

CHAPTER GUIDE

2010 – March



NetVU
Empowering Agency Success

NetVU

Knowing that your voice will influence the industry is, by itself, enough reason to be active in The Network of Vertafore Users' (NetVU). Education, however, is the main reason most agents say they are active members. These members know that the only way to survive in this world of information, computers, the Internet, and fierce competition is to make education a top priority!

Chapter meetings provide agents with the opportunity to network with fellow users on a local level. Participation gives agencies cost-effective educational programs designed to meet the specific needs. Each group is organized and administered by volunteers, all independent agents who have experienced the benefits of "**agents sharing insurance computer knowledge**".

This *Guide* is designed to outline requirements and recommendations and to assist Chapter Leaders. Fellow Leaders have contributed ideas and experiences that will help establish a successful and informative Chapter. We welcome ideas to improve this book.

Chapters belong to the users, and NetVU is here to assist! Do not hesitate to call.

CHAPTER RELATIONS

Sara Krueger is in the NetVU office and her primary responsibility is to the assist Chapter Leaders. Please do not hesitate to call.

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SUPPORT

E-Communities (Exhibit 1)

You will find assistance on the NetVU E-Communities. The NetVU's office and fellow Chapter Leaders stand ready to assist you. Log onto E-Communities, click "Chapter Leaders" from the menu. Leaders.

The E-Communities (www.netvu.org) is an excellent way to communicate and share information within your Chapter. The group can post meeting notices and newsletters for all members to view.

Leadership Conference

The Chapter Leadership Conference is held every odd year. Please budget to send several Leaders to this important Conference.

National Conference

Each year, Chapters select a Most Valuable Performer (MVP) to be recognized at the National Conference. Please keep this in mind throughout the year.

New Chapters starting after National Conference will be recognized at the following years National Conference.

Charter

A Chapter's 'Charter' starts when the EIN# is given to NetVU and remains in effect as long as the required Standard Operating Procedures are followed.

National Opportunities

NetVU provides Education Seminars, Power Users' Seminar, and National Conference to complement the training provided by the Local Chapters. The Seminars and Conferences are excellent opportunities for Local Chapters to network.

REQUIRED

STANDARD OPERATING PROCEDURE FOR CHAPTERS

Bylaws

Each Chapter is required to have their bylaws on file at the NetVU office. A template is available, if the bylaws need to be updated. The Template is suggested, rather than mandated, because of state differences and the Board's desire for the Chapters to be autonomous.

Election of Officers – (Exhibit 2)

These are officers and committees your Chapter may consider. The more positions you can fill, the more the work can be spread out and the healthier your Chapter will be! Always strive to nurture new committee members. Dynamic committees are good training grounds for future officers! However, the more people involved, the more complex the decision making becomes. As a Leader, you need to find the balance for your Chapter.

Federal ID Number - You will need a name for your chapter before you can get the FEIN #

- Each Chapter has a Federal ID number on record at the NetVU office. Chapters must have a checking account in the name of the group. Under no circumstances should an officer's personal Social Security number be used when setting up a bank account for the Chapter.

Taxes

- Chapters must file federal and state tax returns every year regardless of the Chapter's profit or loss. A copy must be sent to the NetVU office. IRS Form 1120 should be used for filing the federal return. If the Chapter has a non-profit status, the National office must have a copy of the non-profit letter on file.

Insurance (Exhibit 3)

- When the Chapter meets the required Standard Operating Procedures, the Group is granted a Charter and NetVU provides the insurance coverage.

RECOMMENDED

STANDARD OPERATING PROCEDURE

Sponsor Two Meetings Per Year

The NetVU Chapter Committee recommends sponsoring at least two (2) meetings per year.

Meeting Critique Forms (Exhibit 4)

At the end of each meeting, ask for each member's input by completing a Meeting Critique Form.

OPTIONAL

Dues

Dues are a good way to help Chapters develop cash flow and implement extensive meeting programs. Registration fees should be collected for every meeting and should be enough to pay for the meeting. There are pro's and con's to charge membership dues. Dues are usually \$75-\$100/yr. per agency.

PRO's

- a) You'll have money in the bank quickly to plan your first meeting.

CON's

- a) At meetings, you'll have to be sure that attendees are members or not. Members will pass a lesser price for the meeting.
- b) You'll have to file income tax report if you charge membership dues.

