

CENTRAL OFFICE OPERATING GUIDELINES

Office Hours

Monday through Friday: 9:30am to 5:30pm

Holidays

New Year's Eve Close at 1pm	Christmas Eve Close at 1pm
New Year's Day	Christmas Day
Memorial Day	Independence Day
Labor Day	Thanksgiving Day
President's Day	

Maintenance

The office is to be kept neat, clean, and orderly at all times, presenting a warm and attractive appearance to regular members and to visitors. Cleaning is to be done by central office personnel and/or volunteers on a weekly basis.

A. Keys

1. Keys to Central Office are to be provided to the following individuals:
 - Central Office Administrator (COA)
 - Steering Committee Chairperson
 - Steering Committee Treasurer
 - Four volunteers as recommended by COA and authorized by the Steering Committee.
2. Keys are to be returned to the COA upon completion of service commitment.
3. A key log will be maintained at all times.
4. No duplication of these keys will be permitted without the explicit permission of the Steering Committee.
5. The loss of any key should be reported to the central office administrator and the Steering Committee.

B. Safe

1. The safe shall remain unlocked during the business day.
2. The safe has a combination lock. The COA, the Steering Committee Chairperson, & Treasurer, shall have the combination to the safe.

C. Telephones

1. The Answering Service must be notified upon opening and closing of the Central Office.
2. 12 Step calls will be referred to the 12 step volunteers.
3. Other Twelve Step Programs and support groups' information should be limited to referral phone numbers.
4. No personal calls permitted.

D. Computer

1. Use of the Central Office computer is limited to Central Office business. No personal use is allowed. No accessing inappropriate web sites will be permitted.
2. Quick Books shall be password protected with a separate and unique password. The Steering Committee Chairperson, COA, and Treasurer shall have the password. If password has to be changed, the appropriate people should be informed immediately.
3. The Central Office computer shall have Norton Anti Virus software. It is the responsibility of the COA to ensure that the virus protection program is running continuously.
4. There will be a daily back up of Quick Books on separate media such as a thumb drive and a monthly back up of the Central Office computer on separate media such as an external hard drive.
5. It is suggested that the default web browser be a version of Mozilla Firefox and the default E-Mail client be Thunderbird. (This is to eliminate the vulnerability of Microsoft programs to virus, Trojan horse, etc.)
6. Software & hardware, registration numbers, pass words, and necessary information shall be kept in an organized manner in a safe and secure place.

E. Mail and Deliveries

1. All correspondence, packing slips, invoices, etc., will be marked with the date received.
2. Merchandise deliveries must be checked & initialed against the packing slip or invoice for accuracy.
3. The COA or volunteer shall pick up the mail from the Post Office box.

F. Records

1. All sales and contributions shall be recorded in triplicate.
2. Daily entries of cash receipts must be made.
3. Paid bills and invoices are to be marked with check number and amount.
4. All will be filed, together with the packing slip, purchase order, and other support documents, alphabetically by vendor.
5. Correspondence will be marked showing disposition and filed according to subject.

G. Checks and Payments

1. All checks require two authorized signatures.
2. Authorized signatories shall be the Steering Committee Chair, Treasurer, COA, and a S.C. member as authorized by the Steering Committee.

H. Change Fund

1. A change fund of \$50.00 is to be maintained.
2. A receipt or voucher signed by the person requesting reimbursement is required.
3. NO PERSONAL USE OF THE CHANGE FUNDS IS PERMITTED.
4. Monthly reconciliation of the change fund is required.

I. Confidentiality and Availability of Records

1. A monthly financial statement & list of contributions will be prepared and distributed at the IGR meeting and will be available at the Central Office.
2. Tax returns filed with the IRS will be available for review at Central Office by any interested A.A. member.
3. All other access to Central office files and records is restricted except when authorized by the Steering Committee Chairperson or representative.

