sunday School** (or **Primary** if it is a Primary class).
4. Scroll down the screen to the Classes section. Click **Add Class**.
5. Complete the fields on this screen (including the name of the combined class) and click **Next**.
6. On the list that appears, click the **check box** by the name of each member you want in the class and click **Next**.
7. In the box where the question appears concerning removing the members from other Sunday School (or Primary) classes, click **Yes to All**.
8. Click **Close**, and then click **Save**.

After you have created this new class, click **Remove** on the line of each class you no longer need.

Nonresident and Out-of-Unit Members (2 questions)

Question:
I am a stake Web site administrator and have noticed a selection called "Nonresident members." What is a nonresident member? Why would I need to add one? How would I add one?

Answer:
A nonresident member is a person who is serving in or attending either your stake or a ward in your stake, but whose membership record remains in his or her home ward. When you create a nonresident member record, you give the member access to your stake's Web site. From there he or she can also go to Web sites for each of the wards in your stake. This member also retains access rights to his or her home ward's Web site.

To add a nonresident member, do the following:
1. Obtain permission from the stake president.
2. Go to your stake Web site and click **Administrator Options**.
3. Click **Nonresident Members**.
4. Enter the member's record number and confirmation date. Click **Find**.
5. Follow instructions on the screen.

Question:
We noticed on the Membership Records menu under Create Records that there is an option called "Out of unit member record." What are these and what are they for? How do we create one?

Answer:
An out-of-unit member is a member who is serving in your ward but does not live within your ward boundaries. The permanent membership record is kept in his or her home ward

while serving in your ward. Examples of out-of-unit members are the bishop of a student ward or a missionary serving as president of a small branch.

To create an out-of-unit member record, the clerk should do the following:
1. Log in to MLS.
2. On the Membership Records menu, click **More**.
3. On the Create Records menu, click **Out of unit member record**.
4. Create this record as you would any other.

Verifying Membership (1 question)

Question:
We want to verify that an individual is a member of the Church. How can we do this?

Answer:
If a ward has an individual living within the ward whom they want to verify membership for, the ward should request a record for the individual. If no record arrives, then the person is probably not a member of the Church.

Misspelled or incorrect information that doesn't match the official membership record could result in the membership record not being found. If you have questions, you should send a separate request through an MLS membership message to the administration office. You should include as much information about the person as possible so the office can search for the record manually.

Locating the Bishop of a Former Member (1 question)

Question:
Our bishop needs to contact the current bishop of a former member of our ward but does not know what ward the member now lives in. How can he find out?

Answer:
To locate the bishop of a member, you must know either the name of the ward the member now lives in or the member's address. If your bishop has the member's address, he can enter the ward name in the Find a Meetinghouse page on www.lds.org. He can then use the Church Directory of Organizations and Leaders to find the bishop's name, address, and telephone number.

Administrative Record Numbers (1 question)

Question:
What is the difference between a membership record number and an administrative record number?

Answer:
A membership record is created for a member of the Church or a child of record. A child of record is an individual who has not been baptized and has at least one member parent. Both parents must give permission to have a record created.

An administrative record can be of two types:

- A linked record is created for a person who is not a member of the Church but has a family member who is. The linked record number appears on the Church member's record next to the name of a spouse or child who is not a member. The record number for a linked record looks identical to a membership record number.
- A temporary record is one created in MLS. This usually happens when a member donates to the Church, but his or her membership record is not yet in the ward. The record number is the unit number followed by a four-digit number created by MLS.

The use of the letter "A" in a membership record number does not make it an administrative number. The "A" is merely a placeholder with no other meaning or function.

Marriages (2 questions)

Question:
How do I update marriage information when the Membership Validation Report link won't let me?

Answer:
You probably need to make a change or provide missing information about the member's current spouse. Clicking the Membership Validation Report link for an error such as a missing spouse name will take you to the Individual Record screen for the member who has incorrect or missing spouse information, but you cannot make the change there. The spouse name, birth date, and record number are grayed out. Note the following:

- You can edit the marriage information, but not the personal information under Current Spouse.
- Any change concerning a sealing to spouse has to be verified by the Temple Department. To obtain temple verification, contact the administration office through an MLS message.
- Any information about the spouse's name, birth date, record number, and whether he or she is a member must be edited on the spouse's individual record.

- If you must edit the current spouse information so that you can free the record for other changes, click Terminate Marriage. Set the termination date the same as the marriage date. Then you will be able to edit the spouse information. *This is discouraged and should be done only under extreme circumstances.*

Question:
A member of our ward is marrying a member from another ward. What do we do to record this?

Answer:
If the marriage is a temple marriage, the ordinance will be recorded by the temple in which the marriage is performed. The member's record should be updated within 45 days.

If the marriage is a civil marriage, you will need a copy of a legal document, such as a marriage certificate. Once you have the legal document, do the following:
1. Log in to MLS.
2. On the Membership Records menu, click **More**.
3. On the Record Ordinances menu, click **More**.
4. On the Marriage menu, click **Record Civil Marriage**.
5. Using the legal marriage document, record the marriage information.

If the person the member is marrying is also a member of the Church, his or her membership record will have to be changed to record the marriage as well. If the person the member is marrying is a nonmember, you may create a nonmember record for him or her.

Custom Reports (1 question)

Question:
How do I set up custom reports?

Answer:
Do the following:
1. Log in to MLS.
2. On the Reports/Forms menu, click **More**.
3. In the column on the right, click **Custom Reports**.
4. Click **Add Report**.
5. In the Name field, type a name for your report.
6. In the Description field, type a description for your report, or leave this field blank.
7. Click **Add Criteria**.
8. In the Find Add Criteria in list field, select the criteria that match the type of report you are creating.

For example, if you want to create a report for heads of households who do not hold the Melchizedek Priesthood, select **Household Position**. In this example, the Compare Operation would be **Is** and the Value would be **Head of Household**. Click **Add Criteria** again and select **Priesthood.** The Compare Operation would be **Is Not** and the Value would be **Melchizedek**.

9. Click **Next** to show the format of your report.
10. Click the **check box** by each line you want on the report.
11. Click **Save**, and then click **Close**.
12. Click the name of the report, and then click **Print**.

List of E-mail Addresses (1 question)

Question:
How do I print a list of e-mail addresses from MLS?

Answer:
Do the following:

1. Log in to MLS.
2. On the Reports/Forms menu, click **More**.
3. In the column on the right, click **Custom Reports**.
4. In the upper right corner, click **Add Report**.
5. In the Name field, type a name for this report.
6. In the Description field, type a description for your report, or leave this field blank.
7. On the left side of the screen, click **Format**.
8. Scroll through the list until you find E-mail Address. Click the **check box**.
9. Click **Save**, and then click **Close**.
10. Click the name of your report, and click **Print**.

