Operations Manual

Written by

PMI-OC Functional Organizations

Edited and Published by

PMI-OC Business Process Management Analysts

Initial Release Date: March 31, 2014

Project Management Institute
Orange County Chapter 26

Revision Tracking

Version No.	Date	Change Description	Changed By
1.0	03/21/2014	Initial Version	
1.01	08/14/2014	Developed initial Table of Contents (TOC), edited the design for consistency, and published a ***useable*** manual	Ops Manual Project Team
1.02	10/09/2014	Finance ERR Policy Update	Forrest Parson
1.03	01/19/2015	Finance ERR Policy Update	Forrest Parson

Table of Contents

Introduction

Part I The Organization

Part II Chapter Board of Directors

Part III Policies and Procedures

Contributors

References

Introduction

Part I The Organization

Part II Chapter Board of Directors

Part III Policies and Procedures

Chapter 1. Governance

Section 1. BOG Deputy Guidelines

Part III: Policies / Procedures

Chapter: Chapter 1. Governance
Section: 13
Subject: BOG Deputy Guidelines

Effective Date: January 1, 2012	
Supersedes:	
Retired Date:	
Author: Diana Wei	

Policy Statement:

The Board of Governors Deputy is responsible for an effective support system to the monthly BOG meetings. The deputy keeps this process aligned with email reminders and collective information gathering from each board member as well as guest of the meeting. The monthly preparation and continuous follow-up, results in a prepared and clear understanding of the action items to review, address and follow-up on by board members each month. The BOG meeting is held monthly.

Definitions:

BOG: Board of Governors consist of the President, VP of Strategy, VP of Operations, VP of Finance, VP of Administration, and VP of Communication.
Guest: Those specifically invited by a BOG to present, represent or be involved in a meeting.
Action Items: List of task that needs to be completed by certain date, usually soon before next month's BOG meeting.
Qtask: Collaboration online tool/website PMIOC uses in uploading, downloading and communication regarding everything related to BOG. Project Folder is called Board Meetings.
Agenda: Consist of last month's minutes action items.
Status Reports: Monthly reports from each BOG member consist of a consolidated report from all their director's monthly status reports.
BOG Packet: Consist of items such as previous minutes, agenda, consolidated status reports, financials and others for following BOG meeting.
Minutes: Is a revised updated version of the meeting's agenda with notes, action items and documentation of topics during meeting.

Procedure:

Component of the Deputy is the process of organizing meeting documents for review before and after the BOG monthly meeting. It is the act of being proactive for informational gathering before the meeting but being internally oriented and reactive during the meeting. The process consists of three administration phases, the preparation of the meeting, the actual meeting and the conclusion after the meeting.

Pre-BOG Meeting:

16th of the Month Email Reminder

- ❑ Status reports are now due to all BOG.
- ❑ Additional: Attendees, food preferences and additional agenda items.
- ❑ Attach tentative agenda for the meeting, upload on Qtask.
- ❑ Request status feedback and updates on action items.
- ❑ Continuously update or close action items.
- ❑ Follow-up on own food reimbursement from last month's meeting.

3rd Friday of the Month Email Reminder

- ❑ Attach BOG Packet and updated agenda, upload and update on Qtask.
- ❑ Mention status reports missing from Qtask.
- ❑ Additional: Attendees, food preferences and additional agenda items.
- ❑ Request status feedback and updates on action items.
- ❑ Continuously update or close action items.

4th Monday of the Month Email Reminder

- ❑ Order food
- ❑ Post final BOG Packet and updated agenda on Qtask.
- ❑ Mention status reports missing from Qtask.
- ❑ Additional: Attendees, food preferences and additional agenda items.
- ❑ Request those presenting or submitting their documentations late to bring their own laptops to present at the BOG meeting.
- ❑ Request if VP of Operations could ensure projector, room and phone is ready before the meeting.
- ❑ If your laptop is not compatible with the project, request someone to bring a laptop to present the BOG materials.

BOG Meeting:

4th Tuesday of the Month

- ❑ Ensure some is picking up food.
- ❑ Bring half a case of bottled water.
- ❑ Call for help to bring up food and water.
- ❑ Ensure VP of Operations is ready, and the laptop for presenting is present.
- ❑ Bring own laptop to take notes during the meeting
- ❑ Ask President to call out action items and their deadlines as its being decided or made.
- ❑ Distinguish what are offline topics, notes and action items.

After BOG Meeting:

3Days after the BOG Meeting

- ❑ Attach final minutes, upload onto Qtasks.
- ❑ Use previous minutes to draft agenda version 1, include action items.
- ❑ Next month's agenda needs to be uploaded onto Qtask.

- ❑ Fill out expense sheet with scan receipts and send to finance@pmi-oc.org.

Chapter 2. Operations Manual

Section 1. Updates

Part III: Policies / Procedures

Chapter: 2 – Operations Manual
Section: 1
Subject: Updates

Effective Date: January 1, 2010	
Supersedes:	
Retired Date:	
Author: June Xu	

Policy Statement:

The Operations Manual is a reference for Component Officers and Volunteers to understand how the Officers and Board operate and the business processes and activities are run. As such it is imperative that procedures and policies are documented and updated when improvements or changes take place.

PMI-OC Administration will develop and maintain an Operations Manual for chapter Officers and Volunteers to use in the execution of their duties. Each Officer will be responsible for the currency of the policies and business processes in their area of responsibility. The Manual is a living document and the Administration Director will ensure the maintenance of the official version for either paper or electronic distribution.

Definitions:

The PMI-OC Operations Manual is a compilation of policies, business processes, and practices. It is a living document and as such should be reviewed regularly to maintain its currency. The document is organized to include all areas and would typically include some or all of the following sections: Introduction; Document Responsibility, Version and Effective date; Organization Chart; Facts Sheet; Component History; Roles and Responsibilities; Officer and Volunteer Code of Ethics Document; and Business Processes for each Directorate.

An **Update** is a material change to existing policies, business processes, and/or practices to the Operations Manual.

Procedure:

The Operations Manual should be reviewed regularly to verify that it includes the policies, business processes, and procedures of each Directorate. At minimum, an annual review should be completed and each Officer/Director is responsible for the currency of information for their area of responsibility.

To accomplish this objective, the following is to occur:

- The Admin Director will initiate an annual review of this Operations Manual with all Officers/Directors in conjunction with the chapter's budget and strategic planning sessions.

- Ad hoc updates are encouraged. Each Officer/Director can submit updates to the Admin Director as required.

Section 2. Policy & Procedure Creation, Dissemination & Revision

Part III: Policies / Procedures

Chapter: 2 **Operations Manual**
Section: 2
Subject: Policy and Procedure Creation, Format and Dissemination.

Effective Date: January 2, 2012	
Supersedes:	
Retired Date:	
Author: June Xu	

Policy Statement:

The business policies and procedures used by PMI Orange County in the course of conducting the normal business of the Policy and Procedure Creation, Format and Dissemination for its members will be documented.

PMI-OC Administration will develop and maintain an Operations Manual for chapter Officers and Volunteers to use in the execution of their duties. Each Officer/Director will be responsible for the currency of the policies and business processes in their area of responsibility. The Manual is a living document and the Administration Director will ensure the maintenance of the official version for either paper or electronic distribution.

Definitions:

The PMI-OC Operations Manual is a compilation of policies, business processes, and practices. It is a living document and as such should be reviewed regularly to maintain its currency. The document is organized to include all areas and would typically include some or all of the following sections: Introduction; Document Responsibility, Version and Effective date; Organization Chart; Facts Sheet; Component History; Roles and Responsibilities; Officer and Volunteer Code of Ethics Document; and Business Processes for each Directorate.

A **Creation** is the addition of new policies, business processes or practices to the Operations Manual.

Each policy and procedure needs to have the following 3 components:

- Policy Statement
- Definitions
- Procedure

The format may include a graphical work flow of the process steps with written set of instructions that accompany the work flow.

Procedure:

Documentation of the policies and process allows for an efficient operation of the process itself and is a reference for PMI-OC Officers/Directors and Volunteers who need to complete the steps. These should be reviewed regularly to maintain currency. The Board of Governors can determine an approach that is best suited for PMI-OC.

Recommended Steps:

- Officer/Director identifies the steps, checklist, and information that make up the policy.
- Officer/Director works with Administration to inventory the processes used in their area of responsibility and then begin to document both the work flow and a set of written instructions.
- Written instructions provide details on the steps and allow for consistency.
- If needed, create a graphical flow chart of the work flow to provide a visual perspective of the process.

Each Officer/Director is responsible for the currency of information for their area of responsibility.

Part III: Policies / Procedures

Chapter: ___Orange County, CA________
Section: ___________________________
Subject: Business Process Operations Manual - Project Execution Plan

Effective Date: October 1, 2011
Supersedes: N/A
Retired Date:
Author: Carolyn Wong

Policy Statement:

This Project Execution Plan for the Business Operations Manual Project was created to ensure project team members understand their role, function and interface internally and externally. This supports effective project execution and turnover of deliverables to the Project Sponsor. It details what tasks are expected of team members for execution, communication escalation, and development of project progress and status reports. This Project Execution Plan is also used as a training tool for new team members.

Definitions:

- BPM Analyst – Business Process Management Analyst
- DropBox – A web based file sharing application used by the Business Operations Manual Project team.
- Project Tracker – Excel file located in the DropBox document depository that contains comments and progress percent complete for each process or procedures that needs to be completed. Progress Reports and Project Schedule Updates are produced from the contents of this file.
- Prolific – Rebranded name of “QTask”, a web based collaboration and document depository application.
- Job Description of the Director and their direct reports - these files can be found within Prolific and in the future will be incorporated into the Business Process Operations Manual.
- Template for the Region 7 Component Ops Manual – This file is found in the project team’s DropBox account. It is used as a starting point to support the development of business processes for the various departments within PMI-OC.

Procedure:

Business Process Management Operations Manual Project
Operational Procedure

1. BPM Analyst to gather the following documents:
   a. Job Description of the Director and their direct reports
   b. Template for the Region 7 Component Ops Manual
   c. Project Tracker

2. BPM Analyst to arrange a virtual meeting with the Director:
   a. Call the Director. If call is not returned by the next evening, call the following day.
   b. If there is no response by the Director after 3 attempts. Start the escalation process. Forward the emails showing attempts of contact to the Project Manager for escalation.
   c. Once your meeting day/time has been setup, follow up with an email to confirm the virtual meeting appointment day/time.
   d. If a voicemail message was left, follow up with an email documenting your attempted contacts and voicemails.
   e. Save all email correspondence in case they need to be used for escalation.

3. BPM Analyst's preparation for first virtual meeting with the Director:
   a. Ensure the Director has all 3 documents (Job Description, Region 7 Component Ops Manual Tem plate and Project Tracker).
   b. Send them the Agenda item for your first virtual meeting and what needs to be accomplished. (Overview of the Region 7 Component Ops Manual Template, Overview of the Project Tracker and their choosing of 5 high priority processes for their area of responsibility).
   c. Using the PMI-OC WebEx account, send the virtual meeting invite to your Director.

4. BPM Analyst will facilitate and lead the meetings with the Directors. For your first virtual meeting with the Director, ask the following questions to determine their top 5 high priority processes of their area:
   a. What 5 high priority Tasks and/or Deliverables do you have in your area/department?
   b. Are there any Deliverables that you want to see improvement on in terms of efficiency, quality or organization?
   c. Are there any Deliverables or Tasks that you want to see happen but currently have no documentation to aid in training and instruction of how to do them?
   d. Are there any processes in the Region 7 Ops Manual Template that you would like to submit as part of your Top 5 processes deliverables for Phase 1? Which ones?

e. If needed, use the Project Tracker to present the list of processes within the Region 7 Ops Manual Template.

5. If they choose to develop a business process not within the Region 7 Ops Manual Template, then do the following:

a. Using the feedback and input from the Director, list the process name: Examples

- Posting photos and blogs to a Facebook page
- Completing and Submitting an Expense Report
- Communication and Receiving information on Organizational Chart changes
- Marketing a Special Topic Seminar to the existing membership

b. Use the PMI-OC Template to ensure the development of the listed business processes follows the 3-section part format to ensure uniformity and consistency on the format and level of detail for processes throughout the Operations Manual.

c. Function as a Scribe and make recommendations during your brainstorming and development of the process with the Director.

d. Function as the document manager/owner of the working electronic files. Recommendations can be grammatical in nature and/or alternative concise written expressions of the information the Director intends to convey.

e. If the BPM Analyst has professional experience in the Director's area, they can present subject matter recommendations to the Director who approves the use of recommended subject matter in the development of the process.

f. BPM Analyst will take the lead to drive the completion of written processes

6. If the Director chooses to use one or more of the business processes contained within the Region 7 Ops Manual Template, then make the initial rough draft for Director's review and editing:

a. Copy and paste the chosen process from the Region 7 Ops Manual Template into the PMI-OC Template Form

b. Substitute "Component" with" PMI-OC" and Director's area headings as appropriate.

c. Review and scribe the Director's input and edits.

d. Verify final Director approval via Email

7. Processing of Completed Business Process:

a. The Completed Business Process is complete and approved by the Director for submission to the Project Sponsor.

b. Deposit the completed Process into the DropBox Account:

i. Open the Folder named "Completed Processes"

ii. Create a new Folder within the "Completed Processes" folder.

iii. Name this Folder with a naming format of “Director Area Director Name”. For example, “Admin Processes June Xu” .

c. Notify the Prolific Owner via Email that a completed process has been deposited into the DropBox and is ready for Prolific upload. Also CC: the Project Manager and the Director on this email notification.

d. Prolific Owner will upload the completed processes into Prolific

e. Project Manager to notify the Director of Admin and VP of Admin that the process is uploaded into Prolific for Project Sponsor acceptance. Project Sponsor acknowledgement to be received within 10 days.

8. BPM Analysts will update the Project Tracker on a weekly basis to reflect the progress and status of all processes.

Section 4. Change Request Instructions

Chapter 3. Advertising

Section 1. Advertising and Dinner Sponsor Tracking

Part III: Policies / Procedures

Chapter: Advertising
Section:
Subject: Advertising and Dinner Sponsor Tracking

Effective Date:
Supersedes: N/A
Retired Date:
Author: D Cornelius

Advertising and Dinner Sponsor Tracking

Vendor	Contact	Description	Period	Amount	Comments	Date Agrmnt Signed	Date MOU Signed
Project Insight	Janelle Abaoag 949-713-7264 Janelle.Abaoag@projectinsight.com	Advertising full page	Jan 2011 - Dec 2011	2,700			
Project Insight		Dinner Sponsor	Mar-11	400			
Prosum	Amy Chidthai 310-426-0687 amy.chidthai@prosum.com	Dinner Sponsor	Nov-10	400			
Carrera Agency	Morgen Richmond 949-713-7264 morgen.richmond@thecarreraagency.com	Advertising 1/4 page	Jan 2011 - Dec 2011	850			
Kelar Pacific	Brad Makaiau 800-578-2457 brad.makaiau@kelarpacific.com	Advertising full page	Sep-10				
Kelar Pacific		Advertising 1/2 page	Oct 2010 - Dec 2010	685	price for both ads. Considering gold sponsor expect decision mid Feb		
Ripple Rock	Karen Benitez 412-303-7307 karen.benitez@ripple-rock.com	Ad-raffle	Jan-11	100	provided free class for raffle		
Walden	Johnna Sangster 858-715-4165 johnna.sangster@email.waldenu.edu	Dinner Sponsor	Dec-10	400			
Conscires	Bachan Anand 949-232-8900 bachan.anand@conscires.com	Advertising 1/4 page	Nov 2010 - Mar 2011		5% of Conscires revenue from PMI members - revisit end of Jan		
Platinum Edge	Christine Augustin 866-652-9866 catherine.augustin@platinumedge.com	E-Mail Blast	Feb-11	100			
Project Auditors	Frank Parth 949-452-0578 fparth@projectauditors.com	Advertising 1/4 page	Jan 2011 - Dec 2011	750			
Qtask		Advertising 1/4 page	Ongoing	0	Free in exchange for use of Qtask		
Brandman U		Advertising 1/4 page	Ongoing	0	Free in exchange for use of room for orientation		
Tosatmasters					??????		
UCI Extension	Stephanie Stiles 949-824-7949 sstiles@uci.edu	Advertising 1/2 page	Dec 2010 - Nov 2011	1200			
Updated 4/19/11							

Section 2. Advertising and Sponsorship Workflow

Part III: Policies / Procedures

Chapter: __Advertising__
Section: ______________________________
Subject: Advertising and Sponsorship Workflow

Effective Date:	
Supersedes: N/A	
Retired Date:	
Author: D Cornelius	

Advertising and Sponsorship Workflow

Advertising and Sponsorship Workflow

The advertising and sponsorship workflow describes the integration between the business development specialists, marketing coordinator, internal marketing, finance, and the Web team. The objective is to define clear roles and facilitate a traceable workflow. The following steps define the basic integration between functions and roles:

1. Advertising and sponsorship requests are managed and negotiated by the business development specialists. Currently, Nick Zimmerman and James Loper with support from Nick Chavis.
2. The signed advertising/sponsorship agreement form is posted/uploaded in Qtask project "**Marketing Collaboration**". ***Please Note***: during the file upload press the "**Post message**" button to notify all project members of the file upload.
3. The marketing coordinator (Marina Segal) contacts the advertiser/sponsor to collect the marketing collaterals (Logo, advertising documents, etc.)
4. The marketing coordinator (Marina Segal) collects the advertising/sponsorship marketing collaterals and post them in the Qtask project "**Marketing Collaboration**". ***Please Note***: during the file upload press the "**Post message**" button to notify all project members of the file upload.
5. The marketing coordinator works with the following members based on the marketing requests:
    a. eBlast (Nora Goto <nora.goto@pmi-oc.org>)
    b. Milestone advertising (Jane Flynn <jane-flynn@earthlink.net>)
    c. Web Advertising (Cindy Pham <cindy.pham@pmi-oc.org>) and webmaster@pmi-oc.com
    d. Vendor display at dinner meeting (Bulend Denktas <bulend.denktas@gmail.com>)

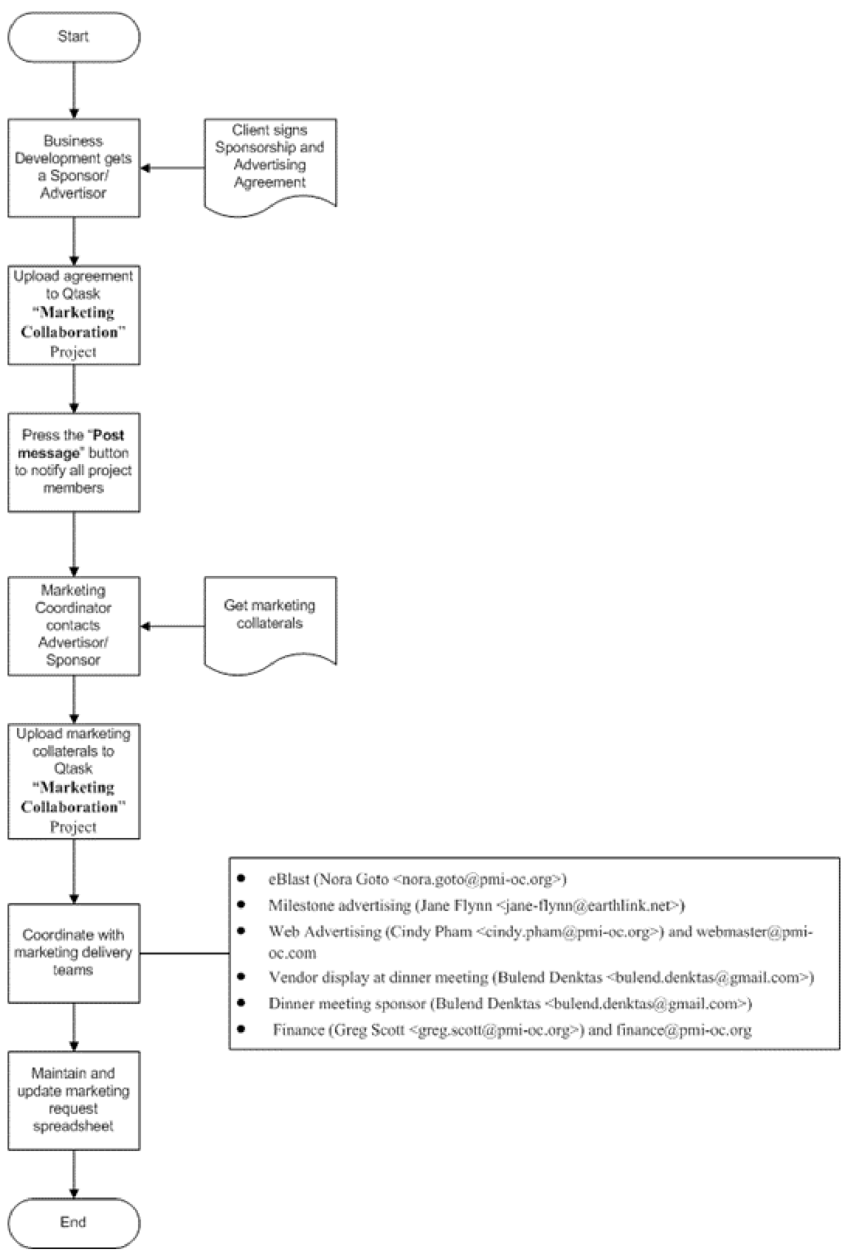
e. Dinner meeting sponsor (Bulend Denktas <bulend.denktas@gmail.com>)
f. Finance (Greg Scott <greg.scott@pmi-oc.org>) and Finance@pmi-oc.org

6. Update the marketing/sponsorship spreadsheet

Marketing Advertising/Sponsorship Workflow Diagram

Please review diagram below.

PMI-OC External Marketing Advertising/Sponsor Worflow



Non-Paid Advertising/Sponsorship

Organizations participating in advertising/sponsorship for in-kind relationship must complete an MOU (Memorandum of Understanding). Please see the MOU template located (https://www.qtask.com/files.cgi/MOU_Template.doc?actions=get&projectid=9457&fileviewid=301207&filename=MOU_Template.doc).

Document References

This Document

(https://www.qtask.com/files.cgi/Advertising%20and%20Sponsorship%20Workflow.docx?projectid=9457&actions=get&fileviewid=288296&filename=Advertising%20and%20Sponsorship%20Workflow.docx)

MOU Template

(https://www.qtask.com/files.cgi/MOU_Template.doc?actions=get&projectid=9457&fileviewid=301207&filename=MOU_Template.doc)

PMI-OC Advertising/Sponsorship Agreement form

(https://www.qtask.com/files.cgi/PMI-OC%20Advertising%20Sponsorship%20Agreement%20Option%20v4.pdf?projectid=9457&actions=get&fileviewid=299355&filename=PMI-OC%20Advertising%20Sponsorship%20Agreement%20Option%20v4.pdf)
(https://www.qtask.com/files.cgi/PMI-OC%20Advertising%20Sponsorship%20Agreement%20Option%20v4.doc?projectid=9457&actions=get&fileviewid=299354&filename=PMI-OC%20Advertising%20Sponsorship%20Agreement%20Option%20v4.doc)

Advertising and Dinner Sponsorship Tracking

(https://www.qtask.com/files.cgi/Advertising%20and%20dinner%20sponsor%20tracking.xls?actions=get&projectid=9457&fileviewid=301208&filename=Advertising%20and%20dinner%20sponsor%20tracking.xls)

2011 Milestones Advertising Specification

Full Page: (https://www.qtask.com/files.cgi/2011%20Milestones%20Ad%20Specs%20-%20Full%20Page.pdf?projectid=9457&actions=get&fileviewid=288309&filename=2011%20Milestones%20Ad%20Specs%20-%20Full%20Page.pdf)

Quarter Page: (https://www.qtask.com/files.cgi/2011%20Milestones%20Ad%20Specs%20-%20Quarter%20Page.pdf?projectid=9457&actions=get&fileviewid=288308&filename=2011%20Milestones%20Ad%20Specs%20-%20Quarter%20Page.pdf)

Half Page: (https://www.qtask.com/files.cgi/2011%20Milestones%20Ad%20Specs%20-%20Half%20Page.pdf?projectid=9457&actions=get&fileviewid=288307&filename=2011%20Milestones%20Ad%20Specs%20-%20Half%20Page.pdf)

Section 3. Advertising Sponsorship Agreement Option v4

ORANGE COUNTY CHAPTER

Part III: Policies / Procedures

Chapter: ___Advertising_______
Section: ________________________________
Subject: Sponsorship and Advertising Agreement

Effective Date:	
Supersedes: N/A	
Retired Date:	
Author: D Cornelius	

SPONSORSHIP & ADVERSTISING AGREEMENT

Sponsor/Advertiser

Company Name:		**Contact:**	
Address Line 1:		**Phone:**	
Address Line 2:		**Fax:**	
City:		**Cell:**	
State:		**E-Mail:**	
Zip:		**Website:**	
Date:			

Milestone eNewsletter Advertising Rates

	1 Month	3 Months	6 Months	12 Months
¼ Page Ad	☐ $100	☐ $250	☐ $ 475	☐ $ 850
½ Page Ad	☐ $200	☐ $500	☐ $ 925	☐ $1,650
Full Page Ad	☐ $350	☐ $875	☐ $1,650	☐ $3,000

Start Date: _______________

Advertising Rates

Vendor Dinner Meeting Display
☐ **Display Table:** $400 **Start Date:** _______________
Dinner Meeting Sponsorships
☐ **Premier:** $550 ☐ **Bronze:** $300 **Start Date:** _______________
Chapter Sponsorship
☐ **Silver:** $1,000 ☐ **Gold:** $3,000 ☐ **Platinum:** $5,000 **Start Date:** ____________
One-Time E-mail Blast
☐ **eBlast:** $100 **Start Date:** _______________

Payment Options

Please charge the credit card listed below (Please check one): ☐ **Visa** ☐ **MasterCard** ☐ **AMEX** ☐ **Discover**

Name on the Card/Check: ____

Card #: ____________________________________ **CVV:** ______ **Exp. Date:** ______________________

(Optional: E-mail finance@pmi-oc.org to arrange an over the phone credit card payment or fax to: 714-740-5922)

Authorized Signature: ____

(Pay by Check): **Check Number:** _________________ **(Finance Approval): P.O. Number:** ________________

Total Amount:____________________

Terms of the Agreement:

1. Signing this agreement is a commitment (non-cancelable) to selected sponsorship(s) and/or advertisement(s).
2. All payments are required in advance. Terms are available with approval by the Finance group.
3. I have read and agree to the terms as set forth above.

Please sign below: If you have any questions please contact the advertising and sponsorship group at (advertising@pmi-oc.org).

_______________________________ _______________________________________ _______________________

Authorized Signature **Print Name** **Date**

Chapter 4. Marketing and Outreach

Section 1.Ordering Marketing Supplies

Part III: Policies / Procedures

Chapter: **Internal Marketing**
Section:
Subject: Ordering Marketing Supplies

Effective Date:
Supersedes: N/A
Retired Date:
Author: Lisa Saldena (Tim Luk/ Onyeka Kpaduwa)

Policy Statement:
[State the purpose of having a Renewals/Expirations Follow-up process.]
Ordering Marketing Supplies

Definitions:

Marketing Collateral definition: The collection of written publications, flyers, multimedia materials and tools used to promote PMI-OC education and chapter events, and services.

Procedure:

[Describe the procedural guidelines here. Identify the steps/checklist/info in order to implement this policy to completion.]

Marketing Collateral

STEPS

1. www.pmi.org/marketingportal

2. click on PMI Component Leaders: http://www.pmi.org/GetInvolved/Pages/Component-Leaders-Marketing-Portal.aspx

----

SELECTION

The marketing collateral listed below is free and can be used at PMI Dinner Meetings, Orientation Meetings and events.
Member Retention

-Start/Build/Advance Flyers
-Project Management: Degree Program Resource Guide
-Should I Pursue a Project a Project Management Credential?

Membership Acquisition
-40 Years of Project Management Excellence

Further the Profession
-2010 Professional Awards -- 16-Page

Misc
-PMI Membership Application *Membership applications are temporarily out of stock
-Credential Flyer
-The Amazing Growth of Project Management
-Project Management Journal®
-PM Network®
-PMI Today®

Academic
-Teaching PM

Chapter 8. Communications

Section 1. How to Setup a Webex Meeting v2

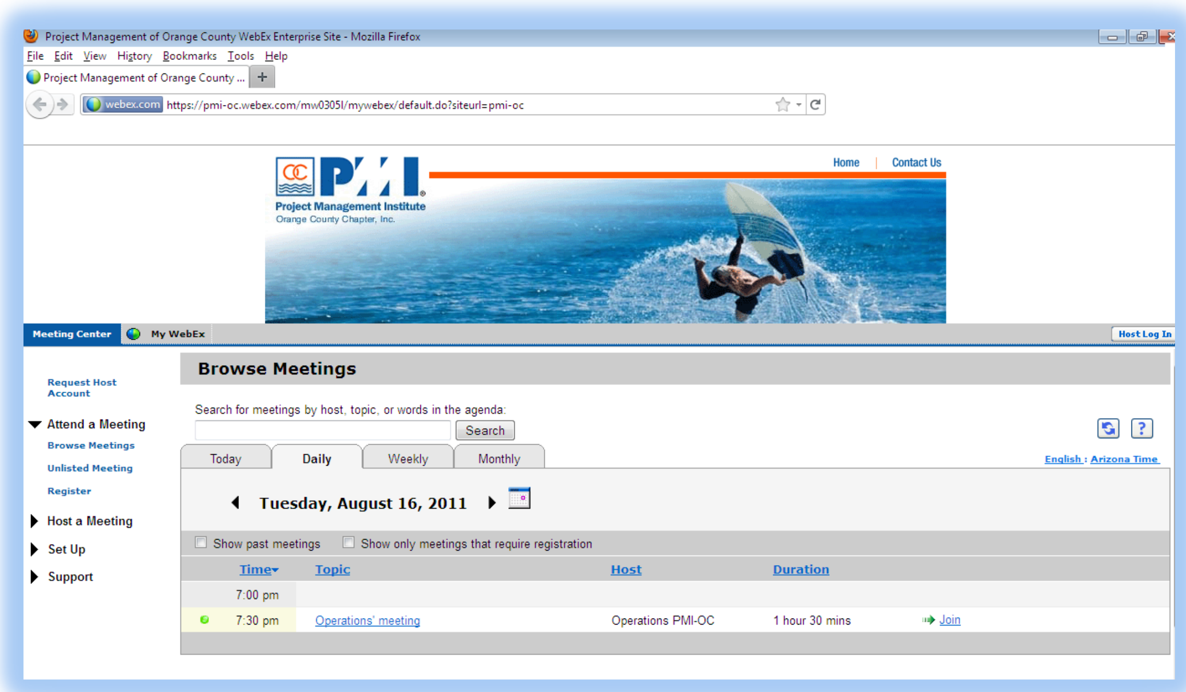
Part III: Policies / Procedures

Chapter: 8 Communications
Section: ______________________________
Subject: How to Set Up a WebEx Meeting

Effective Date: August 16, 2011	
Supersedes:	
Retired Date:	
Author: Diana Wei	

Setup a Webex Meeting

1. Enter website: https://pmi-oc.webex.com
(Looks like the below image)



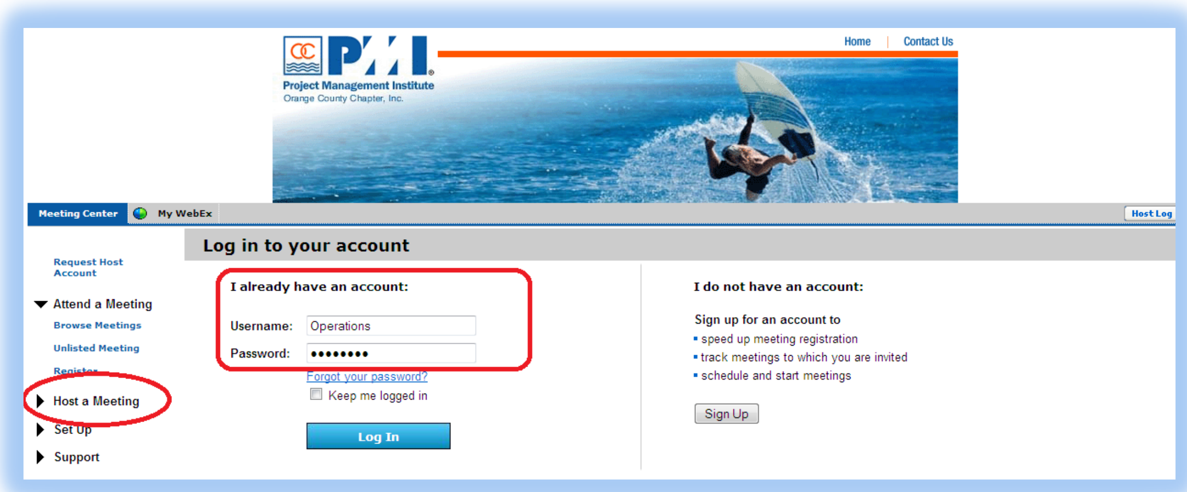
Note: Check the tabs Today, Daily, Weekly, Monthly to make sure your meeting time does not conflict. If it does, there is a second user name and password

2. Click "Host a Meeting" on the left navigation bar and enter the below information (Looks like the below image)

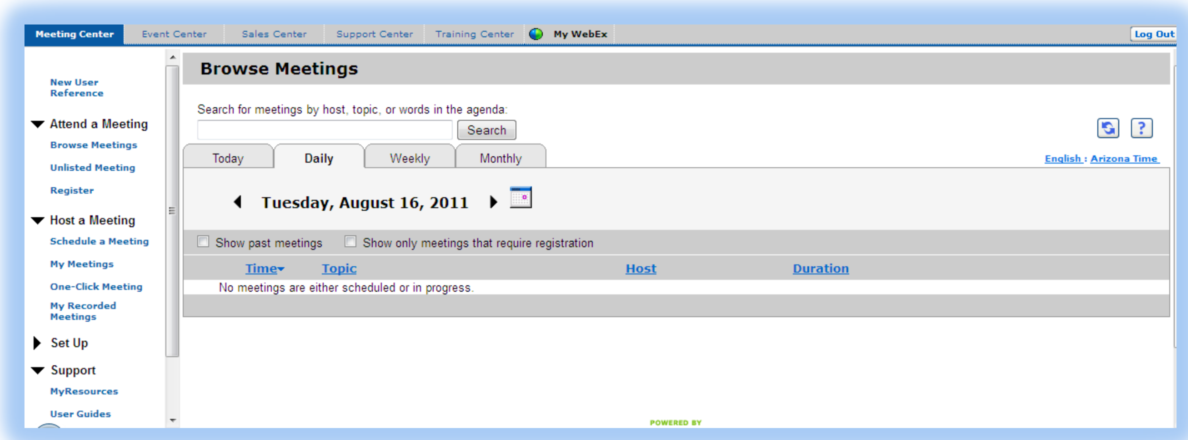
Username: Operations
Password: Oc789123

If that one is in use, use this one →

Username: Opsalpha
Password: Ocpmi159

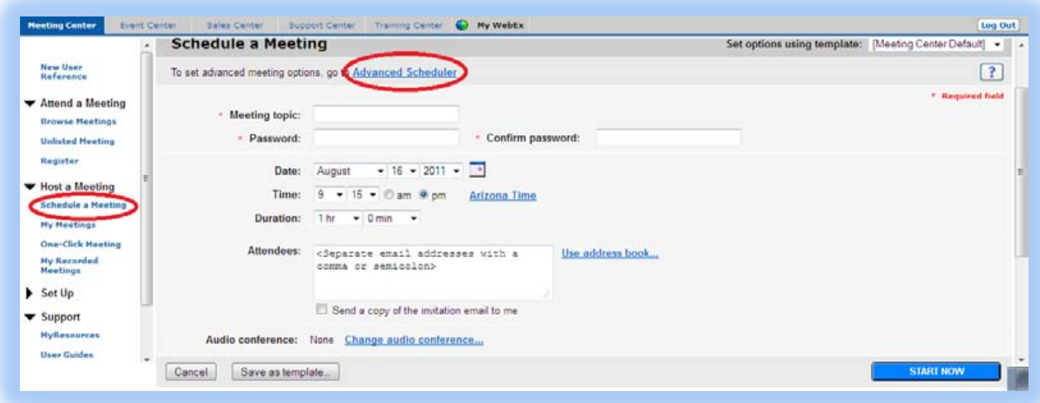


After Log In, you should see the below image in your screen.

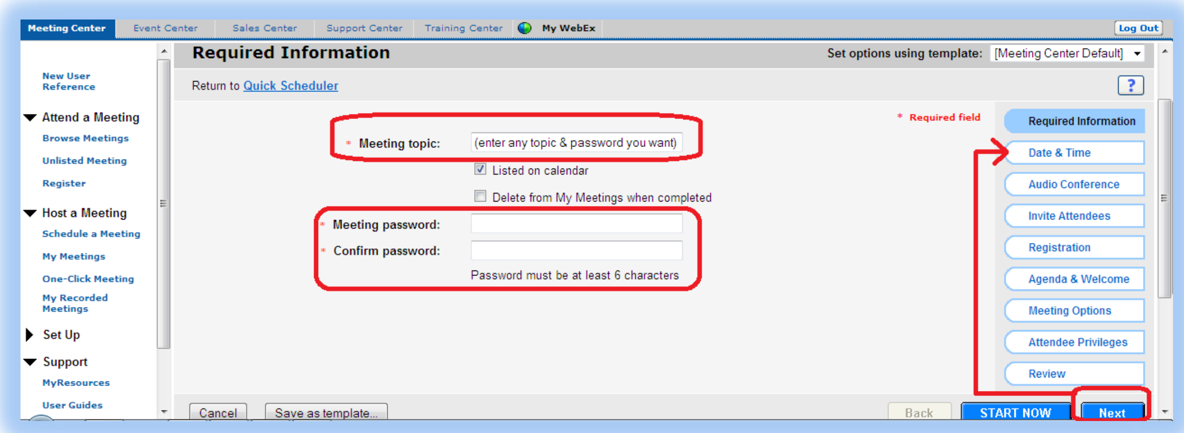


Note: Check the tabs Today, Daily, Weekly and Monthly to make sure your meeting time does not conflict. If it does, there is a second user name and password

3. Click “Schedule Meeting” on the left navigation bar, click the above link “Advanced Scheduler”.

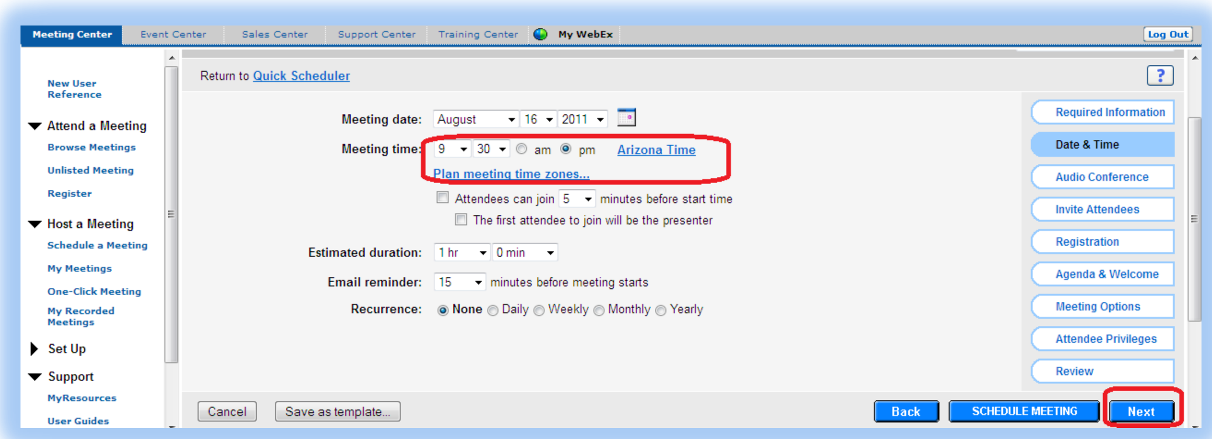


The below is what you will see in your screen after clicking Advanced Scheduler. Enter your own made up meeting topic and meeting password, then click "Next".



Note: "Next" button is equivalent to clicking any of the right side navigation bar in order.

4. Fill in the Date and Time Information, then Click "Next"



Meeting date: You can either scroll down your option or click on the calendar.

Meeting time: “PLAN MEETING TIME ZONE” -- Arizona Time is default, change it to San Francisco Pacific Time if you are in California. Also allowing attendees to join minutes before the start time gives attendees a chance to join early to double check if webex is working with their computer.

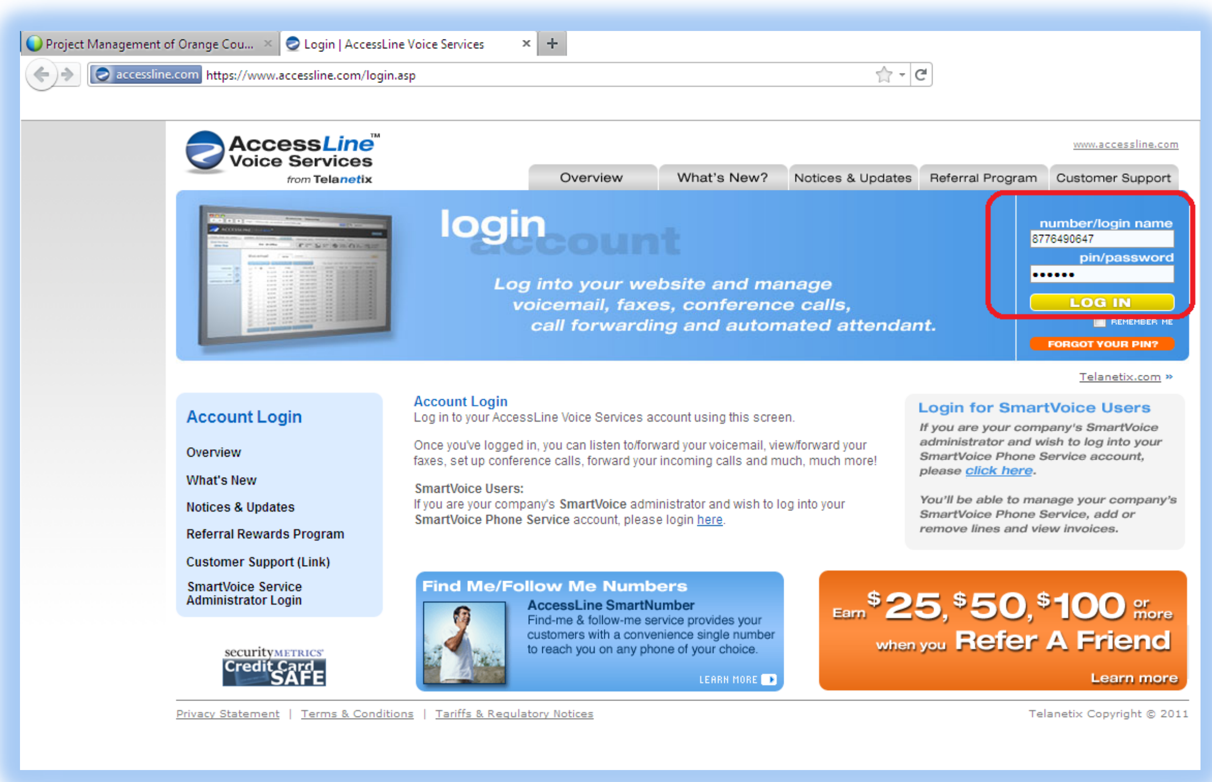
Estimated duration: Chose how long. Add extra time in case the meeting extends longer for discussion or such.

Email reminder: optional to how many minutes you want to remind others before the meeting starts.

Recurrence: If this is an unique meeting and not held daily, weekly, monthly or yearly, leave it as none.

5. Audio Conference Setting, select type as “Other teleconference service”.
Enter a different website to retrieve your conference number while you have the webex meeting setup still available.

Website: http://www.accessline.com/login/
Login Name: 8776490647
Password: 486159

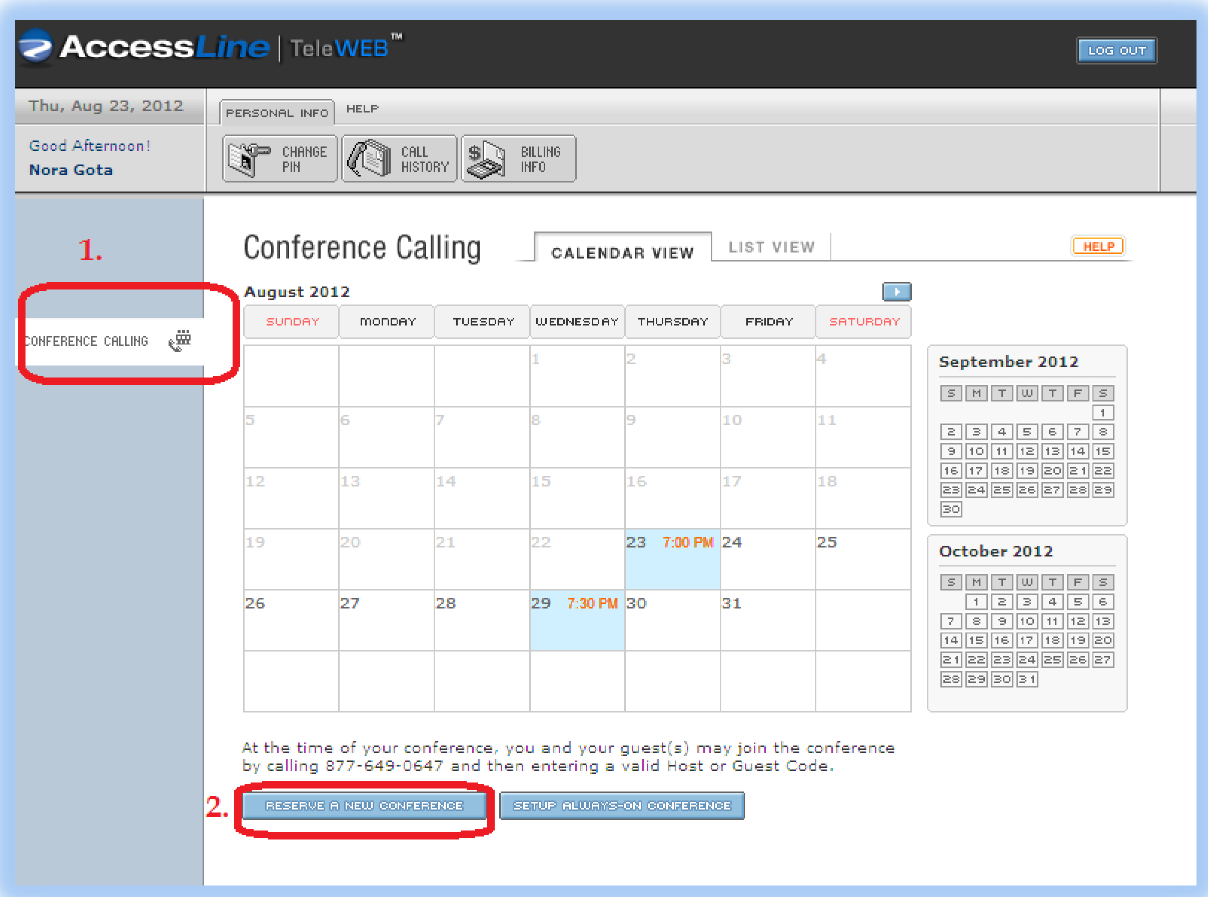


Notes from Nora:
If you have any further questions, please call our Customer Care Center at 877-880-0055

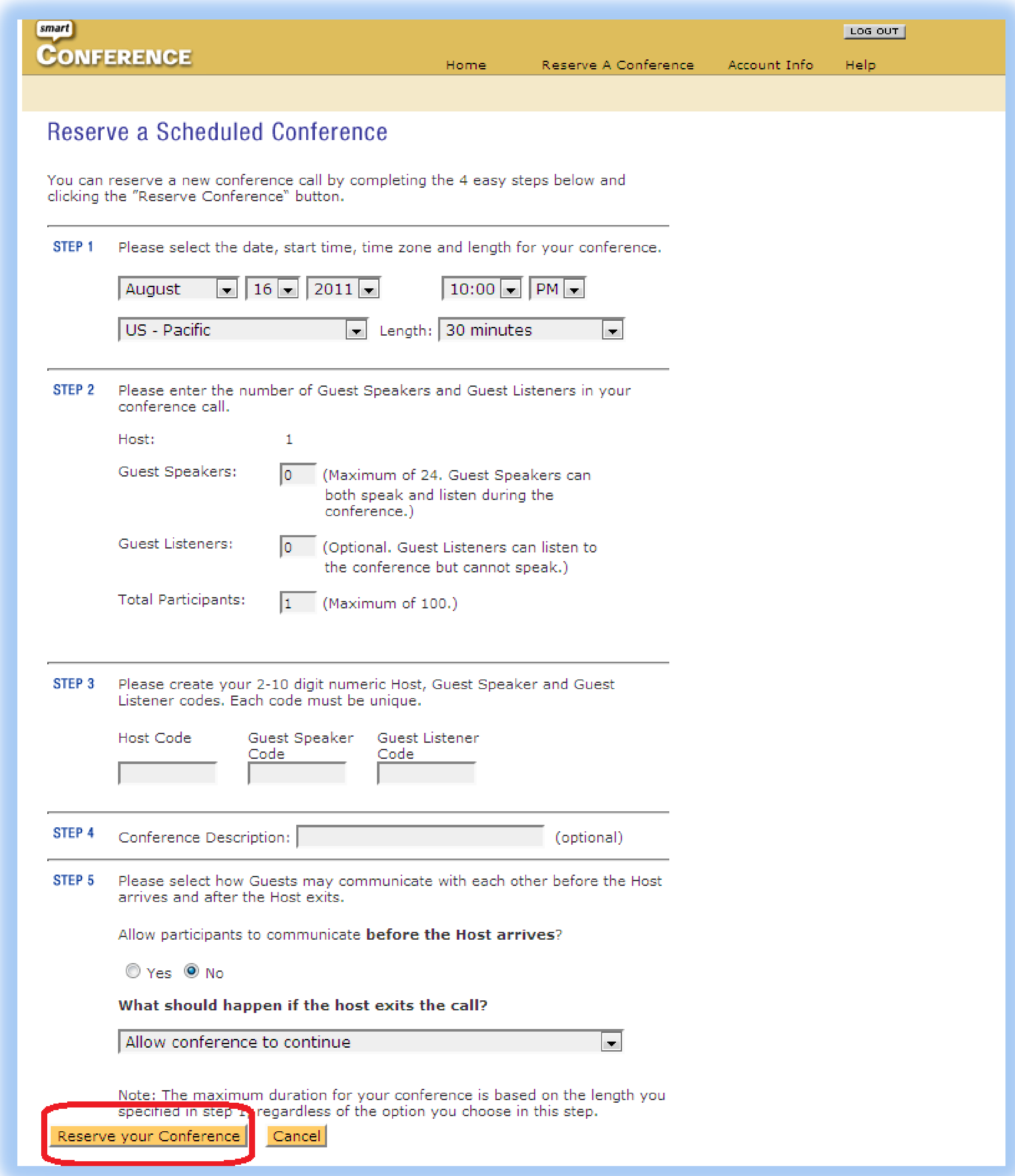
I have your new conference bridge setup. You will now need to log into

www.accessline.biz <http://www.accessline.biz/>. At the bottom of the page you see the login center button, this will take you to a place to enter your number and pin. When entering the phone number don't put a one in front or any spaces or dashes. Once you are logged in you will see a button in the middle of the page for scheduling a call or setting up the Always On or reservationless call. This is what we spoke about. Click on either button and follow the instructions.
If you have any questions our Customer Service number is 1-877-880-0055. Have a great day!

6. After logging in, the below screen should look like the below. Click on "Conference Calling".
The Conference Number will always be: 877-649-0647 or displayed in this window. Then Click "Reserve a New Conference".

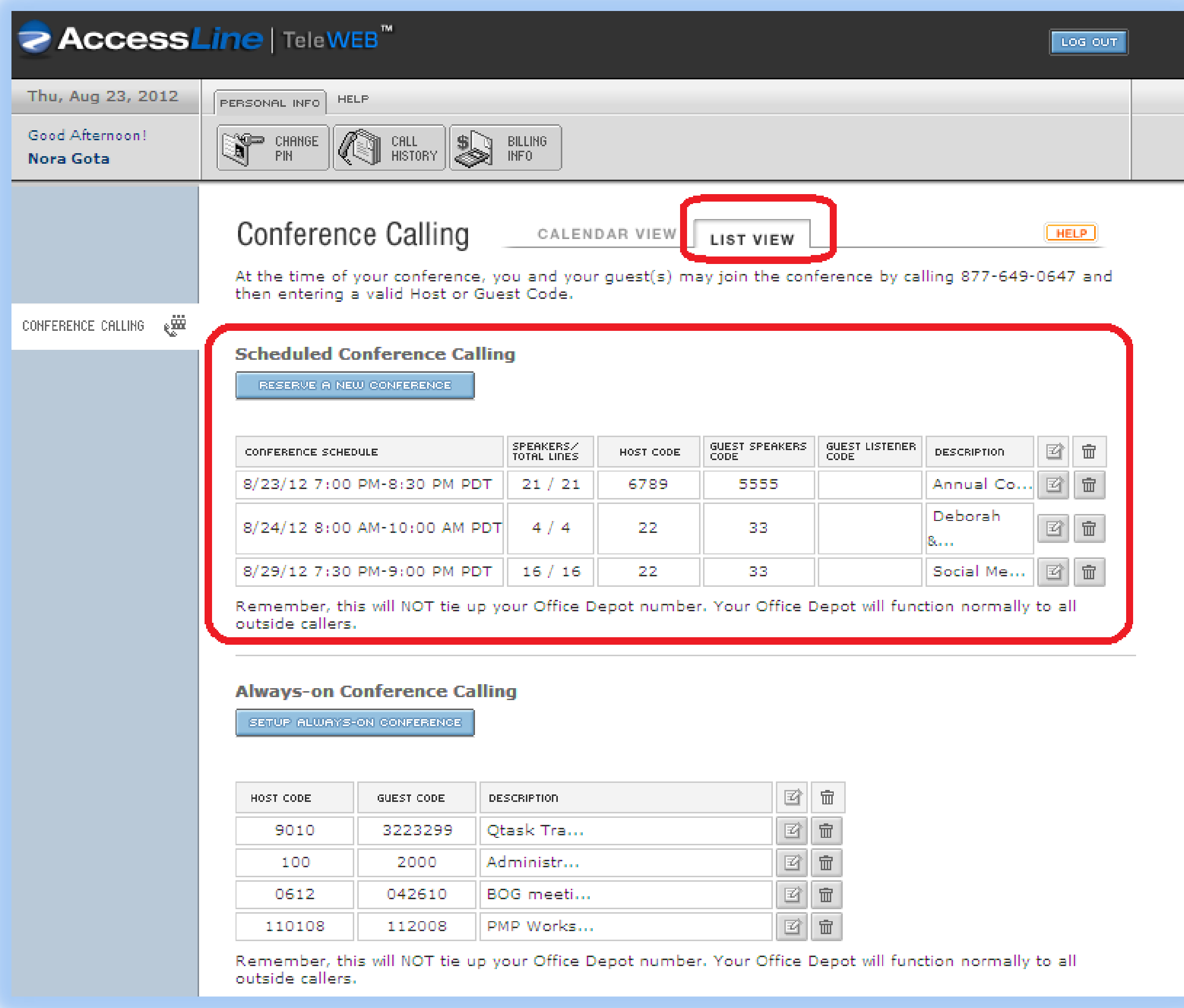


7. Fill out the Reserve a Scheduled Conference area.



Step 3: Create your OWN unique code.
Step 5: Allow participants to communicate before the Host arrives? If it is a webinar or presentation, click no. Click yes if it doesn't matter, this will allow attendees to network and catch up before the host comes in to lead the meeting.
Step 5: What should happen if the host exists the call? If it's a team meeting, I would allow conference to continue.

