Black Pine
Animal Sanctuary

Professional Animal Retirement Center (PARC), Inc.

doing business as

Black Pine Animal Sanctuary (BPAS)

ADMIN & FACILITIES RESOURCE MANUAL

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DEVELOPMENT

When a Donation is Received

It is our intention to record, acknowledge, and provide receipts for tax purposes for all gifts received, including:

- "wish list" (in-kind) items
- Cash
- Checks
- Memorial & Tribute (in honor of) gifts
- Monetary gifts given by credit card
- In-kind parts, materials, etc.
- Donated labor

In order to properly record and acknowledge donations, Black Pine utilizes a third-party web-based software solution called Little Green Light. It is the responsibility of the Executive Director to record and ensure proper acknowledgement of all gifts received. To aid in this process, any member of the paid staff or volunteers who act as the representative of Black Pine when a gift is received is asked to follow these steps:

1) Ask the donor if they wish to receive a receipt for their gift for tax purposes. Even if they say they do not, ask if we may collect their contact information so that we may include their gift in our own records for budgeting purposes. If they decline, thank them and comply with their request. If they are agreeable, collect the following information:
   - The date their gift was received
   - Donor's name (check spelling, please)
   - Mailing address
   - Telephone number
   - Description of gift
   - Donor's estimated value of gift (If they do not know, please advise them Black Pine will apply a best guess estimate of value).
2) Turn this information in to the Director.
3) The Director is responsible for adding gifts to the donor database as follows:
   a) Log on at https://blackpine.littlegreenlight.com/home/login.
   b) Search constituents. Only add a new constituent if not already in database.
   c) Add gift.
   d) Print receipt and mail.
   e) Complete any additional donor thank-you as agreed upon or appropriate.

CRM – Donor Database (LGL)

This is the Customer Relationship Management (CRM) database used to record and manage donor contacts, gifts, contact history, etc., as well as Park Pal membership information.

https://mylgl.littlegreenlight.com/home/login
Admin User ID: lori@blackpine.org

Volunteer User ID (to update memberships/addresses only): blackpineanimalpark@yahoo.com
Volunteer Password: bpstaff

$529.20 per year, price based on number of constituents in database

Non-Profit Transparency

Guidestar

http://www.guidestar.org

User ID: lori@blackpine.org

Better Business Bureau

https://www.bbb.org/northernindiana/login

Log in using the Google profile under lori@blackpine.org.

GreatNonProfits.org

http://greatnonprofits.org/org/professional-animal-retirement-center

User ID: lori@blackpine.org

Online Fundraising Platforms

Little Green Light Forms Module

This is an online platform included with the Little Green Light Donor Software package. Forms are used to receive and process website donations. https://admin.lglforms.com/accounts/yY1AADlVXFo/forms

Amazon Wish List

www.amazon.com
User ID: blackpineanimalpark@yahoo.com
PW: Joemonkey

Facebook Donations

From the Black Pine Facebook page, fundraisers can be launched. Additionally, any Facebook user can launch their own fundraiser for the organization. Access reports through the Page Settings, Donations ♡ link.

https://www.facebook.com/blackpineanimalsanctuary/settings/?tab=donations

Your Cause LLC

An employee giving platform. Receiving gifts from employees of AT&T and Unilever as of 11/17.

Donor information site:
https://nonprofit.yourcause.com/login
UserID: lori@blackpine.org

Payer site:
https://www.fisintegratedpayables.com/payments/login.aspx
UserID: lori@blackpine.org

PayPal Giving Fund

A "no fees" service that allows the public to give through:

- Direct donations made on PayPal.com and/or PayPal's "donate now" button
- eBay for Charity – where Black Pine can sell, or any other can sell & contribute $$ or %
- Humble Bundle – digital books and games offering buyers opportunity to donate
- GoFundMe – crowdfunding platform

https://www.PayPal.com/givingfund/about (logs on through PayPal account)

JustGiving.org (formerly JustGive.org)

Online giving platform that collects fees for donations made. Fundraising can be promoted from the organization's profile page. The public can launch fundraisers using the platform. Crowdfunding can be managed here. (Not actively promoting this platform due to the higher fees that apply. This platform went through a transition to an international company and their customer service was terrible. Dropped in favor of raising money using the Forms module on Little Green Light = less fees, better control.)

https://www.justgiving.com/charities/home

Amazon Smile program
This is a non-profit program that allows shoppers to shop via smile.amazon.com, at no additional cost, and 0.5% of each purchase is donated by Amazon to the shopper's charity of choice.

https://org.amazon.com/ref=smi_ge_uaas_org_org

Benevity
A platform for workplace giving, employer match gifts, volunteering, etc. Gifts are received from donors through the American Endowment Foundation and/or the American Online Giving Foundation. Workplaces that participate include:

- Roche Diagnostics
- Total Quality Logistics
- Ameriprise Financial
- UnitedHealth Group

https://causes.benevity.org/user

Network for Good
Online fundraising platform for 'donor-advised' gifts. (Not actively promoting this platform due to the higher fees that apply. Dropped in favor of raising money using the Forms module on Little Green Light = less fees, better control. Donors can still contribute if/when promoted by other organizations, employers, etc.)

https://identity.networkforgood.org/login?signin=454c2e3d846d138a021e2b8a10b92b25

Thrivent Financial – Thrivent Choice
Platform for Thrivent members (customers) to direct dollars to charities of their choice. Enrollment as a charity is required by recommendation of a member. There doesn't appear to be a log-in page for the non-profit to update the original application information.

Program info at: https://www.thrivent.com/making-a-difference/living-generously/thrivent-choice/

Indiana State Employees Giving Campaign
(No information available to log in; upon receipt of a check, find details enclosed.)

Giving Assistant
An online shopping portal that allows shoppers to earn cash back, which is donated to the charity of their choice, zero fees.

https://np.givingassistant.org/#/app/login

LoveAnimals.org
An online platform for fundraising "campaigns". We have not yet used this platform, but do have a dashboard to launch if we want to.

https://www.loveanimals.org/dashboard/overview

SupporterWall.com

This is an online ‘virtual’ supporter wall where donors can purchase an image square at different levels and dedicate the square per their wishes, by uploading a custom image, or selecting one of ours. It can be used to dedicate memorials, etc. The actual application is embedded in the Black Pine website.

https://www.supporterwall.com/login

Kroger Community Rewards

Customer loyalty card shopper program that allows shoppers to set up an online profile to enable a portion of all purchases at Kroger stores to be donated to their charity of choice. Promoted on Black Pine’s website and routinely on social media.

Info at: https://www.kroger.com/topic/community-rewards-2

iGive.com

An online shopping portal that allows users to shop and donations are made by the stores to the charity of their choice. Promoted on Black Pine’s website and iGive automatically posts to Black Pine’s Facebook page wall to promote routinely.

https://www.igive.com/html/login.cfm (click on “cause” on menu)

EXTexting.com

https://www.eztexting.com/
User ID: bpsanctuary

This is a text messaging service that allows users to opt-in to receive texted offers, announcements, etc.; used as a development tool.

Fees are based on the numbers of texts sent, including replies if users opt-in to receiving text alerts.

Special Events

Annual Special Events. Find details at https://www.bpsanctuary.org, under “Events”. Additional details may be found in computer archives, or from the Friends of Black Pine Committee members.

- St. Catty’s Day in March
- Earth Day in April
- Wine in the Pines in June (Reservations managed by LGL form)
- Roar ‘n’ Snore in July and September (Reservations managed by LGL form)
- Summer Fest, last Saturday in July (Vendor booth registrations managed by LGL form)
- Lions, Tigers & Beer in October (Reservations managed by LGL form)
- Howl O’Ween in October
- Turkey Day in November
- Animal Enrichment Day in December

Other Initiatives

Engraved brick paver sales

https://www.bpsanctuary.org/buy-a-brick (Wufoo form)
Order forms are also available in brochure form, purchased from Vistaprint.com.

Benefit photo calendars

Designed and ordered from https://www.createphotocalendars.com/

Donor Stewardship

A Stewardship Chart has been developed to help guide activities.

Gift Acknowledgements

Facebook

Identification of donors who submit gifts on Facebook is only possible based on the information provided in Donation Reports provided. In most cases, there is no mailing address provided. Only a few provide an email address. As such, the most efficient way identified so far to say thank you, and/or get the information necessary to send a proper receipt by mail, is to manually go through the donor list and search on Facebook to engage with them. To retrieve a report of donors:

1. Log into Facebook (as a page administrator).
2. Go to the Black Pine Animal Sanctuary Facebook page.
3. Select “Settings”.
4. Scroll down and select “Donations” from the left menu panel.
5. Based on notification received from Facebook of a “Remittance”, choose “Download Donation Reports” then “Multi-Day Transaction Report” and enter the date range for the gifts remitted.
6. Retrieve report from email inbox submitted.

With the report in hand, and a link to the fundraiser on which each person donated, thank-you messages can be made to the donors by comment. Additionally, when possible, emailed thanks can be sent, and/or private messages may be sent to donors using Messenger, and requests made for addresses if more engagement is appropriate.

Cash Gifts

When a monetary gift is received it should be entered into Little Green Light (LGL), and an acknowledgement letter template selected to be mailed to the donor. This letter serves as a thank-you for smaller gifts, and a receipt for tax purposes for ALL gifts.

Letter templates can be created using Microsoft Word, with the ability to use fields from the database to personalize the letter, list gifts, gift amounts, dates, etc., then uploaded and saved as “templates” in LGL.

After one or more monetary gifts have been recorded in LGL, acknowledgement letters can be generated, and downloaded. Anyone managing the LGL Dashboard will see alerts when there are gifts that have not yet been acknowledged, and the process can be carried out from there.

Microsoft Word templates are stored on the director’s computer under My Documents/Corporate/Forms.

In-Kind Gifts (goods or services)

When an in-kind gift is received it should be entered into Little Green Light (LGL), and an acknowledgement letter template selected to be mailed to the donor. This letter serves as a thank-you for smaller gifts, and a receipt for tax purposes for ALL in-gifts. The template used is worded differently than for a monetary gift, and tax rules are different as well. (Donors of in-kind gifts must determine the value of their gift. While the recipient may place a value on the gift for budgeting purposes, the recipient should not place a value on the gift for tax purposes.)

Letter templates can be created using Microsoft Word, with the ability to use fields from the database to personalize the letter, list gifts, gift amounts, dates, etc., then uploaded and saved as “templates” in LGL.

After one or more in-kind gifts have been recorded in LGL, acknowledgement letters can be generated, and downloaded. Anyone managing the LGL Dashboard will see alerts when there are gifts that have not yet been acknowledged, and the process can be carried out from there.

Microsoft Word templates are stored on the director’s computer under My Documents/Corporate/Forms.

Thank-you Cards / Gifts

Any variety of thank-you cards or gifts may be used to steward donors. Some examples:

- Custom-designed photo note cards (Vistaprint.com)
- Custom-designed photo calendars (CreatePhotoCalendars.com)
- Standard thank-you cards (not customized)
- Custom-designed photo “holiday” cards (Vistaprint.com)
- Standard “holiday” cards (not customized)
- Birthday and other special occasion cards

Donor Engagement / Advocacy

Another form of stewardship is to “engage” with donors. This step typically falls between a thank-you for a previous gift, and the next “ask”. Engagement is a non-solicitation contact. The Stewardship Chart provides suggestions on when to use each example:

- Facts Sheet (first time donors)
- Newsletter (“active” donors)
- e-Bulletins (anyone/everyone who opts in)
- Replies on social media comments (as seen)
- Surveys (following events)
- Lifetime Alliance brochure (high-end, “active” donors)
- 2nd chance postcards (“lapsed” donors)
- Annual report (“active” donors)

GUEST RELATIONS

Being Prepared

- Not being ready when the front door opens (no cash in drawer, door locked, reptile house not open, bathrooms not checked, etc.)
- Messy merchandise / displays / lack of respect for merchandise ($)
- Lack of change in drawer (need lots of ones, fives, and coins.)
- Floors and/or rugs dirty
- Animal feed not prepped for resale
- No A/V playing

Ambassador Program

The objective of the Ambassador Program is to meet the requirements of accreditation by the Global Federation of Animal Sanctuaries, which prohibits "unchaperoned" visitation by members of the public.

The goals of the program are:

- To gain acceptance from each individual or party of guests to be accountable for making sure no one visiting the sanctuary engages in behavior that may cause fear, aggression, or otherwise disrupt animal residents in their home.
- To create an atmosphere of teamwork between all designated Ambassadors on site to help one another carry out the mission, just as sanctuary staff members do.
- To foster buy-in to the sanctuary's mission through engaging in this "volunteer" program to chaperone themselves and all other guests in service to the animals in residence.
- To educate visitors to better recognize and respect animal behaviors.

To Book for a Tour

When someone wants to book to attend any guided tour, group tour, field trip, etc., they should start by reviewing the Options by Date calendar.

1. Go to www.bpvisit.org (or www.bpsanctuary.org and click on Visit Us).
2. Select the number of "tickets" to reserve/buy.
3. Submit.
4. Enter attendee details.
5. Submit.
6. Enter payment details, if applicable.

To Confirm a Field Trip

Once a field trip request has been submitted by a user, the info@blackpine.org email inbox should receive an email notification of the booking made.

1. Review the request against the BPSTAFF calendar to make sure there isn't a conflict. If there is a conflict, the party will need to be notified to choose another date/time, then that option should be also be removed from the Wordpress/Events site. Do not continue with booking. If necessary, issue a refund for prepayment through PayPal.
2. Update the Signup.com system for recruiting staff to cover the tour.
    a. Go to http://www.signup.com.
    b. Login as administrator.
    c. From the Dashboard, select Tour Guides / Docents / Chaperones.
    d. From Calendar View, go to the date for the booking, click on "Click to Plan".
    e. For most field trips, we seek 1 person to "do or attend" the field trip. Enter into the blank the same information used in step 2.e. (event type and attendance demographics).
    f. Tab to select "From" and "To" times to match the info in step 2.d. above.
    g. Scroll down and review the calendar to make sure only the date for this booking is highlighted. If other days are highlighted, edit.
    h. Under item 3, "Add extra details (optional), enter at least the planner's name, organization name, daytime and evening telephone numbers, and any additional notes to help tour guides plan for this group that were provided on the booking request. It is easy to cut and paste the contents of the form from the computer, too, as an option to capture all the info.
    i. Review the entry, edit as needed, or click "Save".
    j. Click "OK" to finish. Every hour or so, the BPSTAFF calendar will sync with Signup.com and the newly scheduled appointment will be added to the calendar.
    k. Send a recruiting announcement via Signup.com to recruit as needed to fill the volunteer roster. If/when a volunteer signs up at Signup.com to fill the tour guide role, BPSTAFF will automatically be updated as well.
3. File the hard copies for reference, by date, in the Field Trips binder.
4. Notify the planner to confirm. Only programs that have not been secured by pre-payment require this step. Programs for which pre-payment is made will automatically be confirmed by a separate automated message:
    a. From the email received with the booking details, long form, hit reply to sender.
    b. A 'static' confirmation is easiest to use - by cutting and pasting it into the message. Be sure to review it, though, and modify as needed for accuracy.
    c. Edit the email Subject if replying, indicate this is a "CONFIRMATION".
    d. Send.