Finance Questions

Note: Financial and tax laws differ from place to place in the world. Some financial questions and answers may not apply to all areas. Wards and branches should contact the stake or district clerk if they have questions. The stake or district clerk should work with the administration office to resolve questions.

Please click below to go to the area that covers your question.

Checks and Check Numbers

Donations

Tithing Settlement

Taxes

Donor Has No Member Record in MLS

Closing out the Current Financial Year

Budget Allowance

Stake Access to Ward Financial Data

Reconciliation

Bank Deposit Slips

Duplicate Financial Records

Missionary Fund Withdrawals

Shortcut Keys for Finances

Donation Statements for Out-of-Unit Members or Nonmembers

Donation Statements for Members Who Have Moved

Printing Financial Reports

Correcting Financial Data

Financial Records Retention

Checks and Check Numbers (10 questions)

Question:
When we print checks, the check number prints on the check stock even though the check stock already has the number on it. Is there a way to keep the check number from printing again?

Answer:
No. This number is printed to confirm the correct number was recorded in MLS. Please examine each check to make sure the number printed by MLS is the same number that is preprinted on the check. The procedure was designed this way so that it will be easier to catch a mistake when it occurs.

Question:
We printed a check, but it printed incorrectly. However, we had already clicked the MLS button to indicate that it had printed correctly. What should we do?

Answer:
You need to void the check. See the question below for instructions on voiding the check.

Question:
If we accidentally make a mistake printing a check, what is the procedure to void it? MLS does not have any instructions for voiding a check. Can we just tear it up and throw it away?

Answer:
Cut the signatures out of the printed check and destroy the piece containing the signatures. Keep the rest of the check (and stub) in the paperwork for that expense batch. You will need this for the auditors. Keep it for three years plus the current year in the United States or five years plus the current year in Canada. Then void the check in MLS by doing the following:

1. Log in the MLS.
2. On the Finances menu, click **More.**
3. On the Expenses menu, click **View/Update Expenses.**
4. Click the check number that is to be voided (first column).
5. On the screen that appears, click **Void**. Follow the instructions on the screen to enter an adjustment. This will put the amount of the check back into MLS. If the check number is not listed in MLS, no further action is needed.

Question:
We can’t get the check numbers to show on the individual’s Tithing Settlement Statement. How do you do this?

Answer:
There is not currently a way to do this.

Question:
We have a tithing donation check that was returned by the bank. How do we handle this?

Answer:
Remove donations by finding the check and deleting it. Do the following:
1. Log in to MLS.
2. On the Finances menu, click **View/Update Donations**.
3. On the screen, click the donation date that included the check.
4. On the Donation screen, click the name of the person who donated the check.
5. On the screen showing the donation slip with the name of the donor, click **Delete Donation**. Make sure you enter the reason for deleting it. The stake auditors will ask for this information.

Make as many detailed notes about it as necessary. Be sure to print the result. Then contact Church headquarters so they can make the same change. The Other account will be credited shortly thereafter. To reconcile the statement (until Church headquarters makes the change), a temporary adjustment can be made. The **Temporary Items** screen is part of the reconciliation process. To have the wizard for the reconciliation appear on the screen, do the following:
1. Log in to MLS.
2. On the Finances menu, click **More**.
3. On the Reports/Reconcile menu, click **Reconcile**.

Note: Don't ever record something that is an error as an expense. Always use the Temporary Items function until Church headquarters clears it on the next statement.

Question:
We wrote a check to a member of our ward to reimburse him for a recent activity, but he lost the check. What should we do?

Answer:
Void the check. See the next question for the procedure. After you have voided the check, issue a new one to the member.

Question:
How do I void or delete a check?

Answer:
If you haven't transmitted the check, do the following:
1. Log in to MLS.
2. On the Finances menu, click **More**.
3. On the Expenses menu, click **View/Update Expenses**.
4. Click the link of the check you need to void.
5. Click **Delete**.
6. In the window that appears and says "Delete current expense?" click **Yes**.

If you already transmitted the check, do the following:

1. Log in to MLS.
2. On the Finances menu, click **More**.
3. On the Expenses menu, click **View/Update Expenses**.
4. Click the link of the check you need to void.
5. Click **Void**. A window appears to verify that you are within policy in voiding the check.
6. If you are within requirements, click **Continue**. A new window appears and provides a field for you to explain why you voided the check.
7. Complete this field and click **OK**. Voided checks appear on the View/Update Expenses screen with three stars (***) before the reference number.

Question:
What happens if MLS goes down and an emergency fast-offering check needs to be prepared? How can we issue the check?

Answer:
Handwrite the checks on your MLS check stock using these instructions:

1. The following items must be handwritten on the check:
   - Date written
   - Payment amount
   - Payee's name
   - Numeric amount of check
   - Signatures from two account signers
2. Telephone 1-800-453-3860 ext. 2-3496 (or 240-3496 in Salt Lake area), option 1, the same day checks are written (or if after business hours, by 10 a.m. mountain time on the next business day).
3. Once MLS is working again, the check data must be entered into MLS and the check printed on a **blank sheet of paper**. **Do not use a sheet of check stock paper for this purpose.**
4. File the check information printed on plain paper in step 3 with the backup of the check.

Question:
If the system is down and we handwrite the check and can't record it in the system, will the check be rejected by the bank?

Answer:
If the method for writing emergency checks is followed (see previous question in this list), including calling the Finance Department to report the check, the check will not be rejected.

Question:
When a check prints, the sheet can be separated into three sections. What do I do with these sections?

Answer:
The top section should be filed with the unit's financial records. The middle portion should remain attached to the check and be given to the payee with the check.

Tithing Settlement (6 questions)

Question:
How do we handle husband and wife donations on the year-end Tithing Settlement Statement? Do we combine them?

Answer:
Before you print the statement, the husband and wife should decide if they want to donate jointly or separately. They can be merged together or remain as separate donors. If they want to donate together, you need to merge both records. Do the following:

1. Log in to MLS.
2. On the Finances menu, click **More**.
3. On the Donations menu, click **Add/Update Donors**.
4. At the bottom of the screen, click **Merge Donors**. Fill in the Donor 1 and Donor 2 fields. When you do so, the donor record you choose as Donor 2 is automatically changed to Hidden.

To remove the merge, click on the **Hidden** link for this donor and select **Visible**.

For units in Australia: Because of legal stipulations, husband and wife donor records should not be merged.

Question:
If a ward member lived in the ward for 11 months of 2004, then moved to another ward and the membership records were transferred to the new ward, how can we produce a Tithing Settlement Statement for that member?

