

MANAGER REMARKS:

March was a busy month. We continue to experience transitional growing while welcoming our new finance committee members and Ginny, our Secretary/treasurer. I want to thank the support of the fellowship, our volunteers, and our steering committee for their continued help and assistance. We sent large contributions to District, Area and the GSO and I did receive a lot of feedback from the fellowship about the donations made. We also received a lot of feedback about our last business meeting which our Vice Chair will address in our steering committee business meeting.

March Accomplishments:

1. Inventory:

- a. We finalized the central office inventory in February. Now that we have 3 officers, we can continue finalizing a determination on identifying items as excess property and what/where for disposal. Will bring this up at steering committee to set a date for next steps.

2. Merchandise:

- a. Received a request for the history of AA to be sold in Pinellas County Intergroup Central Office. Called Chair and Chair instructed me to order 5 at a cost of \$.
- b. New item for PCI: Vice Chair has a request for 'green' book pocket guides. (3 fold at .25 a piece) Common item in many other Central Offices. Would like to order 50 and sell for .50 cents in office. Objections?
- c. No cost increases noted for March on any merchandise items.
- d. Received a request from Rebos to purchase leftover picnic T-shirts at a reduced rate. Currently we are selling T-shirts at \$15.00; we paid \$8.70. Can we offer them to Rebos at \$12.00 a piece if they purchase 10 t-shirts; \$10.00 if they purchase 20 t-shirts? What does the steering committee want to do?
- e. Finance Committee assumed research for new banking institution; best nonprofit sales software; and best system for replacing PayPal.

3. Operations:

- a. New system launched: I am currently creating officer and standing committee chair folders. Ginny, I started a treasurer folder first. I am currently including the scope and practice from our webpage, any existing training materials like the quickbooks guide,

March 16-April 9 Central Office Manager's Report
Report-Allen C

etc. and other reference materials I have found on the computers into each folder as I uncover them.

- b. Last month we talked about the PCI Business Insurance policy retainer and how we have the first month's payment finalized. From last month, Evan assumed the role of reaching out and researching some companies for better rates since we are a small non-profit business with only one employee requiring workman's comp. I have not been able to catch up with Evan this month. So I'm putting this on my report to bring up in steering. However the other insurance broker I spoke with said that we are paying the minimum and that are inventory is covered up to 40K so right now we have the best possible coverage that we can get.
- c. We continue to be challenged with one phone issues, roll-over to helpline during business days. Do we have a time frame for coming up with a proposals/research for a new telecom system?

4. Attendance:

- a. Visitors/Customers: 136

5. Quarterly Meetings.

- a. Attendant the quarterly meetings this pass weekend elected a new chair person for the committee explain that we were also going through a transition phase that are treasure had stepped down this quarter and we are working to get all are numbers in order. Planning on having the next meeting in person.

Performance Reports 📅 03/01/2021 00:00 - 03/31/2021 23:59

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Queues Users Calls Meetings

USERS · GROUPS · DEPTS · IVRS
73 of 73 Users

CALL TYPE
All Types

QUEUE CALLS
All Calls

CALL LENGTH
All Length

Total KPIs [Select KPIs](#)

373 Total Calls	12.03 Avg. Calls/Day	71.0% % Inbound	265 # Inbound	29.0% % Outbound	108 # Outbound	261 # Answered
1 # Voicemail	1.5% % Missed (w/VM)	4 # Missed (w/VM)	24:41:39 Total Handle Time	21:14:21 Total Handle Time (in)	03:27:18 Total Handle Time (out)	04:11 Avg. Handle Time
04:52 Avg. Handle Time (in)	02:13 Avg. Handle Time (out)	00:08 Avg. Speed of Answer	0 # Abandon (Hold)	98.5% % Answered	76 # Refused	373 Total Call Sessions

Trend

PRIMARY METRIC ● Total Calls ▼ SECONDARY METRIC ● # Answered ▼

Hour **Day** Week

FINANCE COMMITTEE REPORT - APRIL 2021 (Updated 4/12/21)

- We've met twice so far, and plan to meet at least once per month going forward. This committee consists of Ginny (who's also the secretary), Brad, and Jon.
- The first mention of a finance committee in the bylaws: 2/20/1995: "Finance Committee to determine the amount of prudent reserve."
- We determined our scope should be anything that impacts the budgeting, working with the bookkeeper (Erin), and to prevent fraud.
- We have a bookkeeper that does the monthly and annual reconciliations. Bookkeeper cannot do the tax forms.
- We are still in need of a CPA that can do our taxes for us. Preferably a non-alcoholic.
- Suggested to cease using Quickbooks and have the web committee design a POS system to avoid confusion and have a centralized method to keep the numbers consistent.
- Ginny has researched several banks and determined that the top two most suitable banks are: Wells Fargo and Bank of America. Wells Fargo is probably the best one because they don't charge fees for a non-profit commercial bank account and also doesn't require a minimum deposit to get started. Bank of America has a \$5000 minimum to avoid maintenance fees.
- Ginny found a potential location for Intergroup to relocate. It's in Pinellas Park and \$750 monthly all included.
- According to Central Office Manager Allen, he had an insurance broker look over our policy and he stated we have the best possible coverage at the minimum already. He could save us around \$200 in lowering our inventory coverage. We have \$40,000 in coverage for our inventory. Other central offices use general liability with no coverage on their inventory. Allen suggests we can start towards the end of the year to shop around and see if we could lower rates for 2022 because we already put in \$530 into the policy already and it's nonrefundable.
- We need receipts for purchases made with the bank ATM, that needs to be implemented. Currently we are not doing that.