WordPress Visitor Services Website

Visitor services at www.bpvisit.org is managed on the WordPress platform, with the Event Espresso Plug-Ins to manage events (programs), prices, and reservations or requests for appointments.

Event (Program) Attendees list for POS Check-in

1. Go to http://www.bpvisit.org/admin
2. Log on using the credentials issued for user ID: guestsvcs
3. Click on "Event Espresso" in left-hand column.
4. To run a report:
    a. Scroll down to the end of all events on screen, or press the "End" key on the keyboard to jump to the end of the list.
    b. Click on "Export All Attendee Data". A file will automatically begin to download. You should see the file loading on the bottom of your computer screen.
    c. When the file has finished downloading, double-click on it to Open in Excel.
    d. If prompted with a message that the file format and extension don't match, select "Yes" to open it anyway.
        i. If not performed on the Wolf Den POS computer, user may use Excel to reformat, sort, etc. as needed. Using "filter" is at least recommended to aid in sorting and looking for applicable info.
    e. To print the report, user will need to use Excel options to format for printing.
    f. When finished with Event Espresso, please Log Out.

Event (Program) Attendees – Edit

1. Go to http://www.bpvisit.org/admin
2. Log on using the credentials issued.
3. Click on "Event Espresso" in left-hand column.
4. Use the Filters tools at top to help locate the individual event entry for which you need to add or subtract attendees.
5. Once the exact event date is found, click on the people icon (Attendees) under "Actions" at the far right side of the event.
6. Use the checkbox to select and "Delete Attendee(s)" to open an event back up for booking by someone else (in the event of a cancellation). Use the "Add Attendee" button to manually "book" an event and make it unavailable for others to book it. This is sometimes necessary if the user failed to submit the proper online registration.
7. Update, as needed, Signup.com as well, which will auto-update the BPSTAFF calendar.

Event (Program) - Add or Duplicate Event

1. Go to http://www.bpvisit.org/admin
2. Log on using the credentials issued.

3. Click on “Event Espresso” in left-hand column.
4. Click on “Event Overview” in left-hand column.
5. Use the Filters tools at top to help locate the individual event entry you need to duplicate. Once you find the date before or after the event you wish to duplicate, click “Edit”.
6. Scroll down the page to the reddish highlighted box, and make the appropriate selection.
7. Check/edit the occurrence dates for this event and make the changes necessary to add the event to additional dates. Do not submit yet!
8. Review the “Immediate Response Window” to see if the settings changed will produce the desired result. This process re-writes ALL events of this type, so make sure the new entries are correct.
9. OPTIONAL: If the desired results cannot be achieved using this process, it is best to create an all new event, and to cut and paste the descriptions, etc., to duplicate entries. During that process, change the “Unique Event Identifier” in order to help keep track of multiple recurring events of the same name.
10. Default options/field entries:
    a. Registration Start: the earliest date someone is allowed to register to attend.
    b. Registration End: the latest date someone is allowed to register to attend. Usually the day of the event. If entering a special event, make the last registration earlier for planning purposes as needed.
    c. Event Dates: If this will be a one-time event (like a Special Event), enter the date the event will take place. If this is a recurring event, enter the first date of occurrence.
    d. Registration Times: Most events will not use this information. Instead, the event description will indicate time options. Only events that are registered and paid for entirely through Event Espresso need to have this information completed.
    e. Recurring Event Manager: Select Yes or No as needed.
    f. Create Dates Automatically: Yes, typically. If this is a special event, select No.
    g. Registration Starts On: Enter the earliest date someone can register to attend. This is usually the same as used in a.
    h. Registration Ends On: This should be the latest date someone can register for the latest occurrence of this event. Usually the day of the event.
    i. All events available between the registration dates above? Usually yes.
    j. First event dates: same as c.
    k. Last event date: enter the very last date this event will occur.
    l. Repeat: Use the options shown to select how often this event will recur, and when. Review the Immediate Response Window and tweak as needed to get desired result.
    m. Event Pricing: Only used for events that are registered and paid for entirely through Event Espresso (rarely). Leave blank for recurring events (Wufoo forms will be used to issue prices and collect money).

n. Under Advanced Options, select Black Pine as the venue.

11. Scroll back to the top, and under "Event Options" on the right side:
    a. Set Attendee limit. This should be used for every event and is set by the Executive Director and/or event chairpersons.
    b. Allow group registrations: No for most group tours, because the attendance limit refers in this case to how many groups can be booked (not individuals per group). Yes for Behind-the-Scenes Tours, booked entirely through Event Espresso by individuals.
    c. Maximum Group Registrants: Enter the number you will allow one person to book at a time. For larger group programs, this number may be lower to allow multiple parties to book and not accept one reservation for more than 20 people, for example.
    d. Additional Attendee Registration Info? No
    e. Is this an active event: Yes
    f. Event Status: Public
    g. Display description: Yes
    h. Default Payment Status: Pending, if the event will be registered and paid for through Event Espresso. Most are not, so set to No Change.
    i. Custom Tickets: Ticket, if this event has strict limits on attendance.
    j. Event Category: Multiple categories may be selected, used in Options by Date calendar filter.
    k. Event Questions for Primary Attendee: Select as needed – if using Event Espresso to track maximum attendee allowances, as for group tours, select Organization or Group Name to be added, for matching Wufoo forms with Event Espresso forms.
12. Once all is entered and reviewed, click "Submit New Event" button on right margin.

Event (Program) - Edit

Program edits may be necessary in the following examples (others may apply as well):

- The first party has booked a Private Tour and selected a time for their tour. Rather than allowing additional parties to book separate times, the administrator can edit the singe event on the date booked and delete all the time options except the one already booked.
- A group has booked a group tour program on the same day we already have other potential tours to conduct. The administrator can edit the programs offered so that their combined attendance limits don't allow for too many attendees. For example, a Summer Group books on a weekday at 11:00 a.m.; modify the Guided Tour offered at 11:00 a.m. by reducing the number of attendees allowed so the group can be accommodated with the other guests on one tour.

1. Go to http://www.bpvisit.org/admin
2. Log on using the credentials issued.
3. Click on "Event Espresso" in left-hand column.
4. Click on "Event Overview" in left-hand column.
5. Use the Filters tools at top to help locate the individual event entry you need to edit.

6. Once the exact event date is found, expand the options by hovering over the Event Name, then click on “Edit”.
7. On this screen you can change the attendee limits, times offered, etc. to modify options. This is typically done in order to reduce attendance limits to accommodate groups that have scheduled, or to delete time options for Private Tours once one has been booked on a particular date, so as not to overbook.

Event (Program) - Delete

1. Go to http://www.bpvisit.org/admin
2. Log on using the credentials issued.
3. Click on “Event Espresso” in left-hand column.
4. Click on “Event Overview” in left-hand column.
5. Use the Filters tools at top to help locate the individual event entry you need to delete. IMPORTANT: nearly all entries in this system are “recurring” so the user must be very careful when selecting what to delete so as not to delete ALL of the events of the same type! Do not “Edit” the event to delete it. Once the event details open up, changes may apply to all events of the same type. Be careful!
6. Once the event date is located in the event list, then click on “Delete” under the event name for that date only.
7. If any attendees were affected by the change, changes will also be necessary at Signup.com, which will auto-update the BPSTAFF calendar, too.

Park Pal Membership Program

The Sanctuary offers a variety of annual membership options that may provide a significant savings for those who visit more than a couple of times during a 12-month period, and offer additional exclusive benefits.

How to join

Patrons can select and purchase a Park Pal members at www.bpsanctuary.org by clicking on “Buy / Renew Park Pal Membership” under the “Membership” menu. Alternatively, a membership order form can be submitted in person with payment. Brochures are available in the Wolf Den Gifts & Things and by download on the web page.

Site Member Requests (Wix.com)

A Members Only section of the Sanctuary’s website requires a user to request permission to log in, which must be cross-checked and only approved for members in good standing.

Upon receipt of an email notification from “Wix Team”, sent to info@blackpine.org:

1) Click on the “View Request” button in the context of the email notification, or log on to the Dashboard at Wix.com using the credentials provided.
2) From the Wix Contacts page, click on the “bell” icon in the upper right corner that indicates new notifications have been received.

3) The latest notification(s) should match the emailed notification received. Open the notification pertaining to a new “Site Member” request.
   a) Referencing the requestor’s name (if provided) and/or email address provided, cross-check to see if this person is a current Park Pal member.
      i) Log in to Little Green Light at https://mylgl.littlegreenlight.com/home/login using the credential provided.
      ii) Click on the “Search” button (nothing has to be entered in the search box yet).
      iii) Change the search criteria under “Advanced Search” if necessary to look for an email address, if name is not provided. Search for the requestor to see if you a match.
   b) If a match is found and the membership is active, return to the Wix Site Member Request and click “Approve”, then Logout of the site.
   c) If a match is not found, return to the Wix Site Member Request and notify the user that a match could not be found (see example below). It is not necessary to “Block” the user, just reply, then Logout of the site.

      Sample message:

      Hi! Thanks for visiting and exploring our website. I am sorry I cannot locate a Park Pal membership with the email address you provided. If you are a Park Pal in good standing, please contact me at 260-636-7383 or reply with the name your membership was purchased under so we can update your membership records and provide you access to our Members Only section. If you are not a member, but are interested in the benefits of membership, please go to: http://www.bpsanctuary.org/membership to sign up! Thank you!

Donor / Member Database Management

Little Green Light is a third-party “cloud-based” database service for which BPAS subscribes and uses to manage all donor and Park Pal member information and activity.

Adding or Editing a Donor/Member

1) Open an internet browser window to and navigate to https://mylgl.littlegreenlight.com/home/login.
   a. Enter the user ID: lori@blackpine.org
   b. Enter the password issued. (If not issued, see the Executive Director or to reset, follow prompts. This will require access to the email inbox of lori@blackpine.org.)
2) Use the “Search Constituents” box at the upper right of the screen. Enter the last name of the member, or leave blank and press “Search” to open up additional search options.
   a. Tab through the record to choose and edit as needed. Or, if record doesn’t exist, click “Add Constituent” and fill out form, paying close attention to mailing addresses, email addresses, phone numbers, etc. Be sure to record membership under the member to receive benefits, which may differ from the person who purchased the membership.
   b. Complete the LGL Membership section. NOTE: There should be only ONE record for a person’s membership. Update the existing record; do not add a new one.
   c. Click “Save”.

For additional How To instructions using Little Green Light, go to:
https://blackpine.littlegreenlight.com/help

E-Mail Contact Management

According to anti-SPAM laws, individuals must "opt in" to receive solicitation e-mails. As such, a third-party service, VerticalResponse.com, is utilized to manage all emails used for mass distribution/communications. Multiple list "types" can be maintained to enable targeted marketing/communications. Those lists may include:

- Media (for news releases)
- Park Pals (for member-related updates/offers)
- Subscribers (for anyone who wishes to receive occasional e-Bulletins or other correspondence)
- Master List (combines all mailing lists into one list)

Park Pal list updates are best managed by maintaining as a separate list, and prior to emailing members uploading the latest data from Little Green Light (CRM) database and overwriting the list. This action will remove any lapsed members and add any new members since the last email distribution.

Export Park Pal Emails from LGL

1. In Little Green Light, click on "Constituents" on the menu.
2. Under "Filter Results", select "Active" under the By Membership Status section.
3. Near the top right of the screen, select "Export Results"
4. Add fields to appear in the new list:
    a. Constituent Fields – First Name, Last Name, Memberships
    b. Contact Info Fields – Preferred Email
5. Expand to add Membership details:
    a. On the panel at right, click on "Customize" that appears next to "Memberships".
    b. Select "Membership End".
    c. Click "OK".
6. Near the top right, click "Next".
7. You may review the sample results and go back to correct or add any desired additional fields of data. If okay, click "Next".
8. Rename the export to ID what the data is for, for example, "Park Pal Emails Update". Select file type "CSV" and "Save Export."
9. Once the new report appears "Ready for Download", click on the file name to download and save the data. This new file will next be imported into Vertical Response to update the email list.

Import Park Pal Emails to Vertical Response

1. Open application at https://www.verticalresponse.com/.
2. Log in, User ID: lori@blackpine.org.
3. Click on "Lists" on the top menu, then select "Mailing Lists".
4. Click on "Park Pals" to select the list.
5. Near the upper right corner of the screen, click "Append File".
6. Add List Members "by uploading a file."
    a. Click "Choose File".
    b. Locate the .csv file previously downloaded from LGL and saved, and click "Open".
    c. Click "Next".

d. Complete section 1. Map File Fields to List Fields. Some fields may not need to be mapped.
    i. Set First Name.
    ii. Set Last Name.
    iii. Set Email Address.
    iv. Set ParkPalExpiration date.
e. Scroll down to section 2. Set import rules.
    i. Select to “Import newer data”.
    ii. Leave other options blank.
    iii. Click “Next”.

HUMAN RESOURCES

Operations Standards (Policies)

Policies of interest to employees and volunteers of the Sanctuary are outlined in the OPERATIONS STANDARDS, which contain the organization's operating policies as approved by the Board of Directors. The following are examples of policies that can be found:

- Code of Ethics
- Personnel Policies including files, recruitment, hiring, medical leave, and paid time off

Staff Handbook

The Staff Handbook, updated routinely by the Executive Director, contains policies such as:

- How to maintain the online staff calendar/roster
- Overview of training program
- Overview of Animal Husbandry program
- Attendance policy
- How to record time worked
- Dangerous Animal Escape protocol
- Safety guidelines
- Radio use
- Incident reporting and disciplinary action policy

Recruiting

Recruiting to fill volunteer and (unpaid) internship positions is carried out through a variety of methods:

- Website pages and Wufoo forms.
- Facebook – I am (or was) a Black Pine Intern (closed group;)
- Facebook – Black Pine Volunteers (closed group)
- Facebook – Black Pine Animal Sanctuary (business page)
- Handshake - https://app.joinhandshake.com/ User ID: lori@blackpine.org; password: Choker81!
- AAZK.org (User ID: lori@blackpine.org); Job posting password: !aazk_kzaa1
- Word of mouth

Volunteer Opportunities

The volunteer program opportunities are organized and managed by different members of the paid staff team:

1. Animal Care – ages 18 and up (Lead Keepers)
2. Animal Care – ages 16-17 (high school interns through school; Lead Keepers)
3. Animal Care – Job Shadow program (ages 12 and up; Lead Keepers; $25 fee)
4. Animal Care – Internship program (college-enrolled or post grads; Lead Keepers)
5. Maintenance & Grounds Keeping (Facilities Manager)
6. Guest Services support (Office / Gift Shop Coordinator)
7. Corporate, civic, youth group service projects (Facilities Manager)
8. Friends of Black Pine – special events/fundraising support (Executive Director)

Animal Care Volunteers

Applications for day to day animal care support must be submitted electronically over the website. A link is found under “How to Help”, “Volunteer Program”. No paper application exists, though users can complete the application at Black Pine using our computers, if necessary. Generally speaking, those who are unable to fill out the application online are not likely strong candidates to succeed in the program, due to the amount of communications and training program also administered on the computer.