J. Office Equipment

1. Personal use of office equipment is not permitted.
2. Central Office equipment and facilities shall not be used for any purpose not related to A.A.
3. Office equipment will be available for use by members of the Steering Committee for MBAIAA business only.

K. Committee Meetings

1. A calendar shall be maintained for scheduling meetings, and posted in the office.
2. Regular committees desiring meeting times shall request reservation of space and times at least one week in advance through the COA.
3. It is the responsibility of the committee chair to arrange for the presence of a member of the Steering Committee to be present at all meetings at Central Office.
4. No meeting space or times will be provided for functions, which are not specifically, and exclusively A.A. business.

L. Cash Disbursements

(This establishes guidelines for purchases of inventory & assets, and payment of expenses for the MBAIAA Central Office.)

1. All payments will be made by a check drawn on an account of Central Office and signed by two authorized signatures.
2. No payment of any amount will be made without a written invoice or receipt.

M. Inventory

1. Inventory is to be maintained at approximately three months estimated demand for each item.
2. Whenever possible, purchases should take advantage of any volume or quantity discounts offered by vendors.
3. The COA without further approval can make purchases of inventory.

N. Regular Operating Expenses

1. Expenditures for "off budget" items can be made within the following limits:
 - COA not to exceed \$50.00
 - Steering Committee not to exceed \$500.00
2. Any amounts exceeding these limits must be referred to the IGRs at the following IGR meeting.

O. Finances

1. C.O. operating expenses will be from the general fund of MBAIAA.
2. C.O. will function as the receiving and disbursing agent with the oversight of the MBAIAA for all transactions of the general funds.
3. The S.C. may commit MBAIAA for fixed central office operating expenses such as rent, utilities, insurance, taxes, telephone, normal maintenance, and literature inventory replacement in accordance with the approved budget.
4. The MBAIAA steering committee must approve all commitments not to exceed \$500.00 and/or 1 year of commitment, which are not already authorized in the budget.
5. The COA will be responsible for all record keeping & keeping financial software up to date.
6. Under the supervision of the MBAIAA steering committee the COA will maintain a calendar of filing dates for all federal and state taxes and insurance, and will ensure that all required report deadlines are met.
7. Copies of all filed federal and state tax forms shall be maintained at C.O.
8. Financial records of MBAIAA will be maintained for the length of time recommended by the IRS at a minimum of seven (7) years.
9. The Central Office Administrator and Treasurer shall review the Operating Account on a quarterly basis, and will transfer funds over \$10,000 to the Prudent Reserve Account, with the goal of reaching a \$30,000 reserve fund (6 months of average operating costs).

P. Bank Accounts

1. MBAIAA will maintain a single checking account. P&L and Balance Sheet statements will account for all income and expenses. This will be used for C O. operations.
2. There will be a separate savings account for the prudent reserve.

Q. Bank Deposits

1. Only the COA, Treasurer, or a designated steering committee member shall take the deposit to the bank.
2. Bank deposits are to be made in a timely manner and immediately recorded.
3. The copy of the deposit slip and printed bank receipt shall be placed in the appropriate file in central office.
4. A deposit log shall be kept that includes the date, time, amount and name of person making the deposit.

R. Checks

1. The checkbook shall be maintained in a secure location at all times.
2. All checks are to be signed by two of the following people: COA, SC chair, treasurer, or designated SC member.

S. Cash Handling of monies received at CO by COA or Volunteer

1. Receipt with name and number of group and individual with date and signature of person receiving the monies.
2. If CO receives a returned check from our bank for a payment made, the person who wrote the check will be invoiced for the original amount of the check plus a \$25 bank fee. The payment of the invoiced amount will be due within 30 days of invoice date. We will not re-submit the original check, nor will we accept another check for the re-payment. This individual will need to bring into the office or mail to us a money order for the amount invoiced.

T. Accounts Receivable

1. The COA shall maintain accurate record keeping of all sales, orders, and monies received.
2. The COA shall prepare a monthly report of all financial contributions and provide receipts to all contributors.
3. The COA shall maintain and balance the change fund.

