

All Pilgrims Christian Church

Office Procedures

Updated April 2004

For Demonstration
Purposes Only

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Introduction

in this section

- Purpose of This Manual
- The Role of the Church Administrator
- Church Structure
- Basic Information About the Church

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Purpose of This Manual

This manual explains the basic and essential tasks needed to for the All Pilgrims Christian Church office to run smoothly. It is intended as a training tool and also as a quick reference for the following audiences:

- A newly hired Church Administrator.
- A temporary administrator covering vacations or sickness.
- A staff, committee, or church member who needs to accomplish a specific task.

The Role of the Church Administrator

The church office is the hub of All Pilgrims Christian Church (APCC) and is where information is centralized and where communication begins. The role of Church Administrator is varied and includes the following tasks:

- Assist the pastors, committees, and staff with administrative tasks.
- Field inquires from potential renters regarding building use.
- Answer phones, respond to email and voicemail.
- Publish monthly newsletter and weekly worship bulletin.

Many office tasks recur on a daily, weekly, or monthly basis. For a list of these tasks, see Appendix A: Recurring Office Tasks.

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Church Structure

All Pilgrims Christian Church is made up of:

- Membership.
- Coordinating Council.
- Committees.
- Staff.
- Clusters.

Membership

The membership at All Pilgrims Christian Church is divided into four categories:

1. Active member.
2. Ecumenical colleague.
3. Associate member.
4. Inactive members.

Membership information is stored in the Servant Keeper database. For information and instructions on Servant Keeper, see the following file:

[office/procedures/sk/sk_manual.pdf](#)

Coordinating Council and Committees

The Coordinating Council is the governing body of the church. It consists of the Moderator, the Moderator-Elect, the Co-Pastors, and the Chairs of the following committees:

- Building & Grounds.
- Congregational Care.
- Children and Youth.
- Endowments & Special Gifts.
- Finance.
- Music and Worship.
- Outreach and Mission.
- Personnel.

Staff

All Pilgrims employs the following staff members:

- Co-Pastors.
- Music Director.
- Church Administrator.
- Live-in Caretaker.
- Seminary Intern.

Clusters

A cluster is a group of up to twenty people from among the members and friends of All Pilgrims. Clusters are designed to promote social activities among the congregation.

Some activities of the cluster will be service within the congregation e.g. serving together on a Sunday morning or hosting a potluck gathering. Some activities will be outside the congregation e.g. a Habitat for Humanity project or a peace vigil. Some activities will emerge from the expressed desire of your cluster like a nature hike, or a book-study with a pastor).

Basic Information About the Church

This section lists basic contact information for the church office and key staff members.

Mailing address

All Pilgrims Christian Church
500 Broadway East
Seattle, WA 98102

Telephone and fax numbers

Church Office	206.322.0487
Rev. Peter Drury	206.322.0488
Rev. Mark Travis	206.322.3003
Office Fax	206.322.0489

Email addresses

Church Office	office@allpilgrims.org
Rev. Peter Drury	peter@allpilgrims.org
Rev. Mark Travis	mark@allpilgrims.org

Web addresses

Church website	www.allpilgrims.org
All Pilgrims Concert Series	www.allpilgrims.org/apcs
APCC meeting minutes*	www.allpilgrims.org/minutes

* The meeting minutes site lists recent minutes from various committees. It is only advertised to the congregation and is not directly accessible from the main website.

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Telephone and Fax

in this section

- Answering the Phone
- Using Voicemail
- Sending and Receiving Faxes

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Answering the Phone

The church office is usually the first point of contact for people calling by telephone. It is important to convey a friendly, professional attitude when answering the phone.

Calls may come in on a variety of different topics including:

- Inquiries about the church and its activities.
- Inquiries from potential renters regarding price and availability.
- Requests for information or action from staff, committee, or church members.

If you are not able to answer the person's inquiry or request, you may need to take a message or refer them to one of the Co-Pastors or committee members.

