

# **Standard Operating Procedures (SOP)**

## **ROTC/JROTC Medals Operations**

The Standard Operation Procedures (SOP) for the ROTC/JROTC Medal Operations is broken down into the two following areas:

1. ROTC/JROTC Medal Sales
2. ROTC/JROTC Medal Presentations

### **ROTC/JROTC Medal Sales**

1. **Areas of Responsibility**
  - a. Operational Oversight- Chapter President
  - b. Website- Chapter Medal Webmaster
  - c. Accounting- Chapter Treasurer
  - d. Inventory Control & Shipping- Chapter Medal Custodian
2. **Operational Oversight by Chapter President**
  - a. Approves ROTC/JROTC Medal Operations SOP
  - b. Supervises Chapter Medal Webmaster
  - c. Supervises Chapter Treasurer
  - d. Supervises Chapter Medal Custodian
  - e. Re-orders medals when necessary using Chapter Medals account debit card
  - f. Re-prices medals when necessary
3. **Website Operations by Chapter Webmaster**
  - a. Edits/Maintains/Updates Chapter Medal Website
  - b. Edits/Maintains/Updates Chapter Medal PayPal account
  - c. Sets up forwarding mechanism for all website orders to Chapter Medal Custodian
  - d. Edits/maintains updates following website documents:
    - i. Ordering Instructions
    - ii. Pricing Matrix Schedule
    - iii. Example of a Presentation Narrative
    - iv. Sample JROTC Certificate "Award of Excellence"
    - v. Sample ROTC Certificate "Award of Excellence"
    - vi. Picture of the Ribbon, Medal and Presentation box
    - vii. Sample of a Sales Invoice
    - viii. Sales Order/Purchase Order form (fillable pdf. form)
4. **Accounting Operations by Chapter Treasurer**
  - a. Records and maintains all accounting records using QuickBooks Desktop Pro software
  - b. Prepares **paid** sales invoices for all credit card sales on Medals Website
  - c. Prepares **paid** sales invoices for all mail-in sales on Medals Website
  - d. Emails copy of **paid** Sales Invoices to Chapter Medal Custodian
  - e. Files copies of all Medal Sales Invoices in 3-ring notebook
  - f. Posts bank deposits for medal sales in Quickbooks Desktop Pro software using:
    - i. Chapter's Bank of America Medal online checking account and
    - ii. Chapter's PayPal Medal account's daily transactions

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## **ROTC/JROTC Medals Operations**

- g. Prepares & Submit quarterly Medal Sales Reports to Chapter Membership
  - i. Medal Sales- Dollars and number
  - ii. Medal Inventory Numbers
- 5. **Inventory Control & Shipping Operations by Chapter Medal Custodian**
  - a. Maintains supply of cardboard boxes to ship medal orders
  - b. Makes 2 copies of email sales notifications from Chapter Treasurer
  - c. Using email sales notification, prepare shipping label & box with medals
  - d. Enclose 1 **paid** Sales Invoices in box of medals being shipped
  - e. Mail order using Chapter debit card
  - f. Staple debit card receipt to copy of **paid** Sales Invoice and file both in 3-ring notebook
  - g. Notify Chapter President & Treasurer when medal inventory drops below 250 medals

## **ROTC/JROTC Medal Presentations**

**Refer to attached "SFA JROTC-ROTC Awards Program Packet"**