



Manhattan Charter School Operations Guide

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Supplies and Equipment

Supplies

Storage

MCS stores supplies in several different closets:

- Technology and testing closet (305A), next to the Art Teacher's office: This closet stores all technology supplies and testing materials.
- Operations closet (313H), next to Room 313G (in the 2nd – 3rd hallway): This closet stores office supplies for operational staff, copier paper, copier supplies, plates/forks for staff lunch, and marketing supplies.
- Instructional closet (312M), next to the SETTTS office: This closet stores all supplies requested by instructional staff as well as both empty and full 5-gallon water jugs.
- Book closet (304), next to bathrooms: This closet stores books, FOSS kits, and other instructional supplies.
- Main office: The main office stores all digital cameras, video cameras, and a small store of office supplies.

Automatic Orders

MCS currently has the following regularly scheduled orders:

Paper and Trash Liners

WB Mason delivers three (number varies depending on time of year, demand) cases of paper and one box of 40-45 gallon trash liners every Monday.

Water

Poland Spring delivers 15 5-gallon bottles every 4 weeks. If we run low on water before a scheduled delivery, the Operations Coordinator should call Poland Spring and order additional bottles to arrive ASAP.

Coffee supplies, cutlery, and office supplies are not on automatic order and should be checked and replenished regularly (with approval from the Director of Finance and HR).

Procurement Process

All other items are purchased through the following procurement process:

Request

The Director of Finance and HR synthesizes all purchasing requests:

Teachers and Instructional Assistants give all regular supply requests to the IA in charge of supplies. The IA in charge of supplies checks all requests against the current supply stock and sends a request for any missing supplies to purchasing@manhattancharterschool.org.

Teachers and Instructional Assistants give all curriculum and technology requests to purchasing@manhattancharterschool.org. Operational staff members send requests for all supplies directly to purchasing@manhattancharterschool.org.

Approval

The Director of Finance and HR submits the requests for approval:

- The Principal approves all instruction-related requests.
- The Director of Finance and HR approves all administration-related requests.

The Director of Finance and HR sends the order, with approval, to the Operations Coordinator.

Order

If the order is not specific, the Operations Coordinator researches the most competitively priced option that fits the item, price, and delivery date of the request.

If the Operations Coordinator has questions about the request, (s) he reaches out to the requestor directly.

If the Operations Coordinator is concerned about the price, (s) he reaches out to Director of Finance and HR to discuss.

All items should be purchased through MCS's online accounts whenever possible. Most vendors allow MCS to make purchases "on account", meaning the vendor will bill MCS later. These vendors include Staples, WB Mason, Lakeshore, and Discount School Supply. (Sometimes these vendors will ask for a PO number to track the purchase. This does not mean the purchase requires MCS to create a PO – it is just for tracking purposes.)

If MCS does not have an established account with a vendor and cannot pay on account or by purchase order, the Operations Coordinator should pay by credit card and alert the Director of Finance and HR to the amount of the purchase to be placed on the credit card.

For expensive items or large orders, the Operations Coordinator should request a quote from customer service. The Operations Coordinator should work with customer service on payment – ideally the Operations Coordinator can create a purchase order. If the vendor does not accept POs, the purchase may need to be made on the credit card.

Orders should never include tax. MCS is a tax-exempt organization. If tax is included, the Operations Coordinator should reach out to the vendor to get the tax removed, sending a copy of MCS's tax exempt proof as necessary.

The Operations Coordinator orders the item and adds the item(s) to order tracking spreadsheet.

Tracking

When the order arrives, MCS School Aide or Administrative Assistant opens the order, initials the packing slips to confirm receipt, and gives the packing slips to the Operations Coordinator. If no packing slip is included in the package, MCS School Aide or Administrative Assistant fills out a replacement packing slip.

The Operations Coordinator records delivery on the order tracking spreadsheet.

If the item is a fixed asset, the Operations Coordinator applies an inventory barcode to the item and enters the item into the Fixed Asset Inventory spreadsheet.

If the item is a technology item but not a fixed asset, the Operations Coordinator applies an inventory barcode to the item and enters the item into the proper technology inventory spreadsheet.

Delivery

Once the Operations Coordinator has given the direction to MCS School Aide or Administrative Assistant, (s)he delivers the item to the proper place.

Process Payment

The Operations Coordinator groups the approval, PO/receipt, and packing slip(s), and gives the packet to the Director of Finance and HR to match with the invoice and process payment.

