OPERATIONS MANUAL TEMPLATE

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

ORGANIZATION:

A. Critical Organization Information

BUSINESS NAME:

URL/S:

PHONE NUMBERS:

EMAIL ADDRESSES:

BUSINESS STRUCTURE:

TAX FILE NUMBER:

CACN / ABN

Bank Information

ORGANIZATION’s Lawyer:

ORGANIZATION’s Mailing Address:

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 (eg. XERO, Quickbooks MYOB)

Human Resources Information

Personnel Policy

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

Human Resource Contact Information

* Workers Compensation Numbers
* Workciver
* Other Important HR Administration Information

**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

* Accounting. Make deposits and record into (account software). 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 accounting software.
* Credit Card Reconciliation: Reconcile monthly statements with receipts; pay bill. Record expenses by project and customer into accounting software.
* Reconcile bank statements against accounting software
* Adjust General Ledger/ accounting software to allocate staff time and shared costs against projects/classes.

**Quarterly**

* Submit board updates and include quarterly financial statements

**Annually**

* Prepare accounting software files and paper files for annual review; send digital 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 ASIC/Tax office 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 aseparate 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 otherwisedo 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 Cheques /cash that came the mail toperson 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

* Proposals
* 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