Answer:
The Tithing Settlement Statement can be printed only by the member's current ward. This is because the Tithing Settlement Statement screen shows only current members of the ward. However, the regular donor statement should show the former member's donation history in your ward. Do the following:

1. Log in to MLS.
2. On the Finances menu, click **More**.
3. On the Reports/Reconcile menu, click **Donor Statements**.
4. In the Type of Report field, select **Year-to-Date Donation Summaries**.

5. Click the check box next to the member's name on the screen.
6. Click **Print**.

If the individual erroneously shows as a member in the Type column on the screen, the member type needs to be changed on the Add/Update Donors screen by clicking on the name and then selecting **Not a member/Miscellaneous**.

Question:
Are full-time missionaries declared as full-tithe payers?

Answer:
Yes.

Question:
A member moved from our ward in December, and I now cannot record a tithing status for her. Why?

Answer:
To record a member's tithing status, the unit must still have the member's record. Because the member's record was moved, the member's new ward will record the tithing status.

Question:
I printed a Tithing Settlement Statement for a member and noticed that none of his donations are recorded. What do I need to do?

Answer:
If the Tithing Declaration Report or Tithing Settlement Statement shows no donations for a member, but the donor report does show donations, you need to link the donor record to the donation record to get the amounts to appear on the reports.

To do this:
1. Log in to MLS.
2. On the Finances menu, click **More**.
3. On the Donations menu, click **Add/Update Donors**.
4. Click the name of the donor in the window that appears.
5. To record this person as a member of your unit, click **Select** to the right of Member of unit.
6. Find the member in the list and click on his or her name.
7. Click **OK.**

If a member no longer lives in the unit, you are not able to select a record number for the donor, nor are you able to declare a tithing status for the member. The member must declare the status in the ward where he or she is now living.

Question:
The administration office notified me that I haven't submitted my annual Tithing Declarations Report. What should I do?

Answer:
You need to verify that all required fields are completed. Required fields are highlighted in yellow. If you have any yellow highlighted fields, you have not completed all required fields. You should then save and transmit the report by clicking on the **Submit** button at the bottom and doing a **Send/Receive Changes.**

Donor Has No Member Record in MLS (3 questions)

Question:
What is the best way to handle the donations of new members who pay before their membership records arrive?

Answer:
Do the following:
1. Log in to MLS.
2. On the Finances menu, click **More**.
3. On the Donations menu, click **Add/Update Donors**.
4. On the screen click **Add**.
5. Click **Yes** when asked if the donor is a member of the unit.
6. Click **Individual Not Found**.
7. Enter the donor's name, and click **Add.**

An item will later appear on your urgent task list that states some donors need to have their record number recorded. When the records arrive, click on the link in Urgent Tasks to match the name to the record. The program will automatically link the donor information to the record.

Question:
What if a child pays tithing or donates fast offerings; how do you handle this in MLS? How do you handle a donation from a nonmember? Can a nonmember pay tithing?

Answer:
In MLS a child is treated as any other member of the ward. When you enter the donation for a child, choose his or her name from the ward list just as you would an adult. A nonmember can pay tithing but will have to be added to the donor list. When you are given the option to choose a donor name from the ward list, you can click **ADD** at the bottom left of the window. Follow the instructions on the screen. Once the nonmember is added, he or she will be in your donor list.

Question:
How do I add a new donor?

Answer:
1. With the list of donors open, click **Add**. The question "Is the new donor a member of your unit?" appears.
2. Click **Yes**.
3. Find and select the member on the list and click **OK**.

Budget Allowance (2 questions)

Question:
What is the best way to record the budget allocation from the stake so that we have good, reportable budget numbers for each quorum, group, and auxiliary?

Answer:
The best way is to calculate an approximate allocation for the entire year. This can be done at the beginning of the year. The number of times each year that a stake receives budget allowance varies from area to area, so your estimate may have to be updated each time you receive some budget allowance, but you should be able to give a good estimate of the year's budget. In the following example, assume the stake receives the budget allowance each quarter. However, the same process would apply if the budget allowance is received monthly. Use the following outlined steps and substitute the number of times you receive the budget allowance each year:

1. To estimate the main budget allocation, take the total number attending sacrament meeting for each quarter (QTR1 = March attendance, QTR2 = June attendance, and so on), and multiply it by the amount of money received for each person. Add the four quarter totals together to get the yearly allocation. You can use historical data to estimate an increase or decrease of attendance. This should give you an approximate figure for the main budget allocation.

2. To estimate the quarterly Primary additional allocation, tally the total number of older Primary children (ages 8–11) who are attending Primary and multiply it by the amount of money received for each child attending. Multiply this by four to estimate a yearly amount.

Note: This number is NOT located on line 19 of your Quarterly Report. The number on line 19 is for children ages 3–11, not 8–11. You will have to get the number of children ages 8–11 who are attending from the Primary secretary.

3. To estimate the quarterly Young Men additional allocation, take the total number of young men (ages 12–17) who are attending and multiply it by the amount of money received for each young man attending. Multiply this by four to estimate a yearly amount.

   Note: This number is located on line 15 of your Quarterly Report.

4. To estimate the quarterly Young Women additional allocation, take the total number of young women (ages 12–17) who are attending and multiply it by the amount of money received for each young woman attending. Multiply this by four to estimate a yearly amount.

   Note: This number is located on line 17 of your Quarterly Report.

5. If you have a young single adult (YSA) ward in your stake, this ward will receive most YSA funds. If you do not have a YSA ward in your stake, contact your stake clerk to see if you will be receiving any YSA funds.

The increase in the local unit budget allowance for youth and young single adults is intended to fund activities more effectively; to help build testimony in youth by having good, wholesome activities; and to eliminate the need for fund-raisers.

Question:
I created a budget subcategory and will not be using it any longer. However, when I try to delete it, MLS will not allow it. How can I delete this subcategory?

Answer:
You can create as many budget subcategories as you want, and you can delete them as long as they have not been used during the current year. If there is even one transaction in a subcategory for that current year, it cannot be deleted. The only choice is to make it Inactive. You can do this on the Add/Update Categories screen by highlighting the subcategory and clicking the **Active** box so that the check mark disappears. This will tell the system not to use it on any of the reports. However, you should still be able to view it. (If you cannot view it, please update your MLS software to a later version.)

Reconciliation (2 questions)

Question:
We are trying to reconcile and have an unreconciled difference in each column on the report. How do I get rid of these entries?

