

OPERATIONS MANUAL TEMPLATE

This operations manual provides important organizational information as well as operations procedures for ORGANIZATION.

A. Critical Organization Information

This section documents the most critical organization information.

Bank Information

ORGANIZATION's Lawyer:

ORGANIZATION's Mailing Address:

Nonprofit Incorporation Information

ORGANIZATION is incorporated in the state of

IRS tax ID

Accountant

Payroll Information

ORGANIZATION's Worker Compensation insurance is administered by:

ORGANIZATION holds the following insurance policies:

All policies are filed in ORGANIZATION's paper files.

Vendor Information

Online Services Accounts

USERNAMES and PASSWORDS SEE PAPER FILES

Service Name:

Purpose:

Fee for use:

Other Vendors

For a list of general vendors ORGANIZATION has used please see Docs\

Vendor information can also be found in Quickbooks.

Human Resources Information

Personnel Policy

Personnel manual was approved by board XX/XX/XX and is filed in Docs\

Human Resource Contact Information

- Setting up Medical Insurance
- Setting up Dental Insurance
- Workers Compensation Numbers
- Other Important HR Administration Informa

Recurring Operational Tasks

Weekly

- update website
- check registrations on any current events
- enter/update database records
- Back up ORGANIZATION folder to external hard drive.
- Every Friday: Pay bills and invoices come that in from vendors, consultants, etc and record in Quick books. Make deposits and record into Quickbooks. Invoice customers/fee-paying clients

Monthly

- Payroll: Set to automatically direct- deposit for current employee. Memorized transaction for payroll, taxes, and fees should be recorded into Quickbooks.
- Credit Card Reconciliation: Reconcile monthly statements with receipts; pay bill. Record expenses by class/project and customer into Quickbooks.
- Reconcile bank statements against Quickbooks
- Adjust General Ledger/Quickbooks to allocate staff time and shared costs against projects/classes.

Quarterly

- Submit board updates and include quarterly financial statements

Annually

- Prepare Quickbook files and paper files for annual review and 990 filings; send digital QB file to CPA/accountant, paper files are audited in site visit.
- Renew registered agent/pay corporation fees
- File all relevant materials with State, pay filing fees
- Renew all insurance: Worker's Compensation, Board Liability (Director's and Officer's insurance); Liability and Property insurance.
- File forms with Attorney General's office, if appropriate

Events

Events Procedures

B. Operations Procedure Manual

This section provides step-by-step instructions for key operations procedures.

Security Culture/Procedure:

- Never e-mail username and password and URL to someone in the same e-mail
- Do not store username and password information in the same file on your desktop. Create a numbered sheet of paper with your password information and then on another piece of paper in a separate location with the numbers, username information and website locations. (If possible laminate the sheets of paper and keep in two separate secured locations.)
- Create different accounts for contractors accessing the same website
- Change passwords every 60-90 days
- Do not ask any internet browser to remember your password for any site
- If purchasing a product and using a secure webform it is ok to put your e-mail, however otherwise do not give your e-mail address out online
- If posting a job announcement or something online that requests a reply from the general public, create a random e-mail address that will forward to your e-mail account.

Listserv and Blog testing procedure:

File Saving Procedure:

- All files will be saved like this (NameOfFileVersionNumber)
- It is good protocol to include version numbers for collaborative documents and documents used over time and use dates for documents relating to a specific event.

Back Up Procedure:

- Back up ORGANIZATIONs files every Friday afternoon.
- Test reconstruction once a month

Reimbursement Procedure:

- Collect Receipts
- Fill out Check Request form be sure to designate which accounts are associated with each expense. Turn in receipts and check request.

Accounting Procedures:

- Bank Deposit
- Person A opens the mail, and stamps the mail with date received, records checks/cash received information in excel spreadsheet.
- Person A distributes mail to appropriate people. Person A gives Checks/cash that came the mail to person B. Person B signs off stating they received the checks/cash and total amount (use receipt book).
- Person B. processes the checks, prepares a deposit. Gives to person C to deposit. Person C verifies that deposit amount matches amount in excel spreadsheet that Person A. entered.
- Paying Bills
- Person B receives invoices, pays bills, writes checks for the bills, gives bills to person C.
- Person C verifies all invoices and signs the checks.

Invoice creation:

- When creating an invoice in Quickbooks, save as a PDF with this naming procedure:
ORGANIZATIONInvoice_CLIENT_DATE

Procedure for communications with outside world:

New Hire Procedure:

Pre-first day

- Set up e-mail address for new hire
- Set up a basecamp username and password
- Set then up a username and password for database

- Set up username and password for website

First Day

- Give them new employee folder which contains
- Employment forms
- Payroll forms
- Personnel Manual
- Job Description (Have them sign it)
- Give them keys
- Tour the office, show them which keys goes where
- Get them to sign up for all the listservs
- Show them how to use organizational calendar
- Show them how to use organizational website
- Take them out to lunch.

During First Week

- If management, add them to ORGANIZATION credit card
- Explain all three ORGANIZATION's programs in detail

Procedure for new board member:

- Announcement
- Update board roster
- Update letterhead/fax
- Bio for website
- Set up account in organizational calendar software

Emergency/Evacuation Procedure:

Fundraising Filing Procedure:

- Track grants folder by year/color coded sub-folders including
 - Proposal
 - Contract
 - Correspondence
 - Report

Human Resource/Personnel Filing Procedure:

- Create personnel folders for each employee tracking:
 - Employee Contact information
 - New Hire Forms
 - Benefit Forms
 - Attendance Records
 - Signed Personnel Manual Page
 - Vacation Requests

Events Procedures