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Central Office of Salt Lake City Standard Operating Procedures (SOP) Table of Contents

April 18th, 2008

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Central Office of Salt Lake

I. Standard Operating Procedures

This will serve as an outline of proper procedures for duties of office personnel. It should not be considered as all-inclusive and addenda will be added as necessary.

All employees and volunteer workers are asked to familiarize themselves with this manual. A working knowledge of the Twelve Steps and Twelve Traditions of Alcoholics Anonymous is also required.

1. OFFICE MAINTENANCE:

A. The office will open at 9:30am, and close at 5:30pm, Monday through Friday. Saturday, office hours are from 10:00am to 2:00pm.

B. 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 C.O. personnel or volunteers on a regular basis.

C. Coffee should be available to all customers and visitors during regular office hours. A "Coffee Fund Donations" receptacle is to be visible and donations encouraged but not required. Coffee donations are to be used solely to offset coffee expenses and maintained separately from other cash receipts.

2. ENTRANCE DOOR KEYS:

A. Keys shall be provided to the following individuals:

1. Each paid employee.

2. The Chairperson of the Board of Trustees.

3. A member of the Board of Trustees or other volunteers as authorized by the Board for Saturday shifts and/or committee meetings. This key is to be returned to the C.O. Office Manager immediately after the authorized use.

B. No duplication of these keys will be permitted without the explicit permission of the Board of Trustees.

C. The loss of any key should be reported to the C.O. Manager and the Board of Trustees.

3. TELEPHONES:

A. **Answering Service** - The answering service must be disconnected during regular office hours.

B. **Twelve Step Calls** - Whenever reasonably possible, direct contact will be established between a caller and an AA member not employed by Central Office.

C. Other Twelve Step Programs and Support Groups - Information should be limited to meeting times and referral phone numbers. The function of the Central Office is to spread the message of A.A. and not to act as an information clearinghouse for other recovery programs regardless of their similarity to A.A. or the caller's need.

D. Personal Calls - Personal use of office phones shall be limited. Long Distance and other toll calls, except for office business, are not permitted.

4. MAIL AND DELIVERIES:

A. All correspondence, delivery tickets, and invoices will be marked with the date received.

B. Merchandise deliveries must be checked against packing slips and order invoices for accuracy.

5. RECORDS:

A. All sales and contributions shall be recorded.

B. Daily ledger entries of cash receipts must be made. Cash disbursements and bank deposits is to be immediately recorded.

C. Paid bills and invoices is to be marked with the check number and amount and filed, together with the packing slip and other support documents, alphabetically by vendor.

D. Correspondence will be marked showing disposition and filed according to subject.

6. CHECKS AND PAYMENTS:

A. All checks require two authorized signatures.

B. Authorized signatories shall be the Chair of the Board of Trustees, the Board Treasurer, and one paid employee of Central Office, preferably the C.O. Manager.

7. PETTY CASH

A. A petty cash fund of \$50.00 is to be maintained for reimbursement of office expenses.

B. A receipt or voucher signed by the person requesting reimbursement is required.

C. Petty cash funds shall be replaced by check from the Central Office checking account.

D. No personal use of petty cash funds is permitted.

8. CONFIDENTIALITY AND AVAILABILITY OF RECORDS:

A. A monthly financial statement and list of contributions will prepared and distributed at each C.O. representative meeting and will be available at the Central Office.

B. Tax returns filed with the IRS will be available for review at Central Office by any interested

A.A. member.

C. Twelve Step lists, Committee lists and any records which could reveal the identity of A.A. members are not to be available except to any other than Central Office workers during the course of office business.

D. All other access to Central Office files and records is restricted except when authorized by the C.O. representatives or Board of Trustees.

9. OFFICE EQUIPMENT:

A. Personal use of office equipment is not permitted.

B. Central Office equipment and facilities shall not be used for any purpose not related to A.A.

C. Office equipment will be available for use by members of the Board of Trustees, and committees created by the C.O. representatives, and C.O. Staff and volunteers.