Answer:
First, make sure you have followed the entire reconciliation procedure. There are five screens represented by the five items on the left side of the Reconcile screen. Each one has a help page you can access by clicking **Help** while on the screen. There is also a lesson on reconciling on the Church Record-Keeping and Auditing Training Course menu.

Question:
What is the Temporary Items screen in the reconciliation process used for?

Answer:
The Temporary Items screen is used to make temporary adjustments to MLS based on items found on the Church Unit Financial Statement. These adjustments do not make MLS balance corrections, but they temporarily adjust the Reconciliation Report so that it comes out with no unreconciled items. As soon as you have made permanent corrections to the data, the corrections will be made to the Church Unit Financial Statement. When you see that these items have been corrected on the Church Unit Financial Statement, you should check them off from the Temporary Items screen by marking the check box in the left column.

Donations (6 questions)

Question:
I am a new clerk in a new bishopric. The bishop asked us to take care of the donations for the day. We have no idea where to start. What should we do?

Answer:
If possible, take the lesson on recording donations found on the Church's Web site. To do so, go to the main page of LDS.org and click **Serving in the Church**. Then click **Melchizedek Priesthood**. Click **Record-Keeping and Auditing Training**. Under Keeping Financial Records, click **Processing Weekly Donations**.

Each Sunday, the bishopric should have collected the donation envelopes from the members and given them all to the member of the bishopric responsible for finances. This member of the bishopric and the clerk responsible for finances should sit down together by the computer and do the following:

1. Open each donation envelope and count the money. Make sure the amount matches the amount listed on the Tithing and Other Offerings slip.
2. Open MLS and log in.
3. On the Finances menu, click **Enter Donations**.
4. Enter the date of the donations batch you are creating. This is usually the current date.
5. Click **OK**.
6. A list of donors appears *OR* the Donation screen appears. If the list of donors appears, click the name of the donor you want or click **Add** to add a donor. When you have selected a donor, click **OK**.

   Note: The list of donors appears if you have chosen the option in System Options called “Cause donor list pop-up while entering donations.” If you have not chosen this option, the Donation screen appears. You then use step 1 below.

On the Donation screen:

1. If necessary, click the **magnifying glass** icon to the right of the Donor field and choose a donor from the list.
2. Using the Tithing and Other Offerings slip as the source, enter the amounts in the correct categories on the left side of the screen.
3. In the Ward Missionary, Budget, or Other lines, click the name of the category. This causes the subcategory box to appear. See “Using the Subcategory Box” below.
4. Press **Page Down** or **Ctrl+n** to go to the Checks section. Enter the check number and amount for each check in the donation envelope.
5. Press **Page Down** or **Ctrl+n** to go the Currency and Coin sections. In the Currency section, enter the total amount of paper money in the donation envelope. In the Coin section, enter the total amount of coins in the donation envelope.
6. If you want to make corrections, press **Page Up** or **Ctrl+b** until you reach the correct field.
7. To save the donation, click **Save Donation** or press **Ctrl+Enter**.
8. Repeat steps 1 through 7 for other donations.
9. When you have entered all donations, click **Next**.

Using the Subcategory Box:

1. Click the **magnifying glass** icon on the first line. Choose the correct subcategory from the list.
2. Enter the amount being donated to this subcategory.
3. Repeat steps 1 and 2 for other subcategories.
4. Click **OK**, or press **Ctrl+Enter**.

Question:
How do I edit donations in a closed batch?

Answer:

Do the following:

1. Log in to MLS.
2. On the Finances menu, click **View/Update Donations**. Batches that are not closed will have an asterisk. Closed batches will not have an asterisk.
3. Click the batch date (first column) of the batch you want to edit.
4. Click the name of the donor whose donations you want to change. The original donation input screen for that donor for that batch appears.
5. You can change donation amounts, or click **Delete Donation** to delete all amounts.
6. When finished, click **Close**.

If the change was for a batch in the previous year and therefore affects the amount on the year-end tax-valid statement for the member, print a new tax-valid statement for the member and deliver it.

Question:

How do you create one donor record for two people who are donating jointly, such as a husband and wife? How do I combine or merge two separate donor records?

Answer:

If they are donating for the first time in your ward, do not merge the donors. Instead, choose either the husband or wife's record and add him or her as a donor.

1. On the main MLS menu in the Finances panel, click **More**.
2. In the Donations panel, click **Add/Update Donors**. Then click the **Add** button.
3. After setting one of them up as a donor, change the name of the donor to the husband and wife, such as "John and Jane Oman." Then click **Add**.

If they have donated before separately and now wish to donate jointly, you can merge the two donors.

1. On the main MLS menu in the Finances panel, click **More**.
2. In the Donations panel, click **Add/Update Donors**.
3. On the screen that appears, click **Merge Donors** at the bottom of the screen.
4. Choose either the husband's or wife's record as Donor 1.
5. After you merge the donors, change the name of Donor 1 to the husband and wife, such as "John and Jane Oman."
6. Click the donor name. Change the name in the window that appears.

For units in Australia: Because of legal stipulations, husband and wife donor records should not be merged.

Question:
We just closed the donation batch and then received another donation. What should we do?

Answer:
Create a new batch.

Question:
We entered a donation in the wrong category. How do we fix this?

Answer:
Do the following:
1. Log in to MLS.
2. On the Finances menu, click **View/Update Donations**.
3. Click the date of the batch you need to adjust.
4. Click the donor's name.
5. Change the category.
6. Click **Save Donation**.
7. Enter a reason for the adjustment, and then click **OK**.
8. Click **Print**.

Question:
How do we handle donations if our unit's computer is not functioning?

Answer:
Donations should be counted manually and deposited in the bank the day they are receipted. The donation batch information should be transmitted as soon as possible after the computer becomes functional.

Donation Statements (3 questions)

Question:
How can a ward get a summary of missionary contributions made in behalf of one of its missionaries by his grandparents? The contributions were made to the ward, but the grandparents are not members of the ward. Therefore, the ward hasn't been able to generate a Tithing Settlement Statement as requested.

Answer:
The Tithing Settlement Statement can only be printed by the grandparents' home ward. This is because the Tithing Settlement Statement screen only shows current members of the ward. However, if the contributions were made to your ward by the grandparents **and**

the donation was made in their name, the donations should show on the regular donor statements. Do the following:

1. Log in to MLS.
2. On the Finances menu, click **More**.
3. On the Reports/Reconcile menu, click **Donor Statements**.
4. In the Type of Report field, click the **down arrow** and select **Year-to-Date Donation Summaries**.
5. Click the check box next to their name, and then click **Print**.

Question:
How do I print a donor statement for someone who has moved?

Answer:
When members move, their donation records remain in MLS until the year is closed out. The first thing you should do is change the status of the donor from "Member of unit" to "Member of another unit."