Ordering Through FAMIS

FAMIS is the DOE's portal for purchasing books, software, and other school supplies using the grant money allocated to schools through the DOE.

Contact

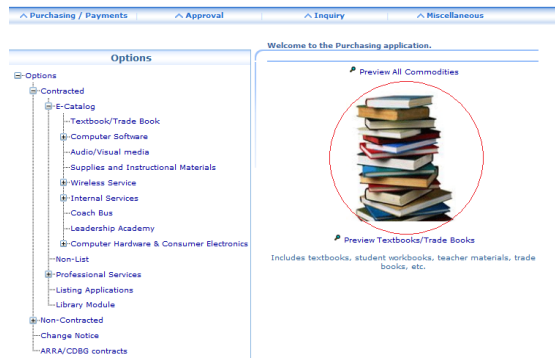
The portal is:

<http://schools.nyc.gov/Offices/DCP/BuyingTools/Commodities/FamisPortal/default.htm>, the help desk can be reached at 718-935-4444.

Order

- Go to Purchasing in the menu on the top left.
- Go to Contracted → E-Catalog→Textbook/Trade Book and click on the books to open a new order.

Purchasing Setup



- Enter MCS's FAMIS codes.

Select "Retrieve Balance" to see amount remaining under this object code. Then select Add Accounting Line, Close, and Next.

- Search and select your items. The search does not function well. If ordering books, try to get the item numbers and search by these. In February/March, the Operations Coordinator should work with the Instructional Specialists to solicit FAMIS-specific magazines from vendors to help facilitate the process of placing orders.
- Place your order. Write down the document number.
- Log-in to the Administrator's (COO) FAMIS account. Under the Approval box on the bottom of the page, your document should be pending approval. Click on the document. Enter the signature to approve the document. The document should now appear under "Posted" on the main page in both the Operations Coordinator and the Administrator's accounts.
- Go to "Inquiry" → Document Inquiry. Enter the document number. Hit the "Print" button to pull up and print the full purchase order. The purchase order will also state whether the payment will be taken care of electronically.
- All FAMIS purchase orders are submitted to the Director of Finance and HR, who will file them.

Checking on an order

- The document will appear under "Posted" on the main page. Click this to find all the information for your order.
- For any issues with shipping, call the company listed on the purchase order.

Checking your balance

- Go to Inquiry → Spending Plan Inquiry. Enter the parameters for the information you are looking for, and select Inquire.

Uniform Purchasing Process

1. The Family Coordinator will send requests for uniforms to the Director of Finance and HR via email.

2. The Director of Finance and HR will obtain approvals and forward the purchase request to the Family Coordinator via email.
3. The Family Coordinator will place the orders directly to Flynn & O'Hara.
4. The Family Coordinator will forward the purchase request email to the Operations Coordinator AFTER the order has been placed.
5. The Operations Coordinator will add order to purchasing spreadsheet.
6. Once the order arrives, the Family Coordinator will attach packing slips to invoices and put in the Director of Finance and HR's mailbox to be paid.

Equipment

An up-to-date list of MCS's equipment inventory is kept here: O:\Purchasing\Inventory

End of Year Pack-Up

End of the Year Pack Up takes place during the final week of school for staff. It is not to happen when students are still in the building. A meeting will happen before that final week, reviewing the pack up procedure. Things to discuss in the meeting include:

- Pack up timeframe (happens the last staff week, NOT when students are still here)
- Inventory List – Each teacher and instructional assistant will check the inventory of their classroom and sign off on the list. Anything that is missing will need to be listed and purchased for the following school year.
- Technology pack up- All technology should be labeled and packed together in the classroom.

The school orders the following materials for packing up the classrooms at the end of the year.

- 21 packs of 12 file/banker boxes (252 boxes, item # 406451)
- 30 rolls of packing tape
- Paper towels (2-3 rolls per classroom – 13 classrooms)
- Towels (6-12 per classroom)
- Cleaning spray (13 bottles)
- Magic erasers (pack of 6? For each classroom – 13 classrooms)
- 1 bottle of vinegar (13 bottles)
- Grease remover to remove tape (1 bottle per grade)
- Fantastic with bleach (13 bottles)
- Ajax powder cleanser with bleach (13 bottles)
- Gloves (not sure how many come in a box, but total of 65-70 pairs)

Facilities

Extended Use Permits

Anyone wishing to use a DOE school after school hours or on days the school is not in session, must apply for an Extended Use permit. The Operations Coordinator is responsible for entering permits for regularly scheduled events. All other requests for extended use permits should come to the Operations Coordinator from the Principal or Director of Finance and HR.