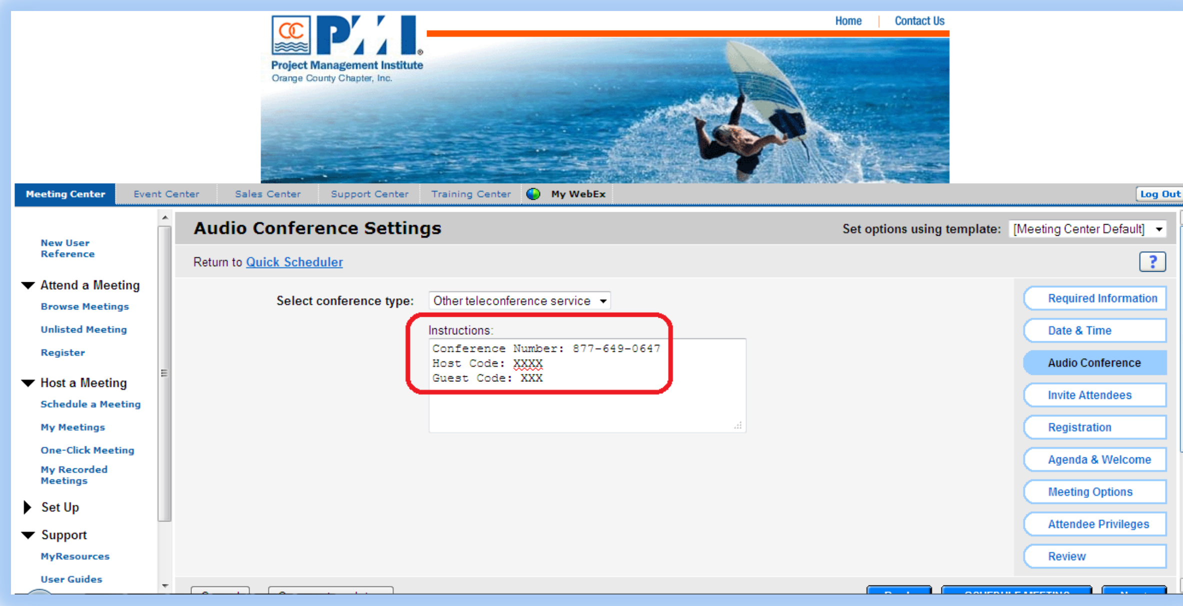
8. Your Conference Host Code and Guest Code should be listed in the "List View" and "Calendar View", depending what view you want to see it in. Double check your information: Start, End, Time Zone, Speakers/Total Lines, Host, Guests. "Modify" if needed.



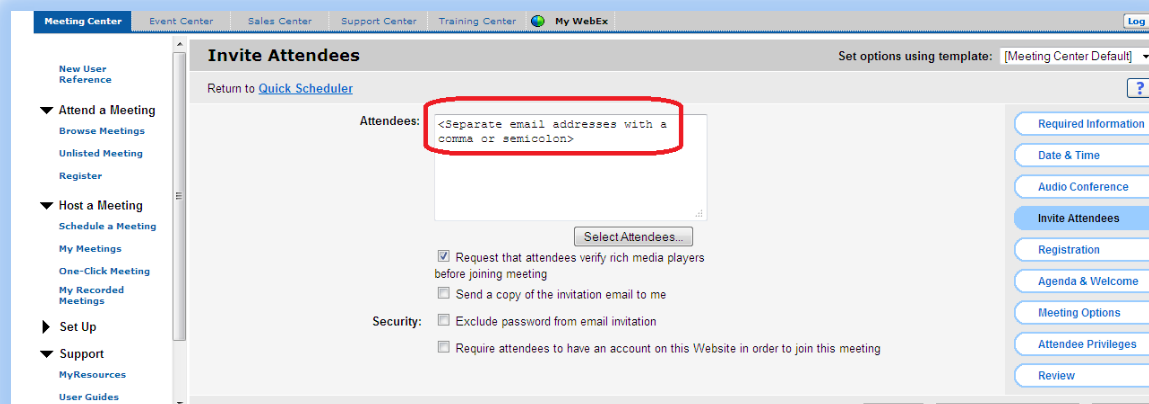
How to use the conference number, host code and guest code?
Conference number will always be 877-649-0647
Host Code: XXXX is your number to press in when asked after calling the conference number.
Guest Code: XXX is your guest's number to press in when asked after calling the conference number.

Copy the Conference Number, Host Code, Guest Code into the "WebEx Meeting" Audio Conference Section. Then Log Out of AccessLine, it is no longer needed.

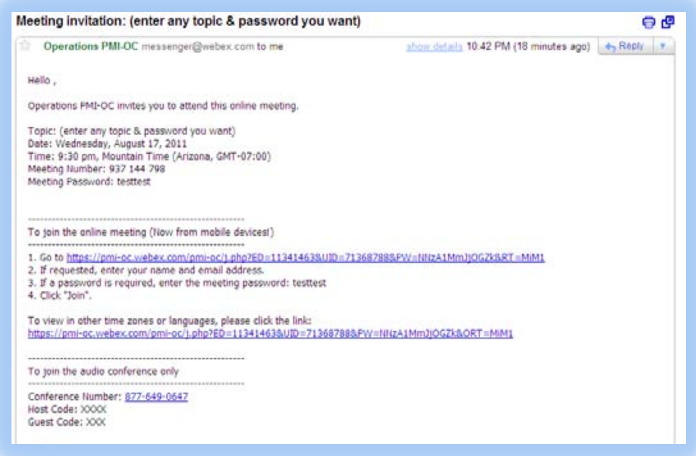
9. Go back and add your conference information (number, host code, guest code) into the Audio Conference Setting Instructions, then click “Next”.



10. Enter the attendee’s email addresses with a comma or semicolon, then click “Next”.



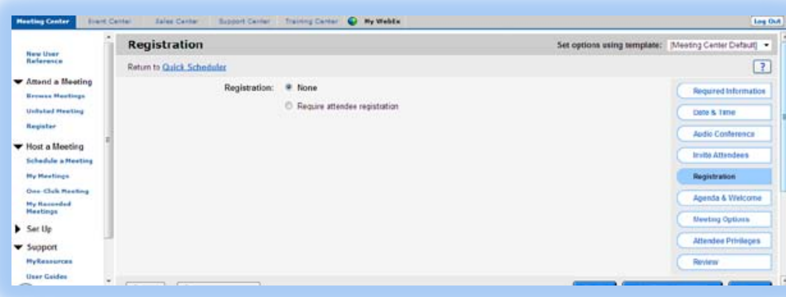
Note: After scheduling the meeting, the attendees listed will receive an email with the webex invitation. Example of how the email will look after completed scheduling:

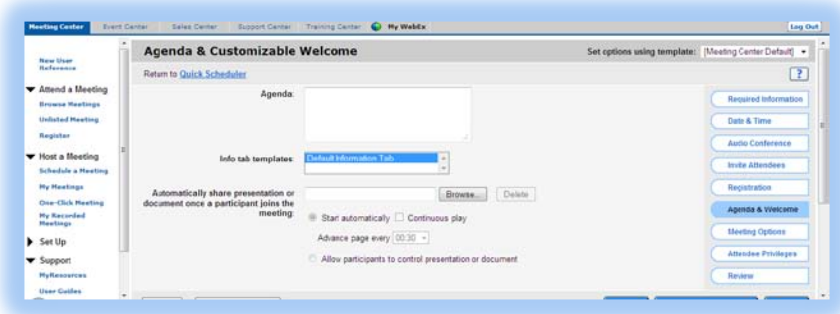


Example of how the email will look if you cancel the meeting after completed

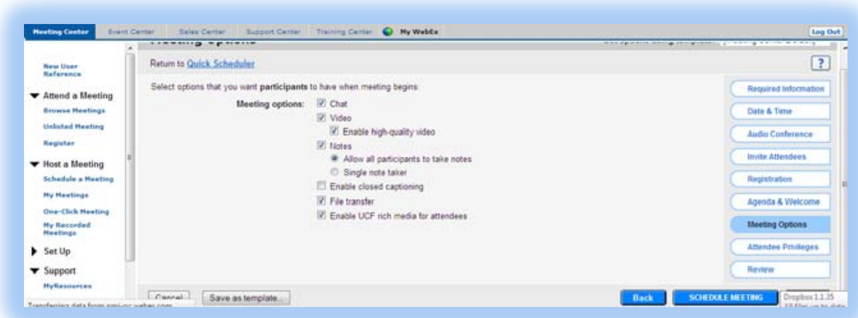
scheduling:

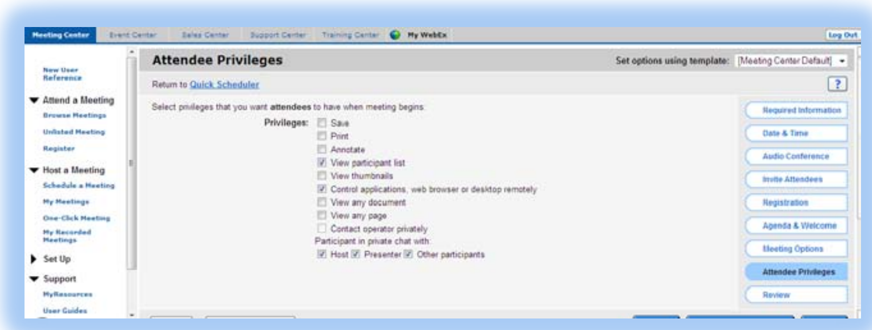
11. Leave Registration, Agenda & Customizable, Meeting Options, Attendee Privileges – as is, unless you want to make changes. Then click, “Next”.



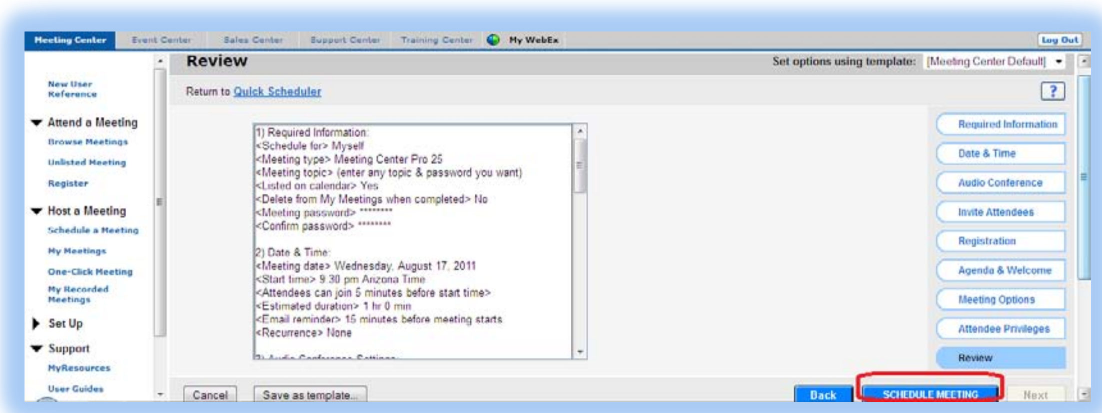


Note: Agenda Upload - You can upload only UCF files to share automatically. To convert a file to UCF, refer to Help.

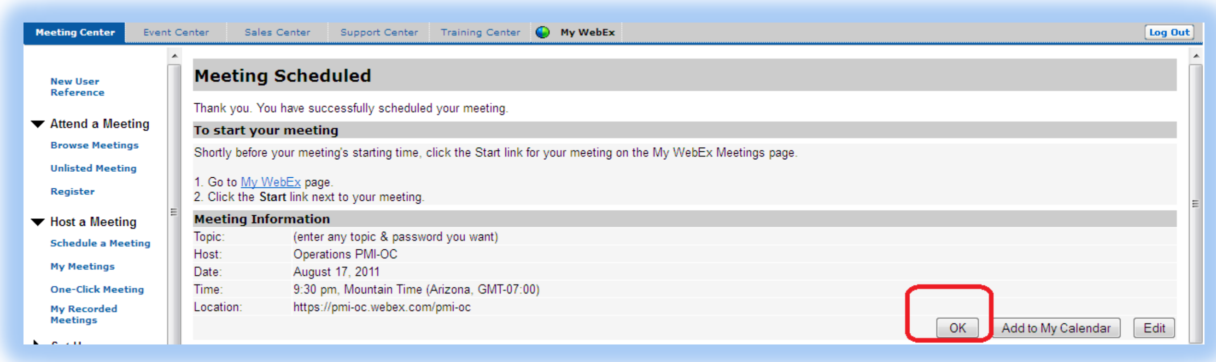




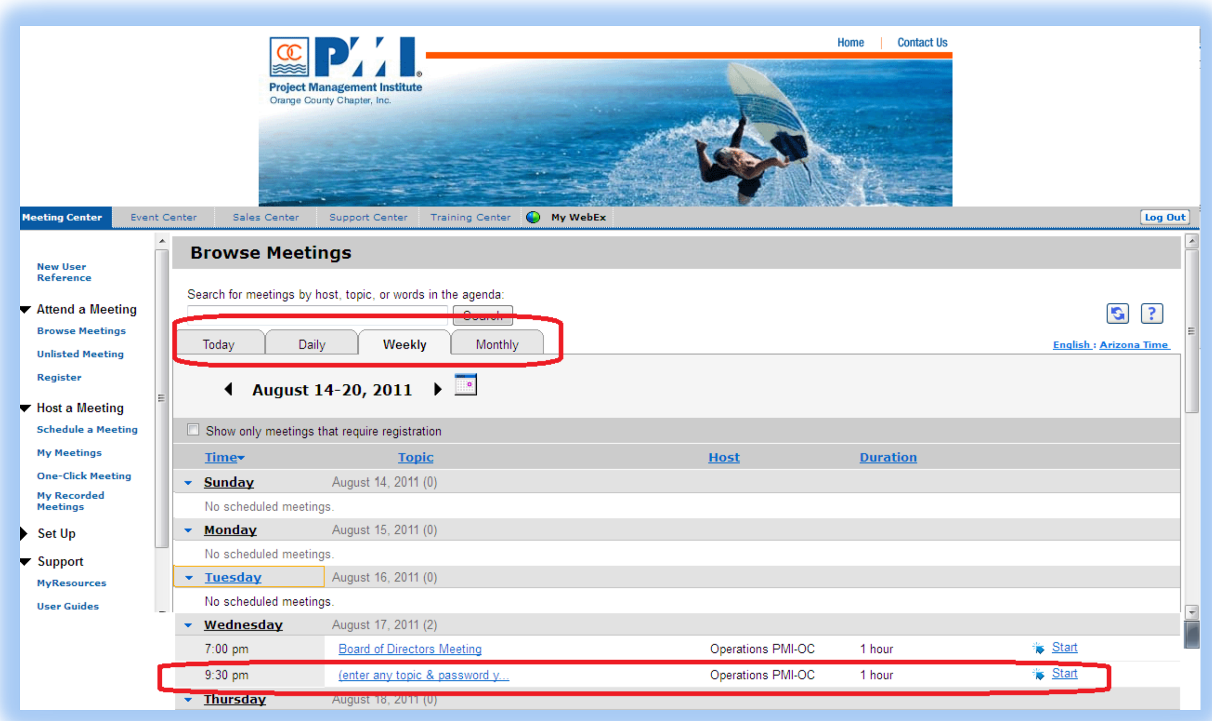
12. Review and click “Schedule Meeting”



13. Click “OK”.



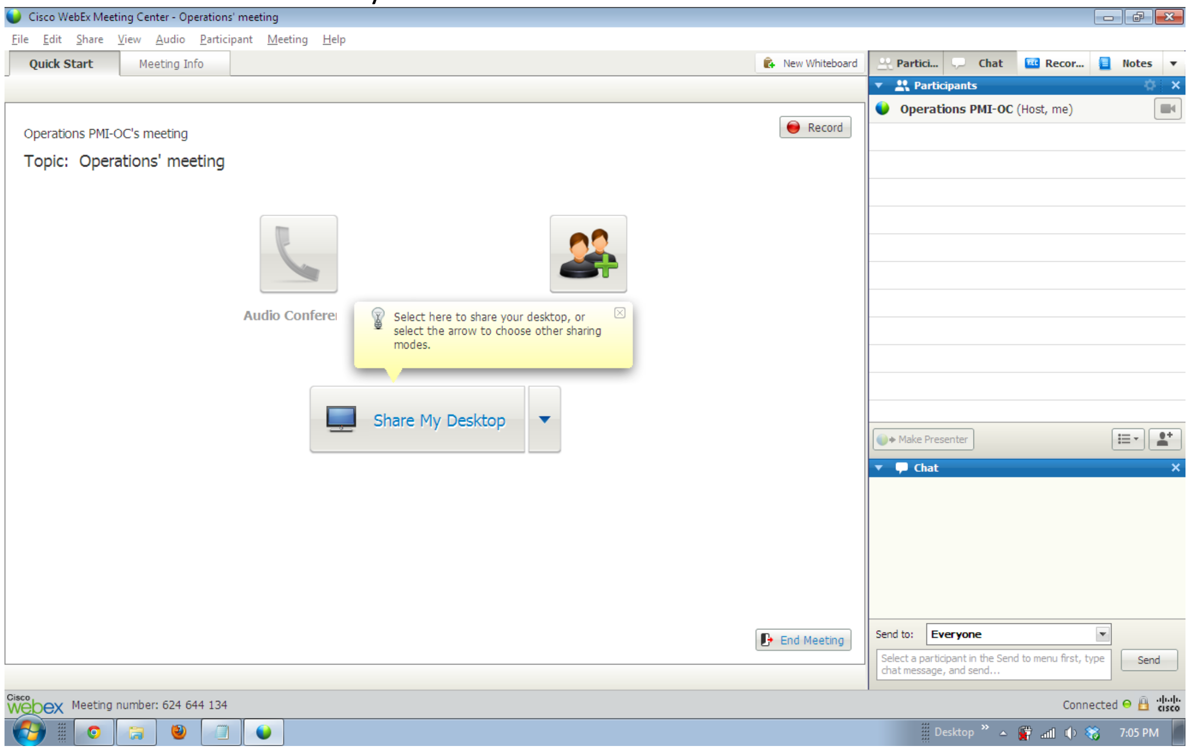
Webex will bring you back to the Browse Meetings area with that tabs Today, Daily, Weekly, Monthly. Clicking on Weekly, the sample meeting shows up.



Day of the Meeting
Starting the Meeting as a Host:

1. Host (You) will sign in with the same login and password information for Webex:

Username: Operations
Password: Oc789123
2. Wait for webex to install or get your screen ready.
3. The below screen is what you will see.



4. As guests arrive, you will see them on the left side as “Participants”.
5. When you click “Share My Desktop”, your participants will see whatever you are viewing on your screen. Above the screen, there is a sliding bar that allows you to quit sharing your desktop or switching it to a participant to share their desktop by clicking their name.

Note: If you exist out of the webex meeting even as host or participant, you cannot enter again.

Version Updated by Diana Wei, 8/16/2011.
Version Updated by Diana Wei, 8/23/2012.

Section 2. Photography Team Procedures

Part III: Policies / Procedures

Chapter: 8 - Communications
Section: 15
Subject: Photography Team Procedures

Effective Date:	
Supersedes:	
Retired Date:	
Author: Keith R. Mangold	

Policy Statement:

The Photography Team shall be responsible for taking all photographs of PMI-OC events.

Definitions:

None.

Procedure:

1. Team Directory

Table 1 – Team Directory

Name	Title	Phone #	E-Mail Address
Keith Mangold	Photography Chair	909-528-5365	kman@blargo.net
Deborah Moss	Photographer		dmoss20@cox.net
Jack Roth	Photographer	714-717-5553	roth.jack@gmail.com

2. Time Recording

In order to receive PMI credit, your time spent volunteering must be submitted to PMI by PMI-OC. By the 10^{th} day of the month send a list of volunteer hours for the previous month to the Photography Chair.

3. Event Types

The photography team will be present at each of the following PMI-OC events:

Table 2 – Event Types

Event	Frequency
Dinner Meeting	2^{nd} Tuesday of Each Month
Advanced Topic Seminar	1^{st} Saturday of Each Month
New Member Orientation	3^{rd} Wednesday of Every-Other Month (Sept., Nov., Jan., etc…)
Breakfast Club	2^{nd} Saturday of Every-Other Month (Nov., Jan., Mar., etc…)
Mentoring	TBA
Classes	TBA

4. Usage

While photos are taken at the many event types, they are used for a variety of purposes. When taking photos, be sure to take in account the multiple mediums. Please refer to the file types and specifications section later in this document for specific requirements.

- PMI-OC Website (www.pmi-oc.org)
- Website Rotating Banners
- Milestones Newsletter
- Facebook
- LinkedIn
- Google+
- Other Marketing Materials (Flyers, Handouts, Advertisements, PMI Today, OC Register)

5. Schedule

All photographs should be uploaded to the photo storage repository no later than 72 after the event.

Website Rotating Banners should be uploaded to the photo storage repository by the last day of the month (*and after the New Member Orientation meeting when applicable*).

After photos / graphics have been uploaded, please send an email notification to the Photography Chair.

6. Equipment

Use the same camera for each photo throughout the duration of the event; do not switch between Digital SLR / Point-and-Shoot / iPhone / etc. A complete equipment list is suggested as follows:

- Camera (at least 4MP)
- Extra Memory Card / Disk Capacity
- Extra Batteries
- Photo-log Data Sheets

7. Photo Information

Use a systematic method of recording information about each event, photo point, and photo. The following information should be entered and stored with each photo shoot (and some by photo):

- Event Name
- Date
- Location
- Photographer & Other Team Members
- Photo Point Information:
    - Name / Tile of Subject
    - Specific Subject Information (Award name, reason, extra info)

8. Photos

a. Formats

Images files should be formatted and saved as a .JPG file.

b. Sizes

- PMI-OC Website (www.pmi-oc.org)
  - Minimum Size: 1024x768, Maximum size of 2464x1632.

- Website Rotating Banners (See details below)
  - Size: 771x250

- Milestones Newsletter
  - TBD

- Facebook
  - Cover Photo: 851x315 – Canvas Size of 1702x630
  - Profile Photo: 180x180
  - Photo Album: Maximum Size of 2048x2048
  - Timeline Photo: 403x403
  - Highlighted Photo: 843x403

- LinkedIn
  - Image Minimum: 646x220
  - Logo: 100x60
  - Profile Photo: Minimum Size of 200x200, Maximum Size of 500x500

- Google+
  - Cover Photo: 2120x1192

c. Storage

Prolific is the current location for storing all photos and supporting materials. Prolific is available at: https://www.prolific.com/. For access to Prolific, please contact the Photography Chair.

d. Uploading

Within Prolific, photos are stored under the **Marketing Collaboration** project. This is located at: https://www.prolific.com/quilt.fcgi#files?project=11296

Path: Marketing Collaboration → Internal Marketing → Photographs

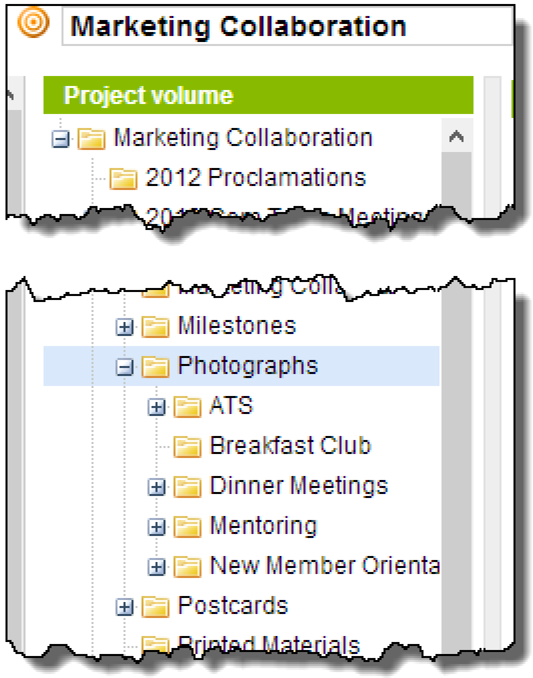


Figure 1 – Photo Storage Location in Prolific

Under the **Photographs** folder, there will be a folder for each **Event Type** (i.e. ATS, Dinner Meetings, etc…).

Under the **Event Type** folder, there will be a folder for each **Year** (i.e. 2012, 2013, etc…).

Under the **Year** folder, there will be a folder for each **Event** (Dinner, NMO, ATS, etc…).

Event folders are named in the (Day #) (Month Name) (Event Title) format.

For example, a Dinner Meeting on September 10, 2013 is: 10 September Dinner

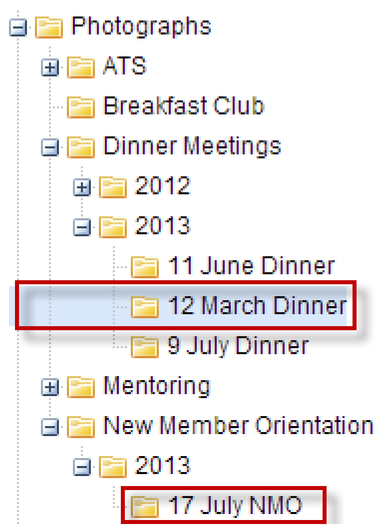


Figure 2 – Event Folder Example

If the folder does not exist, use the Prolific **New Folder** function to create the appropriate folder using the naming scheme defined above.

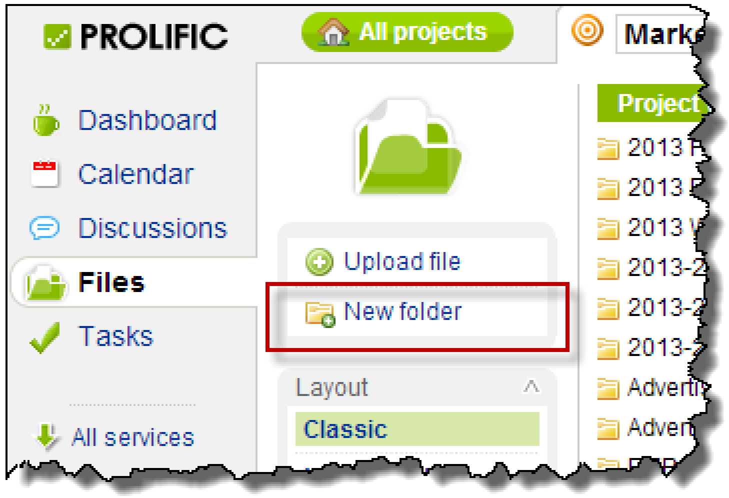


Figure 3 – Prolific New Folder Function

e. Details

Using the photo-log, when a photo is stored, place comments on the photo as to who/what is going on in the picture:

1) Click on a picture and select **Details**

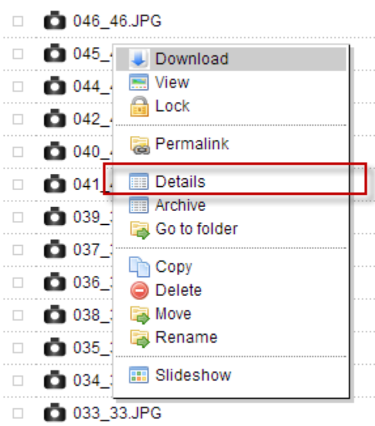


Figure 4 – Prolific Details Function

2) In the **Comments** field, enter the photo information:

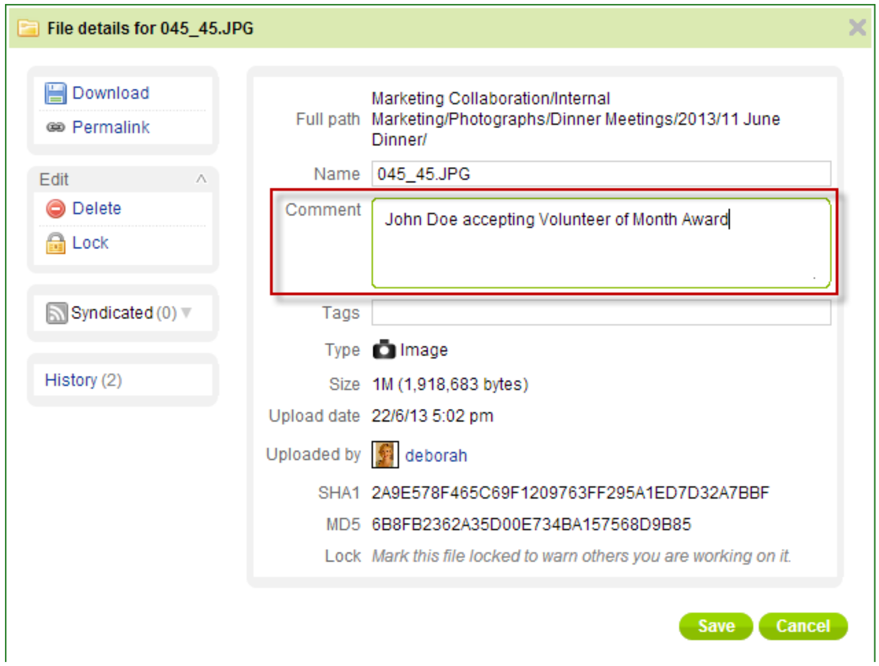


Figure 5 – Prolific File Details

3) Click Save
4) Repeat for each photo.

9. Administrative Storage

Prolific is the current location for storing all photos and supporting materials. Prolific is available at: https://www.prolific.com/. For access to Prolific, please contact the Photography Chair.

Within Prolific, administrative items (non-photos) are stored under the **Internal Marketing** project. This is located at: https://www.prolific.com/quilt.fcgi#files?project=9320

Path: Internal Marketing → Photographers

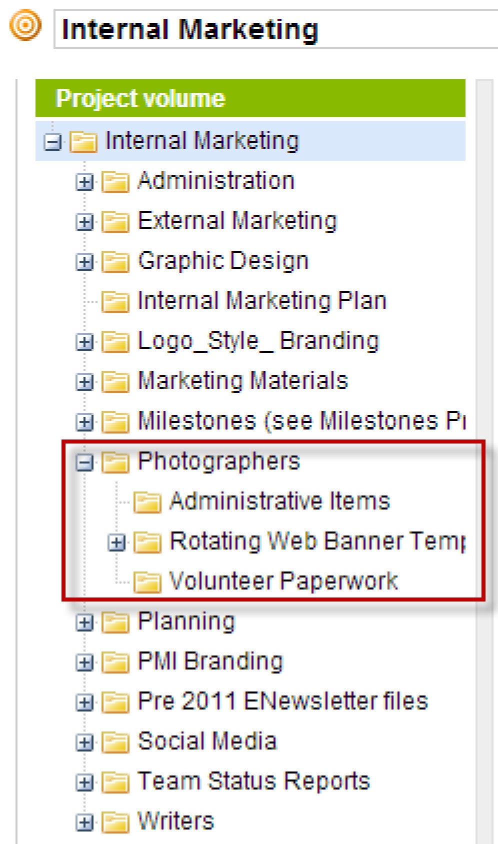


Figure 6 – Administrative Storage Location in Prolific

10. Post-Event Procedures

a. All photographs should be uploaded to the photo storage repository no later than 72 hours after the event.
b. Select photos should be uploaded for the Social Media team no later than 24 hours after the event.
c. After uploading, send an email to the Social Media Team: Notifications should be sent to: itrequest@pmi-oc.org

Subject: (Event Title) Photos for Social Media
To:
Social Media - itrequest@pmi-oc.org
Keith Mangold – kman@blargo.net
Deborah Cantwell – deborah.cantwell@pmi-oc.org
Yvonne Huynh – yvonne.huynh.@pmi-oc.org
Body:
The updated photos for the social media usage are ready and in Prolific at: https://www.prolific.com/quilt.fcgi#files?project=11296&folder=41012 (proper link to Photos)

11. Website Rotating Banners

Each month, photos taken will be compiled and used on the PMI-OC website's rotating banners.

Templates for the Rotating Banners are located in the Internal Marketing project @ Photographers → Rotating Web Banner Templates (https://www.prolific.com/quilt.fcgi#files?project=9320&folder=41838)

Stored in Adobe PhotoShop PSD format, each file is named in (Order #) (Name)_(Size)_(mmyy).

For example: 4_VOM_771x250_0813.jpg

For example: 4 is Image #, VOM (Volunteer of the Merit), 771x250 is Image Size, 0813 is August 2013.

a. Banners

Table 3 – Order Numbers and Event Names

Order No.	Event Name	Event Abbreviation
1	PMI-OC Logo	
2	Advanced Topic Seminar	ATS
3	Volunteer of Merit	VOM
4	New PMPs from Dinner Meeting	New-PMP
5	Breakfast Club	
6	Dinner Meeting	
7	New Member Orientation	NMO
8	*Optional* –PM Week	
9	*Optional* – Lend a Helping Hands	LHH
10	*Optional* – Any Special Event	

Name	Date modified	Type
1_PMI-OC_logo_710x250_0713.jpg	7/26/2013 6:40 PM	JPG File
2_ATS_710x250_0713.jpg	7/26/2013 6:38 PM	JPG File
3_VOM_710x250_0713.jpg	7/26/2013 6:55 PM	JPG File
4_New-PMP_710x250_0713.jpg	7/26/2013 6:30 PM	JPG File
5_Breakfast_Club_710x250_0713.jpg	7/26/2013 8:09 PM	JPG File
6_Dinner_Meeting_710x250_0713.jpg	7/26/2013 8:23 PM	JPG File
7_NMO_710x250_0713.jpg	7/29/2013 11:31 PM	JPG File
8_LHH_710x250_0713.jpg	7/26/2013 8:07 PM	JPG File

Figure 7 – Website Rotating Banners Storage

b. Monthly Process
   1) Create .JPG Banner Images
   2) Upload to Prolific
   3) E-Mail Social Media Team

c. Creation Steps
   1) Download the Adobe PSD templates
   2) Edit each PSD and update content
   3) Save image as JPG into required format, size, and file name

d. IT Team

   Notifications should be sent to: itrequest@pmi-oc.org

      Subject: (Month) Rotating Banner Photos

To:

IT – itrequest@pmi-oc.org

Keith Mangold – kman@blargo.net

Deborah Cantwell – deborah.cantwell@pmi-oc.org

Yvonne Huynh – yvonne.huynh.@pmi-oc.org

Body:

The updated photos for the website rotating banner are ready and in Prolific at: https://www.prolific.com/quilt.fcgi#files?project=11296&folder=41012

Section 3. Request Procedure for Setting Up an Event at PMI-OC Website

Part III: Policies / Procedures

Chapter: _____8____________________
Section: _____Communications_________
Subject: Request procedure for setting up an event at PMI-OC website

Effective Date: 01/01/2012	
Supersedes:	
Retired Date:	
Author: **Nora Goto VP Communications**	

Policy Statement:

PMI-OC will utilize its website as a vehicle to promote chapter events. To facilitate timely and accurate website postings of events, the following procedure is in effect.

Definitions:

N/A

Procedure:

The following form must be completed and submitted to webmaster@pmi-oc.org at least 2 weeks prior to the published date of the event.

General Information	
Name of event	
Date event is to be published:	
Date submitted:	
Submitted by:	
Contact Email:	
Company name:	
Company's logo:	
Company's url:	

<table>
<tr><td colspan="2">PDUs</td><td colspan="3"></td></tr>
<tr><td colspan="5">Event information</td></tr>
<tr><td colspan="2">Title of event:</td><td colspan="3"></td></tr>
<tr><td colspan="2">Day(s) event is active</td><td colspan="3"></td></tr>
<tr><td colspan="2">Time of the event</td><td colspan="3">From: To:</td></tr>
<tr><td colspan="2">Location where event will take place</td><td colspan="3"></td></tr>
<tr><td colspan="5">Description of event:</td></tr>
<tr><td colspan="2">Any link for additional information on this event:</td><td colspan="3"></td></tr>
<tr><td colspan="5">Speaker information</td></tr>
<tr><td colspan="2">Speaker name:</td><td colspan="3"></td></tr>
<tr><td colspan="5">Biography of speaker:</td></tr>
<tr><td colspan="2">Picture of speaker (in color, professional and in high resolution)</td><td colspan="3"></td></tr>
<tr><td colspan="5">Registration fee matrix</td></tr>
<tr><td></td><td colspan="2"><u>Early Bird</u>
(define exact date)</td><td><u>In Advance</u></td><td><u>At the door</u></td></tr>
<tr><td>Member Pricing</td><td colspan="2"></td><td></td><td></td></tr>
<tr><td>Non Member Pricing</td><td colspan="2"></td><td></td><td></td></tr>
<tr><td colspan="5">Other:</td></tr>
</table>

Section 4. Blasts

Part III: Policies / Procedures

Chapter: _____8___________________
Section: _____Communications_________
Subject: __Blast________

Effective Date:	01/01/2012
Supersedes:	
Retired Date:	
Author:	**Nora Goto VP Communications**

Policy Statement:

To send out email blast using constant contacts

Definitions:

E-Mail Blast ID and Password will be provided by PMI-OC IT department.

Procedure:

Log into Constant Contact with the above ID and Password.

From the Constant Contact Home page go to the: **Emails: My Emails**
Click on the most recent email sent, they are listed by date
When it opens you will see a radio field that says Copy.

Next choose "**Copy"** this rectangular button below the "**Email Details**" field.

The first thing you are prompted to do is to "**Change the Name**" of the Email. Change the name to the current date or the date you intend to send it out. Choose **Next**.

Now you are in the "**Email Message Settings". These** fields do not change for the weekly Email Blast. They can be changed for special emails per the Marketing Director's or BOD.

Now click Next
Now you are in the EMAIL Layout.
Do not change the Logo
Do not change the Introduction
Change the Date in the "Date Block" to the Thursday night date the Blast is being sent out.

In the first "Article Block" click on the edit button. You cannot edit content unless the edit button has been opened.

You may not have to change the block if it is correct from the previous week.

Usually the Date is on the Orange Banner at the top of the Article, Articles are usually in date order. Per the "rules" only advertise events in the current month. Start with the Dinner Meeting and then add other events or articles. Spell check. Save.

You may click and hold articles and move their location; watch for the red dotted box as to the new location.

On the left nav. bar you will see “New Block” if you want to add another article you choose the block from this menu, move it to your new location.

Go to the source of your article (pmi-oc, email, etc.) and cut and paste into block. Then format the block to our specs (make it look like the boxes already formatted) from the left navigation bar.

Keep the articles “short and sweet” cut them to just give the info needed to get them to register at the website. Go to pmi-oc to get the urls for links. Here are the link instructions:

Be in “edit” mode in an article. The link bar is in the left nav bar. Place your cursor over where you want the link to be inserted and click to hold the cursor. Then click on the link icon. Type in the Exact text you want for the link, i.e., “Click here to register or get more information”. Then paste the url link from pmi-oc on the second line. Then click “insert”. You can right click on the link and change the formatting like the color of text or make it bold. Save.

Table of Contents Block

This block self populates, you have to decide the title and to use it or not. If you want to use it, click the box at the left. I do not use the first article, but I do for all the rest. I always use the shortest possible title, Dinner Meeting, ATS, Volunteer Opportunities, etc.

Sign Up Block does not change.

Promotion Blocks allow for a little different formatting and can be used for coupons, special instructions, etc.

Images
Our contract only gives us 4 images. Do not delete the PMI logos. They are at the correct size and proportions for the Email Blast. Additional photos and logos can be stored on our website’s root directory and accessed by using this URL: http://www.pmi-oc.org/associations/8871/files/file-name.jpg Change the file-name.jpg to the name of the file that is on the root directory of the website. Also, make sure to change the link (if any), and the description.

Remember:…Keep it simple!
With edit on, put your cursor where you want the photo. Click on insert image. The images will be in a list, select the one you want and then click “Insert Image”. If you right click on the image you can change it or resize it. You may have to work a little with it to get it the way you want when you preview it.

Click on Preview and see if you have your information formatted correctly. Do spell check and read the articles to make sure they were edited correctly.

Now go to the top of the page and click on “Save & Continue”. You are now on the List Selection:

Email Blast lists we use are the following:
- General Interest
- PMI-OC Vendors,
- SCCTC (or if we get an update, SoTeC),
- Region 7 leaders
- Latest members list.

Click on Next.

Email names will not be duplicated in Constant Contact.

As the editor of the Email Blast you hit finish and the Email will be saved as a Draft. Send an email to the person editing or checking your work and to the Marketing Director.

Marketing Director Role:
As the Marketing Director you receive the email that the Email Blast is ready to be checked and mailed. You open the draft, Select Preview…get out of preview to edit. Make any changes you see or choose. You have someone verify your changes (or not) and then you hit next until you get to the Email Status screen you see above. You click “send now” if it is after 6 pm PST (note that the time is EST, so make adjustments)… or you may choose the date and time to send it. You can still edit the email up to the send time and save it for mailing.

You will get an email saying it has been sent. You will be able to double click on the sent email from the “Your Emails” tab and see the statistics for that email immediately. They will be updated almost real time. You can also see the lists that it was sent to, time, etc. Now your job is done! Congratulations! Job well done.

Lists

We update the member list about every third month. We ask Tom to send the latest from the DEP. It takes about 30 minutes to upload and go through the process. I will describe here. Save the Excel list from the DEP so you can upload it using “browse”. Select the “contacts” tab at the top of the home page. Under My Contacts choose “Add/import”.
Click on the List you want to add to. Click on Next.

Click on import my list from a file (as shown) and Click Next.
Click on the browse button and select the file you saved from the DEP and click on Submit Data.
It will ask you a bunch of questions about your data that you MUST answer YES to all.
Click next.
Then you have to choose the names of the fields to use from the spreadsheet. You select “Do Not Import” for everything except, First Name, Last Name and Email address. Then save and wait for the data to populate. In a few minutes you will see the number of contacts it found for your list and you will be able to choose it for your next mailing.

There is a delete button at the bottom of the lists for old lists we no longer use.

Section 5. E-mail Accounts to PMI-OC members

Part III: Policies / Procedures

Chapter: _____8____________________
Section: _____Communications_________
Subject: email accounts to PMI-OC members

Effective Date:	01/01/2012
Supersedes:	
Retired Date:	
Author:	**Nora Goto VP Communications**

Policy Statement:

The pmi-oc.org domain (currently with Google App services as the basic entry level service), is provided as a free service with no support and with limited number of email accounts from Google.

In order to manage the accounts in a most effective way, the following guidelines for creating email accounts for new members (or removing email accounts) need to be observed.

Definitions:

N/A

Procedure:

Board of Governors: All elected members of the Board of Governors will have an email address based on firstname.lastname naming convention for email accounts. A secondary email address with the related role will also be created, and linked to the "name based" email address. When the member is no longer on the Board of Governors, his/her personal name based email address will be terminated. If he/she continues to volunteer, the rules applicable to the position/area of volunteering will be applicable to decide if he/her can continue to retain the email address. The new member taking the position will have his/her name based email account now linked to the role based email account.

> Example: In January, Joe Smith is the VP of Finance, his personal email, Joe.Smith@pmi-oc.org, will be linked to the role of VP.Finance@pmi-oc.org
> In September, he resigns and Andre Brown takes over that role. His personal email, Andre.Brown@pmi-oc.org, will be linked to the role of VP.Finance@pmi-oc.org. (Whether Joe Smith retains his email address will depend on his new role within PMI-OC, which may extend its life or terminate the account.)

Board of Directors: All appointed members of the Board of Directors will have an email address based on firstname.lastname naming convention for email accounts. Another email address with the role will also be created, and linked to the name-based email address. When the member is no longer a Director, his/her personal name based email address will be terminated. If he/she continues to volunteer, the rules applicable to the position/area of volunteering will be used as a guideline to determine if he/she can continue to retain the email address. The new member taking the position will have his/her newly created name-based email account linked to the role based email account.

Chapter Volunteers: Volunteers with job functions/ position titles will have an email address defined by the role. Any member holding a position approved by the BOG will be provided with a role related email address. No personal name based accounts will be created. If the member resigns from his position/role, the incoming member taking over this position will have access to the email account created for performing the role function.

Example: Atul holds webmaster position. He will have access to the email webmaster@pmi-oc.org . Once he moves out of that position, the person taking his position will be granted access to the email address and will be able to login to send and receive emails using that the address. (The desire to standardize role recognition and adoption outweighs personal identification in these cases.)

a) Group/Shared distribution. If there are multiple members who collectively perform a job function, then a group alias account will be created. Each member's personal email accounts will be added so that they can receive emails.

   Example: Finance@pmi-oc.org is a group account being used by the Finance group. All emails coming to finance alias are forwarded to the member email addresses in the group. When any of the recipient member replies to the email it will be sent using that member's email account as the sender.

b) Inactive Accounts. Any email accounts not used or logged in for more than six months will be deleted after the review of the Directors as per the IT Policies and Procedures.

c) Email Account Use. The email accounts are the sole property of the PMI-OC organization and are provided as a communication tool for PMI-OC staff members. Members are advised not to use these for personal correspondences.

Chapter 11. Documents

Section 1. Retention

Part III: Policies / Procedures

Chapter: 11 - Documents
Section: 1
Subject: Retention

Effective Date: January 1, 2012	
Supersedes:	
Retired Date:	
Author: June Xu	

Policy Statement:

PMI-OC Directors, as part of their due diligence of care, should develop a document retention program that will be an integral part of the yearly transition of officers and insure effective retrieval of documents when required. The plan should be consistent, reasonable, and clearly communicated to all.

The first step is to identify all pertinent records and the retention requirements that may be legally mandated for these documents. Document retention is a necessity; however, it is not necessary to retain every piece of paper or electronic communication (e-mail) collected during the course of the year.

Definitions:

Access Authorization: Permission to locate and retrieve information for use (consultation or reference) within legally established restrictions of privacy, confidentiality, and security clearance.

Archive: In the vernacular, is often used to refer to any collection of documents that are old or of historical interest, regardless of how they are organized; in this sense, the term is synonymous with permanent records.

Records: Records are information created, received, and maintained as evidence and information by an organization or person, in pursuance of legal obligations or in the transaction of business.

Additional definitions related to document retention may be found at the Society of American Archivists glossary web site at *www.archivists.org/glossary/index.asp*. The definitions above were taken from that site.

Procedure:

In order to avoid obstruction of justice charges, do not destroy **any** documents if the PMI-OC chapter was ever under investigation by a federal agency or if there have been any law suits brought against the chapter.

The VP of Administration, or an approved designate, will ensure the maintenance of PMI-OC chapter **litigation** documents in their electronic form. Suitable off-site backup will be maintained, to minimize risk of loss. An appropriate document repository and location of same will be agreed upon by the BOG.

For PMI-OC documents not included in above, each Officer and/or Director is responsible and accountable for the creation, currency, version control, format, accessibility, and disposition of the records affecting their respective areas, duties, and statutory requirements. For detailed information refer to the chapter in this manual on Maintenance of Official Records.

E-mail that needs to be saved should be either: (1) printed in hard copy and kept in the appropriate file; or (2) downloaded to a computer file and kept electronically or on disk as a separate file. The retention period is determined by the subject matter of the e-mail, as covered in the below schedule.

The below schedule of routinely generated items is to be followed:

Permanent Retention

- PMI-OC's Articles of Incorporation
- Original, Signed Copy of PMI-OC's Charter Agreement Document
- PMI-OC's Governing Documents, i.e. Constitution and/or Bylaws.
- Copies of PMI-OC's Policies, Procedures, Strategic Plan, and Officer descriptions
- Group Tax Exemption Form and IRS Letter
- Employer Identification Number (EIN)
- Awards History (if applicable)
- Milestone plaques (5-10-15-20-25 year, if applicable)
- PMI-OC logo approval certificate from PMI Corporate
- PMI-OC library

Retain Seven Years

- PMI-OC Tax Records for the past seven years
- PMI-OC financial records and reports, including audited reports that were approved and signed
- Copies of any PMI-OC agreements/contracts made with other organizations
- Bank statements and checks

Retain Three Years

- Governing and Annual Business meeting minutes for the past three years
- PMI-OC's Annual Charter Renewal from the past three years
- Expired Insurance Policies

Updated Yearly by PMI Corporate

- Copies of PMI-OC's Insurance Policies

Updated Yearly by PMI-OC Board of Governors

- Listing of officers (either interim or elected): this information is included in the annual Charter Renewal

References:

PMI GOC (Corporate) Document Retention Guidelines:
http://componentleadership.pmi.bluestep.net/download/123321_U126961___129971/Retention%20of%20Documents.doc

*Founded in 1936, the **Society of American Archivists** is North America's oldest and largest national archival professional association. SAA's mission is to serve the educational and informational needs of more than 5,000 individual and institutional members and to provide leadership to ensure the identification, preservation, and use of records of historical value. Their web site is at www.archivists.org.*

Portions of the Example Policy were derived from the PMI Great Lakes Chapter material available at:
http://componentleadership.pmi.bluestep.net/download/123321_U126961___129959/Chapter%20Manual%20Sample.doc#_Toc44428207

Section 2. Maintenance of Official Records

ORANGE COUNTY CHAPTER

Part III: Policies / Procedures

Chapter: 11 – Documents
Section: 2
Subject: Maintenance of Official Records

Effective Date: January 1, 2012	
Supersedes: N/A	
Retired Date:	
Author: June Xu	

Policy Statement:

This policy is intended to ensure that the chapter meets the statutory requirements for incorporation, compliance with PMI Global Operations requirements, and the specific needs of the chapter. The general guidelines for records maintenance include;

- Each Officer/Director is accountable for the creation and maintenance of any and all records pertaining to their respective areas of responsibility.
- Proper records maintenance contributes to economy of operations by facilitating records disposition.
- How records should be stored depends on their use.
- The requirement to maintain electronic records is similar to that of paper records.
- Officers/Directors that do not follow certain chapter and/or corporate formalities, including generally keeping records, may lose corporate protection from personal liability.

Effective and proper management of records ensures that:

- Complete records are maintained
- Records can be located when needed
- Identification and retention of permanent records are facilitated

Definitions:

Records Maintenance

Records Maintenance is the planning, controlling, directing, organizing, training, promoting, and other managerial activities involving the life cycle of information, including creation, maintenance (use, storage, retrieval), and disposal, regardless of media.

Records

Records are information created, received, and maintained as evidence and information by an organization or person, in pursuance of legal obligations or in the transaction of business.

Recorded Information

Recorded information produced or received in the initiation, conduct or completion of an institutional or individual activity and that comprises content, context and structure sufficient to provide evidence of the activity. Put simply, recorded information can be defined as "evidence of an event".

Procedure:

Responsibility for Records

Each Officer and/or Director is responsible and accountable for the creation, currency, version control, format, accessibility, and disposition of the records affecting their respective areas, duties, and statutory requirements.

Organizing Current Records

Current records should be arranged and filed for efficient retrieval and handling.

PMI-OC records shall be organized as to facilitate daily operational needs of the organization. There are three primary methods of filing organizational records:

- Department or function
- Subject or topic
- Chronology

Department or function

Filing records by department or function has the advantage of clearly demonstrating the activities, functions, and structure of the organization that created the records and is the preferred arrangement for archival records.

This method brings together all records documenting a specific activity within the chapter. For example, Board of Governors (BOG), Board of Directors (BOD), individual directorates, committees, projects, and financial records are some of the headings under which records might be filed.

Subject or topic

Temporary or initiative specific documents might be filed under topic headings which reflect the work of the group. Headings such as "Ops Manual Project," "Project of the Year", and "PMP Workshop" are examples.

Chronology

Within a single directorate or initiative, records may be kept in a simple chronological order. This method does not work well for a large, diversified, far-reaching organization. It is, however, adequate to meet the needs of a group that deals primarily with a single issue, topic, or project, and whose records are not voluminous.

Retention

Records retention is the subject of Chapter 11-Documents, Section 1, “Retention” of this Operations Manual. Please refer to that section for further information.

Disposal

Proper record disposal is essential for the ongoing health of the chapter and mitigation of individual liability. Records should never simply be discarded as refuse.

Overall Record viability is to be reviewed at least annually during the first calendar quarter. Out of date records (those past their retention period) should either be destroyed, revised for continued retention, or archived in accordance with Chapter 11-Documents, Section 1, “Retention” of this Operations Manual, PMI corporate policy and/or other statutory requirements.

All expired, non-archived, physical records are to be disposed of by the Director of Administration or his/her designee via pulverization, paper shredding or incineration.

Electronic media records are to be deleted via the industry standard of overwriting the media, or section/partition of the media, seven (7) times with random zeros (0) and ones (1) to adequately obliterate the data from most recovery attempts. Requests for disposal of records maintained via electronic media must be submitted to the Director of IT and copied to the Director of Administration.

Once the electronic record has been disposed of, the Director of IT will certify to the Director of Administration the final and completed electronic record disposal.

An inventory of the records disposed of is to be maintained, including certification that they have been destroyed.

<u>Electronic Media Migration Considerations:</u>

Media and file types must provide a reliable and stable repository for the authentic record to be preserved and accessible by using current equipment, methods and/or technology. Electronic Media Migration is a strategy for avoiding the obsolescence of media that is used as a repository for records and/or specific file types (*i.e*., MS Word "doc"). The media type can become obsolete and current software will not work with it. Migration of records is essential to guaranteeing long-term access and the preservation of valuable records.

The PMI-OC migration program shall consist of an annual review of all electronic records to ensure their formats are compatible with the existing software/technologies in use by PMI-OC for retrieval, printing, reading, etc. The Director of Administration will initiate and oversee this effort during the second quarter of each calendar year with the help of PMI-OC IT personnel.

References:

An overview of records maintenance best practices and considerations may be found at the University of Illinois at Chicago's web site: *http://www.uic.edu/depts/lib/specialcoll/services/dont/maintenance.html*.