1. Log in to MLS
2. On the Finances menu, click **More**.
3. On the Donations menu, click **Add/Update Donors**.
4. On the list that appears, find the donor whose status you want to change and click his or her name.
5. In the window that appears, click **Member of another unit**, and then click **Save**.

After you have changed the status of the donor, you can then print a donor statement.

1. Log in to MLS.
2. On the Finances Menu, click **More**.
3. On the Reports/Reconcile menu, click **Donor Statements**.
4. In the Fiscal Year field, choose the year you want to display.
5. In the Type of Report field, choose **Year-to-Date Donation Summaries**.
6. In the Show Donors field, choose **Not members of this unit**.
7. Click the check box next to the name of each donor for whom you want to print a donor statement.
8. Click **Print**.
9. When finished, click **Close**.

Question:
How do I print a tax statement for a donor who does not live in our ward?

Answer:
Do the following:

1. Log in to MLS.
2. On the Finances menu, click **More**.
3. On the Reports/Reconcile menu, click **Donor Statements**.

4. In the Fiscal Year field, click the **down arrow** and select the year you want the tax statement for.
5. In the Type of Report field, click the **down arrow** and select the kind of tax statement you want.
6. In the Show Donors field, click the **down arrow** and select **Not members of this unit**.
7. Type the donor name in the Find Donor field.
8. Click the **check box** next to the donor name after it appears.
9. Click **Print**.

Taxes (3 questions)

Question:
Should I record sales tax for expenses in MLS?

Answer:
All units in Canada should record the goods and services tax in MLS. In the United States, units in Utah and North Carolina should record sales tax in MLS. To do this, complete the following steps:

1. Click the **Edit** drop-down menu.
2. Select **System Options**.
3. Click the **Finances** tab on the left side of the screen.
4. Find the Finance option titled **Enter tax amounts on expenses**.
5. Make sure the box to the left of the option is checked.
6. If it is not checked, check the box and then click **Save**.

With the tax box checked, a Tax field appears on the Enter Expenses screen. The amount in the Tax field is transmitted to Church headquarters. The Church is authorized a certain percentage of tax rebate by Canada, Utah, and North Carolina. This percentage is used to calculate the amount of tax that is returned to the units.

Question:
Some bills we pay include a lump sum for tax, surcharge, and other fees. How do I record tax in MLS for an expense that doesn't give me the exact tax amount?

Answer:
Ask the person submitting the invoice or receipt if he or she can break down the expense and identify the tax. If this does not work, you can calculate the tax as shown in the following example:

If the purchase price including tax was $100 and your sales or value added tax is 6.6 percent, then 100/1.066=93.81 is the amount before taxes. Subtract this from $100 to get the tax amount (100 – 93.81=$6.19).

You would then enter this as the tax amount in the field provided on the Enter Expenses screen.

Question:
How do I print the official income tax receipt for Canada?

Answer:
1. Log in to MLS
2. On the Finances menu, click **More**.
3. On the Reports/Reconcile menu, click **Donor Statements**.
4. In the Fiscal Year field, select the desired year.
5. In the Type of Report field, select **Official Tax Statements (Canada)** or **Official Tax Statements (Canada—Letterhead)**.
6. Click the check box by the name of each donor you want to print a statement for. If you want to print all the statements, click **Select All**.
7. When you click **Print**, a screen appears for you to verify the correct tax registration number, unit names, and unit addresses. Make sure to enter the full registry number for your unit. It will be 11922 3758 RRxxxx. The “xxxx” will be the four-digit number assigned to your unit.

Closing Out the Current Financial Year (1 question)

Question:
How do I close the financial year in MLS?

Answer:
The first time MLS is initialized after the end of the fiscal year, the task “Fiscal year needs to be closed” will appear on your Urgent Tasks list. From that point until you close out the year in MLS, all financial tasks except Tithing Settlement will be disabled. The prior month’s reconciliation does not need to be completed before closing the fiscal year. (Note: There may be an open batch or other financial task still pending. Because MLS financial tasks are disabled, you must first close the year, then go to View/Update Donations and choose **Prior Year**. You may then close the open batch or complete other tasks.)

To close the fiscal year:
1. On the MLS main menu click **Urgent Tasks**.
2. Click on the task relating to closing the fiscal year. A list appears showing the steps that will be performed when you click the **Start** button at the bottom of the Close Out Year screen. The steps that appear on the screen are:

   Checking to see if the year needs to be closed
   Generating tithing status

Removing old balance forward records
Removing old batches
Removing old expense records
Removing old transfer records
Removing old tithing status records
Removing old quarterly records
Removing old weekly records
Removing old budget
Removing old unit budget records
Removing old donors, payees, transfer sources, and fast-offering recipients
Removing old users
Moving to a new fiscal year
Done

3. Click **Start** at the bottom of the Close Out Year screen.

It is important to understand that MLS does not delete any prior year's information until after your country's retention period is reached. Only information that is no longer needed by the system for current management of data is removed or changed. For example, if a donor was on the system but had not contributed anything for the entire year, that donor would be marked "hidden" from the donor list for the following year but not deleted from the system (so if the donor contributes again, the name can be "un-hidden"). All prior year information is available for viewing or updating by going to the appropriate screen and selecting **prior year** from the date range box.

The steps in the year-end process usually happen one after the other on the screen with no interaction required from the user. MLS prompts you to complete tasks if the process stops for any reason. Each item on the list is checked off automatically as it is completed. When finished, the year is properly closed and MLS is ready to be used for other financial tasks.

Warning: **Never move your computer clock forward to test closing out the year. Changing the computer clock causes major problems in the MLS database.**

Duplicate Financial Records (1 question)

Question:
How do I eliminate a duplicate payee record when the donor name appears twice?

Answer:
1. Log in to MLS.
2. On the Finances menu, click **More**.
3. On the Expenses panel, click **Add/Update Payees**.
4. At the bottom of the screen, click **Merge Payees**.

5. In the window that opens, in the Payee 1: field, select the payee that is correct and needs to remain.
6. In the Payee 2: field, select the payee that needs to be removed.
7. Click **OK**. These payees are combined, and the payee that was merged shows "merged" in the status field.

Stake Access to Ward Financial Data (1 question)

Question:
How can the stake view expenses of wards and branches to ensure that wards and branches don't overspend?

Answer:
Stakes cannot view unit expenses in MLS and must obtain this information in statements provided by the administration office.

Missionary Fund Withdrawals (1 question)

Question:
The withdrawals the administration office makes each month for each full-time missionary from our ward are listed on the Church Unit Financial Statement, but they are not shown in MLS. How do you enter these in MLS?

