

AFS USA Unified Banking System Frequently Asked Questions

Why are we changing to this new Unified Banking System? The Board is requiring it because of tightened regulatory controls around accounting and reporting of cash. There are examples of teams that have accounts we don't know about and instances of money being raised in the name of AFS that are not reported. When teams or chapters become inactive or retire, there are times that we can't locate the account signers and the bank won't release the funds. Finally, we don't always get information from our teams in a timely manner. All the above is putting AFS-USA's financial standing at greater risk.

Does the new system affect ALL field accounts? Yes. All Chapter and Area team bank accounts will be closed, and the funds transferred into a master account at Bank of America ("BoA").

What are some of the benefits for volunteers?

- It vastly simplifies the job of a Treasurer. Financial reports, check writing and trips to the bank will no longer be required.
- Treasurers and Chairs will be issued credit cards. Reconciliation and coding of credit card charges will be made by cardholders through a BoA program called *Works*, with all documentation and receipts submitted via this online tool.
- Reimbursement requests for out-of-pocket expenses made by non-cardholders will also be submitted through the online BoA *Works* program, eliminating paper expense reports. Checks will be cut by Field Finance staff and ACH reimbursements will be an option.
- Frees up time for Teams to engage in enhanced budgeting and financial planning.

Will our Chapter or Area Team still have discretion over how we spend our funds? Yes, you will have the same ability as you do now to determine how you spend your money and how, and to whom, you make scholarship allocations. Your funds will be accounted for separately from funds held by other teams and will continue to be yours to use as you and your fellow volunteers see fit.

How will Treasurers monitor credit card charges and online reimbursement requests from volunteers? Only a limited number of approved volunteers will have AFS credit cards. Treasurers and/or Chairs will approve every transaction via the BoA *Works* website and they will have the ability to flag a questionable transaction. Treasurers will receive an email notification when they have a credit card charge or reimbursement to approve. Receipts will be required for ALL transactions.

How will receipts be submitted? Receipts will be submitted online, by uploading a scanned copy of the receipt.

What if a team doesn't have access to a scanner? There are free and easy to use phone apps available for scanning receipts (such as Cam Scanner). Scanners will also be provided by Bank of America for those who don't have smart phones or tablets.

For large geographic teams, is it possible to get more than two credit cards? We will work with teams on a case by case basis to determine the right number of cards to issue to volunteers. Not everyone will get a card, but we want to make sure we get them to the right people.

When will credit cards be available for volunteers? Cards will be issued to volunteers participating in the pilot program this summer. The exact timeline for wider distribution is still TBD.

How will volunteers submit reimbursements for out-of-pocket expenses? For volunteers without credit cards, online reimbursement requests, complete with receipts, will be submitted through the *Works* program. Once approved the reimbursement will be made via check or ACH deposit within a set turnaround time, with timely payment being a priority for the Finance staff.

Can Treasurers change codes that get submitted? Yes, a Treasurer can 'flag' a transaction, which triggers an email to the submitter to change a code or to make other changes.

Can coding of transactions be improved or simplified in the new system? The Works system contains embedded drop-down menus of codes and code descriptions that are customized for each team.

Will teams still have a way to write checks? No. Volunteers won't be signers on the account, so any needed checks or ACH transfers would come from the Finance staff.

Can we request a check to be cut directly to a vendor or other person or entity? Yes, in these cases, you can submit a check request to the Finance staff using the online jot form tool developed in 2017. This request will also first be routed to the Treasurer for approval.

How will co-support funds be disbursed to Teams? Co-support funds will be automatically credited to teams. Teams may continue to roll over co-support funds from year to year and balances available for future team use.

How will we make deposits? Mobile banking allows you to scan or take a picture of a check and deposit directly into the bank. Scanners will also be made available to volunteers without a smart phone or tablet.

If a team has a fundraiser and collects cash, how will the money be deposited into the account? The best solution will be to deposit the cash in a Treasurer's personal account and then writing a check to AFS USA. Another option might be to set up a digital payment option for these events (such as PayPal, Venmo, Apple Pay) to minimize the amount of cash being collected.

When is the transition happening? A pilot program with about 10 teams will launch this summer, with the full rollout planned during the first half of 2019.

Who is involved in developing this new system?

- The Board of Directors of AFS-USA will oversee the entire project and progress.
- Staff will take the lead in designing the system, ensuring that tools are in place and developing and implementing training plans.
- A Treasurers Workgroup consisting of 8 team leaders with many years of experience are working with staff to accomplish the following:
 - Obtain input and feedback for system design
 - Develop standards of performance for Finance staff and Treasurers
 - Provide input to the training plan
- The National Council will receive regular updates and may provide input if necessary.

Will the Area team or Chapter Treasurer need to do anything to implement this system? Will it be done by Finance staff only? Treasurers and Finance staff will work together to make the changes. The details behind the transition process are being developed and regular updates will be available to volunteers in the coming months.

Will teams still need Treasurers? Yes, the Treasurer will continue to play an important leadership role. The job of the Treasurer will be to facilitate planning of the team budget, to review financial reports prepared by the Finance staff, to approve expenses and to provide support to volunteers in getting reimbursed. Treasurers will no longer be writing checks and compiling finance reports.

Who do I contact if I have questions or problems with my account? Questions and problems should be directed to the Field Finance staff of AFS-USA. Bank of America is not legally authorized to discuss any aspect of the system with volunteers.