

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, or as needed.

A. Key

1. Keys to Central Office are to be provided to the following individuals:
 - a. Central Office Administrator (COA)
 - b. Steering Committee Chairperson
 - c. Steering Committee Treasurer
 - d. All volunteers.
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 COA.
5. The loss of any key should be reported to the central office administrator and the Steering Committee.

B. Telephones

1. The Answering Service must be notified upon opening, and phones must be forwarded to the Answering Service upon 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.

C. 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. QuickBooks Online shall be password protected with a separate and unique password. The COA and Treasurer shall have the password. If password must be changed, the appropriate people should be informed immediately.
3. The Central Office computer shall have anti-virus software. It is the responsibility of the COA to ensure that the virus protection program is running continuously.
4. There will be continuous, automatic replication of all office related files to the office One Drive account (part of Microsoft Office software.)
5. Software & hardware, registration numbers, passwords, and necessary information shall be kept in an organized manner in a password-protected Excel spreadsheet.

D. Mail and Deliveries

Merchandise deliveries must be checked & initialed against the packing slip or invoice for accuracy.

E. 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 logged as expenses in QuickBooks Online.
4. Scanned invoices and receipts will be attached to QuickBooks transactions electronically.
5. Physical correspondence will be marked showing disposition, scanned, and all correspondence will be filed electronically according to subject

F. Checks and Payments

1. Payments will be made electronically.
2. A maximum amount of \$500 is permitted without prior approval
3. Any expense over \$500 must be approved by email or in writing by any two (2) of the following four (4) persons: the Chairperson of the Steering Committee, the Treasurer, the COA or a Steering Committee member as appointed by the Steering Committee.
4. All transactions requiring approval shall include electronic notification to the 2 persons who approved the transaction and the COA.

G. Change Fund

1. A change fund of \$50.00 is to be maintained in the (unlocked) cash box in the COA's desk.
2. Records of the petty cash account will be maintained in QuickBooks Online.
3. A receipt or voucher signed by the person requesting reimbursement is required.
4. NO PERSONAL USE OF THE CHANGE FUNDS IS PERMITTED.
5. Weekly reconciliation of the change fund is required.

H. 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.

I. 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.

J. Committee Meetings

1. A calendar shall be maintained online at www.aamonterey.org/events.
2. The COA is responsible for hosting video teleconference meetings.

K. Cash Disbursements

1. All disbursements shall follow the approval thresholds and authorization requirements outlined in Section F – Checks and Payments.
2. No payment of any amount will be made without a scanned, written invoice or receipt attached to the transaction record in QuickBooks.

L. Inventory

1. Inventory is to be maintained at approximately one month's 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 unless the amount exceeds \$500 or is beyond the approved budget, in which case Section F approval requirements apply.

M. Other Operating Expenses

1. Expenditures for "off budget" items can be made within the following limits:
 - a. COA not to exceed \$50.00
 - b. Steering Committee not to exceed \$500.00
2. All expenditures remain subject to the approval requirements outlined in Section F – Checks and Payments.
3. Any amounts exceeding these limits must be referred to the IGRs at the following IGR meeting.

N. 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, annual 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 shall coordinate with the Treasurer to 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 COA and Treasurer shall review the Operating Account on a monthly basis and will transfer funds over \$10,000 to the Prudent Reserve Account, with the goal of reaching a \$40,000 reserve fund (6 months of average operating costs).
10. The Treasurer and COA shall be responsible for ensuring compliance with all federal and state tax and reporting requirements, including but not limited to: hiring a qualified professional tax service as needed; preparing and filing all required payroll and tax reports and returns; making all required tax deposits; and preparing and filing all required reports and forms necessary to maintain the Corporation's nonprofit status.

O. Bank Accounts

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

P. 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 in QuickBooks Online.
3. The printed bank receipt shall be attached to the deposit record in QuickBooks Online.

Q. Checks

1. The checkbook shall be maintained in a secure location at all times.
2. See section F, above

R. 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. See Volunteer Handbook for examples.
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.

See Appendices for procedure on entering contributions and sales into QuickBooks Online.

S. Accounts Receivable

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

T. Accounts Payable

1. All payables shall be marked with date received and logged as an expense in QuickBooks Online with scanned invoices attached.
2. All payables will be submitted to the COA.

U. Newsletter

1. The COA will publish a monthly electronic MBAIAA newsletter on the website.
2. An individual may sign up on the MBAIAA website to receive a notification of the monthly newsletter availability via e-mail.
3. 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.
4. Information submitted for inclusion in the newsletter must be received by the end of the 3rd week of the month.
5. MBAIAA newsletter shall include the latest IGR Meeting minutes and financial reports.

V. Website

1. The COA will provide the web coordinator with the MBAIAA master calendar for publication.
2. A current meeting schedule shall be posted on the web.
3. The COA, whenever possible, will assist the web coordinator in updating the meeting guide and event calendar.

W. 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.

X. COA Absence

1. If the COA is absent due to illness, vacation, or for any extended period, a trained, non-compensated volunteer shall assume the COA duties.
2. 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. 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.

Z. Database Lists

1. E-mail list
2. Inventory list in QuickBooks Online with fixed re-order point, as needed.
3. 12 Step Phone List, as provided by the 12-step committee chair, will include:
 - a. Name
 - b. Contact information
 - c. Availability
4. Meeting List (updated monthly). Include:
 - a. Name of meeting
 - b. Location of meeting
 - c. Meeting type
 - d. Days and time of meetings
5. Name and contact information of IGRs.
6. Group Numbers
7. Volunteer List (to be maintained by COA) shall include:
 - a. Volunteer name
 - b. Contact information
 - c. Availability
 - d. Special skills

AA. 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.

BB. 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.

CC. Birthday Meeting

The COA is responsible for coordinating and supporting the Monthly Birthday Meetings. In carrying out these responsibilities, the COA shall:

1. Recruit host groups and maintain a current schedule of Monthly Birthday Meeting host

- groups, including contact information.
2. Maintain the Birthday Meeting Guidelines and ensure that each host group receives the current version prior to their scheduled meeting.
 3. Procure and supply all materials provided by Central Office for the meeting, including but not limited to coffee, cups, plates, utensils, meeting format materials, raffle supplies, books for giveaways, and medallions.
 4. Coordinate with the host group regarding the delivery, use, and return of all supplies and equipment.
 5. Provide change funds and instructions for raffle sales.
 6. Announce and promote the Monthly Birthday Meeting through available communication channels, including the MBAIAA newsletter and meeting announcements.
 7. Attend the Monthly Birthday Meeting and provide support to the host group as needed.
 8. Ensure that rent for the meeting space is paid in a timely manner.
 9. Maintain an inventory of medallions, keeping a minimum stock of five (5) of each year.
 10. Ensure that all supplies, equipment, and appliances are cleaned, maintained, and properly stored after each meeting.
 11. Collect all funds received from raffles and Seventh Tradition contributions.
 12. Record all proceeds in QuickBooks Online and include such income in monthly financial reports.
 13. Report Monthly Birthday Meeting activity at Steering Committee and Intergroup Representatives meetings.