Once an application is submitted, it will arrive in the inbox of a designated Lead Keeper who will be responsible for reviewing the application, gathering any additional information necessary, and deciding if the applicant can fill any current needs. Based on that decision, they may opt to invite the applicant to complete required training/orientations, and/or schedule them to begin volunteering.

Animal Care (Unpaid) Interns

Applications for internship must include the BPAS online application, cover letter, and two letters of recommendation to be considered for placement.

A link is found under “How to Help”, “Internships”. No paper application exists, though users can complete the application at Black Pine using our computers, if necessary. Generally speaking, those who are unable to fill out the application online are not likely strong candidates to succeed in the program, due to the amount of communications and training program also administered on the computer.

Once an application is submitted, it will arrive in the inbox of a designated team member who will be responsible for reviewing the application, and gathering any additional information necessary.

All internship applications will be considered based upon the candidate’s ability to commute (very flexible in when a 10-week internship period may be completed) or in need of housing (minimizing the flexibility due to limited housing availability in a rental apartment).

Applications for internship are processed as follows:

1. Application received; check for all required documents and advise applicant of receipt, and/or need to submit additional documents, deadline if applicable, etc.
2. Review time periods applied for, as well as housing requirements. This will drive next steps and timeline.
3. If applicant is considered worthy of further consideration, a telephone interview (or in person, if possible) may be set. YouCanBookMe.com has been used in the past to facilitate setting telephone interview appointments, and may be a suitable option to manage multiple requested appointments. (Existing profile uses Google Calendar lori@blackpine.org, tied to lorigagen.youcanbookme.com.)
4. Interview candidate and document considerations.
5. If a position is offered, follow up by mailing a packet:
    a. Cover letter stating next steps.
    b. Internship Agreement (requires dates/signatures, kept on file).
    c. Waiver of Liability (requires signature kept on file).
    d. Staff Handbook (requires signature of receipt, kept on file).
    e. Apartment information, if applicable;

   i. "House Rules"
   ii. Location
   iii. Amenities
6. If position is accepted, schedule will need to be finalized and added to "bpstaff" calendar to aid the Lead Keeper team in scheduling resources.
7. A designated Lead Keeper will send an invitation from ProProfs.com to begin online training, to start with Volunteer / Trainee Orientation.

Maintenance & Grounds Keeping volunteers

If an applicant is interested in volunteering routinely, beyond a mandated period of time (as may be required by the courts system, university, or other organization), they should complete the online application associated. No paper application exists, though users can complete the application at Black Pine using our computers, if necessary. Generally speaking, those who are unable to fill out the application online are not likely strong candidates to succeed in the program, due to the amount of communications and training program also administered on the computer.

If the applicant is looking to do "community service", no application is necessary and the Facilities Manager will be responsible for managing their work and assignments.

Once an application is submitted, if applicable, it will arrive in the inbox of the Facilities Manager who will be responsible for reviewing the application, gathering any additional information necessary, and deciding if the applicant can fill any current needs. Based on that decision, they may opt to invite the applicant to complete required training/orientations, and/or schedule them to begin volunteering.

Guest Services

If an applicant is interested in volunteering routinely, they should complete the online application associated. No paper application exists, though users can complete the application at Black Pine using our computers, if necessary. Generally speaking, those who are unable to fill out the application online are not likely strong candidates to succeed in the program, due to the amount of communications and training program also administered on the computer.

Once an application is submitted, if applicable, it will arrive in the inbox of the Office / Gift Shop Coordinator who will be responsible for reviewing the application, gathering any additional information necessary, and deciding if the applicant can fill any current needs. Based on that decision, they may opt to invite the applicant to complete required training/orientations, and/or schedule them to begin volunteering.

Staff Database / Time Tracking

All members of the staff, paid or unpaid, will be entered in to a time-tracking database for the purpose of maintaining up-to-date contact information and to enable tracking of hours worked on behalf of Black Pine.

The "staff database" is contained in a custom-designed Excel program and is saved locally on a desktop computer in the office. A "Menu" tab contains buttons for ease of use, each programmed with a macro to enable a user-friendly interface.

- Time Records, Clock In Clock Out
    - This button will open a form used to enter start and end times to record work shifts. Work instructions are located in the Staff Handbook.
- Generate Time Reports
    - This button will open a form used to run a report summarizing time worked based on the criteria selected. This is used to generate hours for paid staff for payroll submission every two weeks.
- Staff Database, Add Update
    - This button is used to look up, add, or delete staff records. Criteria options for selected fields:
        - ID#: should be based on the staff member's date of birth in this format: MMDDYYYY, unless the month is Jan-Jun, in which case the format should be MDDYYYY (with no leading zero).
        - Active: leave blank if the person is actively working/volunteering. If person terminates employment or volunteer program, or intern completes program, enter "No".
        - Group:
        - 0 – Non animal husbandry volunteer
            - 1 – Intern
            - 2 – Entry-level animal care trainee/volunteer
            - 3 – Level 3 keeper
            - 4 – Level 4 keeper
            - 5 – Level 5 keeper
        - Staff Type: Employee, Intern, or Volunteer

Report of Hours Logged

To review or generate a report of hours a user in the Staff Database has logged:

1. Find (or open) the Black Pine Staff Database (.xls Excel file).
2. Find (or open) the "Menu" worksheet tab at bottom to display the main database screen.
3. Click on "Generate Time Reports" button.
4. Enter the search criteria for the information you seek. You may enter a range of dates using the first two fields, or skip down and enter a year.

   NOTE: The data that will be found will depend on how far back records go in the current database*.
5. After choosing "OK" a report will be generated and will appear on screen. This report will show the total hours logged for the time frame selected.
6. Click on any "+" to drill down and expand to see more details (month, date, and associated subtotals of hours for each).
7. After viewing the report, displayed on the "Time Reports" worksheet tab, click on the "Menu" worksheet tab to return the database to the main menu page.

Correcting Errors in Time Tracking Database

In the event a user has entered erroneous information (entering a leave time of 3:00 for example, instead of 15:00 to indicate 3:00 p.m.) the resulting time data will also be erroneous. Corrections may be made to the original records saved under the “Staff Database” worksheet tab:

1. Open the “Staff Database” worksheet tab.
2. On the top menu, select “Review”, then “Unprotect Sheet”.
3. Locate the erroneous line item entry, and make the correction by editing the data as needed.
4. Return to the “Menu” worksheet tab.
5. On the top menu, select “Home”, then “Save” to update the database.
6. Repeat the steps above to run a new, updated report.

*This database may be archived from time to time to prevent it from slowing down due to a high number of daily records stored. To check hours not logged in this database, a member of the staff will need to locate an archived version, saved on the desktop computer under a different name.

New Employee Reporting

Job offers

New hires are typically provided a copy of the job description, and written job offer that includes:

- Title of position
- Start Date
- Work schedule and anticipated hours/week, days/week
- Review schedule
- Benefits (if applicable)
- PTO policy/allowance
- Signature of new hire, date, supervisor signature, date

This documentation is helpful for future reference.

Required documents

Form I-9 – Employment Eligibility Verification (send to payroll; keep original in file)
Copy of photo ID (keep in file)
W-4 – Employee’s (Federal) Withholding Allowance Certificate (send to payroll; keep original in file)
Form WH-4 – Indiana Employee’s Withholding Exemption (send to payroll; keep original in file)
Direct Deposit Authorization Form (send to payroll; keep copy in file)

Indiana online reporting

The State of Indiana requires that all new hires be reported at https://in-newhire.com/.

Payroll Processing

Payroll is submitted every two weeks, to be sent via email to the accountants’ office by no later than 5 p.m. on Tuesday for pay day on Friday of the same week.

1) From the bpstaff-pc desktop computer, on the main screen of the Staff Time database (Excel), click on “Generate Time Reports”.
2) From the tab names at the bottom of the worksheet, click on “MENU”.
3) Click (again) on “Generate Time Reports”, and this time enter the first time period for which you need to attain worker hours. Since payroll is done every two weeks, this will be the first full week of the two-week time period for which payroll is being process (from Sunday – Saturday). Then click “OK”.
4) Use the returned results to find hours logged for each paid employee. If an employee shows more than 40 hours worked in that time frame, drill down using the + signs to expand the details to find what date(s) included overtime.
5) Open the Excel template provided by Butler CPA and fill out accordingly.
6) Upon review, if errors appear to be present, correct them using the “Correcting Errors in Time Tracking” instructions in this manual.

Overtime is generally not approved, unless authorized by the Executive Director. It may be necessary to troubleshoot individual time records recorded, by date, to locate and correct errors. Once errors are corrected, re-run the reports to verify accuracy. Any overtime should be approved with a notation from the Executive Director for record-keeping purposes. PTO must be calculated by the Director and authorized accordingly.

Training Program (ProProfs)

The Sanctuary’s various training materials are managed on a cloud-based service called ProProfs.com. Every new trainee that joins the staff is required to complete an initial “course” called Volunteer / Trainee Orientation. This is mandatory for anyone who will be on site more than one time, and should be completed before the first day of service. The Executive Director will issue the initial invitation, and should be notified when a new trainee has applied and been invited to begin work.

MAINTENANCE

Safety Inspections/Risk Management

Padlock maintenance

Padlocks throughout the compound need to be maintained in good repair in order to prevent failure. Routine lubrication will help improve functionality, reduce freeze-ups in winter, and extend their use. If in need of new padlocks, purchase “Masterlock” brand locks with “keyed alike” option. Most recent vendor used is 1stinpadlocks.com. User ID: lori@blackpine.org.

To properly grease padlocks:

1. Apply WD-40 to both openings in the top of the lock, where the hasp moves in and out of the lock, the key entry hole on bottom, and the open end of the hasp itself.
2. Close and lock, then unlock, the lock several times to distribute the oil.
3. Wipe off excess oil with a paper towel.
4. Apply petroleum jelly in the same fashion as the oil – on all four of the same places on the lock.
5. Repeat step 2.
6. Wipe off excess jelly with a paper towel.

If the lock still won’t easily open and close it needs to be replaced. Replacement locks may be available in maintenance. If not, notify a paid staff member to order a replacement. Label and place any failing locks on maintenance work table.

Latches, hasps, chains and other locking mechanisms

A variety of types of locking mechanisms are utilized to facilitate secure containment of animals. This hardware should be inspected routinely and maintained in good working order. The list of hardware may include:

Hinged hasp and staple:

Hinged hasp and “staple”. These are often used on large mammal entry and keeper doors. Check condition and strength of the hinged piece. Check the stability and condition of the hasp. Check for any deterioration of either piece and report for replacement.

Bolt latches:

Bolt latches should be inspected for their overall condition, and strength of where they attach to the door frames and doors.   They may be lubricated to improve functionality. Report any other concerns.

Chains

Chain sections should be in inspected for overall condition, and strength of where they are attached (welded, typically) to provide secure containment. If chain lengths are so long they enable a significant gap, report for shortening/replacement. Report any other concerns. (Padlock maintenance is a separate component of inspection.)

Gate-style latches

Variations of gate latches should be checked for alignment and overall condition. Report any concerns.

Fixtures and Outlets

Damaged and/or inoperable fixtures and/or electrical outlets can pose significant risks of fire, as well as threaten animal lives in extreme cold. When troubleshooting a failed fixture (clamp light, ceramic heater fixture, etc.) do so in this order:

1. Check the bulb or ceramic heater. Use a fixture that is known to be in good working order, rated appropriately for the bulb or ceramic to be tested, to determine if the bulb or ceramic has failed. Replace if no longer working. **IMPORTANT:** All of the UV lamps used in the reptile house are subject to short-term failure as a precaution. Please do not discard UV lamps without re-testing after a period of time. Label clearly so that the bulb can be re-tested before discarding, in case the bulb has simply shut itself off, as they are designed to do in the event of a power surge.
2. Check the fixture. If the bulb or ceramic heater are working properly, but the fixture isn't, then troubleshoot the fixture next. Check for any evidence of overheating, melted parts, exposed wires, unstable switch, etc.
3. If the main power supply and any extensions are working properly, troubleshoot the fixture using a light bulb or ceramic that is known to be working properly.
4. Check the extension cord or power strip, if applicable, if the fixture appears to be working but it isn't working where in use. If the fixture is plugged into an extension cord or power strip, test

the cord/power strip next. Some strips may have a power/reset button. Try replacing the cord or strip to see if that fixes the failure. If that seems to be working properly, move on to step 4.

5. Check outlet(s). Find the originating source of power to the fixture – typically a wall outlet. Use a circuit tester to test the outlet for power. If the outlet has no power, and does not have a ground fault indicator (GFI) button to reset to enable power, check adjoining outlets on the same circuit (There is nearly always one on each circuit that has a GFI that may have tripped off.) If all appear to be working properly, move on to step 6.
6. Check the power panel. If all of the wall outlets appear to be working properly, locate the power supply panel and check for a breaker or GFI that has tripped "off". If none is round, and all appears to be working properly, move on to step 7.
7. Contact a paid staff member for further assistance. An electrician may be needed.

In addition to addressing any failures, fixtures should be inspected for:

- Bare or visible wires at the fixture or plug end. Replace if found.
- Loose or degraded clamps, twine, rope or wire ties used to secure the fixtures. Replace if not able to hold the fixture securely in place.
- Melted plastic anywhere around the base of the bulb/ceramic unit, and/or at the plug end. Replace if evidence of overheating.
- Proper use; most fixtures are labeled for maximum voltage use. Replace unit if the bulb/ceramic being used exceeds what the unit is rated for.

Fire Extinguishers

Fire extinguishers should be inspected monthly, and maintenance at least annually, according to the US Fire Administration. To inspect:

1. Ensure easy access. It's critical that the fire extinguisher is easy to access in the event of an emergency. It should not be blocked by other items.
2. Make sure it's visible. Be certain the extinguisher is placed or hung in a spot that can be easily seen by everyone in the room or immediate area. Note if signage needs to be placed.
3. Check the tamper seal. Extinguishers have a tamper seal to verify that they have not been interfered with. Check this seal during your inspection. If the seal is broken, someone may have tried to use the extinguisher. If so, it may be time to replace the extinguisher or have it professionally inspected and a new tamper seal placed.
4. Look at the pull pin. The pull pin is the piece that is pulled out of the handle to allow the extinguisher to operate. Be certain the pull pin is still inserted in the handle. If the pin is missing, it's a clear sign that the fire extinguisher has been tampered with or used and needs a professional inspection and pin replaced.
5. Check the pressure. Many fire extinguishers have a pressure gauge. If so, ensure that the gauge's needle indicates that the pressure is in the proper operating range. Most of the time, the correct pressure will be marked in green on the gauge. Report if out of range.
6. Look for physical damage. Fire extinguishers can be dropped and damaged in many ways. Look for obvious physical damage. In addition, corrosion and other age-related damage can indicate

that it's time to either have your extinguisher looked at by a professional, or it's time to get a new one. The US Fire Administration says that, if you ever notice that your fire extinguisher is damaged in any way, you should replace it immediately.

