**Members:**  Yvonne Coulter, Gary Fuller, ~~Randy Rhodes~~, ~~Mary McCoy~~, Melissa Craft, Earle Barnes, Debbie Smith, Ben Sharp, ~~Tymn Neece~~, Nancy Todd, Jayme Osborn, ~~Laura Jones~~

Auxiliary Members: ~~Josh Cohen~~, ~~Tammy Taylor~~, Corbin Ellsaesser

**Recording Secretary:**  Melissa Craft

1. Announcement of Recording: 12:27 p.m. ET
2. Secretary Report – Missy
   1. Review and acceptance of August minutes – Gary made motion to approve, Debbie 2nd; motion approved
3. Treasurer’s Report – Mary
   1. Bank Cards – Checking Debit card was received and activated by Mary McCoy, Don has been notified.
   2. Checking Account
      1. Beginning Balance - $65,760.51
      2. Deposits - $169.00; Webinar registration and SNUG product sales
      3. Withdrawals - $1100.00; Accountant fees and presenter honorarium
      4. Ending Balance - $64,829.51
   3. Savings Account
      1. Beginning Balance - $83,036.62
      2. Interest Earned - $4.23
      3. Ending Balance - $83,040.85
   4. Tax Returns for Fiscal Year 2013 were filed electronically by Deimer & Smallwood Accounting and accepted by IRS on 8/13/13.
   5. Recommendation to close the QuickBooks Online account as it is redundant and the fees could be better spent elsewhere. Motion made by Mary McCoy, 2nd by Earle Barnes; motion passed by Board.
4. Membership Report – Tymn; no report
5. SIG Update – Ben; no report
6. Customer Service Update – Tymn; no report
   1. Jayme recommended that the Board send a list of Customer Service updates to the users. Yvonne has requested that Jayme put the letter together, submit it for Board approval, and then Yvonne will issue the final letter to the users.
      1. Include information about requesting an environment name other than NLIVE when doing a Hardware Upgrade to reduce confusion with “in Live” during discussions.
7. SNUG Membership and Conference Survey
   1. It was decided that a contact box will be added at the end of the survey to gather contact information from any clients that would like to be contacted with additional information regarding the SNUG.
   2. Earle will finalize the survey and send out the link for final approval.
   3. Don will disperse the survey to all clients for us.
8. Review of By-Laws – Tabled until next meeting
   1. Limitation of number of board members from one Corporate Membership
   2. Consecutive terms for board members
   3. SNAG members
9. Next Meeting – October 17, 1230 Eastern

Conference Call Schedules and Phone Numbers

Annual Conference Planning – 1st Wednesday 1200 EST; Earle’s #

Customer Service – 2nd Thursday 1300 EST; SCC’s #

SNUG Exec/SCC – 3rd Thursday 1200 EST; Earle’s #