Can I import my data from another program?

Yes, using our Optional Import Tool you are able to import data from your existing database into the Servant Keeper® program. Simply export your current data into an .xls, .csv, or .txt file and the optional tool allows you to import the data in a few easy steps!

Can our treasurer enter contributions from home?

Yes, the treasurer can enter contributions from home while the secretary maintains membership information on the church computer. Our Optional Offsite Contribution Tool allows the treasurer to check out the database and take it home to enter data. Once they are done, simply check the contribution data back in to the church computer and both machines contain the most up to date information. All the while, the church staff can continue working with the membership database!

Can I back up to a CD?

Yes, Servant Keeper® 6 has the ability to back up to both CD-R and CD-RW media.

Can I back up to other forms of media?

Yes, you are able to back up to floppy disks, USB drives (flash drives) and hard drives.

Can I rename fields in Servant Keeper® to track information that applies to my church or organization?

Yes! You are able to rename any field in Servant Keeper®. It is as easy as right-clicking on the field name, clicking “change field name” and typing in the new name for the field.

Is it easy to search the data that I enter into Servant Keeper®?

Absolutely! One of our most powerful tools in Servant Keeper® is the Groups Keeper. You are able to create a search or query on any field in the database. You can also query on multiple criteria at once. So, if you want to find all members who are between the ages of 18 and 40 that live in Lock Haven PA and attended the Adult Sunday School class 3 times this month, you can do it, and it’s easy. Not only that you can save your groups and easily do regular mailings and quickly create personalized letters, labels, envelopes, etc.
Does Servant Keeper® have the ability to track a student’s school grade and easily promote them each year?

Yes, Servant Keeper® has a field specifically for tracking what grade students are in. Servant Keeper® also has a feature that allows you to promote all children to the next grade level at the end of each school year.

Are the fields predetermined or do we have the ability to name our own fields?

All of the fields can be customized to track exactly what you need to track. When you initially install the program, Servant Keeper® has some fields that are already predetermined (name, address, school grade, etc), but all fields are capable of being customized by you. This is easy to do as well, simply right-click on the field you want to change, click “change field name” and typing in the new name for the field.

Does Servant Keeper® have the ability to create letters by merging contribution data?

Yes, Servant Keeper® includes a mail merge program called SK Writer. With SK Writer you have the ability to merge most membership, contribution and pledge fields into letters to send to your members. This feature is great for keeping in touch with visitors or keeping members up to date on the status of their pledge.

Do I need to have support to use Servant Keeper®?

No. Servant Keeper® is very user friendly and easy to use. We do, however, feel that it is a good idea to subscribe to our Annual support. It is always nice to know that if you need help getting a specific report or would like advice on the best way to track certain information you can pick up the phone and speak with a friendly Help Desk Technician.

How long can I expect to wait for help from the Help Desk?

Our normal hold time is usually between 0 and 2 minutes and our mean call length is 3 minutes. The professionals in the Help Desk department are skilled at helping you learn what you need to learn and getting you back to task.

Can I export information from Servant Keeper® and in what format?

Yes, you can export both membership and contribution data into several different types of files. In membership you have the option of exporting into excel, text, phone tree or Olan Mills files. In contributions you have the option of exporting into Excel, Quicken, or Quickbooks files.
Is Servant Keeper® capable of being networked?

Yes. If you have two or more computers that are networked together, you are able to network Servant Keeper®. If you need to have more than one person accessing the program simultaneously, ask about our 2, 5, or unlimited simultaneous user licenses.

Does Servant Keeper® link with my accounting program?

Servant Keeper® offers the easiest and most efficient way to enter a report on Donor contributions. Rather than try and recreate the wheel for General Ledger Accounting software we offer a simple link to the number one Quicken/QuickBooks along with several of the other readily available and affordable packages for a total accounting solution.

How often do you have upgrades? How much do they cost?

