**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

**Members not present:**

**Recording Secretary:**  Melissa Craft

1. Announcement of Recording: 11:36
2. Secretary Report – Missy
   1. Review and acceptance of September minutes – motion to approve made by Debbie, Randy with 2nd; minutes approved and posted to SugarSync
3. Treasurer’s Report – Mary
   1. Bank Cards – Savings account Signature cards were notarized this week and mailed back to Mary for filing with the bank.
   2. Checking Account
      1. Beginning Balance - $64,829.51
      2. Deposits - $175.00; Partial Registration
      3. Withdrawals - $616.84; Survey Monkey, Postage, Supplies, Website fee
      4. Ending Balance - $64,387.67
   3. Savings Account
      1. Beginning Balance - $83,040.85
      2. Interest Earned - $4.10
      3. Ending Balance - $83,044.95
   4. **Proposed Budget** – full report posted to SugarSync; a 5% increase was added to each line item on the expense statement from 2012-2013
      1. Total Income - $174,800.00
      2. Total Meeting Cost - $163,150.00
      3. Gross Profit - $11,650.00
      4. Total Operating Expense - $17,986.00
      5. Net Profit - $-6,276.00
   5. Annual Meeting Presenter 50% discount
      1. It was decided to only provide the $100 honorarium to presenters for this year. Tymn to notify Don.
   6. Quickbooks Online was cancelled
   7. Two vendors have been contracted – OVC Technologies and Voicebrook
4. Membership Report – Tymn
   1. The Membership mailer has been sent out.
5. SIG Update – Ben
6. Customer Service Update – Tymn
   1. STAR update to be ready in November – security on the client side
   2. Task inactivation changes
   3. NLIVE naming convention will be discontinued – LIVE2 or HWUPG should be the new naming convention
   4. Admin rights are not required for SoftUpdate functionality.
   5. Working to integrate RightFax with SoftLab by the end of this calendar year.
   6. Jayme is working on an update of CS topics to go out to the Users.
7. Pre-Conference Survey - Earle
   1. Results from the survey are in – good participation.
   2. Earle will go through the responses and give a follow-up to the Board.
   3. The survey will remain open for a couple more weeks.
   4. Earle will also send a copy to Don before the upcoming webinar about SNUG Membership.
8. Review of By-Laws – ready for Article 8
   1. Limitation of number of board members from one Corporate Membership
   2. Consecutive terms for board members
   3. SNAG members
9. Next Meeting – November 21, 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 #