

F.W.S. Office Supervisor Report

January 14, 2011

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As you may know by now the Board of Trustees (BOT) terminated the two staff members at the FWS Office on November 18th. Since then an inventory and a financial review by the CPA/bookkeeper has been in process.

I became Office supervisor (formerly GM supervisor) coordinating office operations on behalf of the BOT. My responsibility has been to work with the BOT chair and BFOC (Board Finance and Operating Committee) chair to secure the office and finances of the corporation. This was done the morning of the termination and the two days after.

I was at the FWS office for two weeks (Nov 18-Dec 2nd) opening mail, answering emails, and generally paying bills and making deposits. In addition the bookkeeper provided by the accountant and I were calling creditors about contracts and past purchases. The BOT chair was also present to backup the server and all computers plus assess the security of all technology in the office.

In the meantime, Sam M., a past BOT member and GM supervisor, volunteered to come from Austin TX to the FWS Office on Mondays and assist in filling and shipping orders. Unfortunately due to the installation of a new USPS shipping system and synchronizing programs, there was a delay in shipping of 4 weeks. Other volunteers are also coming on a regular basis until the BOT can determine the needs of the organization and staff required.

I summarize below what has been happening at the FWS Office during the month of December.

FWS Office Essential Services

- Open Mondays 9-4:30pm with Sam M., volunteer, since December 6th. Normally 2-3 volunteers are present on Mondays. (A Volunteer Application Form is filled out by all volunteers and volunteer guidelines are provided as well.)
- Mail was sent by Fed Ex Dec 13th and 20th to the Office supervisor.
- Deposits mailed to bank Dec 17th and 28th totalling \$14,000.
- Bills paid by check and ACH or debit card.
- Emails from GenInfo, Online store and past GM email addresses received and complaints addressed.
- Phone messages picked up 3-4 times per week and delegated to volunteer member doing outreach, FWS webmaster or one of the Conference or BOT committees.

Professional Services

- Weekly contact with bookkeeper, CPA and Texas attorney regarding finances and reports.
- Filling out TWC (Texas Workman Compensation) requests for unemployment insurance for past employees.
- Bookkeeper and webmaster synchronized QuickBooks with Miva Merchant, gateway for FWS Online Retail Store.
- Streamlining of order placement, filling by volunteers and new USPS shipping system. Slow start but picking up speed in January. There is a 4-6 week delay at this time in shipping orders.
- Expanded duties and compensation to FWS webmaster/consultant for increased duties with regard to the FWS Retail Online Store, customer service, and improved online services for members.

Outsourcing

- **the Journal** subscription list was updated Dec 26th and the Sept/Oct 2010 issue will be outsourced for printing and distribution as well as the Nov/Dec issue. Subscribers will be receiving issues by the end of January.

Contracts and Bills

- Contracts for copier and postage system plus insurance policies are all under review.

BOT Visits January 2011

- I am at the FWS office January 5-19th. The BFOC chair, Tom F., comes in Jan 9-16th and the BOT chair, Leon C., drives from Dallas Jan 10-13th. A major goal is to send out all orders/resends by mid-January.

I will provide a report the 2nd and 4th Fridays of the month. If you would like to receive a copy directly or if you have questions please email me and I will try to answer questions in the next report.

In the spirit of service,
Rita H.
Office supervisor