7. None of the parts are damaged or restricted. The USFA says you should make sure there are no bugs or other debris in the extinguisher's hoses or nozzles.
8. If you have a dry chemical extinguisher (A-B-C type), shake it. The USFA says shaking the extinguisher will help prevent the powder inside from settling or packing.
9. Check for a tag that indicates when the extinguisher was last professionally inspected/serviced. If it has been more than one year, report for service.

Habitat hazards

General hazards that could lead to a breach of containment or injury should be reported immediately. Habitats should be inspected routinely, in search of:

- Overhanging tree branches that appear to be dead or dying.
- Standing trees that appear to be dead or dying.
- Gaps or failing hardware where habitat ceilings attach to habitat walls.
- Gaps where habitat ceilings surround standing trees.
- Sagging habitat ceilings.
- Debris lying on top of habitat ceilings.
- Corner barriers missing or in disrepair in open top habitats (i.e., wolf habitat).
- Failing electrified wire systems (hotwires) used to deter escape or encroachment.
- Loose or missing hardware used to secure cage panels together and/or to upright posts.
- Gaps at the bottoms of containment walls, from erosion or digging.
- Loose or degraded upright posts.
- Loose or degraded wood door frames, jams, and/or walls on dens and den buildings.
- Exposed screws, bolts, broken wood pieces, or other hazards that could cause injuries.
- Gaps or other elements of design where animals share a containment wall and could be causing injury to neighboring animals.

Preventive Routine Maintenance

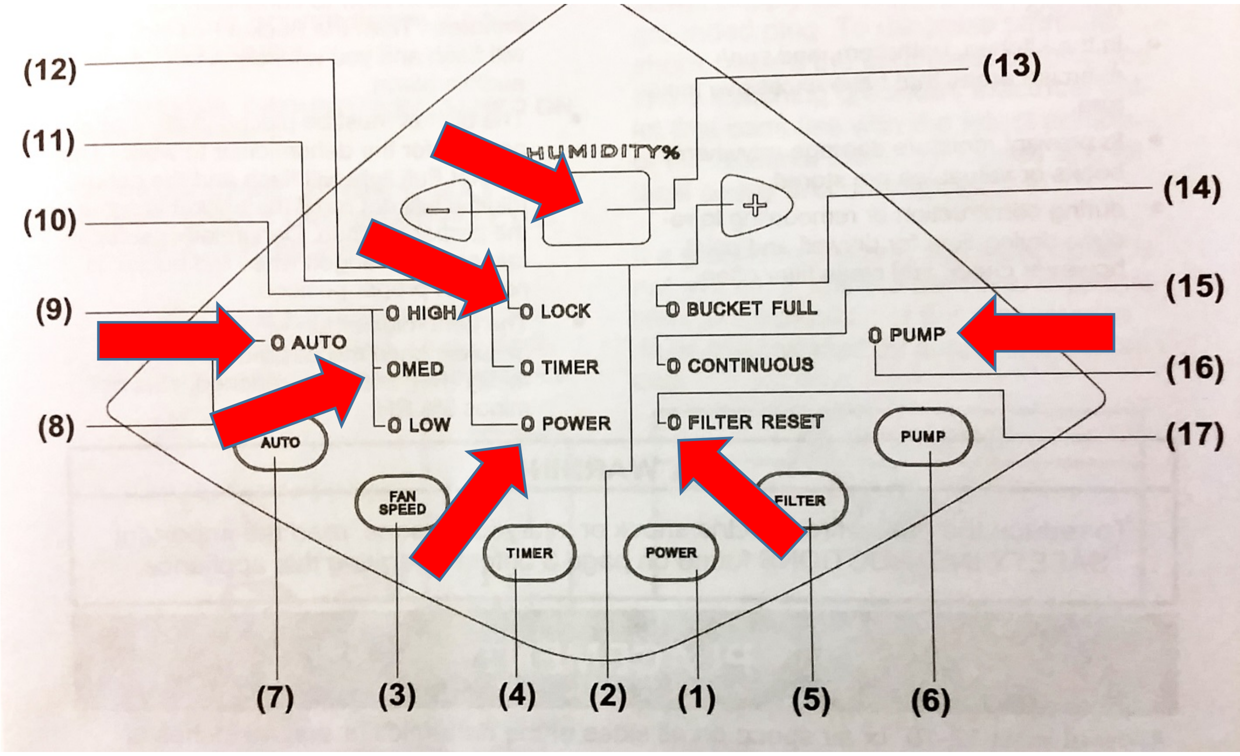
Dehumidifier maintenance / service

Dehumidifiers will need to have filters routinely cleared of dust/debris in order to work properly. They will also require routinely emptying of water containers if not set to continuously operate and drain through a drain tube.

Workers should routinely monitor the units to ensure they are working properly, pay attention to service lights that may indicate time to clean filters, full buckets, etc. and report concerns to paid staff immediately. If a unit is found running, but with service lights on, turn unit off and report for service.

SoleusAir

Model GL-DEH-70EIP-6
Proper panel appearance:



To unlock and lock panel:

Control Panel Lock – ON – if the panel is locked settings cannot be changed. To unlock: Press the + and – keys simultaneously and hold for three seconds. Repeat process to lock the panel after servicing.

Power - ON – (press button #1, indicator light #10 on)
Auto Mode – ON (press button #7, indicator light #8 ON)
Fan Speed – MED (press button #3, indicator light 9 on Medium)
Pump Mode – ON (press button #6, indicator light #16 ON)
Humidity Level – Set to 35 (use buttons #13, – and +, to adjust)
Lock – ON – re-lock panel after servicing, see note above.

<u>Filter Reset</u> – If indicator light #17 is ON, filters need to be remove and cleaned! After cleaning filters with warm water, allow to dry before placing back on unit. After placed back on unit, press Filter button #5 and make sure indicator light #17 is OFF.

Bucket Full Indicator – should be OFF – (if unit is set properly it will run in auto and pump modes, and continuously drain through a drain tube to the floor drain.)

Timer – Delay Start/Auto – should be OFF (indicator 11 OFF)

Humidifier Maintenance

The Aircare humidifier console used in the Reptile House is intended to help maintain an appropriate level of humidity for the wellbeing of the animals.

Workers should monitor the unit's settings, water level, performance, and need for maintenance daily.

Proper settings:

Top button with "+" sign controls Fan Speed.
Set Fan to A (automatic)

Middle button with water drops controls humidity.
Set humidity to 30% (highest setting)

Power button.
Make sure power is always "on".

Water Fill – Removable "bottle" on side of unit:
Workers will likely need to refill the unit's water bottle daily (except, perhaps, during summer – TBD). The removable side bottle will hold 3.5 gallons of water. ***Only water drawn from the taps in the Commissary (softened) or distilled water should be used.*** This will help preserve the life of the unit and will prevent having to clean scale from inside of it routinely.

When the unit needs filled, the display will flash an "F". Even if the "F" is not flashing, workers should top off daily to prevent dryout.
Remove the side bottle carefully so as not to damage the valve on the bottom. Carefully lie the bottle on one side so the cap can be removed, bottle filled, and cap replaced. Gently place the bottle back into the unit, seating it so that it sits completely in line with the unit.

Placement:
Make sure the unit remains at least 4" away from any wall or other solid surface. Do not place in front of any air intakes or furnace vents. Keep the humidistat (on the power cord) free from obstruction so it can read the humidity in the room. Do not plug unit into a timer; it needs to run around the clock.

Skid Steerer Use

To help avoid taking unnecessary risks to avoid injury or death, it is imperative workers take precautions. Operators approved to use the Bobcat Skid Steerer will have signed the appropriate approval form and watched a safety video to ensure compliance with safety protocols.

The following practices will minimize hazardous situations associated with operating and maintaining skid-steer loaders:

- Always read and understand the operator's manual before using the piece of equipment. Always follow the manufacturer's recommendations and specifications when operating it. The safety manual for the Bobcat skid steer loader used at Black Pine Animal Sanctuary is kept in the front of the Work Instructions (training manual) binder in the office. All operators are expected to read and follow the safety measures outlined.
- Follow safe operating procedures:
    - Operate the loader from the operator's compartment—never from the outside.
    - Stay seated when operating the loader controls.
    - Work with the seat belt fastened and the restraint bar in place.
    - Keep your arms, legs, and head inside the cab while operating the loader.
    - Load, unload, and turn on level ground when possible.
    - Travel and turn with the bucket in the lowest position possible.
    - Operate on stable surfaces only.
    - Do not travel across slopes. Travel straight up or down, with the heavy end of the machine pointed uphill.
    - Keep bystanders away from the work area.
    - Never disable safety devices.
- Enter and exit from the loader safely:
    - Enter the loader only when the bucket is flat on the ground—or when the lift arm supports are in place.
    - When entering the loader, face the seat and keep a threepoint contact with handholds and steps.
    - Never use foot or hand controls for steps or handholds.
    - Keep all walking and working surfaces clean and clear.
    - Before leaving the operator's seat,
        - lower the bucket flat to the ground,
        - set the parking brake, and
        - turn off the engine.
- Maintain the machine in safe operating condition:
    - Follow the manufacturer's instructions.
    - Keep the foot controls free of mud, ice, snow, and debris.
    - NEVER modify or bypass safety devices.
    - If you must perform service under a raised bucket, use the lift arm supports.

The management team at Black Pine is responsible to:

- Establish a routine maintenance and inspection program in accordance with the manufacturer's recommendations, and will inspect the skid-steer loader to ensure that all safety systems are functioning properly prior to operating the equipment.

- Follow the manufacturer's instructions for maintaining the skid-steer loader. Never attempt maintenance or other work while lift arms or attachments are raised without using an approved lift arm support device. Replace protective guards and shields after repairs or service.
- Train personnel on the proper inspection, use, maintenance, and repair of skid-steer loaders according to the manufacturer's instructions. Train supervisory personnel to identify hazards, such as safety systems that have been bypassed, disabled, or that require maintenance.

To become authorized, an operator will sign the appropriate form, which will be kept on file in the user's personnel/staff file.

Pick-up Trucks

Chevy Silverado

Notice: Driving on clean, dry pavement in Four-Wheel-Drive High (4H) or Four-Wheel-Drive Low (4L) for an extended period of time may cause premature wear on the vehicle's powertrain. <u>Do not drive on clean, dry pavement in Four-Wheel-Drive High or Four-Wheel-Drive Low for extended periods of time.</u>

To the left of the steering column on the dash is a panel labeled 2 N 4↑ and 4↓. This is a guide for which setting to use, depending on conditions and needs:

2H is for driving under normal, dry pavement conditions.

4↑ (4H) is for driving in snow or icy conditions, or if pavement is otherwise possibly slippery.

You can switch from 2H to 4H and from 4H to 2H while driving by simply switching the panel selection.

N Neutral is the position the switch should be in for towing.

Shifting In or Out of NEUTRAL:
1. With the vehicle running and the engine at an idle set the parking brake.
2. Place the transmission into NEUTRAL (N). Shift the transfer case in one continuous motion into or out of the NEUTRAL position.

4↓ (4L) is only to be used when driving in deep mud, off-road, deep snow, or when climbing or descending steep hills.

Notice: Shifting the transfer case into Four-Wheel-Drive Low while moving at speeds faster than 3 mph (5 km/h) may cause premature wear to the transfer case, and may cause the gears to grind. To avoid causing premature wear, and grinding the gears, do not shift the transfer case into Four-Wheel-Drive Low while the vehicle is moving faster than 3 mph (5 km/h).

Shifting into Four-Wheel-Drive Low should be done, if possible, with the vehicle at a slight roll, 3 mph (5 km/h) or less.

1. Shift the transmission into NEUTRAL (N). {CAUTION: Shifting the transfer case to NEUTRAL can cause your vehicle to roll even if the transmission is in PARK (P). You or someone else could be seriously injured. Be sure to set the parking brake before placing the transfer case in NEUTRAL.

2. Shifting into Four-Wheel-Drive Low with the vehicle at a stop may be more difficult. You may be unable to complete the shift to Four-Wheel-Drive Low, and will end up in NEUTRAL. This is normal, and is a function of the gear teeth aligning in your transfer case. When this happens, make sure the engine is on, shift your transmission momentarily to drive and back to NEUTRAL, and then complete the shift.
3. Shift the transfer case shift lever in one continuous motion into the Four-Wheel-Drive Low position. When Four-Wheel-Drive Low do not drive faster than 45 mph. This will reduce wear and extend the life of your transfer case.

Ford F-150

To the right of the steering column on the dash is a knob labeled 2H 4H and 4L. This is a guide for which setting to use, depending on conditions and needs:

2H is for driving under normal, dry pavement conditions.

4H is for driving in snow or icy conditions, or if pavement is otherwise possibly slippery.

You can switch from 2H to 4H and from 4H to 2H while driving by simply turning the knob. If you have successfully switched into 4H, you should see "4H" in red on the indicator panel by other gauges.

4L is only to be used when towing or otherwise in need of "low gear" and at low speeds. The truck should not be driven in 4L under normal conditions, and not at normal highway speeds.

In order to switch into or out of 4L, you must stop the vehicle, put your foot on the brake, and put the transmission in Neutral, then turn the knob. The change should be confirmed by the reading on the indicator light panel. If you do not see 4L turn off on the panel, you are still in "low gear". Seek further help by referencing the owner's manual, or by escalating the issue to the Facilities Manager.

Grounds Keeping

Where to Mow and Weed

- From ditch along entry drive – both sides, across from dumpsters, around dumpsters, and all along driveway. (We do not maintain anything south of the ditch.)
- Visitor parking – both sides of driveway and all lawns around parking area, plus 'island' in parking lot.

- Staff parking area – along where staff cars are parked, around well house, propane tank. Weed across driveway, along woods where containment fence is. Weed around grain bin, behind walk-in storage unit.
- Behind walk-in freezer behind commissary, around stored building materials, with clearance to electrical panel.
- Main compound / visitor areas: obvious lawn areas, around bird cages, pavilion, pasture animals, behind primate house, across from holding barn, both sides of pathways.
- Weed around building 1 – holding barn (cannot mow due to large rocks)
- Weed between wolves and visitor pathway in front of holding barn.
- Weed in cleared animal memorial/burial grounds.
- Mow/weed inside perimeters next to monkeys, all the way around primate house.
- Mow/weed inside perimeters around leopards, female lion, cougars, male lion, all the tigers.
- West end of compound – mow on both sides of path leading up to west gate.
- Outside west end of compound – mow both sides of pathway leading to compost site, around stored building materials, around 4-H indoor archery building, burn pile, etc.

If it can be maintained, maintain it! The more we cut down the fewer mosquitos and other flying insects we have and the less allergy annoyances.

What to avoid

- Maintenance building / horticulture shed left unlocked overnight.
- Cardboard in recycling dumpster not broken down flat. $$.
- Trash in cardboard dumpster (it disrespects the vendor who donates these services.)
- Forgetting to take trash in butchering drop-off / staged behind commissary.
- “Packratting” – empty boxes, containers, paper rolls… use it or lose it!

MARKETING

Social Media Accounts

Profiles are maintained and sites utilized to promote, raise awareness, and engage followers, as well as encourage support and testimonials. User IDs and Passwords are maintained by the Executive Director at this time.