Answer:
There are two ways to enter this. To use the preferred way:
1. Log in to MLS.
2. On the Finances menu, click **More**.
3. On the Reports/Reconcile menu, click **Reconcile**.
4. In the window that appears, select the month you wish to reconcile, and then click **OK**.
5. On the Other Items section of the screen, click **Add Item**.

You can then record the missionary withdrawal information shown on the statement (the date, ref#, category, and so on). Be sure to enter a negative number to indicate a withdrawal. You can do this multiple times, once for each missionary withdrawal. The check box on the left of each entry automatically creates a transfer entry. Normally, you will always check this box.

The second way is to go to the Finances menu and click **Enter Expenses**. Then enter each missionary withdrawal as an expense. Make sure you click the **Not a check** box.

Finance Menu

Bank Deposit Slips (1 question)

Question:
How do I use the bank deposit slips?

Answer:
Deposit slips have three copies. Put the white copy in the top portion of the deposit bag with the cash. Put the canary (yellow) copy in the bottom portion of the deposit bag with the checks. File the pink copy with your unit's batch and deposit reports.

Shortcut Keys for Finances (1 question)

Question:
Are there any shortcut keys for data entry in the financial screens?

Answer:
Ctrl+d: Opens a donation batch from the main menu.
Crtl+e: Opens the expense screen from the main menu.
Ctrl+n or **Page Down**: When entering donations, moves you forward through sections of the donation screen.
Ctrl+b or **Page Up**: When entering donations, moves you back through sections of the donation screen.
Ctrl+Enter: Saves a donation or an expense.

Printing Financial Reports (1 question)

Question:
The bishop has asked me to print a report of all the members who have donated fast offerings during the year. How can I do this?

Answer:
MLS does not offer a report that lists each donor and his or her donations for the year. However, you can export financial data from MLS to a spreadsheet and create your own report. Do the following:

1. Log in to MLS.
2. On the Finances menu, click **More**.
3. On the Reports/Reconcile menu, click **Income and Expense Report**.
4. On the Report field, click the drop-down menu and click **Details by Sub-Category**.
5. In the window that appears, click **Fast offering**, and then click **OK**.
6. Click on any line of the report that appears on the screen.
7. Press **CTRL+SHIFT+C**.

Finance Menu

8. Open your spreadsheet program and press **CTRL+V**.
9. Manipulate the data to your liking.

Correcting Financial Data (4 questions)

Question:
A member of our ward reviewed her donations statement and said we had recorded some of her tithing as a fast-offering donation. How do we correct this?

Answer:
The clerk should do the following:

1. Log in to MLS.
2. On the Finances menu, click **View/Update Donations**.
3. Click the date of the batch that contains the mistake.
4. Click the name of the donor who needs his or her information corrected.
5. On the left side of the screen, edit the amounts so they are correct.
6. Click **Save Donation**.
7. In the window that appears, type "Wrong Category" as the reason for the adjustment. Then click **OK**.
8. Click **OK**.
9. To print the new batch report, click **Yes**.

Question:
How do I change a category for an expense?

Answer:
You must change the category in MLS. To change the category of the expense in MLS, do the following:

1. Log in to MLS.
2. On the Finances menu, click **More**.
3. On the Expenses menu, click **View/Update Expenses**.
4. To find the correct expense:
   - In the Report field, click the **down arrow** and choose the type of report you want to view on the screen.
   - In the Date Range field, click the **down arrow** and choose the range of dates you will find the expense in.
5. Click the **reference number** of the expense you want to change the category of.
6. Click the **Category field**, and then click the **magnifying glass** icon.
7. In the list that appears, choose the correct category for this expense, and then click **OK**.
8. Click **Save**.
9. In the window that appears, type the reason for this adjustment, and then click **OK**.
10. Click **OK**.

Question:
We have noticed that there are expenses on our statement we get from the administration office that are not recorded in MLS. Do we need to enter these expenses?

Answer:
Yes. Do the following:
1. Log in to MLS.
2. On the Finances menu, click **Enter Expenses**.
3. Using the online help, enter the expense in MLS. If your unit uses MLS to print checks, be sure to click the **Not a check** box.

Question:
Can I transfer money between categories?

Answer:
Yes, if it is within budget guidelines (see *Church Handbook of Instructions*, *Book 1*, 159–60). How it is done depends on which categories are involved.

- If you want to transfer money between subcategories within a major category, you can use the Transfers screen. For example, if you want to transfer money from "Ward Missionary: Smith" to "Ward Missionary: Jones," do the following:
  1. Log in to MLS.
  2. On the Finances menu, click **More**.
  3. On the Transfers menu, click **Enter Transfers**.
  4. Make the transfer. The left-hand side is the debit side and the right-hand side is the credit side.

- If you want to transfer money between major categories (such as between Ward Missionary and Other), write a check to your own ward. Use the category you want to move the funds from as the category of the check. Complete a deposit slip and indicate which category you want the funds deposited in. Make the deposit.

Financial Records Retention (1 question)

Question:
How long should stake and ward financial records be kept?

Answer:
It varies from country to country.

Australia: Seven years plus the current year.
Canada: Five years plus the current year.
United States: Three years plus the current year.

Other countries should follow instructions from the local MSR administration office.

Main Menu

Transmission Questions

Please click below to go to the area that covers your question.

Transmission of Record Transactions

Ward Data Transmitted to the Stake

Transmitting on Days Other Than Sunday

Transmission of Record Transactions (5 questions)

Question:
How often does Church headquarters process financial or membership transactions submitted by wards, and how quickly can I receive membership updates back from headquarters?

Answer:
All financial and membership transmissions sent to Church headquarters are collected and processed in batches every four hours. Most membership transactions can be processed and returned to the unit within less than eight hours. However, the unit must use Send/Receive Changes again in order to receive the changes.

Question:
I cannot transmit my data to Church headquarters, and I receive Afaria errors or other errors when I try to transmit. What can I do?

Answer:
There are generally three areas of possible failure during the Send/Receive Changes transmission process of MLS:

1. Local unit failure. This includes problems with the modem, access phone numbers, MLS dialer, your unit's phone line, or your Internet connection.
2. Provider access failure. The Church currently contracts with a telecommunications company to provide phone number access throughout the world.
3. Church headquarters failure. This includes problems with routers, servers, and file transfers that take place at Church headquarters.

Each of these is addressed in detail below. However, all issues cannot be covered in this answer. If you have additional questions about transmission issues, you should contact your stake clerk or stake technology specialist. Stake clerks should contact their Church administration office if they need help to resolve MLS telecommunications issues.