U. Accounts Payable

1. All payables shall be marked with date received.
2. All payables will be submitted to the COA.
3. All payables shall be marked with the date paid & check number.

V. Newsletter

1. The COA will publish and distribute a monthly MBAIAA newsletter.
2. One paper copy shall be kept on file at CO and an electronic copy archived in the CO computer.
3. A copy of the newsletter shall be mailed electronically to each registered group.
4. An individual may sign up on the MBAIAA website to receive the monthly newsletter via e-mail.
5. An individual who does not want an electronic copy may subscribe to receive a paper copy via the U.S. mail for a fee of \$10.00/year.
6. The COA will remove from the "snail mail" list upon receipt of return newsletters from the U. S. Post Office. Those removed from the mailing list will forfeit their subscription fees.
7. The MBAIAA newsletter shall report only matters of interest and importance to MBAIAA members. The newsletter should also promote "singleness of purpose." Only those events of major importance shall be included such as anniversaries, picnics, special speakers or other types of meetings or events. Other activities such as conferences, assemblies, and meetings of General Service, etc. may be included at the discretion of the COA.
8. Information submitted for inclusion in the newsletter must be received by the end of the 3rd week of the month.
9. MBAIAA newsletter shall include the previous months IGR Meeting minutes and financial reports.

W. Website

The COA will provide the web coordinator with the MBAIAA master calendar for publication.

1. A current meeting schedule shall be posted on the web.

X. Volunteers

1. The COA is authorized to seek volunteers to perform duties and responsibilities at central office.
2. All volunteers must fill out and complete a volunteer information sheet, which must include first name and last initial, contact information including cell phone and e-mail (if available), and days and hours available to volunteer. If the volunteer has any special skills, they should be listed.
3. There shall be a trained non-compensated volunteer that is proficient in Quick Books in the event of an emergency.
4. The steering committee shall appoint, upon the recommendation/suggestion of the COA, a volunteer who is willing to accept a non-compensated service commitment and be trained in the daily operations of the CO.

Y. COA Absence

1. If the COA is absent due to illness, vacation, or for any extended period of time, the trained, non-compensated volunteer shall assume the COA duties.

Z. Office Computer Network

1. COA shall maintain the MBAIAA business computer.
2. COA shall establish and maintain a properly licensed operating system and application software.
3. Update and procure software and subscription renewals as needed.

AA. Database Lists

1. U.S. postal service address mailing list
2. E-mail list
3. Inventory list in Quick Books with fixed re-order point.
4. 12 Step List. Include:
 - a. Name
 - b. Contact information
 - c. Availability
 - d. Date of last training of the 12 step volunteer
5. Meeting List (updated monthly). Include:
 - a. Name of meeting
 - b. Location of meeting
 - c. Meeting type
 - d. Days and time of meetings
 - e. Name and contact information of secretary, treasurer, IGR, & GSR.
 - f. Group Number
6. Volunteer List (to be maintained by COA) shall include:
 - a. Volunteer name
 - b. Contact information
 - c. Availability
 - d. Special skills
 - e. Date of last training

BB. Purchasing and Inventory Management

1. COA will procure all site maintenance, supply items and contracts, purchases as required; all furniture, equipment and supplies.
2. Manage and renew all office equipment leases and maintenance contracts.
3. Maintain good relations with AA world service (i.e., account in good standing)
4. Order and receive inventory.
5. Price and stock all literature.
6. Perform yearly physical inventory with a S.C. member assisting. This is to be completed prior to annual audit.
7. A quarterly "cycle count" of 25% of inventory items shall be taken.

CC. Literature

1. Order all literature in a timely manner.
2. Keep the literature stock in such a manner that sample material is displayed with titles and cost in a neat and orderly conditions. The stock on hand shall be kept secured.
3. Literature pricing will include cost of product plus shipping cost and sales tax.

(Section O item 9 amended 08/30/17)