Facebook

https://www.facebook.com/blackpineanimalsanctuary
There are multiple Facebook users who are assigned "administrator" duties. The business page itself is "owned" on Facebook by Lori Gagen; this setting may not be changed without re-launching the page entirely and losing all followers in the process. Only new administrators can be identified.

Twitter

https://twitter.com/bpsanctuary

User ID: bpsanctuary

YouTube

https://www.youtube.com/user/BlackPineAnimalPark

User ID: blackpineanimalsanctuary@gmail.com
Choose channel: Black Pine LIVE!

Instagram

https://instagram.com/bpsanctuary/

User ID: bpsanctuary

Pinterest

https://www.pinterest.com/bpsanctuary/
(personal account; eligible for upgrade to business account).

User ID: lori@blackpine.org

Domains

Web Hosting

Domain: blackpine.org

www.onlinemalls.com
Renew under "Domains".

$18.00 per year

This 'old' domain could be allowed to expire at any time once www.bpsanctuary.org has been communicated on all documentation (business cards, brochures, fliers, etc.) As of 2017, no effort has been put into eliminating blackpine.org because it is so well known.

Domain: bpsanctuary.org
Renew/manage at https://www.wix.com/.

User ID: lori@blackpine.org
Select "Manage Domain".

Domain: bpvisit.org
Renew/manage at https://portal.hostgator.com/login.

User ID: lori@blackpine.org
Log in and select "Domains".

Main Website
www.wix.com

User ID: info@blackpine.org

Visitor Services Website
www.hostgator.com
Customer Portal
Billing Login: lori@blackpine.org

$14.95 per month

Google Place Business Listing
The sanctuary's "Google Business" listing is not found under the G Suite administrator panel because it was set up several years prior to becoming a Google Non-Profit account. To administer the Google search result listing, go to: https://www.google.com/business/

User ID: blackpineanimalsanctuary@gmail.com

Yelp.com Business Listing
Maintain the sanctuary's listing on Yelp at: https://www.yelp.com/login.

User ID: lori@blackpine.org

TripAdvisor Business Listing
Maintain the sanctuary's listing, and manage reviews, answer traveler questions, etc., at: http://www.tripadvisor.com/Attraction_Review-g29306-d207620-Reviews-Black_Pine_Animal_Sanctuary-Albion_Indiana.html. Click on "Profile".

User ID: lori@blackpine.org

Select the user profile image for more options, then choose “My business” to update information.

Black Pine Main Website

www.wix.com
Email: info@blackpine.org

eCommerce Plan: $204.00 per year
Domain (www.bpsanctuary.org): $14.95 per year
(Domain www.blackpine.org is permanently re-directed to this site).
Search App: $5.99 per month

This is the subscription service that hosts, and where we design, our main website. (The visitor services website is separate, and hosted by HostGator using WordPress.) We also maintain the online “shop” (e-commerce) portion of the site, and site member requests to access the Park Pals Only page. All of the content seen on www.bpsanctuary.org is managed on this service. NOTE: www.blackpine.org is set to permanently point to www.bpsanctuary.org. There is no site to maintain under www.blackpine.org, is it simply a domain name we own.

Media

Advertising

An annual budget has been used historically to determine where advertising dollars might be spent, based on previous results and feedback from visitors. A detailed worksheet in the Excel budget file will provide an outline of upcoming anticipated advertising engagements. The budget can be found on the director’s computer under My Documents/Corporate/20XX (where XX = year).

In addition to a few print media display ads, funds have been invested into television spots on PBS-39 Fort Wayne and, occasionally, radio ads promoting specific events.

News Releases

Using VerticalResponse.com, news releases can be designed and sent in mass to the media contacts who have been identified and/or subscribed to receive them.

Television

Occasionally, the sanctuary is invited to appear on television to speak about upcoming events and the non-profit mission. Local stations that have reached out in the past include WANE 15, ABC21 WPTA, and Fort Wayne’s NBC 33.

Radio

Occasionally, the sanctuary is invited for a radio interview to speak about upcoming events and the non-profit mission. Local stations that have reached out in the past include 95.5 The Hawk and WLDE Fun 101.

Internet

Occasionally, posts have been “boosted” on Facebook, and/or a specific ad designed and paid for on Facebook to help promote specific events.

The sanctuary is eligible to use up to $10,000 in Google Adwords per month. This platform has not yet been set up, but offers a great opportunity!

OFFICE ADMIN

Accounts Receivable – close POS

1. Referencing the BPAS Deposit Report and register tape:
   a. Complete the electronic (Excel) Deposit Transmittal form.
   b. Reconcile any discrepancies.
   c. Print report and attach all supporting documents.
   d. Save electronic file with date in filename.
   e. Place in pouch to submit to accounting.

Accounts Receivable – Bank Deposit

1. Reference the bills, coins, and checks tendered in the bank bag submitted from POS close.
2. Fill out a bank deposit slip.
   a. Enter the total dollar sum of bills where indicated.
   b. Enter the total dollar sum of coins where indicated.
   c. Enter the last name, or company name, of each check, and dollar amount on face of check, where indicated – one on each line.
   d. Sum up bills, coins, and checks. Compare total to the total on the register tape from POS close. The numbers should match. If they do not, note discrepancy on tape.
3. Copy the face of each check, and the deposit slip.
4. Separate the documents.
   a. Place bills, coins, checks, and deposit slip in bank bag to deposit at the bank.
   b. Clip together the BPAS Deposit Report, register tape, copy of checks and deposit slip, and any other remaining supporting documents (credit card charge copies, coupons redeemed, etc.) and submit for accounting report.

Accounts Receivable – Packet for CPA/ED

<u>#1 BUNDLE - Paper clip together:</u>

- ☐ Z-Out Drawer Count paper tape
- ☐ Deposit report (dates and times used should match Z-Out tape)

<u>#2 BUNDLE - Paper clip together:</u>

- ☐ Bank deposit receipt
- ☐ Copy of bank deposit ticket
- ☐ Copies of all checks deposited as shown on deposit ticket
    - Review and make sure every check that was received as a donation includes a notation on the check or copy so that ED can send a thank-you note and tax receipt
- ☐ All additional enclosures that arrived with any donation checks

<u>#3 BUNDLE - Paper clip together:</u>

- ☐ All signed credit slips for credit card charges shown on Z-Out tape
- ☐ All receipts for paid-outs as listed on Z-Out tape

Place all three bundles in the re-usable plastic envelope and submit to the ED for processing for accounting.

Accounts Payable

Paying bills (Accounts Payable, or A/P) and reporting of income for accounting purposes is the responsibility of the Programs Coordinator. In the absence of the Programs Coordinator, the Executive Director or their assigned proxy will process according to these guidelines:

- Check writing and financial reporting is done by a third party, on contract. Currently, Butler CPA in Kendallville, IN manages PARC, Inc. bookkeeping, tax reporting and payment, and payroll.
- Checks are to be written no less than every two weeks. Checks should be written to meet vendor payment terms so as to not place PARC Inc.'s credit score/history in jeopardy. Intentional "late payments" should only be upon the authorization of the Board President or Executive Director.
- Bills due for payment will be reviewed at least bi-weekly by the Board President or their assigned board proxy to instruct the accounting office which checks to write.
- Once accounting has prepared checks, they will be picked up by the Office / Gift Shop Coordinator and signed by the Director (or other authorized bank signer in absence of Director).
- Prior to mailing, invoice 'stubs' should be updated to reflect any requested payment info, stuffed in envelopes and checked for address visibility, stamped, and mailed.
- Copies of paid bills and check stubs will be filed in the BPAS office archives.

Charitable Requests

The sanctuary is the recipient of many requests for free passes, items for silent auctions, and other "charitable" gifts. Due to the limited resources available, a policy has been established and published in the Operations Standards manual. All inquiries should be directed and made by the Feedback submission form under "Contact Us" on the web at https://bpsanctuary.wufoo.com/forms/submit-inquiry-application-or-request/. This form will provide a record of requests. As answered, the office coordinator may maintain an archive file for reference of what and when gifts were given.

PURCHASING

Any un-budgeted purchase of more than $1,000 requires the approval of the Executive Director. All other purchases should be made within the guidelines set forth under the annual operating budget.

Facility Supplies

Piazza Produce

Produce for animal feed is often donated by Costco in Fort Wayne (they call us when produce is available for pick-up; we may also reach out them to inquire if in need) and the Walmart Distribution Center in Auburn, IN (picked up every Monday and Wednesday by animal care team).

When purchases are necessary, orders may be placed online and paid by invoice at https://www.piazzaproduce.com/. User ID: BLKPIN. Invoices and statements are sent electronically, directed to kelsey@blackpine.org to help ensure submission for payment. When produce is delivered, a hard copy invoice should be provided that may be submitted. The email copies are a “back-up” system to ensure none are missed.

Amazon Prime

Shop via smile.amazon.com using the corporate business account for any supplies not routinely donated. Orders are automatically debited directly from checking account. Generally, shipping is free and all orders are tax exempt. Accounts are reconciled at prompting of accountant. All orders placed should be submitted through A/P so they don’t have to ask what charges are for at month end; submit after products received. The account at Amazon is a “business” account, with a Prime membership. User ID is lori@blackpine.org.

Amazon Wish List

The Black Pine Animal Sanctuary Amazon Wish List is under user ID: blackpineanimalsanctuary@gmail.com.

Home Depot

Request tax exempt purchases in person by providing telephone number 260-636-7383. No open terms established; payment due at checkout. Submit receipts for cash/debit purchases to A/P as received. Be sure to indicate the purchase is tax exempt.

Tractor Supply

Request tax exempt purchases in person by providing telephone number 260-636-7383. No open terms established; payment due at checkout. Submit receipts for cash/debit purchases to A/P as received. Be sure to indicate the purchase is tax exempt.

Gordon’s Food Service

Request tax exempt purchases in person by providing telephone number 260-636-7383. No open terms established; payment due at checkout. Submit receipts for cash/debit purchases to A/P as received. Be sure to indicate the purchase is tax exempt.

Gift Shop Supplies

Wristbands

“Ambassador” wristbands have been purchased at www.eventwristbands.com. Click on “Help”, then “My Account” to log in. User ID: info@blackpine.org.

Receipt paper
Receipt printer uses Thermal Receipt Paper, 3-1/8" wide Cash Register Roll POS Paper, white. This has been purchased at Staples and Amazon Smile in the past. User ID: lori@blackpine.org.

POS labels – Barcode printer
Zebra-compatible thermal print labels have a 1” core and are 2x1”. These have been purchased at Amazon Smile in the past. (Be sure to get “thermal” labels; regular paper labels will not print). User ID: lori@blackpine.org.

Maintenance

Request tax exempt purchases in person by providing telephone number 260-636-7383. No open terms established; payment due at checkout. Submit receipts for cash/debit purchases to A/P as received.

Merchandise

A wide variety of vendors may be used to fulfill merchandise needs in the Wolf Den Gifts & Things. Vendors from whom purchases may be made more than once should be asked to set up “terms” so that payments are made by invoice (vs. use of a credit card or COD).
A credit reference sheet has been created to aid in applying for credit terms. All purchases should be tax exempt. There are online ordering options with many vendors.

Office Supplies

Staples Advantage
For office supplies at https://www.staplesadvantage.com; minimum $50 order, free shipping. Used for laser toner, copier toner, inkjet cartridges, telephone message pads, and other common office supplies. Billed Net 30. Invoices processed through A/P upon receipt. Account #1828207 User ID: dlgagen@yahoo.com.

Staples.com
For office supplies when under $50 at one order. Pay at ordering online using the debit card. Staples (different from Staples Advantage) User ID is dlgagen@yahoo.com.

Printed Materials

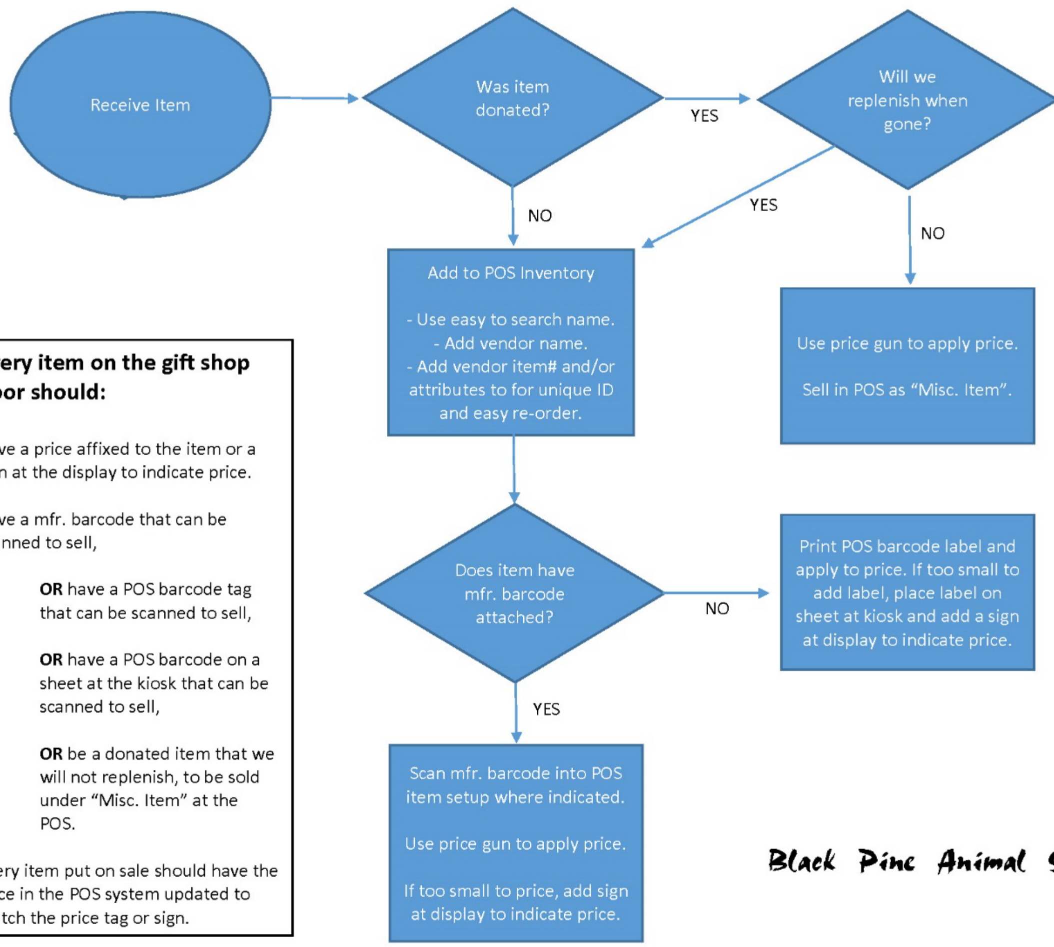
Vistaprint
Business cards, invitations, vinyl banners and other signage may be designed and ordered, or re-ordered at www.vistaprint.com. Orders paid using PayPal. If funds are too low, PayPal will automatically transfer funds from checking. Accounts are reconciled at month end for entire PayPal account and submitted with submittal to accounting. User ID: dlgagen@yahoo.com.