The American Bar Association's publication, "Record Retention and Destruction: Current Best Practices" can be found at: http://apps.americanbar.org/buslaw/newsletter/0019/materials/recordretention.pdf

Section 3. Monthly Management Meeting Setup

Part III: Policies / Procedures

Chapter: 11 - Documents
Section: ____________________________
Subject: Monthly Management Meeting Setup

Effective Date: December, 2013	
Supersedes:	
Retired Date:	
Author: Elizaveta Khazina	

Policy Statement:

The general procedures for the Setup of Monthly Management Meeting include the following:

- Setting up the WebEx™ meeting;
- Notifying meeting participants;
- Preparing and emailing meeting notes;
- Soliciting feedback on the meeting notes from meeting participants;
- Uploading the approved version of the meeting notes into the repository.

The abovementioned guidelines ensure that:

- Meetings are organized with defined frequency;
- Meeting participants receive timely notifications of the meeting's date, time and agenda;
- All suggestions, activities with their statuses and timelines which were discussed, as well as decisions were made during the meeting, are recorded in the meeting notes;
- Meeting notes are uploaded into the repository and available for all meeting participants.

Definitions:

Monthly Management Meeting
(Hereinafter – 'meeting' and/or 'monthly meeting', 'conference', 'online conference', 'conference call'). Online conference between Administration team members that takes place the first Monday of the month. The conference is supported by Cisco Webex™ software.

Meeting participants
Group of managers within the Administration team.

Meeting notes

(Hereinafter – ‘notes’ and/or ‘meeting notes’, ‘protocol’). Meeting notes are prepared by a designated person during the meeting. Generally the protocol contains the current status of scheduled activities, questions and suggestions from the meeting participants, decisions, strategic plans and further activities.

Repository

The resource where meeting notes are stored and maintained. All notes for past months should be also available for the meeting participants including team members who don’t attend the meeting.

WebEx

WebEx™ technology by Cisco Systems Inc. enables meeting participants to meet, collaborate, present, and share content through the web. The attached instruction helps to organize the conference. Additional detailed instructions are available on the website: http://www.webex.com/faqs.html.

How to Setup a
Webex Meeting v2.c

WebEx host

The host of the meeting is the organizer who schedules and starts the WebEx meeting.

Procedure:

Creating and scheduling the WebEx meeting

At present the Monthly Management Meeting is being held on the first Monday of the month at 8 p.m. If it is necessary to reschedule it or create a new meeting with different timetable the attached instruction will help (please, see the Definition part of that document (How to setup WebEx meeting)).

Emailing the notifications to the meeting participants

The first notification should be sent to the meeting participants five to seven days before the meeting.

The notification should contain:

- Meeting day and time;
- Meeting agenda;
- WebEx link;
- Conference phone number;
- List of participants (optional).

Any documents which are going to be discussed during the meeting should be attached to the notification letter.

The second notification should be sent one business day before the meeting or on the day of the meeting (no less than eight hours before the beginning of the conference).
In addition to email notifications the reminders about the meeting could be also texted to the participants (text (SMS) notifications).

Hosting the meeting

The host of the meeting should launch the WebEx and phone session five minutes before the meeting starts (at 7:55 pm, PST). The host also should check the quality of the connection and make sure that it is working for all participants using the WebEx and/or conference phone.

Recording meeting's notes

The person who documents the protocol should include all main meeting fundamentals such as statuses, activities, questions, ideas, recommendations, decisions, etc.

Recording the meeting

WebEx makes it possible to record the meeting (the capacity is available for the host only). Before to start the recording the host should notify participants that the meeting will be recorded. After the conference the host uploads the file with the meeting's record into the repository. That media file should be available for the person responsible for the meeting notes.

Emailing meeting's notes

The meeting notes should be send to the participants as soon as they are finished. It is strongly recommended to send the notes no later than one business day after the meeting.

Collecting feedback

All participants may give feedback on provide their comments, notes, questions, remarks, etc. The person responsible for the meeting notes collects all feedback, consolidates them and creates a new version of the protocol.

Uploading the final version of the notes.

The approved version of the meeting notes is uploaded to the repository. The name of the file should follow the naming convention for the repository (example: YYYYMMDD Meeting Name).

Coordination Actions Required:

[Describe required coordination required here (e.g. Finance needs to coordinate with IT). Identify all departments that need to coordinate, collaborate and approve in order to implement this policy to completion.]

Chapter 15. Finance

Section 1. Budget Revenue and Expense Coding Procedures, rev 1.0

Part III: Policies / Procedures

Chapter: 15 Finance
Section: ____________________________
Subject: Budget Revenue & Expense Coding

Effective Date: November 7, 2011	
Supersedes:	
Retired Date:	
Author: PUSD	

Purpose: Budget Revenue & Expense Coding procedures
Requirements:

i. PMI-OC chapter budget accounts Master codes are aligned with the 6 governing functions, namely:

Function / Role	Account Code (Master)
President	**4**000
Marketing	**5**000
Finance	**6**000
Administration	**7**000
Strategy	**8**000
Operations	**9**000

ii. Expense (sub)account codes use the 1st (leading) digit of their respective governor/function accounts, e.g.:

Finance – Credit Card transaction fees	**6**110-01
Operations – Fall PMP Prep Class	**9**110-01

iii. Income (sub)account codes use **3** as their 1st digit, e.g.:

Finance – Bank Earned Interest	**3**610-10
Operations – Fall PMP Prep Class	**3**110-01

iv. Complete list of income accounts can be found in PMI-OC chapter QuickBooks online folder and Expense Request Report forms.

v. PMI-OC chapter transactions are recorded in QuickBooks online:
https://qbo.intuit.com/c1/v68.147/0/login?redirect=true

vi. QuickBooks allows sub-accounts by linking them to another account. Although PMIOC set up "intelligent numbers" particularly in the expense area, reports will run in numerical sequence based on the main accounts, then the sub-accounts numerically with their link to the main. The main expense accounts of 4000, 5000, 6000, 7000, 8000, 9000 reflect the governor structure. As an example, you will see 9xyz subaccounts within the main account sequence 5000 of Marketing as internal marketing moved from Operations (9000) to Marketing (5000). The advantage of this approach is that year to year comparisons of specific expenses can be made independent of current responsibility assignments.

Subject 2. Expense Reimbursement Request (ERR)

ORANGE COUNTY CHAPTER

Part III: Policies / Procedures

Chapter: 15 Finance
Section: ______________________________
Subject: Submitting an Expense Request Report (ERR) for Expense Reimbursement

Effective Date: January 2015	
Supersedes: October 2014 version	
Retired Date:	
Author: Dean Anderson	

Purpose: Submitting an Expense Request Report (ERR) for Expense Reimbursement

Policy Statement:

The Board of Governors of the Project Management Institute – Orange County Chapter (PMI-OC) recognizes that board members, chapter volunteer, and other board-designated chapter representatives (Personnel) of PMI-OC may be required to travel or incur other expenses from time to time to conduct business and to further the mission of this non-profit organization.

The purpose of this Policy is to ensure that:

- Adequate cost controls are in place
- Reimbursed expenditures are appropriate
- To provide a uniform and consistent approach for the timely reimbursement of authorized expenses incurred by personnel. It is the policy of PMI-OC to reimburse only reasonable and necessary expenses actually incurred by personnel.

When incurring business expenses, PMI-OC expects personnel to:

- Exercise discretion and good business judgment with respect to those expenses.
- Be cost conscious and spend PMI-OC's money as carefully and judiciously as the individual would spend his or her own funds.
- Report expenses, supported by required documentation, as they were actually spent.

Requirements:

I. PMI-OC business expenses that exceed $250 may be transacted with use of chapter credit card (contact President, VP-IT/Admin or VP-Finance for card).
II. All other expenses must continue with use of ERR for transacting.
III. Completed/signed ERRs submitted 31 to 60 day after transaction date will undergo a 10% delayed fee.
IV. Completed/signed ERRs submitted 61 to 90 day after transaction date will undergo a 20% delayed fee.

V. Completed/signed ERRs submitted 91 days or more after transaction date will NOT be processed.
VI. Any time greater than 30 days runs risk of not tracking actuals to budget forecasts.
VII. Request is submitted to mailto:ap-manager@pmi-oc.orgin this time period (or less).
VIII. AP-finance will process payments within 10 business days of APPROVED and CORRECT ERR receipt.
IX. Latest ERR form is on PMI-OC website (http://www.pmi-oc.org/).

Retrieving Correct Expense Request Report (ERR) Form

It is important to use the correct and current Expense Request Report form, which can be retrieved from the PMI-OC Website Access for Staff Members

Volunteers MUST log-in to access in "Resources"/"Staff Only" section: http://www.pmi-oc.org/index.php?option=com_docman&Itemid=172
Website http://www.pmi-oc.org/

You MUST log in to get to "Admin Menu".
From there you choose "Document Repository".
From there you choose "Staff Only Documents"
From there it gives you a Link to this file.

Members need to go to the login menu at the top of the website and login using their registered PMI email and PMI Number to have access to the staff documentation on the website. If a different access is requested or problems with this access please let IT know at itreguest@pmi-oc.org.
Username = PMI Email
Password = PMI Number

Completion and Submission of the ERR

1. Label Subject line of e-mail submission with "PMI-OC ERR for ...." and complete accordingly
2. Form MUST have BOTH Account Codes AND Governor Codes filled in
3. Use drop down menu for account codes (come from "Expense Accounts" tab)
4. Governor Codes can ONLY be 4000 (President), 50000 (Sales/Mktg), 6000 (Finance), 7000 (Admin), 8000 (Strategy/Membership/IT), or 9000 (Ops)
5. Yellow highlighted footnote 4 in Report explains relationship of Governor and Account codes
6. Receipts MUST be attached in the "Receipt Images" tab
7. Completed ERRS that do not receive signatures from supervisor in a timely manner can be sent to President@pmi-oc.orgfor approval.
8. Send a separate email for each ERR to finance-ap@pmi-oc.org

AP-Manager Work Process
https://www.bankofamerica.com/Control.do?page=corp_bofacom

1. Process payment by check on Bank of America website
   a. Go to Bill pay tab
   b. Select saved payee or Add New payee
   c. Enter payment amount, check Show Memo and enter payment detail > Make Payment
   d. Make screen shot of payment page
      i. Paste into a new MSWord file
      ii. Open Picture toolbar   View >Toolbars > Picture
      iii. Click mouse inside of picture, open Crop tool
      iv. Crop picture to show only Payment Scheduled Successfully window with confirmation number and Delivery By date
      v. Copy cropped screen shot and Paste into ERR spreadsheet and rename as above

2. Email attachment to Bookkeeper

   To: Bookkeeper
   Cc: PMI-OC Finance VP, Directors, Managers, Volunteers, Requestor, Payee

   Hi Bookkeeper,
   Attached is an Expense Report for a payment that was made that can be posted to the books:
   - ERR_FirstLastName_01Nov13
   - Process date 11/07/13
   - Payment delivery date 11/12/13
   - Payment amount $ 200.00

   Thank you,
   ap-manager

   First Last Name
   Manager Finance PMI-OC
   ap-manager@pmi-oc.org

Part III: Policies / Procedures

ORANGE COUNTY CHAPTER

Chapter: 15 **Finance**
Section: ______________________
Subject: Month-end Transaction Procedures, rev 1.0

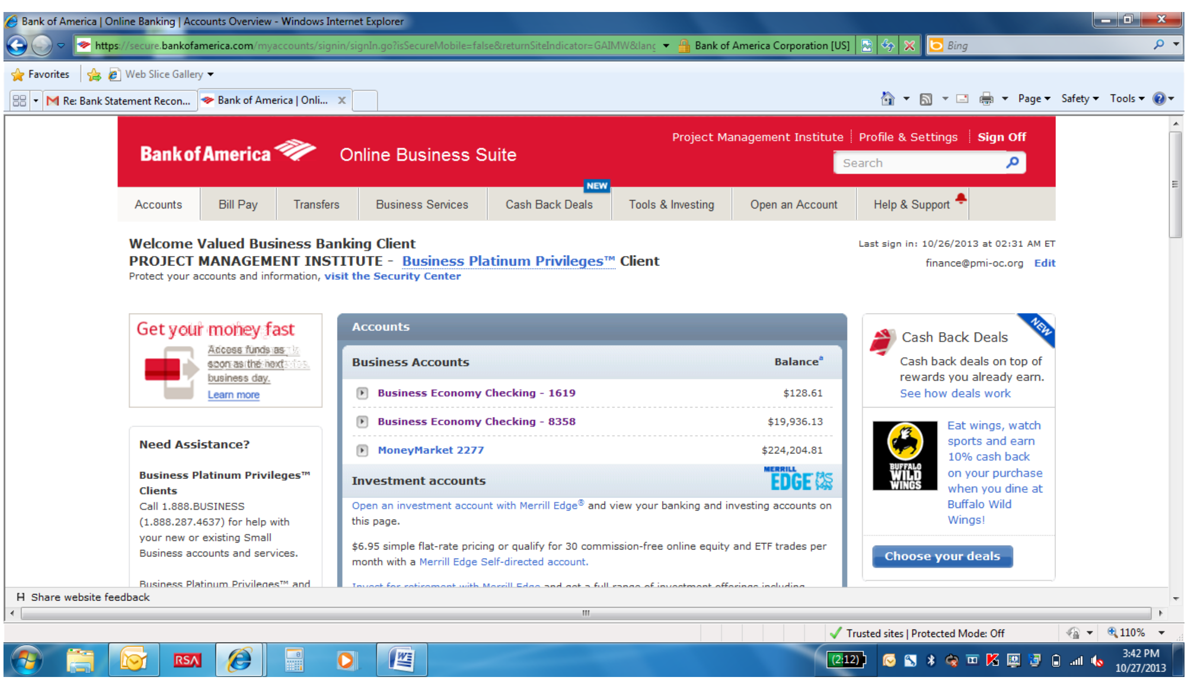
Effective Date: November 8, 2013	
Supersedes:	
Retired Date:	
Author: Amir Khamseh	

PMI-OC Bank Statement Month End Procedure

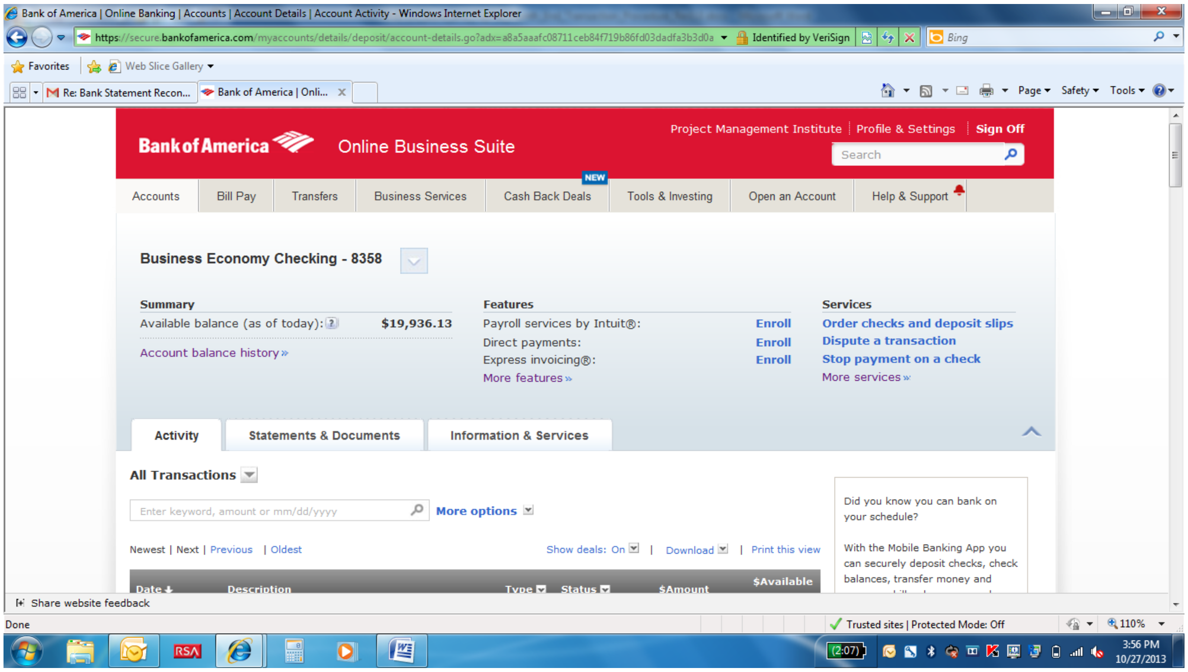
Bank Month End Transaction Procedure
Purpose: The purpose of this procedure is to reconcile month end PMI-OC bank transactions, while providing proper information to accountant.
Prerequisites:

I. Month End Bank statement is required to start this process
II. Bank account username and password
III. Access to monthly Expense Reports for account code allocations
IV. Microsoft Excel
V. Approximately 3-4 hours per month

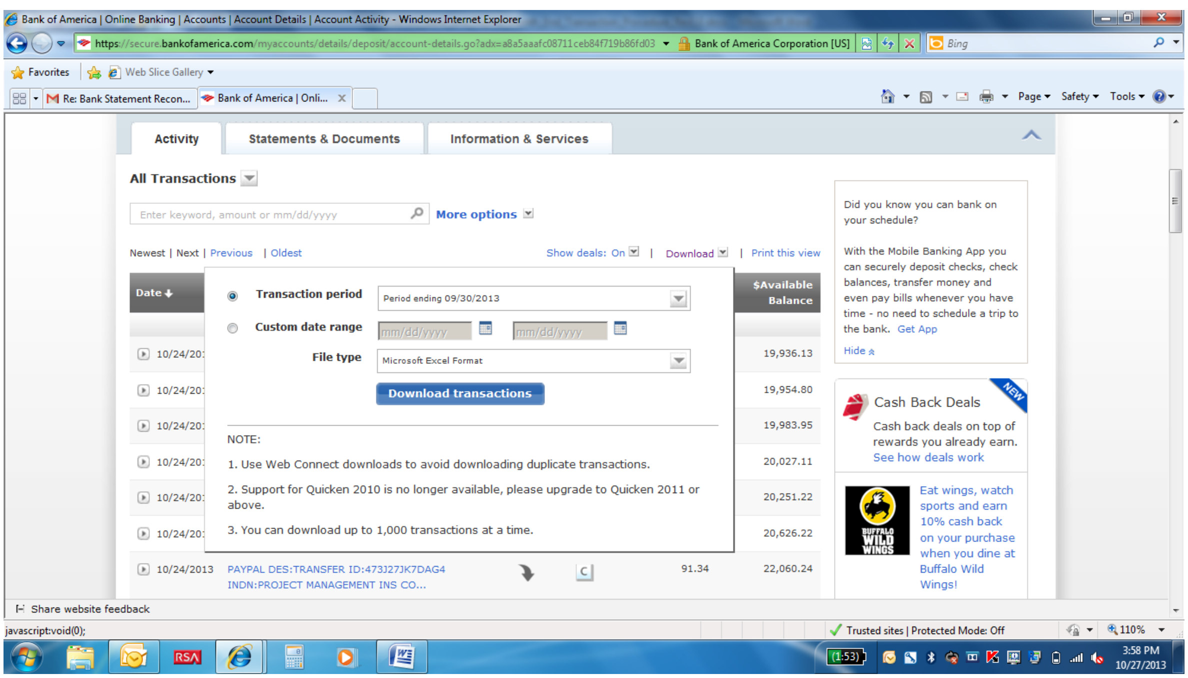
1. Please login to PMI-OC Bank of America account. The landing page is shown below:



2. Click on each and every bank account in home page to download respective end of month reports. For instance, account ending in -8358:



3. Select "Download" drop-down link in this page and choose month of interest and Microsoft Excel csv format as shown:



4. Download transactions for all accounts and combine into one Excel file using template shown below:

PMI-OC_BofA_Sep_2013_Stmt.xlsx

5. Reconcile expense transaction account codes using monthly ERR reports from AP-Finance, if not already defined in bank reports.
6. Reconcile income transaction account codes using PayPal reports (shown below), if not already defined in bank reports.
7. Bank account ending in -1619 is dedicated EXCLUSIVELY to PMI-OC PMP Prep class food and should be labeled as:
    1. Fall PMP Prep (Sep-Nov) Governor 9000, Account 9110-13
    2. Spring PMP Prep (Apr-Jun) Governor 9000, Account 9110-33
    3. Winter PMP Prep (Jan-Mar) Governor 9000, Account 9110-53
8. Bank account ending in -2277 is the "Money Market" account and repository for monthly membership revenue from Global PMI. This income (~$4K-$5K based on annual membership of 1600-1700) should be allocated to:
    1. Governor 5000, Account 3510-10
9. Once you are done, please send to the VP Finance at vp.finance@pmi-oc.org

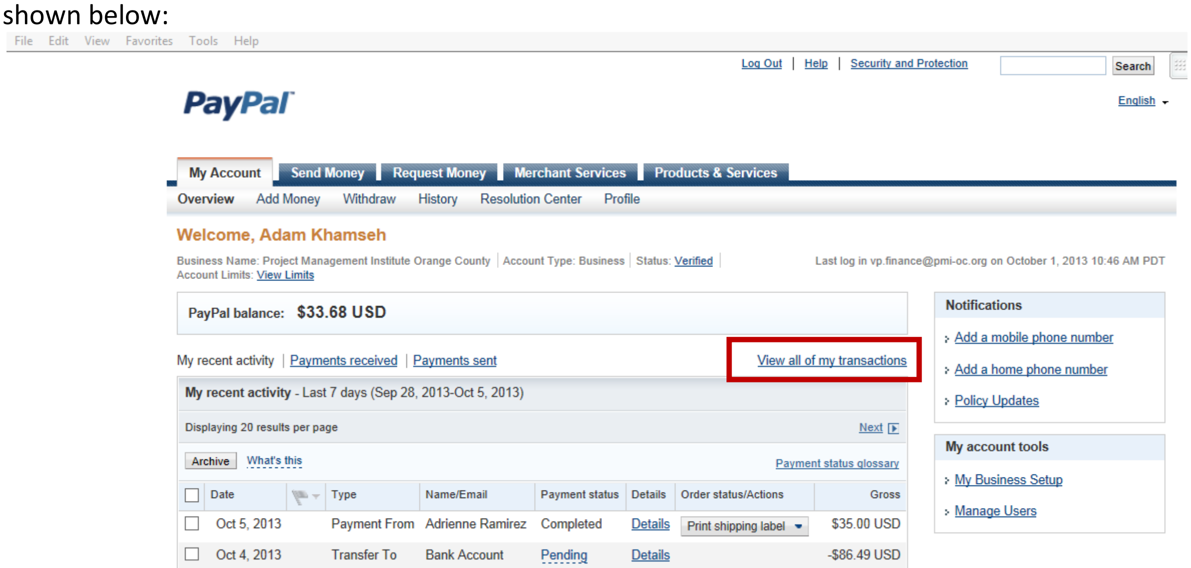
---

PMI-OC PayPal Month End Procedure

PayPal Month End Transaction Procedure
Purpose: The purpose of this procedure is to reconcile month end PayPal transactions with the bank statement, while providing proper information to accountant.
Prerequisites:

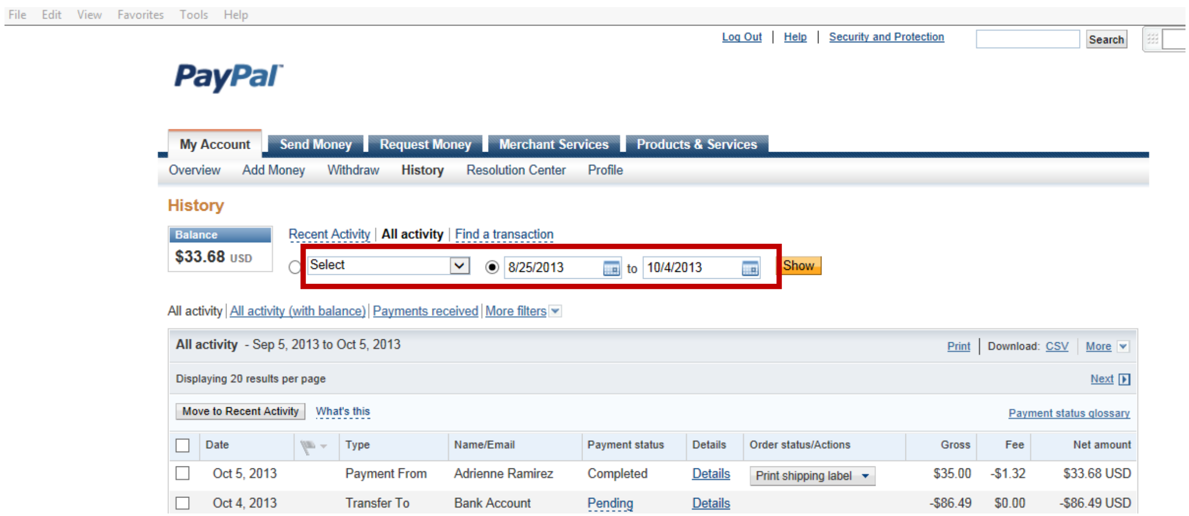
I. Reconciled Month End Bank statement is required for the final step of this process.
II. PayPal account username and password
III. Microsoft Excel
IV. Approximately 3-4 hours per month

Please login to the PayPal system using the PMI-OC account information. The landing page is shown below:

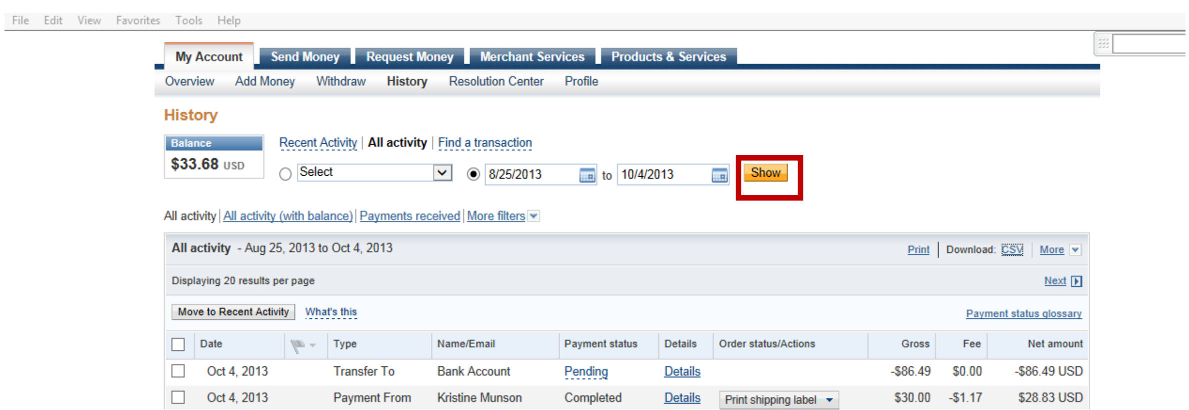


The Month End PayPal process is to reconcile the prior month's transactions. You will require the bank transactions register to validate the report as the final validation step of this process. In this example I will reconcile September 2013. I will pull data for the last few days of August 2013, all of September 2013 and the first several days of October 2013. We pull prior data because occasionally there are delays in PayPal posting to the bank.

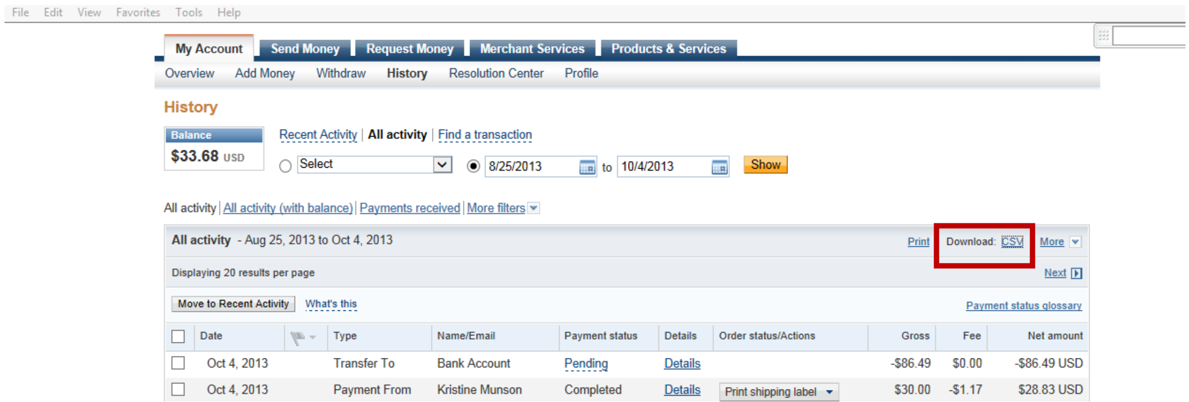
1. Click on "view all of my transactions" as shown on above screen shot
2. Then select the date range for required transactions as shown below



3. Then click "SHOW" as shown below:
4. You should see all of the transactions you selected on the screen. Please validate that you pulled the correct date range before proceeding.



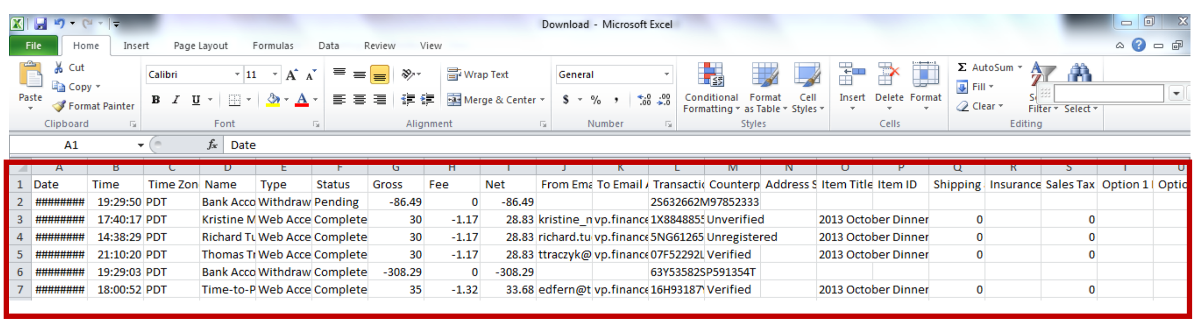
5. Then click Download "CSV"



6. You will see this popup and click "DOWNLOAD" as shown below

7. The file will download to your default download directory. Once saved to your computer open the file

The screen shot below shows the file before any formatting changes:



When you are done formatting and completing steps the spreadsheet will have this format below:

A	B	C	D	E	F	G	H	I	J
Date	Type	Status	Gross	Exp. Acct 6110-01, Governor = 6000	Net	Item Title	Comments / Posting Date	Governor Code	Income Account
7/30/2013	Withdraw Funds to a Bank Account	Completed	-101.04	-3.96	-101.04	Rows 19-21	1-Aug		
7/30/2013	Web Accept Payment Received	Completed	15	-0.74	14.26	2013 August Dinner Meeting Presentation Only-- 1 PDU		9000	3924-04
7/30/2013	Web Accept Payment Received	Completed	45	-1.61	43.39	2013 August ATS -- 4 PDUs		9000	3921
7/30/2013	Web Accept Payment Received	Completed	45	-1.61	43.39	2013 August ATS -- 4 PDUs		9000	3921
7/31/2013	Web Accept Payment Received	Completed	45	-1.61	43.39	2013 August ATS -- 4 PDUs		9000	3921
7/31/2013	Web Accept Payment Received	Completed	45	-1.61	43.39	2013 August ATS -- 4 PDUs		9000	3921
7/31/2013	Withdraw Funds to a Bank Account	Completed	-86.78	-3.22	-86.78	Rows 25-26	2-Aug		
7/31/2013	Web Accept Payment Received	Completed	45	-1.61	43.39	2013 August ATS -- 4 PDUs		9000	3921
7/31/2013	Web Accept Payment Received	Completed	45	-1.61	43.39	2013 August ATS -- 4 PDUs		9000	3921
8/1/2013	Withdraw Funds to a Bank Account	Completed	-2,453.60	-76.4	-2,453.60	Rows 22,23, 28-35	5-Aug		
8/1/2013	Web Accept Payment Received	Completed	45	-1.61	43.39	2013 August ATS -- 4 PDUs		9000	3921
8/1/2013	Web Accept Payment Received	Completed	45	-1.61	43.39	2013 August ATS -- 4 PDUs		9000	3921
8/1/2013	Web Accept Payment Received	Completed	50	-1.75	48.25	2013 August ATS -- 4 PDUs		9000	3921
8/1/2013	Web Accept Payment Received	Completed	50	-1.75	48.25	2013 August ATS -- 4 PDUs		9000	3921
8/1/2013	Web Accept Payment Received	Completed	1,080.00	-31.62	1,048.38	2013 August CSM session only Training		9000	3910-50
8/1/2013	Web Accept Payment Received	Completed	1,080.00	-31.62	1,048.38	2013 August CSM session only Training		9000	3910-50
8/1/2013	Web Accept Payment Received	Completed	45	-1.61	43.39	2013 August ATS -- 4 PDUs		9000	3921
8/1/2013	Web Accept Payment Received	Completed	45	-1.61	43.39	2013 August ATS -- 4 PDUs		9000	3921

8. You can either hide all non-critical columns (using Excel Hide columns feature) or delete columns if you prefer.
   a. Hiding: Is done by highlighting the entire column, hitting right click then select "hide" or "unhide"

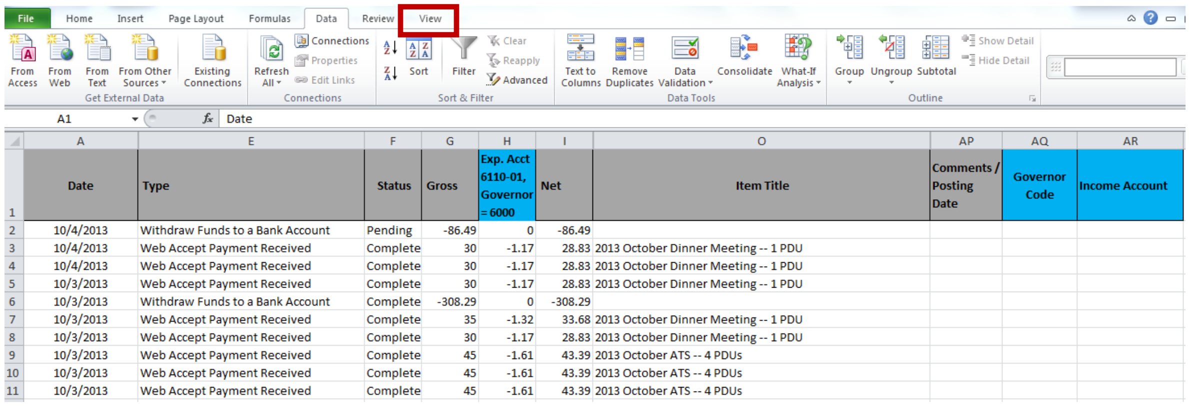
9. In the example below we "Hid" columns not required and left required columns (Date, Type, Status, Gross, Fee, Net, Item Title) – Screen shot doesn't show "Date" however it is mandatory.

E	F	G	H	I	O
Type	Status	Gross	Fee	Net	Item Title
Withdraw Funds to a Bank Account	Pending	-86.49	0	-86.49	
Web Accept Payment Received	Complete	30	-1.17	28.83	2013 October Dinner Meeting -- 1 PDU
Web Accept Payment Received	Complete	30	-1.17	28.83	2013 October Dinner Meeting -- 1 PDU
Web Accept Payment Received	Complete	30	-1.17	28.83	2013 October Dinner Meeting -- 1 PDU
Withdraw Funds to a Bank Account	Complete	-308.29	0	-308.29	
Web Accept Payment Received	Complete	35	-1.32	33.68	2013 October Dinner Meeting -- 1 PDU
Web Accept Payment Received	Complete	30	-1.17	28.83	2013 October Dinner Meeting -- 1 PDU
Web Accept Payment Received	Complete	45	-1.61	43.39	2013 October ATS -- 4 PDUs
Web Accept Payment Received	Complete	45	-1.61	43.39	2013 October ATS -- 4 PDUs
Web Accept Payment Received	Complete	45	-1.61	43.39	2013 October ATS -- 4 PDUs

10. Next change the column titles as shown below, and add 3 new columns Comments / Posting Date, Governor Code and Income Account:

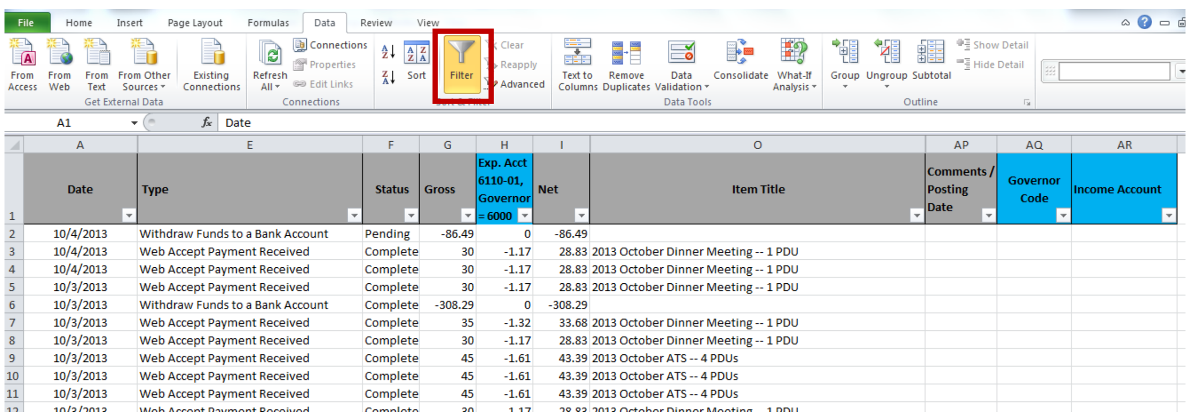
	A	E	F	G	H	I	O	AP	AQ	AR
1	Date	Type	Status	Gross	Exp. Acct 6110-01, Governor = 6000	Net	Item Title	Comments / Posting Date	Governor Code	Income Account
2	10/4/2013	Withdraw Funds to a Bank Account	Pending	-86.49	0	-86.49				
3	10/4/2013	Web Accept Payment Received	Complete	30	-1.17	28.83	2013 October Dinner Meeting -- 1 PDU			
4	10/4/2013	Web Accept Payment Received	Complete	30	-1.17	28.83	2013 October Dinner Meeting -- 1 PDU			
5	10/3/2013	Web Accept Payment Received	Complete	30	-1.17	28.83	2013 October Dinner Meeting -- 1 PDU			
6	10/3/2013	Withdraw Funds to a Bank Account	Complete	-308.29	0	-308.29				
7	10/3/2013	Web Accept Payment Received	Complete	35	-1.32	33.68	2013 October Dinner Meeting -- 1 PDU			
8	10/3/2013	Web Accept Payment Received	Complete	30	-1.17	28.83	2013 October Dinner Meeting -- 1 PDU			
9	10/3/2013	Web Accept Payment Received	Complete	45	-1.61	43.39	2013 October ATS -- 4 PDUs			
10	10/3/2013	Web Accept Payment Received	Complete	45	-1.61	43.39	2013 October ATS -- 4 PDUs			

11. Go to Data Tab in Excel



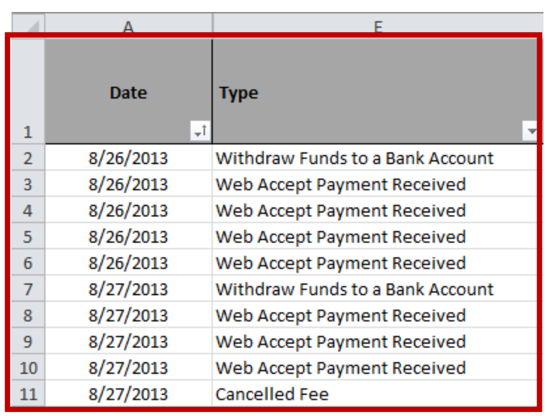
	A	E	F	G	H	I	O	AP	AQ	AR
1	Date	Type	Status	Gross	Exp. Acct 6110-01, Governor = 6000	Net	Item Title	Comments / Posting Date	Governor Code	Income Account
2	10/4/2013	Withdraw Funds to a Bank Account	Pending	-86.49	0	-86.49				
3	10/4/2013	Web Accept Payment Received	Complete	30	-1.17	28.83	2013 October Dinner Meeting -- 1 PDU			
4	10/4/2013	Web Accept Payment Received	Complete	30	-1.17	28.83	2013 October Dinner Meeting -- 1 PDU			
5	10/3/2013	Web Accept Payment Received	Complete	30	-1.17	28.83	2013 October Dinner Meeting -- 1 PDU			
6	10/3/2013	Withdraw Funds to a Bank Account	Complete	-308.29	0	-308.29				
7	10/3/2013	Web Accept Payment Received	Complete	35	-1.32	33.68	2013 October Dinner Meeting -- 1 PDU			
8	10/3/2013	Web Accept Payment Received	Complete	30	-1.17	28.83	2013 October Dinner Meeting -- 1 PDU			
9	10/3/2013	Web Accept Payment Received	Complete	45	-1.61	43.39	2013 October ATS -- 4 PDUs			
10	10/3/2013	Web Accept Payment Received	Complete	45	-1.61	43.39	2013 October ATS -- 4 PDUs			
11	10/3/2013	Web Accept Payment Received	Complete	45	-1.61	43.39	2013 October ATS -- 4 PDUs			

12. Select or Highlight all columns the select "Filter"



	A	E	F	G	H	I	O	AP	AQ	AR
1	Date	Type	Status	Gross	Exp. Acct 6110-01, Governor = 6000	Net	Item Title	Comments / Posting Date	Governor Code	Income Account
2	10/4/2013	Withdraw Funds to a Bank Account	Pending	-86.49	0	-86.49				
3	10/4/2013	Web Accept Payment Received	Complete	30	-1.17	28.83	2013 October Dinner Meeting -- 1 PDU			
4	10/4/2013	Web Accept Payment Received	Complete	30	-1.17	28.83	2013 October Dinner Meeting -- 1 PDU			
5	10/3/2013	Web Accept Payment Received	Complete	30	-1.17	28.83	2013 October Dinner Meeting -- 1 PDU			
6	10/3/2013	Withdraw Funds to a Bank Account	Complete	-308.29	0	-308.29				
7	10/3/2013	Web Accept Payment Received	Complete	35	-1.32	33.68	2013 October Dinner Meeting -- 1 PDU			
8	10/3/2013	Web Accept Payment Received	Complete	30	-1.17	28.83	2013 October Dinner Meeting -- 1 PDU			
9	10/3/2013	Web Accept Payment Received	Complete	45	-1.61	43.39	2013 October ATS -- 4 PDUs			
10	10/3/2013	Web Accept Payment Received	Complete	45	-1.61	43.39	2013 October ATS -- 4 PDUs			
11	10/3/2013	Web Accept Payment Received	Complete	45	-1.61	43.39	2013 October ATS -- 4 PDUs			

13. Then sort from oldest to newest date in the "date" column by clicking on down arrow and selecting sort oldest to newest. It should now look like this below – Date shows it is sorted with the small ^ arrow shown:



	A	E
1	Date	Type
2	8/26/2013	Withdraw Funds to a Bank Account
3	8/26/2013	Web Accept Payment Received
4	8/26/2013	Web Accept Payment Received
5	8/26/2013	Web Accept Payment Received
6	8/26/2013	Web Accept Payment Received
7	8/27/2013	Withdraw Funds to a Bank Account
8	8/27/2013	Web Accept Payment Received
9	8/27/2013	Web Accept Payment Received
10	8/27/2013	Web Accept Payment Received
11	8/27/2013	Cancelled Fee

14. The next step is to highlight the transactions that interfaced with the bank. The transaction type is “Withdraw Funds to a Bank Account”. You will perform this step for the entire spreadsheet.
    a. The green lines are used to match with the bank statement at the end of this procedure

	A	E	F	G	H	I	O	AP	AQ	AR
1	Date	Type	Status	Gross	Exp. Acct 6110-01, Governor = 6000	Net	Item Title	Comments / Posting Date	Governor Code	Income Account
2	8/26/2013	Withdraw Funds to a Bank Account	Complete	-829	0	-829				
3	8/26/2013	Web Accept Payment Received	Complete	45	-1.61	43.39	2013 Sept ATS -- 4 PDUs			
4	8/26/2013	Web Accept Payment Received	Complete	750	-22.05	727.95	2013 Fall PMP / CAPM Exam Prep Workshop - Costa Mesa			
5	8/26/2013	Web Accept Payment Received	Complete	30	-1.17	28.83	2013 September Dinner Meeting -- 1 PDU			
6	8/26/2013	Web Accept Payment Received	Complete	30	-1.17	28.83	2013 September Dinner Meeting -- 1 PDU			
7	8/27/2013	Withdraw Funds to a Bank Account	Complete	-902.13	0	-902.13				
8	8/27/2013	Web Accept Payment Received	Complete	50	-1.75	48.25	2013 Sept ATS -- 4 PDUs			
9	8/27/2013	Web Accept Payment Received	Complete	30	-1.17	28.83	2013 September Dinner Meeting -- 1 PDU			
10	8/27/2013	Web Accept Payment Received	Complete	850	-24.95	825.05	2013 Fall PMP / CAPM Exam Prep Workshop - Costa Mesa			
11	8/27/2013	Cancelled Fee	Complete	2.9	0	2.9				
12	8/27/2013	Add Funds from a Bank Account	Complete	97.1	0	97.1				
13	8/27/2013	Refund	Complete	-100	2.9	-97.1				
14	8/28/2013	Withdraw Funds to a Bank Account	Complete	-86.78	0	-86.78				
15	8/28/2013	Web Accept Payment Received	Complete	45	-1.61	43.39	2013 Sept ATS -- 4 PDUs			
16	8/28/2013	Web Accept Payment Received	Complete	45	-1.61	43.39	2013 Sept ATS -- 4 PDUs			
17	8/29/2013	Withdraw Funds to a Bank Account	Complete	-96.5	0	-96.5				
18	8/29/2013	Web Accept Payment Received	Complete	50	-1.75	48.25	2013 Sept ATS -- 4 PDUs			
19	8/29/2013	Web Accept Payment Received	Complete	50	-1.75	48.25	2013 Sept ATS -- 4 PDUs			
20	8/30/2013	Withdraw Funds to a Bank Account	Complete	-805.02	0	-805.02				
21	8/30/2013	Update to eCheck Sent	Complete	-100	2.9	-97.1				

15. The next step is to identify which transactions make up the total shown on the green line.
    a. For example: Row 7 below is the sum of rows (8, 9, 10, 12, 13) and I have denoted this in column O. The yellow highlighting is not required and only for instructional purposes.

	A	E	F	G	H	I	O
1	Date	Type	Status	Gross	Exp. Acct 6110-01, Governor = 6000	Net	Item Title
2	8/26/2013	Withdraw Funds to a Bank Account	Complete	-829	0	-829	
3	8/26/2013	Web Accept Payment Received	Complete	45	-1.61	43.39	2013 Sept ATS -- 4 PDUs
4	8/26/2013	Web Accept Payment Received	Complete	750	-22.05	727.95	2013 Fall PMP / CAPM Exam Prep Workshop - Costa Mesa
5	8/26/2013	Web Accept Payment Received	Complete	30	-1.17	28.83	2013 September Dinner Meeting -- 1 PDU
6	8/26/2013	Web Accept Payment Received	Complete	30	-1.17	28.83	2013 September Dinner Meeting -- 1 PDU
7	8/27/2013	Withdraw Funds to a Bank Account	Complete	-902.13	0	-902.13	Rows 8-10,12,13
8	8/27/2013	Web Accept Payment Received	Complete	50	-1.75	48.25	2013 Sept ATS -- 4 PDUs
9	8/27/2013	Web Accept Payment Received	Complete	30	-1.17	28.83	2013 September Dinner Meeting -- 1 PDU
10	8/27/2013	Web Accept Payment Received	Complete	850	-24.95	825.05	2013 Fall PMP / CAPM Exam Prep Workshop - Costa Mesa
11	8/27/2013	Cancelled Fee	Complete	2.9	0	2.9	
12	8/27/2013	Add Funds from a Bank Account	Complete	97.1	0	97.1	
13	8/27/2013	Refund	Complete	-100	2.9	-97.1	

16. Some of the transactions are not included in the total amount interfaced to the bank. See rows 11-13 for “Cancelled Fee”, “Add Funds from a Bank Account” and “Refund”. Other transaction types not included are “Update to eCheck” and “Invoice Sent”. These rows do not require a governor code or an income account.

	A	E	F	G	H	I	O	AP	AQ	AR
1	Date	Type	Status	Gross	Exp. Acct 6110-01, Governor = 6000	Net	Item Title	Comments / Posting Date	Governor Code	Income Account
2	8/26/2013	Withdraw Funds to a Bank Account	Completed	-829	-26	-829	Rows3-6			
3	8/26/2013	Web Accept Payment Received	Completed	45	-1.61	43.39	2013 Sept ATS -- 4 PDUs		9000	3921
4	8/26/2013	Web Accept Payment Received	Completed	750	-22.05	727.95	2013 Fall PMP / CAPM Exam Prep Workshop - Costa Mesa		9000	3910-10
5	8/26/2013	Web Accept Payment Received	Completed	30	-1.17	28.83	2013 September Dinner Meeting -- 1 PDU		9000	3924-02
6	8/26/2013	Web Accept Payment Received	Completed	30	-1.17	28.83	2013 September Dinner Meeting -- 1 PDU		9000	3924-02
7	8/27/2013	Withdraw Funds to a Bank Account	Completed	-902.13	-27.87	-902.13	Rows 8-10			
8	8/27/2013	Web Accept Payment Received	Completed	50	-1.75	48.25	2013 Sept ATS -- 4 PDUs		9000	3921
9	8/27/2013	Web Accept Payment Received	Completed	30	-1.17	28.83	2013 September Dinner Meeting -- 1 PDU		9000	3924-02
10	8/27/2013	Web Accept Payment Received	Completed	850	-24.95	825.05	2013 Fall PMP / CAPM Exam Prep Workshop - Costa Mesa		9000	3910-10
11	8/27/2013	Cancelled Fee	Completed	2.9	0	2.9		Unable to balance with this item		
12	8/27/2013	Add Funds from a Bank Account	Completed	97.1	0	97.1		Unable to balance with this item		
13	8/27/2013	Refund	Completed	-100	2.9	-97.1		Unable to balance with this item		
14	8/28/2013	Withdraw Funds to a Bank Account	Completed	-86.78	-3.22	-86.78	Rows 15,16			
15	8/28/2013	Web Accept Payment Received	Completed	45	-1.61	43.39	2013 Sept ATS -- 4 PDUs		9000	3921
16	8/28/2013	Web Accept Payment Received	Completed	45	-1.61	43.39	2013 Sept ATS -- 4 PDUs		9000	3921
17	8/29/2013	Withdraw Funds to a Bank Account	Completed	-96.5	-3.5	-96.5	Rows 18,19			
18	8/29/2013	Web Accept Payment Received	Completed	50	-1.75	48.25	2013 Sept ATS -- 4 PDUs		9000	3921
19	8/29/2013	Web Accept Payment Received	Completed	50	-1.75	48.25	2013 Sept ATS -- 4 PDUs		9000	3921
20	8/30/2013	Withdraw Funds to a Bank Account	Completed	-805.02	-22.08	-805.02	Rows 22-24			
21	8/30/2013	Update to eCheck Sent	Completed	-100	2.9	-97.1		Unable to balance with this item		
22	8/30/2013	Web Accept Payment Received	Completed	750	-22.05	727.95	2013 Fall PMP / CAPM Exam Prep Workshop - Costa Mesa		9000	3910-10
23	8/30/2013	Web Accept Payment Received	Completed	45	-1.61	43.39	2013 Sept ATS -- 4 PDUs		9000	3921
24	8/30/2013	Web Accept Payment Received	Completed	35	-1.32	33.68	2013 September Dinner Meeting -- 1 PDU		9000	3924-02

17. Next we total (sum) the "Exp Acct" column to match the rows identified in column O.
    a. The "Exp Acct" cell for row 2 is the sum of rows (3-6) column "Exp Acct";
    b. The "Exp Acct" cell for row 14 is the sum of rows (15,16) column "Exp Acct";
    c. Repeat process for entire spreadsheet

	Date	Type	Status	Gross	Exp. Acct 6110-01, Governor = 6000	Net	Item Title
1							
2	8/26/2013	Withdraw Funds to a Bank Account	Completed	-829	-26	-829	Rows3-6
3	8/26/2013	Web Accept Payment Received	Completed	45	-1.61	43.39	2013 Sept ATS -- 4 PDUs
4	8/26/2013	Web Accept Payment Received	Completed	750	-22.05	727.95	2013 Fall PMP / CAPM Exam Prep Workshop - Costa Mesa
5	8/26/2013	Web Accept Payment Received	Completed	30	-1.17	28.83	2013 September Dinner Meeting -- 1 PDU
6	8/26/2013	Web Accept Payment Received	Completed	30	-1.17	28.83	2013 September Dinner Meeting -- 1 PDU
7	8/27/2013	Withdraw Funds to a Bank Account	Completed	-902.13	-24.97	-902.13	Rows 8-10,12,13
8	8/27/2013	Web Accept Payment Received	Completed	50	-1.75	48.25	2013 Sept ATS -- 4 PDUs
9	8/27/2013	Web Accept Payment Received	Completed	30	-1.17	28.83	2013 September Dinner Meeting -- 1 PDU
10	8/27/2013	Web Accept Payment Received	Completed	850	-24.95	825.05	2013 Fall PMP / CAPM Exam Prep Workshop - Costa Mesa
11	8/27/2013	Cancelled Fee	Completed	2.9	0	2.9	
12	8/27/2013	Add Funds from a Bank Account	Completed	97.1	0	97.1	
13	8/27/2013	Refund	Completed	-100	2.9	-97.1	
14	8/28/2013	Withdraw Funds to a Bank Account	Completed	-86.78	-3.22	-86.78	Rows 15,16
15	8/28/2013	Web Accept Payment Received	Completed	45	-1.61	43.39	2013 Sept ATS -- 4 PDUs
16	8/28/2013	Web Accept Payment Received	Completed	45	-1.61	43.39	2013 Sept ATS -- 4 PDUs
17	8/29/2013	Withdraw Funds to a Bank Account	Completed	-96.5	-3.5	-96.5	Rows 18,19
18	8/29/2013	Web Accept Payment Received	Completed	50	-1.75	48.25	2013 Sept ATS -- 4 PDUs
19	8/29/2013	Web Accept Payment Received	Completed	50	-1.75	48.25	2013 Sept ATS -- 4 PDUs
20	8/30/2013	Withdraw Funds to a Bank Account	Completed	-805.02	-22.08	-805.02	Rows 22-24

18. Next fill in governor codes and income accounts as shown. The VP of Finance can provide the master Income Account matrix if you have not received this file. Codes can be pulled from the last months PayPal reconciliation or from the master template included in the Bank reconciliation sheet. Be cognizant however that Income Accounts

may change between spring, summer and fall for some activities such as PMP / CAPM preparation class.

a. Repeat this process for the entire spreadsheet
b. If a row isn't included in the overall total please denote in comments column "Unable to balance with this item" as shown in rows 11-13 below

	A	E	F	G	H	I	O	AP	AQ	AR
1	Date	Type	Status	Gross	Exp. Acct 6110-01, Governor = 6000	Net	Item Title	Comments / Posting Date	Governor Code	Income Account
2	8/26/2013	Withdraw Funds to a Bank Account	Completed	-829	-26	-829	Rows3-6			
3	8/26/2013	Web Accept Payment Received	Completed	45	-1.61	43.39	2013 Sept ATS -- 4 PDUs		9000	3921
4	8/26/2013	Web Accept Payment Received	Completed	750	-22.05	727.95	2013 Fall PMP / CAPM Exam Prep Workshop - Costa Mesa		9000	3910-10
5	8/26/2013	Web Accept Payment Received	Completed	30	-1.17	28.83	2013 September Dinner Meeting -- 1 PDU		9000	3924-02
6	8/26/2013	Web Accept Payment Received	Completed	30	-1.17	28.83	2013 September Dinner Meeting -- 1 PDU		9000	3924-02
7	8/27/2013	Withdraw Funds to a Bank Account	Completed	-902.13	-27.87	-902.13	Rows 8-10			
8	8/27/2013	Web Accept Payment Received	Completed	50	-1.75	48.25	2013 Sept ATS -- 4 PDUs		9000	3921
9	8/27/2013	Web Accept Payment Received	Completed	30	-1.17	28.83	2013 September Dinner Meeting -- 1 PDU		9000	3924-02
10	8/27/2013	Web Accept Payment Received	Completed	850	-24.95	825.05	2013 Fall PMP / CAPM Exam Prep Workshop - Costa Mesa		9000	3910-10
11	8/27/2013	Cancelled Fee	Completed	2.9	0	2.9		Unable to balance with this item		
12	8/27/2013	Add Funds from a Bank Account	Completed	97.1	0	97.1		Unable to balance with this item		
13	8/27/2013	Refund	Completed	-100	2.9	-97.1		Unable to balance with this item		
14	8/28/2013	Withdraw Funds to a Bank Account	Completed	-86.78	-3.22	-86.78	Rows 15,16			
15	8/28/2013	Web Accept Payment Received	Completed	45	-1.61	43.39	2013 Sept ATS -- 4 PDUs		9000	3921
16	8/28/2013	Web Accept Payment Received	Completed	45	-1.61	43.39	2013 Sept ATS -- 4 PDUs		9000	3921
17	8/29/2013	Withdraw Funds to a Bank Account	Completed	-96.5	-3.5	-96.5	Rows 18,19			
18	8/29/2013	Web Accept Payment Received	Completed	50	-1.75	48.25	2013 Sept ATS -- 4 PDUs		9000	3921
19	8/29/2013	Web Accept Payment Received	Completed	50	-1.75	48.25	2013 Sept ATS -- 4 PDUs		9000	3921

.

