

## Procedures

### Post Office

Snowlands currently maintains the following two PO Boxes:

P.O. Box 2570  
Nevada City, CA 95959

P.O. Box 230  
Livermore, CA 94551

We are using Gail's personal P.O. Box in Reno for mail that needs to go to her, e.g. bills.

P.O. Box 18554  
Reno, NV 89511

The current plan is to cancel the Livermore box at the end of its term. At that time we will have mail addressed to it forwarded to Gail in Reno.

The Nevada City box will be the address used for normal business correspondence, e.g. membership information and brochures will show this address. Staff will normally visit it once or twice a week.

The Reno box will be used primarily for invoicing and other activities that require the attention of the President, e.g. monthly telephone and payroll billing will go to this address.

### Payroll

Paychex is our payroll service. They send bi-weekly summaries and monthly bills to the Livermore address. These materials are forwarded to the Nevada City address after review by the President. The President will ensure that adequate funds exist in the checking account to cover payroll.

The Administrative Assistant will call in payroll figures in a timely manner twice a month or should make arrangements for someone else to do so in their absence.

### Staff incurred expenses

Staff will submit monthly expenses to the President at the Livermore address during the last week of the month in which the expenses were incurred or during the first week on the month following the month in which the expenses were incurred. The purpose of this procedure is to keep expense recording up-to-date. It is understood that at times the schedule will not be met. In these cases the expenses should be submitted as soon as possible.

Expenses for staff and others (e.g. directors) should be submitted on the standard Snowlands expense form.

#### Bank accounts

Snowlands Network maintains one checking and one savings account at Bank of the West. The accounts are managed through the Livermore branch.

It is the responsibility of the President to maintain adequate funds in checking account to cover anticipated expenses.

The President, Treasurer and Chairman have authorization to write checks and transfer funds, but except on rarer occasions, the President writes the checks. The President maintains a “check register” in Excel format and forwards the new entries to the Administrative Assistant along with backup (bills, receipts, statements, etc.) several times a month for entry into QuickBooks and reconciliation of accounts.

Bank statements are sent to the Livermore address and forwarded on to Administrative Assistant for reconciliation each month.

#### Credit card

Snowlands Network maintains a credit card through Bank of the West in the name of the Administrative Assistant/Snowlands Network. The President does not have a card but has the information necessary to make online or phone charges. The credit card statement goes to President for review and payment then forwarded to the Administrative Assistant for posting and reconciliation with receipts.

The President should verify with the Administrative Assistant that charges are valid before paying.

#### Accounting records

All accounting records should be kept at the Nevada City office if at all possible.

The President and Treasurer shall send to the Administrative Assistant all applicable financial information in a timely manner.

The Administrative Assistant will send P&L and Balance Sheet reports to President and Treasurer each month.

The Administrative Assistant is responsible for accounting records being current, closing the books each fiscal year end June 30, and providing the accountant (Abacus Bookkeeping) the necessary information by the first part of August for tax filing November 15.

### Forwarding of materials to Nevada City office

All staff, directors and volunteers should forward applicable materials to the office in a timely manner. These materials include such items as petitions and trip waivers.

### Membership mailings and reports

Quarterly membership renewal letters are sent by the 15<sup>th</sup> of the first month of the quarter by the Administrative Assistant.

Prospect Mailings are sent a minimum of twice a year – ideally March and August. Additional mailings may be sent as deemed appropriate by President based upon reports produced by the Administrative Assistant.

End-of-Year fundraising mailing takes place early November. There may be up to three separate mailings: Current Members, Lapsed Members and Prospects.

The standard procedure is for the President to write the letters, the Administrative Assistant edits and revises for implementation into GiftWorks database, and mailings are done from Grass Valley office.

### Handling & recording of donations

All donations (with a few exceptions) will be directed to the Nevada City P.O. Box. Administrative Staff will then record donations in GiftWorks and deposit in Bank of the West checking account.

A “Deposit Record” (a spreadsheet exported from GW) will list all donations and to which campaign or appeal they apply.

Donations are entered by the Administrative Assistant into QuickBooks to produce Monthly Financial Reports. This step will be eliminated by the eventual linking of GiftWorks and QuickBooks.

A thank you letter will be generated for each donation from GiftWorks and signed by the Administrative Assistant.

### Credit card donations

Credit card donations are processed by Elavon/Merchant Services.

Donors can make donations using their credit card two ways:

- They can go online through our website and enter the necessary information. An authorization message is automatically sent to the “Finance Email List.”

- Credit card donations sent to the Snowlands Network office are processed by the Administrative Assistant through the Snowlands website. An authorization message is automatically sent to the “Finance Email List.”

Elavon deposits donations directly into the Snowlands checking account. Monthly statements are sent to the Nevada City P.O. Box and the Administrative Assistant reconciles the statement against receipts and against the bank statement.

### Thank you notes

Administrative Staff will email each Deposit Record (see above) to the President. In addition to computer generated acknowledgement letters (see above) the following handwritten notes will be sent:

Donations of \$250 and larger will be highlighted in **Yellow** for handwritten thank you notes from the President. Donations between \$50 and \$249.99 will be highlighted in **Pink** for handwritten thank you notes from the Administrative Staff. A copy of all Deposit Records will be sent to the President, even if no handwritten note is indicated.

For three years, handwritten notes have been on cards from Comstock Bonanza – two northern Sierra snow scenes. As of January 2010, notes have been on Forestdale Creek postcards. As of June 2010, we will use note cards printed by Snowlands on an appropriate color printer. This allows for the photo to be tied specifically to our activities and changed as desired.

New member names, regardless of donation amount, are sent each month to the Director (currently Art Ewart) for a personal thank you note for joining.

New members are listed in each Snowlands Bulletin (this began with Spring 2010) and all new members since the last Bulletin are included.

### Exhibit materials

A table-top display, pop-up canopy, Snowlands flag and poles, miscellaneous plastic boxes of supplies, assorted Snowlands banners and big table cover, 3 cash boxes, and assorted brochures, newsletters, Tahoe Meadows postcards and bookmarks are stored in Livermore. Also, all A/V & sound equipment is stored in Livermore. Easel(s) and screen too.

Currently, another table-top display, Snowlands banner(s), and assorted printed materials as above are located at Gail Ferrell’s in Reno for use at events in the Reno/Tahoe area.

The office in Grass Valley has a supply of brochures, Tahoe Meadows postcards, newsletters and bookmarks. To date, no other display materials are stored in Grass Valley.

### Snowlands telephone(s)

Snowlands Network's cell phone (530-265-6424) is used as the office phone. The decision to use a cell phone was based on the desire to maintain the Nevada City exchange when we moved the office to Grass Valley. The phone statement is sent to the President for review and payment, and then forwarded to the Administrative Assistant for posting.

### Backup of computer files

All records are backed up at least once a day when the computer is on, and twice on Friday. Administrative staff makes additional periodic back ups when prompted by GiftWorks and/or QuickBooks.

An external hard drive is connected to the computer every time Administrative Staff uses the computer. This external hard drive is disconnected and taken by Administrative Staff (when leaving office for the day) to 10749 Butte View Drive, Grass Valley, CA 95945 for safekeeping.

### Alert email responses

The Administrative Assistant will send email thank you notes for responding to alerts and will forward as appropriate to the President.

Additions/Revisions as of 2010.08.02