



General Office Procedures Manual

49 Vere Street, Collingwood Victoria 3066 Australia
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Postal: PO Box 218 Abbotsford VIC 3067

POSTAGE

Please leave the outgoing mail on the reception desk. Please make sure the envelope you wish to send has the appropriate stamps before you put it in the Out Tray.

One of the office Admin staff will check this daily basis.

The closest Post Office is on Hoddle Street

The Post Office Box at the same post office and the number is 218

All postage supplies should be bought with our Australia Post Office Account. To use the account take the Account Book – it is yellow and can be found at the post office cupboard which is located near to the photocopier. – to the Post Office when purchasing supplies. Make sure the Post Office staples the a copy duplicate receipt to the Account Book.

PAN International has a Post Office Box at the Hood Street Post Office. The address is:

PO BOX 218

COLLINGWOOD VIC 3066

Post office key is in the cupboard where the post office book and the other posting related stuff Pooja has the second key to this Post Office Box if you need to retrieve mail from it.

ALARM SYSTEM

If the alarm system goes off firstly contact Office Manager

PUBLIC LIABILITY

Saved in the server.

FILING

Both Manual and Electronic filing needs to be done on a daily basis.

All filing needs to be executed and labelled in such a way that anyone can step into the business at any time and retrieve information instantaneously.

Photos:

All acts should have their own folder in the Artists Information folder of the server

Photos should be scanned and put into the relevant Artist's folder.

There are up to four sections that artists' images are filed away in.

- 1) Events
- 2) Continents Asia, Europe, fusion etc.
- 3) Artist Information (not in CI)
- 4) CI artist information sections. (only CI artists have their information filed here)

Filing Images:

- If they are a new artist please file in Artists Information
- If they are a new artist and a world musician they need to have a copy in the Artist Information and Continents folders.
- When filing images in the Continents folder please name with the country first and then the groups name.
- If they are a new CI artist please file in the CI section and the Continents folder.
- If the image is from an event create a new folder with the year and then the name of the event to file it away in. A copy will need to be also filed in corresponding folders *i.e, Continents if relevant*

For Cultural Infusion acts, photos should be scanned and filed in both the Artist Information folder and the artist's Cultural Infusion folder for the relevant state. The hard copy of the photo can be stored in the relevant folders. A copy also needs to be put in the Continents folder.

Artists' Biographies and Resumes

If an artist has not sent information electronically please ask them to do so. They should then be filed away in the appropriate folder in Artist Information files. If they are unable to send electronically then please scan the hard copy in and file.

CDs and DVDS

CDs and DVDs will need to be filled away in the appropriate section on the shelves provided. They are in alphabetical order.

Microsoft Outlook:

Please make sure you file away your inbox and sent box as you go along. Folders need to be created and emails need to be file away as you go along

CULTURAL INFUSION

[BOOKING PROCEDURE](#)

Please refer to the CI booking Manual

Pan International

[BOOKING PROCEDURE](#)

Please refer to the CI booking Manual

MARKETING

Please follow the marketing manuals.

OFFICE IT

Ask Office manager if you need any assistance

Creating a PDF

To make a word document a PDF:

1. Go to Print in the File section
2. Choose the CutePDF in the Printer Name options
3. Click on OK and a box will appear titled CutePDF file save.
4. Go to the Save In and find the folder you would like to save the PDF file in
5. Make sure the File Name is correct – the file name default is set at exactly the same as the Word Document
6. Click and Save and the PDF will be created automatically

Viruses and Attachments

Please do not open attachments on emails if you do not know the person that sent it. Before opening any attachments from known addresses call the person to ensure they are virus free.

Please make sure you do the virus scan once a month as you go along. The documentation can be found in the masters.