The Operations Coordinator is responsible for completing the Section I of the application here: <http://schools.nyc.gov/NR/rdonlyres/F2381D29-283D-4428-AD06-2FB6BBD38782/o/ExtendedUsePermit.pdf>.

The application should be signed by the Operations Manager. The Operations Coordinator should make a copy and track the permit application, and then give the application to the PS 142 Custodian or the Custodian's Assistant. The permit number and hyperlink to the permit should be attached to the shared calendar. If the Operations Manager has not received notification of a permit 2-3 days prior to an event, the Operations Coordinator should check in with the PS 142 Custodian.

MCS usually applies for permits for the following events:

- September open house
- October, January, and April parent-teacher conferences
- December and April concerts
- Other curriculum nights
- Board meetings
- Lottery announcement
- Orientation(s)

Permits from previous years should be used as guidance. They can be found here: O:\Facilities\Permits. However the Operations Coordinator should ensure the details are still correct as the event may have changed. Though the guidance says the application must be submitted one month prior to the event, permits submitted up to 7 business days prior to the event have been approved.

Maintenance

All requests for maintenance should be sent to the Director of Finance and HR. The Operations Coordinator is then responsible for checking the problem and working with the custodian to fix the problem.

Painting

All files regarding our paint colors are stored here: O:\Facilities\Painting

Phones

Checking Voicemail

To check the voicemail on the MCS main phones:

1. Press the blinking MSG button on the Admin. Assistant's phone.
2. Enter the voicemail code

Updating Voicemail

1. Dial 212-533-2743
2. Press Pound Key #
3. Enter mailbox number
4. Enter the administrator menu

Adding an Announcement to the voicemail

In 2010-2011, Teltronics added an announcement box to our main line for us to update remotely when we have school closings. We added dialogue to the auto greeting that directs parents to hit 7 to check for school closings.

Phone Companies

MCS uses three separate phone companies:

Teltronics

Teltronics is responsible for our phone handsets and extensions. If any work is required on our phone lines, a Teltronics technician will come on site after the work has been completed to verify the work and set up any changes to the phones or extensions, if necessary. Teltronics also controls which extensions have access to long distance services.

If there are to be changes to this list, the Operations Coordinator is responsible for faxing Teltronics a new list of extensions to grant long distance access to. It is recommended the Operations Coordinator follow-up with Teltronics via phone to verify the work order has been received.

Verizon

Verizon is our local carrier. They are responsible for our five local phone lines. All requests for service from Verizon must go through Teltronics as Teltronics is Verizon's vendor.

Sprint

Spring is our long distance carrier. They are responsible for our long-distance service. MCS only started long distance service with Sprint as of October 2011. Teltronics requested a long distance carrier for MCS through the DOE.

Technology

Computers

MCS computers run either Windows Vista Business or Windows 7 Business. They have 32-bit operating systems. They run Microsoft Office 2010 (including Word, Excel, Access, and SharePoint).

Charter Technology Solutions is our network administrator. They help troubleshoot problems we have with our computers and process all orders for computers and software. They are also the administrator for downloading software on all computers. The Operations Manager handles all requests for our technology vendor.

Additional technology equipment is stored in the tech closet (next to the art room).

Servers

MCS has several shared servers:

EdProgram (L:) – The EdProgram drive stores instructional plans and information. Everyone on staff has access.

Student (S:) - The Student drive stores information about student services. The Operations Team and Specialists have access.

Photos (Y:) – This is where all photographs are stored. The Operations Team and Specialists have access. All photos are tagged when uploaded for search/marketing purposes.

Corporate (O:) - The Corporate drive stores information related to compliance, operations, and procurement. The CAO, MCS2 Principal, Director of Finance and HR, Operations Manager, and Operations Coordinator have access.

Admin_Data (R:) – The Admin Data drive houses data information related to student reporting and staff. The CAO, Director of Finance and HR, Data Coordinator, and Operations Manager have access.

Finance (M:) – The Finance drive stores budget and accounting files. The CAO, COO, Director of Finance and HR, and Operations Manager have access.

HR (H:) – The HR drive stores HR files. The CAO, and Director of Finance and HR have access.

iPads

MCS has several iPads and two iPad carts.