PLANNING A CHAPTER MEETING

1) Setting a Date – Timetable (Exhibit 5)

In setting your meeting date, four to five months notice is usually adequate, especially if the group requests a Vertafore trainer.

2) Obtain a Speaker

The NetVU office can offer assistance in finding speakers for education programs. **Contact the NetVU office to request Vertafore personnel.**

Available speakers and cost:

- Vertafore Presenter - \$400 NetVU fee, plus speaker expenses.
- Consultants - Effective Jan 2002, NetVU fee does not apply. **Chapters negotiate fees.**
- Chapter Member - No NetVU fee. **Chapters negotiate fees if applicable.**
- Vendors - No NetVU fee. **Chapters negotiate fees if applicable.**

3) Select a Location

Once you have the date and speaker established, find a suitable meeting location. With your meeting date and potential number of attendees in mind, you can consider several options for meeting locations.

- **Agency Conference Rooms**
- **Insurance Company Conference Rooms**
- **State Association Facilities**
- **Hotels**
- **Colleges**
- **Libraries**

4) Speaker's Aids & Room Set-up

A. Room Set-up:

1. A standing or table top podium with a barstool so the speaker can sit when needed.
2. A tall cocktail table next to the podium for material. If not, a standard height small table with a box draped will suffice.

B. Registration Table - Outside the room have a registration table for people to check-in when they arrive.

C. Audio and Visual Aids:

1. A speaker may require audio and visual aids. Microphones will be necessary if over 25 attendees are expected. If the speaker moves around or uses visual equipment, they may require a lavalier (cord/cordless) microphone. Otherwise, a stationary microphone should be adequate.
2. Visual aids that speakers may request include a data projector, system specific computer, screen, or a flipchart.
3. System Specific Computers are available from NetVU. The Chapter pays shipping both directions. The computers have an CD Drive. If Internet access is required, we will send instructions on how to access the NetVU account.
4. Data Projectors are available from NetVU. The Chapter pays shipping both directions. A bicycle chain is provided with each Data Projector to tie down Data Projectors. Unfortunately, we had a couple of data projectors disappear when the

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meeting rooms were unattended. The combination for the lock is the last 4 digits of our 800 phone number. (7799)

NOTE: Chapters will be invoiced for expenses incurred or services required by NetVU because of the Chapter's failure to ship equipment immediately after the meeting.

5) Determining Meeting Costs - (Exhibit 4 & 5)

See the exhibits for samples of how to calculate the meeting registration fees.

- **Fixed Costs** – Fixed costs are costs that will be incurred regardless of the number of attendees. These include meeting room rental charges, audio/visual rental charges, speaker expenses, and announcement expenses.
- **Variable Costs** -Variable costs are expenses incurred on a per person basis. These include food costs (lunches and coffee breaks) as well as meeting supplies such as badges or booklets.

Chapters may solicit sponsors for breaks and lunches. Several Chapters have tried it with great success. The AMS Preferred Vendor for the area may be a resource for computers, data projectors and information.

6) Meeting Announcements

Design a meeting announcement and registration form to be e-mailed to agencies. If the National office is requested to provide this service, e-mails are sent to all users with e-mail addresses in the NetVU database in the specified area. Please provide states to be covered. If a partial state is covered, please provide the telephone area codes to be included for that state.

We will be happy to e-mail you samples of announcements to help develop your Chapter's announcement.

Cost of an E-Mail = \$0.03 per e-mail – Please send an MSWord document and avoid tables in the announcement. It is difficult to convert a MSWord document with tables into a html format. Use colors to emphasize importance. If you prefer a more sophisticated announcement to be sent, we can send cover letter with a link to the announcement.

7) Meeting Agenda (Exhibit 7)

The meetings should not be so rigid there is no time for new business or open discussion from the floor; however, you should always follow your agenda.

8) Handouts for the Meeting

The presenter will send an e-mail of the handouts to the meeting coordinator. It is the Chapter's responsibility to distribute the handouts to the meeting registrants. This can be either by hard copy at the meeting or e-mail in advance. The only problem we have encountered with e-mail to registrants is that the files are large and some print screens are black when printed.