19. Next step is to open bank reconciliation sheet and match totals on green lines above to deposits in bank, show below in light grey.

	A	B	C	D
1	Description		Summary Amt.	
2	Beginning balance as of 08/31/2013		23502.78	
3	Total credits		14459.1	
4	Total debits		-18132.9	
5	Ending balance as of 09/30/2013		19828.98	
6				
7	Date	Description	Amount	Running Bal.
8	8/31/2013	Beginning balance as of 08/31/2013		23502.78
10	9/3/2013	PAYPAL DES:TRANSFER ID:473J27E8BXJHE INDN:PROJECT MANAGEMENT INS CO...	805.02	25197.8
11	9/3/2013	PAYPAL DES:TRANSFER ID:473J27E5C8QPQ INDN:PROJECT MANAGEMENT INS CO...	96.5	25294.3
12	9/3/2013	PAYPAL DES:TRANSFER ID:473J27ED8WP9U INDN:PROJECT MANAGEMENT INS CO...	72.52	25366.82
13	9/3/2013	PAYPAL DES:TRANSFER ID:473J27EAMXYFN INDN:PROJECT MANAGEMENT INS CO...	28.83	25395.65
15	9/4/2013	PAYPAL DES:TRANSFER ID:473J27EGHB3DL INDN:PROJECT MANAGEMENT INS CO...	858.12	22055.47
18	9/5/2013	PAYPAL DES:TRANSFER ID:473J27EL5DWEE INDN:PROJECT MANAGEMENT INS CO...	1760.86	23194.18
19	9/6/2013	PAYPAL DES:TRANSFER ID:473J27EPCAS7L INDN:PROJECT MANAGEMENT INS CO...	2677.56	25871.74

20. Update the bank transaction date to the matching PayPal transaction (green line) in the comments / posting date column.

	A	E	F	G	H	I	O	AP
1	Date	Type	Status	Gross	Exp. Acct 6110-01, Governor = 6000	Net	Item Title	Comments / Posting Date
17	8/29/2013	Withdraw Funds to a Bank Account	Completed	-96.5	-3.5	-96.5	Rows 18,19	9/3/2013
18	8/29/2013	Web Accept Payment Received	Completed	50	-1.75	48.25	2013 Sept ATS -- 4 PDUs	
19	8/29/2013	Web Accept Payment Received	Completed	50	-1.75	48.25	2013 Sept ATS -- 4 PDUs	
20	8/30/2013	Withdraw Funds to a Bank Account	Completed	-805.02	-24.98	-805.02	Rows 22-24	9/3/2013
21	8/30/2013	Update to eCheck Sent	Completed	-100	2.9	-97.1		Unable to balar
22	8/30/2013	Web Accept Payment Received	Completed	750	-22.05	727.95	2013 Fall PMP / CAPM Exam Prep Workshop - Costa Mesa	
23	8/30/2013	Web Accept Payment Received	Completed	45	-1.61	43.39	2013 Sept ATS -- 4 PDUs	
24	8/30/2013	Web Accept Payment Received	Completed	35	-1.32	33.68	2013 September Dinner Meeting -- 1 PDU	
25	8/31/2013	Withdraw Funds to a Bank Account	Completed	-28.83	-1.17	-28.83	Row 26	9/3/2013
26	8/31/2013	Web Accept Payment Received	Completed	30	-1.17	28.83	2013 September Dinner Meeting -- 1 PDU	
27	9/1/2013	Withdraw Funds to a Bank Account	Completed	-72.52	-2.48	-72.52	Row 28	9/3/2013

21. If you have transactions on the PayPal sheet that are before or after the transactions in the monthly bank statement then hide those rows using Excel hide feature as shown prior in this procedure.
22. When you are done, please send to the VP Finance at vp.finance@pmi-oc.org

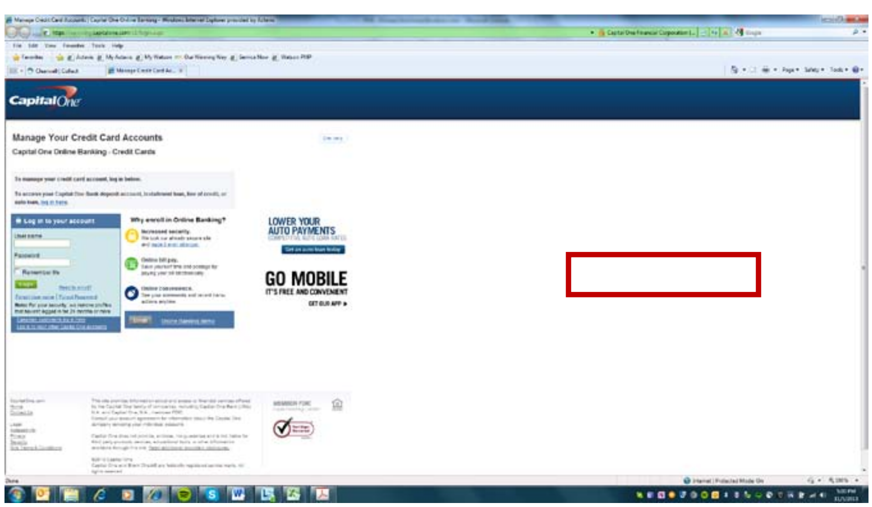
---

Month End Credit Card Transactions End Procedure

Description: Capital One Month End Transaction Procedure
Purpose: The purpose of this procedure is to record month end Capital One transactions and their associated governor codes and accounts. This procedure allows for reconciliation into the PMI general ledger so proper information can be recorded by the accountant.
Prerequisites:

I. Access to the internet
II. Credentials for the Capital One banking website
III. Download month end transactions from Capital One website.
IV. Microsoft Excel
V. Spreadsheet from prior month
VI. Approximately 1-2 hours per month

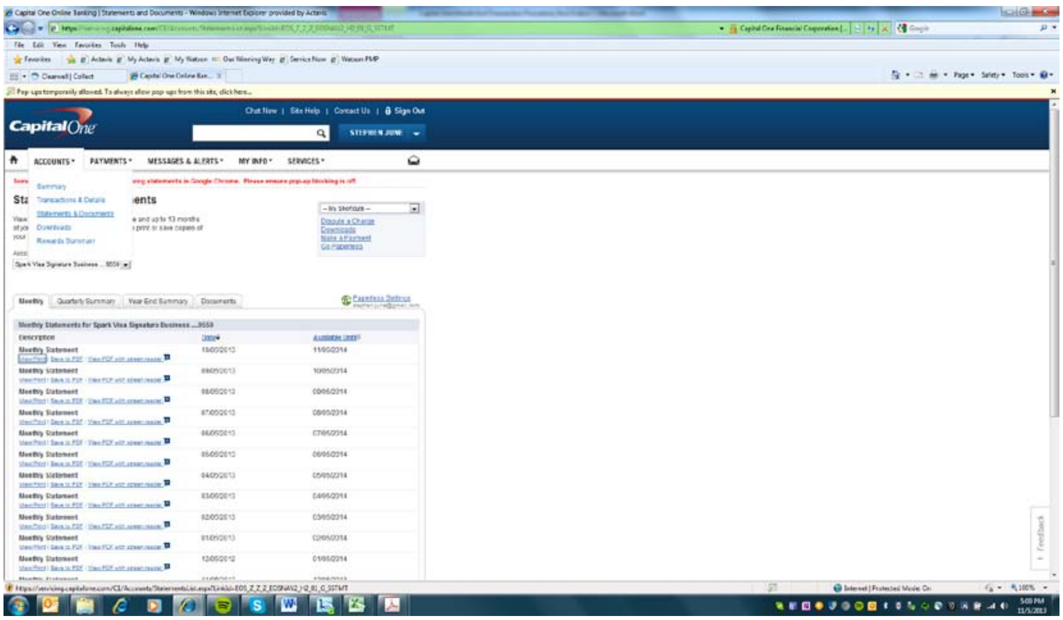
Please login to the Capital One online website using the PMI-OC account information. The landing page is shown below:



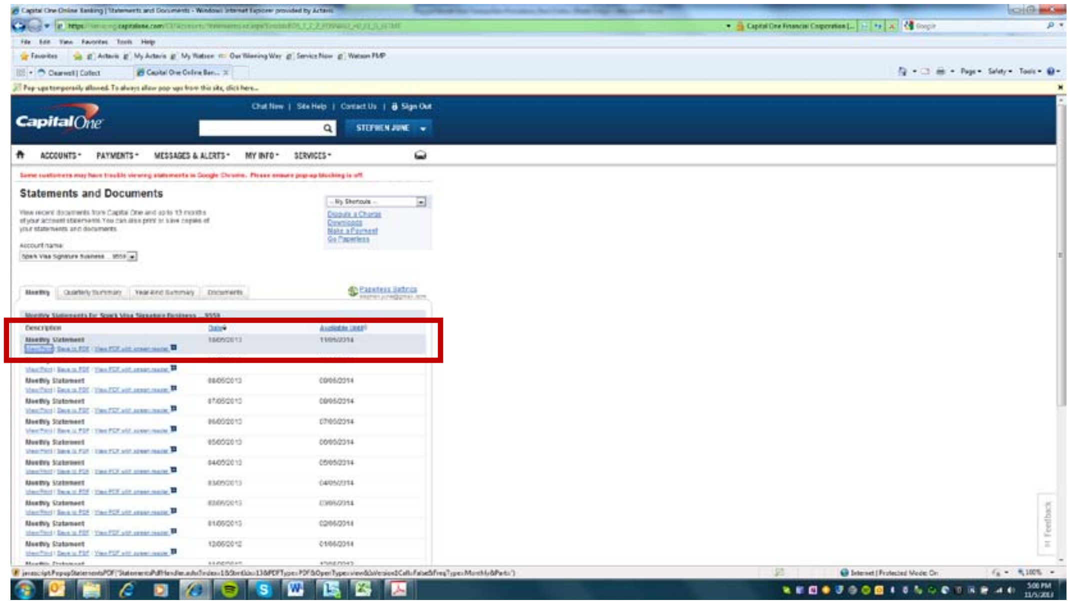
The Month End Capital One Bank statement recording process is to reconcile the prior month's transactions.
In this example I will reconcile October 2013. The full bank statement will be ready every 6th of every month.

1. Log into the website with the PMI Capital One credentials

2. From Accounts drop down menu select **Statements and Documents**

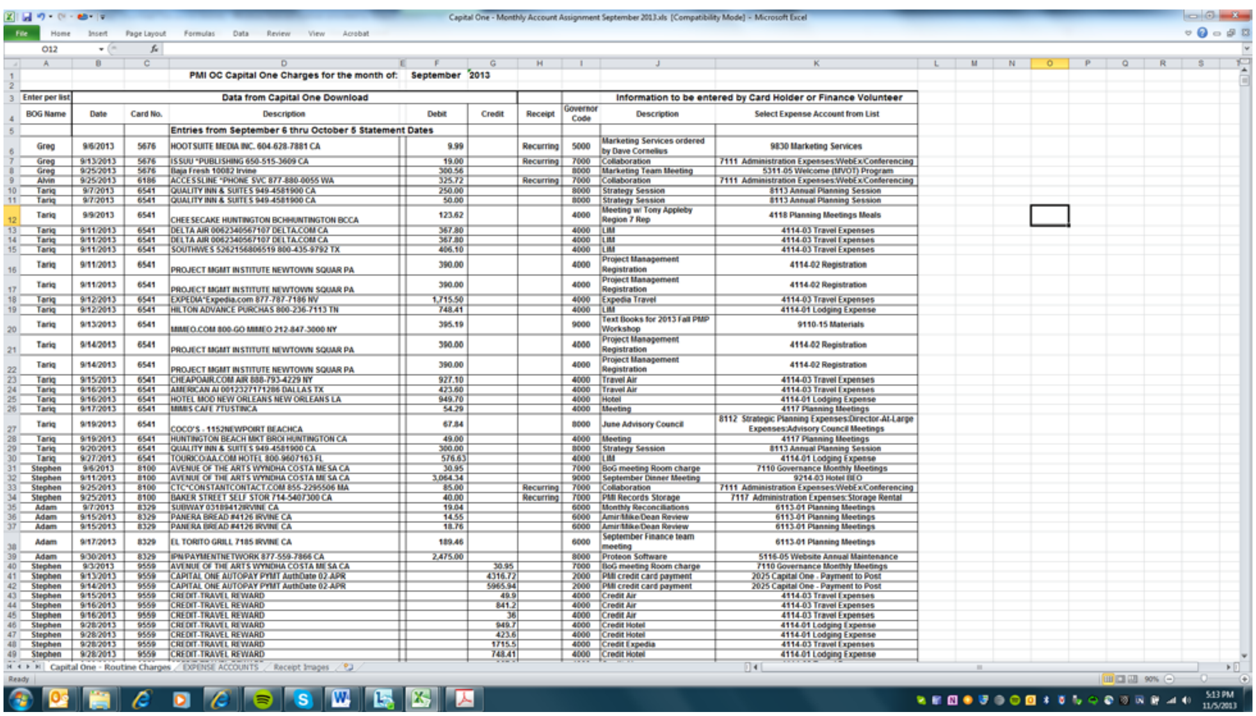


3. Select the most recent months credit card statement. (Temporarily allow popups). You should see all of the transactions you selected on the screen. Please validate that you pulled the correct date range before proceeding.



4. Print monthly credit card transactions

5. Open up prior excel spreadsheet from prior month.

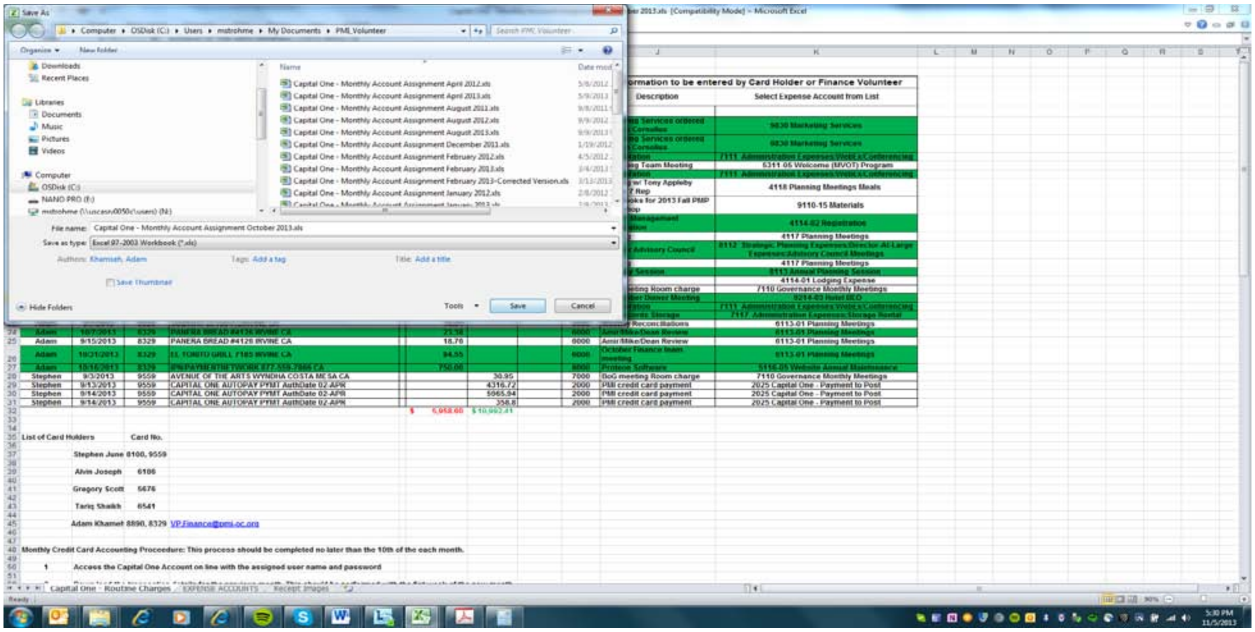


PMI OC Capital One Charges for the month of: September 2013

Enter per list	Data from Capital One Download							Information to be entered by Card Holder or Finance Volunteer	
BOG Name	Date	Card No.	Description	Debit	Credit	Receipt	Governor Code	Description	Select Expense Account from List
			Entries from September 6 thru October 5 Statement Dates						
Greg	9/6/2013	5676	HOOTSUITE MEDIA INC. 604-628-7881 CA	9.99		Recurring	5000	Marketing Services ordered by Dave Cornelius	9830 Marketing Services
Greg	9/13/2013	5676	ISSUU *PUBLISHING 650-515-3609 CA	19.00		Recurring	7000	Collaboration	7111 Administration Expenses:WebEx/Conferencing
Greg	9/25/2013	5676	Baja Fresh 10082 Irvine	300.56			8000	Marketing Team Meeting	5311-05 Welcome (MVOT) Program
Alvin	9/25/2013	6186	ACCESSLINE *PHONE SVC 877-880-0055 WA	325.72		Recurring	7000	Collaboration	7111 Administration Expenses:WebEx/Conferencing
Tariq	9/7/2013	6541	QUALITY INN & SUITES 949-4581900 CA	250.00			8000	Strategy Session	8113 Annual Planning Session
Tariq	9/7/2013	6541	QUALITY INN & SUITES 949-4581900 CA	50.00			8000	Strategy Session	8113 Annual Planning Session
Tariq	9/9/2013	6541	CHEESECAKE HUNTINGTON BCHHUNTINGTON BCCA	123.62			4000	Meeting w/ Tony Appleby Region 7 Rep	4118 Planning Meetings Meals
Tariq	9/11/2013	6541	DELTA AIR 0062340567107 DELTA.COM CA	367.80			4000	LIM	4114-03 Travel Expenses
Tariq	9/11/2013	6541	DELTA AIR 0062340567107 DELTA.COM CA	367.80			4000	LIM	4114-03 Travel Expenses
Tariq	9/11/2013	6541	SOUTHWES 5262156806519 800-435-9792 TX	406.10			4000	LIM	4114-03 Travel Expenses
Tariq	9/11/2013	6541	PROJECT MGMT INSTITUTE NEWTOWN SQUAR PA	390.00			4000	Project Management Registration	4114-02 Registration
Tariq	9/11/2013	6541	PROJECT MGMT INSTITUTE NEWTOWN SQUAR PA	390.00			4000	Project Management Registration	4114-02 Registration
Tariq	9/12/2013	6541	EXPEDIA*Expedia.com 877-787-7186 NV	1,715.50			4000	Expedia Travel	4114-03 Travel Expenses
Tariq	9/12/2013	6541	HILTON ADVANCE PURCHAS 800-236-7113 TN	748.41			4000	LIM	4114-01 Lodging Expense
Tariq	9/13/2013	6541	MIMEO.COM 800-GO MIMEO 212-847-3000 NY	395.19			9000	Text Books for 2013 Fall PMP Workshop	9110-15 Materials
Tariq	9/14/2013	6541	PROJECT MGMT INSTITUTE NEWTOWN SQUAR PA	390.00			4000	Project Management Registration	4114-02 Registration
Tariq	9/14/2013	6541	PROJECT MGMT INSTITUTE NEWTOWN SQUAR PA	390.00			4000	Project Management Registration	4114-02 Registration
Tariq	9/15/2013	6541	CHEAPOAIR.COM AIR 888-793-4229 NY	927.10			4000	Travel Air	4114-03 Travel Expenses
Tariq	9/16/2013	6541	AMERICAN AI 0012327171286 DALLAS TX	423.60			4000	Travel Air	4114-03 Travel Expenses
Tariq	9/16/2013	6541	HOTEL MOD NEW ORLEANS NEW ORLEANS LA	949.70			4000	Hotel	4114-01 Lodging Expense
Tariq	9/17/2013	6541	MIMIS CAFE 7TUSTINCA	54.29			4000	Meeting	4117 Planning Meetings
Tariq	9/19/2013	6541	COCO'S - 1152NEWPOIRT BEACHCA	67.84			8000	June Advisory Council	8112 Strategic Planning Expenses:Director-At-Large Expenses:Advisory Council Meetings
Tariq	9/19/2013	6541	HUNTINGTON BEACH MKT BROI HUNTINGTON CA	49.00			4000	Meeting	4117 Planning Meetings
Tariq	9/20/2013	6541	QUALITY INN & SUITES 949-4581900 CA	300.00			8000	Strategy Session	8113 Annual Planning Session
Tariq	9/27/2013	6541	TOURICO/AA.COM HOTEL 800-9607163 FL	576.63			4000	LIM	4114-01 Lodging Expense
Stephen	9/6/2013	8100	AVENUE OF THE ARTS WYNDHA COSTA MESA CA	30.95			7000	BoG meeting Room charge	7110 Governance Monthly Meetings
Stephen	9/11/2013	8100	AVENUE OF THE ARTS WYNDHA COSTA MESA CA	3,064.34			9000	September Dinner Meeting	9214-03 Hotel BEO
Stephen	9/25/2013	8100	CTC*CONSTANTCONTACT.COM 855-2295506 MA	85.00		Recurring	7000	Collaboration	7111 Administration Expenses:WebEx/Conferencing
Stephen	9/25/2013	8100	BAKER STREET SELF STOR 714-5407300 CA	40.00		Recurring	7000	PMI Records Storage	7117 Administration Expenses:Storage Rental
Adam	9/7/2013	8329	SUBWAY 03189412IRVINE CA	19.04			6000	Monthly Reconciliations	6113-01 Planning Meetings
Adam	9/15/2013	8329	PANERA BREAD #4126 IRVINE CA	14.55			6000	Amir/Mike/Dean Review	6113-01 Planning Meetings
Adam	9/15/2013	8329	PANERA BREAD #4126 IRVINE CA	18.76			6000	Amir/Mike/Dean Review	6113-01 Planning Meetings
Adam	9/17/2013	8329	EL TORITO GRILL 7185 IRVINE CA	189.46			6000	September Finance team meeting	6113-01 Planning Meetings
Adam	9/30/2013	8329	IPN/PAYMENTNETWORK 877-559-7866 CA	2,475.00			8000	Proteon Software	5116-05 Website Annual Maintenance
Stephen	9/3/2013	9559	AVENUE OF THE ARTS WYNDHA COSTA MESA CA		30.95		7000	BoG meeting Room charge	7110 Governance Monthly Meetings
Stephen	9/13/2013	9559	CAPITAL ONE AUTOPAY PYMT AuthDate 02-APR		4316.72		2000	PMI credit card payment	2025 Capital One - Payment to Post
Stephen	9/14/2013	9559	CAPITAL ONE AUTOPAY PYMT AuthDate 02-APR		5965.94		2000	PMI credit card payment	2025 Capital One - Payment to Post
Stephen	9/15/2013	9559	CREDIT-TRAVEL REWARD		49.9		4000	Credit Air	4114-03 Travel Expenses
Stephen	9/16/2013	9559	CREDIT-TRAVEL REWARD		841.2		4000	Credit Air	4114-03 Travel Expenses
Stephen	9/16/2013	9559	CREDIT-TRAVEL REWARD		36		4000	Credit Air	4114-03 Travel Expenses
Stephen	9/28/2013	9559	CREDIT-TRAVEL REWARD		949.7		4000	Credit Hotel	4114-01 Lodging Expense
Stephen	9/28/2013	9559	CREDIT-TRAVEL REWARD		423.6		4000	Credit Hotel	4114-01 Lodging Expense
Stephen	9/28/2013	9559	CREDIT-TRAVEL REWARD		1715.5		4000	Credit Expedia	4114-03 Travel Expenses
Stephen	9/28/2013	9559	CREDIT-TRAVEL REWARD		748.41		4000	Credit Hotel	4114-01 Lodging Expense

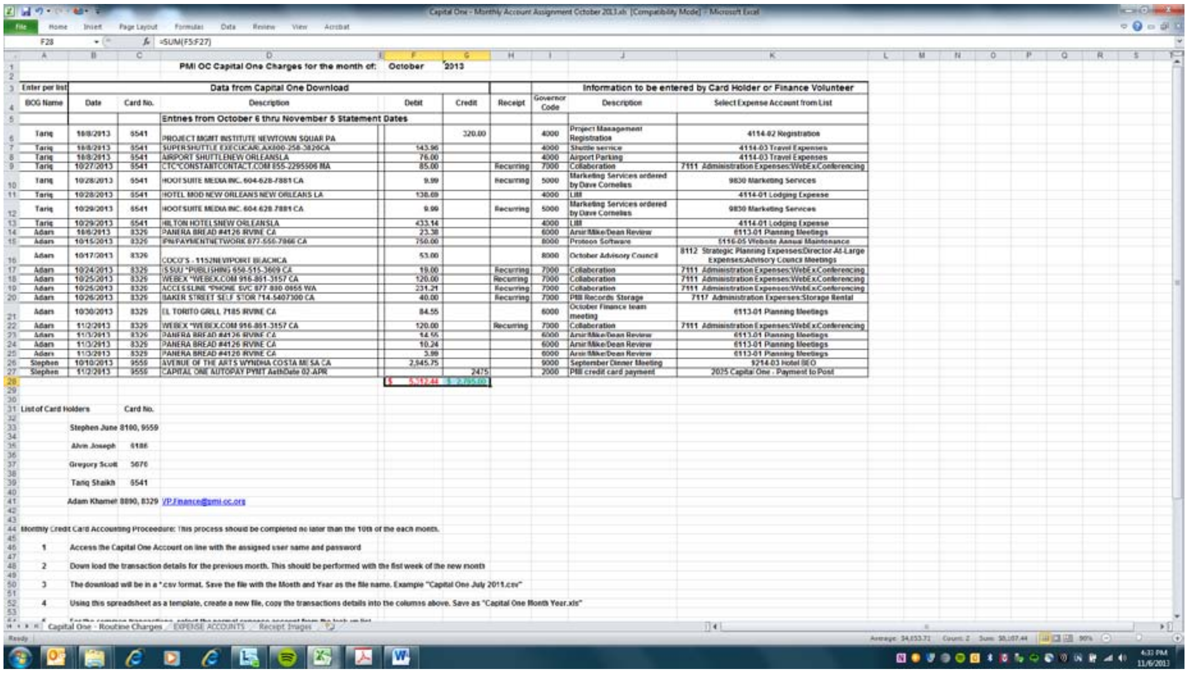
6. Change the header information to represent the correct month, i.e. October/year

7. Save the file with the new month in the name, i.e. Capital One Monthly Account Assignment – October 2013.xlsx



8. Enter monthly transactions by BOG member by date matching the credit card statement that was just printed out. Make sure to record governor code and appropriate expense account. If there is no further information to identify a transaction make your best guess.

9. Verify debit and credit totals against the monthly printout.



10. Save document

11. When you are done, send to the VP Finance at vp.finance@pmi-oc.org. Identify any questions to the statement.

Section 4. Credit Card Information Security Policy

Part III: Policies / Procedures

Chapter: __________15_______________
Section: _______Finance______________
Subject: Credit Card Information Security Policy

Effective Date: 1/01/2012	
Supersedes:	
Retired Date:	
Author: Gregory Scott VP Finance	

Policy Statement:

This policy covers the security of Project Management Institute, Orange County Chapter Inc., **PMI-OC** information and must be distributed to all Chapter volunteers. The Board of Governors or their designated Directors will review and update this information security policy at least once a year to incorporate relevant security needs that may develop. Each volunteer must read and sign a form verifying they have read and understand this policy.

The following Information Security Policy is intended to cover requirement outlined by the PCI-DSS. It is the responsibility of the entity utilizing this tool to ensure full compliance with PCI-DSS regulations.

Definitions:

N/A

Procedure:

Ethics and Acceptable Use Policies

PMI-OC expects that all volunteers to strictly adhere to the PMI Code of Ethics. Furthermore, a volunteer should report any dishonest activities or damaging conduct to an appropriate Governor or Director.

Security of Chapter information is extremely important to our business. We are trusted by our members and customers to protect sensitive information that may be supplied while conducting business. Sensitive information is defined as any personal information (i.e.- name, address, phone number, e-mail, Social Security number, driver's license number, bank account, credit card numbers, etc.) or Chapter information not publicly available (i.e.- clients financial information, volunteer information, schedules, technology, etc.) It is important the volunteers do not reveal sensitive information about our Chapter or our customers to outside resources that do not have a need to know such information.

Usage Policy

PMI-OC expects all volunteers to do their best to protect client information. **PMI-OC** does not allow the storage of personal client information on volunteer's computers such as the social security number or any bank account and financial information. The use of removable electronic media is also prohibited for storing credit card information.

Volunteers are prohibited from storing personal client information on their computers. Volunteers are expected to not store Chapter passwords on other computers that they use to conduct Chapter business when working remotely. The proper use of e-mail is also expected. Volunteers are prohibited from e-mailing or utilizing chat or messaging programs to transmit personally identifiable information to or from clients or other volunteers that may lead to that information being compromised. For example it is prohibited to e-mail social security numbers or credit card numbers.

Disciplinary Action

A volunteer's failure to comply with the standards and policies set forth in this document may result in appropriate disciplinary action and perhaps criminal and/or civil penalties.

Protect Stored Data

Protect sensitive information stored or handled by the Chapter and its volunteers. All sensitive information must be stored securely and marked as confidential until no longer needed for business reasons. Any media (i.e.-paper, floppy disk, backup tape, computer hard drive, etc.) that contains sensitive information must be protected against unauthorized access. Media no longer needed must be destroyed in such a manner to render sensitive data irrecoverable (i.e. shredding, degaussing, disassembly, etc.)

Credit Card Information Handling Specifics

- Destroy cardholder information in a secure method when no longer needed. Media containing card information must be destroyed by shredding or other means of physical destruction that would render the data irrecoverable.
- It is prohibited to store the contents of the credit card magnetic strip (track data) on any media whatsoever.
- It is prohibited to store the card validation code (3 or 4 digit value printed on the signature panel of the card) or PIN number on any media whatsoever.
- All but the last 4 numbers of the credit card account number must be masked (i.e.-x's or *'s) when the number is displayed electronically or on paper.

Security Awareness and Procedures

Keeping sensitive information secure requires periodic training of volunteers to keep security awareness levels high. The following Chapter policies and procedures address this issue.

- Hold **annual** security awareness training meetings of volunteers and contractors to review correct handling procedures for sensitive information.
- Volunteers are required to read this security policy and verify that they understand them by signing an acknowledgement form (see Appendix A).
- Background checks (such as credit and criminal record checks, within the limits of local law) may be conducted for all volunteers that handle sensitive information.

- All third parties with access to credit card account numbers are contractually obligated to comply with card association security standards. (PCI-DSS)
- Chapter security policies must be reviewed annually and updated as needed.

Security Management/Incident Response Plan

The security officer is responsible for communicating security policies to volunteers and tracking adherence to policies. In the event of a compromise of sensitive information, the security officer will oversee the execution of the incident response plan. In the instance of suspected fraud or a breach in the system then **VP Administration** should be notified immediately and he/she will act as the security officer for **PMI-OC**

Incident Response Plan

1. If a compromise is suspected, alert the information security officer, **VP Administration.**
2. Security officer will conduct an initial investigation of the suspected compromise.
3. If compromise of information is confirmed, the security officer will alert the Board of Governors and begin informing parties that may be affected by the compromise. If the compromise involves credit card account numbers perform the following:
    - Contain and limit the extent of the exposure by shutting down any systems or processes involved in the compromise.
    - Alert necessary parties (Merchant Bank, Visa Fraud Control, law enforcement)
    - Provide compromised or potentially compromised card numbers to Visa Fraud Control within 24 hours.
    - More Information:

http://usa.visa.com/business/accepting_visa/ops_risk_management/cisp_if_compromised.html

Appendix "A" – List of Service Providers

List of Service Providers –

http://usa.visa.com/download/merchants/cisp-list-of-pcidss-compliant-service-providers.pdf

Provider	Type	Contact	Contact Number
Plug and Pay	*Virtual Terminal*		
Affiniscape			
Affiniscape Merchant Service			
Cynergy Data			

Appendix B - Volunteer Agreement

Agreement to Comply with Information Security Policies

Volunteer's Name: ____

Functional Area: ____

Date: _____________________

I agree to take all reasonable precautions to assure that Chapter internal information, or information that has been entrusted to the Chapter by third parties such as customers, will not be disclosed to unauthorized persons. At the end of my volunteering with the Chapter, I agree to return all information to which I have had access as a result of my position. I understand that I am not authorized to use sensitive information for my own purposes, nor am I at liberty to provide this information to third parties without the express written consent of the governor or director who is the designated information owner.

I have access to a copy of the Information Security Policies, I have read and understand the policies, and I understand how it impacts my job. I agree to abide by the policies and other requirements found in the Chapter security policy. I understand that non- compliance will be cause for appropriate disciplinary action and perhaps criminal and/or civil penalties.

I also agree to promptly report all violation or suspected violations of information security policies to the designated governor or director.

____

Volunteer's Signature

Section 5. Finance Dinner Registration List and Proteon Updates

Part III: Policies / Procedures

Chapter: 15 Finance
Section: ______________________
Subject: Dinner Registration List and Proteon Updates

Effective Date: October 29, 2013
Supersedes:
Retired Date:
Author: Dean Anderson

Dinner Event Pre/Post Registration Procedure, revision 1.0

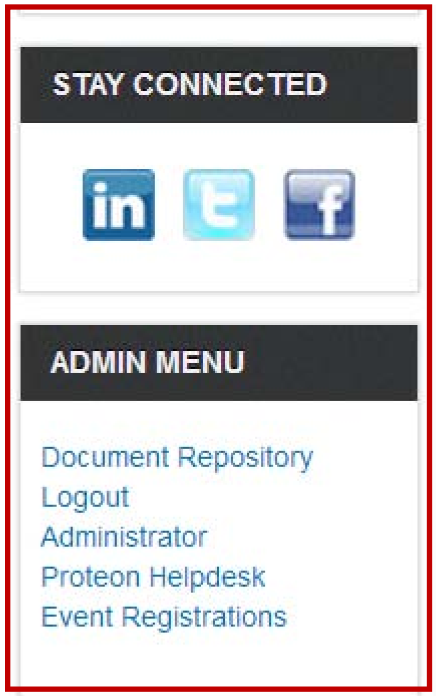
Monthly Dinner Procedure to get pre-registration list and then update Proteon after event for attendance.

Purpose: The purpose of this procedure is to provide simple steps to get the pre-registration list the day of the dinner meeting format and send to Finance dinner lead. The second portion of this procedure is to add walk-ins to Proteon and update event attendees in the system.

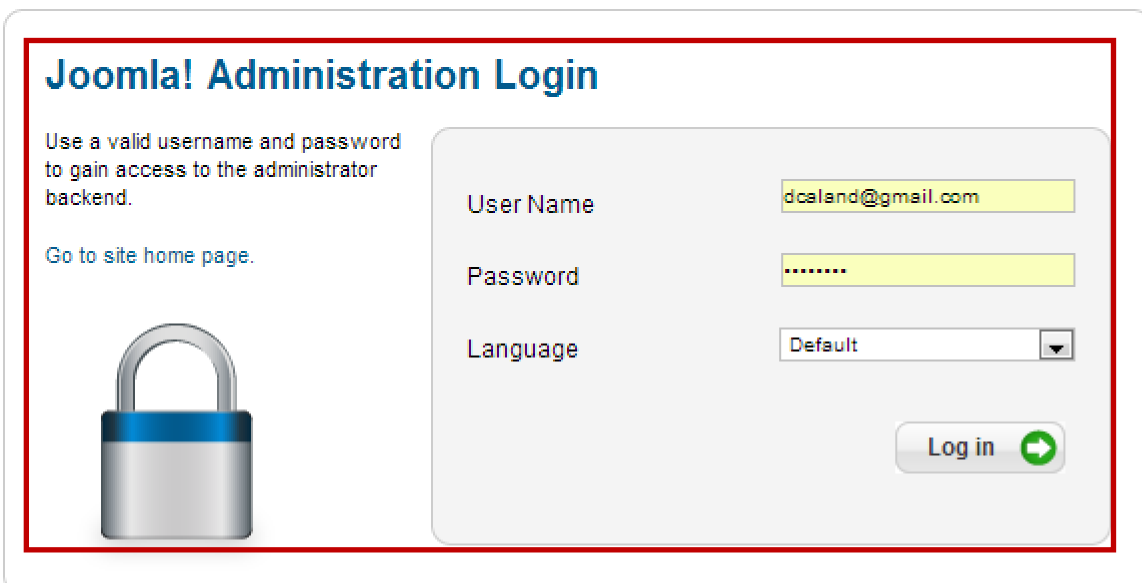
Prerequisites Pre-Event:

1. Registration should be closed, which is normally midnight the night before the event.
2. Proteon Administration access

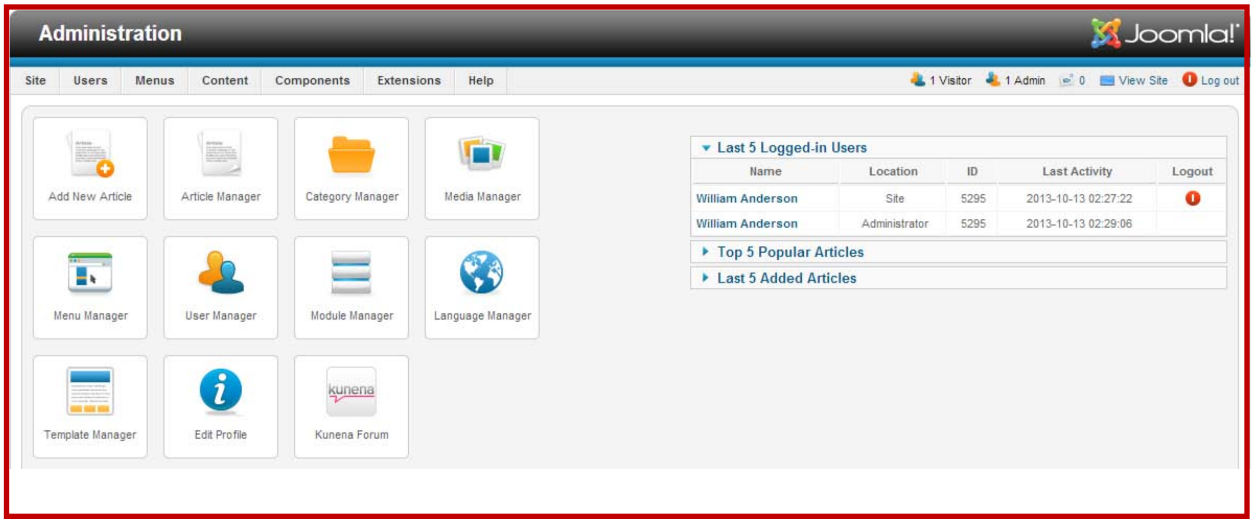
1. Login to our website at http://www.pmi-oc.org
    a. For the username, use the email address that was setup when you sign in with PMI, for the password, use your PMI ID number
2. On the Home page, the ” Admin Menu” will appear, right click on “Administrator” and select “Open in New window”



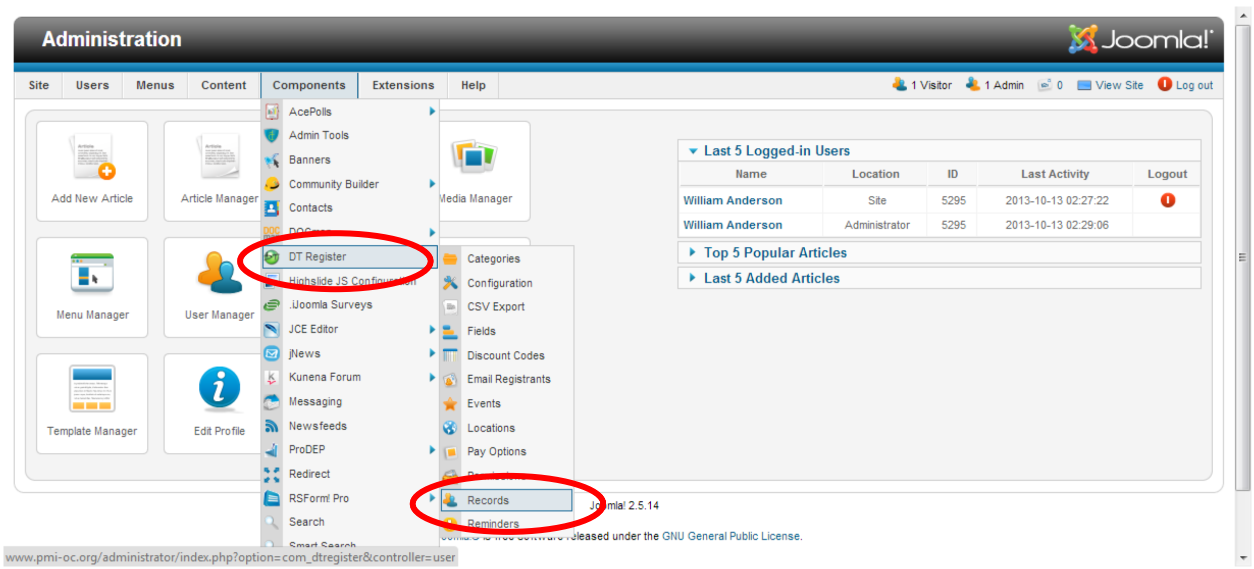
3. The Joomla Administration Login Panel will display. Use the same id and password as previously to login



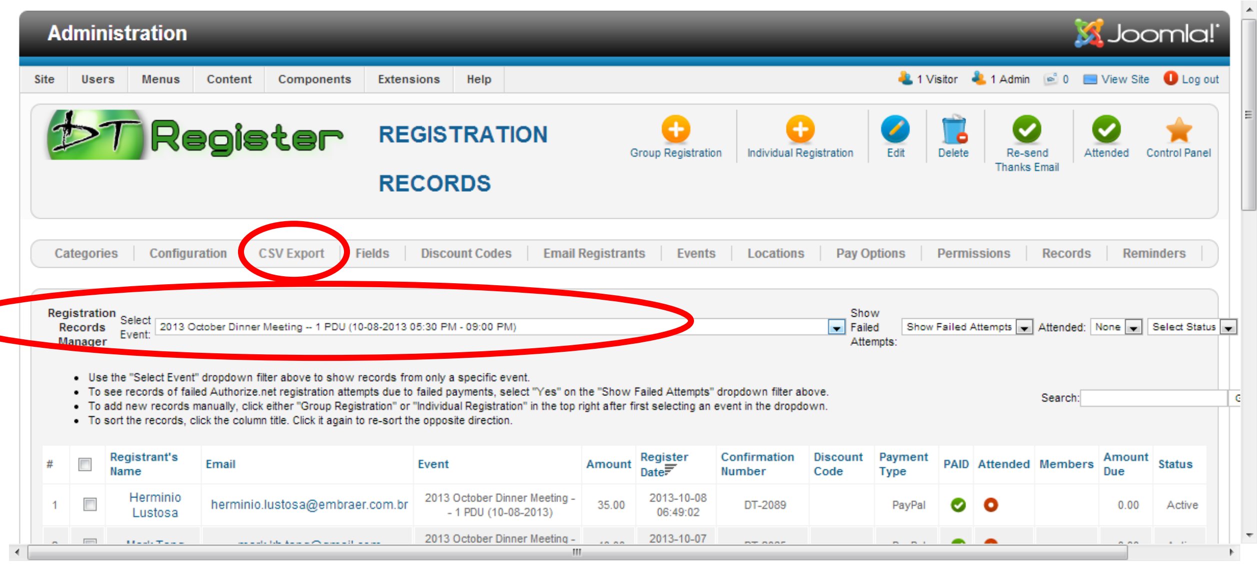
4. You will see this screen



5. From the Joomla Control Panel, select "Components", "DT Register", " Records"

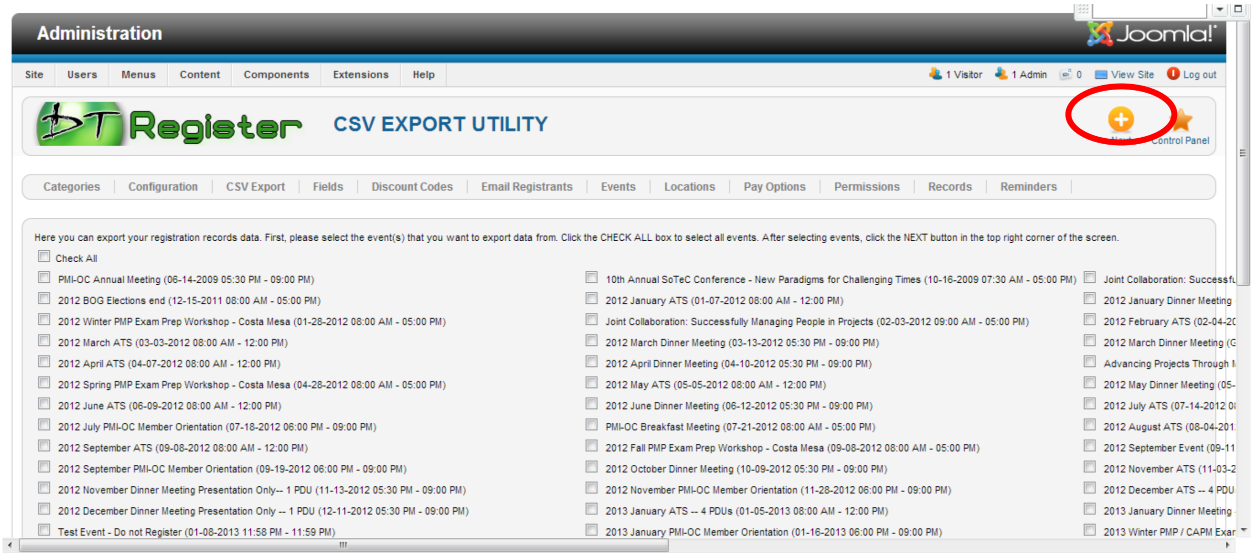


6. In the Select box, select the event and click on "CSV Export"

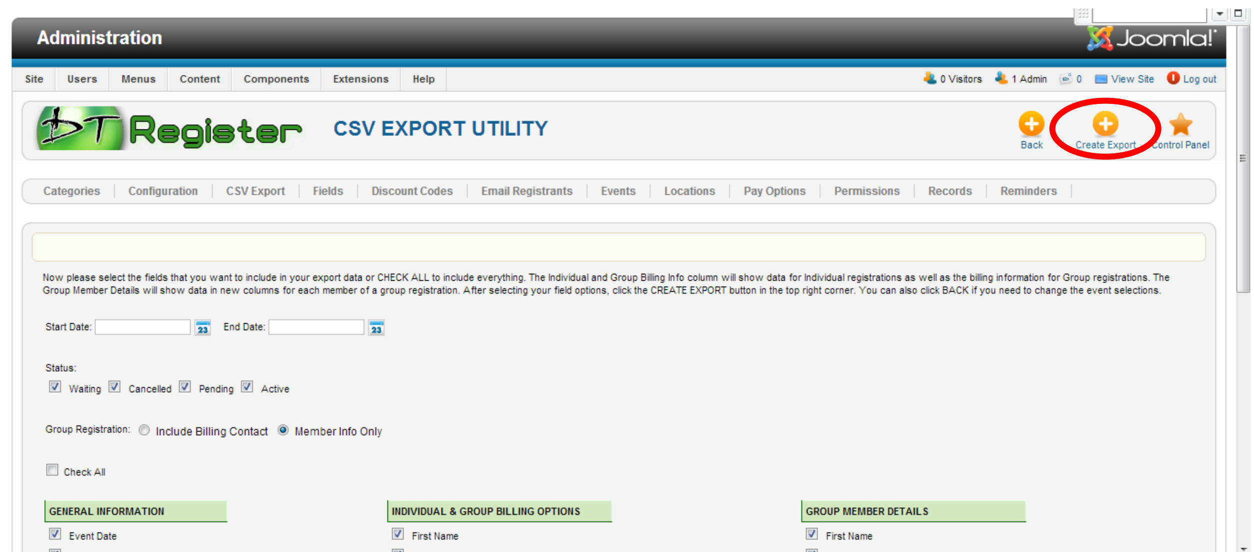


7. After clicking CSV you will see this screen. Select dinner and presentation only events.

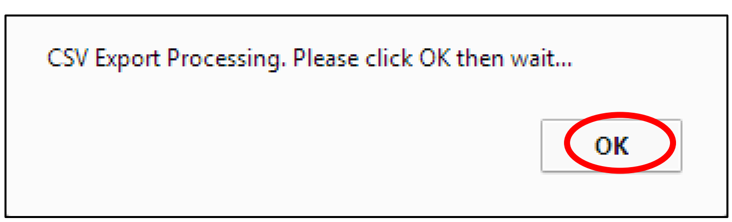
8. Select the event and click on "Next" icon on the top right.