For a list of frequently used contacts, consult the following file:

office/labels and lists/lists/fun.doc

Using Voicemail

If someone calls and you are not able to answer, they may leave a voicemail message. The church's voicemail is provided by Qwest and can be accessed from any touch-tone phone. If there are messages waiting to be retrieved, you will hear a series of short beeps when you pick up the phone.

Besides simply listening to messages, there are a number of other tasks you can perform using the voicemail system, including:

- Saving and deleting messages.
- Forwarding messages.
- Changing the voicemail greeting.

To listen to voicemail messages

1. Pick up the phone and dial 322.1234.
2. When prompted, enter the password 5009. New messages will begin playing automatically.

Once you are listening to messages, you can perform additional task as listed below.

To save voicemail messages

1. Press 3 3 to jump to the end of the message.
2. Press 9 to save.

To delete voicemail messages

1. Press 3 3 to jump to the end of the message.
2. Press 7 to delete.

To forward voicemail messages

1. Press 3 3 to jump to the end of the message.
1. Press 6 to forward.
2. At the prompt, record an introductory message then press #.
3. Enter the telephone number of the recipient and press #.
4. Repeat step 3 for any additional recipients.
5. Press * to forward the message.

Note: you can only forward messages to other Qwest telephone numbers.

The voicemail greeting

There are two different greetings available on the voicemail system: the standard greeting and the extended absence greeting. The standard greeting is heard by all callers who are transferred to voicemail. The extended absence greeting can override the standard greeting if you need to make minor temporary changes to the greeting content.

Whether the system is configured to play the standard or extended absence greeting, you must always include the following information:

- Church address.
- Church office hours.
- Worship times.
- Contact information for the pastors.

Consult the Co-Pastors to find out if they require additional information in the greeting. For an example of the current greeting, see the following file:

office/documentation/phone_greeting.doc

To change the standard greeting

1. Pick up the phone and dial 322.1234.
2. When prompted, enter the password 5009.
3. Press 4 3 1.
4. When prompted, record your greeting then press #.
5. Press * to rerecord your greeting or # to finish.
6. Hang up the phone.

To change the extended absence greeting

1. Pick up the phone and dial 322.1234.
2. When prompted, enter the password 5009.
3. Press 4 3 2.
4. When prompted, record your greeting then press #.
5. Press * to rerecord your greeting or # to finish.
6. Hang up the phone.

Sending and Receiving Faxes

The church has two fax machines: one in the church office and one in the Chalice Room.

To send a fax

Both machines operate in the same way.

1. Place the document face down on the document feeder.
2. Press the Monitor button and listen for the dial tone.
3. Dial the recipient's fax number using the keypad.
4. When the recipient's fax picks up, press the Start/Send button.

Note: if you are sending using the fax in the Chalice Room, you must feed the pages through manually, one at a time.

To receive a fax

The fax in the Chalice room should be set up to receive faxes automatically. The LCD display will point to Fax if it is set up correctly. As long as there is enough paper in it, you do not need to adjust it in any way. If it is not set up correctly, press the Mode button until the LCD display points to Fax.

The fax in the church office is connected to the office telephone line and is not set up to receive faxes automatically. If you want to receive a fax in the church office, you must press the Mode button until the LCD display points to Fax.

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Internet and Email

in this section

- Connecting to the Internet
- Using Email
- Troubleshooting Problems

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Connecting to the Internet

The church connects to the Internet using a digital subscriber line (DSL) provided by Earthlink. This type of connection is “always on” meaning that you should always be able to access the Internet without having to make a connection or interrupting the phone line.

The DSL connection is routed to a local area network that extends the connection capabilities to most other rooms in the building.

Using Email

All the email accounts provided to church staff and others are created and administered through the church's Web hosting service, and are in the format name@allpilgrims.org. For a more detailed discussion of the Web hosting service, refer to “All Pilgrims’ Website” on page 17.

You can access your email account by using a Web browser or by configuring an email program such as Outlook.

