**Cycle Transitions**

**Administration Procedures** (revised November 2013)

Opening Procedures:

1. Open via the front doors. Open rear gate.
2. Flip “Open/Closed/Hours” sign in front and back windows.
3. Lights: turn lights on (by south interior door).
4. Get filing cabinet and cash box key from inside the lower cabinet beside the sink in the workshop (it’s hanging inside to the upper right).
5. Go to filing/storage room in hallway. Unlock the filing cabinet and get cash drawer, “Opening Procedures” file, and receipt book from bottom drawer of filing cabinet.

Email:

1. Turn on computer and monitor. Log in (NHCC)
2. Open “Thunderbird” email icon.
3. Check mail.
4. Tuesday administrator to send out a reminder email to work crews for the following week.

Membership Forms:

1. Have applicant fill out personal data.
2. Collect cash/cheque from applicant. Cheques should be made out to CycleTransitions.
3. Issue a receipt to applicant.
4. File cheque/cash copy in cash box.
5. File membership form in filing box on table behind admin area, in “New Memberships” file at the front.
6. There are “Subsidized Membership” applications available for those you feel qualify.

Inventory and Work Procedures:

1. a. Review with mechanic the bikes that need to be worked on. There may be bike work in progress or another bike may need to be started. Check the work clipboards and “Master Inventory – Bikes Sold/Unsold” file for this. Each bike should have its own repair checklist. This should be on a clipboard with the bike until all work is completed. If there isn't a clipboard with the bike, the in progress checklists should be in a file marked "INVENTORY - IN PROGRESS CHECKLISTS".
Senior mechanics must sign off on the bike.

b. File the completed checklists in the “Inventory – Completed Bicycle Checklists”.

c. When a bicycle is sold, place the checklist in the “Inventory – Sold Bicycle Checklists”, and write on the master list (“Master Inventory – Bikes Sold/Unsold”).

1. Occasionally a member/patron will work on his/her bike over several sessions. The bike should be stored between sessions at the back of the racks with full details – name, ph #, when the bike is expected to be finished. A “Parts Recording Notebook” is on the back admin table; it is to be used to record parts being purchased for this work. When the bike is completed, the member/patron can pay for the parts listed.

Recording Data:

1. Ensure everyone signs in, including “staff”.

Sales:

1. If part is from our stock of new parts, check parts price list.
2. If part is new, do not “play with price”. If part is used, the general rule of thumb is 30% of new price (check price in Babac order catalogue and/or on Canadian Tire website). Be flexible with price – if in good shape stick to price, if in poor shape be open to reducing price a bit. Consult with mechanic/instructor on this.
3. Used parts are only sold to members.
4. Collect cash or cheques, issue receipt. Do not charge tax.
5. Place cash/cheque in cash drawer.
6. For anyone wanting to trade in a bicycle when purchasing one from us, have the mechanic on duty give a value (up to a maximum of $25). But do encourage that the bicycle be donated instead whenever possible.

Closing Procedures:

1. Fifteen minutes prior to closing, give notice to mechanics and patrons notice that it is time to start shut down – cleaning up, putting tools away. Give “last call” for purchases, making payments.
2. Put receipt book, cash drawer, lanyard, and “Opening Procedures” file back in bottom filing drawer of storage/filing room.
3. Lock filing cabinet, return key to cabinet by sink in workshop.
4. At front and back doors, flip “Open/Closed/Hours” sign to “Closed”.
5. Check to see if washrooms lights are turned off.
6. Turn lights off
7. Lock back door, close gate.
8. Ensure front door is locked and closed properly.