



ABGA Executive Committee
Conference Call
August 18, 2009
7PM CST

Meeting called to order by President Troy Veal at 7PM CST

Present: Troy Veal, Rhonda Edens, Brian Faris, John Edwards, Tina Owens, Coni Ross, Sara Davis

Agenda:

1. The Executive Committee discussed a member's request for ABGA reimbursement.
Coni Ross moved to sanction the show if appropriate or refund the facility fee.
Tina Owens seconded. Voice vote. **MOTION CARRIED** without opposition.
2. The Executive Committee reviewed a member request. The member received a damaged and incomplete package from ABGA and is requesting duplicate certificates at no charge to her.
John Edwards moved to give the Office Manager the authority to deal with customer service issues without requiring Executive Committee or Board approval. Brian Faris seconded. Voice vote. **MOTION CARRIED** without opposition.
The Executive Committee enacted a policy in the office allowing up to \$2,000 in discretionary funds to fulfill member issues.
3. JR Patterson has applied for membership with ABGA. He has fulfilled his 2 year probation and paid the required \$1,000 to the Junior Fund. Membership will be granted under a new membership number and herd prefix.
4. The Executive Committee discussed the current method of dealing with the error reports of member errors. This item is to be added as an agenda item at the Board Meeting.
5. The office's protocol for dealing with errors on rush orders was discussed. Troy Veal will request documentation of the standard procedure from the Office Manager and share it with the Executive Committee.

There being no further business, the Meeting was adjourned at 7:44PM.