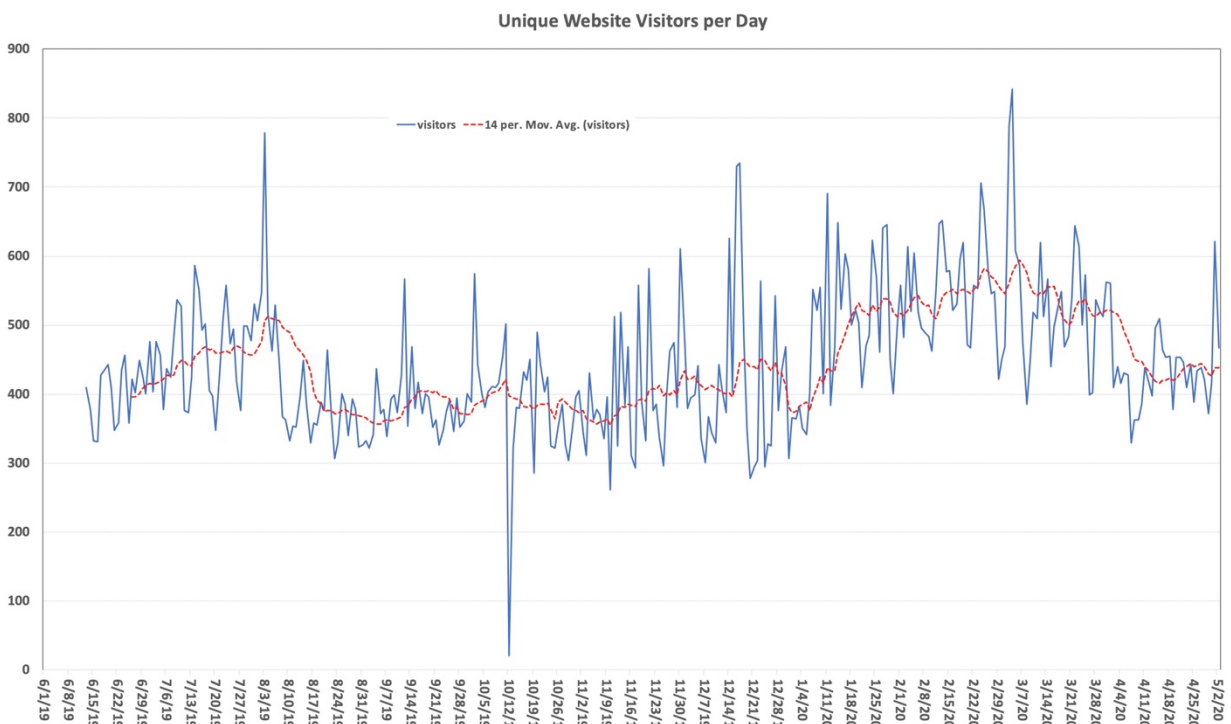




ORPCA Webmaster Report May 2020 5/13/2020

Website Visitors

- 426 unique visitor per day in the last 30 days (533 last month) → -24% drop!
- 12,780 total unique visitors in the last 30 days (16,523 last month)



Website Performance

Stripe

- In April 2020 we had a total of 20 members using the online payment through Stripe.
 - 18 of which were member renewals and 2 new members.
- Refunds increased significantly (47 NW passage)

Stripe Transactions	Labels					
Row Labels	Jan	Feb	Mar	Apr	May	Grand Total
Ticket	33	19	25	48		125
April Social			3			3
Awards Dinner	27					27
March Social		19	8			27
NW Passage 2020	4					4
NW Passage Refund				1		1
Refund Awards Dinner	2					2
Refund March Social			8			8
Refund NW Passage			5	47		52
Shop			1			1
Stripe		2	4	3		9
Deposit		2	2	1		5
Withdrawal			2	2		4
Dues	41	45	42	20	8	156
Cancelled		1	1			2
Dues Refund		1	1		1	3
Member Renewal	32	30	31	18	5	116
New Member	9	13	9	2	2	35
Donation	2					2
Kathleen Ellis	2					2
Grand Total	76	66	71	71	8	292

Net Amount	Labels					
Row Labels	Jan	Feb	Mar	Apr	May	Grand Total
Donation	145.05					145.05
Kathleen Ellis	145.05					145.05
Dues	783.92	821.28	763.92	382.4	113.84	2865.36
Cancelled		19.12	19.12			38.24
Dues Refund		-20	-20		-20	-60
Member Renewal	611.84	573.6	592.72	344.16	95.6	2217.92
New Member	172.08	248.56	172.08	38.24	38.24	669.2
Stripe		-5810.31	2490.4	31998.48		28678.57
Deposit		-5810.31	-88.72	-76.48		-5975.51
Withdrawal			2579.12	32074.96		34654.08
Ticket	3327.2	802.17	-3266.27	-32400		-31536.9
April Social			102.02			102.02
Awards Dinner	767.72					767.72
March Social		802.17	300.56			1102.73
NW Passage 2020	2620.48					2620.48
NW Passage Refund				-675		-675
Refund Awards Dinner	-61					-61
Refund March Social			-312			-312
Refund NW Passage			-3375	-31725		-35100
Shop			18.15			18.15
Grand Total	4256.17	-4186.86	-11.95	-19.12	113.84	152.08

Website Maintenance

- Oyova work items on hold
- Quarterly maintenance update in May
 - Several key plug ins have major new versions (Event Calendar, WooCommerce, Elementor)
 - Testing and staging started on the development site and if tested successfully will be mirrored to the live site

NW Passage Reimbursements

Current status:

54	TOTAL
0	not refunded
0	initiated
51	Complete
3	New Credit Card

- 7 refunds were initiated based on attendee request prior to event cancellation
 - 6 refund were processed by Stripe
 - 1 refund for Jim Hosford required issuing of a check due to new credit card
- 47 refunds were initiated on 4/23/20 when event was cancelled
 - 45 refund were successfully completed
 - 2 refunds (Michael Pierce, Neil Hutchinson) are in verification
 - Both had new credit card numbers, but the Stripe refund got issued to the credit card on file
 - For security reason we don't have the credit card numbers and cannot accept new credit cards for refunds
 - Working with both members to resolve where the refund actually went
 - Check will only be issued if the refund has been returned