9. Select all the fields that need to be exported (usually defaults) and click the "Create Export" icon



10. A message will appear – and click OK



11. Depending on your computer settings the file will most likely be saved to the "Downloads" directory.

12. Open the CSV file and save as an Excel document – below is a snap shot of document

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
1	Register D	Event Nan	Event Dat	Event Tim	User Type	Amount	Payment S	Amount P	Number o	Discount C	Category	Status	Transactic	DT Reg Us	Are you a	Tax Exemp	firstname	lastname	email	phone	PMI_N
2	########	2013 Octo	########	05:30 PM - I		30	Paid	30	1		Dinner Me	Active	1RP27261(	1684	No		STEVEN	ELBRECHT			
3	########	2013 Octo	########	05:30 PM - I		30	Paid	30	1		Dinner Me	Active	6UM31657	1686	No		Michael	Kezsely			
4	########	2013 Octo	########	05:30 PM - I		30	Paid	30	1		Dinner Me	Active		1687	No		Michael	Kezsely			
5	########	2013 Octo	########	05:30 PM - I		30	Paid	30	1		Dinner Me	Active		1688	No		Michael	Kezsely			
6	########	2013 Octo	########	05:30 PM - I		30	Paid	30	1		Dinner Me	Active	6CM15713	1692	No		MEGAN	WILLIAMS			
7	########	2013 Octo	########	05:30 PM - I		35	Paid	35	1		Dinner Me	Active		1695	No		Jeffrey	Snoddy			
8	########	2013 Octo	########	05:30 PM - I		35	Paid	35	1		Dinner Me	Active		1696	No		Jeffrey	Snoddy			
9	########	2013 Octo	########	05:30 PM - I		30	Paid	30	1		Dinner Me	Active		1700	No		Wendy	Hetu			
10	########	2013 Octo	########	05:30 PM - I		15	Paid	15	1		Dinner Me	Active	2B562013L	1705	No		Phan	Ly			
11	########	2013 Octo	########	05:30 PM - I		35	Paid	35	1		Dinner Me	Active		1707	No		Edward	Frondoso			
12	########	2013 Octo	########	05:30 PM - I		15	Paid	15	1		Dinner Me	Active		1711	No		Fiona	Man			
13	########	2013 Octo	########	05:30 PM - I		35	Paid	35	1		Dinner Me	Active		1712	No		Peter	Sairafian			
14	########	2013 Octo	########	05:30 PM - I		30	Paid	30	1		Dinner Me	Active	9N145333	1715	No		Christian	Young			
15	########	2013 Octo	########	05:30 PM - I		30	Paid	30	1		Dinner Me	Active	3R248005I	1717	No		Krystal	Ouren			
16	########	2013 Octo	########	05:30 PM - I		35	Paid	35	1		Dinner Me	Active		1718	No		Becky	Meinhard			
17	########	2013 Octo	########	05:30 PM - I		30	Paid	30	1		Dinner Me	Active	24C23007	1722	No		Richard	Skoczylas			
18	########	2013 Octo	########	05:30 PM - I		30	Paid	30	1		Dinner Me	Active	7SJ94879X	1723	No		Charles	Kidder			
19	########	2013 Octo	########	05:30 PM - I		15	Paid	15	1		Dinner Me	Active	89901643T	1724	No		Sasikala	Kannan			
20	########	2013 Octo	########	05:30 PM - I		30	Paid	30	1		Dinner Me	Active	26N38939	1726	No		Susan	Thompson			
21	########	2013 Octo	########	05:30 PM - I		15	Paid	15	1		Dinner Me	Active		1729	No		L Mark	Higgins			
22	########	2013 Octo	########	05:30 PM - I		35	Paid	35	1		Dinner Me	Active		1731	No		Jodie	Alby			
23	########	2013 Octo	########	05:30 PM - I		35	Paid	35	1		Dinner Me	Active		1733	No		Ed	Gienger			
24	########	2013 Octo	########	05:30 PM - I		30	Paid	30	1		Dinner Me	Active		1734	No		Ann	Burkle			
25	########	2013 Octo	########	05:30 PM - I		30	Paid	30	1		Dinner Me	Active	49632824J	1735	No		Lou	Dantonio			

BackupList_Registrations (2)

13. Format document – The sample below is a hand marked version of the excel file. (after the dinner event view)
    1. Sort by last name first name;
    2. Add the ID field to number attendees
    3. If a person shows two or more times please highlight in yellow so the registration team can see the duplicate entry

ID	lastname	firstname	Event Name	Paid	Veg	First Time	Comments	
1	Alby	Jodie	2013 October Dinner Meeting -- 1 PDU	35				
	Baker	Pamela	2013 October Dinner Meeting -- 1 PDU	40		Yes		
	Bennett	James	2013 October Dinner Meeting -- 1 PDU	40				
	Berges	Susan	2013 October Dinner Meeting -- 1 PDU	30				
	Burkle	Ann	2013 October Dinner Meeting -- 1 PDU	30				
	Chang	Ty	2013 October Dinner Meeting -- 1 PDU	35		Yes		
	Cuervo	Julie	2013 October Dinner Meeting -- 1 PDU	30				
	Dantonio	Lou	2013 October Dinner Meeting -- 1 PDU	30				
	Dhiman	Ravinder	2013 October Dinner Meeting -- 1 PDU	35	Yes			
	Dreyer	Brian	2013 October Dinner Meeting -- 1 PDU	0				
	ELBRECHT	STEVEN	2013 October Dinner Meeting -- 1 PDU	30				
	Fern	Ed	2013 October Dinner Meeting -- 1 PDU	35				
	Fisher	Robert	2013 October Dinner Meeting -- 1 PDU	35				
	Frondoso	Edward	2013 October Dinner Meeting -- 1 PDU	35				
15	Gienger	Ed	2013 October Dinner Meeting -- 1 PDU	35		Yes		
	Hetu	Wendy	2013 October Dinner Meeting -- 1 PDU	30				
	Higgins	L Mark	2013 October Dinner Meeting -- Presentation only 1 PDU	15				
	Huynh	Yvonne	2013 October Dinner Meeting -- 1 PDU	35			Writer	
	Kannan	Sasikala	2013 October Dinner Meeting -- Presentation only 1 PDU	15	~~Yes~~	Yes		

14. Send a copy to the Finance Dinner Meeting lead before noon the day of the event.

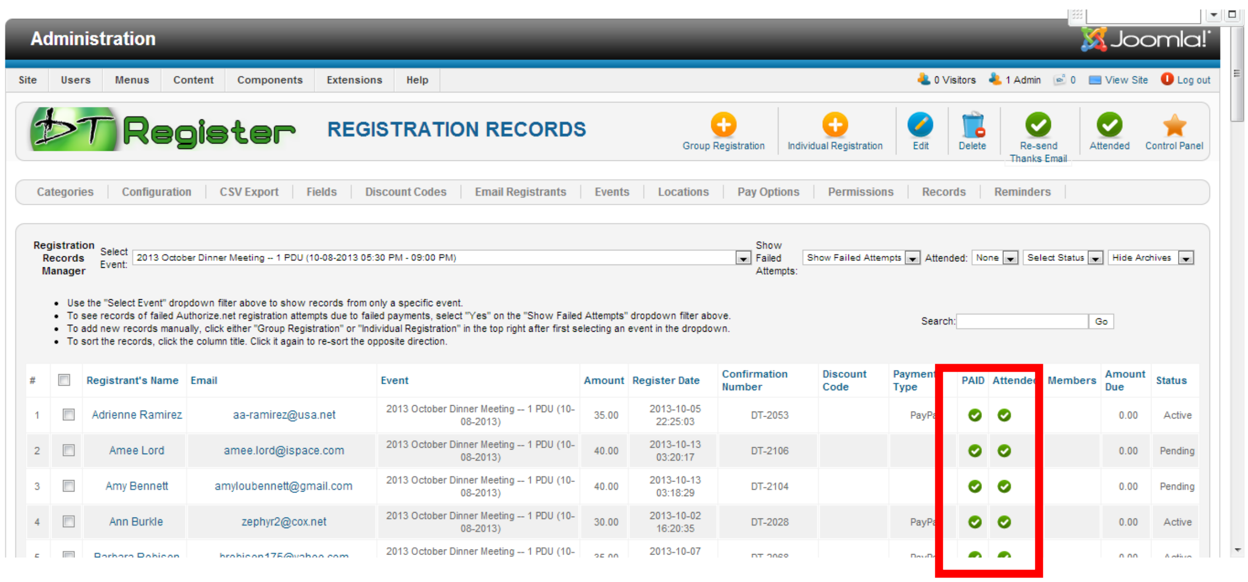
Post Dinner Event Instructions:

Prerequisites Post-Event:

1. Walk in registration list from dinner meeting
2. Pre-registration list that shows which people attended the event.
3. Proteon Administration access

Instructions for updating who attended events in Proteon

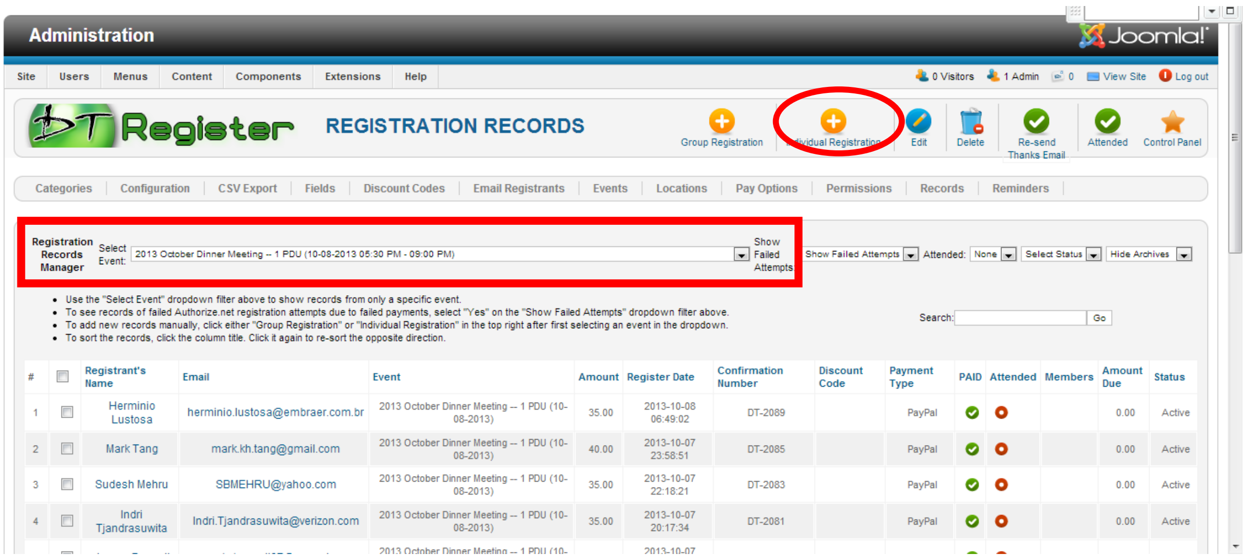
1. **From the Registration Records of that event (as shown in step 2 below), select the registrant and click under the column "Attended"**



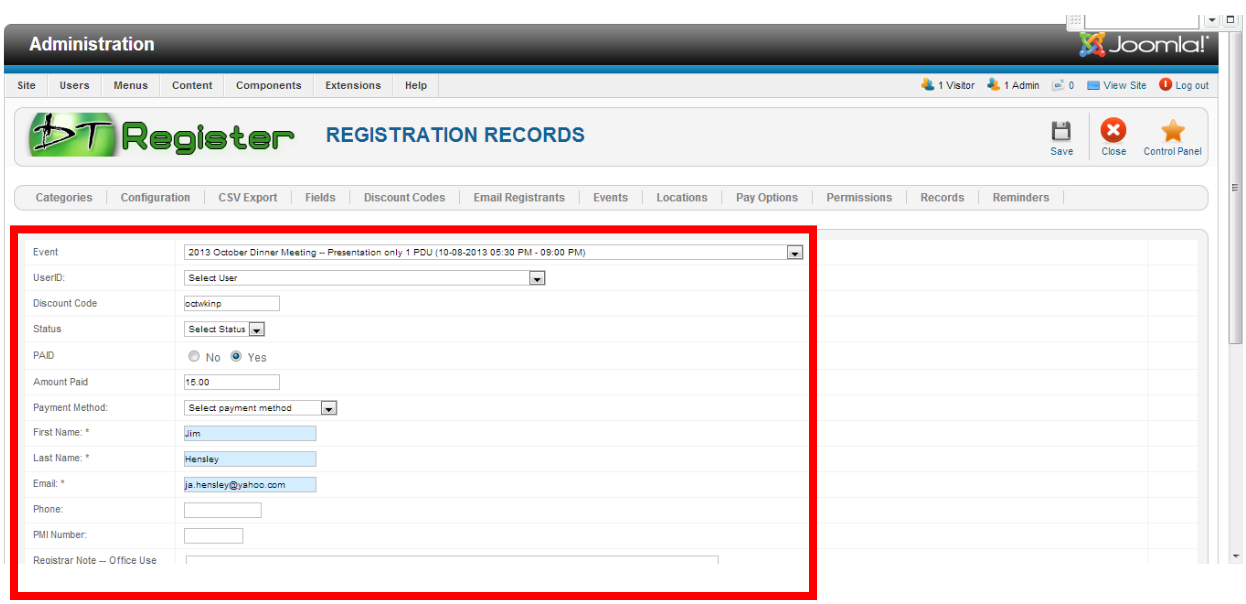
2. The red button will turn into a green check mark. Repeat this step for all attendees marked on the registration record form as shown below.

ID	lastname	firstname	Event Name	Paid	Veg	First Time	Comments
1	Alby	Jodie	2013 October Dinner Meeting -- 1 PDU	35			
[illegible]	Baker	Pamela	2013 October Dinner Meeting -- 1 PDU	40		Yes	
[illegible]	Bennett	James	2013 October Dinner Meeting -- 1 PDU	40			
[illegible]	Berges	Susan	2013 October Dinner Meeting -- 1 PDU	30			
[illegible]	Burkle	Ann	2013 October Dinner Meeting -- 1 PDU	30			
[illegible]	Chang	Ty	2013 October Dinner Meeting -- 1 PDU	35		Yes	
[illegible]	Cuervo	Julie	2013 October Dinner Meeting -- 1 PDU	30			
[illegible]	Dantonio	Lou	2013 October Dinner Meeting -- 1 PDU	30			
[illegible]	Dhiman	Ravinder	2013 October Dinner Meeting -- 1 PDU	35	Yes		
10	Dreyer	Brian	2013 October Dinner Meeting -- 1 PDU	0			
[illegible]	ELBRECHT	STEVEN	2013 October Dinner Meeting -- 1 PDU	30			
[illegible]	Fern	Ed	2013 October Dinner Meeting -- 1 PDU	35			
13	Fisher	Robert	2013 October Dinner Meeting -- 1 PDU	35			
14	Frondoso	Edward	2013 October Dinner Meeting -- 1 PDU	35			
15	Gienger	Ed	2013 October Dinner Meeting -- 1 PDU	35		Yes	
[illegible]	Hetu	Wendy	2013 October Dinner Meeting -- 1 PDU	30			
[illegible]	Higgins	L Mark	2013 October Dinner Meeting -- Presentation only 1 PDU	15			
[illegible]	Huynh	Yvonne	2013 October Dinner Meeting -- 1 PDU	35			writer
19	Kannan	Sasikala	2013 October Dinner Meeting -- Presentation only 1 PDU	15	~~Yes~~	Yes	

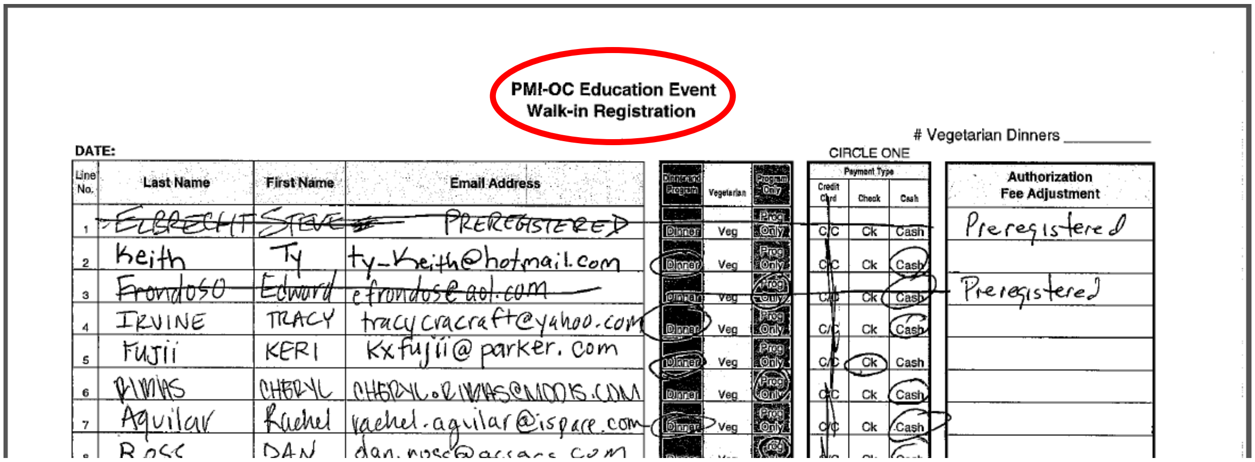
3. For walk-ins – Click Individual Registration for the event they attend IE: Dinner or Presentation Only



4. This is the entry screen for individuals that walked in at the event. Please enter First name, Last Name, Amount Paid, Paid = Yes, email address and if they selected vegetarian dinner. All other fields are optional if you have the data available.
    a. If there is a discount policy, please check with Finance for procedure document for instructions.



5. Follow above steps (enter, save and go back to step 3 and repeat) for each of the walk-ins provided by dinner registration team as shown below:



PMI-OC Education Event
Walk-in Registration

DATE:

\# Vegetarian Dinners ____________

CIRCLE ONE

Line No.	Last Name	First Name	Email Address	Dinner and Program	Vegetarian	Program Only	Payment Type: Credit Card	Payment Type: Check	Payment Type: Cash	Authorization Fee Adjustment
1	~~ELBRECHT~~	~~STEVE~~	~~PREREGISTERED~~	Dinner	Veg	Prog Only	C/C	Ck	Cash	Preregistered
2	Keith	Ty	ty-Keith@hotmail.com	Dinner	Veg	Prog Only	C/C	Ck	Cash	
3	~~Frondoso~~	~~Edward~~	~~efrondose@aol.com~~	Dinner	Veg	Prog Only	C/C	Ck	Cash	Preregistered
4	IRVINE	TRACY	tracycracraft@yahoo.com	Dinner	Veg	Prog Only	C/C	Ck	Cash	
5	FUJII	KERI	Kxfujii@parker.com	Dinner	Veg	Prog Only	C/C	Ck	Cash	
6	RIMAS	CHERYL	CHERYL.RIMAS@[illegible].COM	Dinner	Veg	Prog Only	C/C	Ck	Cash	
7	Aquilar	Rachel	rachel.aquilar@ispace.com	Dinner	Veg	Prog Only	C/C	Ck	Cash	
8	Ross	DAN	dan.ross@[illegible].com	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	

6. After you have entered all walk-ins for dinner and presentation only, go back to step 1 of the post event procedure and check that each walk in attended.
7. Contact Dinner Meeting Lead to communicate that this procedure was completed.

Event Discount Policy rev. 1

Chapter: 15 Finance
Section: ______________________________
Subject: Event Discount Policy

Effective Date: September 1, 2013	
Supersedes: None	
Retired Date: None	
Author: Michael Weir, Director, Information Technology	
Approval: (The BOG must approve this cross functional policy. The President signs for the BOG.)	
Approved:	**Date:**

Policy Statement:

This policy covers the definition, scope, approval process and use of event discounts by all departments of the PMI-OC Chapter. This includes free dinners, discounted dinners, free entry to events, discounts of event entry fees, discount coupons, new events and special events. Upon approval this Policy will be owned by the V.P. of Finance, IT will provide operation support for the implementation of this policy. This policy will be included in the Administration's Operations Manual. The Administration department will manager change control for this document.

Definitions:

Event Volunteer: This is a person that has been assigned to work on an event.
Discount Code: This is a special code used during the registration process of that event that instruction the program to reduce or eliminate the cost of an event. Discounts have a limited counter and timeframe for use.

Procedure:

Types of Discounts

1. 100% Discounts at the monthly dinner meeting for sponsors, POY, Volunteer of the month or year, business development program etc. Value = $35.00
2. 100% Discounts at monthly events such as ATS etc. **Value = $0.0
3. 100% Discount for the Monthly Dinner Presentation only event. ** Value = $0.0
4. $15.00 Discount toward a dinner at the monthly dinner meeting used by event volunteers. Value $15.00 (Based on a member dinner cost)

5. 100% Discount toward the monthly dinner meeting cost to be used to register cash paying walk-in customers. (Both Dinner and Presentation only). Value = $0.0
6. 100% Discount toward Breakfast meetings. Value = $25.00

**** Note: For those events such and the Presentation part of the dinner meeting, ATS meetings where there are no related expenses per attendee the budget debit value of the discount code will be $0.0.**

Ownership of Discounts and Discount codes:

General Policy for Volunteer Discounts:

1. The Director of each department is responsible for the planning and use of event discounts in their department. The cost of applying event discounts must be reflected in their department's budget and approved by their VP.
2. Event Volunteers are authorized a 100% Discount on the Dinner Meeting Presentation only. They may apply that discount toward a Dinner if they so choose.
3. Event Volunteers are authorized a100% discount toward the entry fee for events other than the Monthly Dinner meeting. Their department's director determines who is authorized to use an approved discount based on what was defined in the event plan. The cost of the discount will be applied to the volunteer's home department budget and processed by the Finance team

Existing Monthly Events:

The director of each department involved in an event will be responsible for all discounts used by that department. The following table covers the discounts currently in use by PMI-OC departments:

Communications: Internal Marketing:

a. Writer = Complimentary Dinner, entry into the event.

(3 events monthly, Dinner Meeting (Presentation Only), ATS, Breakfast Meeting, 100% discount)

b. Photographer = Complimentary Dinner, entry into the event. (3 events monthly, Dinner Meeting (Presentation Only), ATS, Breakfast Meeting, 100% discount)

Communications: Advertising and Sponsorship

a. Monthly Dinner Platinum Sponsorship = 4 Dinners / Month
b. Monthly Dinner Gold Sponsorship = 3 Dinners / Month
c. Monthly Dinner Silver Sponsorship = 2 Dinners / Month
d. Monthly Dinner Bronze Sponsorship = 1 Dinner / Month

e. Chapter Business Development = 3 Dinners / Month
f. Business Development Host = 1 Dinner / Month

g. Changes to the above Complimentary dinners/sponsorship will follow the Advertising and Sponsorship approval processes.
h. The Director of Advertising and Sponsorship will notify IT via "ITREQUEST.pmi-oc.org" any changes in the total number of Sponsorship Complimentary Dinners needed each month, on or before the 1st day of each month.

Communications: External Collaboration

a. Special events such as the PM Week or the September PMI Conference will require special discounts. As these events are scheduled & planned any event discount requirements will be identified and included as part of the event planning process. Approvals for discounts will be included with the approval of the event.
b. External Collaboration Complimentary Dinners = 2/month
c. Volunteer Complimentary Monthly Presentation = 1/ month

Operations: Programs

a. Walk-in Dinner Discount (For Cash Paying Customers, active from 5:00pm to 9:00pm pm the night of the event, no budget impact)
b. Walk-in Presentation Only Discounts (For Cash Paying Customers, active from 5:00pm to 9:00pm pm the night of the event, no budget impact)
c. Walk-in Dinner Upgrade discount code, used to upgrade a Presentation only ticket holder to a full dinner. (Equates to 50% of the cost of the dinner)
d. Event Volunteers will be authorized a $15.00 Discount applied toward a Dinner or 100% discount for the Presentation only.

Operations: Education

For the PMP Workshop only

Student Coordinator = $250 Discount, One per event assigned by the Director of Education.

Operations: Seminars (2 / month)

a. Discounts for 2 event volunteers. No Budget impact

Finance:

a. Discounts for event volunteers (3 / month)

Discounts for 3 event volunteers

Administration:

No Discount Requirements

Strategic Planning: Membership (1 / month + 1/year)

a. Complimentary Dinner for the Volunteer of the Month
b. Complimentary Dinner for the Volunteer of the Year

Strategic Planning: Strategic Initiatives

a. No discount requirements

Strategic Planning: IT 1/month (1 /month)

a. 1 Presentation only Discount for support of the Monthly Dinner meeting walk-in registration.

Discount Policy for New Events:
The number, type of discounts used and the budget the discount is to be charged to will be documented by the event planner as part of the event description and will be included in the approval process for that event. The IT Director needs to be notified of all event discounts at least 15 days prior to the approval of any new event. All proposed discounts will need to comply with this policy.

Implementing the Event Discount Policy on the Website: Information Technology, IT

IT has the responsibility of the implementation and management of the event Discount Codes. These codes are built into the website tool set of DT Register. I have created a table of discounts based on the above policy.

Department	Discount	* Discount Code	Linked Events -Value	Sept. 2013	Oct. 2013
Communications: Internal Marketing	Writer & Photographer / Event	<<Dept_code_35_4>>	ATS - No Cost Dinner Meeting - No Cost	4	4
Communications: Internal Marketing	Writer & Photographer / Event	<<Dept_code_25_2>>	Breakfast Meeting - ($25.00)	2	2
Communications: Advertising and Sponsorship	a. Platinum Sponsorship = 4 Dinners / Mo b. Gold Sponsorship = 3 Dinners / Mo c. Silver Sponsorship = 2 Dinners / Mo d. Bronze Sponsorship = 1 Dinners / Mo	<<Dept_code_35_X**>>	Dinner Meeting - ($35.00)	11	11
Communications: Advertising and Sponsorship	Volunteer Support = 2 Presentations/mo	<<Dept_code_00_2>>	Dinner Meeting Presentation - No Cost	2	2
Communications: Advertising and Sponsorship	Chapter Business Development = 3 Dinners/Mo	<<Dept_code_35_3>>	Dinner Meeting - ($35.00)	3	3
Communications: Advertising and Sponsorship	Business Development Host = 1 Dinner / Mo	<<Dept_code_35_1>>	Dinner Meeting - ($35.00)	1	1
Communications: External Collaboration	External Collaboration = 2 Dinners/Mo	<<Dept_code_35_2>>	Dinner Meeting - ($35.00)	2	2
Communications: External Collaboration	External Collaboration = 1 Presenation/Mo	<<Dept_code_00_1>>	Dinner Meeting Presentation - No Cost	1	1
Operations: Programs	Walk-in Dinner (Cash Payments)	<<Dept_wlkind_00_20>>	Dinner Meeting - No Cost	20	20
Operations: Programs	Walk-in Presentation Only (Cash Payments)	<<Dept_wlkinp_00_20>>	Dinner Meeting Presentation - No Cost	20	20
Operations: Programs	Walk-in Dinner Upgrade	<<Dept_wlkinu_00_20>>	Dinner Meeting - No Cost	20	20
Operations: Programs	Volunteer Event Dinner Presentation Only	<<Dept_code_00_4>>	Dinner Meeting Presentation - No Cost	4	4
Operations: Education	Student Coordinator	<<Dept_code_250_1>>	PMP Workshop - ($250.00)	1	0
Operations: Seminars	Event Volunteer	<<Dept_code_00_2>>	ATS - No Cost	2	2
Strategic Planning: PM	None	None	None	0	0
Strategic Planning: Membership	Volunteer of the Month/Year	<<Dept_code_35_1>>	Dinner Meeting - ($35.00)	1	1
Strategic Planning: IT	Event Volunteer	<<Dept_code_00_1>>	Dinner Meeting Presentation - No Cost	1	1
Finance	Event Volunteer	<<Dept_code_00_3>>	Dinner Meeting Presentation - No Cost	3	3
Administration	None	None	None	0	0
* Note: "code" in column C refers to the budget account code					
** Note: "X" indicates that the count will vary month to month					

This excel spreadsheet will be updated each month and archived in Prolific. Changes to the monthly discounted dinners or events must be sent to IT before the last Friday of each month. IT will update this spreadsheet and reset the discount code counters by the 3rd of each month.

To reduce any unauthorized use of the discount codes, this spreadsheet will be password protected. IT will distribute the discount codes to the Chapter Directors. Access to these codes will be considered "need to know", this means that each director will have access to their own codes only. IT and Finance will have access to all discount codes. Each director will be responsible for the access to their discount codes.

Each month the counter for all discount codes will be reset to ensure that only the approved number of uses are available for that month. A director can request that the monthly limit on their discount code be modified by sending a request to ITREQUEST@pmi-oc.org. The request must include why the discount code count needed to be modified, when the change will take effect and for how long it will remain in effect. Copies of the request will be forwarded to that department's VP.

All discount codes must follow the following format:
<<dept_account code_expence_amount counter>>:

Where
"**dept"** = is the department that the director is responsible for.
"Account code" = is the budget account that the director wants the Finance team to debit.
"Expense amount" = is the dollar amount that the Finance team will use to process the debit.
"Counter" = is the number of time a discount can be used each month. "X" will be used if the monthly discount requirement is variable.

IT will also provide the Finance Team with a report showing the use of discount codes for each event. This report will be provided within 7 working days from the last day of the event.

Finance:

Finance will be responsible for the allocation of the costs incurred by using the discount codes to the appropriate department's budget.
Discount codes will contain the Department's budget Account number for that department's use of gifts and awards. Each department will need to identify the budget account they will be using to track gifts and awards and forward that information to the Finance team with in 60 day of the approval of this policy. The Finance team will provide help to any director in the identification and modification of their budgets to support this policy.

Starting in 2014 all Directors must add these fees/charges to their respective future annual budget forecasts.

Section 7. Discount Code Master List 11-20-13 […stored outside of manual]

Section 8. General Practices & Procedures

Part III: Policies / Procedures

Chapter: ___________15________________
Section: ________Finance_______________
Subject: General Practices & Procedures

Effective Date: 1/01/2012	
Supersedes:	
Retired Date:	
Author: Gregory Scott VP Finance	

Policy Statement:

The Board of Directors of the Project Management Institute – Orange County Chapter (PMI-OC) recognizes that sound financial management and document is requisite for proper operation of the chapter.

The purpose of this Policy is to ensure that:

- Adequate cost controls are in place
- General guidelines regarding finance are followed
- To provide a uniform and consistent approach for managing chapter finances

Definitions:

N/A

Procedure:

1. Document Changes

Date	Name	Changes
12/07/2011	Gregory Scott	Minor revisions to reflect current practices and organization
12/07/2011	Gregory Scott	Removed most detailed processes from this document. Replaced with a description of the procedure and key reporting requirements. As these procedures are subject to change based on technology and process improvements, separate detailed documents will be maintained

2. Bank Information

Checking Accounts

The bank accounts and investment accounts of PMI-OC are maintained at the Bank of America. We currently have two checking accounts: a business checking account (24393-08358) and a business interest Maximizer account (24392-02277). All of the checks written for PMI-OC expenses are written against the business checking account. Deposits are performed manually. Deposits are for revenue receipts from dinner meetings, seminars and special events, as well as for receipts from vendors paying for either advertising space in the Milestones or for the right to be in the vendor corner at the dinner meetings.

Revenues from the web site for our events flow directly into the business checking account on a daily basis. The revenue from all our events (ATS, dinner meetings, PMP Prep Workshops, and special events) flow to this account.

The main purpose of the Maximizer account, other than to generate a small amount of interest, is to receive the automatic deposits from the PMI national organization.

Certificates of Deposits

The Chapter will maintain certificates of deposits for reserve funds not needed for normal operations. The VP of Finance or the President may determine based on current market conditions the best options for the number of CD's and value for each instrument.

Bank Deposits

The Chapter currently has three deposit cards. The sole function of these cards is to deposit cash and checks into the Chapter's accounts. The deposit card works like any other ATM card for the purposed of deposits. Withdrawals are blocked.

Alternately, it is possible to deposit funds by walking into a Bank of America and present a deposit slip along with the funds. It is recommended that this approach be used when there is a sizable amount of cash to be deposited.

Holders of the deposit cards will be determined by the VP or Director of Finance. Any deposits must be reported in a timely fashion to the Director of Finance

Funds Transfer

A transfer of funds may occur each month from the Maximizer account to the business checking account in order to pay the chapter's bills. The Maximizer account only allows a limited number of credit entries (entries that remove funds), so it is best to limit the number of transfers to two each month. Funds can be transferred via the Bank of America web site. Go to the Transfer Funds page and follow the prompts. Transfer of funds should not exceed $10,000 at any one time. The Director of Finance or the VP of Finance may perform such transfers as needed. Any transfers must me noted in the Monthly Finance report to the Board of Governors.

Funds are transferred during the next evening's processing by the Bank.

Bank of America Account Web Site

Most of the normal monthly banking activity can be performed via the Bank of America web site. Go to http://www.bankofamerica.com. Account login information and passwords are documented separately.

Checkbook

There is one checkbook for PMI-OC and the VP Finance maintains that checkbook. No signed blank checks are held for emergency purposed. Use of the Chapter credit card is available in case of emergency. It is the policy of the Chapter to use the bank account "Bill Pay" feature for all Chapter expenses and reimbursements. Use of a manual check will require authorization by the President.

There are at least two Board members who are signatories for the checking account: the Chair/President and the VP Finance. An additional officer from the Board of Governors may be added at the discretion of the President

It is recommended that the checkbook be taken to all PMI-OC events. Because we are a volunteer organization, when a volunteer incurs expenses, it is advisable to be able to reimburse that volunteer as quickly as possible.

Vendor Checks

PMI-OC has a limited number of vendors that are paid a fixed fee on a monthly basis: A contract or agreement must be on file and renewed at least annually.
As of 12/1/2011 they are:

Jane Flynn	$1,850.00/Month	Milestones graphic work
Lee Patin	$ 500.00/Month	Bookkeeping Services
Jill Freeman Stack	$ 83.33/Month	Public Relations Services
Baker Street Storage	$ 40.00/Month	Offsite storage
WEBEX Conferencing	$ 120.00/Month	Tele-Conferencing Services

3. Corporate Visa Credit Card

Established in 2003, PMI-OC has a corporate credit card. The limit, as of September 2006 is $12,000. Three people currently possess a credit card, the Chair, VP Finance and the Operations Director. Stephen June also holds the card because the card technically is in his name (The banks tend to require a real person to hold a card for a not-for-profit corporation. In case of default they want someone to be held responsible for the outstanding debt.)

The Corporate card is on file with some vendors used by PMI-OC for routine services. Additional vendors may be added upon request and with approval of the VP Finance.

The web site for Capital one is www.capitalone.com

4. Expense Reimbursement

Most of the checks written against the PMI-OC bank account are for expense reimbursements for Board members, Vendors and other volunteer participants. There is Excel spreadsheet that serves as the expense reimbursement form for the Chapter. A separate policy and procedure is published for the expense reimbursement policy and procedure

5. Book of Record

The Book of Record for PMI-OC is in Quickbooks. We use an on-line version of Quickbooks. In this way, each of the Directors can view our accounting information. There is one Master Administrator. Each Director has a separate login ID and password. When checks are written or bills paid by EFT, the transactions must be entered into QuickBooks. Similarly, when deposits are made to the checking account, a corresponding entry must be made in Quickbooks. The backup material for the checks is needed to properly record the transactions into the correct account.

The URL for Quickbooks is www.Intuit.com. Click on Quickbooks Online Edition in the middle of the page. Then, click on Login. Enter your unique login ID and password.

6. Back up Material

All material used for backup for checks and other activities should be placed in a file for use as needed for bookkeeping and reconciliations. We have been using an accordion-style folder, with a slot for each month. The Finance Director should keep both the current year and prior files on hand. The prior year would be used only for reference. Most records can be maintained electronically. Electronic documentation will be in two locations:

PMIOC Gmail accounts: all expense reimbursements flow via e-mail to include the request, approval and payment. The email chain with documents, receipts and payment reference will be maintained in a designated e-mail account.
Other Documents: Documents such as purchase agreements, speaker engagements, MOU's and service contracts will be maintained in a designated location on the PMIOC Qtask system.

7. Monthly Reports

A monthly report is required of all PMI-OC Board members. The current template is attached. In addition to the report, written in Word, one or more Excel spreadsheets are also required. These reports are :

- Profit and Loss Statement, a
- Budget Report (Actual vs. Budget amounts),
- Balance Sheet.
- Open Invoices
- Cash Flow and Banking Report

8. Post Office Box

PMI-OC has a post office box. It is located at the Irvine Harvest Office. The annual rental is $44.00. Mail should be picked up at least one a week.

PO Box 15743

9. Deposit of Checks

The Chapter receives checks in the mail that need to be deposited on a regular basis. Normally, these are checks for payments of advertising space in the newsletter. These checks should be deposited promptly at Bank of America. If the Finance Director is not making the deposit, then an e-mail should be sent to the Finance Director, indicating the amount of the deposit, the date of the deposit and the reason for the deposit (such as Advertising Revenue).

10. Affiniscape Merchant Services

Affiniscape, the company handling the web site is also our Merchant Services provider for the credit card activity that occurs on the web site. There are two separate Merchant Services web sites. It must be accessed monthly to obtain the transaction information necessary to post revenue to Quickbooks.

The Primary web site is www.plugnpay.com. This web site is the authorization interface with the on line website and is used to record manual activity, or to record a refund for a chapter event.

The second web site is www.cynergydata.com . This web site receives approved transactions from PlugnPay and executes the funds transfers to PMI OC bank account. 10/01/2010- PlugnPay is used for walk-in event registrations. At each event, we use the on line screen to take credit cards for the events. Also, Customers paying for advertising and/or sponsorships may pay their invoices with credit card. Finance has designated persons who can accept these charges by coordinating a phone call with the customer.

11. CPA Firm

The Chapter currently employs a CPA firm to handle our tax reporting issues. They also have access to the QuickBooks book of record. The CPA firm's name is:

Richard Blithe, CPA
20720 Ventura Blvd., Suite 160
Woodland Hills, CA 91364
818-999-5885

Our primary contact is Linda Huffman.

12. Bookkeeper

The Chapter currently employs a bookkeeper to post all transactions to the book or records, to perform bank reconciliations and assist PMI OC in effective use of the Quickbooks system. As of 08/01/2011

Lee Patin   Certified Bookkeeping Services, Inc
21520 Yorba Linda Blvd, Ste G-282
Yorba Linda, CA 92887
714.692.1549 Office, 714.280.2766 Mobile, 714.276.0493 Fax
www.certifiedbookkeepingservices.com

13. Registration Desk

Each month, money is collected from Chapter members at the monthly dinner meeting or other events as needed. There is a registration desk committee to handle this assignment. A separate procedure is published to detail all the functions and processes. A finance volunteer position, Registrations Manager, is designated, reporting to the Director of Finance. This person will coordinate with the event managers and provide team members to support the event.

14. Cash Received at Other Events

Currently, cash or checks are received at the monthly Networking Meetings and the Advanced Topics Seminars, held every two or three months. Sometimes the chapter volunteers who run these events request assistance in handling cash at the door. Most often, these volunteers handle cash themselves. A report of the event income and attendance count must be submitted to the Director of Finance.

15. Annual Budget Process

Each year, during the early part of the fourth quarter of the fiscal year, the Board will begin work on the following year's budget. Each Board member can view the actual and budget information in Quickbooks on-line. However, only the Finance Director can create a new budget. The easiest way is to create a budget based upon the current year, then make adjustments as needed.

16. Monthly Bank Reconciliation Procedures

The Director of Finance will download the bank statement at each month end to an Excel Spreadsheet. The Director will examine the transactions and make any necessary notations to assist the bookkeeper in posting transactions. Particular attention to credit card income is needed to annotate any Customer Invoice Payments that may be included in the credit card batches. A PDF copy of the banks statement will also be sent to the bookkeeper.

The Bookkeeper will perform the Quickbooks reconciliation and notify the Director of the results. The reconciliation reports will be retained in the PMI OC documents folder.

17. Affiniscape Revenue Reconciliation Procedures

All revenue that is collected on the Chapter's Affiniscape web site flows through Affiniscape's Merchant Services companies. The revenue appears in the Bank of America business checking account one to three business days after the transaction occurs on the web site. American express charges post separately from Visa/Master Card transactions These amounts are grouped by date, not by event. Therefore, a given day's activity could include registration for dinner meetings, Advanced Topics seminars, and PMP Prep Workshop events.

In order to proper allocate the revenues posted in the business checking account to the correct revenue account in Quickbooks, it is necessary to breakdown these daily transactions into event transactions.

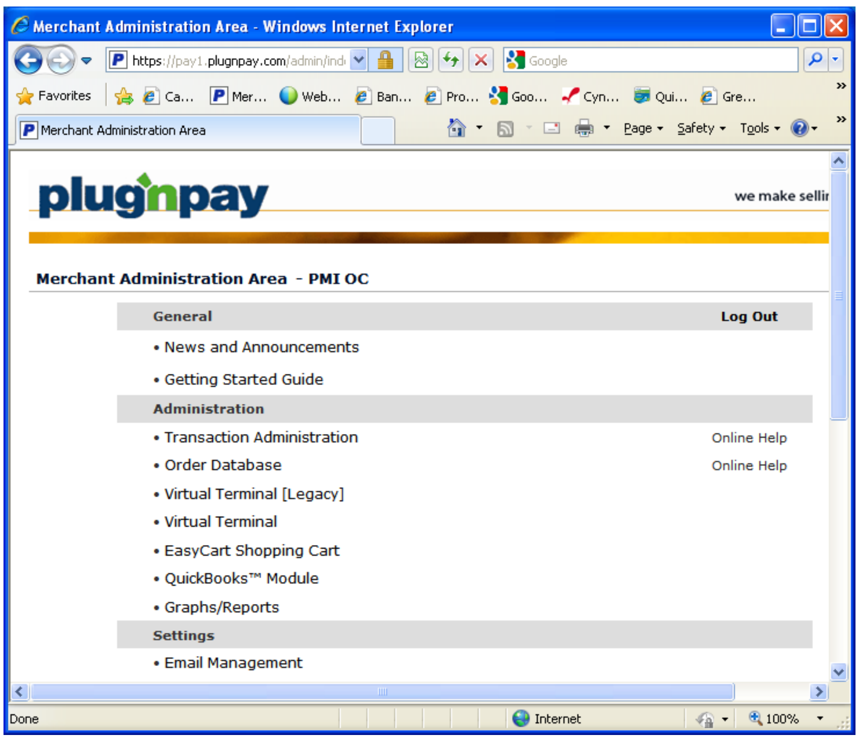
A Finance Volunteer, designated as the Merchant Account Manager, downloads the Plug-n-Pay batch details each month and allocates the income based on the event postings in the download. The manager then reports the result to the Director of Finance and to the

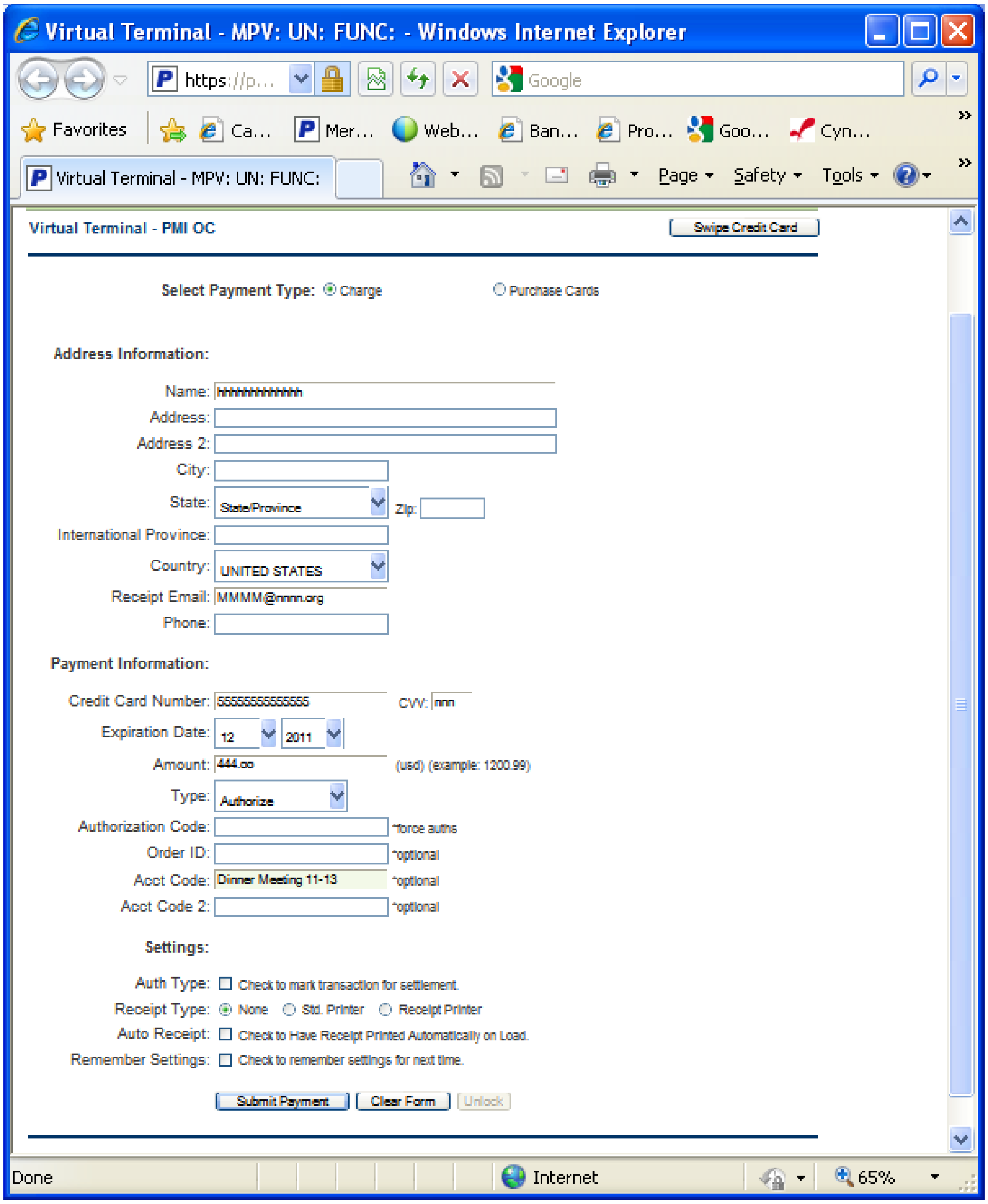
Bookkeeper. The Bookkeeper will make the necessary Journal Entry to allocate to the appropriate event.
Attention to detail is needed to insure all income is balanced to the actual income in the bank account. A separate detailed work procedure is maintained for thus process.

18. Manual Credit Card Transactions

There are times that a manual transaction for an event needs to be entered. This is now a rare transaction. It is needed when the website cannot handle payments, such as the second and third payments of the PMI-OC Leadership seminar, or if a special registration amount has been agreed upon that is not offered on the web page, of if a vendor wishes to pay for a table at an event like the Career Fair.

1. Go to www.plugnpay.com
2. After logging in, click on Virtual Terminal the Swipe Card from the main menu.





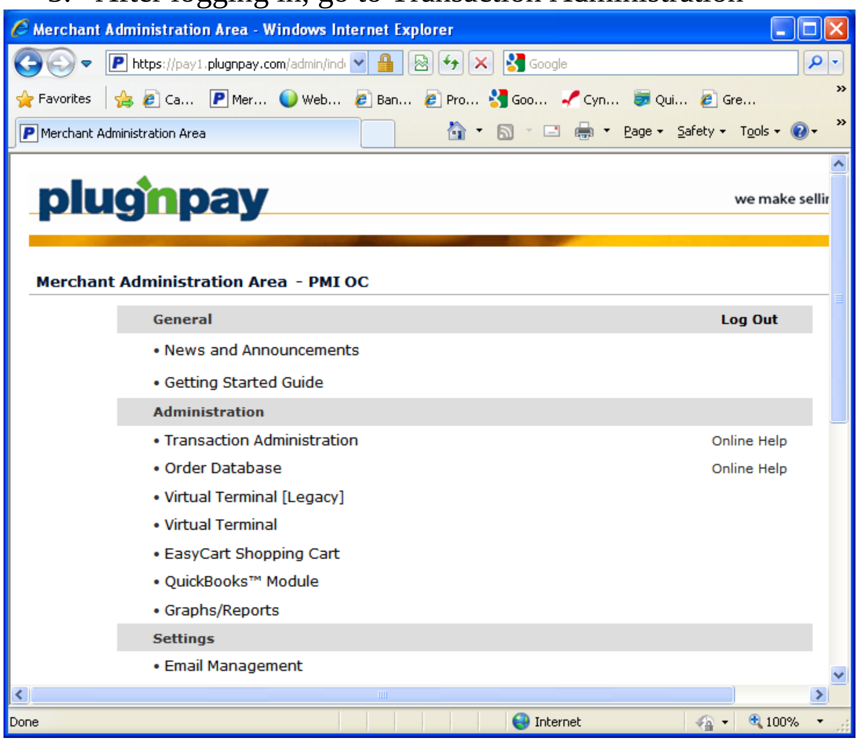
3. Swipe the Payee's card resulting in:

- The name on the card,
- The credit card number
- Expiration Date
- Then complete Information entry:
  - The amount format xxx.nn (Required Entry)
  - Payee's e-mail for receipt
  - Account Code for the event i.e. Dinner Meeting 11-13
- When all data is entered, click on "Submit"

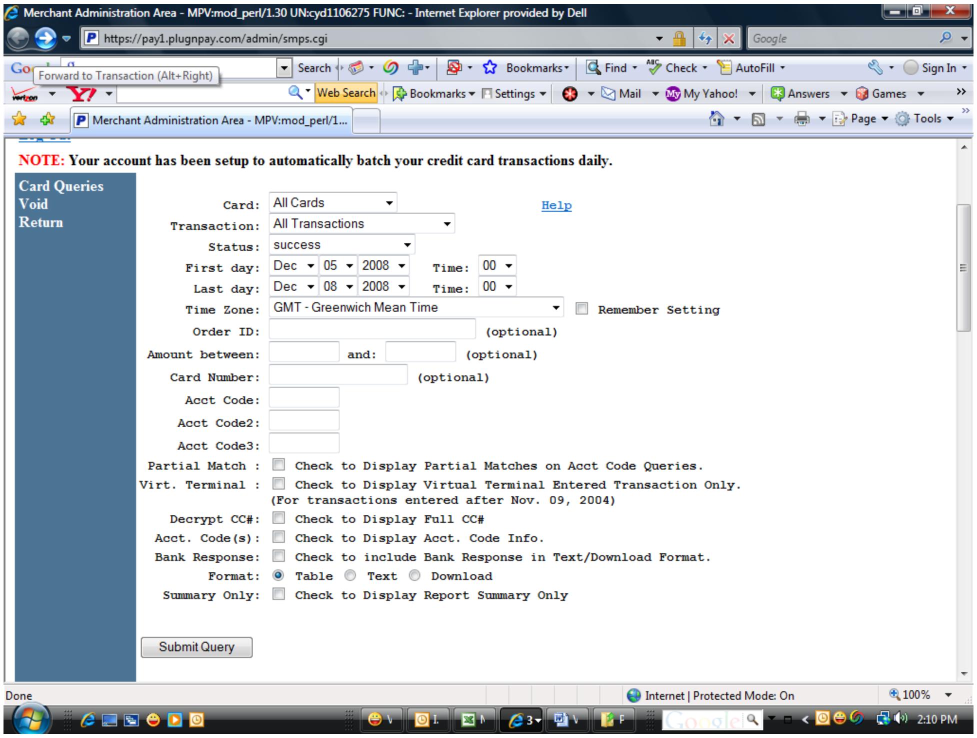
19. Manual Credit Card Refund Transactions

The current web site cannot automatically handle refunds. This is strictly a manual process.

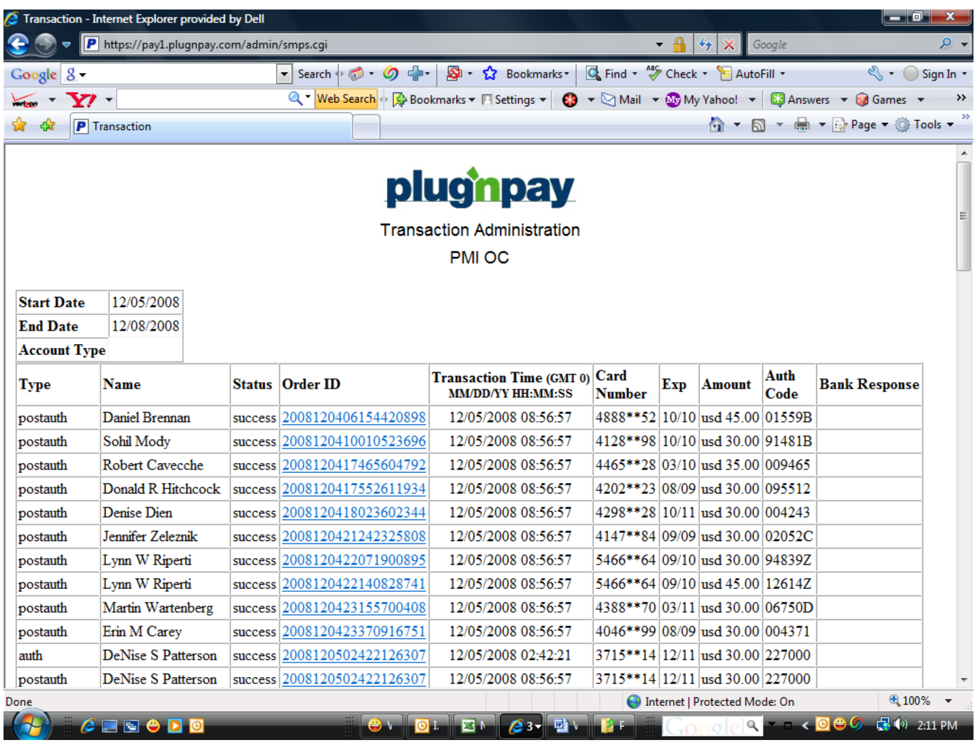
1. The person requesting a refund must provide the date and time of the initial entry of the registration fee. Alternatively, you can go into the admin pages of the pmi-oc.org web site, find the given event, then find the requestor's information.
2. Go to www.plugnpay.com
3. After logging in, go to Transaction Administration



4. Enter the range of dates needed to handle the refund request. Because of timing variations between the local time and the system time (Midwest time zone), it is useful to select a day before and a day after the assumed date/time of the original transaction.



5. Click on Submit Query
6. A selection of the transactions for the date range specified is returned.

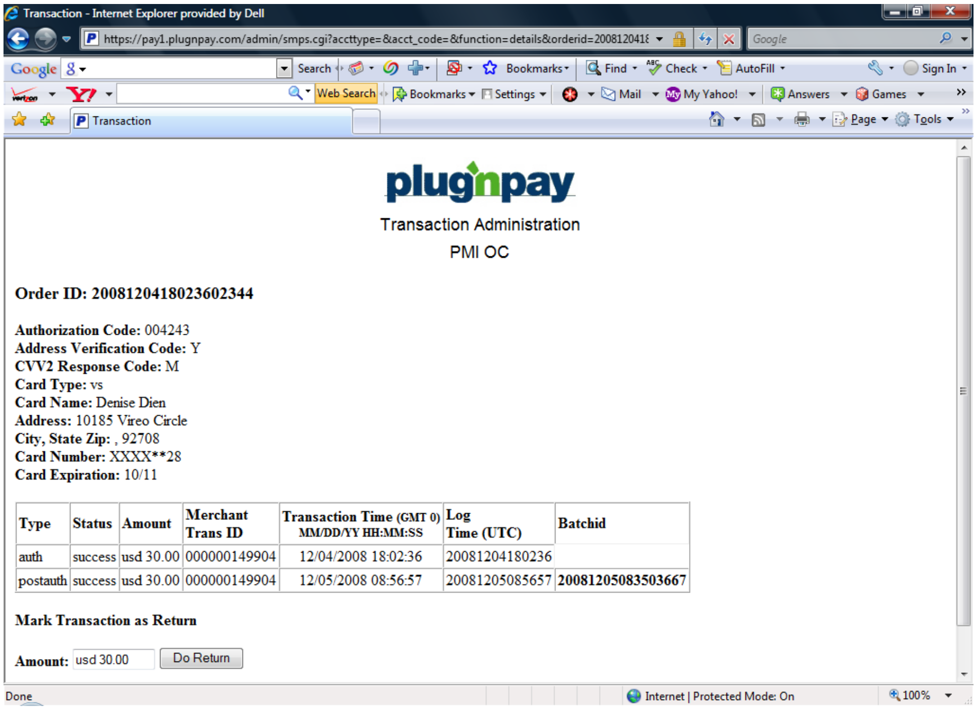

Transaction Administration

PMI OC

Start Date	12/05/2008
End Date	12/08/2008
Account Type	

Type	Name	Status	Order ID	Transaction Time (GMT 0) MM/DD/YY HH:MM:SS	Card Number	Exp	Amount	Auth Code	Bank Response
postauth	Daniel Brennan	success	2008120406154420898	12/05/2008 08:56:57	4888**52	10/10	usd 45.00	01559B	
postauth	Sohil Mody	success	2008120410010523696	12/05/2008 08:56:57	4128**98	10/10	usd 30.00	91481B	
postauth	Robert Cavecche	success	2008120417465604792	12/05/2008 08:56:57	4465**28	03/10	usd 35.00	009465	
postauth	Donald R Hitchcock	success	2008120417552611934	12/05/2008 08:56:57	4202**23	08/09	usd 30.00	095512	
postauth	Denise Dien	success	2008120418023602344	12/05/2008 08:56:57	4298**28	10/11	usd 30.00	004243	
postauth	Jennifer Zeleznik	success	2008120421242325808	12/05/2008 08:56:57	4147**84	09/09	usd 30.00	02052C	
postauth	Lynn W Riperti	success	2008120422071900895	12/05/2008 08:56:57	5466**64	09/10	usd 30.00	94839Z	
postauth	Lynn W Riperti	success	2008120422140828741	12/05/2008 08:56:57	5466**64	09/10	usd 45.00	12614Z	
postauth	Martin Wartenberg	success	2008120423155700408	12/05/2008 08:56:57	4388**70	03/11	usd 30.00	06750D	
postauth	Erin M Carey	success	2008120423370916751	12/05/2008 08:56:57	4046**99	08/09	usd 30.00	004371	
auth	DeNise S Patterson	success	2008120502422126307	12/05/2008 02:42:21	3715**14	12/11	usd 30.00	227000	
postauth	DeNise S Patterson	success	2008120502422126307	12/05/2008 08:56:57	3715**14	12/11	usd 30.00	227000	

7. Click on the order ID of the desired individual (in this example Denise Dien). The details of the transaction are returned.