Teacher iPads

Teachers are responsible for setting up their own Apple ID and downloading their own applications on their iPads. Purchases must be approved by Principal or Director of Finance and HR before reimbursement occurs.

Student iPads

The Operations Manager is responsible for managing the download of new programs to all student iPads. The Operations Manager will direct the technology consultants on the application(s) to download. The Assistant Principal is responsible for the iPad cart schedule and lock.

Internet

All computers at MCS have cable internet and are connected to the internet by a blue cord. There are also four wireless networks available:

1. MCS400
2. Room 303
3. Page Office
4. Conference room

Network	Password	Location	Range
MCS400		Pitta's office	K/1 wing
MCS			2/3 wing
MCS200		Page's office	4/5 wing
MCS303		Room 303	4/5 wing

MCS Website

The MCS website is located at manhattancharterschool.org. It is hosted by 2mhosting. It is a Wordpress custom template. Anything on the website can be updated through logging into the Wordpress administrator account. The Operations Coordinator is responsible for updating the website.

To update the photos on the home page:

1. Once you have selected an image you'd like to upload (10 is the maximum for the slider) crop it down to 700 x 343 pixels. Save it to your computer.
2. Click on **Easing Slider** at the left of the Wordpress admin page.
3. Select an image you would like to replace, highlight the **Image Path** URL and delete.
4. Click **Save Changes**.

5. Click **Upload Image**.
6. Click **Select Files** and browse to the image on your computer.
7. Once the image loads, you will see a bunch of information, all you need to worry about is having the **Full Size** bullet selected.
8. Click on **Insert into Post**.
9. Click **Save Changes** and you're all set!

Promethean

Equipment

The Operations Coordinator tracks the model and serial numbers of all major Promethean equipment in O:\Purchasing\Inventory\Promethean. All equipment should be checked out at the beginning of the year and checked back in at the end of the year to track any lost or broken equipment. The equipment should also be grouped by classroom as not all of it works together properly.

Troubleshooting

All technology problems (including Promethean) are sent to the Operations Coordinator. To troubleshoot any problems, the Operations Coordinator reviews the Promethean Knowledge Base message board for questions posted by users and answers posted by Promethean technicians. The link is www.prometheankb.com/. The Operations Coordinator can also call Promethean tech support to talk through any technical problems - 1-888-652-2848, option 3.

If new parts are needed, the Operations Coordinator requests the parts through the Director of Finance and HR, who will give any approved items to the Operations Coordinator to purchase. For ordering replacements for any part that has broken under warranty, the Operations Coordinator contacts Promethean tech support at 1-678-393-1061. For any projector lamps that burn out, the Operations Coordinator should replace the burnt-out lamp with a spare from the technology closet and take the count of the lamp hours to report to tech support. To retrieve your Projector lamp hours, press and hold your projector remote control power button for 30 seconds. Doing so should display the projector lamp screen. The warranty for projector lamps covers up to 2 years or ____ hours, whichever comes first. If the lamp falls under warranty, tech support should replace the lamp for free.

For ordering new parts (i.e. lost Activotes or back-up lamps), the Operations Coordinator contacts CDW-G, who is our Promethean parts vendor, at 866.795.3451.

For technician, the Operations Manager contacts Logical Choice internal sales at (770) 564-1044. A technician currently costs \$330 (\$165/hr for a minimum of 2 hours). A technician should only be called when the Operations Manager is unable to repair the Promethean parts.

Copiers

MCS has two copiers.

Xerox

The Xerox, located between the Principal's office and the conference room, prints only in black-and-white. The School Aide uses this copier to make all classroom copies.

The Operations Coordinator (and Operations Manager (as a backup) troubleshoots the Xerox machine. The contact for service is 1-800-821-2797. Information needed when calling for service includes:

- CUSTOMER NUMBER
- Machine serial number
- Nature of problem

If after you schedule a service call and they don't show up, our follow up contact in the scheduling department at 866-462-8136 x4592.

The Operations Manager (Director of Finance and HR as a backup) orders new toner, parts for the machine as needed. The contact for toner, waste bottles and all other parts is 1-800-822-2200 x1. Toner, waste bottles, staples and most parts are covered (and paid for) through our monthly contract with Xerox and therefore we receive for free.

Department IDs are used to track the number of prints and copies each class is making.