To check email using a Web browser

1. Open a Web browser and go to webmail.netfirms.com.
2. Enter your email address and password.
3. Click **Login**.

To configure an email program

The following instructions apply to Outlook and Outlook Express. Most other email programs have similar set up procedures, but please see your program documentation for specific details.

1. Open Outlook.
2. From the **Tools** menu, click **Accounts**.
3. Click **New**, then **Mail**.
4. Complete the on-screen wizard using the following information:
 - Email address: your email address
 - Mail server type: POP3
 - Incoming mail server: popmail.allpilgrims.org
 - Outgoing mail server: smtp.allpilgrims.org
 - Username: your email address
 - Password: your password

Troubleshooting Problems

The following table lists common problems and solutions associated with Internet access and email.

Problem	Possible Cause	Solution
My computer won't connect to the Internet.	The network equipment has temporarily stalled.	Turn off your computer, the DSL modem, and the router. Then turn everything back on.
	The connection to the ISP has been dropped.	Reboot your computer.
My password doesn't work when I check email with a browser.	You made an typing error.	Check also that Caps-Lock is turned off and retype your account information.
	You are on the wrong screen.	Check that you are at webmail.net-firms.com.
The messages in my Outlook Inbox are not visible when I check email with a browser.	Outlook has been set up to remove messages from the server.	Open Outlook and from the Tools menu, click Accounts . Double-click the account you want to work with then, on the Advanced tab, select Leave a copy of message on server .
Outlook displays a Mail Delivery Error	You are not connected to the Internet.	Check the network connections and the computer's network settings. Turn the equipment off and on.
	There is a temporary problem with the server.	Try again later or check email with a browser.

All Pilgrims' Website

in this section

- Introduction
- Adding, Updating, and Deleting Pages
- Website Account Maintenance
- Troubleshooting Problems

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Introduction

All Pilgrims' website address is www.allpilgrims.org. The website is hosted by Netfirms and contains the following features:

- 500 MB storage space.
- 10 GB transfer per month.
- 100 email addresses.
- 2 MySQL databases.

Adding, Updating, and Deleting Pages

To change existing pages on the website or to create new pages, you must first make the desired changes on the office computer. Once you have made these changes, you must upload the pages to the server using an FTP program.

To create a new page

The following steps assume the user knows HTML.

1. Click **Start**, point to Web Tools and choose **HTML Validator**.
2. From the **File** menu, click **Open**.
3. Locate and double-click the following file:
office/websites/APCC/template.html
This file contains the necessary code to produce a blank page using the All Pilgrims website design.
4. Make the desired additions and changes.
5. From the **File** menu, click **Save As**.
6. Type the desired name in the File Name box and click **Save**.

To change an existing page

The following steps assume the user knows HTML.

1. Click **Start**, point to Web Tools and choose **HTML Validator**.
2. From the **File** menu, click **Open**.
3. Locate and double-click the file you want to change.
4. Make the desired additions and changes.
5. From the **File** menu, click **Save**.

To upload a page to the server

1. Click **Start**, point to Web Programs and choose **FTP**.
2. From the **Profile Name** drop-down menu, click **All Pilgrims**.
3. Click **Connect**.
4. On the Remote System screen (right side) double-click www.
5. On the Local System screen (left side) use the icons to locate the file you want to upload.
6. Double-click the file you want to upload.

Website Account Maintenance

To access account information, perform email account maintenance, or to view statistics about the site you must log in to the website account via the Internet. Once logged in you can change or update account information, add or delete email accounts, and view details of visitors to the site.

To log in to the account maintenance utility

1. Open your browser and go to www.netfirms.com.
2. Click **Members**.
3. Enter the account name: allpilgrims.org.
4. Enter the password: `apcc509`
5. Click **Login**.

From here you can choose a variety of options, the most common of which is adding or deleting email accounts.

To add an email account

1. Log in to the account maintenance utility.
2. Click **E-mail**.
3. Click **Add an E-Mail Account**.
4. Enter the requested information and click **Submit**.

