# 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***