8. Enter the amount to be returned. The default is a complete return. If this is the case, then just click Do Return. However, it is the policy of the chapter to withhold **10 perc**ent of the transaction to cover our credit card costs. Therefore, in this example, $27.50 would be entered in the amount field. Then Do Return would be clicked.
9. <u>It is suggested that a screen shot be kept of the transaction to document that the refund occurred.</u>
10. Inform the recipient by email that the refund has been processed

20. Year-end Processing

Most of the work for submitting both state and federal tax returns is handled by the Chapter's CPA firm. The company is Richard Blithe, CPA. He is based in Woodland Hills. We use Richard's firm because his company was one of the few CPA firms in the area that was familiar with handling not-for-profit corporations. The tax and reporting rules are different than regular companies.

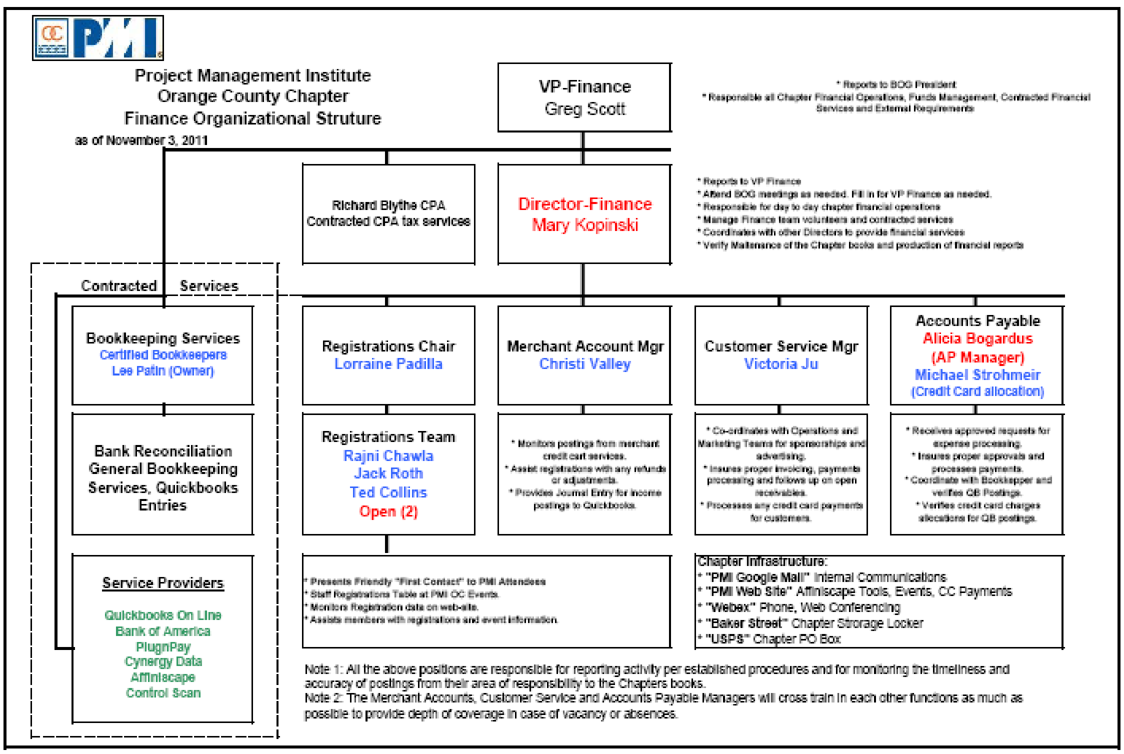
It is our responsibility to complete the reconciliation of accounts through December of the prior year. Then his company will review the postings and may ask questions. Once they are statisfied, they will create the returns.

As part of the returns, there is information that must be provided by the Chapter. This includes the names and addresses of the Board of Directors. This information is part of the federal returns.

In addition, any 1099 vendor's must be identified so the 099-MISC return can be filed on their behalf with the IRS. The CPA firm will handle this by using reports from Quickbooks.

21. Appendix

Finance Organizational Structure



Section 9. Event Registration and Cancellation Policy

Part III: Policies / Procedures

Chapter: _________15________________
Section: __________Finance___________
Subject: Event Registration and Cancellation Policy__________

Effective Date: 1/1/2012	
Supersedes:	
Retired Date:	
Author: Gregory Scott VP Finance	

Policy Statement:

Project Management Institute – Orange County Chapter (PMI-OC) holds several events (e.g. training, monthly membership meeting, etc.) each year. Chapters members should be given reasonability to register and/or cancel their attendance.

The purpose of this Policy is to ensure that:

- A uniform and consistent approach for members to register or cancel their attendance at chapter functions is followed.

Definitions:

N/A

Procedure:

Event Registration Deadline and Payment

Online registration is available until 10:00pm PT two days before a scheduled event, unless otherwise specified. Special events may have an earlier event registration deadline and will include such notice on their event postings on our website. If you register for an event and find or are unsure if something is wrong, send an email to finance@pmi-oc.org as soon as possible.

If you do not register by the event registration deadline and the event has not reached maximum capacity, you still may attend the event by registering in-person as a walk-in the day of the event at the "At the Door" price. If an event reaches maximum capacity before the scheduled date of the event, online registration will close early.

Unless otherwise specified, we accept payment for event online registration only via credit cards (Visa, MasterCard, and American Express) and payment must be paid in full at the time of registration. For Dinner Meetings, we accept payment for walk-in registration via cash, check, and credit cards (Visa, MasterCard, and American Express). For Advanced Topic Seminars (ATS), we accept payment for walk-in registration via only cash and check.

Event Registration Cancellation and Refund

Cancellations of registrations for chapter events will be honored and refunds granted when the cancellation notice is received before the specified event registration deadline. All cancellations are subject to a administrative fee, designated in the event registration information, unless otherwise specified. Submit cancellation and refund requests and related inquiries via e-mail to registration_cancel@pmi-oc.org.

The method of refund will be paid (minus the administrative fee) based on the original payment received – check (if originally paid via check or cash) or credit card. We cannot honor any cancellation request received after the deadline regardless of the reason for non-attendance. If you will not be able to attend an event for which you registered, registrations cannot be applied to future events or transferred to another person.

The administrative fee on cancellations covers the costs incurred by the chapter for the original registration and when cancellations/refunds are processed, including but not limited to bookkeeping costs, event commitment and management costs, as well as the cost of issuing a refund check or the processing fees charged by the credit card processing company.

Exceptions: In some cases, for example, when a technical fault of the website causes a problem, the fee will be waived; however, this waiver will not apply if you register more than once for the same event. If the chapter cancels an event, registered participants will be notified of the cancellation via email and our website as soon as possible. Participants who have pre-registered and paid for the cancelled event will receive credit towards the re-scheduled event or a future event, or will receive a full refund. Exceptions with be made at the discretion of the Board of Directors.

Event No Shows

No refunds or credit will be given for no-shows by pre-registered participants.

Chapter 18. Component Meetings and Events

Section 1. Speakers Guidelines

Part III: Policies / Procedures

Chapter: 18 - Component Meetings and Events
Section: _8A________________________
Subject: Speaker Guidelines

Effective Date:	
Supersedes:	
Retired Date:	
Author: Kevin Reilly	

Policy Statement:

The purpose of this policy is to establish the standard methods, procedures and templates required for establishing engagements with speakers for PMI-OC Chapter meetings and events.

Definitions:

- ***PMI-OC Speaker Procedures Document List* –** This document contains a list of all documents used for coordinating speakers for PMI-OC events**.**
- ***PMI-OC Speaker Coordinator Guide*** – This document outlines the specific procedures to be used to research, obtain and coordinate speakers for PMI-OC events.
- ***PMI-OC Speaker Matrix* –** This document contains detailed information about all confirmed, interested, potential and past speakers and speaker candidates for PMI-OC chapter events.
- ***PMI-OC Speaker Commitment Form*** – This document contains all the speaker information necessary to list them as Confirmed for a specific PMI-OC event and to implement marketing activities for the event.
- ***PMI-OC Speaker Email Communication Templates* –** This document contains email templates that are used to contact potential speakers and coordinate with them once they have agreed to speak at a PMI-OC event.

Procedures:

The PMI-OC Chapter will require qualified speakers for many of the events they host and/or sponsor. Accordingly, the PMI-OC Chapter will continuously manage the process to ensure that speakers are sought and deployed proactively and that the event is managed appropriately to ensure expectations are properly addressed.

The lifecycle for speaker coordination is addressed in the following sections.

1. **Estimate the Ongoing Speaker Requirements**
    a. Identify needs at least six months out
        i. Monthly Dinner Meetings
        ii. Advanced Topic Seminars
        iii. Annual Project Management Conference
    b. The Board of Governors gets together with the VP of Operations and determines a theme for the year and presentation topics that support that theme.

2. **PMI-OC Speaker Matrix**
   The *PMI-OC Speaker Matrix* is a spreadsheet used to track speaker information and assignments. This matrix consists of the following worksheets:
    a. Dinner Meeting Speakers:
        i. Confirmed
        ii. Potential – In Progress
        iii. Potential – To be Contacted
    b. ATS Speakers:
        i. Confirmed
        ii. Potential – In Progress
        iii. Potential – To be Contacted
    c. Annual PM Conf Speakers
        i. Confirmed
        ii. Potential – In Progress
        iii. Potential – To be Contacted
        iv. Potential Keynote – In Progress
        v. Potential Keynote – To be Contacted
    d. Utility Speakers
        i. Confirmed
        ii. Potential – In Progress
        iii. Potential – To be Contacted
    e. Past Speakers
    f. Past Candidates
    g. PMI-OC Chapter Speaker Contacts
    h. Event Themes and Topics

3. **Locating Potential Speakers**
   Locate potential speakers who have existing presentations that would be valuable to project managers and PMI members, and who are actually interested in speaking. Research the following resources:
    a. Other local PMI chapters
        i. PMI-4C
        ii. PMI-LA
        iii. PMI-SD

        iv. PMICIE
    b. Other professional organizations
    c. Other area events, conventions, and conferences
    d. Local public speaking organizations
    e. Local colleges and universities
    f. Fellow chapter members
    g. Referrals from confirmed, potential or past speakers in the PMI-OC Speaker Matrix

4. **Criteria for Selecting Quality Speakers:**
    a. Presentation that Matches a Current Topic and Theme - Speakers are selected based on them having already created and delivered a presentation that matches a current topic and theme that has been pre-determined and agreed upon by the Board of Governors
    b. Advanced Speaking Skills - Someone who you believe can clearly communicate their ideas.
    c. Ability to Stay on Message - Someone who not only communicates effectively but is also someone you trust to stay on message and not be long-winded.
    d. Diversity of Topics within Current Theme – The speakers that are selected should match not only the Annual Theme but also offer a good cross-section of all Topics within that the Annual Theme. This will allow the Speaker Coordinator to alternate the topics during the different yearly events, ensuring the same Topics are not covered in successive months.

5. **Speaker Commitment Form**
    When it is determined that a speaker is interested in speaking at a PMI-OC Event, they are sent the Speaker Commitment Form.
    a. This form contains the following fields
        i. Declarations
        ii. Contact Information
        iii. Presentation Information
        iv. Audio Visual Needs
        v. Biography
        vi. Head Shot Photo
        vii. Comments or Questions.
    b. After the form is sent to the potential speaker, feedback is usually received within a week.
    c. If there is no response after a week, follow up on your request after a week.
    d. If there is no response after the second week, send out a final email
    e. If after 30 days there is no response from the potential speaker then transfer the speaker to the put the speaker in the ‘Not Interested’ section of the ‘Past Candidate’ worksheet of the Speaker Commitment Form.

f. When the form is returned, verify that it is complete and a date has been agreed upon. Upload the form and the head shot into appropriate folder in the PMI-OC Events & Convention Project in Prolific.
g. Once you upload the files Prolific will automatically notify the appropriate chapter members that this information has been uploaded and that they are confirmed.
h. Update the Speaker Matrix and set the speaker to ‘confirmed’.
i. If there is any conflict with the date then you need to start the process over to set a new date.

6. **Coordinating Speakers**
The Speaker Commitment Form is provided to the speaker and it is used to get information to Marketing for the website. Marketing should receive this information three months ahead of time for advertising.
   a. Give Your Speakers Background Material on the PMI-OC **-** Ensure that they are aware of the nature of the PMI organization and the mix of the local audience. The PMI-OC chapter has a very large and diverse audience than the other local PMI chapters.
   b. Gather the Speaker Information as Quickly as Possible - As soon as possible, get as much of the speaker information as you can so that the event may be included in the website and promoted at the dinner meetings and in the chapter marketing plan.
   c. Obtain Information for a Speaker Introduction - Keep it brief, keep it simple, and keep it clear. The first sentence of your introduction speech for a guest speaker should grab attention and raise expectations. The last sentence should heighten the energy and attention in the room and end with a cadence that invites applause. The speaker's name should be the last two words you speak in an upbeat, elevated, and excited tone. The last thing speakers need is an awkward silence after you invite them up. Bring them up in a storm of applause.
   d. Encourage Speakers to Practice - It is best to practice the speech several times with the goal of speaking from memory on the event day. It doesn't have to be exact or word for word. As long as the basic story is there, the passion will speak for itself. Anyone who reads should identify several great lines that they look up to the audience for, so their head isn't down..
   e. Determine Up Front if a Speaker Intends to Promote or Sell Their Products or Services. This is acceptable at PMI-OC Dinner Meetings and events. If the speaker plans to promote something, we will encourage them to give the item away to the members during the meeting. An option is to collect business cards and raffle off the item. Another option is for our chapter to purchase the item (e.g., book) and give it away to a member as part of a raffle. Also, suggest to the speaker that they introduce their company briefly and provide relevant background information but also move quickly to the focus of the meeting presentation.

f. Ask the Speaker to Arrive at the Event 30 Minutes Early – This is so they can 'work the room' and get a better idea of the nature and personality of the audience.

7. **Communicating with Speakers**
It is imperative that after a speaker has committed to presenting at a PMI-OC chapter event that you continuously keep the lines of communication open. Following is the email communication schedule you should follow for communicating with Confirmed speakers:
    a. Initial Contact Email – After you have determined that someone is a Potential Speaker, send them an initial email and gauge their interest in speaking at a PMI-OC chapter event.
    b. Speaker Commitment Form Request Email - Once you receive confirmation that a speaker is interested, send them the Speaker Commitment Form and ask them to complete it and return it.
    c. Speaker Commitment Form Follow-Up Request - Follow the guidelines above for follow-up with the speaker if you do not receive a rapid response.
    d. Speaker Confirmation Email – Once you have received the Speaker Confirmation Form, the speaker is confirmed. Send out an email thanking them for their commitment and interest and include the date, time, venue and directions to the event.
    e. Monthly Reminder Emails – The ideal situation is to schedule speakers as far in advance as possible (up to a year). It is crucial that you maintain communication with speakers on a regular basis who have committed to chapter events far in the future. Send out an email reminder to every speaker on the first of the month up until the month before their event.
    f. Two Week Previous Reminder Email – You should send a reminder email to each speaker two weeks before their event and include the date, venue and directions information again.
    g. Friday Previous Reminder Email – Email and/or call the speaker the Friday before the event and remind them of their commitment. Make sure they have your cell phone number (or the event coordinator's cell phone number) just in case they run into any problems on the night of the event.
    h. Post-Event Thank You Email – You should always send a Thank You email to the speaker within 48 hours of the event. Be sure to ask them if they are willing to stay active in the Speaker Matrix for possible future event presentations. Also ask if they would like to be featured in the PMI-OC Milestones Newsletter after their event.
    i. Ensure that an email blast goes out to all the members who attended the dinner meeting to fill out a survey on Survey Monkey.

8. **Utility Speakers**

It is always a good idea to have a backup speaker for chapter events whenever possible. To that end, the Speaker Coordinator should try to solicit speakers who could fill in on a moment's (not really – 24 Hour) notice if a chapter event speaker should cancel. Following are some suggested requirements for utility speakers:

a. Are willing to be a Utility Speaker
b. Are willing to be designated as a Utility Speaker for a specific event
c. Are available to 'fill in' if necessary for a specific event
d. Have Spoken at a PMI chapter event (any Southern California chapter)
e. Live in close proximity to the chapter event
f. Have a presentation ready to go if needed on a moment's notice

Note: In this situation beggars can't be choosers, so we can accept the fact that the Utility Speaker's presentation may not fit within the prescribed event theme or topic.

Note: It is at the discretion of the Event Coordinator whether to use a Utility Speaker or to cancel the event.

9. Post-Event Follow-Up (where applicable)

a. Acknowledge services
b. Provide feedback (survey results, etc.)
c. Send a Thank You Card using snail mail
d. PDUs
    i. Speakers get PDU credits if certified. Need to review the PMI PDU guidelines to determine how many PDUs they will receive for the event.
    ii. Letter of Recommendation letter should be sent to the speaker about a week after the presentation

10. Speaker Remuneration (where applicable) – TBD

11. Advanced Topic Seminar (ATS) Additional Procedures (TBD)

ATS Sessions are very different from regular Dinner Meetings. Please keep in mind the following additional procedures that must be followed for ATS Sessions.

Note: It still has not been decided if the additional procedures necessary for handling ATS Speakers will be included in this section of the Operations Manual or in the ATS section. (TBD)

Note: The Speaker Coordinator is currently responsible for the following with regard to ATS Speakers:

a. ATS Themes/Topics – These are determined by the ATS Coordinator but many times we can only get what we can get for the ATS sessions. If there is a theme and/or topic they must be communicated to the Speaker Coordinator by the ATS Coordinator.

b. PMI-OC Speaker Matrix ATS Worksheet – There is a separate worksheet in the Speaker Matrix specifically for ATS Speakers.
c. Locating Potential ATS Speakers – Same procedures as above will be followed.
d. Criteria for Selecting Quality ATS Speakers – Following are the current requirements for locating potential ATS speakers as communicated by the ATS Coordinator:
    i. No death-by-PowerPoint speakers!
    ii. Every session must be interactive with practice exercises.
    iii. Speakers must have four hours worth of material and exercises to fill up 8:00 AM – 12:00 PM slot.
e. ATS Dinner Meeting 'Piggy Backing' – When possible, it has worked well in the past if a speaker presents at a dinner meeting and then is able to immediately 'piggy-back' an ATS presentation the next month. However, this is difficult and not always possible.
f. ATS Speaker Commitment Form – Speaker Coordinator will upload this form into Prolific and the ATS Coordinator will be notified automatically.
g. Coordinating ATS Speakers – After initial Speaker Coordinator Form is uploaded, ATS Coordinator will handle all future coordination with the ATS Speaker.
h. Communicating with ATS Speakers – After initial Speaker Coordinator Form is uploaded, ATS Coordinator will handle all future coordination with the ATS Speaker.
i. ATS Post-Event Follow-Up – ATS Coordinator will handle all follow-up tasks.

12. Annual Project Management Conference Additional Procedures (TBD)
Annual PM Conference Sessions are very different from regular Dinner Meetings. Please keep in mind the following additional procedures that must be followed for PM Conference.

a. Annual PM Conference Themes/Topics –
b. PMI-OC Speaker Matrix Annual PM Conference Worksheet –
c. Locating Potential Annual PM Conference Speakers –
d. Criteria for Selecting Quality Annual PM Conference Speakers –
e. Annual PM Conference Speaker Commitment Form –
f. Coordinating Annual PM Conference Speakers –
g. Communicating with Annual PM Conference Speakers –
h. Post-Event Follow-Up –

13. Speaker Rating System – TBD

14. Speaker Guidelines Document Appendices
The following documents are included as appendices in this Operations Manual for example and reference purposes. Please refer to these appendices for more specific information on these documents.

a. PMI-OC Speaker Procedures Document List
b. PMI-OC Speaker Coordinator Guide Example
c. PMI-OC Speaker Matrix Example
d. PMI-OC Speaker Commitment Form Template
e. PMI-OC Speaker Email Communication Examples

Appendix “A” – 01 Initial Contact Email

Initial Contact Email

To: <email address>

Subject: 2012 Speaking Opportunity at the PMI Orange County (PMI-OC) Chapter

Hi Name –

I would like to introduce myself. My name is Kevin Reilly and I am the Speaker Coordinator for the PMI Orange County chapter (PMI-OC). My responsibilities include scheduling speakers for all 2012 PMI-OC Dinner Meetings, ATS (Advanced Topic Seminar) sessions and Special Events, including our Annual Project Management Conference. I saw that you had presented ***Social Media in the Workplace: Know Your Rights!*** at SoTec and I think this would fit in very well with our **Project Management Education - Human Resource Management** Dinner Meeting Topic. I would love to set a time to speak to you about your areas of expertise and how you can help our chapter members increase their knowledge. Please email me when you get the chance so we can further discuss this opportunity.

Thank you very much for your time.

Sincerely,

Kevin Reilly

Appendix “B” – 02 Speaker Commitment Form Request Email

Speaker Commitment Form Request Email

To: <email address>

Subject: PMI-OC 05/08/12 Dinner Meeting Presentation Commitment Form

Hi Name–

Thank you for your prompt reply and your continued interest in presenting at a PMI-OC chapter event. I have slotted you for the Tuesday, 05/08/12 Dinner Meeting. I have also attached a Speaker Commitment Form that gives you an idea of the information we would need in order to properly promote your presentation. Please return this as soon as you can so I can put you on our ’Confirmed’ List. I will be following up with you once a month until the presentation date.

All Dinner Meetings are held on the first Tuesday of the month at the following location. For more information about our chapter, please visit www.pmi-oc.org.

Wyndham Hotel
3350 Avenue of the Arts
Costa Mesa, CA 92626

Thanks again for supporting the PMI-OC chapter and its members.

Kevin

Appendix “C” – 03 Speaker Commitment Form Follow-Up Request

Speaker Commitment Form Follow-Up Request

To: <email address>

Subject: PMI-OC 05/08/12 Dinner Meeting Presentation Commitment Form

Hi Name –

Thank you for offering to present at the Tuesday, 05/08/12 PMI-OC Dinner Meeting. As a reminder, I have not received your completed Speaker Commitment Form. I have attached another copy for your reference. This form contains the information that we will need in order to properly promote your presentation. Please return this as soon as you can so I can put you on our ’Confirmed’ List. I will be following up with you once a month until the presentation date.

All Dinner Meetings are held on the first Tuesday of the month at the following location. For more information about our chapter, please visit www.pmi-oc.org.

Wyndham Hotel
3350 Avenue of the Arts
Costa Mesa, CA 92626

Thanks again for supporting the PMI-OC chapter and its members.

Kevin

Appendix “D” – 04 Speaker Confirmation Email

Speaker Confirmation Email

To: <email address>

Subject: Re: PMI-OC 05/08/12 Dinner Meeting Presentation Commitment Form

Hi Name –

Thank you for filling out the Speaker Commitment Form so promptly. I have saved the Tuesday, 05/08/12 Dinner Meeting slot for you. Your ***Social Media in the Workplace: Know Your Rights!*** presentation fits in very well with our **Project Leadership/Soft Skills** Dinner Meeting Theme and I know our members will thoroughly enjoy it.

As a reminder, all Dinner Meetings are held on the first Tuesday of the month at the following location. For more information about our chapter, please visit www.pmi-oc.org.

Wyndham Hotel
3350 Avenue of the Arts
Costa Mesa, CA 92626

Thanks for supporting the Southern California PMI chapters and I look forward to working with you.

Kevin

Appendix “E” – 05 Monthly Reminder Email

Monthly Reminder Emails

To: <email address>

Subject: Reminder for PMI-OC 05/08/12 Dinner Meeting Presentation

Hi Name –

How are you doing? I hope all is well. We are all looking forward to your presentation of ***Social Media in the Workplace: Know Your Rights!*** at our 05/08/12 Dinner Meeting. This email is just a reminder of the date, location and time.

All Dinner Meetings are held on the first Tuesday of the month at the following location. For more information about our chapter, please visit www.pmi-oc.org.

Wyndham Hotel
3350 Avenue of the Arts
Costa Mesa, CA 92626

Please let me know if you have any questions. Otherwise, I will check in with you at the beginning of each month leading up to your presentation.

Thanks again for your time and commitment to the PMI-OC chapter.

Kevin

Appendix “F” – 06 Two Week Previous Reminder Email

Two Week Previous Reminder Email

To: <email address>

Subject: Reminder for PMI-OC 05/08/12 Dinner Meeting Presentation

Hi Name –

How are you doing? I hope all is well. We are all looking forward to your presentation of ***Social Media in the Workplace: Know Your Rights!*** at our 05/08/12 Dinner Meeting. This email is just a reminder of the date, location and time.

All Dinner Meetings are held on the first Tuesday of the month at the following location. For more information about our chapter, please visit www.pmi-oc.org.

Wyndham Hotel
3350 Avenue of the Arts
Costa Mesa, CA 92626

Please let me know if you have any questions. Otherwise, I will check in with you the Friday before your presentation.

Thanks again for your time and commitment to the PMI-OC chapter.

Kevin

Appendix “G” – 07 Friday Previous Reminder Email

Friday Previous Reminder Email

To: <email address>

Subject: Reminder for PMI-OC 05/08/12 Dinner Meeting Presentation

Hi Name –

How are you doing? I hope all is well. We are all looking forward to your presentation of ***Social Media in the Workplace: Know Your Rights!*** at our 05/08/12 Dinner Meeting. This email is just a reminder of the date, location and time.

All Dinner Meetings are held on the first Tuesday of the month at the following location. For more information about our chapter, please visit www.pmi-oc.org.

Wyndham Hotel
3350 Avenue of the Arts
Costa Mesa, CA 92626

I have attached an agenda to this email that outlines the specific timeline of events during the meeting. It would be great if you could get there around 5:30 PM. This way you and I will be able to chat for a bit and you will be able to mingle with the Dinner Meeting attendees.

Please let me know if you have any questions. You can also reach me on my cell phone at any time (951-529-2998).

Thanks again for your time and commitment to the PMI-OC chapter and I will see you on Tuesday night.

Kevin

Appendix “H” – 08 Post-Event Thank You Email

Post-Event Thank You Email

To: <email address>

Subject: Thank you from the PMI-OC Chapter and its Members for Your Presentation

Hi Name –

I just wanted to take the opportunity to thank you again for presenting at our 05/08/12 Dinner Meeting. Your presentation was very informative and engaging and I believe our chapter members obtained some very practical takeaways from it.

We would love to keep you active in our Speaker Matrix if you might be interested in presenting again at a future PMI-OC event, so please let me know if that is okay with you.

Thanks again for your commitment to the PMI-OC chapter and its members.

Kevin

Appendix "I" – PMI-OC 2012 Event Speaker Matrix Example

FORMAT TBD

Appendix "J" – PMI-OC Speaker Commitment Form Template

PMI-Orange County Chapter (PMI-OC)
Dinner Meeting Speaker Commitment Form

Submit completed form to Kevin Reilly via e-mail at kreilly.kevin@gmail.com.

Declarations

1) I accept PMI-OC's invitation to present at a **PMI-OC Dinner Meeting.**

2) I understand that I may not use my presentation for commercial sales pitches, self-promotion, or unfair criticism of a competitor. However, I may distribute promotional materials and other business collateral to attendees (and set up books/other related items) for sale at the conclusion of the presentation.

3) My presentation and any submitted papers do not violate any copyrights or other rights of third parties, and are not defamatory.

Contact Information

Speaker Name		Presentation Date:	
Speaker Signature		Submission Date:	
Title			
Company Name			
Contact Person	speaker		
Phone Numbers			
E-mail Address			
Mailing Address			
City, State, Zip			

Presentation Information

Presentation Title and Goals	Presentation Title: Goal (By the end of the presentation, the attendees will be able to):
Presentation Topics	
Practice Exercise Descriptions	

PMI-OC Dinner Meeting Speaker Commitment Form Page 1 of 2

PMI – Orange County Chapter, Inc. • P.O. Box 15743, Irvine, CA 92623-5743 • www.pmi-oc.org

PMI-Orange County Chapter (PMI-OC)
Dinner Meeting Speaker Commitment Form

Audiovisual

Identify special presentation requirements, such as, audiovisual equipment, technology, and room configuration.

- PC – provided in room and backup PC provided as well
- Projector – provided in room and backup projector provided as well
- Flip charts and markers – provided
- White board, erasers, and markers – provided
- Post-its – provided
- No Additional needs, thank you

Biography

Provide a brief biography below – no more than three paragraphs.

Photo

Provide a high-resolution head shot photo with this completed form in JPG format or email it separately.

Comments or Questions

Enter any comments or questions you might have about your participation below:

PMI-OC Dinner Meeting Speaker Commitment Form Page 2 of 2

PMI – Orange County Chapter, Inc. • P.O. Box 15743, Irvine, CA 92623-5743 • www.pmi-oc.org

Appendix "K" – PMI-OC Speaker Coordinator Guide Example

PMI-Orange County Chapter (PMI-OC)
Speaker Coordinator Guide

Speaker Coordinator Guide

Thank you for signing up to coordinate speakers for the Orange County chapter of the Project Management Institute. Below is everything you need to know to be a great speaker coordinator. Please feel free to email any questions to the Vice President of Programs at vp.programs@pmi-oc.org.

Speaker Selection

The Vice President of Programs will usually be the person responsible for locating and contacting potential speakers. This section is provided as a guide to how this is done.

- **Locating Potential Speakers:**
  - Speakers from other local PMI chapters. The Los Angeles chapter (PMI-LA), Orange County Chapter (PMI-OC) and San Diego Chapter (PMI-SD) are all excellent sources.
  - Speakers from other professional organizations. A few of the organizations in the area whose needs are similar to those of the chapter are the Orange County chapter of the International Institute of Business Analysis (IIBA-OC), the Inland Empire chapter of the Southern California Quality Assurance Association (SCQAA-IE), the Inland Empire Chapter of the Society for Technical Communications (IESTC), and the Temecula chapter of the American Society for Quality (ASQ-Temecula).
  - Speakers from other area events, conventions, and conferences. A few of these include the annual Southland Technology Conference (SoTec) and the National Speakers Association (NSA) Convention.
  - Local Public Speaking Organizations. The Toastmaster's Speakers Bureau is a good source, as is the Greater Los Angeles Chapter of the National Speaker's Association (NSA-GLAC).
  - Local colleges and universities. The University of California at Riverside (UCR) and the University of California at Irvine (UCI) both have excellent programs in Project Management and their instructors are often available for public speaking events. The California Polytechnic University in Pomona has strong programs in Engineering, Business, and Auditing. Private institutions to contact include DeVry, University of Redlands, and University of Phoenix.
  - Fellow Chapter Members. Many times the local chapter members can either recommend excellent speakers or provide presentations.

- **Criteria for selecting good speakers:**
  - A topic of interest to those in project management. Some of the topic areas include Leadership & Team-building concepts such as Management, Leadership, Stress Management and Mentoring, Project Management concepts such as Risk Management, Procurement, and Project Planning, and Tools and Techniques such as ITIL, Six Sigma, CMMI, Agile and Lean.
  - Good Speaker. Someone who you believe can clearly communicate their ideas.
  - Staying on Message. Someone who not only communicates effectively but is also someone you trust to stay on message and not be long-winded.
  - Diversity. Need to have a mix of various types of speakers, subjects, and messages. A good mix would be to have a meeting with a speaker on a Leadership & Teambuilding subject, then a speaker on a Project Management area the next month, and a speaker on Tools & Techniques the third month.
  - It is also a good idea to get together with other chapter BOD members to determine a theme for the year and presentation topics that support that theme.

PMI-OC Speaker Coordinator Guide Page 1 of 4

PMI – Orange County Chapter, Inc. • P.O. Box 15743, Irvine, CA 92623-5743 • www.pmi-oc.org

Using the *Speaker Matrix*

The *Dinner Meeting Speaker Matrix* is a spreadsheet used to track speaker information and assignments. This matrix consists of five major sections:

- **Confirmed Speakers** are those speakers who have been confirmed to speak on a specific date and who have provided all required information.
- **Tentative Speakers** are those speakers who have committed to speak on a specific date, but who have NOT provided the information needed. Once all the required information for a tentative speaker has been received, please cut the speaker information from the **Tentative Speaker** section and move it to the **Confirmed Speakers** section. The Speaker information consists of the following:
  - **Speaker Name** – Required
  - **Speaker Title & Company** – Required
  - **Contact Information** – Required
    Must have at least either a telephone number or email address. The other information may be provided as desired by the speaker.
    - **Email Address**
    - **Business Telephone**
    - **Mobile Telephone**
    - **Business Address**
    - **Business URL**
  - **Nickname** for badge, if desired – Optional
    For example, if the speaker's name is Thomas, he may prefer to use the name 'Tom' or 'Tommy' on his badge.
  - **Presentation Title** – Required
  - **Brief abstract of Presentation** – Required
    If at all possible, try to limit this to 500 characters or less.
  - **Brief Biography of the Speaker** – Required
    If at all possible, try to limit this to 1000 characters or less.
- **Interested Speakers** are those who have voiced an interest in speaking at chapter meetings and/or events but who have not yet been assigned to a specific presentation date. Once an interested speaker has committed to speak on a specific date, please cut their information from the **Interested Speakers** section and move it into the **Tentative Speakers** section alongside the presentation date.
- **Potential Speakers** are speakers who have been suggested, researched, etc., but have not yet been contacted to determine whether or not they are interested in speaking at a PMI-California Inland Empire chapter event. Once a potential speaker has been contacted and voices interest in presenting to our chapter, please cut the information from the **Potential Speakers** category and move it to the **Interested Speakers** category.
- **Past Speakers** are speakers who have already spoken at a previous dinner meeting or other event.

Using the *Speaker Commitment Form*

When it is determined that a speaker is interested in speaking at a PMI-OC Event, they are sent the Speaker Commitment Form. This form contains the following fields:

- **Declarations**
- **Contact Information**
- **Presentation Information**
- **Audio Visual Needs**

- Biography
- Photo
- Comments or Questions

Preparing Speakers

- **Give your speakers background material on the PMI-OC.** Ensure that they are aware of the nature of the PMI organization and the mix of the local audience. The California Inland Empire chapter tends to have a smaller but more diverse audience than the other local PMI chapters.
- **Gather the speaker information as quickly as possible.** As soon as possible, get as much of the speaker information as you can so that the event may be included in the website and promoted at the dinner meetings and in the chapter email blast.
- **Obtain information for a speaker introduction.** Keep it brief, keep it simple, and keep it clear. The first sentence of your introduction speech for a guest speaker should grab attention and raise expectations. The last sentence should heighten the energy and attention in the room and end with a cadence that invites applause. The speaker's name should be the last two words you speak in an upbeat, elevated, and excited tone. The last thing speakers need is an awkward silence after you invite them up. Bring them up in a storm of applause.
- **Encourage speakers to practice.** It is best to practice the speech several times with the goal of speaking from memory on the event day. It doesn't have to be exact or word for word. As long as the basic story is there, the passion will speak for itself. Anyone who reads should identify several great lines that they look up to the camera for, so their head isn't down on camera.
- **Determine up front if a speaker intends to promote or sell their products or services.** This is acceptable at PMI-OC Dinner Meetings and events. If the speaker plans to promote something, we will encourage them to give the item away to the members during the meeting. An option is to collect business cards and raffle off the item. Another option is for our chapter to purchase the item (e.g., book) and give it away to a member as part of a raffle. Also, suggest to the speaker that they introduce their company briefly and provide relevant background information but also move quickly to the focus of the meeting presentation.
- **Ask speaker to arrive at the event 20 minutes early so they can "work the room" and get a better idea of the nature and personality of the audience.**

Communicating with Speakers

Once a speaker has been confirmed, we need to communicate with them as frequently as possible. A number of template letters are available to assist with maintaining this communication. These templates are: (KR Note: Determine where these templates live. If they don't exist, create them.)

- **Speaker Welcome Letter.** A letter similar to this template should be sent to the speaker as soon as we have all required speaker information. The intent of this letter is to thank the speaker in advance for his/her participation and to confirm date and time.
- **Presentation Date Confirmation.** A letter similar to this template should be sent to the speaker as soon as his/her information has been posted to our website.
- **Basic Logistics.** A letter similar to this template should be sent to the speaker at least a week prior to the presentation in order to give them time to prepare any handouts or request any special setups.
- **Directions.** A letter similar to this template should be sent to the speaker at least five days prior to his/her presentation.
- **Thank you.** A letter similar to this template should be sent to the speaker as soon as possible after the event.

- **Letter of Recommendation.** A letter similar to this template should be sent to the speaker about a week after the presentation.

Appendix “L” – PMI-OC Speaker Procedures Document List

PMI-Orange County Chapter (PMI-OC)
Speaker Procedures Document List

1) *PMI-OC Speaker Procedures Document List.docx* – This document lists all documents used for coordinating speakers for PMI-OC events and contains the following sections:
   A. *PMI-OC Speaker Procedures Document List.docx*
   B. *PMI-OC Speaker Coordinator Guide.docx*
   C. *PMI-OC Speaker Matrix.xlsx*
   D. *PMI-OC Speaker Commitment Form.docx*
   E. *PMI-OC Speaker Email Communication Templates.docx*

2) *PMI-OC Speaker Coordinator Guide.docx* – This document outlines the specific procedures to be used to research, obtain and coordinate speakers for PMI-OC events and contains the following sections:
   A. **Speaker Selection**
   B. **Using the *Speaker Matrix***
   C. **Using the *Speaker Commitment Form***
   D. **Preparing Speakers**
   E. **Communicating with Speakers**

3) *PMI-OC Speaker Matrix.xlsx* – This document contains detailed information about all confirmed, interested, potential and past speakers and speaker candidates for PMI-OC chapter events. It contains the following individual worksheets:
   A. **Topics** – Contains information about current topics for all types of PMI-OC Events, including:
      – Dinner Meetings
      – Advanced Topic Seminar (ATS) Sessions
      – Annual Chapter PM Conference
      – 1-Day Seminars (New)
   B. **Master Speaker List** – Contains most current information on all active speakers that are available to speak at all different types of PMI-OC events.
   C. **Dinner Meeting Speakers** – Contains most current information on all active speakers that are available to speak at Dinner Meetings.
   D. **ATS Session Speakers** – Contains most current information on all active speakers that are available to speak at ATS Sessions.
   E. **Past Speakers** – Contains information on all speakers who spoke at a previous PMI-OC event.
   F. **Past Candidates** – Contains information on all speakers who interested in or asked to speak at a previous PMI-OC event but who were not selected, chose not to or were unavailable for the events for which they were initially slotted.

4) *PMI-OC Speaker Commitment Form.docx* – When it is determined that a speaker is interested in speaking at a PMI-OC Event, they are sent the Speaker Commitment Form. This form contains the following fields:
   A. **Declarations**
   B. **Contact Information**
   C. **Presentation Information**
   D. **Audio Visual Needs**
   E. **Biography**
   F. **Photo**
   G. **Comments or Questions**

PMI-OC Speaker Procedures Document List Page 1 of 2

PMI – Orange County Chapter, Inc. • P.O. Box 15743, Irvine, CA 92623-5743 • www.pmi-oc.org

PMI-Orange County Chapter (PMI-OC)
Speaker Procedures Document List

5) ***PMI-OC Speaker Email Communication Templates.docx*** – Following are the different templates that should be used when communicating with speakers throughout the process.

   A. Initial Contact

   B. Speaker Commitment Form Request

   C. Speaker Commitment Form Follow-Up Request

   D. Monthly Reminders

   E. Two Week Previous Reminder

   F. Friday Previous Reminder

PMI-OC Speaker Procedures Document List Page 2 of 2

PMI – Orange County Chapter, Inc. • P.O. Box 15743, Irvine, CA 92623-5743 • www.pmi-oc.org

Section 2. Breakfast Meetings

Part III: Policies / Procedures

Chapter: 18 – Component Meetings and Events
Section: _NEW_______________
Subject: Breakfast Meetings

Effective Date:	Rev 1
Supersedes: Rev NEW 2012	
Retired Date:	
Author: Robbin MacKenzie Thomas	

Policy Statement:

The purpose of this policy is to define the methods and procedures required for planning and executing PMI OC Chapter Breakfast Meetings.

Definitions:

- **PDU** - A Professional Development Unit is the measuring unit used to quantify approved learning and professional service activities related to project management. One (1) PDU is earned for every one hour spent in a planned, structured learning experience or activity.

Procedure:

The Breakfast meetings provide the opportunity to eat, learn and earn PDUs with other Project Managers. Breakfast meetings are held quarterly on a weekend. The intent is to have these events throughout Orange County to help member engagement and provide the ability for more people to attend these meetings.

There are many tasks to be done in preparation for the breakfast meetings. The following is a list of these tasks:

1. **Plan**

The Breakfast Meeting Chair will put a team together for the planning phase. Planning should begin the quarter before to ensure people are available to carry out their assignments. Three weeks prior to the meeting should be used to follow up on these tasks.

- Acknowledge – Need to confirm that each of the volunteers will be available and able to assist with the pre-breakfast meeting assignments. If volunteers are not available then the Breakfast Meeting Chair may need to fill-in.

- Planning Checklist – a checklist has been created for the Breakfast meeting and is available in the Appendix for review.
- Decide on a venue at least three months in advance (see section 6 for more details).
- Speaker – should be selected and confirmed at least three months in advance to the Breakfast meeting.
- Volunteer Registration should be two months in advance.

2. Agenda

The Breakfast team will develop and finalize the agenda for the Breakfast meeting and have it approved by the Director of Dinner & Breakfast meetings

- The agenda should outline the event and have a minimum of three topics or takeaways.
- An interactive example should also be on the agenda for each meeting.
- Goals to be discussed

3. Milestones/Marketing

- Two to three months before the meeting, breakfast team to submit to IT the Speaker Commitment Form that includes the picture and biography of the speaker(s) and event details along with IT Request Form (see attached sample form).
    1. IT to set up the registration for it and add it to the Calendar on the website.
    2. Marketing to promote event via website and social media (Facebook, LinkedIn, Twitter, Google+ and eblast).
- One month prior to the meeting, breakfast team to send the request to marketing seeking support of photographers and writers for the Breakfast Meeting. After the meeting, writer and photographer to submit the article and photos respectively to **??** to be posted to the milestone.
- Two weeks before the meeting, marketing to create and provide the announcement/flyers for upcoming chapter events to breakfast team to display at breakfast meeting.

4. PowerPoint Presentation

The breakfast team will develop the PowerPoint presentation for the meeting. It should include:

- Speakers slides – should be incorporated into it
- Event Announcements

5. Speaker Coordination

The Speaker Coordinator will call the speaker and get the presentation materials for the Breakfast meeting.

- The Speaker Commitment Form is provided to the speaker and it is used to get information to Marketing for the website. (For additional information on how the speaker is obtained for the meeting please refer to the Speaker Guidelines in the Operations Manual)
- Information on speaker will also need to be uploaded to Prolific for the Director of IT and Marketing to access it. The path is Prolific: PMI-OC Event & Convention Posting Collaboration Project/2013 Breakfast Club/monthly folder which includes the Information Sheet and Bio.

6. Venue

A volunteer from the Breakfast Meeting team will work with the venue selected three months prior to each Breakfast Meeting to handle the following tasks:

- Visit the site to confirm that a projector and free standing projector screen can be used at the venue.
- A/V (audio/visual) equipment – borrow projector, backup projector and projector screen from Dinner Team.
- Music Considerations – to see if the venue can support our music.
- Parking Accommodations
- Request additional table for PMI marketing materials and event registration.
- Determine if any cost and/or contract involved with venue. If contract is required, obtain budget approval from Dir. of Breakfast & Dinner Meetings - Operation Department.
- Reserve venue.

7. Gifts/Raffle

A volunteer from the Breakfast Meeting team will coordinate the gifts/raffle. After the event the volunteer will need to seek reimbursement using the expense form which can be obtained from Breakfast Meeting Chair. Email the expense form and scanned copy of the receipt to the Breakfast Meeting Chair and copy the Director of Dinner of Dinner & Breakfast Meetings.

The following are items that are provided as gifts or part of raffle:

- Speaker Gift - arrange gift card/designated PMI-OC gift to the speaker
- Vendor Raffle
- PMI OC Raffle

8. Name Badge Labels

Labels are printed up for attendees who registered through the PMI-OC Website. The registration file can be obtained by the Breakfast Meeting Chair. The

Director of IT will need to be informed by the VP of Operations to give access rights to the Breakfast Meeting Chair.

- Directions for creating/printing the name labels will be included in the Appendix of the Operations Manual.
- A volunteer will create the labels. For security reasons the volunteer should ONLY be provided with the following information in Excel: first name, last name, title, and company of the registrant.
  - The volunteer can purchase labels and be reimbursed for it. The volunteer will need to fill out an expense report and scan the receipt. This should then be provided to the Breakfast Meeting Chair via email and copy the Director of Breakfast & Dinner Meetings.
  - Breakfast Meeting Chair to provide Expense Form to the volunteer.

9. A/V Coordination

Laptop, overhead projector (OHP), and A/V equipment check is done one week prior to the meeting.

A music CD should be obtained from the Breakfast Meeting Chair to keep high energy going at the meeting. Will need equipment to support this such as a boom box.

10. Prep for Event

Three days before the breakfast meeting, Breakfast Meeting Chair should conduct a telecon with volunteer team, to go over all of the prep tasks, make sure they are completed prior to the breakfast meeting.

11. Day of the Breakfast Meeting

- Meeting Coordinator – run the meeting
- Registration Support
- Bring name tag labels to the meeting
- Signage to lead people to the meeting area
- Setup laptop
- Setup A/V
- Setup OHP
- Bring speakers and raffles
- Meet the Speakers
- Time Keeping
- Camera – pictures should be taken so they can be provided to Marketing for Milestone articles
- Event Article – assign someone to take notes during the event so they can be provided to Marketing for Milestone articles
- Marketing Materials – information for upcoming events/flyers

- Breakfast Meeting Survey – assign someone to hand out and collect
- Bring Music and Boom box

12. After Breakfast Meeting Event

- Breakfast Meeting Survey – a volunteer from the Breakfast Meeting team will hand out the survey during the event and collect them afterwards.
    - The volunteer will tally up the information and create a summary using Excel. Once completed the Excel document will be emailed to the Breakfast Meeting Chair and Director of Dinner & Breakfast Meetings. The summary will also need to be uploaded to Prolific under project PMI-OC Event & Convention Posting Collaboration / folder 2013 Breakfast Club within the associated quarter of the year.
- Breakfast Meeting Article – within two weeks of the event, the writer will send the article of the event for review to the Breakfast Meeting Chair before it is submitted to Milestones.
    - Pictures of the event are to be uploaded into Prolific under project PMI-OC Event & Convention Posting Collaboration / folder 2013 Breakfast Club within the associated quarter of the year and communicate to Marketing for the Milestones where the pictures have been uploaded.
- Finance
    - Breakfast Meeting Volunteer to post the registration actuals to Prolific under project PMI-OC Event & Convention Posting Collaboration / folder 2013 Breakfast Club within the associated quarter of the year, and send the same via email to Finance team and Breakfast Meeting Chair.
    - Breakfast Meeting Chair to hand over the money from walk-in attendees to Finance.

13. Breakfast Meeting Document Appendices

The following documents are included as appendices in this Operations Manual for example and reference purposes. Please refer to these appendices for more specific information on these documents.

A. **Sample Breakfast Meeting Planning/Execution Checklist** – checklists for planning and executing the event.
B. **PMI OC Labels** - instructions for printing the breakfast meeting name labels
C. **Breakfast Meeting Survey –** sample of the survey used for the event has been provided. Instructions for using Survey Monkey (http://www.surveymonkey.com) can be obtained by the Director of Administration or through Prolific in Ops Secure Project folder.
D. **PowerPoint Presentation –** sample that can be used as a template for the presentation.

E. **Expense Forms –** created and updated by the Finance Team. Contact the Director of Finance to get the form. Sample of form also in Ops Manual Chapter 15 – Finance.
F. **Label Template –** path in Prolific: PMI-OC Events & Convention Posting Collaboration/Meeting Templates/Dinner Meeting Templates.

Appendix “A” – Sample Survey Questions for Breakfast Meeting

Through Survey Monkey

1.) How did you hear about the event?

2.) What city do you live in?

3.) How did you like the date and time of the meeting?

4.) How did you like the venue and location?

5.) How useful to your job was the information presented at the event?

6.) Overall, were you satisfied with the event, neither satisfied nor dissatisfied with it, or dissatisfied with it?

7.) How easy was the registration process for this event?

8.) How organized was the event?

9.) How knowledgeable was the presenter?

Appendix “B” – Breakfast Meeting Planning Checklist

Checklist & Timelines

Task	Detail	Responsibility	ECD	Status	Comments
Plan	Plan	Breakfast Meeting Chair			
	Acknknowledgement	Breakfast Meeting Chair & BOG,BOD			
Agenda	Draft 1 (Breakfast team)	volunteer			
	Draft 2 (BOD)	volunteer			
	Draft 3 (BOD)	volunteer			
	Final Draft	volunteer			
Powerpoint Presentation	Draft 1 (Breakfast team)	volunteer -send email to all BOG, BOG 1 1/2 week prior to each month asking them for updates for slides			
	Final Draft	volunteer-send email 1 day prior to Breakfast meeting (Final call for Breakfast slide input/changes) to BOG, BOD			
Speaker Coordination	Call Speaker	speaker coordinator			
	Obtain speaker Bio, presentation materials & load into prolific	speaker coordinator			
Day of Event Coordination	Run the meeting	volunteer			
Venue Coordination	A/V Equipment request	volunteer			
	Parking	volunteer			
	Additional Table Requests	volunteer			
	Banquet Order	volunteer			
	Headcount	volunteer			
	Headcount update	volunteer			
	Headcount update (final)	volunteer			
Gifts/Raffle	Speaker Gift	volunteer - usually 25. gift card for speaker			
	Vendor raffle	volunteer -get from PMI-OC Marketing			
	PMI OC raffle	volunteer (usually give away 2-3 gift cards each month)			
Name Labels	Print Labels & bring to Breakfast	volunteer			
A/V Coordination	Laptop check	volunteer			
	OHP check	volunteer			
	A/V Equipment check	volunteer			
	Music-CD & boombox	volunteer			
Breakfast Meeting Survey	Breakfast Meeting Survey	volunteer			
Review	Review -confirm all equipment is working prior to Breakfast	volunteer			
Breakfast Meeting	Register / Participation	volunteer			
	Bring labels to the meeting	volunteer			
	Setup Laptop	volunteer			
	Setup A/V	volunteer			
	Setup OHP	volunteer			
	Run slide deck at meeting	volunteer			
	Get all Gifts	volunteer			
	Meet Speaker	volunteer			
	Meet Vendor	volunteer			
	Time keeping	volunteer			
	MC for the evening	volunteer			
POST Breakfast	Breakfast Attendance	obtain from finance & share with Breakfast chair, program director, and marketing			

PowerPoint Slides (Breakfast Meeting)

Power point dinner meeting slide check list:			
ADD	Join Community of Practice	get details from pmi.org http://www.pmi.org/en/Get-Involved/Communities-of-Practice.aspx	
ADD	PMI-OC Mission, vision, Purpose	add to all future dinner meeting slides. Get mission, vision purpose from pmi oc website	
ADD	PMI-OC.org JOB	get details from pmi-oc website (put statement - checkout open jobs on PMI-OC.org	
	Project of the Year	Get details from PMI-OC website home page or calendar page - or Marketing for up to date status of project	
	Upcoming ATS event	Get details from PMI-OC website home page or calendar page	
	Upcoming PMP Prep	Get details from PMI-OC website home page or calendar page	
	Next Networking event	Get details from PMI-OC website home page or calendar page	
	Next New Member orientation	Get details from PMI-OC website home page or calendar page	
ADD	Milestones slide	show front page of current milestones with a link & note to remind folks to view it !	
ADD	4/1/12 New BOG pictures & title	create one new slide with pictures of new BOG members & president - add position titles	
	Next dinner meeting speaker info	get from dinner speaker coordinator or pmioc website	
	Recent PMPs & CAPMs	get info from online Milestones magazine on pmioc website	
	New Members	get info from online Milestones magazine on pmioc website	
	pictures from various events	start collage page of pictures - ask bog, bod for recent pictures from recent events	

Section 3. Dinner Meetings

Part III: Policies / Procedures

Chapter: 18 – Component Meetings and Events
Section: _5______________________
Subject: Dinner Meetings

Effective Date:	
Supersedes:	
Retired Date:	
Author:	Michael Mills and Robbin MacKenzie Thomas

Policy Statement:

The purpose of this policy is to define the methods and procedures required for planning and executing PMI OC Chapter Dinner Meetings.

Definitions:

- **PDU** - A Professional Development Unit is the measuring unit used to quantify approved learning and professional service activities related to project management. One (1) PDU is earned for every one hour spent in a planned, structured learning experience or activity.

Procedure:

Dinner meetings provide the opportunity to network with other Project Managers, learn and earn continuing education units (PDU), participate as chapter volunteers, or serve as an appointed officer. The dinner meetings are typically or generally held once a month on the second Tuesday of every month.

The Dinner Meeting spreadsheet should be used as a guideline for planning. There are many tasks to be done in preparation for the dinner meetings. The following is a list of these tasks:

1. **Plan**

The Dinner Coordinator will put a team together for the Dinner Meetings. Planning should start two-weeks in advance to make sure people are available to carry out their assignments. The week prior to the meeting should be used to follow up on these tasks..

- Acknowledge – Need to confirm that each of the volunteers will be available and able to assist with the pre-dinner meeting assignments. If volunteers are not available then the Dinner Meeting Coordinator may need to fill-in.

2. **Agenda**

All BOD to provide agenda items to the Dinner Meeting Chair one and a half weeks prior to the Dinner Meeting. The agenda for each Dinner Meeting is put together by the Dinner Meeting Team. Each drafted agenda is provided to the Board of Directors for review, any adjustments, and then final approval by Dinner team. The following items are included on the agenda:

- Volunteer of the Month (VOM) – a collection of candidate nominations from each Director is received using a nomination form and reviewed by the Board of Directors (BOD). The BOD determines which nominee will be the next VOM. The Director of Memberships and/or Volunteer Coordinator will provide the team with this information each month. Biographical and PMI activities are obtained from each VOM for the presentation and s/he is presented with a VOM Certificate of Recognition and Dinner Certificate at the Dinner Meeting.
  - Contact Membership team for VOM process. Note any member can nominate a VOM.
- Premium Vendor of the Month – the Advertising and Sponsorship Support person will provide the vendor of the month for each dinner meeting.

3. **PowerPoint Presentation**

All BOD to provide PowerPoint information to the Dinner Meeting Chair one and a half weeks prior to the Dinner Meeting. A PowerPoint presentation will be put together by the dinner team and finalized for the dinner meeting.

- One PowerPoint presentation will provide the Agenda for the Dinner Meeting. See sample in Ops Manual Appendix.
- A second PowerPoint presentation will be created as a 'Dinner Loop' that includes Membership Orientation Team, Pictures, Event Announcements, Volunteer Opportunities, and PMI Member Services links. See Appendix for a sample of this presentation.