E. Excessive use of office equipment that would interfere with the normal activities of the Central Office is not permitted.

10. COMMITTEE MEETINGS:

A. A calendar should be maintained for scheduling meetings, and posted near the C.O. Mgr's Office.

B. Regular committees desiring meeting times shall request reservation of space and times at least one week in advance through the C.O. Manager.

C. It is the responsibility of the committee chair to arrange for the presence of a member of the Board of Trustees during all meetings at Central Office.

D. No meeting space or times will be available for functions which are not specifically and exclusively AA business.

II. Cash Disbursements:

This operating procedure will establish guidelines and procedures for purchases of inventory and assets and the payment of expenses for Central Office of Salt Lake City, Inc. (Central Office). Prudent Reserve.

The 1977 General Service Conference recommended "a suggested prudent reserve ... preferably be one to 12 months' operating expense, depending on local needs." The amount of this fund is determined by the Central Office Committee and maybe changed at its discretion. The prudent reserve may not be used for any purpose without the prior approval of the Central Office Committee.

1. DISBURSEMENT OF FUNDS:

A. All payments more than fifty dollars (\$50.00) will be made by a check drawn on an account of Central Office signed by two authorized signatures.

B. Amounts less than \$50.00 may be paid from a petty cash fund maintained by the Central Office Manager.

C. No payment of any amount will be made without a written invoice or receipt.

2. INVENTORY PURCHASES:

A. Inventory is to be maintained at approximately three months estimated demand for each item.

B. Whenever possible, purchases should take advantage of any volume or quantity discounts offered by vendors.

C. Purchases of inventory, to replace items sold, can be made by the Central Office Manager without further approval. The purchase of new inventory items shall be made according to the limits established by an Inventory Control Program.

3. PAYROLL:

A. Pay rates and the maximum hours for each employee are determined by the Central Office Committee. Payrolls within these limits do not require further approval. An annual operating budget must be presented to the Central Office Committee for approval.

4. REGULAR OPERATING EXPENSES:

A. An annual operation budget must be presented to the Central Office Committee for approval.

B. The operating budget can be reviewed and revised by the Central Office Committee as necessary. Expenditures that are within the approved budget can be made without further approval.

5. UNFORESEEN EXPENSES AND ASSET PURCHASES.

A. Expenditures for "off -budget" items can be made within the following limits:

1. **The Central Office Manager** - Not exceed a total of fifty dollars (\$50.00).

2. **The Board of Trustees** - Not exceed a total of two hundred dollars (\$200.00).

3. **The Central Office Committee** - Not to exceed a total of five hundred dollars (\$500.00).

Any amounts that exceed these limits must be referred to the member groups of Alcoholics Anonymous before action by the Central Office Committee. Amounts less than these limits must be referred to the next level if they are to have a lasting impact on the operation or mission of the Central Office.

III. DAILY OFFICE PROCEDURES:

1. It is the responsibility of the Central Office Manager and the Central Office Board to make an accounting

of all activities of the Central Office to the members of Alcoholics Anonymous, the Intergroup and the Districts. These daily office procedures help to ensure that an accurate and full accounting can be made.

A.. Opening The Office.

The hours worked by the Central Office Manager and employees must be accounted for so that he/she can be paid for their work as a trusted servant.

B. Work Hours.

Record time arriving at office on an Hour Form or according to another procedure approved by the Central Office Board..

C. Answering Service.

The answering service receives calls for Alcoholics Anonymous when the office is not open. The calls received include 12th step calls, requests for meeting times and places and other information. The caller can also leave a message for the office. Additional information can be found in the Central Office Phone Answering Package.

E. Phone Calls & Visits to Office.

All phone calls and visits to the office is an opportunity to carry the message of Alcoholics Anonymous. People call for information about A.A., meeting times and places, literature available, office hours and location; and for phone numbers like Al-anon, NA, CA, Alano Club and others. The office receives 12th step calls and requests for information to be mailed.

F. Office Phone Calls & Visits.

Record all calls, by type, and visits on the Contact Form.