Seely Office Solutions
Allen Seely printed general brochures at cost in 2017, far less than anyone had previously quoted. Allen can be reached at aseely@seelyoffice.com, 260-414-7120.

WOLF DEN GIFTS & THINGS

Inventory Control & Pricing

The Wolf Den has the following different "types" of inventory to manage and sell. Use the flowchart for an overview of the details provided below.



Every item on the gift shop floor should:

Have a price affixed to the item or a sign at the display to indicate price.

Have a mfr. barcode that can be scanned to sell,

> **OR** have a POS barcode tag that can be scanned to sell,
>
> **OR** have a POS barcode on a sheet at the kiosk that can be scanned to sell,
>
> **OR** be a donated item that we will not replenish, to be sold under "Misc. Item" at the POS.

Every item put on sale should have the price in the POS system updated to match the price tag or sign.

Black Pine Animal Sanctuary

1. Inventory we have purchased from a wholesaler, at wholesale price, and marked up for resale.
    a. We must keep track of item count, which provides us a value of our physical inventory at all times. These kinds of items should always appear in the "Item List" on the POS system.
2. Inventory that has been donated to us at no charge, and we determine a sale price and sell it to raise funds.
    a. We do not track the item counts of these items in the POS system. We will, however, try to do a physical inventory and assess a value at the end of the year for accounting

purposes. These items will be sold as "Misc Merchandise" at check-out, not from an "Item List".

For each item we have in the Wolf Den, there are various possible scenarios:

1. Item has a manufacturer's barcode label on it when we receive it from the vendor.
    a. If the item is large enough, and/or from a relatively large vendor, it will likely already have a barcode label on it when we receive it. We will use that barcode to put it into our POS inventory, and that barcode will be scanned at check-out when that item is purchased, automatically giving a price to the sale.
    b. Be careful never to put a price sticker over the manufacturer's barcode!
2. Item is too small to have a manufacturer's barcode label on it.
    a. We will issue a barcode to that item from our POS system and print a label to be scanned off a list of items we can't put individual barcodes on. That merchandise sheet will be kept at the POS system for use at check-out. Jewelry and very tiny items will be on this barcode "sheet".
3. Item is from a small vendor that doesn't barcode their merchandise.
    a. We will issue a barcode label to that item from our POS system and affix it to each individual item, and each it will be scanned at check-out. Our "internal" barcode label will have the price printed on it, as well as a brief description of the item. Some of the info we record will be used to re-order as needed, too.
4. Item does not have any barcode label on it – none from the manufacturer and none from our own POS system. Instead, it only has an old-fashioned price tag on it, or on the bin it was in.
    a. These items are those donated from a third party to us to sell to raise funds. We will not put a barcode on them because we are not tracking inventory of them, and will not likely have or order them again.
    b. Clerks will sell these items using the "Misc. Merchandise" sale option on the POS system, and manually enter the price off the price tag at check-out.
5. Item has a barcode label on it, but when it is scanned nothing comes up in the POS system.
    a. These may be items that were donated to us as well, and we are not tracking inventory of them so the manufacturer's barcode label isn't in use.
    b. Clerks will sell these items using the "Misc. Merchandise" sale option on the POS system, and manually enter the price off the price tag at check-out.

Point of Sale (POS)

Minimum Training Requirements

Training for all of the following tasks should occur prior to any individual being asked/expected to cover the POS system for more than 10-15 minutes:

- [ ] How to use the two-way radio.
- [ ] Who to call for help when left alone.
- [ ] How to scan admissions barcodes, and which to scan for what program.
- [ ] How to scan merchandise to sell.
- [ ] How to look up merchandise to sell.
- [ ] How to use barcodes at register that are not on merchandise, to sell.
- [ ] How to sell something that will not come up when scanned or looked up, and is not on sheet.
- [ ] How to run a debit card (swipe).
- [ ] How to run a credit card.
- [ ] How to take a check.
- [ ] How to take cash and calculate change back.
- [ ] How to place bills into drawer properly.
- [ ] Where to place signed credit card receipts.
- [ ] How to redeem a discount/coupon, and what those may be.
- [ ] Where to place redeemed coupons.
- [ ] How to explain the Park Pal member offer available when receipt is presented same day.
- [ ] How to do a proper orientation for guests, including minimum one Ambassador wristband.
- [ ] How / where to get change if the drawer runs out or low.
- [ ] How to change the receipt printer paper.
- [ ] How to take a phone message using the message pad.
- [ ] What the visitor program options are and when are offered – how to find it online.
- [ ] What the program fees for those offered today – where to find it online.
- [ ] Where to find prices for general visitation and most guided tours (counter pad).
- [ ] How to see who pre-registered for a program, and check them in – or provide info on a note so it can be done later.
- [ ] How to see how many spots are booked and left (available) for any program.
- [ ] How to add attendees – or provide info on a note so it can be done later.
- [ ] How to confirm a membership and how to add member visit notes in Little Green Light.
- [ ] How to fill out a Park Pal membership form, collect $ on POS, and give card & benefits info.
- [ ] What to do with completed Park Pal membership forms so they don't get 'lost'.
- [ ] How to control volume on music, and replay music if it stops.

Turning on the POS computer

1. *If there is an orange glowing light on the PC tower's top edge, the PC is already on, but in* "sleep" mode. It will need to be restarted in order to get all of the hardware working again. Follow the steps below. If the light is glowing "blue", then the PC is ready for use – just wiggle the mouse to wake up the screen.
    a. To restart, first press the power button on the front of the PC tower, which should make the orange light turn blue.

b. Once the screen has come up, close any open programs (opt to save data if prompted).
c. Click on the “start” menu icon, the one in the lower left corner of the screen. This will expand options.
d. Click on “Restart”.
e. Once the log-in screen comes up, log in:
    i. User ID: PARC
    ii. Password: blackpine
f. Double-click the “Quickbooks Point of Sale” icon to open the Wolf Den POS system.
g. Log in:
    i. Clerks:
        1. User ID: bpstaff
        2. Password: bpstaff
    ii. Manager:
        1. User ID: as issued
        2. Password: as issued

Open Quickbooks POS

1. Double-click on desktop icon to open program.
2. Log in:
    a. Clerks:
        i. User ID: bpstaff
        ii. Password: bpstaff
    b. Manager:
        i. User ID: as issued
        ii. Password: as issued

Changing users

1. To change from a “clerk” to a “manager” user, to access more functions:
    a. From the “Home” menu, click on the “Switch User” button on the left button menu, or the green “I Want to…” button, then “Switch User”. You may also open the options that appear in the upper right section of the POS screen that displays which “user” is already logged on, and opt to “Switch User” there as well.
    b. Log in to continue.

Make an admissions sale

1. Click on “Make a Sale” button on top left of screen, in left menu bar. OR click on the “Make a Sale” icon in the top middle of the screen in the “Navigator” window.
2. Options:
    a. Scan the barcode label sheet for each type of admission (and/or coupon) sold.

    b. Type a word in the "Search" box to locate the admission to be sold, and select.
    c. Click on the "Quick Picks" blue button at left, then "Admissions" group, then click on each type of admission sold.
3. Adjust the quantity of admission(s) using the "Qty+" and/or "Qty-" buttons.
4. Repeat for each item sold.
5. See subtotal due at the bottom right of screen, and advise patron of amount due.
6. Collect payment.
7. Select method of payment.
    a. If cash, enter amount of cash received and press "Save".
    b. Calculator will indicate amount of change due at bottom right of screen.
8. Click "Save & Print". Cash drawer will open so you may give any change due and place payment into drawer.
9. Click "OK" and close drawer.
10. Click "Print" to print receipt(s).

Make a merchandise sale

1. Click on "Make a Sale" button on top left of screen, in left menu bar. OR click on the "Make a Sale" icon in the top middle of the screen in the "Navigator" window.
2. If the item being sold has a barcode label, use the hand scanner to scan the barcode. OR use the search box at the top of the screen and type a word to describe the item and press "Enter". Review search results and click on the item if listed.
3. Repeat for each item sold.
4. See subtotal due at the bottom right of screen, and advise patron of amount due.
5. Collect payment.
6. Select method of payment.
    a. If cash, enter amount of cash received and press "Save".
    b. Calculator will indicate amount of change due at bottom right of screen.
7. Click "Save & Print". Cash drawer will open so you may give any change due and place payment into drawer.
8. Click "OK" and close drawer.
9. Click "Print" to print receipt(s).

Changing the quantity of an item sold

1. Scan or look up item.
2. Once item is listed on the screen, click on the "Qty+" and/or "Qty-" keys to change quantity. OR click on "Qty/Price/Discount" to change quantity.
3. Enter the quantity being sold where indicated.
4. Click "OK" to continue.

Make “Misc” merchandise sale – no bar code, no search results

1. Click on the “Sell Misc Item” blue button on the menu bar at left.
2. Change the “Quantity” if needed.
3. Enter the “Unit Price”.
4. Click “OK” to continue.

Discounting: Park Pal 10% off and/or Staff 20% off

1. Ring up all items purchased, then press the “Give Discount” button the menu bar at left to apply a flat 10% off to the entire order (it will not discount sales tax).

OR

2. If you need to selectively apply the 10% off to only certain items (for example, to avoid doubling a discount or if some items are not eligible for discounting, you can select the “Qty/Price/Discount” option for each line item and apply 10% off to each that IS eligible. In this case you can also select from a drop-down menu to say why the discount was applied.

Make a Park Pal membership sale

1. Have the member fully complete a Park Pal order form. Be sure it includes date of sale/renewal, name, address of member, phone #, etc. Be sure the form is complete, please!
2. Click on “Make a Sale” button on top left of screen, in left menu bar. OR click on the “Make a Sale” icon in the top middle of the screen in the “Navigator” window.
3. Options:
    a. Type a “Park Pal” in the “Search” box to locate the type of membership to be sold, and select.
    b. Click on the “Quick Picks” blue button at left, then “Park Pal” group, then click on the type of membership being sold.
    c. After selecting item(s), you can close the Quick Picks window to better see the line details on your order in process, if it remains open.
4. See subtotal due at the bottom right of screen, and advise patron of amount due.
5. Collect payment.
6. Select method of payment and complete the transaction.
7. Give patron their receipt.
8. These next steps do not require the patron to remain and can be done any time after the sale is complete, preferably within 24 hours:
    a. Update Little Green Light records.
        i. Open an internet browser window and navigate to https://mylgl.littlegreenlight.com/home/login.
        ii. Enter the user ID: blackpineanimalpark@yahoo.com
        iii. Enter the password: bpstaff
        iv. In the “Search Constituents” box at the upper right, enter the last name of the member. If the member exists in the database:

1. Select their record from the names returned by clicking on their “linked” name in the list.
2. Scroll down on screen to locate “Membership” in the center of the record displayed.
3. +Add Membership or Edit Membership as needed to update their record.
4. Click “Save”.
5. Click “Sign Out”.
6. Exit/close Little Green Light.
7. Check off the boxes on the form as indicated to show what steps have been completed, then forward form to the director.

v. If the member’s name does not exist in the database:

1. Click on the +Add constituent button at the top right of screen.
2. Add as an “individual”, unless it is a corporate sponsorship level membership.
3. Complete the fields you can that appear on screen, based on the information gathered on the membership form.
4. Click “Save”.
5. Click on the new record “name” just entered, which should appear as a link directly above the empty form that will come up.
6. Scroll down on screen to locate “Membership” in the center of the record displayed.
7. +Add Membership or Edit Membership as needed to update their record.
8. Click “Save”.
9. Click “Sign Out”.
10. Exit/close Little Green Light.
11. Check off the boxes on the form as indicated to show what steps have been completed, then forward form to the director.

Process an online sale made on Wix.com store

Black Pine’s Wolf Den has an online store managed via Wix, the Black Pine website host. This online storefront is managed by the Executive Director. All online purchases will have already been paid for, with the income to be reconciled through PayPal at the end of the month. The purpose of using the POS system is to relieve physical inventory and, in the case of gift cards, to add credit to the card so they can be redeemed later.

Merchandise & Gift Cards

Before shipping merchandise or gift cards purchased online, process the sale just as if the person purchased in person, and record the sale as a "Cash" sale. Because no actual cash will be received, make a physical notation of the online sale – using the receipt or another slip of paper - and leave the note in the drawer so it can be properly reconciled when an End of Day is performed and the register is closed for deposit. Ship the order as indicated on the buyer's online order form.

After an online sale is processed at the POS system, the Programs Coordinator needs to go to the Wix.com site and mark the sale as "Processed":

1. Sign on to Wix.com.
2. Review the "Notifications" (bell symbol) to locate the notice of an "order".
3. Click on the notification to open it in the store.
4. Once the order is on-screen, click on "Fulfilled" to update the status.

An archive file should be maintained for all online orders for easy reference later.

Sell a Gift Card ONLINE

Selling a gift card online is very similar to selling one in person in the Wolf Den, except that payment will have already been made and will be accounted for when PayPal accounts are reconciled at month-end. It is required to process all Gift Cards through the POS system, because that is the only way to load the card with credit.

To process in the POS:

1. Sell the gift card just as you would in person. When you get to the step to collect payment, choose "Cash" and finish the sale, even though the patron paid online with a credit card.
2. Since the patron did not actually give cash for their purchase, make a note to enclose with the register End of Day that will indicate $XX was not collected, but that an online sale was made that will match this amount.
3. Mail the item to the person who purchased, according to their online order details.
4. Keep an archive file of all online orders for reference.
5. Mark the order "processed" in Wix, the website store application. A "notification" of the order will appear similar to the notifications for users who request to have access to the Members Only section of the website. Follow the onscreen prompts to process the order.

Special Event sale w/credit card

1. Pre-sales for major fundraising events should be processed online via or website using a major credit card. Customers may be assisted at the POS computer to complete this process:
    a. Go to www.blackpine.org.
    b. Hover over "Visit Us" on the menu to expand the menu, then hover over "Special Events" to expand that menu.
    c. Click on the special event the patron wishes to register for.
    d. Complete the onscreen registration form.
    e. Click on "Submit" to proceed to a payment screen, and select the plain text link labeled "Pay with a bank account, debit or credit card, or PayPal Credit" at the bottom right of

screen. (If the patron has their own PayPal account, they can also sign in and process payment that way).

   f. Complete the entry to PayPal, and click "Pay". The patron will receive a receipt and registration confirm via the email address(es) they provided.

   g. This transaction will not be processed through the POS system.

Special Event sale w/cash or check

1. Click on "Make a Sale" button on top left of screen, in left menu bar. OR click on the "Make a Sale" icon in the top middle of the screen in the "Navigator" window.

2. Options:

   a. Type a word in the "Search" box to locate the admission to be sold, and select.

   b. Click on the "Quick Picks" blue button at left, then "Admissions" group, then click on each type of admission sold.

   c. After selecting item(s), you can close the Quick Picks window to better see the line details on your order in process.

3. Adjust the quantity of admission(s) using the "Qty+" and/or "Qty-" buttons.

4. Repeat for each item sold.

5. See subtotal due at the bottom right of screen, and advise patron of amount due.

6. Collect payment. **This process is for cash or check ONLY.** If patron is paying by credit card, please see the instructions that apply.

