



MALAYSIAN NATURE SOCIETY

Membership Unit

MANAGEMENT REPORT

February 2018

Goal 5.4: To grow and to effectively and efficiently mobilize membership resources towards achieving the Society's mission and goals

Content Summary

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Strategy & Strategy Objectives	Target for June 2017 – May 2018	Progress for November 2017 (Activity/Item/Program)	Progress for November 2017 (Status)
<p>5.4.1: Engage, maintain and expand membership of the Society through targeted membership drives and public campaigns.</p>	<p>RECRUIT Increase recruitment of new members by 25% year-on-year beginning in 2016 (with a baseline of 700) with emphasis on youths (below 35) and proportionate state representation.</p> <p>RETAIN Reduction in lapsed members by 25% in 2016/2017</p> <p>REBRAND Improved efficiency and effectiveness of membership services, increased appreciation of MNS among members and the general public and motivated members who act as ambassadors for MNS.</p>	<p>MNS Membership Officer: Mrs Leong Wee Chin</p> <ol style="list-style-type: none"> 1. ROS e-submission 2. AGM 2018 3. Membership Drive and Events 4. Member Refer Friends Campaign 5. Membership Database Revamping and Restructuring 	<p>All branches have done the ROS submission, except for Pahang. Pahang Branch has been warned about the de-registration by ROS due to the delay of yearly submission. By end of Feb, there was still no news from them.</p> <p>This should be brought to the Hon. Secretary for her attention.</p> <p>No update on the hosting branch and venue from Council after the last Council meeting. We need Council's decision ASAP.</p> <p>The ninth session of The World Urban Forum</p> <p>Date : 13 Feb 2017 Venue : KLCC</p> <p>Good attendance but zero recruitment on membership as majority of participants were MNS members.</p> <p>Even though the campaign is over, but still we receive membership from branches, especially from Kuching and Kedah branch.</p> <p>Membership is currently having parallel run on both Green Matrix and iMIS system. However, the membership database is not fully uploaded into the Green Matrix system due to technical problem. Support Team has been informed about the problem and they are working on it.</p> <p>Membership transactions for Jan and Feb 2018 have been updated into the Green Matrix System. But, we are still depend on the iMIS</p>

system to generate the reports.

We had tried scouting for other local database providers(including Data Solution, ICRM and Hileytech) to be able to substitute iMIS. However, it is very costly of getting a membership system with the finance integration of Green Matrix system. Besides, it is not advisable for us to maintain the same set of membership database in both the membership system and Green Matrix as it is double work.

We need to get a membership system as soon as the iMIS system is terminated.

Option 1....get a local developer to develop a membership system without finance integration with Green Matrix. But the disadvantage is that we have to maintain two set of database in both Green Matrix and iMIS which is time consuming.

Option 2....get green matrix to customize the system to include the membership requirements, including of adding some additional fields and membership reports. However, the Green Matrix is unstable at this moment. So, we might need to wait and see.

5.E-mail Blast

7/2/2018	MNS: Pencinta Alam Newsletter February 2018
12/2/2018	MNS: Chinese New Year Greetings (2018)
14/2/2018	MNS: Online Membership Registration and Renewal Now Available
14/2/2018	MNS: Malaysian Nature Society News (30 Jan 2018 – 13 Feb 2018)
28/2/2018	MNS: Raptor Watch Camp with Nature Education Centre, 9 - 11 March 2018

6. Nada Rimba Calendar

Below is the details on the calendar distribution to branches

Branch	Distributed copies	To whom	Copies Sold	Payment
Langkawi	20	Borhan Hamid	To be followed up	
NS/Melaka	20	Dr Zorina	20	Paid to HQ
Johor Branch	20	Abbott Chong	To be followed	
Selangor Branch	30	Grace Chin	15	Paid to HQ. Also balance has been returned to HQ

7. On-line membership registration and renewal

New	20
Renewal	9
Total	29

Please refer to the attached report for transaction details.

