



MEMORANDUM



Date: 23 FEB 2021
From: Tammany McDaniel
To: State and District Coordinators
Subject: Use of Role/Responsibility Email Accounts When Contacting QOVF

Effective immediately, we are switching to a Role/Responsibility contact system. We are making this change in order to ensure communications are delivered to the role in the organization regardless of the paid or volunteer staff responsible for filling the role. With over 700 volunteers conducting the work of the organization and 4 paid staff actually responsible for all communication, we must ensure QOVF communications are answered within a 5-7 day turnaround. Our ability to meet the needs of 1) internal customers which are our members and 2) external customers the public making nominations, is critical. We must be aware of every incoming message. This is a huge undertaking that we feel is necessary to elevate our ability to meet the current level of correspondence.

Additionally, the Role accounts are monitored by more than one person. This ensures nothing is missed, or set aside, when people are out or roles and responsibilities of the staff change.

Please provide to your state Group Leaders and Members.

| Role/Responsibility | When to Use |
|---|--|
| <p>Executive.Director@QOVF.org</p> | <p>This address is for communicating directly with Senior Leadership of QOVF. This should be used if the appropriate Chain-Of-Command has been attempted and there are unreasonable delays in response or no response has been received within a 12-day period.</p> <p>Open Door Policy</p> <p>Any issues that are confidential can be brought to the Executive Director. Our Open Door Policy ensures a review by the ED; based upon information provided, if early steps have not been taken, such as starting at the root of the issue/problem, the ED will involve any necessary party to resolve the issue.</p> |
| <p>AED@QOVF.org</p> | <p>This address goes to our Assistant Executive Director. This position handles all Senior Leadership issues, concerns or questions that haven't been resolved through our Group Leaders, SC/DC's or via a paid position such as accounting@qovf.org or membership@qovf.org. This is where member Trademark Use Agreements, requests for fabric/support from QOVF National and ideas/suggestions for system change should be submitted.</p> |

| Role/Responsibility | When to Use |
|---|--|
| <p>Marketing@QOVF.org</p> | <p>This account is used for support of promotions, national events, information about new partners, etc. When you receive something from QOVF marketing, it will not be related to membership, policy or procedures. As an example: marketing will not be the address that announces a P&P manual is available or updated, but they would make the announcement that we have a quilt challenge or new Foundation sponsorship.</p> |
| <p>Membership@QOVF.org</p> | <p>This email is for all membership specific inquires: missing members from a report; add/change/renew your membership, or questions about the process.</p> |
| <p>Expenses@QOVF.org</p> | <p>All expense reports should be sent to the email, allowing us to take action and not have the items mixed in with other emails in the different accounts. We have metrics and time frame expectations for processing all expense reports, and we created this account to ensure we met your expectations of timely service.</p> |
| <p>Accounting@QOVF.org</p> | <p>This account goes to current paid staff who process deposits and reimbursements. This position also looks into donations that were sent to us (electronic or paper check) that should have been coded to a Group. While this position has the knowledge to help with the financial portion of membership, the role of this position is to get our finances entered correctly and on time.</p> <p><i>Anything submitted to this address that is membership only, including the payment of dues, will be forwarded to membership@qovf.org.</i></p> |
| <p>Info@QOVF.org</p> | <p>This is the public interface. As any member meets someone who is seeking information about our organization, they should direct inquiries first to our website at www.qovf.org. For specific questions such as the status of a nominated service member or veteran or how the public can get involved, please use info@qovf.org.</p> |
| <p>ITSupport@QOVF.org</p> | <p>This is for technology related help. Broken links, inability to view member when logged into the system as a GL, website is unavailable or you can't login to the website. Items that come to this account usually require additional assistance of our vendor support staff.</p> |
| <p>Trello.Help@QOVF.org</p> | <p>For those who use our nomination & awards workflow solution (currently Trello), any question related to access, card data, missing cards, or moving from one area board to another would be sent to this email account.</p> |

| Role/Responsibility | When to Use |
|---|---|
| HelpDesk@QOVF.org | When you aren't quite sure, HelpDesk can point you to the right role/responsibility for your need. |
| QOVFStore@QOVF.org | Orders should be directed to the store and attach the Group Wholesale Order Form, found on the Member Dashboard, and updated frequently as we have new or changing inventory. |