7. Select method of payment.

   a. If cash, enter amount of cash received and press "Save".

   b. Calculator will indicate amount of change due at bottom right of screen.

8. Click "Save & Print". Cash drawer will open so you may give any change due and place payment into drawer.

9. Click "Print" to print receipt(s). Give patron their receipt. They will also receive a copy of their registration via the email address they provided.

10. Complete the internal order records. This does not require the patron's assistance:

    a. Open up an internet browser window.

    b. Go to www.blackpine.org.

    c. Hover over "Visit Us" on the menu to expand the menu, then hover over "Special Events" to expand that menu.

    d. Click on the special event the patron wishes to register for.

    e. Complete the onscreen registration form.

    f. Click on "Submit" to proceed to a payment screen.

    g. Once the PayPal screen pops up, close the browser to exit. You will not need to process payment since the patron paid with cash or check.

h. Print a duplicate receipt to turn in to the office, to be matched with the registration form completed at the website:

   i. On the POS screen, click on the “Sales History” blue button at left.

   ii. Locate the sale you just made. Click on the highlight the line.

   iii. Click on the “Reprint” blue button at left to print a duplicate receipt, and turn that receipt into the office.

   iv. Click “OK” and close drawer.

Reports

View sales for the day

1. At the end of the day, when closing the Wolf Den, follow these steps to secure the computer:

   a. To see the receipts for the day:

      i. Click on the “Home” button at top left of screen.

      ii. Click on the blue “Reports” button on the left.

      iii. Click on the “Today’s sales by dept” link under “Memorized Reports”.

      iv. View on screen; Click on the “Close” button at bottom right to exit.

Close POS - “End of Day”

1. Open Intuit POS software on gift shop computer, and log in.
2. Select End of Day from Home screen menu.
3. Select date range that begins with the last date the POS was closed, and one minute after the last ending time.
4. Click on icon to expand screen to count bills and coins.
5. Count bills and coins and enter counts (not dollars) of each currency into associated blanks.
6. Click to continue.
7. Take note of any discrepancy and decide if a re-count is needed, or if it’s a small enough discrepancy to ignore.
   a. Recount and update counts as needed.
   b. Continue.
8. Print report on receipt printer (TS100).
9. Remove all but $150.00 from drawer.
   a. Based on coin count, remove the odd coinage to leave an even dollar amount of coins in drawer.
   b. Start with ones, then fives, etc. and count up to $150.00 to leave in drawer. If there are not enough small bills to leave as follows, plan to get change later so that the drawer has plenty of small bills to start the next business day.
      i. Leave at least 50 ones.
      ii. Leave at least 6 fives.
      iii. Leave at least 3 tens.
10. Pull all additional pertaining documents/notes, etc.
    a. Pull all credit card receipts.
    b. Pull all coupons redeemed.
    c. Pull all checks tendered.
    d. Pull any paid receipts from paid out transactions.

e. Pull anything else that was associated with business during the time frame entered in option 3 above.

11. Count the money not left in the drawer, to be deposited. This number should match the "For Deposit" number on the tape. If it doesn't, there has been an error in counting. Re-count.
12. Compare the physical checks tendered as listed on the tape against what has been pulled from the drawer. Note any discrepancies.
13. Check the paid outs listed on the tape against paid receipts pulled from the drawer. Note any discrepancies.
14. Place the money for deposit, and all back-up documents, checks, etc., into a bank bag.
15. Run POS report for deposit.
    a. Select "Saved Reports".
    b. Select BPAS Deposit Report.
        i. Select to "modify" the report and enter the exact same date and time range as appears on the top of the register tape from the POS close.
        ii. Run report.
        iii. Print report.
16. Submit BPAS Deposit Report, bank bag, register tape, and all supporting documents for bank deposit and accounting.

Park Pal Memberships

New memberships

1. Have the patron complete a Membership/Sponsorship form. Forms should be located on the wall facing visitors when they return from touring, inside the Wolf Den. Blank forms should also be in the green memberships folder at the check-out counter.

2. Ring the purchase as instructed in the POS system instructions.

3. Use the boxes in the lower right corner of the membership form (if applicable) and follow the additional steps noted. Check off each box when completed:

    a. Payment processed through register (through POS)

    b. Wallet-sized member card completed (cards at register, in green folder)

Fill out member's name, write in expiration date (typically one year from the date of purchase. Write in your initials to "authorize" the card. Checkmark the appropriate type of membership purchased:

c. Membership index file updated (create a new index card and file in black metal file box – follow suit with other cards in file box.)

d. Make sure the form **is complete!** We need date of purchase. See if patron wants to receive e-Bulletins, and complete "E-mail Address" section if so. Be thorough, please.

e. Place form with credit card slips, checks, etc. paperwork and keep it with the active "drawer".

Renewals

Follow the same instructions as shown for "new" membership purchases. Please have the patron complete a form so we capture date of purchase, email address, phone number, and can verify mailing address, etc. Fill in the form completely.

Music in Wolf Den

1. From the PC, select "Amazon" music from the bottom menu bar to open the application.
2. Select a Station or Playlist to play. Please choose wisely – avoid any pop music or heavy rock by choosing piano, jazz, or new age selections, or classic soft rock/oldies, please.
3. If the Bluetooth is working, and the Bluetooth speaker on the glass shelf in the Wolf Den is plugged in and on, music should begin to play! If it does not automatically connect and play:
    a. Check to ensure the Bluetooth speaker is plugged in and turned on. If it is, press button just left of the power button on the top of the speaker to try to establish a connection.
    b. If that doesn't work, the Bluetooth application will need to be opened to troubleshoot.
        i. Open Bluetooth either from the applications bar at the bottom of the screen, or by searching for the app in the Windows Explorer search box.
        ii. Open Devices.
        iii. Right click on the speaker device to Manage it.
        iv. Click Connect (if not connected).
4. Use the volume controls on the keyboard, just above the number pad, to control. There is a volume control on the speaker, too.

Tourism Literature

A space in the Wolf Den is dedicated to supporting and promoting tourism in Noble County. Literature and brochures for area attractions, restaurants, accommodations, and tourism services is to be displayed in this space, and an inventory of supplies maintained.

Troubleshooting POS System

Password won't work

Check the caps lock key (if it is on, there will be an "A" lit up on the upper right edge of the keyboard.

Check the user you are logging on under. "bpstaff" is used by all non-management cashiers.

If a manager forgets their password, contact the director to have it reset.

Receipt printer won't print

1. Cancel the current transaction.
2. Exit/close POS.
3. Click on the windows icon in the lower left of the screen.
4. Click on the "Restart" button.
    a. Once the log-in screen comes up, log in:
        i. User ID: PARC
        ii. Password: blackpine
    b. Double-click the "Quickbooks Point of Sale" icon to open the Wolf Den POS system.
    c. Log in:
        i. Clerks:
            1. User ID: bpstaff
            2. Password: bpstaff
        ii. Manager:
            1. User ID: as issued
            2. Password: as issued

Who is logged on?

You can see which user is logged on at any given time by referencing the upper right side of the menu bar. This box also offers a place to switch users.

Scanner won't scan barcode

Try manually entering the printed number that appears directly under the barcode on the item's label into the "Search" box to locate and add item. Alternatively, try to use the "Search" box with a description of the item, or vendor name from any tags on the product.

Barcode label is missing

Try manually entering a word to describe the item into the "Search" box to locate item.

Try manually entering the vendor's (manufacturer's) name or description off any tags on the product into the "Search" box to locate item.

If item cannot be located by searching, click on the "Sell Misc. Item" blue button on the left side of screen and modify the "Qty/Price/Discount" information to make the sale.

Credit Card Swipe won't stop entering info onscreen

From time to time, after swiping a credit card, the system will act as though a key is stuck and continue to type letters across whatever field the cursor was in when the card was swiped. To try to stop this, swipe the card immediately again, then attempt to cancel the transaction. If this doesn't work after trying 1-2 times, and you cannot cancel out, you may have to press the "Power" button the computer tower to restart the system. **A "hard re-boot" like this is the LAST resort because it can corrupt data.**

Error Connecting to SSL

In the event an error occurs when trying to process a credit card that reads "Error Connecting to SSL" or something similar, the POS software may need updated:

1. Click on “Help” in the upper right of the POS screen.
2. Click on “Software Updates”.
3. Select “Check for Updates”.
4. If any updates are available, download and install them.
5. If the system doesn’t automatically shut down the POS software, close it and re-open it to apply updates.
6. Try the sale again.

If this does not resolve the problem, any issues with transmitting credit card data might be further explored by going to the Home screen on POS, then selecting “Merchant Services”. Log in and explore for further troubleshooting help and/or service numbers to call.

TECHNOLOGY

G-Suite – Google for NonProfits

BPAS is enrolled and approved with Google as a Non-Profit organization, making a number of free services available to organize and manage communications and more. This service enables the sanctuary to use the domain blackpine.org for corporate communications. The following G Suite apps are activated and in use:

- Gmail, for email userfirstname@blackpine.org, to receive company communications.
- Contacts, managed as desired by each individual user (not a 'global' directory).
- Calendar, managed as desired by each individual user; can share/invite/collaborate.
- Google Drive, administrator can set up team drives; users can set up personal drives.

An administrator must manage all users and enable/disable features of G Suite. To log on as administrator, go to https://admin.google.com/AdminHome. The administrator is currently: lori@blackpine.org. **NOTE: In order to change administrator, DNS records may first have to be updated at HostGator, associated with blackpine.org, the domain.**

Once logged in as administrator, multiple apps may be updated, as well as users and alias emails, etc. to help organize incoming communications and direct to the appropriate individuals.

Email Accounts

The G-Suite administrator manages email accounts set up "@blackpine.org" by logging into the G-Suite Admin home page. Once logged in,

Telephone System

Change Name Display

1. Press feature # * then enter the password which is XXX by default.
2. Press show.
3. Input 04-05 followed by your extension number.
4. Press SAVE
5. Then shows the current name
6. Press Change
7. Input the new name by pressing keys. Press # to advance and/or enter a space.
8. Press Save
9. Press On/Off to exit programming.

Record name/greeting on extension

PRESS:
VM
#
#
Extension # (101, 102, etc.)
Extension # (101, 201, etc.)

3
2 (or follow prompts to listen to existing recording, or re-record.

Retrieve Voicemail Messages

A red blinking light under the "Voice Mail" button on any desk phone indicates there is one or messages that have been recorded by a caller. To retrieve the message(s):

1. Pick up the handset, or press the "ON/OFF" button on the phone to use hands-free. Press the "Voice Mail" button.
2. When prompted for a password, press #.
3. When prompted for an extension, press #.
4. When prompted for mailbox number, press the number associated with the extension with the message:
    a. Main office desk phone: 105
    b. Lori's office phone: 101
    c. Conference room phone: 102
    d. Volunteer desk phone (Amy's extension): 103
    e. Wolf Den phone at cash register (Lin's extension): 104
5. If a tutorial session begins, press # twice to skip tutorial.
6. Once in the voicemail system, listen to prompts and follow instructions. (This process will also uncover instructions needed to change an outgoing message and/or extension "name" for callers. If personnel changes are made, it may be appropriate to re-record telephone extension naming options.)

Telephone User Guide (Comdial DX-80)

Download or view 55-page user manual at
http://media.wix.com/ugd/91977f_6f401772956d42d584c934e6b747fa59.pdf, from Staff Resources page on www.blackpine.org.

Maintain system menus

NOTES: Incoming call on 260-636-2529 will roll over to 636-7383 automatically. If 260-636-2529 is busy, a separate recording will play indicating we are on another line, and to call again later, or to press zero to leave a message in VM Box 105 (general mailbox). Every menu options can include recorded instructions to press zero to leave a message, and caller will be transferred to extension 105.

To record new system messages/menu options:

VM
VM
#
#
70
70

3
2
8xx
2
*****

When someone calls 260-636-7383:

<u>#800 – greeting & options menu</u>
Main menu greeting, should always include the following options:
For visitor information, press 1. (See #803 for recording).
For driving directions, press 2. (See #804 for recording).

For information about upcoming special events, press 3. (See #805 for recording).

To reach a specific member of our paid staff, press 4. (See #806 for recording).

For information regarding our animal intake policies, press 5. (See #807) for recording).

For information regarding injured, orphaned, or nuisance native wildlife, press 6. (See #808 for recording).

For all other inquiries, press 0 to leave a message in our general mailbox. (See VM Box 105 for recording).

To repeat this menu, press 9. To bypass this menu at any time, press 0.

<u>VM BOX 105 – main telephone in office, general voicemail box</u>

(There is no message recorded; auto-recording plays allowing people to leave a message when they press 0 from anyplace in the voicemail system. These are the messages at extension 105 – the main telephone in the office.)

<u>#803 – visitor options</u>

Option 1 described, press 1. (See #809 for recording).

Option 2 described, press 2. (See #810 for recording).

Option 3 described, should include option to Press 3 to leave a message in the general mailbox (VM 105).

<u>#804 – driving directions</u>

<u>#805 – events info</u>

Can record up to three, with instructions to press 1, 2 and 3

- Press 1. (See #811 for recording).
- Press 2. (See #812 for recording).

- Press 3. (See #813 for recording).

#806 – staff extensions list

Can record any and all that are active. Order of pre-programming is:

- For extension 101 press 1.
- For extension 102 press 2.
- For extension 103 press 3.
- For extension 104 press 4.

#807 – intake policies

#808 – native animal crisis info

#809 – Visitor options, selection 1.

#810 – Visitor options, selection 2.

#811 – Special event, selection 1.

#812 – Special event, selection 2.

#813 – Special event, selection 3.

Internet Access

Wireless	Wired
IN OFFICE/COMMISSARY **Staff Use ONLY:** SSID: bp.office Password: bp14topcat IN RESOURCE CENTER **Staff Use ONLY:** SSID: bp.resource.ctr Password: bp14topcat **Public Use:** SSID: blackpine.guests TBD OUTDOORS **Public Use:** SSID: BPAS Password: blackpine	IN OFFICE/COMMISSARY Local Area Connection IN RESOURCE CENTER Local Area Connection OUTDOORS Not applicable

Hardware

LAPTOP: ED-Dell – This is the Dell laptop purchased new in 2016.

Primary location for:

- Personnel (private) documents
- Operating Standards documents / policies
- Emergency Preparedness documents
- Public Relations materials
  - Advertising & media
  - Animal facts
  - PowerPoint Presentations
  - Outreach & Education documents
  - Tours photos
  - Animal photo archive
  - Videos
- Development materials
  - Animal adoption kits/photos/forms
  - Veterinary procedural photos
  - Special Events documents

LAPTOP: Bpas-mobile-pc – This is the Toshiba laptop computer purchased new in January 2014 that is used by the Office / Gift Shop Coordinator.

Primary for:

- Field trip archives
- Guest service communications / forms
- Gift shop and vendor orders/archives

LAPTOP: Keeper Laptop – This is a laptop purchased used in 2017, initially intended for keeper use, but switched over and used by Facilities Manager.

Primary for:

- Personal documents for Facilities Manager.

DESKTOP: Bpstaff-pc – This is the Dell desktop computer purchased new in January 2014 that is used by all staff for recording time in/out records, and more.