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This is a message Kip left on WebBoard

"I suggest that Chapters go to electronic handouts. My suggestion is to send an email attachment a couple of days in advance of the meeting so that they can print and bring their own. For the meeting I did, the material cost almost \$300. This is money that can be spent on other more important things. I think this is the most efficient method of delivering the material. The trainer or I can e-mail the handout to the contact and they can send it to all registrants. By sending it close to meeting time, it is less likely to be forgotten. Also, less time to review it on their own so that they still have an interest in coming to the meeting, rather than relying on printed material."

9) IMMEDIATELY AFTER THE MEETING

1. Ship the data projector and computer. It is crucial that these be shipped the day after the meeting because we have a limited number and they follow a tight schedule. Please be aware of the following statement that is on the Meeting Agreement.

The Chapter agrees to take responsibility of "additional expenses incurred or services required by NetVU because of the Chapter's failure to comply with the NetVU shipping instructions or returning all equipment in good working order."

2. If officers have changed, update Officers with the National office. We will update the Website and NetVU database. Note: the Officer must be a "Member" of WebBoard to be added to the Website.
3. E-mail sara@netvu.org the number of people present. This allows us determine how many NetVU users are reached through Local Chapters.
4. E-mail sara@netvu.org the topic and date for the next meeting.

EXHIBIT 1

OFFICERS

Responsibilities for all officers and committees:

- Take no action binding upon the Group without either specific prior authorization or subsequent ratification by the Group or Executive Committee.
- Transmit written records to successor,
- Present reports of activities to the Group in the form of regular oral reports,
- Make available to the Nominating Committee for the succeeding term a written evaluation of potential future Group officer candidates,
- Work with the Treasurer to assure budget compliance.
- In the absence of the President or Educational Vice President, be appointed to serve as one of the Group's representatives to National Users' Group Conference, Regional Conference and/or Leadership Conferences.

These are suggested positions for your Chapter. The more you can fill, the more the work can be spread out and the healthier your Group will be! Always strive to nurture new committee members. Dynamic committees are good training grounds for future officers!

Executive Officers

The President is responsible for the general supervision and operation of the Group. The officer shall:

- Preside at meetings of the Group and the Executive Committee,
- Appoint and be an ex-officio member of all committees (except the Nominating Committee),
- Serve as one of the Group's representatives at the National Conference, Regional Conference and/or Chapter Leadership Conference,
- Transmit to the Group for their approval or disapproval all ideas and plans proposed by NetVU, which may affect the Group or its members,
- Assure Standard Operating Procedures (SOP) compliance with NetVU.

The Educational Vice President is responsible assuring that the educational needs of the members are met. The officer shall:

- Chair the Education Committee,
- Preside in the absence of the President,
- Prepare the Chapter Educational Plan for the year and submit it to the National Users' Group office,
- Serve as one of the Group's representatives to National Users' Group Conference, Regional Conference and/or Leadership Conferences.

The Administrative Vice President is an officer for larger Chapters. The officer shall:

- Chair the Membership & Attendance Committee,
- Preside in the absence the President and Educational Vice President.

The Secretary has custody of the Group's Bylaws and all records and documents of the Group. The officer shall:

- Keep an accurate record of the meetings and activities of the Group and Executive Committee and submit copies to NetVU,

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- Have charge of all correspondence,
- Issue meeting notices and updates.
- Oversee the Communications Committee.

The Treasurer is responsible for the finances of the Group. The officer shall:

- Receive and distribute, with the approval of the Group, all Group funds,
- Pay to NetVU all financial obligations as they come due,
- Keep an accurate account of all transactions,
- Make financial reports to the Chapter during regular meetings or the Executive Committee upon request,
- Prepare the annual budget for approval by the general membership,
- Prepare and submit to IRS all necessary reporting documents,
- Transmit the accounts and all undistributed funds to the successor in office.

The Past President is an important asset. They:

- Share advice and give assistance to the Executive Committee,
- Assist with the preparation of the budget and education plan for the coming year,
- Serve as chairperson of any of the Chapter's working committees, for example: Nominating Committee.