The first rule to remember with MLS transmissions is that if you cannot transmit successfully, you should wait a few minutes and try again. If there are system problems, it may take three or four attempts to connect successfully. System problems tend to be more widespread on Sundays during the hours of 11:00 a.m. to 3:00 p.m. Mountain time. If you are having difficulty transmitting, you may wish to try again after this peak period, if possible.

1. Local unit failure

Troubleshooting tips:

- Listen for a dial tone when attempting to dial with the modem. If the modem is external, check the cord connection(s) to the modem. If it has not already been done, plug a telephone into the phone jack of the modem. Pick up the telephone handset and listen for a dial tone. Dial the connection phone number and see if a computer answers. Trace the phone cord from the wall jack to the modem. The wall cord should connect to the modem port labeled "line" or with a picture of a wall jack.
- Check for a bad surge suppressor or splitter. Temporarily remove all surge suppressors and phone line splitters and plug the modem directly into the wall jack.
- The modem may be bad. If you suspect this, you may test it by exchanging modems with an administrative computer that is known to be working.
- Active answering machines, unfiltered broadband lines, digital telephone lines, fire alarm phone line connections, close proximity radio transmitting devices, and exclusion devices may interfere with modem communications. Try dialing without the devices active or try another currently working analog telephone line.
- Check the modem driver. To do this in Windows:
  1) Click **Start**, then **Settings**, then **Control Panel**.
  2) Open the **Phone and Modems** area.
  3) Click on the **Modems Folder** tab. There should be only one modem listed and it should be the driver for the actual modem installed with this computer.
  4) If there is no driver listed, use the installation disc that came with the modem or obtain the driver elsewhere and install it by clicking the **Add** button in the Phone and Modems area of the Control Panel.
  5) Contact your stake clerk if you need assistance to install a modem driver.

Possible solutions:

- If no dial tone is present, contact the stake facilities management representative (FMR).
- Make sure the wall cord is plugged into the modem's phone jack and not its wall jack.
- If using an external modem, remove and reseat the serial cable or USB cable on the modem and the computer. Cable pin converters can cause problems. If there is a converter, get a new cable.

- On long transmissions, a phone line with a lot of static will cause the transmission to fail. Ask the FMR to have the phone line checked for analog quality.

2. Provider access failure

Troubleshooting tips:
You may receive an error message indicating that a connection could not be established or that you need to check the modem. You might also receive a busy signal. Generally, Afaria Error No. 2 indicates a problem with the access provider, but not always.

Possible solution:
Change the dialer number. The stake clerk has a list of access numbers, including toll free numbers.

3. Church headquarters failure.

Troubleshooting tips:

- An Afaria Error No. 3 usually indicates there is a system problem at the administration office. Extremely slow transmissions or error messages indicating that portions of data did not transmit are also indicators of system problems at the administration office. Multiple units in the stake will receive the same error during a common time period.
- Messages indicating that sending some transactions failed usually indicate a server problem at Church headquarters.

Possible solution:
Try transmitting again at a different time. Report the problem to your stake clerk so he can relay the details to the administration office.

Question:
What does an Afaria error mean when I am transmitting?

Answer:
See response to I cannot transmit my data to Church headquarters, and I receive Afaria errors or other errors when I try to transmit. What can I do? (Click this link.)

Question:
Why do transmissions last such a long time?

Answer:
There may be large amounts of traffic on local phone networks, computer servers may be overloaded, or large files may be in the process of being transmitted. For additional information see response to I cannot transmit my data to Church headquarters, and I receive Afaria errors or other errors when I try to transmit. What can I do? (Click this link.)

Question:
Why can't I transmit on some Sundays?

Answer:
See response to I cannot transmit my data to Church headquarters, and I receive Afaria errors or other errors when I try to transmit. What can I do? (Click this link.)

Ward Data Transmitted to the Stake (1 question)

Question:
When is unit information sent from the ward's MLS to the stake's MLS?

Answer:
It is automatically sent to the stake once a month by the administration office through a routine MLS transmission. It can be sent more often or at the stake president's request by going to the File drop-down menu and clicking **Send Membership Data to Stake**.

Transmitting on Days Other Than Sunday (1 question)

Question:
I could not connect to Church headquarters to transmit on Sunday. Is it all right to transmit donation information during the week if I can't transmit on Sunday?

Answer:
You may transmit your donation batch information later in the week if you are unable to transmit it on Sunday.

Main Menu

MLS Usage Questions

Please click below to go to the area that covers your question.

Attach Documents to MLS Messages (1 question)

Question:
When the stake sends messages to and from wards, there does not appear to be any way to attach documents. Is there a way to do this?

Answer:
No.

Update Meeting Times in MLS (1 question)

Question:
How do I update my unit's meeting times in MLS?

Answer:
You should always make sure your unit's meeting times are recorded accurately in MLS. Complete the following steps to do this:

1. Click **System Options** on the main menu.
2. Click **Unit** on the screen that appears.
3. Find the Meeting Times section of the screen and click **Edit**.
4. Update the times and click **Save**.

MLS Usage Menu

Quarterly Report Submittal (1 question)

Question:
Can I submit the Quarterly Report once a month?

Answer:
No. As the title indicates, the Quarterly Report (QR) is submitted once a quarter. In fact, MLS will not allow units to transmit QR data monthly to the stake. If you transmit each month, any changes made to the QR in MLS are transmitted to headquarters as corrections to the reporting quarter. The changes do not reach the stake.

Example: The ward submits the fourth quarter report on January 10. Any changes made to activity totals in February and March would overwrite the fourth quarter report. This in effect would change the fourth quarter report, which was not the intention.

Rights to Use the Computer (2 questions)

Question:
Which ward members should have access to financial and membership information?

Answer:
Clerks working with financial and membership information should always remember the sacred responsibilities to ensure that the information is accurate and to safeguard the confidentiality of the information.

Clerks should never release information to unauthorized individuals. Questions regarding who should have access to information should be directed to the bishop (or stake president for stake MLS).

Membership and financial information, in whole or in part, including names, lists, counts, breakdowns, and so forth, should not be shared with, printed for, or disclosed to any outside individual or organization. These organizations include local Scouting, health, charitable, and political organizations, as well as regional, national, or international organizations, or any other similar groups or entities. Questions about sharing information of this nature should be referred to the administration office. If membership or financial information has been shared with such organizations in the past, please discontinue this practice immediately.

If the ward or stake is subpoenaed for membership information, the stake president should contact the Office of Legal Services at the administration office.

MLS Usage Menu

Question:
How many individuals should have administrator rights in MLS?

Answer:
At least two users should be identified by the stake president (for stake MLS) or bishop (for ward MLS) and assigned as administrators in MLS.