To delete an email account

1. Log in to the account maintenance utility.
2. Click **E-mail**.
3. In the list of email accounts, locate the name of the account you want to delete and click **Delete**.
4. Click **Yes** to confirm.

For details on how to perform other tasks using the account maintenance utility, click **Support** on the Netfirms home page (www.netfirms.com).

Troubleshooting Problems

Occasionally, visitors to the website report problems to the church office. Sometimes the problem is with the server or hosting service and sometimes it is an error that the Church Administrator can fix. The following table lists some common issues with the website.

Problem	Possible Cause	Solution
I can't view the page I want.	There is a temporary problem with the server.	Try again later.
When I click a link, I get a "page not found error."	There is a temporary problem with the server.	Try again later.
	The link contains an error in its HTML.	Correct the code and upload the page to the server.
	The page is not on the server.	Upload the page to the server.
I can't access PDF files posted to the website.	You don't have Acrobat Reader installed on your computer.	Go to www.adobe.com and download Acrobat Reader for free.
	The PDF file has become corrupted.	Create a new PDF and upload it to the server.

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Publications

in this section

- Sunday Worship Bulletin
- Monthly Newsletter
- Membership Roster
- Meeting Minutes

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Sunday Worship Bulletin

The Sunday worship bulletin must be printed and folded before Sunday morning. The “worship prep team” (Co-Pastors, Music Director, and others) meet during the week to finalize the Order of Service. They may also provide information for announcements or for subsequent weeks' bulletins.

The bulletin is produced using Adobe InDesign. A template of the bulletin is also available in Word format.

The Church Administrator's role in producing the final bulletin is as follows:

1. Transfer the information from the worship prep team to the electronic document (InDesign or Word).
2. Proofread the electronic document for accuracy and correct any errors.
3. Email a copy to the worship prep team for them to review.
4. Incorporate any changes or additions you receive.
5. Print a master copy, proofread it for accuracy, and correct any errors.
6. Print desired number of copies on desired paper.
7. Fold copies and leave them in the office.

Monthly Newsletter

The Vine is the monthly newsletter of All Pilgrims Christian Church and is published at the beginning of the month. The Church Administrator is responsible for collecting submissions; laying out, proofreading, and publishing the document; and organizing a crew of volunteers to fold and mail it.

The deadline for submissions is the 15th of the month preceding (i.e. for the March newsletter, the deadline is February 15). You may extend this deadline for those who regularly contribute depending on the time you need to publish the document. It's advisable to have the finished copies ready to mail three or four days before the end of the month.

The newsletter is produced using Adobe InDesign. For details on how to perform specific tasks using InDesign, please see the program documentation.

The Church Administrator's role in producing the final newsletter is as follows:

1. Transfer submission information to the electronic document.
2. Proofread the electronic document for accuracy and correct any errors.
3. Email a copy to the designated review team.
4. Incorporate any changes or additions you receive.
5. Print a second copy, proofread it for accuracy, and correct any errors.
6. Print a color master copy at Kinko's or another local print shop.
7. Print desired number of copies using the office copier.
8. Organize a crew of volunteers to fold and mail the copies.

In addition to creating a hard copy newsletter, APCC also creates an online version that is posted on the website as a PDF file. For details on how to create a PDF file using InDesign, please see the program documentation.

Membership Roster

The membership roster lists all current members (regardless of status), their address, phone number, and email address. It is created using Servant Keeper, the church's member database, and is distributed and printed from an Excel file. It's advisable to update the roster every month as membership information changes frequently.

See the program documentation for Servant Keeper on how to create a CSV file of the group named "All Members Combined." You import the CSV file into Excel where you can change formatting and add other features.

To update the membership roster

1. Create a CSV file from Servant Keeper.
2. Open the folder Office/Membership.
3. Double-click membership_roster.xls. This is the most recent membership roster.
4. On the **File** menu, click **Open**.
5. Locate and double-click the CSV file to open it.
6. Cut and paste information from the CSV file to membership_roster.xls.
7. Format membership_roster.xls as necessary.
8. On the **File** menu, click **Save**.