Strategy & Strategy Objectives	Target for June 2017 – May 2018	Progress for November 2017 (Activity/Item/Program)	Progress for February 2018 (Status)						
<p>5.2.2 Promote the establishment of Kelab Pencinta Alam in schools and link these to the network of MNS EECs, and promote Environmental Education to teachers and the Ministry of Education.</p> <p>Kelab Pencinta Alam (KPA) Officers: 1.Ms Nurul Adha Ujang</p>	<ol style="list-style-type: none"> 1. Recognition of Kelab Pencinta Alam (KPA) nationally and globally as a priority. 2. Increase KPA interaction with EECs. 3. Encourage school leavers to continue to become MNS members through KPA for Youth 	<p>1. Junior Environmental Leader Series (TM Partnership)</p> <p>2.Publication Tapir Buletin</p> <p>3. Young Environmental Stewardsip</p>	<p>A meeting was held with TM representatives on the upcoming collaboration. TM rep stated they could only accommodate sponsorship for KPA activities for Borneo Zone as they have different plans for Peninsular, which will not involve MNS.</p> <p>En Izad asked to come up with new idea which focuses on training the students to have certain skills/ or knowledge relating to environmental education.</p> <p>Taking an example of TMEC2017 Borneo Zone last year, MNS KPA come up with a proposal known as Junior Environmental Leader Series where 10 one-day workshops will be held for KPA schools in different districts of Borneo. Students that will be participating in the workshop will learn on hands- environmental activities and applies back to their school.</p> <p>The content for the info graphic part of the bulletin was drafted by EE and sent to KPA for reviewing. Overall draft will be sent for reviewing to CV.</p> <p>JPN Selangor and JPN Terengganu has reviewed the letter and approved the program. Pusat Kos and related PPD (Kuala Selangor and Kemaman) also has been notified about the program. Before starting with the first workshop, the next step taken was to notify and inform the selected school regarding the offer. Here is the status regarding the selected schools:</p> <table border="1" data-bbox="1163 1344 2016 1411"> <thead> <tr> <th>Bil</th> <th>School</th> <th>Status</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>SMK Kerteh</td> <td>Had receive the letter, but</td> </tr> </tbody> </table>	Bil	School	Status	1	SMK Kerteh	Had receive the letter, but
Bil	School	Status							
1	SMK Kerteh	Had receive the letter, but							

					could not reach Kokurikulum Officer
			2	SMK Kampung Baru Kerteh	A letter was email to the advisor of KPA and the teacher was delighted with the offer
			3	SMK Rantau Petronas	The Ko-K officer received the letter however declined the offer due to short of manpower
			4	SMK Badrul Alam Shah	Had receive the letter, but could not reach Kokurikulum Officer
			5	SMK Rasau Kerteh B5	The Ko-K officer received the letter however declined the offer due to short of manpower
			6	SMK Rantau Panjang	In the process of convincing the teacher. This school list was recommended by the PPD Kuala Selangor
			7	SMK Sultan Sulaiman Shah	
			8	SMK Raja Muda Musa	
			9	Kolej Vokasional Kuala Selangor	
			10	SMS Kuala Selangor	
			<p>The issue with some schools declined the offer was brought up to EcoCare officer and they will have a discussion with EC to select new schools</p>		

		<p>4. Sabah Heritage Trail</p> <p>5. Raptor Watch</p> <p>6. Events and Activities attended</p>	<p>KPA Sabah required KPA Hq help in terms of lettering for their national workshop program. Letters were drafted, sent and approved by respective JPNs. They also request an endorsement letter from MNS to aid them to look for sponsorship.</p> <p>Raptor Watch activities were drafted and discussed with EE as they always help in the KPA activity booth. Some of the activity involved Coloring, Drawing and talk by EE officer. A request were made to En Zaid to aid in the marine walk and Syuhada to conduct Nature Bingo (an explorace activity for the students)</p> <p>A letter informing the JPNs on the Raptor Watch event and invitation to schools were sent to Johor, Malacca, Selangor and Negeri Sembilan (as these states were the nearest to the event). However, Pahang and Pulau Pinang made a special request to come to the event and permission letter were sent to the respective JPNs</p> <p>I. KPA Pahang State Level Meeting – 10 Februari 2018 II. Wildlife Defender (with Johor Branch) – 22 Februari 2018</p>
<p>5.2.4 Promote KPA for Youth to youth and IPTA/IPTS students; Establish network between MNS and youth for educational program and activities; Inculcate youth and community about value of nature</p> <p>KPA for Youth</p>	<ol style="list-style-type: none"> 1. To increase the number of membership all over Malaysia. 2. To promote KPA Youth at Higher Leaning Institutes. 3. To organize budget efficient events (i.e environmental talks, 	<p>1. HSBC – Young Environmental Research Grant.</p>	<p>The call for application was posted up online on 3 November 2017. A write up was also sent to Study Malaysia and Scholarahip.com to further promote the grant. Email blast was sent to all KPAY members and affiliations. The closing date for the application is on 3 December 2017</p> <p>E-mails or second progressive report has been sent out to all YERG 2016 grant recipients. The deadline to submit the reports are to be submitted (hard and softcopy) by 20th November 2017. We have received all the reports by participants.</p>