G. 12th Step Calls.

Request the person's first name and phone number so a member of the 12th Step Call List can contact them. Then contact a person on the 12th Step Call List who is willing to give the person a call.

H. 12 Step Call List.

A.A. members may call the office to be added to the 12th Step Call List. Obtain all information from the caller and add them to the list. Update the computer file with this information.

G. Sales & Contributions.

All transactions for sales and contributions must be accounted for on a daily basis. Sales includes AAWS and Grapevine literature, chips, and contributions from individuals, A.A. groups, Districts and the Intergroup. It is the responsibility of the A.A. group to contribute monies to the district, area and GSO.

H. Transactions.

Close out Daily Report Form from the prior day if necessary. Make sure all receipts from the prior day are recorded on, and attached to, the form. File the form in the folder for the current month. Balance the cash box from the prior day if necessary. The cash box should contain the amount as approved by the Central Office Board.

I. Begin new Daily Report Form for the day.

Record the amount of Starting Cash on the new Daily Report Form for the day.

J. Write receipts for all sales and contributions, or print from the Cash Register or computer.

Give customer a copy of the receipt and retain one copy of the receipt for the office. Record receipt number, amount and whether paid by check or cash on the Daily Report Form.

k. Forward the Phone:

As outlined in the C.O. Phone Answering Package.

l. Work Hours.

Record time leaving office on Hours Form or according to another procedure approved by the Central Office Board. Of Trustees.

m. Close and Secure the Office as outlined by the C.O. Security Procedures.

IV. Personnel

This operating procedure will establish guidelines and procedures for supervision of the Office Manager and staff of Central Office of Salt Lake City, Inc. (Central Office).

1. Central Office has no authority of its own. It derives its authority from the participating groups. The groups maintain effective control over the Central Office through their Central Office Representatives (C.O. Reps.)

2. The C.O. Committee is the decision and policy making body for Central Office. All authority rests in their hands to guide the functioning of Central Office.

3. The Board of Trustees will oversee the operation of the Central Office and be responsible for its functions.) The Board shall guide the Central Office Manager in accordance with conscience of the C.O. Committee, giving responsibility and commensurate authority in accordance with the guidelines of G.S.O. for Central Offices or Intergroups.

4. The Central Office Manager must manage the day to day operations of the Central Office in accordance with the C.O. Procedural Manual. Pertinent motions of the Central Office Committee should be included in the C.O. Procedural Manual. The Office manager must understand and follow all provisions of the Articles of Incorporation, By-Laws, and the SOP.

5. The Central Office Manager supervises hourly employees and volunteers with approval of the Board of Trustees and C.O. Committee.

6. The C.O. Office Manager will maintain a record of hours worked by hourly employees. He will also record the days he has worked, including vacation and sick hours used and total paid leave time remaining.

7. An Annual Job Performance evaluation of the Office Manager must be conducted by the Board of Trustees and a copy is made available for the C.O. Rep's by the November C.O. Rep's Meeting.

8. All personnel actions should be corrective rather than punitive. If at any time, the Employee's performance is believed to need improvement or is in violation of C.O. procedures, the Board will work with the Office Manager to correct the situation. The C.O. Manager must also follow these guidelines to the part-time employees as it is his responsibility to guide and supervise the staff. Whenever possible, the

first course of action should be informal or verbal with an emphasis on possible remedies. If further action is required, it should be as follows:

- 1st Instance Written Warning
- 2nd Instance Written Warning with action (i.e., brief suspension)
- 3rd Instance Termination

Illegal acts, Gross Insubordination, or Consumption of Alcohol are grounds for immediate termination. All actions of the Board of Trustees can be appealed directly to the Central Office Committee.