Meeting Minutes

The church office receives minutes from various committee meetings. In addition to simply filing these minutes for reference, some committees ask to have them posted on the website so they can be reviewed. Minutes are received in electronic format, as either Word or Excel files.

To create Web files from meeting minutes

1. Double-click the document from which you want to create a Web file.
2. From the **File** menu, click **Save As**
3. Type the desired name in the **File Name** box
4. From the **File Type** drop-down menu, click **Web Page (HTML)**.
5. Click **Save**.

Once you have created the Web file, you must upload it to the server and change any pages that need to link to it. For details on how to do this, see “Adding, Updating, and Deleting Pages” on page19.

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Building Use Calendar

in this section

- Introduction
- Hard Copy Calendar
- Outlook Calendar

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Introduction

The Building Use Calendar is used to record church activities and tenant and one-time rentals. There are two versions of the Building Use Calendar: hard copy and Outlook. If there is a discrepancy between the calendars, the hard copy should be considered correct.

Hard Copy Calendar

The hard copy calendar is in a three-ring binder in the office. It is divided into months with a page for each day of the month. Each day list all rentable rooms in the building and divides them into three time zones: 8 am to noon; noon to 6 pm; 6 pm to 10 pm as illustrated below.

To add a date to the calendar, simply write the event and time in the appropriate day and room.

Note: It is imperative that the hard copy calendar is kept current as this is the primary source of building use information for other staff and committee members.

Outlook Calendar

The Outlook calendar is on the main office computer and can be viewed by opening Outlook. In addition to holding rental dates, it can also be used to record personal appointments, deadlines, and reminders.

To enter building use on the Outlook calendar

1. Open Outlook.
2. From the Outlook Shortcuts bar, click **Calendar**.
3. From the **View** menu, click **Month**.
4. Double-click the date on which you want to add an event.
5. Enter the event name in the **Subject** box.
6. Enter the room name in the **Location** box.
7. Do one of the following:
 - Select the **All Day Event** box.
 - Set the start and end times from the **Start Time** and **End Time** drop-down menus.
8. Add any additional information for the event.
9. Click **Save and Close**.

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Building Rentals

in this section

- Introduction
- Fielding Rental Inquiries
- Weddings and Commitment Ceremonies
- Discount Policy
- Fees and Regulations

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Introduction

APCC rents space to groups for a wide variety of activities, so long as the group's activity is in line with the church's mission. If you are unsure if a group is appropriate for renting space, consult the Pastors or the Building & Grounds Committee.

Fielding Rental Inquiries

Rentals to church groups

Church groups may rent any space for free if it is available. Depending on the type of event and the room(s) used, the group may be required to hire a Facilities Coordinator. If you are unsure about the requirements of an event requested by a church group, consult the Co-Pastors or the Building & Grounds Committee.

Rentals to outside groups

By law, the church can only rent space to an outside group if they are a registered non-profit (individuals are considered non-profit). When fielding a call from a potential renter you should collect the following information:

- Name and contact information of potential renter.
- Room(s) desired.
- Time(s) desired.
- Expected attendance for the event(s).

Weddings and Commitment Ceremonies

Weddings and commitment ceremonies constitute a large part of rentals at the church. For a detailed description of wedding and commitment ceremony policies, see the following document:

office/building use/wedding_policy.doc

Discount Policy

APCC has a discount policy that is designed to provide space to groups that may not otherwise be able to afford it. The policy also gives the church an opportunity to extend its hospitality in exchange for free publicity. Groups can receive discounts if any of the following are true:

Category	Discount
Registered non-profit in the state of Washington	25%
The event is free and open to the public.	20%
A church member is affiliated with the group	25%

These requirements, if met, can be combined to provide a total discount of 70% from the published rental price. In addition, the Pastors and/or Coordinating Council can choose to offer a further discount.

Fees and Regulations

Fees for single use

The Building & Grounds Committee sets single-use rental fees. The prices listed below are for blocks of four hours and are the minimum charge for renting a space. Additional time can be purchased in blocks of two hours for the pro-rated amount.

