<u>Coordinating Exchanges:</u>

Members are responsible to make their own exchanges by using Time & Talents software. Make sure members know that they may need to call more than one person to get the service they are looking to receive. Sometimes the coordinator makes the connections for them. The coordinator will put out an email once a week to all members with requests and opportunities for group services. It will be important to have opportunities for members to earn Hours by helping HEP. Many members are eager to earn Hours at the beginning. Members can help print and fold brochures, hang flyers, create documents, work on an event and even do presentations. When members are making their own exchanges it is important for them to make sure the other person is clear on what they are doing for a service and how many Hours they expect to charge. Members also need to know that it is <u>very important</u> that if they get called for a service they need to call the person back as soon as possible. In many cases members will charge the other member an Hour if they fail to show up for a service they have arranged to do.

This is a great article an Exchange member wrote about Time Dollar etiquette.

TIME DOLLAR ETIQUETTE
By Holly Kidder

Dear fellow Time Bankers,

Your lives are busy and hectic! You don't always feel you have time to return all of your phone calls! It's understandable. Nevertheless—Please DO return your fellow Time Bankers' phone calls within 24 hours, even if it's just to say that you got their message but can't schedule anything right now, could you get back to them next month, or some such thing.

Go stand in front of the mirror right now, look deeply into your own eyes, and repeat these lines: "It's okay to say no. It's okay to say no." Then click your heels together three times … and in the morning you will wake up in Kansas! Okay, it's really a bad joke, but you get the idea.

And another thing. If you can't make it to an appointment for a service to be rendered or received, DO call to cancel at least 24 hours notice if you can.

If you mess up and just plain forget an appointment, DO apologize as soon as you realize your mistake. Maybe even offer a time dollar for the other person's trouble (some members will charge a time dollar anyway—depending upon the circumstances, of course).

It is vitally important to return phone calls and communicate with each other in this network, because that is the gold standard that gives our time dollars value. Communication will make or break us; members lose faith in Time Banking if no one returns their calls, or blows off appointments.

So. Now go look in the mirror: "I will return my Time Banking calls, I will return my Time Banking calls, I will return my Time Banking calls….."

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<u>Reporting Exchanges:</u>

Members who provide the service are responsible for reporting the service exchange. Members who are not online will need to report their hours by phone, email or mailing them in. (See example of log sheet.) You will want to encourage your members to report their hours on a monthly basis, or more frequently. This will help HEP to have accurate statistics and not become back logged with entries.

Remember, members earn 1 Hour for every hour of service provided, regardless of the service. Hours can be recorded in 15 minute increments as well.

Some members may charge additional Hours for any materials or parts used to accomplish the service. For example, a member who cooks a meal may choose to charge 1 extra Hour for the ingredients, or a person knitting a scarf might charge his/her time plus 1 extra hour for the yarn. It is very important to make sure your members talk to one another about how many Hours they expect to charge the other person and what the full expectation is for the service being provided. Do this in ADVANCE of the transaction.

Members can use the following form to help record their transactions.

Hour Exchange Portland Service Exchange Report

Name of person reporting: ______________________________________

Service Provided: ____

Who received service: ____

Date of service: ____

Hours earned: ____