

Publications of the WCCE

All publications are available online at our website homepage or can be mailed to you by request.

Member's Guide

How to use the Exchange. This is the March 7, 2010 version.

Directory of Services

A semi-annual printout of the Services Offered and Membership lists. Reference copies are available at the Belfast Free Library and Belfast Co-op.

Exchange Update

A monthly printout and email of Requests for Services and recent changes and additions to the Directory.

Account Statement

View online or contact a Helper.

Introductory Brochure / Membership Application

Describes the Exchange and contains a membership application form.



Waldo County
Community Exchange

Member's Guide

*Membership doesn't "take" time,
it exchanges it.*

IF YOU NEED ASSISTANCE

Call a Helper:

Andrew 338-5639

Carolyn 338-0842

Paul 338-9509

Send an email to: info@waldoexchange.org

Send a letter to:

WCCE c/o Norma Littlefield

260 Waldo Ave., Belfast, ME 04915

WaldoExchange.org

The steps of an exchange

Having something done for you:

- 1 Choose an exchange member from the Directory *or*
Send an Announcement to the membership, *or*
Post a request on the CAP bulletin board.
- 2 Discuss and **agree** on the details.*
- 3 After, rate the service, if you'd like.

Doing something for someone:

- 1 List your service in the Directory, *and/or*
Send an Announcement to the membership, *or*
Respond to a request.
- 2 Discuss and **agree** on the details.*
- 3 After, **Record** the Hours you've earned in your account, either online, over the phone or by mail.

* *Let the other person know if you need to reschedule.*

Updating Member Details (address, email, offerings, etc.)

Users	My Record	Offerings	Wants	Groups	Announce
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Edit My Account Details

« Back | My Offerings | My Statement of Account

Account No: **WCCE0000** Password:

In the green menu bar above your name, click on "My Record" to view or edit your contact information.

Below in the area labeled "Personal Actions" update your "Offerings" and view your "Statement."

Recording Hours Earned

On the personal "Trading Account" page the "seller" (provider of service) enters the trade (time exchanged) by clicking on "1. Enter Single Transaction (list)" under "Seller Actions" in the middle of the page.

Select the "buyer" (recipient of service) by clicking on the small triangle at the right side of the Buyer box and clicking on the name.

Viewing Your Statement

Click on '10. My Statement of Account' on the Trading Account page.

To view trades older than 30 days, change the "View from" month and year to include the period of time you'd like to review.

Using the Online System

The online system puts the Waldo Exchange completely under your control. With an Internet connection you can search Offerings and Wants, change your listings in the Directory, add Hours to your account after providing a service and view your account history.

1. On waldoexchange.org, click "Members Enter Here" or go directly to Community-Exchange.org.
2. In the Account No. box, enter "wcce" followed by your own four-digit account number (for example, "wcce0091").



3. In the Password box enter your password .
4. Click on "Enter" and your personal "Trading Account" page will appear.

The menu in the center of the screen lists the various functions of the online system.

Seller Actions:

1. Enter Single Transaction (list)
2. Enter Single Transaction (quick)
3. Enter Multiple Transactions
4. Paste/Upload Transaction Data
5. Send Invoice

Buyer Actions:

6. Recommendations
7. Send Online Trading Slip
8. Send Order Form

Querying:

9. My Account Balance
10. My Statement of Account

Miscellaneous:

11. Trading Documents

Common Questions

What does it cost ? Nothing. **Who are you?** Your neighbors.
Some group ? No. **Really?** Really, just individuals.

Can I talk to somebody ? Yes, a few of us like to earn Hours as "Helpers" (see list on cover).

What is it? WCCE is a member-run service that builds community and true security. A free online database program manages both the **directory** of services & requests and an **accounting system** for keeping track of Hours.

Where do Hours come from? "In Community We Trust" is literally true as we honor each others requests for services.

What if I go into huge debt? If you do, someone working for the Exchange may offer to help you identify and provide services.

What if I don't want to use a computer? You can call a Helper to search for a service, put in a request, or update your personal info. Also at Belfast Co-op and CAP you will find printed copies of the Directory and at CAP you can leave requests.

Finding a Service

The Directory of Services is available online at waldoexchange.org.

There you can search the most current offerings and download a regularly updated version.

Call a WCCE Helper for locations in Waldo County where a printed Directory of Services may be used as a reference. Request a printed copy if you'd like. Also, a **list of new members**, with the services they are offering, will be published regularly on the website and also printed.

Members can easily update the services they are offering by going on-line to manage their own account or by calling their local exchange Helper.

Consult the Directory and coordinate the exchange yourself or call a Helper. Other options are to list a "Want" or to send an e-mail to the entire membership with the online announcement feature. You may want to go beyond the local area in some cases - other time exchanges in Maine may be contacted too.

Performing the EXCHANGE

Members negotiate who will provide any tools, parts, supplies, or ingredients needed to complete an exchange. When agreed on in advance, members may be reimbursed in cash for the amount shown on a store receipt for any materials bought or charge the other member extra Hours for the materials needed. When providing a service to another member, it is a good idea to estimate how many Hours to charge. Time driving may be included, if agreed on ahead of time.

Member Etiquette

Please carefully return calls and e-mails from WCCE members, even if to decline to provide a requested service. Please remove your service from the Directory when the service is not available from you.

Notify a WCCE Helper of any problems that you are unable to resolve directly with a member. The online system allows members to rate the services of members they have traded with. Feedback can help other members looking for a service and help providers learn of areas needing reconsideration or improvement.

If a member agrees to use or to provide a service and does not follow through with the mutual plan, it is possible the member inconvenienced will request a reasonable amount of time deposited to their account.

Recording the Hours You've Earned

If you are the service provider, claim the Hours you have earned online or ask a WCCE Helper to record them for you. For convenience, round off to the nearest 15 minutes or 1/4-Hour. Please record your time soon after the service is provided. It is a good idea to keep your own running balance, so you can easily compare it to your online statement.

When recording hours, please include whom you provided the service for, the date the exchange took place, how much time it took, and what type of service it was.

The goal over time is to balance giving and receiving services. Going 'into time debt' by asking for more help than you have in your balance of Hours is OK.

Members may give Hours as a Gift Certificate, even if the recipient is not a member of WCCE. or donate Hours to the Community Fund by contacting a Helper.

Any service contributing to the operation of WCCE will be credited to your account. Members may also earn credits by participating in approved community projects, such as clean-up events, work parties, etc. Contact a Helper, if interested.

Viewing your Account Balance

An account statement showing your history of debits and credits can be requested from a WCCE Helper at any time and is also available online by logging in to your personal account.