Changing the Date on the Computer (1 question)

Question:
I moved my computer's clock forward, and when I changed it back to the correct date, I can't enter MLS. How do I fix it?

Answer:
MLS has a feature that does not let you log on with a date that is prior to the last date you logged on. Therefore, because you last logged on with a date that is in the future, you now cannot log on with today's date. To correct this problem, you must again move your computer's clock forward to at least the future date you used before. Once you log on, click the File drop-down menu and select **Restore from a File**. Use a backup file that has a date equal to or prior to today's actual date. Once you have done the restore routine, exit the MLS program. (Do not just log off.) Then reset your computer's clock with today's date and time. You can then start the MLS program and it will work for you.

Sharing a Computer with Another Ward (1 question)

Question:
If wards are sharing a computer, can both units have a key to the shared office?

Answer:
Yes. Work with the stake physical facilities representative to obtain the second key.

Sending Record Updates to the Stake (1 question)

Question:
How do we send a ward MLS record update to the stake?

Answer:
You do not need to do anything. Updates are automatically sent to the stake once they are transmitted to the administration office. The stake should have all updates from the ward within 24 hours of transmission.

Obtaining the Latest Version of MLS (1 question)

Question:
How do I obtain the most recent copy of MLS?

Answer:
Contact your stake clerk if you need a current copy of MLS. The stake clerk can access mls.lds.org to download the current version.

MLS Technical Support (1 question)

Question:
Who provides technical support for MLS?

Answer:
The stake clerk or stake technology specialist is responsible to provide technical support to wards and branches. The stake clerk contacts the administration office if there are issues he cannot resolve.

MLS Data on the Stake and Ward Web Sites (1 question)

Question:
Does data from MLS (such as organization and leader lists) automatically get transferred to our stake and ward Web sites?

Answer:
Not yet.

Main Menu

General Questions

Please click below to go to the area that covers your question.

Clerk Responsibilities

Authorized Software

Replacing a Computer

Stolen or Damaged Computer

Disposing of a Computer

Printers

Clerk Responsibilities (1 question)

Question:
I am a new clerk and have no idea what all my responsibilities are. How can I learn them?

Answer:
There are several sources to help you learn your duties:

- **The stake clerk should be your greatest resource. You should request training from him and ask any questions you may have.**
- The other clerks in your ward or stake may be able to answer some limited questions.
- The *Church Handbook of Instructions, Book 1* has limited but important information about clerk duties. Begin with the sections under ward or stake administration. The sections concerning ordinances and blessings and records and reports are also important.
- Some clerk training lessons are located on the Church Web site. Go to LDS.org and click **Serving in the Church**. Then click **Melchizedek Priesthood**. The Church record-keeping and auditing training course is one of the options listed.
- An online clerk forum can be accessed at clerk.lds.org.

Stolen or Damaged Computer (2 questions)

Question:
Our ward's computer was stolen. What do we do?

Answer:
If a ward or stake administrative computer is stolen or vandalized, the stake physical facilities representative should contact the local FM group. The FM group will handle all

risk loss and will work with Risk Management at Church headquarters to replace the equipment.

Question:
Our ward's computer was damaged and now won't work. What do we do?

Answer:
Computers purchased by the Church have a three-year warranty. If a stake or ward administrative computer fails during the warranty period, the unit should work with the stake technology specialist to repair the computer based on the manufacturer's instructions that were shipped with the computer.

If a stake or ward administrative computer malfunctions and is out of warranty but not yet scheduled for replacement, the ward should contact the stake technology specialist and determine if the computer can be repaired for less than $150. If it can be repaired for less than $150, the technology specialist makes the necessary arrangements. The check used to pay for the repairs is coded in stake MLS to "Other: Authorized Computer Repairs." These repair funds will be reimbursed to the stake. If the repairs will cost more than $150, the stake physical facilities representative should contact the local FM Group to order a replacement. The FM group will replace the computer using operational or contingency funds.

To find additional helpful information, go to clerk.lds.org and click on **Letters & Policies.** Find the letter titled "Policy and Guidelines for Computers Used by Clerks for Church Record Keeping," dated 27 March 2005.

Authorized Software (1 question)

Question:
What software is authorized on Church computers used for record keeping?

Answer:
A notice sent to all stake presidents dated March 27, 2005, from the Office of the Presiding Bishopric provides guidelines for what software may be loaded on Church computers used for record keeping. The notice is titled "Policy and Guidelines for Computers Used by Clerks for Church Record Keeping" (referenced above). Note the following excerpt:

"Purchased software should only be loaded on computers if it is appropriately licensed and does not interfere with or compromise the security of the Church software and data already on the computer."

Stake clerks can also access additional software at mls.lds.org.

Disposing of a Computer (1 question)

Question:
How do I clean the hard drive of a computer that has to be disposed of?

Answer:
There are a number of products available on the Internet that are free and can be used to scrub hard drives. One such product is Eraser. Stake clerks can access this software on mls.lds.org.

Replacing a Computer (1 question)

Question:
We are replacing a computer. How do we move MLS data from one computer to another?

Answer:
Do the following:

1. Go to the File drop-down menu in MLS. Click **Backup to a File**. Save the backup to some removable medium such as a disk or a flash drive.
2. Scrub (erase) the hard disk of the computer you are replacing so that the data is not recoverable. Use a free Internet application such as Eraser.
3. On the new computer install the latest version of MLS.
4. On the new computer go to the File drop-down menu in MLS. Click **Restore from a File**. Use the backup you created from the old computer to restore the data to the new computer.

The stake clerk or stake technology specialist will have to contact headquarters to have the security reset before the first MLS transmission with the new computer.

Printers (3 questions)

Question:
Our printer is broken and we need to have it fixed or replaced. How do we do this?

Answer:
If a printer malfunctions and it is out of warranty, the ward should contact the stake technology specialist. The technology specialist should work with the stake physical facilities representative and FM representative to determine if contingency funds are available to purchase a replacement printer. If not, the stake clerk should contact the local Member and Statistical Records office to order a replacement.

Replacing Stolen or Vandalized Printers
If printers are stolen or vandalized, the stake physical facilities representative should immediately contact the FM group. The FM group will handle all risk loss and will work with Risk Management at Church headquarters to replace the equipment.

Question:
We are a new unit. How do we order a new computer and printer?

Answer:
When a new ward is created in a stake authorized to use MLS, the stake physical facilities representative contacts the FM group, which will order the new computer and printer as necessary.

Question:
How do we replace printers that are under warranty?

Answer:
Warranties for printers may vary. If a printer fails while it is still under warranty, wards should work with the stake technology specialist to repair the printer based on the manufacturer's instructions that were shipped with the printer.