V. Position Description:

1. AA CENTRAL OFFICE MANAGER

The position of Central Office Manager is responsible for the administrative and day-to-day operations of the Salt Lake City AA Central Office. The Central Office Manager shall report to and be accountable to the AA Salt Lake City AA Central Office Board of Trustees. His duties include the following:

A. Public Relations:

- (1). Ensuring that callers and visitors receive prompt attention and are treated in a courteous and helpful manner.
- (2). Ensuring e-mail and correspondence receive prompt response and referrals as appropriate.
- (3). Responding to general inquiries for information about Alcoholics Anonymous, making appropriate referrals to AA District and Area representatives or the General Services Office.
- (4). Providing information on the AA meeting schedule and available literature.
- (5). Assisting callers to connect with volunteers on the 12-Step list.
- (6). Providing contact information for other 12-Step programs on request.
- (7). Providing information on upcoming local, regional, national and international AA events.
- (8). Providing travelers information on AA meetings and contact persons outside the local area including state, national and international.
- (9). Assisting with the AA Central Office website.

B. Publications:

- (1). Supervising the maintenance of the AA Meeting Schedules.
- (2). Collecting newsletter material and coordinating with the editor.
- (3). Coordinating the mailing lists for the newsletter.
- (4). Assisting with the printing and mailing of the newsletter.
- (5). Coordinating the various AA newspaper advertisements.

- (6). Coordinating the various AA telephone directory entries.

C. Administrative:

- (1). Supervising and scheduling office staff and volunteers.
- (2). Training staff and volunteers.
- (3). Working with the AA General Services Office.
- (4). Cooperating with AA District and Area representatives.
- (5). Providing support for the groups' Central Office Representatives.
- (6). Assisting in the preparation and filing of monthly financial statements, and other administrative and financial reports as requested.
- (7). Ordering of office supplies.
- (8). Supervising office cleaning and maintenance.
- (9). Coordinating the telephone answering service.
- (10). Working with the after-hours telephone volunteer base to ensure maximum telephone coverage.
- (11). Working with the 12-Step Call List.

D. Coordinator, Accounting, Inventory & Sales:

- (1). General bookkeeping: maintain accurate records of all sales, contributions, bills and expenses.
- (2). Maintaining an accurate inventory and estimating future needs.
- (3). Ordering literature and maintaining appropriate inventory.
- (4). Ordering chips and other products offered for sale at the Central Office.
- (5). Negotiating prices with service and product vendors.
- (6). Ensuring damaged goods are returned to vendors.
- (7). Handling sales to groups, districts, individuals and the general public including out-of-town sales.
- (8). Recording and receipting all sales and contributions.
- (9). Paying bills.

E. Administrative Support for the Board of Trustees:

- (1). Attending and reporting at monthly Board, and C.O. Committee meetings.
- (2). Providing support and assistance with any Central Office fundraising activity.
- (3). Attending conferences and workshops related to Central Office.
- (4). Assist Central Office Board with duties as assigned by the board.

2. AA Central Office Administrative Assistant:

A. Duties:

1. Report directly to the Central Office Manager, however, is accountable to the C.O. Board.
2. Assist in the review/update of the C.O. Procedural Manual.
3. Assist in bringing C.O. Payroll Services in house, including payroll checks, state and federal tax deposits, report, eliminate the need for employee leasing.
4. Assist in the programming of Accounts Payable checks by eliminating hand-written checks and check register.
5. Assist in establishing and Inventory Control Program with “par” levels for all items in stock based on actual sales.
6. Assist with computer security, upgrades, programs, and maintenance.
7. Assist to maintain a 3 month Inventory Control Program.
8. Assist to implement a Credit/Debit Card program/
9. Assist programming the C.O. Cash Register and connection to C.O. QuickBooks.
10. Assist in preparing a monthly Sales Report for the Board and C.O. Committee.
11. Assist the C.O. Manager in procedures, computer, office training.
12. Assist the Board Treasurer and C.O. Manager in preparing an annual Budget.
13. Assist the C.O. Newsletter Editors, Printer, AA Meeting Schedule Editor; and Website Coordinator in preparing all the monthly and quarterly meeting schedules, flyers.
14. Assist in maintaining an up-to-date C.O. Product Inventory Report for the Board, Committee, and members of the AA community.

