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Inside AICPA, August 9, 1993

American Institute of Certified Public Accountants (AICPA)

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August 9, 1993

Staff Anniversaries Congratulations to the following staff members who last week celebrated various anniversaries with the Institute:

		Anniversary
Graham Goddard	Private Companies Practice Section	16th
Cindy Hiris	Library Services	12th
Gene Cioffi	Production - Periodicals	11th
Josie Moscato	Accounting	11th
Al DiMauro	Distribution Services	7th
Frank Katusak	Planning & Research	7th
Carmela Chinnici	Communications/Public Relations	6th
Walling Almonte	Circulation	5th
Viola Laquidara	Office Facilities	5th
John Sharbaugh	State Legislation & Legislative Relations	5th

Please Welcome Daniel J. Mucisko - Public Relations Coordinator - Communications/Public Relations. Dan joins us from UJB Financial Corp. where he worked as an Associate Director, Corporate Communications.

Kimberly A. Falco - Administrative Secretary - Fulfillment. Kim joins us from Water, McPherson, McNeill where she worked as a Secretary.

Promotions Karl Anglade was promoted to Office Services Coordinator from General Services Clerk in State Legislation & Legislative Relations.

In CPE Educational Support Services, Charles Keiser was promoted to Database Coordinator from Coordinator.

Congratulations and much success in your new positions!

Congratulations to... Wes James, State Legislation & Legislative Relations, our most recent award recipient under the Employee Suggestion Program. Wes' winning suggestion is to reduce the number of courier services used by the Washington office to take advantage of reduced rates with a single courier.

It's easy to submit a suggestion under the AICPA Employee Suggestion Program. If you have an idea that you think will increase revenue, save money or improve business operations, we want to know about it. Just complete and sign an official Employee Suggestion Form (available in Human Resources) and you too may receive an award ranging from \$50 - \$15,000.

Reminder... The paycheck of August 12th will include the deductions for the 1993-94 rates for PruCare Plus, US Healthcare and the DMO.

AICPA Policy - Medical & Dental Appointments

Within the past few weeks, we received several inquiries asking for clarification on absences due to medical and dental appointments. According to Institute policy, employees are expected to schedule their medical and dental appointments outside the regular work hours. In recognizing that this is not always possible, when the absence amounts to less than 3 1/2 hours the employee may make-up the lost time. Any such absence lasting more than 3 1/2 hours is considered sick time and charged accordingly. In compliance with the Fair Labor Standards Act, non-exempt employees must make-up time within the same week. It is the supervisors responsibility to monitor make-up time and to ensure that time records are properly recorded.

It should be noted that if the employee is not regular in attendance, the employee will be requested to charge any absence more than 3 1/2 hours to a vacation day or floating holiday. A personal unpaid leave must be used if vacation days and floating holidays are exhausted or if the absence amounts to less than 3 1/2 hours and the employee doesn't make up the time.

Profile - Customer Service

Staff:

Blanche Regan, Roxanne Serville, Janis Grossman, Florence Napolitano, Peggie Olsen, Linda Halpern, Debra Hirsch, Carmen Rivera, Tamara Bond, Pamela Moore, Carolyn Clements, Debra White, Robin Quinn, Karen Humphreys, Teresa Duarte and Warren Dugdale.

Objectives:

To provide service to our members and non-members who have inquiries or problems relating to our publications or subscription services and to supply information or resolve problems quickly, efficiently and professionally. We require frequent contact with other areas of the Institute so that we can keep abreast of new products and services. The Customer Services representatives are also responsible for directing calls which are not handled specifically by Customer Service to the applicable department.

Major Activities:

The Customer Service Department handles problems and/or inquiries relating to products and services produced or offered by the AICPA. Customer Service is responsible for handling claims relating to 23 Circulation Department subscription services. These fall into the categories of Magazines, Newsletters, Looseleaf Series and Electronic Research Series. In addition, we also handle all products that are available through the Order Department. Customer Service handles approximately 100,000 inquiries/claims annually.

Another Affinity Program

Institute employees can now take advantage of the newest AICPA member affinity program, an agreement with Dell Computer Corporation. This alliance with the third-largest IBM PC-compatible computer manufacturer provides AICPA employees with measurable savings on the purchase of personal computer hardware and software.

This group-buying program offers the complete line of Dell products, including all of its hardware, its DellWare catalogue of more than 2,400 of the most popular software and hardware peripherals, and its Readyware factory-installed software programs. All Dell products come with compatibility, service, and response guarantees.

For more information, on the AICPA/Dell Member Affinity Program or to place an order, call 800-568-8313.