Part B: Membership Unit- Issues and Matter Arising

1) Membership Database Restructuring and Revamping

Communication flow with Green Matrix

Date	Task
16/10/2017	Introduction session with Green Matrix
25/10/2017	Training session by Eda & Green Matrix Consultant
26/10/2017	1 st round testing on membership processing
30/10/2017	<p>Email Jeffrey on the membership requirement</p> <ol style="list-style-type: none"> 1. Member Lifecycle 2. Membership Process Flow 3. User Requirements 4. Reports <ul style="list-style-type: none"> - Print Official Report (pre-printed format) - Print Membership Cards (pre-printed format) - Print Welcome Letter (for new member only) - Print Membership Payments Received by Batch (for account, by batch – cash, bank: CIMB/MBB, credit card, on-line credit card) - Reminder Letter (2 pages) - printing of letter will be based on currency (MYR/SGD/USD) - Print MNS Labels (pre-printed format) 5. Month End Reports <ul style="list-style-type: none"> - iMIS Name Pivot Table (for Prepayment use) - iMIS Payment Pivot Table - Membership Paid up summary 6. Selection Criteria for reports <p>The same requirement has been sent to Mr Vinot, the developer of membership system, who will help us to develop a new membership system which is able to integrate to the Green Matrix system</p>
17/11/2017	Received reply from Jeffrey. However, the reply don't really give us a clear idea on how to proceed with the new system. Write to Jeffrey again on our requirement, especially on the timeline of data conversion and show case via team viewer.
21/11/2017	Called Jeffrey and resend email.

27/11/2017	The support team send the user manual.
30/11/2017	Called the support team and managed to get them to show us how the system work via team viewer. According to the support, some of the fields we required cannot be included in their system. Also, their system doesn't allow to download the database in excel file due to security reason. This issue is highlighted to Jeffrey and the support team that we are unable to print our reports without this feature. Live data has been sent to the support team for upload purpose.
4/12/2017	Green Matrix is working on the data conversion.
26/12/2017	Live data has been uploaded into the system. However, the update of customer maintenance is incomplete. Error report has been sent to the support team to solve the problem.
28/12/2017	Tested the live data and it works fine.
29/12/2017	Started with the entry of December data. Green Matrix system will go live on 1 Jan 2018 with the parallel run of iMIS system until the new system become stable.
18/1/2018	The support team is working on the GL for the entry of bank transaction.
25/1/2018	We realized that there are some missing data in membership database. Support team was working on the upload of missing data.
28/2/2018	Checking with the support team on the upload of missing data and found out that the person in charge (ISSAAC) has resigned and new person has been assigned to in charge of this task.

2.) KPA and KPA Youth

Sub Unit	Issue/Matter Arising	Status / Actions Taken
KPA	KPA Merchandise	A few schools had ordered and bought tshirts from HQ.
	Coordinators	Draft reports were sent to each ECs. ECs are required to send a report detailing the program conducted at the state level to HQ and also respective Pusat KoK

APPENDIX A

ROS e-submission

Branch	ROS Docs	E-filling	Checking by Honorary Secretary	Submit to ROS
Johor	Received	Done	Done	21/8/2017
Terengganu	Received	Done	Done	29/8/2017
Miri	Received	Done	Done	19/9/2017
Kuching	Received	Done	Done	19/9/2017
Sandakan	Received	Done	Done	6/10/2017
Sabah	Received	Done	Done	6/10/2017
Langkawi	Received	Done	Done	13/10/2017
Perak	Received	Done	Done	19/10/2017
Kedah	Received	Done	Done	24/10/2017
Selangor	Received	Done	Done	31/10/2017
Kelantan	Received	Done	Done	3/11/2017
Melaka/N Sembilan	Received	Done	Done	6/12/2017
Penang	Received	Done	Done	14/2/2017
Pahang	Pending			

