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This year was marked by a transition to both a new location (Variety Villiage) and a new set of internal procedures for the AO office. Over the summer a number of discussions were held to identify some process improvements to expedite the payment process for all. As a result there will be a few changes to the expense claims process:

- In order for AO to meet the terms of the profit sharing agreement with host clubs in a timely manner, expense claims for AO championships must be received within two weeks of the meet. When claims are received late, AO must bare the whole cost as they can no longer be attributed back to the host club. This may result in a claim being excluded. Out of province travel claims etc. will continue to be given more time as there are more parties involved in the expense process.
- Faxes to the AO office are no longer permitted. In fact, there is no longer a fax number. Instead, claims submitted electronically must be emailed to the address noted on the new form. One copy will go to me and the other to the AO office. The new form will be available and posted in December. Old forms will not be accepted.
- No more guess and check! Once I have verified the claim and passed it along to AO, they will be able to include a copy of your claim(s) with the cheque. This allows you to keep better track of payments when the cheque contains an amount for multiple payments. *Manual submissions will continue to be accepted.*

Long Term Plan:

- Eventually the plan will be to implement an on-line expense claim submission process to increase turnaround time.