The time frame from Version 5 to Version 6 of Servant Keeper® was approximately 6 years. We do issue minor updates to the software on a regular basis, but they are free of charge to current customers. The cost of an upgrade from Version 5 to Version 6 is currently $149.00.

Does Servant Keeper® have a calendar/scheduler?

Servant Keeper® does have the ability to schedule appointments with members. You can track phone calls that need to be made, lunch appointments, counseling sessions, etc.

What are the system requirements?


The recommended minimum hardware requirements to run Servant Keeper® are as follows:

- **Processor**: Intel Pentium III Processor
- **Memory**: 64 MB of RAM
- **Graphics Card**: A graphics adaptor that has at least 16 MB of memory
- **Display**: 800x600 16 bit color
- **Hard Drive**: 100 MB
- **CD**: A quad-speed CD drive
- **Printer**: Ink Jet or Laser printer

**Note**: As with any program, the more resources the computer has, the faster the program will respond when searching the database, creating and printing reports, etc.

Is Servant Keeper® compatible with Microsoft Windows 7?

Yes, Servant Keeper® is compatible with all Microsoft operating systems.
Do we have to pay hosting fees?

No, unlike other church management software programs, there are no hosting fees associated with using the Servant Keeper® program.

Does Servant Keeper® handle contributions?

Yes, Servant Keeper® has a contribution section that handles the incoming contributions. Our program also links with Quicken/QuickBooks to handle your expenses.

Does Servant Keeper® track pledging?

Yes, Servant Keeper® has wonderful pledge tracking ability. You can easily get a list of those who have pledged, how much they have pledged, what percentage they have completed, etc. Also, you are able to easily create merged letters to let pledgers know the status of their pledges as well.

How many people can Servant Keeper® hold?

We offer two different sized databases for Servant Keeper®. We offer a Small Church version which will hold up to 50 families. The other size is an unlimited database, there is no limit to the number of entries in our unlimited database.

Does Servant Keeper® handle small groups?

Yes, you can track small groups in Servant Keeper®. All of our fields are customizable to suit your needs.

Is there a user group where we can connect with other users?

Yes, on our website, www.servantpc.com, we offer a Users Forum where our customers can connect with each other. On the users’ forum, you are able to ask other users the best way to track information and find out how others are using SK to grow their ministries.

Are there trainings?

Yes, we offer trainings across the country year round. You can always check out our Training schedule on our website at www.servantpc.com

Can Servant Keeper® be maintained on one computer but others have access to the program?

Yes, if you have a network setup in your office, Servant Keeper® is capable of being shared across the network so that other users can view information in the program.
Can pastors be blocked from adding, editing or deleting information, and give them view only option?

Yes, the Administrator can take away the right to update and/or delete information. The user would still have access to Servant Keeper®, but would not be able to make changes or remove information.

Can contributions be kept confidential?

Yes, Servant Keeper® has the ability to block any user from accessing or viewing any contribution information. Only those authorized to view these details will be allowed.

Are there security levels/settings?

Yes, Servant Keeper® has over 90 different security settings to allow or deny access for each user.

Can people be blocked from changing things?

Yes, the Administrator can take away the right to update and/or delete information. The user would still have access to Servant Keeper®, but would not be able to make changes or remove information.

Can I print labels for specific groups?

Yes, Servant Keeper® has the ability to easily print labels for just one group of people.

Can Servant Keeper® make directories for the whole church and for various groups?

Yes, in Servant Keeper® you have the option of printing directories for the entire database or any one of your groups.

We want to generate weekly attendance sheets and rosters, does Servant Keeper® do that?

Yes, Servant Keeper® offers several different styles of attendance rosters. SK will even print barcodes so that you can use a barcode scanner to enter attendance.

Can Servant Keeper® do directories in half/page size booklets?

Yes, in our Report Library ($99) we offer half-page size pictorial directories. We also offer a product called Click Books Plus ($99) which gives you the ability to print in many different layouts including half-page booklets.