4. **Speaker Coordination**

The Speaker Coordinator will call the speaker and get the presentation materials for the dinner meeting.

- The Speaker Commitment Form is provided to the speaker and it is used to get information to Marketing for the website. (For additional information on how the speaker is obtained for the meeting please refer to the Speaker Guidelines in the Operations Manual)
- Information on speaker will also need to be uploaded to Prolific for the Director of IT and Marketing to access it. The path is Prolific: PMI-OC

Event & Convention Posting Collaboration Project/2012 Dinner/monthly folder which includes the Information Sheet and Bio.

5. **Master of Ceremonies (MC) Coordination**

The MC will be selected by the Dinner Meeting team. A person on the dinner meeting team will be assigned as the MC Coordinator . S/he will follow up with the MC for that month and confirm their availability at least two weeks in advance and provide the MC with the agenda at least three to five days before the Dinner Meeting.

6. **Hotel Coordination**

The hotel contract is coordinated by the Operations team, reviewed annually by the Board of Governors and approved by the President.

- Dinner Meeting costs are pre-arranged under the contract agreement and an invoice is received after every dinner meeting to be signed off by the OC Chapter President.
- Venue – a volunteer from the Dinner Meeting team will work with hotel management monthly prior to each Dinner Meeting to handle the following tasks:
    - A/V equipment - coordinate with hotel /venue regarding availability of facilities such as audio-visual system, mic, internet, dinner tables etc.
    - Parking
    - Banquet Order - work with hotel management to determine menu
    - Headcount
    - Headcount update (final)
    - Request room/table
    - Music – see if the venue can support our music.

7. **Gifts/Raffle**

A volunteer from the Dinner Meeting team will coordinate the gifts/raffle. The following are items that are provided as gifts or part of raffle:

- Mugs
- Speaker Gift - arrange gift card/designated PMI-OC gift to the speaker
- Vendor Raffle
- Wyndham Raffle
- PMI Raffle

8. **Name Badge Labels**

Labels are printed up for attendees who registered through the PMI-OC Website. The registration file can be obtained by the Dinner Meeting Chair. The Director of IT will need to be informed by the VP of Operations to give access rights to the Dinner Meeting Chair.

- Directions for creating/printing the name labels will be included in the Appendix of the Operations Manual.

- A volunteer will create the labels. For security reasons the volunteer should ONLY be provided with the following information in Excel: first name, last name, title, and company of the registrant.
    - The volunteer can purchase labels and be reimbursed for it. The volunteer will need to fill out an expense report and scan the receipt. This should then be provided to the Dinner Meeting Chair via email and copy the Director of Programs.
    - Dinner Meeting Chair to provide Expense Form to the volunteer. Contact Director of Finance for latest version of expense form.

9. A/V Coordination

Laptop, overhead projector (OHP), and A/V equipment check is done two days prior to the meeting.

A music CD should be obtained from the Dinner Meeting Chair to keep high energy going at the meeting. Will need equipment to support this such as a boom box.

10. Review

Day before the meeting, go back through all of the tasks to make sure they are completed prior to the dinner meeting and verify tasks to be done at the dinner meeting are cared for.

11. Day of the Dinner Meeting

- Register/Participation
- Bring labels to the meeting
- Setup laptop
- Setup A/V
- Setup OHP
- Get all gifts
- Meet Speaker
- Meet Vendor
- Time Keeping
- Master of Ceremonies – will host the dinner meetings
    - Introduce the speaker and vendor
    - Present the speaker gift
    - Conduct raffles
- Final Hotel Coordination
- Surveys – tailor form title to current month
    - Bring surveys for attendees
    - Encourage participants to fill in survey

12. **After Dinner Meeting Event**

- The Registration list should go to the Diner Meeting Chair, Director of Internal Marketing (who uploads the walk-ins into the database), and to the Director of Programs.
- Collect the Dinner Meeting Survey – assign a volunteer to review the survey and provide a summary of the feedback to the Dinner Meeting Chair and Director of Programs.
  - Upload the summary into Prolific: PMI-OC Event & Convention Posting Collaboration/2012 Dinner and into the corresponding monthly folder.

13. **Dinner Meeting Document Appendices**

The following documents are included as appendices in this Operations Manual for example and reference purposes. Please refer to these appendices for more specific information on these documents.

G. **Dinner Meeting Process August 2011 –** sample spreadsheet that provided the Dinner Meeting Guideline that can be used for each dinner meeting.
H. **Dinner Meeting Agenda –** sample of a Dinner Meeting Agenda that can be used as a template.
I. **PMI OC Labels** - instructions for printing the dinner meeting name labels
J. **Expense Forms –** created and updated by the Finance Team. Contact the Director of Finance to get the form. Sample of form also in Ops Manual Chapter 15 – Finance.
K. **Name Badge Label Template –** path in Prolific: PMI-OC Events & Convention Posting Collaboration/Meeting Templates/Dinner Meeting Templates.

Appendix "A" – July 2012 Dinner Meeting Agenda Final

Project Management Institute – Orange County

Dinner Meeting Agenda

July 17, 2012

5:30	Members and guests arrival, registration and networking Platinum Edge Sponsor 2 (20min) Tours will start at 5:40 and 6:05 for those interested.
6:30	Michael • Good Evening and Welcome PMI-OC members and guests • Speaker: Dan Stetson • Topic: The Maddie James Seaside Learning Center
6:30 – 6:40	Michael • Introduce BOG present (ask them to stand) • Employers and/or recruiters: Announce job opportunities • Members in Transition - Give your elevator speech • Reminder: You can also post openings & look for openings at www.pmi-oc.org • Networking activity: Please introduce yourself to others at your table by presenting your "2 minute elevator speech" while you are enjoying your meal.
6:40 – 7:40	Dinner
7:00 – 7:10	Premium Sponsor Presentation – n/a
7:00 – 7:40	Michael • Introductions: (10 Minutes) • Acknowledge first timers • Acknowledge new CAPMs (Frank hand out caps) • Acknowledge new PMPs. (Michael to assist with handing out mugs). • Acknowledge New PMI-ACPs • Announcements (22 Minutes) • Importance of Pre-Registration Michael (2 Minutes) • July 18 PMI-OC Member Orientation Ragu (2 Minutes) • July 21 Breakfast Meeting Chris (2 Minutes) • August 4 ATS 7 factors to lead global teams Dave? (2 Minutes) • August 14th Networking Fun Offsite Michael (4 Minutes) • August 15th PMI-OC Networking Event Lisa (2 Minutes) • September 11 Annual Conference Bryan (2 Minutes) • October SoTec Conference Greg/Lori (2 minutes) • Volunteer Opportunities/Needs Lisa (4 Minutes)
7:40 – 7:45	B r e a k T i m e
7:45 – 8:40	Kevin Speaker Presentation – The Maddie James Seaside Learning Center, Dan Stetson Kevin – Presentation Take Aways
8:40 – 8:45	Michael • Present speaker "Thank You" gift • Raffles: o OSP International LLC – PMP Exam Simulator Giveaway Read instructions o PMI-OC Raffle (sponsored by PMI-OC) QTY 4 • Thanks & closing remarks
9:00-9:10	Dinner Team takeaways and lessons learned

Appendix “B” – PMI OC Labels

PMI OC Labels
Attachments: Sample Excel database and PMI OC Logo. Save the attachments in your computer. You will need them later.

1. **Prepare the Database**
   a. See attached file and follow Column labels.
   b. Remove SPACES from the Column Labels. (Spaces will create and error in the Avery software.)
   c. Create two columns named CompanyName2 and Title2.
   d. Split longer company names and titles into two so these will print legibly on the labels. Note: Longer company names and titles will cause the label line to shrink to fit the whole thing. So I found it better to actually split them in two lines each on the label. However, you do not want to do this with the First and Last Names.
   e. Edit the company names and title and delete any “OTHER,” “Unemployed,” “No Work,” etc. entries that the participant might enter in the internet application. I leave these entries blank. But if I know based on the last column (PMICertification) that the participant is a PMI member, I type under the Title column, “PMP.”
   f. Sort the database by LastName. This important.
2. **If you do not have it yet, download the free Avery DesignPro and install.**
   Windows: http://www.avery.com/avery/en_us/Templates-%26-Software/Software/Avery-DesignPro-for-PC.htm
   http://www.avery.com/avery/en_us/Templates-%26-Software/Software/Avery-DesignPro-for-Mac.htm
3. **Create a new label project.**
   a. Click on **Design From Scratch**.
   b. Under Format, select **All Avery Products.**
   c. Leave Page orientation in **Portrait**.
   d. In the Find Item box, type in **5395** and click on **OK**.
   e. When the blank label comes up, from the menu bar click on **Insert – Image from file** – and browse to find the logo I sent (unless you already have one.)
   f. Reposition and center the logo at the top of the label. I just drag the logo so the top edge of the logo is in line with the label, without going outside of it.
   g. From the menu bar click on **Database**, then click on **Open**.
   h. On the **Open Database** popup, click on **Link Database**.
   i. On the **Select Data Source** pop up, click on **New**.
   j. On the **Create New Data Source** pop up, select **Driver do Microsoft Excel (*.xls)** and click on **Next**.

k. On the next pop up, click on **Browse** and locate the Excel file that you just created in Step 1. Excel files do not appear; change the **Save as Type** to **All Files**, click on **Next** and then click on **Finish**.
l. On the **ODBC Microsoft Excel Setup** pop up click on **Select Workbook**.
m. On the **Select Workbook** pop up select the Excel file that you want to use then click **OK**.
n. Then back on the **ODBC Microsoft Excel Setup** pop up click on **OK**. (Overwrite a file if you need to when asked.) Here the Excel file you used will have a new file name extension, such as: **label.xls.dsn**.
o. Click on the **dsn** file name of the Excel file you used then click on **OK**.
p. On the **Database Options** pop up click on **Insert Fields**.
q. Select **FirstName**, then Click **Insert**. The label should now have the **FirstName** filed on it.
r. Click on the label and add a space after **FirstName.**
s. Click on **LastName** (actually, the wizard will drop the selection to the next available field) and click **Insert**.
t. Click on **CompanyName1** and click on **New Line** and then **Insert**. The filed will be Inserted on the next line on the label.
u. Repeat for the other fields until all fields are inserted and click on **Close**. Do not insert the PMICertification filed.
v. Center all the field lines and format the label. I usually increase the First and last Names to about 26 font size. The other fields can be lesser to fit all the fields in the label without shrinking the lines to fit.

Appendix “C” – Dinner Meeting Planning Checklist

Checklist & Timelines

Task	Detail	Responsibility	ECD	Status	Comments
Plan	Plan	Michael Mills			
	Acknknowledgement	Michael Mills BOG,BOD			
Agenda	Draft 1 (dinner team)	Michael Mills			
	Draft 2 (BOD)	Michael Mills			
	Draft 3 (BOD)	Michael Mills			
	Final Draft	Michael Mills			
Powerpoint Presentation	Draft 1 (dinner team)	Michael Mills -send email to all BOG, BOG 1 1/2 week prior to each month asking them for updates for slides			
	Final Draft	Michael Mills-send email 1 day prior to dinner meeting (Final call for dinner slide input/changes)			
Speaker Coordination	Call Speaker	Kevin Reilly			
	Get presentation materials	Kevin Reilly			
MC Coordination	Confirm	Kevin Reilly			
Hotel Coordination	A/V Equipment request	Michael Mills			
	Parking	Hotel validates			
	Additional Table Requests	Michael Mills - ask Terri At Wyndham to add to banquet Order			
	Banquet Order	Michael Mills			
	Headcount	Michael Mills			
	Headcount update	Michael Mills			
	Headcount update (final)	Michael Mills			
Gifts/Raffle	Mugs for New PMP's	Michael Mills -need to get box of mugs from Robbin (need to reach out to Nora Goto for vendor & reorder info- then give to new internal marketing Joe Parker for future ordering) (Also need to go to storage to verify current inventory)			
	Speaker Gift	Michael Mills - usually 25. gift card for speaker			
	Vendor raffle	Michael Mills -get from PMI-OC Marketing			
	Wyndham Raffle	Michael Mills- get from Terri at Wyndham			
	PMI raffle	Michael Mills or new volunteer (usually give away 2-3 gift cards each month)			
Labels	Create file for labels	Bulend			
Name Labels	Print Labels	Kaan Lu (April & May 2012) (need new volunteer Starting June)			
A/V Coordination	Laptop check	Shaun			
	OHP check	Shaun			
	A/V Equipment check	Shaun			
Dinner Meeting Survey	Dinner Meeting Survey				
Review	Review -confirm all equipment is working prior to dinner	Shaun			
Dinner Meeting	Register / Participation	Bulend			
	Bring labels to the meeting	Kaan Lu (April & Mary 2012) (need new volunteer June)			
	Setup Laptop	Shaun			
	Setup A/V	Shaun			
	Setup OHP	Shaun			
	Run slide deck at meeting	? Shaun or Michael			
	Music - bring CD	Shaun ?			
	Get all Gifts	Michael Mills or a new volunteer			
	Meet Speaker	Michael Mills or Kevin Reilly			
	Meet Vendor	Michael Mills			
	Time keeping	Michael Mills or new volunteer			
	MC for the evening	Michael Mills -need to coord.			

PowerPoint Slides (Dinner Meeting)

Power point dinner meeting slide check list:		
new	2012 Sept. Annual event	Get details from PMI-OC website home page or calendar page - or Bryan Forte for up to date status
new	2012 July event	get details from Robbin Mackenzie Thomas - we are considering an alternate location that month
ADD	Join Community of Practice	get details from pmi.org http://www.pmi.org/en/Get-Involved/Communities-of-Practice.aspx
ADD	PMI-OC Mission, vision, Purpose	add to all future dinner meeting slides. Get mission, vision purpose from pmi oc website or from Robbin
ADD	PMI-OC.org JOB	get details from pmi-oc website (put statement - checkout open jobs on PMI-OC.org
	Project of the Year	Get details from PMI-OC website home page or calendar page - or Dave Cornelius for up to date status of project
	Upcoming ATS event	Get details from PMI-OC website home page or calendar page
	Upcoming PMP Prep	Get details from PMI-OC website home page or calendar page
	Next Networking event	Get details from PMI-OC website home page or calendar page
	Next New Member orientation	Get details from PMI-OC website home page or calendar page
ADD	Milestones slide	show front page of current milestones with a link & note to remind folks to view it !
ADD	4/1/12 New BOG pictures & title	create one new slide with pictures of new BOG members & president -add position titles
	Next dinner meeting speaker info	get from Kevin Reilly or pmioc website
	Recent PMP's	get info from online Milestones magazine on pmioc website
	New Members	get info from online Milestones magazine on pmioc website
	pictures from various events	start collage page of pictures - ask bog, bod for recent pictures from recent events

<u>Sample</u> Dinner Meeting Process, August 2011

Task	Detail	Responsibility	ECD	Status	Comments
Plan	Plan	Bulend	3-Aug	**Complete**	
	Acknknowledgement	Bulend, Lalith, Barbara, MC	3-Aug	**Complete**	
Agenda	Volunteer of the Month	Joe Paradiso	3-Aug	**Complete**	
	Draft 1 (dinner team)	Bulend	4-Aug	**Complete**	
	Draft 2 (BOD)	Bulend	6-Aug	**Complete**	
	Draft 3 (BOD)	Bulend		**Complete**	
	Final Draft	Bulend	8-Aug	**Complete**	
	Premium vendor of the month	Nick Zimmerman	3-Aug	**Complete**	None.
Powerpoint Presentation	Draft 1 (dinner team)	Barbara	3-Aug	**Complete**	
	Final Draft	Barbara	6-Aug	**Complete**	
Speaker Coordination	Call Speaker	Jay	8-Aug	**In-progress**	
	Get presentation materials	Jay			
MC Coordination	Confirm	David Shostak	4-Aug	**Complete**	
Hotel Coordination	A/V Equipment request	Bulend	4-Aug	**Complete**	
	Parking	Bulend/Terri	4-Aug	**Complete**	
	Banquet Order	Bulend/Terri	4-Aug	**Complete**	
	Headcount	Bulend/Mike/Terri	3-Aug	**Complete**	
	Headcount update	Bulend/Mike/Terri	5-Aug	**Complete**	
	Headcount update (final)	Bulend/Mike/Terri	9-Aug	**Complete**	
	Request room/table?			**N/A**	
Gifts/Raffle	Mugs	Bulend	3-Aug	**Complete**	
	Speaker Gift	Bulend	6-Aug	**Complete**	
	Vendor raffle	Bulend	9-Aug	**Complete**	No vendor.
	Wyndham Raffle	Bulend	9-Aug	**Complete**	
	PMI raffle	Bulend	6-Aug	**Complete**	
Labels	Create file for labels	Bulend	9-Aug	**Complete**	
Name Labels	Print Labels	Bulend	9-Aug	**Complete**	
A/V Coordination	Laptop check	Bulend	7-Aug	**Complete**	
	OHP check	Bulend	7-Aug	**Complete**	
	A/V Equipment check	Bulend	7-Aug	**Complete**	
Review	Review	Bulend	8-Aug	**Complete**	
Dinner Meeting	Register / Participation	Bulend	9-Aug	**Complete**	
	Bring labels to the meeting	Bulend	9-Aug	**Complete**	
	Setup Laptop	Bulend	9-Aug	**Complete**	
	Setup A/V	Bulend	9-Aug	**Complete**	
	Setup OHP	Bulend	9-Aug	**Complete**	
	Get all Gifts	Bulend	9-Aug	**Complete**	
	Meet Speaker	Bulend	9-Aug	**Complete**	
	Meet Vendor	Bulend	9-Aug	**Complete**	
	Time keeping	David Shostak	9-Aug	**Complete**	
	MC	David Shostak	9-Aug	**Complete**	

Contact	Email	Responsibility
Lalith	lalithw@brandix.com	Lables
Barbara	barbara.stroud@experian.com	Dinner Slides
Jay	jaypbstn@live.com	Speaker Coordinator
Alfredo	JoseAlfredo.Martinez@MolinaHealthCare.com	Speaker Coordinator
Charles	charlesbpatrick@gmail.com	Lables II
Angela	AngelaStark@technisource.com	Resume Review
James	jbanayad@misicompany.com	Dinner Meeting Co - Maybe?
Mike	mike.dering@pmi-oc.org	Registration List
Dave	dshostak@socal.rr.com	MC Coordinator
Joe	joe.paradiso@pmi-oc.org	Volunteer of the Month

1. David Shostak - March 2011
2. Dave Cornelius - April
3. Lori Shapiro - May
4. Stephen June - June
5. Teresa Ortega Rosenbaum - July
6. Daivd Shostak - August

1. Lori Shapiro - Sept
2. Dave Cornelius - Oct
3. Denise Moon - Nov
4. Lori Shapiro - Dec
5. Teresa Ortega Rosenbaum - Jan 2012
6. Sue Thompson - Feb 2012

Section 4. Dinner Survey

Part III: Policies / Procedures

Chapter: 18 – Component Meetings and Events
Section: ___NEW____________________
Subject: Dinner Meeting Survey

Effective Date:	
Supersedes:	
Retired Date:	
Author: Michael Mills and Robbin MacKenzie	

Policy Statement:

The purpose of this policy is to define the methods and procedures required for planning and executing the PMI OC Chapter Dinner Meeting Survey.

Definitions:

- **Dinner Meeting Survey** – collection of feedback from the Dinner Meeting attendees.

Procedure:

The Dinner meeting survey is a tool used by the PMI OC Chapter Operations team to get feedback from event attendees regarding the meeting, the program and speaker, about the attendee, and any other comments they would like to provide on the survey. The reason for the survey is to collect information to show trends and be used for continuous process improvement.

The surveys for the Dinner Meeting event had been provided in the past, but has been revived again for the Dinner Meetings in 2012.

The Dinner Meeting Survey is provided for each monthly meeting. The following is a list of these tasks:

1. **Plan**

The Dinner Meeting Chair develops the questions for the survey. The survey can be updated annually, if required.

2. **Day of the Dinner Meeting**

The survey is provided at each Dinner Meeting event and placed on the tables before the start of the event.

3. **After Dinner Meeting Event**

The survey will be used within the Dinner Meeting team to review and evaluate monthly. The trends can be shared with the Operations and BOG. All of the information is used for continued process improvements of Dinner Meeting events.

- A volunteer will be assigned to review the survey and provide a summary of the input on a monthly basis.
- The summary will be uploaded into Prolific: PMI-OC Event & Convention Posting Collaboration Project/2012 Dinner – monthly folder.
- A copy of the summary will be emailed to the Dinner Meeting Chair and Director of Programs

4. **Dinner Meeting Survey Document Appendices**
The following document will be included as appendices in the Operations Manual for reference purposes. Please refer to these appendices for more specific information on this document(s).

L. **Dinner Meeting Survey from November 2012 –** sample survey of November Dinner Meeting Survey questionnaire. The template is available through the Dinner Meeting Chair.

Appendix "A" – Dinner Survey, June 2012

PMI Dinner Meeting Survey

Program: June 12, 2012 Topic: PMI-OC 2012 Project of the Year

Speaker: SCE's Web Presentation Team Title: Edison SmartConnect

Your feedback is important for our continued improvement of these programs. Please rate the following on a scale of 1 to 5 with 5 being the best and 1 being the worst.

About the Meeting	1	2	3	4	5	Comment
Registration Ease						
Greeting at the door						
Time and Day of the meeting						
Meeting format and length						
Venue (Facility, Parking, Location)						
Event Staff and Service						
Meal						
Overall rating of event						
Program and Speaker						
Speaker had good knowledge of topic						
Speaker stimulated interest in the topic						
Speaker successfully communicated topic points						
Speaker effectively answered audience questions						
Speaker presented something of value to take away						

About Yourself	Yes	No	Comment
Are you a PMP?			
Are you a PMI chapter member?			
Was this your first PMI-OC dinner meeting?			
Were you able to speak with PMI-OC Officers?			

Other
In what industry do you work?
What was the main reason you attended this event?
How did you learn about tonight's event?
Additional Comments/Suggestions for the Speaker:
Additional Comments/Suggestions about the Facility or Meal:
Additional Comments/Suggestions for Future Dinner Meeting Topics or Speakers:
Additional General Comments or Suggestions:

Section 5. Annual PM Conference with Career Fair

Part III: Policies / Procedures

Chapter: 18 - Component Meetings and Events
Section: 3
Subject: Annual PM Conference with Career Fair

Effective Date:	
Supersedes:	
Retired Date:	
Author: Li Shen Tan	

Policy Statement:

The purpose of this policy is to define the methods and procedures the PMI OC Chapter shall follow when planning for and executing an Annual Conference. The Annual Conference is for the PMI Members and Project Management Industry to come together.

Definitions:

PDU – A Professional Development Unit is the measuring unit used to quantify approved learning and professional service activities related to project management. One (1) PDU is earned for every one hour spent in a planned, structured learning experience or activity. Fractions of PDUs may be reported as .25 increments following one full hour.

Annual Conference Committee – when the Board of Directors has decided on scheduling this event a committee is put together to plan and implement the annual conference. This group is comprised of core members: VP of Operations, Director of Programs, VP of Communications, and VP of Finance along with the Operations Project Manager.

Procedure:

The PMI OC Chapter Board of Governors (BOG) will meet to discuss the annual event for the Chapter, which will now be referred to as the Annual Project Management Conference with Career Fair. They will approve the conference and the dates one year in advance. In the past, the annual conference has been scheduled between September 1 and September 30 and replaces the monthly meeting during that time period.

1.0 Hiring Project Manager

The BOG will finalize the selection of a Project Manager from the Operations department in January of that year. The Project Manager is then hired to manage and implement the Annual Conference at least **7 – 8 months** ahead of time.

- The Project Manager is briefed on the core members of the Annual Committee, provided an Organization Chart, contact information, and conference number.

2.0 Initial Meeting with the Core Team

A kick off meeting is scheduled to discuss and review the following:

- Review information from previous events
- Seek advice from Advisory Team (usually comprised of one or two people who worked the event before)
- Obtain previous documents and bring it to the meeting
- Schedule weekly Status Meetings
- Discuss roles and responsibilities for the following areas:
  - Contacting sponsors
  - Social Media, website and print advertising
  - Identifying and contacting employers for the Career Event
  - Identifying and contacting the speakers for the event
  - Determine venue location, contract and cost
  - Banquet food

3.0 Logistics

Prepare the logistical needs in order to execute the event.

- Venue
  - Location - identify the location for the Annual Conference; determine if space is available for the event, and review contract and cost.
  - Food – determine the style of food to be served at the event (buffet, sit down, etc.). Put together the Event Banquet Order.
  - Finalize the venue contract – this is part of an existing annual contract. If there are any changes to the contract or additional costs it should be reported to the VP of Operations who will then present it to the Board of Directors and get Finance's acknowledgement.
    - Report all costs to Finance to ensure the event does not go over budget.
- Registration
  - Open pre-registration – this should take place at least one month in advance. The earlier you open it the more time you will have for marketing and publicizing the event. There are three areas that need to be met before you can open pre-registration:
    - Keynote Speaker needs to be confirmed, which also means you have your theme identified. (Refer to Ch. 18 Component Meetings and Events: Speaker Guidelines in the Operations Manual)
    - Agenda/Format for the day needs to be finalized so the people will know what kind of event to register for.

        - Finalization of ticket prices
    - Close pre-registration – close pre-registration the day before the event by 11 pm that evening.

4.0 Event Format

The Core Team will determine the format, agenda and finalize the date for the event. This may suggest the following:

- Main Keynote Presentation or Speaker – The keynote presentation will be the highlight of the day. This will be a one-hour presentation.
    - The Keynote Speaker is usually compensated for the annual conference. The budget is prepared at the beginning of the year and set aside for speakers. The VP of Operations provides the budget information to the Project Manager and Speaker Coordinator.
- Concurrent Breakout Sessions - Determine how many tracks will be provided based on the theme selected by the committee.
- Career Fair – Determine the number of employers that will be at the conference. They will highlight the theme of the conference.
- Vendor Showcase – They will showcase their products and services aligned with the theme of the conference.
- PMI Board Member Presentation – presentation given by the President and VP of Operations.
- Each category is up to the committee to decide based on how elaborate the event will be and food costs. This would need to be determined ahead of time for Finance to be aware of it.
- Items that are considered in the budget:
    - Keynote Speaker
    - Venue
    - Marketing
    - Incentive payment (if applicable)
    - Sponsor (if applicable)
    - Give Away/Raffle – given to first 30 people who registered.
    - Sponsors may provide gift items for the raffle.
- Documentation for 2011 PM Conference
  There is a folder in Qtask set up for this project called "PMI-OC Professional Development Day 2011". This was the original working name. The general folder where information can also be found is "PMI-OC Events and Convention Posting Collaboration" - "2011 Dinner" - "i-Sep".

5.0 Speakers

For the speakers, a target list of speakers will be made available and reviewed by the Core Team. A selection of speakers will be made and finalized for the event.

- The Speaker Coordinator will take on the responsibility of contacting the selected speakers to confirm availability, price (if applicable), and relevancy.
- The speakers will be secured and a payment arrangement will be determined. The Core Team will work with Finance regarding the payment process.

6.0 Sponsors and Vendors

The Core Team will review the list of past sponsors and vendors, companies selling PM tools in OC, and university alliances.

- Establish a target list of sponsors and vendors.
- Finalize the sponsor list and initiate discussions with the companies.
- A sponsorship form called PMI OC Project Management Conference Sponsorship/Advertiser Agreement will be provided for the sponsors to fill out to determine level and value of sponsorship. (Go to Ch. 18 Component Meetings and Events section 11 Sponsorship; sample form also provided at end of this policy)
- Collection of vendor/employer payments will be obtained to secure spots at the event.
- Determine discount for past exhibitors and offer this to exhibitors when approved
- Determine what to offer sponsors (5 free dinners, one year of advertising on PMI-OC, etc.)

7.0 Employers and Recruiters

The Core Team will establish a target list of employers and recruiters for the Career Event.

- Review list of members and companies - obtain list of companies from past events and membership profiles. Also look at list of potential employers
- Decide on price for employers
- Establish to reach out and initiate discussion with the Companies
- Finalize the list of employers – if the minimum is not met in the first round consider implementing an incentive system.
    - Advertise on the website that an incentive fee will be given to a member who refers PMI-OC to an employer and the employer decides to participate in the vent.
- Final collection of employer/recruiters payments to secure spots (work with Finance)

8.0 Marketing

The Marketing group will take care of the social media, website, and print advertising. This may include the following steps based on Marketing's processes:

- Provide Marketing plan and strategy
- Create Marketing collateral
- Start Marketing and publicity campaign
- Giveaways (door gifts) and/or raffle
- Conduct surveys as required to obtain indicative interest level and success
- Establish a feedback system of how many people benefited for future events
- Close Marketing Campaign

9.0 Day of the Event

PMI OC Ambassadors, group of volunteers, will provide general information, ushering, and time for dinner.

10.0 Forms/Documents used for the Annual Conference:

A. PMI-OC Conference 2011 (Milestones)

Below are some screenshots from the timeline used for the PM Conference in 2011 for example and reference purposes.

PMI-OC Conference 2011 (Milestones) May 18, 2011

Tasks 2

Name	Begin date	End date
TEAM COMMUNICATIONS - Core Team	3/16/11	5/24/11
Hire PM	3/29/11	4/5/11
Build team	3/31/11	4/19/11
Assign roles and responsibilities	3/31/11	4/19/11
Kick off meeting #1	3/16/11	4/6/11
Information Gathering - from previous events	4/5/11	4/15/11
Seek advice from Advisory Team (Adrienne, Kristine, Sylvan)	4/12/11	4/15/11
Obtain previous events' documents	4/5/11	4/12/11
Status Meetings (Weekly)	4/19/11	5/24/11
Conference Call #2	4/19/11	4/21/11
Conference Call #3	5/2/11	5/10/11
Conference Call #4	5/9/11	5/10/11
Conference Call #5	5/16/11	5/17/11
Conference Call #6	5/23/11	5/24/11
LOGISTICS - Core Team	3/31/11	9/13/11
Venue	3/31/11	4/22/11
Finalise Location	3/31/11	4/22/11
Review contract and cost	4/19/11	4/22/11
Determine spaces available	4/15/11	4/22/11
F&B	3/31/11	4/30/11
Determine style - buffet, sit-down, etc?	3/31/11	4/22/11
Event Banquet Order	4/29/11	4/30/11
Finalise Hotel contracts	4/29/11	4/30/11
Registration	7/1/11	9/13/11
Open pre-registration	7/1/11	9/10/11
Close pre-registration	9/12/11	9/13/11
EVENT FORMAT - Core Team	3/31/11	4/30/11

PMI-OC Conference 2011 (Milestones)

May 18, 2011

Tasks

3

Name	Begin date	End date
Finalise event date	4/5/11	4/29/11
Determine event concept	4/5/11	4/30/11
Determine format & agenda of event	4/5/11	4/22/11
Finalise event concept and format	4/29/11	4/30/11
Determine pricing of event for members and corporate partners	3/31/11	4/29/11
SPEAKERS - Jay	4/1/11	5/31/11
Establish target list of speakers	4/12/11	4/29/11
Selection of speakers	4/1/11	5/3/11
Finalise Speaker line-up	5/9/11	5/10/11
Contact Speakers - confrim availability and price and relevancy	4/19/11	5/20/11
Secure Speakers - arrange payment (work with Finance)	5/17/11	5/31/11
SPONSORS & VENDORS - Dave	4/12/11	8/17/11
Establish target list of sponsors and vendors ? including previous vendor sponsors, companies selling PM tools in OC, university alliances	4/12/11	4/29/11
Finalise sponsor list	4/29/11	4/30/11
Initiate discussions with Companies (employers, sponsors)	4/19/11	5/3/11
Continue to engage Companies (employers, sponsors)	5/3/11	8/16/11
Collection of vendor/employer payments to secure spots	8/16/11	8/17/11
Determine discount for past exhibitors and offer this to exhibitors when approved ($350 TBC, 2 free dinners, table provided)	5/2/11	5/20/11
Determine level and value of sponsorship ? Platinum, Gold, etc	5/2/11	5/20/11
Decide what to offer sponsors ? 5 free dinners, one year of advertising on PMI-OC	5/2/11	5/20/11
EMPLOYERS & RECRUITERS - Darius	4/19/11	8/17/11
Establish initial target list of employers and recruiters	4/19/11	5/20/11
Decide on price for employers - $500?	4/26/11	5/21/11
Establish plan to reach out to companies	4/19/11	4/29/11
Initiate discussions with Companies (employers, recruiters)	6/1/11	8/16/11
Finalise employer list (first round - if minimum not met, to implement incentive system?)	7/4/11	7/9/11
Continue to engage Companies (employers,recruiters)	6/22/11	8/16/11
Final collection of employer/recruiters payments to secure spots (work with Finance)	8/16/11	8/17/11
MARKETING - ?	4/26/11	9/13/11
Provide marketing plan and strategy	5/3/11	5/17/11
Create Marketing collateral	5/24/11	5/31/11
Start Marketing and publicity campaign	5/24/11	6/1/11
Giveaways (door gifts) and / or raffle	6/7/11	9/13/11
Conduct surveys as required to obtain indicative interest level and success	4/26/11	5/31/11
Establish a feedback system of how many people benefited for future events	8/16/11	9/10/11
Close Marketing campaign	9/12/11	9/13/11

B. Sponsorship/Advertiser Agreement Template

The PMI-OC Project Management Conference Sponsorship/Advertiser Agreement template is included in the Appendix of this Operations Manual for reference purposes.

C. Sample Checklist for PMI-OC Conference Event 2011

1. Has the Banquet Event Order been signed (and does it cover all that was agreed to by the hotel)?
2. How many companies have agreed to participate? How many agencies have agreed?
3. How many people are needed to handle the various room assignments, and do you have enough volunteers for these tasks?

(Room monitors, announcers to introduce the presenters, traffic monitors in the hallways, etc.)

4. How are the ambassadors going to be used/deployed at the event?
5. Who is handling the name badges? Does this person know that the badges must be available for the first people to register/check-in at round 2:30? (last year, the badges arrived late)
6. Do you have an information table set up next to the registration area to assist people in getting to the right venue and do you have volunteers assigned to it?
7. Does the Director of Finance have his people lined up to handle registration?
8. Does the Director of Finance have the most updated list of volunteers and speakers?
9. How will the Operations get the microphone equipment for the event?
10. Who is bringing the printed programs for the event and will the programs be on site when the check-in begins?
11. Is Communications planning one last eblast over the weekend just to promote this event?
12. How do you plan to handle the raffle for the Kindle? At the event or afterwards? If at the event, when will you announce the winner?
13. Has the photographer been informed of the event / who will be taking photos of all the sessions?

Appendix "A" – PM Conference Agreement template

PMI-OC 2011 Project Management Conference Sponsorship/Advertiser Agreement

(Enhancing Business Value with Project Management)

Sponsor/Advertiser

Company Name:		Contact:	
Address Line 1:		Phone:	
Address Line 2:		Fax:	
City:		Cell:	
State:		E-Mail:	
Zip:		Website:	
Date:			

Sponsor/Advertiser Rates

Event Sponsor ☐ Platinum: $1,000
Keynote Speaker Dinner Meeting Sponsorship ☐ Premium: $550 ☐ Silver: $450 ☐ Bronze: $350
Exhibitor Breakout Seminar *(Enhance your Project Management Career, New Trends in Project Management, Leadership Skills for Project Success)* ☐ Exhibitor: $300
Employer Sponsor *($500 before August 20, 2011)* ☐ Employer Sponsor: $600

Note: Detail description follows this page.

Payment Options

Please charge the credit card listed below (Please check one): ☐ Visa ☐ MasterCard ☐ AMEX ☐ Discover

Name on the Card/Check: ____________________________________

Card #: ______________________________ CVV: _____ Exp. Date: _______________

(Optional: E-mail finance@pmi-oc.org to arrange an over the phone credit card payment or fax to: 714-740-5922)

Authorized Signature: ____

(Pay by Check): Check Number: _____________ (Finance Approval): P.O. Number: _____________

Total Amount:

Terms of the Agreement:

1. Signing this agreement is a commitment (non-cancelable) to selected sponsorship(s) and/or advertisement(s).
2. All payments are required in advance. Terms are available with approval by the Finance group.
3. I have read and agree to the terms as set forth above.

Questions: Contact advertising and sponsorship @ (advertising@pmi-oc.org)

Signature

Authorized Signature	Print Name	Date

Project Management Institute – Orange County Chapter, Inc. • P. O. Box 15743, Irvine, CA 92623-5743
• Fax: 714-740-5922 • www.pmi-oc.org

Event Sponsor: ***$1,000***

- Premier Table Location for Event, plus the next dinner meeting
- Two Free Dinner Meeting Admissions ($120)
- Reduced cost for additional dinners ($30 each)
- ¼ Page Ad in Milestones for 2 months ($200)
- 10 minutes to speak to event attendees about your company's products and/or services
- Your logo and link on PMI-OC website and Email Blast for 2 months ($200)
- Listed as the Event sponsor (only one) in the Milestones article about the event
- May hold a raffle and keep the business cards they collect, they must provide the raffle gift. *Must be on our website prior to your showcase date.*

Keynote Speaker Dinner Meeting

Premium: $550

- Preferred table placement outside presentation area
- Two free dinners ($120 value)
- Reduced cost for additional dinners ($30 each)
- ¼ page ad in Milestones ($100 value)
- 5 minutes to speak to dinner attendees about your company's products and/or services
- Your logo and link on PMI-OC website and Email Blast for 1 month
- Your logo is used in the dinner advertising
- May hold a raffle and keep the business cards they collect, you must provide the raffle gift. *Must be on our website prior to your showcase date.*

Silver: $450

- Table setup outside the respective presentation areas
- Two free dinner ($120 value)
- Reduced cost for additional dinners ($30 each)
- ¼ page ad in Milestones ($100 value)
- Your logo and link on PMI-OC website and Email Blast for 1 month
- May hold a raffle and keep the business cards they collect, you must provide the raffle gift. *Must be on our website prior to your showcase date.

Page Break

Project Management Institute – Orange County Chapter, Inc. • P. O. Box 15743, Irvine, CA 92623-5743
• Fax: 714-740-5922 • www.pmi-oc.org

Bronze: $350

- Table setup outside the respective presentation areas
- One free dinner ($60 value)
- Reduced cost for additional dinners ($30 each)
- ¼ page ad in Milestones ($100 value)
- Your logo and link on PMI-OC website and Email Blast for 1 month
- May hold a raffle and keep the business cards they collect, you must provide the raffle gift.*Must be on our website prior to your showcase date.

Exhibitor Breakout Sessions (*Enhance your Project Management Career, New Trends in Project Management, Leadership Skills for Project Success*): *$300*

- Table setup outside the respective presentation areas
- One free dinner ($60 value)
- Reduced cost for additional dinners ($30 each)
- ¼ page ad in Milestones ($100 value)
- Your logo and link on PMI-OC website and Email Blast for 1 month
- Corporate brochure and marketing material distribution
- Posting of Job openings or position profiles
- May hold a raffle and keep the business cards they collect, you must provide the raffle gift.*Must be on our website prior to your showcase date.

Employer Sponsor: $600 (*$500 before August 26, 2011*)

- Premier table location for event in the employers' area
- Two free dinner ($120 value)
- Reduced cost for additional dinners ($30 each)
- ¼ page ad in Milestones ($100 value) and may also select another additional sponsorship level
- Your logo and link on PMI-OC website and Email Blast for 1 month
- Posting of job openings or position profiles at event
- May hold a raffle and keep the business cards they collect, you must provide the raffle gift.*Must be on our website prior to your showcase date.

Project Management Institute – Orange County Chapter, Inc. • P. O. Box 15743, Irvine, CA 92623-5743
• Fax: 714-740-5922 • www.pmi-oc.org

Appendix A. Appendix Item for Ch. 18 – Breakfast Meeting NEW

Appendix B. Appendix Item for Ch. 18 – Dinner Meeting process

Appendix C. Appendix Item for Ch. 18 – Dinner Survey NEW

Appendix D. Appendix Item for Ch. 18 – PM Conference

Appendix E. Appendix Item for Ch. 18 – Speaker Guidelines

Section 6. PMI-OC Mentoring Program Policies and Procedures

Part III: Policies / Procedures

Chapter: 18 – Component Meetings and Events
Section: ______________________________
Subject: Mentoring Program Policies and Procedures

Effective Date: December, 2013	
Supersedes:	
Retired Date:	
Author:	

Policy Statement:

The purpose of this policy is to define the methods and procedures required for planning and executing a PMI OC Mentor Program.

Definitions:

PMI = Project Management Institute

PMI-OC = Project Management Institute of Orange County

PDU = A Professional Development Unit is the measuring unit used to quantify approved learning and professional service activities related to project management. One (1) PDU is earned for every one hour spent in a planned, structured learning experience or activity.

FB = Facebook

Procedure:

- Establish Team
    - Project Manager
    - Marketing and Materials Coordinator
    - Communications and Evens Coordinator
    - Applications Manager
    - Social Media Coordinator
- Develop Project Charter and Plan
    - Submit for approval to PMI-OC
- Develop Key Pieces of Program
    - Length
    - Log
    - Tag Line
    - Mission Statement

- Benefits
  - Mentor
  - Mentee
- Characteristics
  - Mentor
  - Mentee
- Rules, Regulations, Guidelines, and Codes of Conduct
- Applications
  - Content difference of Mentee / Mentor application
  - How to fill out (digital / hard copy)
- Matching Process
- How to report for PDU's
- Once matched what is the process
- Marketing Materials
  - Brochure
  - Application
  - Information on where to follow Mentoring Program
- Decide on purpose and quantity of mentoring events
- Determine budget for print materials and mentoring events

- Get approval of pieces by PMI & PMI-OC
- Build Website/Webpage
- Get FB, Twitter, and a Blog Site
- Begin Marketing Phase
  - Dinner Meetings
    - Timeslot in Schedule
    - Powerpoint Slide
    - Space at table during reception/networking hour
      - Sign – Up Sheet
      - Brochures
      - Sign display
      - pens
  - Networking Events
    - Space at table during reception/networking hour
      - Sign – Up Sheet
      - Brochures
      - Sign display
      - pens
  - Email Blasts
  - Social Media Campaign
    - Twitter
    - Blog
    - FB
- Mentoring Events (2-3 hours in length)
  - Select location
  - Determine Menu
  - Determine Agenda

    - Determine Host/MC
    - Select Key Note Speaker
    - Determine Team Building Activity / Break Out Sessions
    - Determine if you need hand-out materials
    - Publicity for next event
- Graduation from Program
    - Process
    - What the mentors / mentees get

Chapter 22. Professional Development

Section 1. Advanced Topics Seminar (ATS) rvsn 1

Part III: Policies / Procedures

Chapter: 22 – Professional Development
Section: _9________________________
Subject: Advanced Topics Seminar rvsn 1

Effective Date: November 27, 2013	
Supersedes: December 8, 2011	
Retired Date:	
Author: Judy Berman	

Policy Statement:

The purpose of this policy is to define standard methods, procedures, and tools for successfully planning, designing, developing and facilitating the Advanced Topics Seminar (ATS).

Definitions:

PDU – A Professional Development Unit is the measuring unit used to quantify approved learning and professional service activities related to project management. One (1) PDU is earned for every one hour spent in a planned, structured learning experience or activity. Fractions of PDUs may be reported as .25 increments following one full hour.

Procedure:
PMI OC Chapter sponsors the Advanced Topic Seminars allowing PMPs to further their knowledge in different areas of Project Management and provides the required PDUs for their continuing education. This event is offered once a month, usually the first Saturday morning of the month, and is approved by the ATS Chair.

General Considerations:

1.0 Pre-ATS Meeting

- **Make PDU slips** - These slips are prepared and maintained by the ATS Chair. They are updated for each event. The slip is given to the speaker/attendees and provides the event information for logging PDUs.

- **Create event on PMI National site -** The ATS Chair creates each monthly event on the PMI site (http://www.pmi.org) so PDUs can be claimed.
    - Monthly event information is also added to the PMI OC Chapter website at http://www.pmi-oc.org/calendar.cfm. At the top of the event page it

shows the date, location, speaker and title of the event. In the body, it provides the Description (goals, presentation topics, speaker bio), PDUs, Cost (online registration ends at 10 pm PST on Thursday night), and Cancellation Policy.

- **Site Provider -** Work with site providers to ensure facility readiness: computer feed, projector operation, heating & cooling of the meeting room, adequate tables, etc.
  - May use the same facility as past events, but the room may vary. The room is identified at least half of the year.
  - The BOD reviews the site provider's contract.
- **Event Materials -** Be sure to obtain copies of handouts and supplementary materials as requested by the speaker for each event.
- **Speakers –** work with the Speaker Coordinator to get speakers for the event.
  - No death-by-PowerPoint speakers!
  - Every session must be interactive with practice exercises. Help them form the presentation to ensure it is highly interactive.
  - Completed commitment form must be uploaded to Prolific.
  - Marketing must have speaker topic and name in time for quarterly marketing postcards.
- **Replacement Speakers -** Find replacement speakers as required, often with little notice. ATS Chair manages a list of backup speakers. (Refer to Ch. 18 Component Meetings and Events: Speaker Guidelines in the Operations Manual)
- Purchase the refreshments

2.0 Day of the ATS Meeting

- Handle the registration/check-in (walk-ins, PDU slips, name tags)
- Set up the refreshments
- Set up the A/V equipment
- Make announcements at the ATS
- Introduce speaker
- Mention topics for future ATS
- Answer questions from attendees
- Thank the speaker at the end
- Present gift to speaker
- **Remind attendees about survey –** The ATS Chair develops the survey questions for the attendees using Survey Monkey for online surveys.

3.0 After ATS

- Do the bank deposit
- **Participate in PMI-OC management meetings –** The ATS Chair attends on behalf of the ATS events.
- **Make laptop updates –** Since the laptop is used for presentations it needs to have the latest MS Office software.
- **Maintain ATS history file -** The history file is stored in a Prolific as an individual file for each ATS (https://www.prolific.com/).

- **Maintain rolling ATS schedule -** Update the website as needed and send out email blasts. If an event ever needs to be cancelled or the location changes just tell the enrolled students.
  - In regards to holidays, there are two months in the year (September and July) that the event date is set to start the second Saturday of that month. This should be set at the start of the year.
- **Send on-line survey to attendees –** The online survey is sent out to the attendees within five business days after the ATS event by the ATS Chair.
- Review survey results after one week
- Review the survey with the speaker

Section 2. PMP Exam Prep Workshops

Part III: Policies / Procedures

Chapter: 22 Professional Development
Section: _3______________________
Subject: PMP Exam Prep Workshops

Effective Date:	
Supersedes:	
Retired Date:	
Author: Dan Healey	

Policy Statement:

One of the main objectives of the Project Management Institute (PMI) is to help promote and develop project managers to become certified as a Project Management Professional (PMP). A PMP is someone who can apply the methodology as defined by the PMBOK (Project Management Body of Knowledge). The Orange County Chapter of PMI (PMI-OC) has supported this goal by providing workshops intended to help individual interested in becoming PMPs. These workshops are conducted by a group of PMP volunteers that have an interest in helping others pass the PMP exam.

Definitions:

- **Training Team** - the individuals that conduct the PMP workshops through the implementation of the steps from the PMP Workshop Implementation Manual.
- **Administrative Team** - individuals associated with PMI-OC which include the Board of Governors and other administrative personnel needed to support the objects of the training team.
- **PMP Workshop Implementation Manual** - A manual has been organized in a chronological order and has used terms familiar with Project Managers. The manual is a step-by-step guide on how to create and conduct a PMP workshop and has been organized into distinct phases of initiation, planning, execution, control and closeout. The manual will be included as part of the appendix section in the PMI OC Chapter Operations Manual.

Procedure:

The purpose of the PMP Workshop Implementation Manual is to provide guidance to the volunteers that want to help implement a PMP workshop. Here is a high level summary of the implementation steps.

1.0 Roles and Responsibilities

Roles are defined based on a required level of effort and do not necessarily correspond to an actual job title. The roles and responsibilities defined below are specific to the needs of creating and implementing a PMP workshop

1.1 Training Team

- Director of Education
- PMP Workshop Program Manager
- Administrative Liaison
- Facility Liaison
- Instructor Liaison
- Training Material Liaison
- Closeout Administrator

1.2 Administrative Team

- Board of Governors
- Vice President of Operations
- Finance Administrator
- Marketing Administrator
- Information Technology Administrator

2.0 The Initiation Phase

This phase is provides the scope and budget for the classes to be conducted for the calendar year. The training team will work with the Board of Governors to determine the workshop goals for the next calendar year. The manual will provide guidance as to how to establish and conduct a "formal" training program. This phase will "kick-off" the program and will establish the annual calendar, the budget and venue/facility in general terms and a communication plan.

- Draft the schedule of classes to be offered.
- Check for initial availability of facilities and look into prior venues used (may enlist the assistance of a Facilities Liaison)
- Once a preliminary target set of classes are drawn with venues priced and checked for availability, and materials versions and pricing estimates are done, the Director of Education prepares the budget, and meets with the PMI Board of Governors to obtain approval.
- Establish communications and meeting schedule of approved classes for the calendar year.

3.0 Planning Phase

In the planning phase the training team will work with other PMI-OC administrative teams like marketing, information technology and finance to define the specific requirements for each planned workshop. In this phase the training team develops specific requirements around the workshop schedule, facility requirements, instructor assignments and training materials needed. During this phase each of the team members will need to coordinate their efforts to insure that all aspects of each workshop are happening in the correct sequence and at the appropriate date and time. Prepare the logistical needs in order to execute the workshops.

Ideally, initial planning should cover a single calendar year and occur at a minimum of two (2) months prior to the first session.

- Historically, three (3) workshops per year have been offered during Spring, Fall and Winter quarters. Each workshop series takes place over the course of 7 meeting/instruction days and there are six (6) sessions.

- Marketing will initiate a new campaign to promote the classes, and enlists the Technology Admin to use websites and other media to reach potential students, and Notify PMI-OC members via monthly e-mail newsletter.

- Workshop Registration - In order to receive PMI credit for the workshop, it must be registered with PMI National in order to receive the eligibility requirement of 35 contact hours in project management education.

- Communications/Interfaces - Internal communications to PMI-OC Marketing, Internet/Webmaster and Finance Officers are required in order to post the workshop schedule and availability on the PMI-OC website.

- Facility Logistics - Plan a facility for instruction and make it available for use when required.

    - Define Site Interfaces - This pertains to the infrastructure available and required for the class sessions to proceed without discomfort to students.

    - Payment -Coordinate with PMI-OC accounts payable and ensure that timely payments are made to the facility provider per the agreement

    - Reserve Site – Workshop Execution Team member coordinates with PMI-OC and obtains reservation hold from the facility provider for the dates on which workshop sessions are planned for the year.

    - Commit Final Reservation - Workshop Execution Team member confirms the dates for the sessions a month or two prior to the commencement of a particular session.

    - Set up Site for Instruction – set up the site for commencement of a session (Registration table, name tags cards/markers, site services check) and a class (easel/tablet, attendance sheets, evaluation forms).

- Instructor Assignments and Schedule – develop a final schedule at least 6 weeks prior to the start of the class. The list of approved instructors is extensive, warrants review, and updating on an annual basis. It is recommended that the instructors attend a "train the trainer" course annually prior to participating as an instructor. Also review prior year evaluations before assigning an instructor.

- Student Enrollment – A headcount of 10 drives the decision to proceed with the class or not. Should there be a small amount of enrollment, the optimum time to wait until a decision to proceed or not with the class, has to sync up with minimum cancellation timeframes required for facilities and materials ordering with no cancellation penalties.

- Instructor and Student Material – Procure required materials as needed based on pre-determined workshop schedule. The number of PMP Certification Sets required will be determined once the maximum number of students have enrolled and are verified. The sets must be ordered at a minimum of two weeks prior to the scheduled Orientation session.

4.0 Execution and Controlling Phase

In the execution and control phase the training team will be conducting a workshop.

- Classroom Logistics - Attendance sheets are passed out in the morning and afternoon start of classes. Payments may be collected for those who have not yet paid online or for the walk-ins.

- Instructor Coordination - instructors are contacted at least 2 weeks prior to their intended class, and backups are firmed up.

- Student Orientation - the Director of Education and the workshop project manager welcomes the attendees and gives an overview of the class syllabus, what to expect, where to go for help, facilities and support for the rest of the course.

5.0 Closeout Phase

In this phase guidance will be provided on how each workshop should be closed out and make sure that students are left with a positive experience.

- Instructor Evaluations - Instructor evaluations from all the classes are tallied and kept for future class instruction.

- Instructor Certificates - Instructor certificates should be distributed as soon as possible following completion of the teaching assignment; certainly no more than seven (7) calendar days after the date of the class. A spreadsheet should be compiled to track the issuance of certificates.

- Student certificates – student certificates should be distributed as soon as possible; no more than 7 calendar days after the date of the final class.

- Student Follow-up - PMP Exam Review Questions and PMP Exam Results

- Financial Closeout – the project manager reviews the money collected and to be paid with the VP of Operations involved in running the class, and settles out the last payments for the vendors and any other unpaid accounts.

6.0 **PMP Exam Prep Workshop Document Appendix**

The following document is included in the Appendix of this Operations Manual for reference purposes:

- PMP Workshop Implementation Manual version 1.1

Appendix “A” – Advanced Topics Seminar (ATS) Process Steps

Advanced Topics Seminar (ATS) Process Steps

Before ATS

- Make PDU slips
- Create ATS and dinner meeting events (assign numbers to them) on PMI national web site (PMI.ORG) so PDUs can be claimed by attendees of ATS and dinner meeting events
- Work with the site provider to ensure facility readiness: computer feed, projector operation, heating, cooling, of the meeting room, adequate tables, etc.
- Get master and make copies of group exercise handouts and supplementary materials needed during the class as requested by the speaker
- Find replacement speakers as required, often with little notice
- Ensure photographer and article writer have been assigned by Marketing or Communications

During ATS

- Make announcements at the ATS
- Welcome to attendees
- Remind about parking pass
- All attendees and volunteers please sign in at front desk
- Tell when there will be breaks
- Tell where bathrooms are located
- Remind attendees to turn phones to silent
- Tell attendees to help themselves to snacks during and after seminar
- Read speaker bio
- Mention topics for upcoming ATSs
- Answer questions from attendees
- Thank the speaker at the end of the presentation
- Present gift and free ATS document to speaker
- Remind attendees about on-line satisfaction survey that will be sent to them
- Remind attendees that usage of copyrighted material for personal use is OK. If you use it professionally, please contact the speaker to receive OK and agree on reimbursement.
- Remind attendees that we need presenters
- Thank volunteers
- Announce next month’s seminar
- Remind attendees to take some snacks as they leave

After ATS

- Participate in PMI-OC mgt meetings
- Update attendance including walk-ins and no-shows at PMI-OC.ORG

- Maintain ATS paper attendance history file
- Maintain/confirm rolling/next ATS schedule (room, date, room open time, and Wi-Fi login from Vanguard, and next speaker bio, subject, and head shot from presenter) and load to Prolific.com Events project and print to announce about next speaker at next ATS
- Send on-line satisfaction survey to attendees (use SurveyMonkey.com: user ID: GlenFujimoto@hotmail.com pw: pmioc)
- Get slide presentation PDF form presenter and send PDF of slide presentation to attendees
- Review survey results after one week

Appendix "B" – Steps for Claiming ATS PDUs at the PMI.ORG web site

Steps for Claiming ATS PDUs at the PMI.ORG web site:

1. Go to the PMI.ORG web site and log in.
2. Then, select View PDUs.
3. Then, select Report PDU.
4. For PDU Category, from the list, select "Cat A: Registered Education Provider/PMI Component".
5. From Activity type, from the list, select "Find an Activity (Course or Event)". Then, click Next.
6. Then, from your PDU slip, enter the following information:
   - For the Provider Number, enter: C026 (026 are numbers)
   - For the Activity number, enter: the six-digit date of the activity (for example, 050812 for the May 2012 dinner meeting.
7. Follow the instructions from that point on to report the PDUs.