Appendix C: Status of Membership

No	Membership Types	Status / Membership Progress
1	KPA	<ul style="list-style-type: none"> • KPA Membership: 367 • KPA Renewal : 55 • New Membership : 20
2	MNS Membership	<ul style="list-style-type: none"> • Active Members: 2409 Members • Renewal : 22Members • New : 30 Members <p>Note: 14 members opted for 3 years payment and 9 members for 5 years payment.</p>

On line Membership Progress

February

Renewal	9
New Membership	20
Total Transactions	29

Monthly Report February 2018 (Emedia and IT)

MNS Website

Website Update

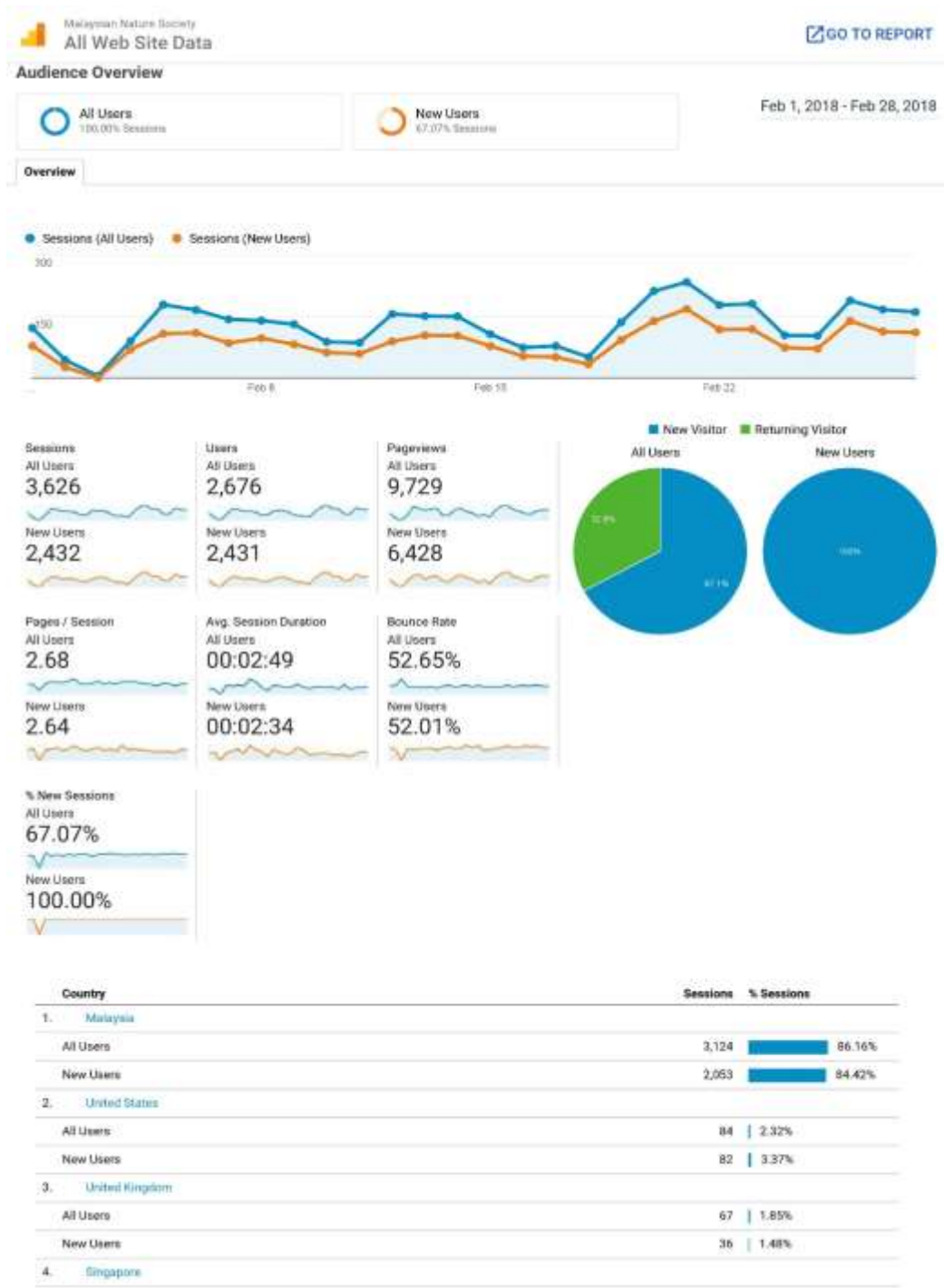
No	Project/Task	Status	Deadline
1.	Website Content	1) The website updated done constantly according to latest event, news, branch, conservation, Park & Centre, education, project and CSR. All the content is from the old website and needs to be updated. 50% of the content has been transfer to new website. By end of November all the content will be uploaded in the website.	End of November
2.	Online form	1) Membership Online Form <ul style="list-style-type: none"> - Done integrated with PayPal for Credit Card Service Issues Faced <ul style="list-style-type: none"> - Problem with receiving the email notification for new subscription. This problem happened when subscribers do not complete the transaction process. We only received the payment receipt but not the subscriber's detail. Solution <ul style="list-style-type: none"> - We have to create database system where all the subscribers' detail will be stored. This process can prevent for any data lost and more secure compared to our current system. 	End of March
		2) Donation form Pending <ul style="list-style-type: none"> - Integration with payment gateway - - Email notification for new payment - Database system for payment details backup 	20 March 2018
		3) Recurring Payment Pending <ul style="list-style-type: none"> - In midst of integrating into Website - Integration with payment gateway – Credit Card 	End of March