- e.g. six hours in the Sanctuary costs $\$350 + (\$350 / 2) = \$525$

All renters are required to pay a damage deposit unless they have made other arrangements with the church office or the Building and Grounds Committee.

Room	Rental Fee	Damage Deposit
Sanctuary*	\$350	\$250
Stuart Hall*	\$500	\$450
Kitchen	\$150	\$50
Weld Room	\$80	\$50
Colonial Room	\$80	\$50
Dickson Room	\$80	\$50
Lewis Hall	\$80	\$50

* For every rental of the Sanctuary or Stuart Hall, the renter must also hire a Facilities Coordinator. See below for more information.

Fees for ongoing use

The Building and Grounds Committee sets prices for ongoing use and must approve all requests. The monthly rental fee is negotiated on a case-by-case basis and is determined by the room(s) requested and the frequency of use. Ongoing use rentals also require a damage deposit.

Regulations

The following regulations apply to all rentals:

1. The church building closes promptly at 10 pm, Monday through Saturday, unless other arrangements have been made.
2. There is no smoking in the church building or within 10 feet of any entrance.
3. Alcoholic beverages are not to be served or consumed on the church premises, unless approved by the Building & Grounds Committee.
4. Applicant may use only the room(s) specified in their Building Use Agreement, only for the time specified, and only for the purpose indicated.
5. Applicant is responsible for cleaning up after the event. This includes placing garbage in appropriate receptacles, ensuring floors and surfaces are free from excess dirt, and replacing furniture to its original position.
6. The applicant may post a notice of activity location on the bulletin board provided for that purpose inside the 10th Avenue East door. A sign may never be placed on our Broadway reader board without permission from the church office.
7. When using the kitchen, the tenant must wash, dry, and put away all plates, cup, utensils, etc. that are used.
8. Damage deposits will be deposited in the account of Pilgrim Congregational Church (UCC). Reimbursement will be issued in full only if all items above are satisfactorily adhered to before, during, and after the event.

Facilities Coordinator

Groups renting Stuart Hall or the Sanctuary must also hire a Facilities Coordinator. The Facilities Coordinator is someone appointed by the church to unlock and lock rented spaces, help find supplies, and answer your questions about usage. For weddings and commitment ceremonies, renters should direct their caterer, florist, musicians, and other help to the Facilities Coordinator for assistance.

The minimum cost for the Facilities Coordinator is \$100 for a block of four hours. Additional hours can be purchased at \$25 per hour. It is the renter's responsible to coordinate with the Facilities Coordinator when he/she should be available.

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Appendices

In this section

- Appendix A: Recurring Office Tasks
- Appendix B: Where to Find Important Documents

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Appendix A: Recurring Office Tasks

This appendix lists common tasks the Church Administrator must perform on daily, weekly, and monthly basis.

Daily tasks

- Respond to email and voicemail messages.
- Post the building use schedule for the following day(s).

Weekly tasks

- Follow up with the Caretaker regarding the past weekend's activities.
- Mail checks signed by the Treasurer.
- Update website calendar.
- Process checks for the Treasurer to sign.
- Print and fold Sunday worship bulletin.

Monthly tasks

- Process payroll liability checks.
- Print monthly newsletter and organize a folding crew.
- Update the coming month's building calendar.
- Update the membership roster.

This list is intended as an example only and is not exhaustive. Many factors determine the need for these and other tasks. These factors may also dictate the Church Administrator's ability to perform the tasks.

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Appendix B: Where to Find Important Documents

This appendix list the location of important electronic documents referenced in this manual as well as other useful documents.

Building Use Agreement

office/building use/contract_template.doc

Frequently used numbers

office/labels and lists/lists/fun.doc

Example voicemail greeting

office/documentation/phone_greeting.doc

Servant Keeper manual

office/procedures/sk/sk_manual.pdf

Website server information

office/design/website/apcc/work files/setup.txt

Wedding and commitment policy(s)

office/building use/wedding_policy.doc

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