Canon

The Canon, located next to the School Aide's office, prints in color. Only the Principal, Specialists, and Operations Team may use this machine. This should only be used for specific color-printing purposes.

Both copiers should not be used at the same time as this may overload the power circuit.

The Operations Coordinator (Director of Finance and HR as a backup) orders new toner and parts for the Canon machine as needed. Orders are placed via email to our contact - Include our Canon ID.

To get service for the Canon, call 516.877.9100 and select option 5. Information needed when calling for service includes:

- ID# or S/N - ID#
- Please specify if it is a copier problem or a printing problem.

The school does not have access to the control panel.

Cameras

MCS has a number of digital and video cameras. The Operations Coordinator is responsible for managing this inventory, including signing them out for use and ensuring they are in good

repair and fully charged at all times. The camera inventory is located here:
O:\Purchasing\Inventory\Cameras

School Messenger

School Messenger is an online application used to send automated calls to parents regarding MCS announcements, events, and reminders. The Operations Manager is responsible for uploading up-to-date contact information for MCS parents from SharePoint into SchoolMessenger and setting up any calls MCS wishes to make to its parents. Instructional guides for using School Messenger can be found once the user has logged into the SchoolMessenger portal.

Staff On-Boarding

New Staff Member

Once a candidate has accepted an offer to work at Manhattan Charter School, MCS follows these steps to prepare for the new staff member:

Paperwork

The Director of Finance and HR mails the required paperwork to the new hire 5 days before their start date. The list of required paperwork is in the HR folder.

Email and Computer log-in.

The Operations Coordinator sets up the new hire with an email account and sends the log-in information to the new hire 5 days before their start date.

Keys and Staff ID

The Operations Coordinator provides the new hire a bathroom key (and a classroom key, if necessary) to be given on their first day.

Welcome email to staff

The Director of Finance and HR emails the whole MCS staff to announce the new hire 2 days before their start date.

Mailbox set up

The Administrative Assistant sets up a mailbox for the new hire in the main office 1 day before their start date.

Update phone and staff list and ALL STAFF distribution list

The Operations Coordinator updates the phone and staff list and sending these out on the new hire's first day. The Operations Coordinator is also responsible for adding the new hire to the ALL STAFF distribution list on the new hire's first day.

HR staff and school induction

The Director of Finance and HR conducts HR staff induction with the new hire on their first day, if the hire is not summer staff. One of the Instructional Specialists conducts school induction with the new hire on their first day, including a tour of the school.

Curriculum Connector login (if needed)

The Director of Finance and HR provides a Curriculum Connector log-in on their first day, if needed.

Fingerprinting Clearance

The Director of Finance and HR checks and prints the new hire's fingerprinting clearance for his/her HR file on their first day.

ADP Payroll website, Paid Time Off spreadsheet, and HR spreadsheet

The Director of Finance and HR adds the new hire to the ADP Payroll website, Paid Time Off spreadsheet, and HR spreadsheet on their first day.

Take job down posting for position

The Operations Coordinator removes all postings for the position once the position has been filled.

Insurance (medical, dental, long-term disability, 403B)

The Director of Finance and HR processes medical, dental, and long-term disability insurance as well as the 403B plan for the new hire on the 1st of the month after the new hire has completed 15 business days at MCS.

End of Employment

If an employee leaves MCS, MCS follows these steps:

Letter of Resignation

The Director of Finance and HR collects a formal letter of resignation from the employee.

Payroll

The Director of Finance and HR will calculate final paycheck, taking into consideration: any accrued PTO owed, final days worked.

Teacher Stipend

For teachers, the Director of Finance and HR will collect any receipts owed for teacher stipend checks previously paid to teacher.

Insurance (medical, dental, long-term disability, 403B)

The Director of Finance and HR removes the former employee from MCS's insurance plans and 403B plan.

Email and Curriculum Connector Access

The Director of Finance and HR closes the former employee's email and Curriculum Connector access.

Keys and Parking Pass

The Operations Coordinator collects the former employee's keys and parking pass, if applicable.

Mailbox

The Operations Coordinator removes the former employee's mailbox.

Staff Events

Staff Appreciation Lunch

MCS provides lunch to all MCS staff members approximately once every six weeks on a Wednesday half-day. The Operations Coordinator sets these dates under the direction of the Business Director at the beginning of the year. The Operations Coordinator solicits catering orders two weeks prior to each staff lunch, to be approved by the Director of Finance and HR. Delivery should be set for 12:30 pm. The Operations Coordinator should also ensure plates and cutlery are either provided by the restaurant or are available from the operations closet.