Item/Issue	Status	Action to be taken	Due Date	Remarks /Issue
A) Website Content				
Item/Issue	Status	Action to be taken	Due Date	Remarks /Issue
Education	KPA – Received KPA Youth – No Water Vision – Received	Reminder email will be send to each center.		
Centers	NEC – Received EcoCare – Received EIC – Received	Reminder email will be send to each center.		
Conservation Project	Pending - Details , project list, Policy , Strategic plan	Reminder email will be send to them.		
Membership	In Progress	Get membership details for KPA, Ordinary, Family and etc from Wee Chin		
Branches	In Progress	In midst of updating the website		
Member Log In	Management Report has been added into Members portal.			
E-MN				
Latest Events/Activities	Constantly Update			
Micro-Sites	All MNS Microsite will be link to MNS website	In midst of updating the website and also the microsite		
B) MNS Social Media				
Item/Issue	Status	Action to be taken	Due Date	Remarks /Issue
MNS Facebook	Morning – News from Meltwater – news related to MNS			
MNS Twitter	Evening – Fancy post (event, center, promotion, news, environment video,			

	Naturalist article, etc)			
MNS Instagram	Last Update : November 2017			
Meltwater	Constantly updates the news in MNS Facebook. Every week email blast will be send to all members.			

MNS Website Traffic February 2018.

- 1) MNS website updated done constantly, according to the activity, event, and information that need to be published.
- 2) Total number of website hits for February 2018 amounted to 3,626 user.



	All Users	65		1.79%
	New Users	49		2.01%
5.	Japan			
	All Users	28		0.77%
	New Users	13		0.53%
6.	Germany			
	All Users	21		0.58%
	New Users	13		0.53%
7.	India			
	All Users	19		0.52%
	New Users	17		0.70%
8.	Hong Kong			
	All Users	17		0.47%
	New Users	10		0.41%
9.	China			
	All Users	16		0.44%
	New Users	14		0.58%
10.	Indonesia			
	All Users	14		0.39%
	New Users	9		0.37%

Social Media Platforms.

Facebook

Facebook updates done constantly, according to the flow of public responses. Total Facebook page likes as of February 2018 is at 18,557. Slightly increase compared with January 2018. Average reach every week is about 2000 views.

Twitter

Twitter updates are linked to Facebook to ease monitoring purposes. A current numbers follower in February 2018 is 1,875.

Instagram.

Current number of followers in February 2018 is 737. Compared to January 2018 the number is slightly increased.

MONTH	Facebook (Likes)	Instagram (Followers)	Twitter (Followers)
2017			
JANUARY	14,970	323	1,627
FEBRUARY	16,357	367	1,644
MARCH	16,487	379	1,653
APRIL	16,774	440	1,661
MAY	16,917	462	1,690
JUNE	17,143	501	1,708
JULY	17,275	531	1,728
AUGUST	17,309	582	1,744
SEPTEMBER	17,566	606	1,768
OCTOBER	17,854	621	1,788
NOVEMBER	18,044	655	1,799
DECEMBER	18,253	681	1,815
2018			
JANUARY	18,313	702	1,850
FEBRUARY	18,557	737	1,875

Social media content draft.