Meeting Evaluation Form

_____ **USERS' GROUP**

_____ **Date**

Please rate each element of the Seminar according to the following scale:

5 Excellent 4 Very Good 3 Good 2 Acceptable 1 Unacceptable

Speakers / Instructors

Knowledge of Subject:	5	4	3	2	1	
Organization of presentation:	5	4	3	2	1	
Communication Skills:	5	4	3	2	1	
Use of Audio Visual		5	4	3	2	1

Additional

Comments: _____

Course Material

Quality of course materials	5	4	3	2	1
Quality of audio/visuals	5	4	3	2	1
Overall course quality	5	4	3	2	1

Additional

Comments: _____

Technical level of the course was:

- ___1 Too easy, Elementary
- ___2 Just right, It really hit the spot
- ___3 Too difficult, Most of it went right over my head

Additional

Comments: _____

The things I learned today:

- ___1 Will be of little use to me in my job
- ___2 Will help out now and then
- ___3 Will really help me do my job

Additional

Comments: _____

The information in this Seminar:

- ___1 Will be of very little value to my agency
- ___2 Will be of some help
- ___3 Will be very useful to my agency

Additional

Comments: _____

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Pace of the Seminar was:

- ___1 Too slow, I could barely stay awake
- ___2 Just right
- ___3 Too fast, I could not keep up

Additional
Comments: _____

Facilities

Meeting room & facilities	5	4	3	2	1
---------------------------	---	---	---	---	---

Additional
Comments: _____

Meals / Breaks

Quality	5	4	3	2	1
Quantity	5	4	3	2	1

Additional
Comments: _____

Any other Comments on the meeting overall:

Suggestion for future topics:

OPTIONAL: (Please Print)

Name: _____

Agency: _____

Time Line

Use the Chapter Education Success Plan Form (Exhibit 9)

5 to 4 Months Ahead

- Establish a 1st & 2nd choice of meeting dates _____
- Approximate number of attendees _____
- Prepare Budget _____
- Select meeting location _____
- Visit Site _____
- Ask sales manager to hold 2 meeting dates _____
- Contact NetVU with proposed topic & dates _____
- Find Instructor _____
- Define A/V needs and confirm with NetVU _____
- When the dates and presenter are confirmed,
Sign hotel contract and AMS User Group Seminar Agreement _____

2+ Months Ahead

- Confirm the Instructor with all seminar information _____
- Revise budget & Determine Registration Fee _____
- Review program with Officers _____
- Designing the meeting announcement (give deadline for registration) _____

6 Weeks Ahead

- Finalize agenda _____
- Reconfirm all details with both NETVU Office and instructor _____
- Mail/blast fax/E-Mail the meeting announcement _____
- Collect & process all incoming registrations _____

2 Weeks Out

- Update NETVU Office, Instructor, and Meeting Location _____
- Re-send announcement, if needed _____

1 Week Ahead

- Finalize attendee roster _____
- Print name badges _____
- Confirm equipment _____
- Print or e-mail technical material _____
- Create evaluation form _____

2 to 3 Days Ahead

- Update meeting location with final attendee counts _____
- Verify equipment shipments arrival _____
- Test computer and other equipment _____

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Day of Meeting

- Arrive early to check room setup, equipment, speaker, lighting,
Temperature of room, handouts, and the registration table
- Verify all meal functions and setups
- Pass out Seminar Evaluation Forms & Roster

Meeting Follow-up

- Ship Equipment to next destination
- Review Seminar Evaluation Forms
- Send attendee roster and copies of evaluation forms to NetVU
- Minutes and officer updates to NetVU
- Update Chapter Forum on the WebBoard
- E-mail sara@netvu.org with attendee count
- Pay all invoices & expenses

SAMPLE Meeting Costs Worksheet

Fixed Costs

Meeting Room Charge	<u>\$ 100.00</u>
NetVU Speaker Fee	<u>\$ 400.00</u>
Speakers Expenses	
Airfare	<u>\$ 350.00</u>
Hotel	<u>\$ 100.00</u>
Taxi Fares	<u>\$ 20.00</u>
Meals	<u>\$ 40.00</u>
Computer and Data Projector Shipping	<u>\$ 180.00</u>
Blast E-Mail	<u>\$ 50.00</u>

Total Fixed Costs **\$ 1,240.00**

Minimum Expected Attendance 25

Total Fixed Costs / Minimum Expected Attendees = Total Fixed Cost Per Person

\$1,240 / 25 = **\$ 49.60**

Variable Costs (per person)

Morning Continental Breakfast	<u>\$ 5.00</u>
Afternoon Coffee Breaks	<u>\$ 5.00</u>
Lunch	<u>\$ 10.00</u>
Printing Costs	<u>\$ 5.00</u>

Total Variable Costs Per Person **\$ 25.00**

Total Fixed Costs Per Person + Total Variable Costs Per Person = Suggested Minimum Registration

