Progress Report for September 2014

OLD BUSINESS	
Book Orders:	• Current P.O.s for 4,000 Meditations books and 6,000 12-Step Workbooks have been approved and submitted to printer.
Staff Work:	• Staff continuing to complete work log data entry into master spreadsheet for further evaluation and to re-structure the staff's workload as appropriate.
Policies:	• List of existing ACAWSO Distribution Center policies received from staff and is being reviewed.
Safety:	• Fire extinguishers have been serviced and certified as required by the L.A. County Fire Marshall.
Firesafe Cabinet:	• Board approved fire-safe cabinet was delivered. Will transfer sensitive and other valuable materials.
Supply Orders:	• Ordered packaging supplies from ULINE for the warehouse which included a new Board approved shelving unit.
Packaging Options:	• Have already reduced the number of pre-wrapped books needed in the warehouse. Evaluating success of this change with staff. May need to make minor adjustments after 3-4 weeks.
Folding Machine and Counting Scale:	• Folding machine and counting scale have been placed in service. Currently evaluating effectiveness of the folding machine as some folding errors have occurred.
Damaged Books:	• Photos of torn hardcover BRBs have been reviewed by Mary Jo and Larry. Final resolution with Bang Printing of original charges and disposition of books will occur at a later date once the existing inventory has been used and we know the extent of the damage.

NEW BUSINESS	
Staff Schedules:	• Need to develop staffing alternatives if Trudy continues to be off work indefinitely and if Kim's chemo treatment reactions worsen.
HR Issues:	• Annual membership with the California Employers Association, (an HR service organization) has been purchased. • Discussion with our HR service provider will occur re. options available to WSO for one staff member who has been historically absent from work and is currently on extended disability leave. • Job titles and job descriptions will soon be developed for the staff. • Mandatory employer workplace compliance posters have been posted. • New Employee Handbook will be implemented once it is completed.

Cross Training:	• Received updated job task sheets from staff. Training on applicable work activities will be arranged.
Procedures:	• Need to write office desk procedures with staff participation.
Defective/damaged Product Write-Offs:	• Obtained procedure from Wilshire Financial for writing off defective tri-folds and other products.
Staff E-mail Communications:	• Distributed and reviewed e-mail communication guidelines with staff. • Sam to print and review all existing email templates for possible updates.
Insurance Issues:	• Sam to contact Hartford Insurance agent to obtain a Certificate of Insurance for CBRE (leasing firm) and ask about insurance policy changes suggested by another agent.
Cost and Efficiency Measures:	• Sam to investigate cost of scanning hard copy records for backup storage purposes. • Sam to further investigate alternatives to current use of Staples for printing trifold pamphlets. • Sam to direct the review and organization of existing office files.
Archives:	• Staff to re-box and re-label old WSO records stored in the warehouse.
Shipping Service:	• Need to further investigate the possibility of using Media Mail and/or First-class mail from USPS.
New Website:	• Staff to review XCART videos on YouTube as time permits. • Sam to review both XCART and the Store Manager once the latest version is available. • Sam to contact Robin to obtain any remaining product photos to be loaded into XCART. • Need to add product category descriptions as originally requested by Larry. • Will discuss training schedule for staff once more information becomes available.
Electrical System Upgrades:	• Third electrician's estimate pending. Will evaluate bids and send a recommendation to Mary Jo for Board approval.
Workplace Safety:	• Swapped two stacked 2-drawer file cabinets near office door to warehouse with one 4-drawer cabinet from storage room. • Will remove and re-locate heavy objects on tops of shelves (earthquake safety). • Investigating how to secure shelving units to the concrete floor (earthquake safety). • Will investigate purchase of smoke/radon detectors for the office and warehouse.
Warehouse Shelving:	• New Board approved warehouse shelf unit the warehouse for an expanded fill station is in-transit. Will install the unit when it arrives and have staff fill and label it.

Inventory:	• Must confirm whether Centauria will transfer existing inventory data from QSC to XCART. If a data transfer is required, we will need to perform a mid-month inventory to update QSC in addition to a final month-end inventory. If we can manually enter our inventory numbers into XCART, this would probably provide a better starting point with less effort. • All book and product weights must be checked and confirmed as being accurate in XCART. • Need to confirm that we have actual soft copy files for all ACA printed products in hand. If not, actual files will need to be obtained for storage and backup. • Sam to review and enhance monthly inventory spreadsheets. • Update of physical equipment inventory pending.
Meditation Book Artwork:	• Hanging of Med book art on office wall complete.
Literature Orders and Reorders:	• Sam has extracted all YTD 2014 QSC data and is analyzing all products to develop recommended storage and re-order quantities taking into consideration the lead time needed to order all products from suppliers. • Replacement trifolds (for recently found defective ones) have been received from Staples. All partially filled orders have been completed. • Staff will also update existing literature kits/assemblies.
Packaging Options:	• Sam to develop a report of the most commonly ordered book combinations for staff to plan for in use of expanded fill station. • Currently investigating the need to continue to pre-wrap all books shipped. • Use of bubble-wrap mailing envelopes will be minimized and instead fold-over boxes will be used to ship unwrapped books. • Need to analyze and determine best box sizes to stock in the warehouse for the most common book order combinations. • Need to evaluate best long-term void fill options for packed book orders (pre-cut cardboard sections for individual books, styrofoam peanuts, existing bubble wrap, larger bubble wrap, craft paper, etc.)
Technology Support:	• Kaspersky anti-virus computer software license was not renewed. Norton anti-virus software will be loaded onto office computer instead. • Decision has been made to install T-Hub on 2nd computer. • Sam investigating possibility of having a review of the current status of our PCs by a volunteer. • Sam to examine Gloria's laptop for possible long-term use. • Sam to look into how we manage Carbonite data backups (Robin's request)