Appendix "C" – PMP Workshop Implementation Manual

PMP Workshop Implementation Manual

Written by the Apprentice Team
Initial Release Date: July 5, 2011
Version:1.1
Revision Date: July 20, 2011

Project Management Institute
Orange County Chapter 26

Revision Log

Revision #	Date	Changes Made
1.0	7/5/11	• Initial Release
1.1	7/20/11	Expanded on description Requested by Alvin: • Review Version of documents (vendor does gap analysis & training) • Communication to Instructors (build reserves, consistent periodic announcements – use of email in the past)

Table of Contents

I. MANUAL OVERVIEW

1.0 Background

One of the main objectives of the Project Management Institute (PMI) is to help promote and develop project managers to become certified as a Project Management Professional (PMP). A PMP is someone who can apply the methodology as defined by the PMBOK (Project Management Body of Knowledge). The Orange County Chapter of PMI (PMI-OC) has supported this goal by providing workshops intended to help individual interested in becoming PMPs. These workshops are conducted by a group of PMP volunteers that have an interest in helping others pass the PMP exam. This manual has been created to document the step-by-step process required to implement a PMP workshop.

2.0 Purpose

The purpose of this manual is to provide guidance to the volunteers that want to help implement a PMP workshop. The manual is designed to be used as guidelines and does not claim to address all issues that may arise when conducting a workshop. The manual does try to capture the entire process from the moment that PMI-OC wants to create a workshop to the eventual closeout of each workshop.

3.0 How to use the Manual

The manual has been organized in a chronological order and has used terms familiar with Project Managers. The manual is a step-by-step guide on how to create and conduct a PMP workshop and has been organized into distinct phases of initiation, planning, execution, control and closeout. Included in the overview of this manual is the definition of the roles and responsibilities of two distinct groups. First there is the Training Team which is the individuals that conduct the PMP workshops through the implementation of the steps in this manual and second is the Administrative Team which is individuals associated with PMI-OC which include the Board of Governors and other administrative personnel needed to support the objects of the training team. Each of the distinct phases has specific goals and objectives, and defines key deliverables for that phase of the implementation process.

3.1 Initiation Phase

In the initiation phase the training team will work with the Board of Governors to determine the workshop goals for the next calendar year. In this phase the manual provides guidance as to how to establish and conduct a “formal” training program. This phase will “kick-off” the program and will establish the annual calendar, the budget and the venue/facility in general terms and a communication plan.

3.2 Planning Phase

In the planning phase the training team will work with other PMI-OC administrative teams like marketing, information technology and finance to define the specific requirements for each planned workshop. In this phase the training team develops specific requirements around the workshop schedule, facility requirements, instructor assignments and training materials needed. During this phase each of the team members will need to coordinate their efforts to insure that all aspects of each workshop are happening in the correct sequence and at the appropriate date and time.

3.3 Execution and Control Phase

In the execution and control phase the training team will be conduction a workshop. This phase will address all of the issues and concerns that may occur during a workshop and establish the expectations for providing a successful workshop.

3.4 Closeout Phase

In this phase guidance will be provided on how each workshop should be closed out and make sure that students are left with a positive experience. Part of this phase is to make sure that workshop participants are awarded certificates for their participation and that instructors are given their certificate of participation to document their volunteer efforts.

4.0 Roles and Responsibilities

Roles are defined in this section based of a required level of effort and do not necessarily correspond to an actual job title. In many cases a role may be performed by multiple individuals or an individual may perform more than one role. The roles and responsibilities defined below are specific to the needs of creating and implementing a PMP workshop

4.1 Training Team

- Director of Education
- PMP Workshop Program Manager
- Administrative Liaison
- Facility Liaison
- Instructor Liaison
- Training Material Liaison
- Closeout Administrator

4.2 Administrative Team

- Board of Governors
- Vice President of Operations
- Finance Administrator
- Marketing Administrator
- Information Technology Administrator

II. PMP WORKSHOP STEP-BY-STEP GUIDE

1.0 Initiation Phase

This phase is the initial planning phase that provides the scope and budget for the classes to be conducted for the calendar year. In the initiation phase the training team will work with the Board of Governors to determine the workshop goals for the next calendar year. In this phase the manual provides guidance as to how to establish and conduct a "formal" training program.

Inputs: Prior year's Class Schedules, Budget, Vendor contacts and contracts
Outputs: Revised target Classes, Project Approval, Budget

Drivers: New Calendar Year. (Need to start new classes to generate revenue and continue the practice of PMBOK)

The Director of Education performs the following Pre-planning activities:

1.1 Class Schedule

Draft the schedule of classes to be offered.
This will establish the annual calendar of activities for classes, the budget and the venue/facility in general terms and a communication plan.

6.2 Facility Availability

Check for initial availability of facilities and looks into prior venues used (may enlist the assistance of a Facilities Liaison)

6.3 Budget/Funding

Once a preliminary target set of classes are drawn with venues priced and checked for availability, and materials versions and pricing estimates are done (or any major changes are identified that may affect time and pricing), The Director of Education prepares the budget, and meets with the PMI Board of Governors to obtain approval.

6.4 Chapter Authorization

Obtained once Budget is approved

6.5 Communications and Meeting Schedule

Established for running the approved classes for the calendar year.

6.6 Program Kick-off

A kick off meeting is called and the communication plan with the approved activities for the year.

2.0 Planning Phase

This phase prepares the logistical needs in order to execute the workshops.
Type of Classes to be conducted have been determined, and this phase intends to set Guidelines to help setup a typical workshop.

INPUTS: New Workshops & Schedules,

	Approved Budget,
	Confirmed Facilities,
	T3 Instructor Pool
OUTPUTS:	Announcements,
	Revised Workshop Schedules,
	Student Enrollment,
	Contracts with Vendors (facilities, materials)
	Class Materials
	Instructor Materials
	Selected Instructor Pool
	Workshop Registration ID
DRIVERS:	New Class schedule for the Calendar Year

2.1 Workshop Announcements

Marketing initiates a new campaign to promote the classes, and enlists the Technology Admin to use websites and other media to reach potential students, and Notify PMI-OC members via monthly e-mail newsletter.

The 3 P's of Marketing should be kept in mind:

- *Product Positioning*
  Target Market Segment – anyone wishing to become (PMP) Certified in Orange County (and possible drifter from surrounding areas), including persons residing in Los Angeles, San Diego, Riverside and San Bernardino Counties.

- *Product Features*
  PMP Certification keeps you up to date, is world recognized, encourages professional growth and helps you get ahead.

- *Pricing*
  $900/$1000 member/non-member Advance Registration
  $1000/$1100 member/non-member Registration at the door
  $800 group rate for 3+ employees from the same company

  Other Considerations:

- *Budget*
  Identify the cost to conduct a PMI Exam Prep Workshop. Objective is to recover any cash outlay and to meet ROI. Current breakeven guideline is ten (10) student enrollments.

  The Enrollment will be monitored and PMI.org Finance VP will be consulted for appropriate allocation of expenditures and feasibility to proceed (A Go/No Go Meeting will be scheduled).

- *Key Market Segment Characteristics*

All courses are presented in face-to-face classroom settings. Other Cost-effective means may be evaluated (e.g., distance learning, live streaming media or video classes to improve reach and reduced class costs, thereby passing this savings on to virtual students, and ability to have competitive pricing).

- *Risks (Minimal)*
  - Low enrollment.
  - Instructor Availability
  - Facilities Availability
  - Materials shortage or needs update

2.2 Workshop Schedule (Typical)

(see Appendix A for overall timelines)

2.2.1 A typical workshop schedule is shown for this plan. This describes a timeframe for workshops to occur and calendar accordingly. Steps for obtaining a course code and marketing communications will also be covered. Additional requirements are necessary for procuring materials and scheduling of instructors once this segment is completed. Ideally, initial planning should cover a single calendar year and occur at a minimum of two (2) months prior to the first session.

Resources:
(see appendix D - INTERNAL COMMUNICATIONS (PMI-OC))
Marketing, Admin-Class Code, Webmaster,
VP-Finance, Director of Education

INPUTS: Prior Workshop Schedules

Historically, three (3) workshops per year have been offered during Spring, Fall and Winter quarters.

Each workshop series takes place over the course of 7 meeting/instruction days. There are six (6) sessions (where each session contains one morning unit and one afternoon unit) in addition to an Orientation Day. Be sure to check for any federal holidays and schedule around them to avoid low attendance during those time periods. An optional break is inserted between Sessions 3 and 4.

Sample schedule:

Session 0 –	Orientation
Session 1 –	AM Welcome & Professional Responsibility
	PM Framework
Session 2 –	AM Scope
	PM Time
Session 3 –	AM Cost & Earned Value
	PM Communication

Session 4 –	AM HR PM Quality
Session 5 –	AM Risk PM Procurement
Session 6 –	AM Integration PM Review

OUTPUTS:	Workshop Activity Code , Final Workshop Schedule (posted on website) Emails

2.2.2 WORKSHOP REGISTRATION

In order to receive PMI credit for the workshop, it must be registered with PMI National in order to receive the eligibility requirement of 35 contact hours in project management education. The workshop will also be posted on pmi.org. Contact Judy Berman (refer to Resource Table above) to receive an Activity Code.

2.2.3 Communications/Interfaces

- Internal communications to PMI-OC Marketing, Internet/Webmaster and Finance Officers are required in order to post the workshop schedule and availability on the PMI-OC website.
- A Welcome email is generated from the Director of Education.
- Marketing - Announcements of upcoming workshops should be made at the monthly PMI-OC chapter meetings.
- Internet/Webmaster - The information for student enrollment must be confirmed and verified to be accurate. Receipt for payment is electronically generated. A confirmation of enrollment is also automatically generated and should be reviewed for accuracy (time, date, place, etc.)
- Finance - A designated representative needs to attend the Orientation session to collect last minute registrations.
- Dir. of Education - A Welcome email is sent to enrollees with information on the upcoming workshop along with a ppt file and various useful links.
- Core Team Member – We did not discuss this yet, but there should be someone assigned to print out the weekly class rosters and attend the day's session.

2.3 Facility Logistics

Planning for a facility for instruction and making it available for use when required, entails the following:

INPUTS: New Workshops & Schedules,
Approved Budget
Prior Facilities Contracts

OUTPUTS: Confirmed Available Facilities,
Contracts with Vendors (facilities)

DRIVERS: Approved Class Schedule & Budget

Timing:
Currently booked prior to class, not for the whole year.

2.3.1 Engage a Facility Site

A facility is typically engaged on an annually renewable basis to accommodate the planned workshop sessions. The typical steps are:

- In early summer, Workshop Execution Team member responsible for facility reviews the agreement with the existing facility site and evaluates to determine its continued use.
- If it is determined that the facility is suitable and available for continued use, Workshop Execution Team member advises the VP-Operations, PMI-OC for renewal of the agreement for the following year.
- If it is determined that the present arrangement cannot be continued, the Workshop Execution Team member scouts and identifies facilities that are suitable and meet requirements.
  - The scouting results are summarized and presented to VP-Operations, PMI-OC with a recommendation on the facility with which to enter into an agreement
  - PMI-OC enters into an agreement that will identify services rendered, contact person(s), payment terms and schedule, PMI-OC obligations, insurance requirements, liabilities, renewal terms, etc.

Requirements that are considered while scouting and assessing a facility include but not limited to:

- Class room setting
- Room big enough to accommodate 40 to 60 students
- Availability of computer/internet connectivity
- Availability of white board, overhead projector and screen
- Space for easel and stand
- Cost competitive
- No objection to serve refreshments
- Availability of catering facility

- Flexibility of the candidate facility administration to honor and adjust to workshop schedule
- Payment terms – up front or milestone based spread over the year

2.3.2 Establish Contacts

Prior to the commencement of each workshop session, Workshop Execution Team member establishes contact with the responsible person at the facility that is named in the agreement. The purpose of reestablishing contact includes:

- The workshop schedule is reviewed and commitments to support the workshop are obtained.
- Contact information on persons responsible for the various facility service interfaces are gathered and communication is established
- Contact names are compiled and recorded for distribution to the Workshop Execution Team members that will be monitoring each class meeting

2.3.3 Define Site Interfaces

Site interfaces pertain to the infrastructure available and required for the class sessions to proceed without discomfort to students. Site personnel contact information responsible for site interfaces, in case of malfunctioning and emergency, are defined for services that typically include:

- Heating, ventilation and air conditioning
- Computer and internet interfaces
- Operation of overhead projector and screen
- Janitorial services
- Catering services

2.3.4 Payment

Coordinate with PMI-OC accounts payable and ensure that timely payments are made to the facility provider per the agreement

2.3.5 Reserve Site

2.3.5.1 Hold Reservation

Workshop Execution Team member coordinates with PMI-OC and obtains reservation hold from the facility provider for the dates on which workshop sessions are planned for the year, typically 3 to 4 sessions in a year.

2.3.5.2 Commit Final Reservation

Workshop Execution Team member confirms the dates for the sessions a month or two prior to the commencement of a particular session. A week or two prior to the commencement of a session, arrangements for a specific class room is made based on the enrollment information obtained from PMI-OC registration data.

2.3.6 Set up Site for Instruction

Setting up the site for commencement of a session and individual classes include:

2.3.6.1 Session Commencement

The steps typically include:

- Registration table set up
- Distribution of name tag cards and markers
- Site services check (computer, projector, HVAC, janitorial, catering, markers, easel stand and tablet, etc)

2.3.6.2 Class Commencement

The set up typically includes:

- Check site services are in order
- Setting up of easel and tablet
- Distribution and collection of attendance sheets separately for morning and afternoon classes
- Distribution and collection of instruction evaluation forms for the morning and afternoon classes
- Refreshment service if catering is not available

2.4 Instructor Assignments and Schedule

Inputs:

- List of approved instructors from “train the trainer” training or known subject matter experts
  The list of approved instructors is extensive, warrants review and updating on an annual basis (see Appendix E – Forms). It is recommended that the instructors attend the “train the trainer” course annually prior to participating as an instructor.

- Instructor evaluation records from prior years
  Instructor evaluations are available for instructors who have taught the course in the past 2 years (see Appendix E – Forms). It is recommended that the instructor evaluations be reviewed prior to conducting future instructor assignments.

- Course Schedule
  Current schedule of what days the course will be taught and what day each topic will be taught.

Outputs:

- Teaching Schedule with assigned instructors
- Contact information/list for current roster of instructors (to be used for creation and distribution of instructor participation certificates

Drivers:

- Availability of instructors
- Instructors’ individual experience in teaching various course topics

Make initial plan for what instructors might teach what topics at least 2 months prior to start of the class.
Make initial contact with each instructor at least 2 months prior to start of the class; verify their interest and availability to teach.

Timing:

Develop a final schedule at least 6 weeks prior to start of the class. Contact each instructor and co-instructor and encourage them to meet and discuss how they will approach the teaching of their assigned topic.
Follow-up with each instructor two weeks prior to teaching to confirm that the instructor is committed to teach when assigned.

Communication:

Selected instructors and backups from the Instructor pool have traditionally been notified in the past thru periodic emails – 2 months prior the class, and 2 weeks before start. This practice is encouraged to be able to build a consistent backup mechanism and as a low-overhead means to remind participants of their participation, in addition to whatever the instructor coordinator may wish to do to enhance communication and preparations for the class.

2.5 Student Enrollment

INPUTS: New Workshops & Schedules,
Approved Budget
Website and other advertising

OUTPUTS: Confirmed attendees

DRIVERS: Approved Class Schedule & Budget starts advertising
Optimum number of attendees

Timing:
Currently, headcount of 10 drives the decision to proceed with the class or not, and historically, this number is always met.

Should there be a small amount of enrollment, the Optimum time to wait until a decision to proceed and or not with the class, has to synch up with minimum cancellation timeframes required for facilities and materials ordering, with no cancellation penalties.

Marketing monitors enrollments at least one (1) week prior to the scheduled Orientation session, verify that the minimum number of students has enrolled. If less than the minimum number of students is enrolled, the class will need to be canceled and enrolled students will need to be notified. They should have an option of receiving a refund or being automatically enrolled in the next scheduled workshop.

Risk: Ability to refund moneys for facilities and catering services or materials ordered but not yet delivered.

If the facility has a maximum capacity, this information needs to be communicated to the Internet and Finance Officers who can cap enrollments at the maximum and possibly waitlist interested enrollees in the event someone drops out of the workshop prior to the first session.

2.6 Instructor and Student Material

Procure required materials as needed based on pre-determined workshop schedule. The number of PMP Certification Sets required will be determined once the maximum number of students have enrolled and are verified. The sets must be ordered at a minimum of two weeks prior to the scheduled Orientation session.

Inputs: Final Class Schedule, Headcount, Budget for Materials

Outputs: PMP Certification Set

	STUDY GUIDES	**VENDOR**
1	ACHIEVE PMP EXAM SUCCESS	Core Performance Concepts
2	ACHIEVE PMP EXAM SUCCESS (Participant Guide)	Core Performance Concepts

Timing:
Materials (PMP Certification Sets) must be ordered at a minimum of two weeks prior to the scheduled orientation session.

Resources

INTERNAL COMMUNICATIONS (PMI-OC)
Director of Education, VP – Finance,

EXTERNAL COMMUNICATIONS (Vendor)
Current Publisher/Print Vendor

PMI-OC Director of Education:

- Contact PMI-OC Finance VP three weeks before the scheduled workshop orientation to inform him of the need to purchase PMP Certification Sets for the upcoming PMP workshop.
- Review Updates to Version (Manages or delegates management of Changes):
  1. Alerts Vendor of Changes to Version of PMBOK or Content adjustment
  2. Vendor: Performs gap analysis and training
  3. Review Updates to Version and attends training

PMI-OC Finance VP:
Provide needed funding (Credit Card) to purchase PMP Certification Sets.

PMI-OC Director of Education or Finance VP:

- Login to vendor website and order PMP Certification Sets. (Core Performance Concepts require two week lead time for shipping on-line orders.)
- Request that materials are “dropped shipped” to a pre-determined location.

3.0 Execution and Controlling Phase

This section described activities during class weeks.

3.1 Classroom Logistics

Attendance sheets are passed out in the morning and afternoon start of classes. These are initiated from the roster of enrollees but allows for walk-ins (blank sections for sign-ins). Payments may be collected for those who have not yet paid online or for the walk-ins.

3.2 Instructor Coordination

Similar to the instructor contacts made during the selection process before star of the program, instructors are contacted at least 2 weeks prior to their intended class, and backups are firmed up.
This is a constant effort to encourage co-instructors and instructors to speak to each other and coordinate their parts for participation.

3.3 Student Orientation

The Director of Education and the workshop project manager welcomes the attendees and gives an overview of the class syllabus, what to expect, where to go for help, facilities and support for the rest of the course.

4.0 Closeout Phase

4.1 Instructor Evaluations

Instructor evaluations from all the classes are tallied and kept for future class instruction.

4.2 Instructor Certificates

Instructor certificates should be distributed as soon as possible following completion of the teaching assignment; certainly no more than seven (7) calendar days after the date of the class. Previously, instructor certificates were not sent out until after the conclusion of the entire session. Instructors have expressed a greater degree of satisfaction with a timelier issuance of the certificate.
A spreadsheet should be compiled to track the issuance of certificates. Ideally, this will be completed prior to the start of the session using information obtained from the Instructor Liaison. A sample format is provided:

PMI-OC Spring 2011 Workshop - Instructor Certificates			
Class	Instructor	email	Date Sent

Ideally, the Instructor Liaison will obtain, at the time the volunteer is scheduled for his/her class, the exact name and title the instructor wishes to display on their
certificate. This would not only include complete and accurate spelling of their name, but any middle name or initial, and title (i.e. P.E., MBA, PMP, etc.).
The certificate is created from a Word document template (Appendix E).
In the interest of expediency and cost, certificates should be sent as a .pdf file via email. The document contains a digital signature of the Director of Education, the name and date of the class instructed (as registered with PMI), and the category and total number of PDUs earned.

4.3 Student Certificates

Student certificates should be distributed as soon as possible following completion of the session; certainly no more than seven (7) calendar days after the date of the final class. This is to accommodate those individuals who wish to apply for the PMP examination and require documentation proving they have completed at least 35 hours of classroom instruction.
Total hours completed can be obtained from the spreadsheet updated during the course of the session to monitor attendance, and is compiled from the individual sign-in sheets distributed during each class.
Certificates may be sent to those individuals who did not complete the entire course of instruction, in order that they may still claim the hours completed toward the 35 hour minimum requirement for the PMP. Some discretion is acceptable, however, so that certificates not be sent to anyone who may have attended only a few classes (i.e. less than ten hours completed).
The certificate is created from a Word document template (Appendix E).
In the interest of expediency and cost, certificates should be sent as a .pdf file via email. The document contains a digital signature of the Director of Education, the complete name and beginning and ending dates of the course (as registered with PMI), and the total number of classroom hours attended.

4.4 Student Follow-up

4.4.1 PMP Exam Review Questions

Tutorials and group parings of class members that can help the participants get ready for their exams are facilitated by the Student Liaison.

4.4.2 PMP Exam Results

PMI tabulates the count of examinees and those who passed. The local chapters may obtain this list and congratulate its own attendees. The results are mailed directly to the examinees.

4.5 Financial Closeout

The project manager reviews the moneys collected and to be paid with the VP of Operations involved in running the class, and settles out the last payments for vendors and any other unpaid accounts.

4.6 Update Manual

Workshop Execution Team member captures lessons learned from a recently completed workshop and provides input to any updates of the manual that is necessary.

APPENDIX A – Process Flow

APPENDIX B – Timeline

APPENDIX C – ROLES

() = Resource Acronym

1 Training Team (TT)
1.1 Director of Education (DoE)
1.2 PMP Workshop Program Manager (WPM)
1.3 Administrative Liaison (AL)
1.4 Facility Liaison (FL)
1.5 Instructor Liaison (IL)
1.6 Training Material Liaison (TML)
1.7 Closeout Administrator (CL)

2 Administrative Team (AT)
2.1 Board of Governors (BG)
2.2 Vice President of Operations (VPO)
2.3 Finance Administrator (FA)
2.4 Marketing Administrator (MA)
2.5 Information Technology Administrator (ITA)

APPENDIX D – CONTACTS

Internal- PMI OC

Name	Position/Role	Phone #	Email Address
Judy Berman	Admin -Class Code		bermanjh@yahoo.com
Lisa Saldana/Dave Cornelius	Marketing		
Cindy Pham	Internet/Webmaster		
Greg Scott	Finance		
Tom Cumming	Director of Education		Tcumming2000@gmail.com
Greg Scott	VP- Finance		
	Student Coordinator		
	Instructor Liaison		
	Workshop PM		

External

Name/ Company	Position/Role	Phone #	Email Address/web
Core Performance Concepts	Vendor - Publisher		www.coreperformanceconcepts.com

APPENDIX E – INSTRUCTOR POOL

APPENDIX F – CONTRACTS

APPENDIX G – LESSONS LEARNED/SUGGESTIONS

The following are general observations that were shared by the core team and/or gleaned the apprentice team:

- Need for a central location or repository of information
- Better budgeting and use of nine-personal charge accounts to mitigate financial exposure of volunteers
- Observing proper lead times to allow for good instructor selection and coordination
- Providing a PMI-supported instructor appreciation dinner or luncheons
- Opening up bids and review of quality materials used for training
- Enhancing the classroom experience with reliable admin help for facilities and refreshments on holidays
- Striving for better “branding of PMI workshops and uniformity of materials used with other chapters

APPENDIX H – GLOSSARY OF TERMS

APPENDIX I – FORMS

Advertisements
Student Enrollment List
Instructor List
Instructor Evaluation (Single Instructor)
Instructor Evaluation (Multiple Instructors)

Chapter 23. Employment

Section 1. Job Posting Policy

Part III: Policies / Procedures

Chapter: 23 Employment
Section: _____Communications_________
Subject: Job Posting Policy

Effective Date:	01/01/2012
Supersedes:	
Retired Date:	
Author:	**Nora Goto VP Communications**

Policy Statement:

All companies are invited to post their openings at PMI-OC website.

Definitions:

N/A

Procedure:

In order to offer a consistent look, job posting are required to follow these standards:

Expiration date
All jobs can be displayed for a maximum of **60 days** only

Font
Font is to be in Arial

Font size
Font size should be 12

Be clean of formatting jargon

A lot of postings are copied from other source documents, such as Microsoft Word documents, and pasted to the website. Sometimes, unwanted formatting jargon is carried over, making it hard for applicants to read the postings.

We recommend that all information is copied to a text editor, such as Notepad, first prior to pasting it. This will ensure the removal of these unwanted formats.

Failure to comply
Failure to follow the above will result in the job postings to remain unpublished

ORANGE COUNTY CHAPTER

Part III: Policies / Procedures

Chapter: 23 Employment
Section: ___________________________
Subject: Career Opportunity Job Board Posting Process

Effective Date: February 22, 2011	
Supersedes:	
Retired Date:	
Author: Jina Patel	

PMI-OC Career Opportunity Job Board Posting Process

To create added value for our PMI-OC members, the Career Opportunity Coordinator manages, tracks, and delivers career opportunities available through networking at PMI-OC dinner meetings with various affiliate institution representatives, corporate recruiters, and any corporate representatives with potential job openings. These career opportunities are submitted and posted on the PMI-OC Job Board for 60 days. The following is a useful guideline in the Career Opportunity Job Board Management Process.

I. PMI-OC Monthly Dinner Meetings

1. Attend monthly PMI-OC Dinner Meetings and arrive early to network with recruiters and attendees with available career opportunities.
2. Open networking conversation explaining your position with PMI-OC as the Career Opportunity Coordinator and your role in communicating the FREE PMI-OC Job Board expiring after 60 days with the option to repost again. Invite potential employers to post on the job board.
3. Trade/ask for business card to obtain contact information for postings.
4. Close with offering to send them a follow up email/voicemail the next day.

II. Invitation to Post Job Listing on the PMI-OC Job Board (Email/Phone)

1. Invite potential employers thru an email introduction and follow up phone call. Please see attachment A: sample email for details on opening, body, and closing content.
2. Reaffirm in the body of the email and in the phone call that it is a FREE Job Board with the option to repost every 60 days on the PMI-OC website www.pmi-oc.org
3. Include step by step instructions to submit and post a job listing on the PMI-OC Job Board.
   a. Log on to www.pmi-oc.org
   b. On the PMI-OC homepage, click on the **Resources** tab in the yellow toolbar
   c. On the Job Board page, click on the blue **Submit Job for Listing**
   d. Enter the job listing info by copying and pasting the job description to complete posting.
   (Note: follow the simple formatting guideline in the PMI-OC Policy, i.e. use Arial font size 12)
   e. Note the submission may take 24 hours to post.

4. In closing, offer to post the positions for the employer if assistance is required and thank them for supporting our membership goals.
5. Check the Job Board to verify the posting is available within 24 hours. If not, email info@pmi-oc.org and the web administrator will post.
6. Send a confirmation email notice, if necessary.

III. Follow Up to Initial Invitation Email/Phone Call

1. If the potential employer has not posted their open position within 1 week after initial invitation, send a follow up email reminder invitation with a follow up phone call. Please see attachment B for sample reminder email message.

IV. Reposting After 60 Days Job Posting Expiration

1. After the initial 60 days job expiration, the job listing falls off the job board. Please contact the posting representative to confirm if the position is still available and invite them to repost the position for an additional 60 days. Please see attachment C for sample reposting email message.

V. Tracking Career Opportunities

1. Update the PMI-OC Job Board Posting Report with the following information.
   a. Company
   b. Open Position
   c. Contact Name
   d. Contact Title
   e. Contact Phone
   f. Contact Email Address
   g. Contact Date
   h. Job Posting Date
   i. PMI-OC Contact
   j. Notes
2. Upload the updated spreadsheet to Qtask and/or email to the External Marketing Director

Attachment A – Sample Invitation Email

Subject: Invitation to Post Project Manager Position on PMI-OC Job Board

Hi Company Representative,

I would like to introduce myself as Your Name, Career Opportunity Coordinator with PMI-OC, and it was a pleasure meeting you at last night's PMI-OC dinner meeting. I would like to invite you to post the Project Manager job opening you mentioned during our conversation on our website. It's a great opportunity for any company to post a job listing for FREE on our PMI-OC Job Board at www.pmi-oc.org. The site is user-friendly and you may renew a listing after the 60 days expiration. I have listed a few simple steps below to assist you in navigating our Job Board site in posting your job listing.

Should you have any questions, please feel free to contact me at my phone or email listed below. Or, if you prefer, you are welcome to send me a word document of the job opening and I will be happy to post the job listing for you as well. Again, thank you for offering to post your open position on PMI-OC's website and supporting our membership goals!

1. Log on to www.pmi-oc.org
2. On the PMI-OC homepage, click on the **Resources** tab in the yellow toolbar
3. On the Job Board page, click on the blue **Submit Job for Listing**
4. Enter your job listing info and copy and paste the job description to complete posting.

Best Regards,

Name
Career Opportunity Coordinator, PMI-OC
Email Address
Phone Number

Attachment B – Sample Follow Up Invitation Reminder Email

Subject: Fw: Invitation Reminder to Post Project Manager Position on PMI-OC Job Board

Hi Company Representative,

I would like to introduce myself as Your Name, the Career Opportunity Coordinator, with PMI-OC and it was a pleasure meeting you at last Tuesday's, Jan 11th, PMI-OC dinner meeting. I would like to invite you to post the Project Manager job opening you mentioned during our conversation on our website. It's a great opportunity for any company to post a job listing for FREE on our PMI-OC Job Board at www.pmi-oc.org. The site is user-friendly and you may renew a listing after the 60 days expiration. I have listed a few simple steps below to assist you in navigating our Job Board site in posting your job listing.

Should you have any questions, please feel free to contact me at my phone or email listed below. Or, if you prefer, you are welcome to send me a word document of the job opening and I will be happy to post the job listing for you as well. Again, thank you for offering to post your open position on PMI-OC's website and supporting our membership goals!

1. Log on to www.pmi-oc.org
2. On the PMI-OC homepage, click on the **Resources** tab in the yellow toolbar
3. On the Job Board page, click on the blue **Submit Job for Listing**
4. Enter your job listing info and copy and paste the job description to complete posting.

Best Regards,

Name
Career Opportunity Coordinator, PMI-OC
Email Address
Phone Number

Attachment C – Sample Reposting Email

Subject: Invitation to Repost Project Manager Position on PMI-OC Job Board

Hi Company Representative,

I wanted to follow up with you since our last email communication regarding your initial job posting. I would like to invite you to re-post your open Project Manager position mentioned at our last dinner meeting on December 14th. The previous listing has been automatically removed from the job board after the 60 days expiration; however, you are welcome to renew it every 60 days. It's a great opportunity for any company to post a job listing for FREE on our PMI-OC Job Board at www.pmi-oc.org. The site is user-friendly and I have listed a couple of simple steps to assist you in navigating our Job Board site in posting your job listing.

Should you have any questions, please feel free to contact me at my phone or email listed below. Or, if you prefer, I will be happy to post the job listing for you as well. If your current positions are filled, please keep the PMI-OC Job Board in mind for any future Project Manager or related positions which may become available. Again, thank you for offering to post your open position on PMI-OC's website and supporting our membership goals.

1. Log on to www.pmi-oc.org
2. On the PMI-OC homepage, click on the **Resources** tab in the yellow toolbar
3. On the Job Board page, click on the blue **Submit Job for Listing**
4. Enter your job listing info and copy and paste the job description to complete posting.

Best Regards,

Name
Career Opportunity Coordinator, PMI-OC
Email Address
Phone Number

Part III: Policies / Procedures

Chapter: 23 Employment
Section: ______________________________
Subject: Career Posting Agreement

Effective Date:	
Supersedes:	
Retired Date:	
Author:	

PMI-OC CAREER POSTING AGREEMENT

Our affiliates are very important to us. We do our best to treat you with the fairness and respect you deserve. We simply ask the same consideration of you. We have written the following affiliate agreement with you in mind so please bear with us as we take you through this agreement.

The Project Management Institute, Orange County (PMI-OC) would like to invite you to partner with us to provide career opportunities for PMI-OC members and non-members. Bona fide employers representing large and small business, government and non-profit organizations are eligible for services offering full-time, part-time, temporary, contractual employment and/or internships and who agree to abide by the PMI-OC's Career Posting Agreement. In return, employers will receive services at no cost.

INTRODUCTION/EXPECTATIONS

This agreement describes the terms and conditions for participation in the PMI-OC Career Opportunity Job Board Services Program. The terms "you," and "your" are referring to you, the employer. "We" and "our" refer to the Project Management Institute, Orange County (PMI-OC).

As an Employer Affiliate of the PMI-OC Career Opportunity Job Board, you agree to use the site only for your internal, business use while seeking candidates for employment. You acknowledge that by agreeing to these Terms of Use and Conditions, you are allowed limited, terminable, and nonexclusive right to access the site for personal, noncommercial use as related to recruiting employee prospects.

SERVICE GUIDELINES

Job Postings

1. Job postings must be actual, current openings for full, part-time, temporary, contractual employees and/or internships.

2. Employers' job postings must contain sufficient detail to the job description to convey clearly to the user, the nature and basic requirements of the job opportunity.

3. Job postings should follow the PMI-OC Policy for consistency regarding Font type and size.

4. Job postings may include a direct link to their company/organization website or HR job portal for application.

Tracking PMI-OC Members and Hire Rates

1. PMI-OC may contact Employer to verify if the position has been filled and if a PMI-OC member is hired through the PMI-OC Job Board for the sole purpose of tracking the value of service provided by the PMI-OC Job Board to our PMI-OC members.

2. PMI-OC members will rate their experiences with the agency.

AGREEMENT DURATION

This agreement will begin upon submission of your job posting and will end after 60 days or when terminated by either party. All job postings will be removed from the job board after 60 days, at which time, a new job posting for an additional 60 days may be submitted.

By submitting this Affiliate Agreement form, you acknowledge that you have read this agreement and agree to accept and comply with the established guidelines.

I have read the terms of this agreement and I accept.

______________________________	______________________________
Printed Name	Company/Organization Name
______________________________	______________________________
Signature	Date
______________________________	______________________________
PMI-OC Representative Signature	Date

Appendix “A” – Job Board Posting Report

Position Title	Company Name	Contact	Date Posted	contact again before
Program manager	ICU Medical Inc	Jim Reitz Contact Phone San Clemente (949) 366-2183	3/9/2011	5/9/2011
project manager		Contact Name Kim Anderson Contact Phone (310) 563-3800 Kim.Anderson@ispace.com.	3/9/2011	5/9/2011
project manager new products		Eva Carney Contact Phone 562-240-6454	3/11/2011	5/11/2011
web project manager		amy.chidthai@prosum.com Amy Chidthai Contact Phone 310-426-0687	3/15/2011	5/15/2011
project manager senior level		amy.chidthai@prosum.com Amy Chidthai Contact Phone 310-426-0687	3/15/2011	5/15/2011
HRIS Project Manager	http://www.platinumresourcegro up.com	Shalina Peera (949) 777-3400 Office speera@prgwest.com	3/29/2011	5/29/2011
Program manager	Parker Aerospace Designs	James Cheeks Contact Phone 949-851-3672	3/29/2011	5/29/2011
Project Manager/coordinator	Affiliate Media Inc.	Wade Schlosser Contact Phone 714-596-9000	3/29/2011	5/29/2011
project manager/data analyst		Kevin J. Collins // kcollins@korenrogers.com Contact Name Kevin J. Collins Contact Phone 914 686 5800	3/30/2011	5/30/2011
program manager	Esterline Power Systems (EPS)	Carmen Brito Contact Phone (714) 736-7361	3/31/2011	5/31/2011
program manager professional	Esterline Power Systems (EPS)	Carmen Brito Contact Phone (714) 736-7361	3/31/2011	5/31/2011
Project Manager (PMP, Scrum)	Platinum Resource Group	Shalina Peera Platinum Resource Group Resource Manager (949) 777-3400 Office speera@prgwest.com http://twitter.com/prgwest.com http://www.linkedin.com/in/shalinapeer a http://www.platinumresourcegroup.co m 2500 Red Hill Ave | Ste 220 | Santa Ana, CA 92705	4/7/2011	6/7/2011
IT Implementation PM		Devon Zopfi Contact Phone 310-693-0521	4/8/2011	
Manager, Sales Operations / Systems		Shalina Peera Platinum Resource Group Resource Manager (949) 777-3400 Office speera@prgwest.com http://twitter.com/prgwest.com http://www.linkedin.com/in/shalinapeer a http://www.platinumresourcegroup.co m 2500 Red Hill Ave | Ste 220 | Santa Ana, CA 92705	4/13/2011	6/13/2011
senior project analyst PM		John Contact Phone 949-732-1115	4/18/2011	
Project maanger/coordinator	Affiliate Media Inc	Wade Schlosser Contact Phone 714-596-9000	2/30/11	4/30/2011

Chapter 24. Travel Policy

Section 1. Travel Policy

Part III: Policies / Procedures

Chapter: 24 Travel Policy
Section: _____Finance________________
Subject: __Travel Policy________

Effective Date:	01/01/2012
Supersedes:	
Retired Date:	
Author:	**Gregory Scott VP Finance**

Policy Statement:

The Board of Directors of the Project Management Institute – Orange County Chapter (PMI-OC) recognizes that board members, chapter volunteer, and other board-designated chapter representatives (Personnel) of PMI-OC may be required to travel or incur other expenses from time to time to conduct business and to further the mission of this non-profit organization.

The purpose of this Policy is to ensure that:

- Adequate cost controls are in place
- Travel and other expenditures are appropriate
- To provide a uniform and consistent approach for the timely reimbursement of authorized expenses incurred by personnel. It is the policy of PMI-OC to reimburse only reasonable and necessary expenses actually incurred by personnel.

When incurring business expenses, PMI-OC expects personnel to:

- Exercise discretion and good business judgment with respect to those expenses.
- Be cost conscious and spend PMI-OC 's money as carefully and judiciously as the individual would spend his or her own funds.
- Report expenses, supported by required documentation, as they were actually spent.

Definitions:

N/A

Procedure:

General Travel Requirements

1. **Advance Approval**

All trips involving air travel or at least one overnight stay must be approved in advance by PMI-OC's board members.

2. Necessity to Travel

In determining the reasonableness and necessity of travel expenses, personnel and the board authorizing the travel shall consider the ways in which PMI-OC will benefit from the travel and weigh those benefits against the anticipated costs of the travel. The same considerations shall be taken into account in deciding whether a particular individual's presence on a trip is necessary. In determining whether the benefits to PMI-OC outweigh the costs, less expensive alternatives, such as participation by telephone or video conferencing, or the availability of local programs or training opportunities, shall be considered.

3. Personal and Spousal Travel Expense

Individuals traveling on behalf of PMI-OC may incorporate personal travel or business with their related trips; however, personnel shall not arrange travel at a time that is less advantageous to PMI-OC or involving greater expense to PMI-OC in order to accommodate personal travel plans.

Any additional expenses incurred as a result of personal travel, including but not limited to extra hotel nights, additional stopovers, meals or transportation, are the sole responsibility of the individual and will not be reimbursed by PMI-OC. Expenses associated with travel of an individual's spouse, family or friends will not be reimbursed by PMI-OC.

4. Air Travel

a. General

Air travel reservations should be made as far in advance as possible in order to take advantage of reduced fares. PMI-OC will reimburse or pay only the cost of the lowest coach class fare actually available for direct, non-stop flights from the airport nearest the individual's home or office to the airport nearest the destination.

b. Frequent Flyer Miles and Compensation for Denied Boarding.

Personnel traveling on behalf of PMI-0C may accept and retain frequent flyer miles and compensation for denied boarding for their personal use. Individuals may not deliberately patronize a single airline to accumulate frequent flyer miles if less expensive comparable tickets are available on another airline.

5. Lodging

1. For conference and/or events that have more than one person attending:
    - Chapter representatives of the same gender are not required to share lodging but may do so voluntarily to minimize expenses. Single occupancy is acceptable.

2. For individual Travel

1. Personnel traveling on behalf of PMI-OC may be reimbursed at the single room rate for the reasonable cost of hotel accommodations. Convenience, the cost of staying in the city in which the hotel is located, and proximity to other venues on the individual's itinerary shall be considered in determining reasonableness. Personnel shall make use of available corporate and discount rates for hotels. "Deluxe" or "luxury" hotel rates will not be reimbursed.

6. Out-of-Town Meals

Personnel traveling on behalf of PMI-OC are reimbursed for the reasonable and actual cost of meals (including tips) subject to a maximum per diem meal allowance of **$50** per day and the terms and conditions established by PMI-OC relating to the per diem meal allowance. A larger per diem may be approved on a case by case basis for events in more expensive locations. Consumption of a modest wine selection of a glass or two (or equivalent alternative) is acceptable within the per diem allowance.

7. Ground Transportation

Personnel are expected to use the most economical ground transportation appropriate under the circumstances and should generally use the following, in this order of desirability:

- **Courtesy Cars**
  Many hotels have courtesy cars, which will take you to and from the airport at no charge. The hotel will generally have a well-marked courtesy phone at the airport if this service is available. Personnel should take advantage of this free service whenever possible.

- **Airport Shuttle or Bus**
  Airport shuttles or buses generally travel to and from all major hotels for a small fee. At major airports, such services are as quick as a taxi and considerably less expensive. Airport shuttle or bus services are generally located near the airport's baggage claim area.

- **Taxis**
  When courtesy cars and airport shuttles are not available, a taxi is often the next most economical and convenient form of transportation when the trip is for a limited time and minimal mileage is involved. A taxi may also be the most economical

mode of transportation between an individual's home and the airport.

- **Rental Cars**
  Car rentals are expensive so other forms of transportation should be considered when practical. Personnel will be allowed to rent a car while out of town provided that advance approval has been given by the individual's supervisor and that the cost is less than alternative methods of transportation.

8. Personal Cars

Personnel are compensated for use of their personal cars when used for PMI-OC business. When individuals use their personal car for such travel, including travel to and from the airport, mileage will be allowed at the currently approved IRS **Business** rate per mile. Volunteers must recognize the amount in excess of the **Charity** may be subject to 1099 income reporting for federal tax purposes.

In the case of individuals using their personal cars to take a trip that would normally be made by air, e.g., Orange County to San Francisco, mileage will be allowed at the currently approved rate; however, the total mileage reimbursement will not exceed the sum of the lowest available round trip coach airfare for the number of chapter representatives traveling.

9. Parking/Tolls

Parking and toll expenses, including charges for hotel parking, incurred by Personnel traveling on PMI-OC business will be reimbursed. The costs of parking tickets, fines, car washes, valet service, etc., are the responsibility of the individual and will not be reimbursed.

On-airport parking is permitted for short business trips. For extended trips, Personnel should use off-airport facilities.

10. Entertainment and Business Meetings

Reasonable expenses incurred for business meetings or other types of business-related entertainment will be reimbursed only if the expenditures are approved in advance by Finance Director of PMI-OC and qualify as tax deductible expenses.

Detailed documentation for any such expense must be provided, including:

- Date and place of entertainment.
- Nature of expense.
- Names, titles and corporate affiliation of those entertained.

- A complete description of the business purpose for the activity including the specific business matter discussed.

11. Other Expense

Reasonable PMI-OC related telephone and fax charges due to absence of personnel from the individual's place of business are reimbursable. In addition, reasonable and necessary gratuities that are not covered under meals may be reimbursed. Finally, emergency secretarial work and/or postal charges incurred are reimbursable for the purpose of work on behalf of PMI-OC

12. Non-Reimbursable Expenditures

PMI-OC maintains a strict policy that expenses in any category that could be perceived as lavish or excessive will not be reimbursed, as such expenses are inappropriate for reimbursement by a nonprofit, charitable organization.
Expenses that are not reimbursable include, but are not limited to:

- Travel insurance.
- First class tickets or upgrades.
- When lodging accommodations have been arranged by PMI-OC and the individual elects to stay elsewhere, reimbursement is made at the amount no higher than the rate negotiated by PMI-OC. Reimbursement shall not be made for transportation between the alternate lodging and the meeting site.
- Limousine travel.
- Movies, liquor or bar costs.

- Membership dues at any country club, private club, athletic club, golf club, tennis club or similar recreational organization. Participation in or attendance at golf, tennis or sporting events, without the advance approval of the chairman of the board or his designee. Purchase of golf clubs or any other sporting equipment.
- Spa or exercise charges.
- Clothing purchases.
- Business conferences and entertainment which are not approved by a [designated officer or director] of PMI.
- Valet service.
- Car washes.
- Toiletry articles.
- Expenses for spouses, friends or relatives. If a spouse, friend or relative accompanies Personnel on a trip, it is the responsibility of the Personnel to determine any added cost for double occupancy

and related expenses and to make the appropriate adjustment in the reimbursement request.

- Overnight retreats without the prior approval of the chairman of the board or his/her designee.

Addendum

Any changes to this document must be approved by the board, noted in the meeting minutes and reflected in the log below regarding this document.

Date	Name	Item	Description

Chapter 28. Information Technology (IT)

Section 1. IT Policies and Procedures

Part III: Policies / Procedures

Chapter: 28 Information technology (IT)
Section: _____Communications_________
Subject: __ **IT Policies and procedures** _

Effective Date:	01/01/2012
Supersedes:	
Retired Date:	
Author:	**Nora Goto VP Communications**

Policy Statement:

Information Technologies (IT) is an integral part of the functioning of PMI-OC. As such, the Board of Governors has set forth the following general operating procedures to ensure consistent application of IT processes.

Definitions:

N/A

Procedure:

IT shall extract the following obsolete information:

	Criteria	Approval	Frequency
Email ids	Not in use for 6 months except for BOD & BOG members	Reviewed by BOD first	Jan & June
Qtask ids	Not in use for 3 months except for BOD & BOG members	Reviewed by BOD first	Jan, Apr, Jul, Oct
Inactive members	TBD	Reviewed by Membership director	Jan
Duplicate guest ids	1.If they have become members, delete all their guest ids 2.Keep only the guest id with the latest registered event		Jan & June

Procedures
Following are the procedures for updating certain functions on the PMI-OC website

1. Always backup the Home Page prior to an update
a) Always, backup the Home page first by copying and pasting the HTML code to Sub Page "Home Page – Backup"
b) Update the Home page:
   - With the speaker info for next month Dinner meeting, picture and its registration button.
   - With the ATS information for next month and its registration button
   - With the Volunteer Orientation for next month and its registration button

Avoid using the color red unless it is to highlight an emergency situation

2. Always backup an ATS event prior to an update

Always, backup an event description prior to updating it by copying and pasting the HTML code to Sup Page "ATS – Backup"

3. Always backup a Dinner Meeting prior to an update

Always, backup an event description prior to updating it by copying and pasting the HTML code to Sup Page "Dinner meeting – Backup"

4. Procedure when adding/removing/updating a page

a) When adding or removing a page, ensure that the below are also updated:
   - Left navigation
   - Site Map page

b) When updating a current page, avoid using a new page as this can result in broken links

5. Procedure for getting a list of registrants

1. After logging in, you will see the Home page, scroll to the bottom and select "Enter Administration Area".
2. From the Admin Home page, select Site Admin >> Events >> Conventions.
3. Select "Manage Registrants" next to an event. On the top right, select "Download All records in Filtered Set to file". Select First name, Last name, company, title, Include All convention Item fields and "Finish". Select "Save". File name to be "ConventionRegDownload.xls" and Save as type to be "All Files". Select "Save". There will be extra columns downloaded in this spreadsheet, I would recommend to manually delete all these extra columns.

6. Naming Standards

The following naming standards are be followed by all staff when updating on the PMI-OC website:

a) Convention events

Format: Year / Month or Season / Type of event / - Title (optional)

Example: 2010 April ATS - Managing Virtual Teams

2010 April Dinner meeting
2010 Fall PMP Prep Workshop

b) Subpages
Format: Sub-menu / Sub-menu item

Example: About Us – Board of Governors

c) Pictures of speakers
Format: First name-Last name.jpg

Example: Jason-Scott.jpg

Note that picture size is 120 x 160 with resolution of 74

d) PDF Documents

Format: Speaker or event – Title of document

Example: Molisani-Recession Proof your career
PMP PrepWorskhop – 2010 Spring flyer

e) Milestones
Format: MS-year/month-lg – for high resolution
MS-year/month-sm – for low resolution

Example: MS-201007-lg for July 2010 Milestone PDF document in high resolution
MS-201007-sm for July 2010 Milestone PDF document in low resolution

7. <u>Standard Format for events</u>
Each event is to use a standard format as defined in each template :
a) ATS event
Refer to “Template ATS” in the Convention module
b) Dinner meeting
Refer to “Template Dinner Meeting” in the Convention module
c) Orientation meeting
Refer to “PMI-OC Member Orientation March 2010” in the Calendar of Events module

Section 2. Computer Purchasing Guidelines

Guidelines
Chapter: X - IT
Section: TBD
Subject: Guidelines for purchasing a laptop

Effective Date:	March 21, 2011
Revision Date:	
Supersedes:	
Retired Date:	N/A
Author:	Cindy Pham
Reviewed by:	

I. Guidelines for purchasing a laptop

The following are the minimum acceptable configurations:

Computer brand: Dell or HP recommended
Processor: Intel i5
Operating System: Windows 7 64 bit
Display: 14" (15.6” is better)
Memory: 4 GB
HDD: > 500GB
Drive: DVD+ RW/CD-RW drive
USB: 3 usb ports
Integrated webcam
Software: MS office 2010 (Word, Excel, PowerPoint required)
Antivirus : Norton
Wireless: 802.11N

Note: Dell has special pricing for non-profit organizations

To check pricing for the above configurations, click on the below link to HP:
http://shopping.hp.com/view_configuration

ORANGE COUNTY CHAPTER

Part III: Policies / Procedures

Chapter: 28 Information Technology (IT)
Section: ______________________________
Subject: IT Policies and Procedures

Effective Date: August 2011	
Supersedes:	
Retired Date:	
Author: IT	

I. Policy for providing pmi-oc.org email accounts to PMI-OC members

The pmi-oc.org domain (currently with Google App services as the basic entry level service), is provided as a free service with no support and with limited number of email accounts from Google.

In order to manage the accounts in a most effective way, the following guidelines for creating email accounts for new members (or removing email accounts) need to be observed:

d) Board of Governors. All elected members of the Board of Governors will have an email address based on firstname.lastname naming convention for email accounts. A secondary email address with the related role will also be created, and linked to the "name based" email address. When the member is no longer on the Board of Governors, his/her personal name based email address will be terminated. If he/she continues to volunteer, the rules applicable to the position/area of volunteering will be applicable to decide if he/her can continue to retain the email address. The new member taking the position will have his/her name based email account now linked to the role based email account.

Example: In January, Joe Smith is the VP of Finance, his personal email, Joe.Smith@pmi-oc.org, will be linked to the role of VP.Finance@pmi-oc.org
In September, he resigns and Andre Brown takes over that role. His personal email, Andre.Brown@pmi-oc.org, will be linked to the role of VP.Finance@pmi-oc.org. (Whether Joe Smith retains his email address will depend on his new role within PMI-OC, which may extend its life or terminate the account.)

e) Board of Directors. All appointed members of the Board of Directors will have an email address based on firstname.lastname naming convention for email accounts. Another email address with the role will also be created, and linked to the name-based email address. When the member is no longer a Director, his/her personal name based email address will be terminated. If he/she continues to volunteer, the rules applicable to the position/area of volunteering will be used as a guideline to determine if he/she can continue to retain the email address. The new member taking the position will have his/her newly created name-based email account linked to the role based email account.

f) Chapter Volunteers. Volunteers with job functions/ position titles will have an email address defined by the role. Any member holding a position approved by the BOG will be provided with a role related email address. No personal name based accounts will be created. If the member resigns from his position/role, the incoming member taking over this position will have access to the email account created for performing the role function.

Example: Atul holds webmaster position. He will have access to the email webmaster@pmi-oc.org . Once he moves out of that position, the person taking his position will be granted access to the email address and will be able to login to send and receive emails using that the address. (The desire to standardize role recognition and adoption outweighs personal identification in these cases.)

g) Group/Shared distribution. If there are multiple members who collectively perform a job function, then a group alias account will be created. Each member's personal email accounts will be added so that they can receive emails.

Example: Finance@pmi-oc.org is a group account being used by the Finance group. All emails coming to finance alias are forwarded to the member email addresses in the group. When any of the recipient member replies to the email it will be sent using that member's email account as the sender.

h) Inactive Accounts. Any email accounts not used or logged in for more than six months will be deleted after the review of the Directors as per the IT Policies and Procedures.

i) Email Account Use. The email accounts are the sole property of the PMI-OC organization and are provided as a communication tool for PMI-OC staff members. Members are advised not to use these for personal correspondences.

Section 4. Request Procedure for Setting Up an Event

Part III: Policies / Procedures

Chapter: 28 Information Technology (IT)
Section: _____Communications_________
Subject: Request procedure for setting up an event at PMI-OC website

Effective Date: 01/01/2012	
Supersedes:	
Retired Date:	
Author: Nora Goto VP Communications	

Policy Statement:

PMI-OC will utilize its website as a vehicle to promote chapter events. To facilitate timely and accurate website postings of events, the following procedure is in effect.

Definitions:

N/A

Procedure:

The following form must be completed and submitted to webmaster@pmi-oc.org at least 2 weeks prior to the published date of the event.

General Information	
Name of event	
Date event is to be published:	
Date submitted:	
Submitted by:	
Contact Email:	
Company name:	
Company's logo:	
Company's url:	

PDUs			
Event information			
Title of event:			
Day(s) event is active			
Time of the event	From:	To:	
Location where event will take place			
Description of event:			
Any link for additional information on this event:			
Speaker information			
Speaker name:			
Biography of speaker:			
Picture of speaker (in color, professional and in high resolution)			
Registration fee matrix			
	Early Bird (define exact date)	In Advance	At the door
Member Pricing			
Non Member Pricing			
Other:			

Contributors

References