Primary for:

- Custom Excel program file "Black Pine Staff Database and Time Records" for recording time worked
- Animal husbandry forms / resource materials
- Dietary plan documents
- Intern workshop documents
- Staff use for internet connection

DESKTOP: Wolf Den Workstation – This is the Point of Sale (POS) desktop computer station in the Wolf Den Gifts & Things.

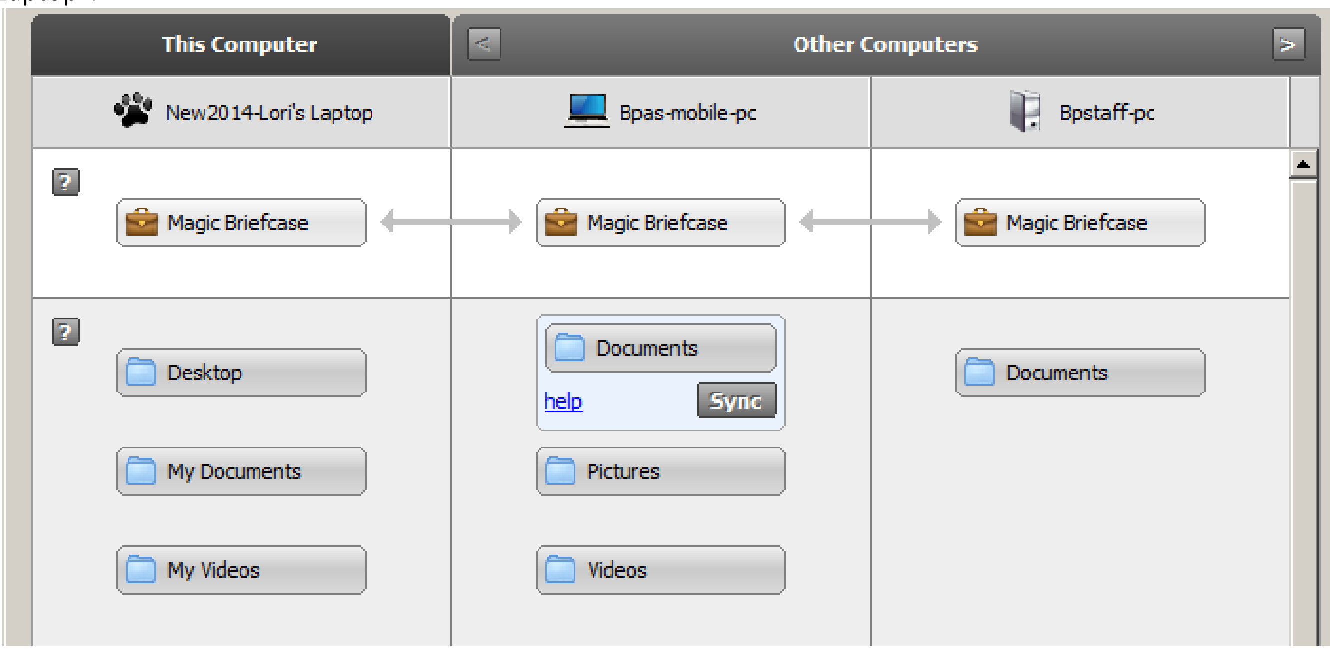
Primary for:

- Point of Sale software
- Amazon music for gift shop
- Event Espresso access for guest services
- Little Green Light access for membership data

Security Monitoring System – This is a desktop PC and recording system in the office. This system is not backed up online.

Back-Ups

Black Pine maintains an account on Sugarsync.com for backing up the computers. In addition to the back-ups of the computers listed above, there is an archive from an obsolete laptop “New2014-Lori’s Laptop”.



Internet Accounts

Amazon.com

Prime membership, and business profile for tax exempt business purchases.
www.amazon.com
User ID: lori@blackpine.org

$99 per year provides free shipping on orders over $25 and, often, free expedited shipping.

Black Pine Visitor Services Website

www.bpvisit.org/admin
Username: lori (associated with lori@blackpine.org)

We pay HostGator for web hosting and installation of WordPress platform.

This WordPress site is where we manage Event Espresso, the visitor programs, registrations, and reservations system. All of the content seen on the site www.bpvisit.org is managed on this service.

Event Espresso (Events Registrations)

https://eventespresso.com/
Username or Email Address: lori@blackpine.org

EE3 Business License $124.98/year
Recurring Events Dropdown Template: $24.95/year
This is the subscription service for the software "Event Espresso" used on the WordPress guest services site to build the content to allow programs to be advertised and guests to register or reserve (accept payment) for visitor programs/experiences.

Frontier.com

High-speed internet for intern apartment at 409 Weeks Street, Albion, IN 46701.
www.frontier.com
UserID: lori@blackpine.org

Can pay bill online, and confirm service info.
For security, PIN: 6282
Last 4 SS: 5895
(Billing is in Lori's personal name, billed to P.O. Box 02).

PayPal.com

Accounts receivable and accounts payable. PayPal account is used primarily for receiving donations directly and through Little Green Lights Forms (our web donations form), Event Espresso reservation payments, Wufoo Forms payments (used for various events and/or sales). It is also used to pay for items purchased online as a preferable alternative to using the bank debit card (more secure).

www.PayPal.com
UserID: PayPal@blackpine.org

ProProfs (training program)
http://www.proprofs.com/
User ID: lori@blackpine.org

FREE

This service is used to create, maintain, and administer written assessments for training purposes. Currently, these assessments pertain only to levels 1-3 animal husbandry.

RainedOut.net
https://rainedout.net/
Locate "Black Pine Animal Sanctuary"
Admin Login -
Username: bpstaff
Password: choker81

FREE

This service is used to enable volunteers to subscribe to and receive, and us to send text messages regarding critical volunteer needs or other announcements.

Signup.com
https://signup.com/login/signin
Organizer User ID: lori@blackpine.org
Password: choker81

This subscription service is used to organizer volunteer opportunities (excluding animal care) such as tours by appointment and special events.

FREE

Staff Calendar
http://www.brownbearsw.com/cal/bpstaff
User password: bpstaff
Admin User password: choker81

FREE

This calendar is used to provide a 'big picture' look at all the scheduled activities and staffing day by day. The only entries manually added to this calendar are:

- Paid staff schedules
- Intern schedules
- Administrative appointments
- Volunteer *absences* to highlight variations in regular work schedules

Additional external calendars are automatically synced with this calendar to provide more info. External calendars currently synced are:

- BPVISITORS at http://www.brownbearsw.com/cal/bpvisitors?Op=iCalSubscribe
- SIGNUPS – BPAS Volunteer Animal Care at http://signup.com/go/8zxuKv
- TOURGUIDES – BPAS Tours by Appointment (Not at 11 or 3) http://signup.com/go/dfebBo

Wufoo Forms

https://secure.wufoo.com/login/
User ID: dlgagen@yahoo.com
(Editor only ID: lori@blackpine.org)

$259.00 per year

This subscription service is used to create and maintain interactive internet web forms, which can be embedded into the website or used 'stand alone' to capture information. Forms are currently used for event registrations, field trip appointment requests, private tour appointment requests, feedback from site users, to conduct surveys, and more. Some are tied directly to PayPal Payflow payment solutions to collect payment, too.

Web Hosting – Visitor Services Website

www.hostgator.com
Customer Portal
Billing Login: lori@blackpine.org

$14.95 per month

Domain: www.blackpine.org

www.onlinemalls.com
Renew under "Domains".

$18.00 per year

This 'old' domain could be allowed to expire at any time once www.bpsanctuary.org has been communicated on all documentation (business cards, brochures, fliers, etc.) As of 2017, no effort has been put into eliminating blackpine.org because it is so well known.

You Can Book Me (Intern Interviews)

https://lorigagen.youcanbook.me
User ID: dlgagen@yahoo.com

FREE

This service references a Google calendar and allows the user to schedule appointments. BPAS uses it to invite internship candidates electronically, via invitation by email, to participate in telephone interviews. Example:

Hi Noelle,

You are receiving this email because, having reviewed your application for our Exotic Animal Care Internship Program, I would like to conduct a telephone interview with you.

I use an online booking service to schedule interviews. I need just 30-45 minutes of your time to discuss the program in greater detail, ask you some questions, and answer yours. Please follow this link and choose a time for this interview to take place. When you submit your booking, I will be notified by email and your appointment will be confirmed. If you cannot be accommodated with an evening appointment, or anything goes wrong, feel free to contact me by reply or at the office number below. Thank you!

https://lorigagen.youcanbook.me

Lori Gagen, Executive Director
Black Pine Animal Sanctuary
For the rest of their lives.
www.blackpine.org ~ (260) 636-7383

Surveillance Cameras

Settings for security system

Remote connection ports

1433 TCP
1434 UDP
18772 TCP
443 TCP

Pelco DVR

192.168.1.2

Office camera monitor

Password to desktop on monitoring PC: ChuiChina

Open DS ControlPoint on desktop.
Double-click on system on screen to "Connect":
Admin
BPSec

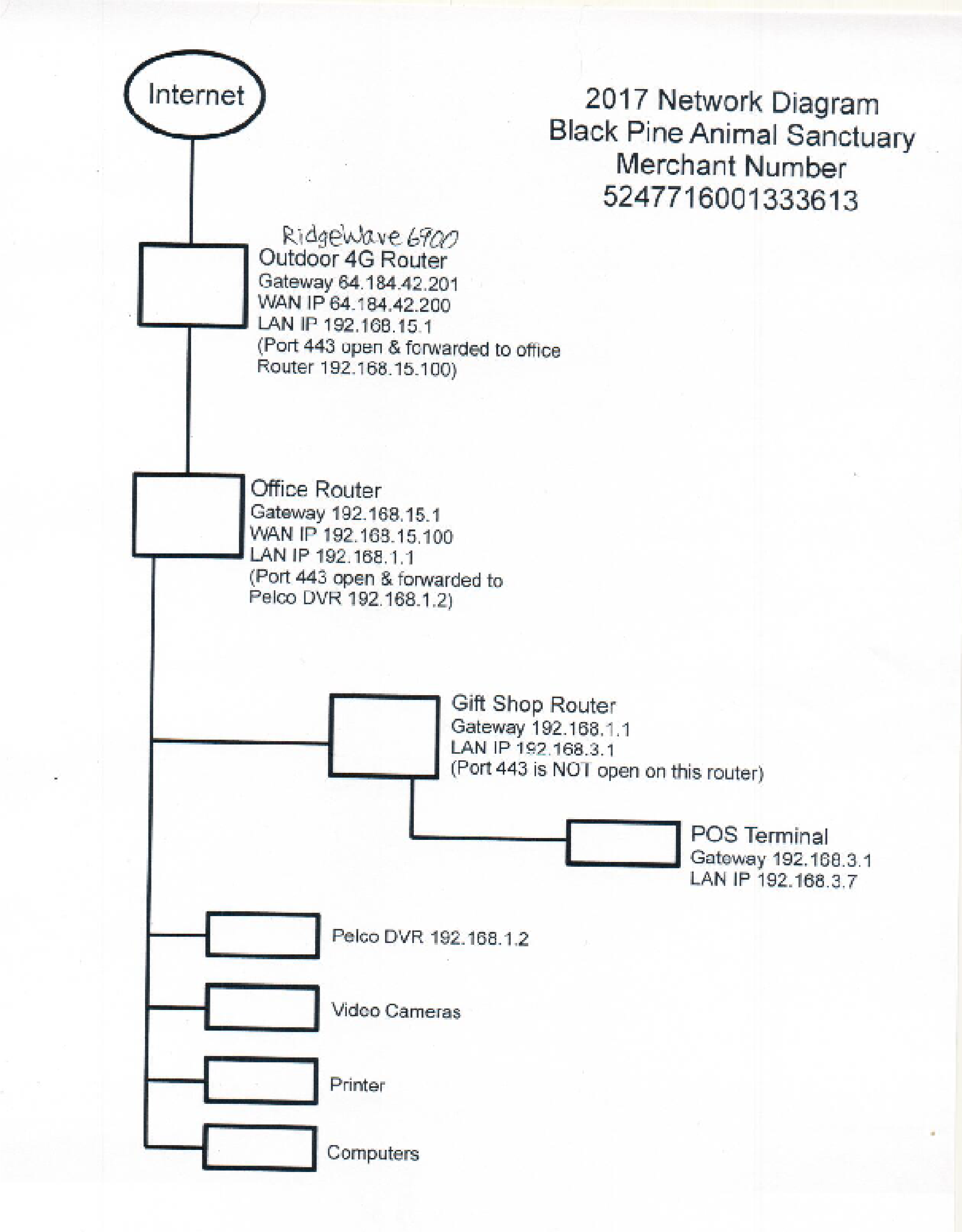
Once system connects (indicator turns green), open the View and drop/drag cameras to set up desktop monitor.

Pelco Remote monitoring (mobile device)

1. Download Pelco Mobile App for Android from Android Play Store.
2. Settings for "System":
    a. IP/host: 64.184.42.200
    b. Port: 443

c. SSL? "Yes"
d. Name: BlackPine
e. Username: admin
f. Password: BPsec

3. Four cameras should be available within the BlackPine system, if all are working.
4. Follow on-screen prompts to maneuver camera views.


Internet
2017 Network Diagram
Black Pine Animal Sanctuary
Merchant Number
5247716001333613
RidgeWave 6900
Outdoor 4G Router
Gateway 64.184.42.201
WAN IP 64.184.42.200
LAN IP 192.168.15.1
(Port 443 open & forwarded to office
Router 192.168.15.100)
Office Router
Gateway 192.168.15.1
WAN IP 192.168.15.100
LAN IP 192.168.1.1
(Port 443 open & forwarded to
Pelco DVR 192.168.1.2)
Gift Shop Router
Gateway 192.168.1.1
LAN IP 192.168.3.1
(Port 443 is NOT open on this router)
POS Terminal
Gateway 192.168.3.1
LAN IP 192.168.3.7
Pelco DVR 192.168.1.2
Video Cameras
Printer
Computers

DSSRV Login

DSSRV-005 US
DC: 13210
S/N: ADEELN4

Intern Apartment WiFi

409 Weeks Street, Albion, IN

Network Name: BPAS_interns
Password (WEP): T35NHW94GTWNHK7R

Ligtel settings

Ligtel static IP: 64.184.42.200

Ligtel router IP: 192.168.15.1
Primary DNS: 64.184.32.2

Ligtel support: 1-888-298-2149

Main office router

192.168.1.1

Switch: 192.168.1.77
User: bpswitch

Generator (Generac) Notifications

Mobile Link is a service used to receive notifications from the generator regarding the outcome of weekly tests and diagnostics, as well as scheduled maintenance reminders. This service will email and/or text the users identified on the account.

Account: Log in at www.mobilelinkgen.com
User ID: mark@blackpine.org
Password: 575Z78AB39

MDN: 262-441-593-4
MEID: A0000043EAB402
The unit is currently scheduled to run every Wednesday at 2:00 p.m. Notifications are being sent to Mark Thaler.

Our Generac generator serial number is 8470642 and the model is 0062440.

$12.50 per month, paid annually at