Fee Per Person **\$ 74.60**

Meeting Costs Worksheet

Fixed Costs

Meeting Room Charge _____
Speaker Fee _____
Speakers Expenses _____
 Airfare _____
 Hotel _____
 Taxi Fares _____
 Meals _____
Audio/Visual Rentals _____
Mailing/Postage Expense/e-mail blast _____

Total Fixed Costs _____

Minimum Expected Attendance _____

Total Fixed Costs / Minimum Expected Attendees = Total Fixed Cost Per Person _____

Variable Costs (per person)

Morning Continental Breakfast _____
Afternoon Coffee Break _____
Lunch _____
Printing Costs _____

Total Variable Costs Per Person _____

Total Fixed Costs Per Person + Total Variable Costs Per Person =
Suggested Registration Fee Per Person \$ _____

Tax Preparation and Financial Information Request

Filing Type 1120 (US Corporation Income Tax Return)
Name of the Group:
Address:
Federal I.D. #
Year End Date
Name of person to contact regarding Information contained herein:
Phone Number:

Cash Balance Statement
Beginning of year (copy attached) \$

Deposits:
Member Fees \$
Meeting Fees \$
Conference Registration \$
Other (attach description) \$

Total Deposits \$ \$

Expenses
Meeting facilities \$
Food \$
Supplies \$
Rentals \$
Dues \$
Other: \$

Total disbursements (\$) (\$)

Cash Balance per bank Statement-
End of Year (Copy attached)

Sample Meeting Agenda

8:30 - 9:00	Registration and Coffee
9:00 - 9:30	Welcome and Introductions
9:30 - 10:00	Business Meeting
10:00 - 10:15	Break
10:15 - 12:00	Seminar
12:00 - 1:00	Lunch
1:00 - 2:15	Seminar Continues
2:15 - 2:30	Break
2:30 - 3:15	Seminar Continues
3:15 - 3:30	Wrap-up

**Chapter
Education Success Plan**

Please complete one form for each meeting planned.

Chapter Name: _____

Officer Liaison: _____

Phone: _____ **E-Mail** _____

Seminar Date: _____ **Education Topic:** _____

(If requesting a Chapter national seminar and speaker, please indicate date options below.)

- **2nd Optional Seminar Date for Meeting:**

- **3rd Optional Seminar Date for Meeting:**

- **Requested speaker (if known)** _____

Equipment Needs: (Check equipment needed to support your education program.)

- _____ **Data Projector**
- _____ **Notebook Computer (Specify if CD Drive or Internet is required)**

Have you confirmed your date with your meeting facility? Yes ____ **No** ____

Facility

Name: _____

Address: _____

City: _____ **State:** _____ **Zip Code:** _____

Phone: _____ **E-mail:** _____

LEADERSHIP TOOLS

www.netvu.org

When it comes to organizing and planning chapter meetings, why reinvent the wheel? Below are some samples of common forms and documents you will need to run your chapter. If one of the titles below is what you are looking for or there is something you need please email Sara Krueger sara@netvu.org at the national office.

Organizational Tools - Getting Started

- 01 Officer and Committee Member Descriptions
- 02 Seminar How-to Kit
- 03 Standard Operating Procedures
- 04 Sample Local Users' Group Bylaws
- 05 Instruction for Completing form for EIN#
- 06 Financial Records for Local Users' Groups

Leadership Tools

- 07 Insurance Coverage
- 08 Meeting Return on Investment
- 09 Meeting Evaluation Sheet
- 10 Education Success Planning Form
- 11 Dues Membership/Member Profile
- 12 Striving and Thriving - How to Increase Participation
- 13 What National Can Do For You

NetVU

BOARD OF DIRECTORS

We are governed by a volunteer board of directors...all agency owners and managers who volunteer their time to represent the needs of NetVU. Board members represent not only specific regions of the country but also represent AMS' three strategic products. Each board member also serves on one or more national committees. Feel free to contact any of these volunteers. Please refer to www.netvu.org for contact information. In the left column of the homepage, click "About Us", then "Board of Directors".

CHAPTER COMMITTEE

The real work of the Users' Group is done on the committee level when volunteer members come together to share ideas and plan for the future. Feel free to contact any of these volunteers. Please refer to www.netvu.org for contact information. In the left column of the homepage, click "About Us" / Committees / Local Chapters.

CHAPTER RELATIONS

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