Facebook / Google +

Morning – News from Meltwater – news related to MNS

Evening – Fancy post (event, center, promotion, news, environment video, Naturalist article, etc)

Newsletter

Extract the program and share it on Facebook – 2-3 weeks before Program

Publicity and Media

Media Report

For the month of February 2018 below are published article and press releases on MNS in major/online daily:

MEDIA MENTIONS			
No	Publication	Title	Date

1	The Star Online	Concerned over politician's pledge to lift ban on plastic bags - Views The Star Online	22/2
		Curbing usage of plastic the best way - Letters The Star Online	5/2
		Elephant sanctuary expected to be ready in August - Metro News The Star Online	2/2
		Climate change calamity - Letters The Star Online	2/2
2	The Borneo Post Online	Bad weather spoils viewing of lunar eclipse	11/2
		NGOs want political parties to make commitment to environmental sustainability	10/2
		Heart of gold	4/2
3	Utusan Online	Menghargai tanah lembap	16/2
		'Penyu menangis kenang nasib'	2/2
4	The Malaysian Insight	Aktivis gesa Kelantan pelihara hutan, jana ekonomi cara lain	20/2
		Stop logging, make money elsewhere, Kelantan told	20/2
5	365 News (MS)	Menghargai tanah lembap	16/2
		'Penyu menangis kenang nasib'	2/2
6	The Nation	Need for climate change education	5/2
7	World of Buzz	Do Malaysians Really Need Free Plastic Bags?	21/2

Media Mentions (According to Meltwater for 2016 – 2018)

MONTH	NO OF MENTIONS	
	MNS NEWS	MNS SOCIAL
2016		
JANUARY	32	51
FEBRUARY	33	20
MARCH	28	46
APRIL	43	71
MAY	34	32
JUNE	23	32
JULY	29	30
AUGUST	30	38
SEPTEMBER	46	44
OCTOBER	40	36
NOVEMBER	20	32
DECEMBER	18	22
TOTAL	376	454
2017		
JANUARY	29	30
FEBRUARY	25	36
MARCH	16	36
APRIL	19	29
MAY	18	47
JUNE	47	39
JULY	26	17
AUGUST	54	30
SEPTEMBER	45	25
OCTOBER	53	43
NOVEMBER	43	35

DECEMBER	34	63
TOTAL	409	430
2018		
JANUARY	95	71
FEBRUARY	20	80

Media Value Mentions (According to Meltwater for 2016 - 2018)

MONTH	VALUE (RM)
2016	
JANUARY	405,857.00
FEBRUARY	758,334.00
MARCH	150,080.00
APRIL	228,357.00
MAY	210,738.00
JUNE	104,039.00
JULY	113,335.00
AUGUST	185,310.00
SEPTEMBER	912,077.00
OCTOBER	291,259.00
NOVEMBER	354,179.00
DECEMBER	56,106.00
TOTAL	3,769,671.00
2017	
JANUARY	133 456.00
FEBRUARY	162 497.00
MARCH	75 071.00
APRIL	153 692.00
MAY	115 138.00

JUNE	379 441.00
JULY	157,025.00
AUGUST	137,860.00
SEPTEMBER	181,709.00
OCTOBER	148,046.00
NOVEMBER	1,755 943.00
DECEMBER	185,302.00
TOTAL	3,585,180.00
2018	
JANUARY	255,692.00
FEBRUARY	82,263.00

**Online media value may increase as per figure stated as online users may read the online news on a later date*

Publication

Malayan Nature Journal. (February 2018)

Technical

- 1) Sort out submission fee and publication fee for MNJ Vol 70 Vol 1.
 - Payment Proof from authors
 - Payment Receipt (send to authors)
 - Issues invoice.
- 2) Maintenance: deleted the spam account in MNJ Website

Administration

No	Task	Progress
	MNJ 70(1)	No. of journal publish - 11
2.	Payment Received for February 2018	New journal submission with payment – 2 MNJ 70(1) Submission and Publication fee – 3
5.	Email	Email for MNJ 70(1) journal acceptance had been sent to authors. They have to make payment for submission and publication fee before the journal published in March 2018.