VI. Central Office of Salt Lake City Inc., Security Procedures

Approved: January 19th, 2008,
By Policy and Procedures
Committee

A. Security Policy Statement

The AA Central Office, SLC Security Program will be an ongoing process that includes the development of regulations, procedures, and practices to provide a reasonable level of security for the property of C.O. and for the personal security of employees and visitors. This policy shall become a part of the Central Office of Salt Lake City SOP (Standard Operating Procedures).

AA Central Office Administrative and supervisory personnel shall be directly responsible to the Board of Trustees' and the Central Office Representatives for the incorporation of security principles and procedures in the areas outlined in this document.

Each member of the staff is responsible for carrying out AA Central Office Security Procedures, and Practices.

B. Authority

1. The Central Office Manager is responsible for coordinating the security and safety at Central Office of SLC.

a. The Central Office Manager, or his/her designee, shall assist with security, established procedures, and coordinating programs and services in accordance with these guidelines and procedures.

b. When necessary, the Office Manager, or his/her designee, can request police assistance for the reporting and investigating of crimes, suspicious activities, and property accidents.

C. Scope

a. The Central Office Board of Trustees or the Central Office Manager can request the assistance of the South Salt Lake Police Department in conducting an annual on-site safety review and providing updated information and training related to safety and security measures.

b. **South Salt Lake Police Department** is located at: **2835 South Main Street SSL, UT 84115**
Phone 801.412.3600
FAX 801.412.3601

D. Property Security

a. The area located around the Central Office of SLC is an open area with one overhead porch light that needs to be lit at night. Any problems or questions regarding lighting should be directed to the Landlord immediately, and the Central Office Board Chairman should also be made aware of any property security issue.

E. Vehicle Parking Security

a. The parking area is available for the use of employees and visitors. It should be noted that the parking lot is not lit at night and special care should be taken, especially during the winter months. We should also advise our members who arrive for committee and board/rep meetings that they should secure all their valuables in the trunk of their vehicles.

b. The Central Office of SLC is not responsible for theft, loss, or damage to vehicles using the Parking area.

c. It is the responsibility of C. O. to advise our visitors and members to **NOT** park in any parking area that is marked with a “No Parking” sign. Central Office is not responsible for any ticketing, towing, booting, or other similar measures taken as a result of a member parking in a “No Parking” zone.

F. Building Security Procedures

a. During Business Hours:

1. The front door to the building must remain unlocked during normal business hours; however, when there is only one staff member working, the front door must be locked if that staff member needs to use the restroom, or be away from the front retail sales area for any length of time. The sign on the front door can reflect a time return if the employee will be unavailable for more than a few minutes.

2. The front door must be locked prior to closing the cash register out for the day and accessing the cash drawer. After locking the door, the cash register must be closed out and the following procedures used:

(a) The cash from the cash drawer must be locked in the safe. The cash drawer shall be removed and locked in a locker/cabinet.

(b) All cash money not being deposited at the end of the day shall be locked in the office cabinet safe. The cabinet holding this safe needs a lock and hasp installed as soon as is practicable.

(1) The Central Office Board Chairperson must also have access to the safe and maintain the combination.

(c) Efforts shall be made, however, to try and deposit all money and receipts on a daily Basis. Under no circumstances should any employee of Central Office remove money and/or receipts unless it's to make a bank deposit.

(d) The installation of a Credit Card/Debit Card machine would help eliminate the need to have an excess amount of cash for deposit.

3. Closing the Office at the end of the Business Day. The following procedures must be followed when closing the office for the end of the business day:

(a) Ensure that the front door is locked. (This must be done prior to counting any money from the till.)

(b) Check to see that all the windows are closed and locked and that all window signs indicate that the office is "Closed."

(c) Take a quick tour throughout the office while the lights are on to ensure no one is left in the area. Whenever possible, this must be done when at least one other employee or member is present at C.O.

(d) All unnecessary electrical appliances, heaters and similar items should be turned off.

(e) Two small lamps, with energy saving bulbs, should be purchased and placed in areas where required, and left on while the office is closed.