Staff Appreciation Pizza Dinner

When the staff is staying late for holiday concerts, open house, or curriculum nights (not including parent-teacher conferences), the Operations Coordinator should order pizza for all the staff staying late. The Operations Coordinator should confirm with the Principal, who on staff will be staying and order enough pizza so that every staff member can have two slices of pizza. The order should be varied, taking into consideration any dietary restrictions of the staff. The pizza should arrive 1.5 hours prior to the event, but after dismissal (usually at 4:30 pm). The restaurant should deliver plates and spices with the order.

Board of Trustees

Board of Trustees Meetings

Extended-Use Permits

The Operations Coordinator should be in touch with the COO to find out the meeting schedule for the year and apply for all extended-use permits.

Posting the Board Meeting

Board of Trustees meetings are open to the public and must be “posted” to advertise this to the public. An announcement of the meeting should be printed and posted on the bulletin board next to the main office and faxed to all major newspapers in New York City. Examples of past announcements can be found in O:\Governance.

Catering

The Operations Coordinator should ask the Director of Finance and HR/Operations Manager 2 weeks prior to each board meeting if the meeting will require catering and place the catering order. The Operations Coordinator is also responsible for ensuring adequate water and soda will be available.

Documents

The Operations Manager should also be in touch with the Principal and Director of Finance and HR 2-3 days prior to each board meeting to order folders/binders as necessary, print documents, and compile documents. The Director of Finance and HR is responsible for ensuring a copy of the documents from each board meeting are archived.

Deposits

Deposit Procedure

Lunch Money

All money (both cash and checks) for lunch should go through the Family Coordinator. The Family Coordinator will produce a receipt for any funds received – one copy is given to the parent and the Family Coordinator keeps the original. At least once per week, the Family Coordinator will hand off all the lunch money to the Director of Finance and HR. The Director of Finance and HR will schedule a messenger to pick up and deposit the funds within 24 hours into MCS's Lunch Money account. The Director of Finance and HR will make a copy of the deposit slip, checks, receipts and any other information regarding the deposit. All receipts and other information will be stapled to deposit copies, entered into QuickBooks and filed in the Lunch Money Account transaction binder. The Director of Finance and HR will confirm this transaction via email with the bank.

Other Funds

All other funds should be given immediately to the Director of Finance and HR upon receipt. The Director of Finance and HR will deposit the funds within 24 hours into MCS's General Operating account. The Director of Finance and HR will make a copy of the deposit slip, checks, receipts and any other information regarding the deposit. All receipts and other information will be stapled to deposit copies, entered into QuickBooks and filed in the Operations Account transaction binder. The Director of Finance and HR will confirm this transaction via email with the bank.

Acknowledgements

If the money being deposited is a gift to MCS, the Director of Finance and HR should write an acknowledgement letter to the donor. One copy should accompany the deposit to the bank. The Director of Finance and HR should scan and save the original. The original should be sent to the donor.

Miscellaneous

Keys

The Operations Coordinator manages the master key and all copies made. The system is stored in 303 in the bottom drawer of the 4th unit. Copies are made at Rothstein Hardware on Clinton St. Sometimes the copies do not work, so the Operations Coordinator should be sure to double-check them in the door and keep a copy of the receipt in case the key needs to be remade.

Shipping

The Operations Coordinator is responsible for processing, labeling, scheduling pick-ups, and dropping off packages. MCS has accounts with both UPS and FedEx – all options should be explored in order to get the best price on shipping. The Testing Coordinator will ask the Operations Coordinator to schedule pick-ups for boxes of assessments to send for scoring. These should usually be sent Express Saver, unless it is a rush job. Since there is a cost to scheduling a pick-up, the Operations Coordinator should bring packages to a store location whenever possible. If a package is too large/heavy to be brought to a store location, the Operations Coordinator should request permission to schedule a pick-up to the Director of Finance and HR as a purchase.

Mail

The Administrative Assistant is responsible for processing, stamping, and sending all mail. The Family Coordinator will bring in the mail on a daily basis. The Administrative Assistant will distribute the mail every day. Any correspondence for parents must go in teacher's mailboxes immediately.

The Administrative Assistant prints stamps from stamps.com. The Administrative Assistant must request additional postage funds from the Operations Coordinator.