URBAN ENVIRONMENTAL EDUCATION HUB (UEEH)

PART A

Goal 5.2: To empower current and future generations of Malaysians to act for the protection of our natural heritage

Strategies	Progress in 2008-2012	Plans for June 2014 – May 2015	Highlights February 2018
	<p>Urban Environmental Education Hub (UEEH)</p> <p>MNS will establish a new centre inside the Mid Valley Megamall. Urban Environmental Education Hub (UEEH) will operate from 10am-10pm, Monday - Sunday. The hub is located at SP01-07, South Court Mid Valley. The centre will have an exhibition that is open 24 hours for visitors. The exhibition will comprise of images/poster of latest MNS project, information about MNS, type of endangered animal/plant species, current environmental issues and many more.</p> <p>The hub also includes an administration office which is open from 10am until 10pm daily.</p>	<p>To promote public awareness and participation of urban communities in all areas of environmental protection.</p> <p>To promote and encourage participation of urban communities in Malaysian Nature Society’s effort of conserving Malaysian Natural Heritage.</p> <p>To raise funds from the public to support activities of Malaysian Nature Society.</p>	<p>Urban Environmental Education Hub (UEEH)</p> <p>Total sales: RM 2240.65 Online sales: RM 0 Number of walk ins: 91 customers</p>

APPENDIX

Urban Environmental Education Hub

List of UEEH Activities for February 2018

Year	Month	No	Program Type	Program Name	Promotion method/exercise conducted	No. of Participants	Income (RM)
2018	February	1	Weekend activity	Totebag coloring	Facebook, Instagram Promotion. Email and whatsapp blast to members, Puteri Pakma Academy students Venue : Premiera Hotel Date: 14/2/2018-28/2/2018 Time: 2.30 - 4 pm Activities conducted: <ul style="list-style-type: none">• Introduction to MNS• Art class by Abby, assisted by Nisha	5	50.00
TOTAL						5	50.00

Sales Promotion Exercise

This exercise aims to keep a note on the center's effort to boost sales and promote MNS activities and efforts to Mid Valley visitors

Promotion Name	Promotion method / exercise conducted	Result	Action to be taken
1) Art exhibition at Premiera Hotel	Nisha sold MNS merchandises at Premiera Hotel, everyday when she has evening shift at hub	People are more aware of MNS, MNS merchandises are sold to people during the art class, especially totebags	Planning to include short nature workshop with Abby
2) UEEH Online	Advertise merchandises in Instagram and Facebook	Most of customers said that they came after seeing posts on Facebook and Instagram.	Strategize social media posting, aiming for consistency
3) Workshops	Advertise the workshops on social medias, emails and whatsapp blasts.	1 workshop for March 2018 have been confirmed.	Plan for 1 additional workshop in March (att : Wai Leng)

	Advertise the workshops by writing on the advertisement blackboard and place it outside of the shop from time to time.		
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List of UEEH Upcoming Activities

Year	Month	No	Activity	Date
2018	March	1	DIY water purifying	25/3/2018
		2	Merchandises sales at Premiera by Abby	1/3/2018 – 30/3/2018
		3	Totebag coloring	4 th weekend of March

Income - February 2018

Year	Month	No	Sales item	Income (RM)
2018	January	1	MNS Merchandise sales	712.15
		2	MNS Book sales	30.00
		3	Membership & Publication subscription	0.00
		4	Walk in activity / poster sales / offers/ project income	50.00
		5	EE Workshop	0.00
		6	Donation	15.95
		7	Consignments	1432.55
			Total	2240.65

Maintenance:

- Sweeping

- Moping
- Stock arrangement/ changing of layout in hub (stocks relocation at HQ)

Matters arising

No	Issue	Current Update	Suggestion / Actions Taken
1.	Internet connection	Upgraded Digi Internet Plan, used 3G phone for 4G simcard. Hence, not using internet optimally	Looking for better internet plan (specifically for POS system)
2.	Fixing the Exhibition lights	The ceiling lamps are installed by Mr. Sasoo. The spotlights are still not fixed.	Will be done soon.
3.	Card Credit Terminal for ease donations and sales	Pending approval from bank on the request which was submitted in October 2017	
4.	Staff issue	Rasyidah quit. Short of staffs since university classes are starting.	Conducting interviews for interested candidates.