G. Computer/Checkbook Security

Scope: The computers running in Central Office are the life blood of our ability to perform essential daily tasks that keep our business unit running. We rely on these machines to access the internet, prepare our reports, track sales and, in some cases, help with inventory and other critical jobs.

1. There have been at least two instances in the space of a year where, for unknown reasons, our main C.O. Mgr's computer was infected with a Trojan Horse virus. This is dangerous and could be catastrophic for us. For instance, in at least one case of the virus, it appears that it may have corrupted or destroyed vital financial information stored only on the C.O. Manager's computer. Therefore, we are implementing the following security measures:

a. All computers should be password protected. Although we encourage our volunteers to use these computers to access their email, use the web to provide information to callers and visitors to CO, and surf the web, under no circumstance will accessing inappropriate websites be permitted.

b. Each computer will be protected with appropriate spyware and virus protection programs. It will be the responsibility of the C.O. Manager, or his/her designee, to ensure that these programs are running continuously on all computers and to further ensure that weekly or semi-monthly checks are manually performed to keep the computers healthy.

c. All computers shall be backed-up weekly so that any inadvertent loss of information due to viruses, power surges, or other computer problems will not also result in the permanent loss of vital information.

It shall be the responsibility of the C.O. Manager, or his/her designee, to ensure that all computers are fully backed-up on a weekly basis to an external media, such as an external hard drive or computer discs. More frequent backups are highly encouraged, especially when the programs being used (e.g., QuickBooks) provide for an automatic backup system. However, in no event, shall an automatic backup be considered adequate for the weekly backup to an external source.

d. All of the annual financial information from previous years that is presently stored on the C.O. Mgr's computer must be backed up by downloading to a safe and secure storage device. The C.O. Mgr., or his/her designee, must provide to the Board of Trustee's, a list of the annual financial information by year that is being saved in a secure location.

2. From time to time, the hardware and software programs on the C.O. computers need to be upgraded, repaired, and/or reinstalled. There have been several instances in the space of a few months where these upgrades, repairs, and/or reinstallations were made impossible or were delayed due to lost software and hardware programs, lost passwords, registration codes, and similar loss of necessary information. For this reason, the following procedures will be implemented:

a. It is imperative that all hardware and software programs installed on any of the C.O. computers, along with all registration codes, passwords, and other necessary information, be stored together in a safe and central location that can be easily accessed when needed. It will be the responsibility of the C.O. Manager, or his/her designee, to ensure that all hardware and software programs, passwords, registration codes, etc. are placed in a safe and secure central location.

b. When any new hardware or software programs are added to any computer, it is the responsibility of the C.O. Manager, or his/her designee, to ensure that the new programs are added to the storage and that all passwords, registration codes, etc. are kept up-to-date.

c. If any password needs to be changed, added or deleted on any C.O. computer by a C.O. employee or volunteer, it is the responsibility of that employee or volunteer to first obtain approval for the change/addition/deletion from the C.O. Manager or his/her designee. Once the change/addition/deletion has been made, the C.O. Manager or his/her designee is responsible for properly recording the new information and storing it together with the other computer information, hardware, and software.

H. Checking Account Security

a. The Central Office Check Book and back-up data should be secured at the close of business each day. The Central Office Manager has the responsibility in maintaining our check book and should ensure that no checks are written without the required two signatures

b. Two (2) signatures are required on all C.O. Checks. One signature must be made by the C.O. Board Chairperson and the other signature, as approved by the C.O. Manager or C.O. Employee.

c. If AA Central Office incorporates or is incorporating the daily use of QuickBooks and the online banking features for bill pay, checking, and banking, THEN the following security procedures will apply:

(1) Login and passwords for QuickBooks, and any other accounting programs, and online banking will be known ONLY by authorized persons: The Central Office Manager, Administrative Assistant or Assistant Manager, and the Central Office Board Chairperson. These passwords will also be written down and stored in a locked, secure location such as the Central Office safe or a locked cabinet which would **be inaccessible by unauthorized persons.**

Reviewed and Approved by the Policies and Procedures Committee, the 15th of April 2008.

