

**Please direct all  
communications to:**

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August 5, 2020

Dear fellow trusted servants,

I hope that this note finds you and your loved ones well and able to enjoy the summer months!

Since we last communicated, we have established a My Portal Task Force, comprised of representatives from two Areas and resources from G.S.O. Staff, Technology Services, Records and Finance. The My Portal Task Force has reviewed the *Area and District Service Position* report and *Groups by Area and District* report and have identified both content and data clean-up work that we can do to make these reports more useful to you. We have also identified a third report, *Group Contacts*, that we have prepared for distribution.

In order to generate these reports, we have had to make adjustments to how and what information is stored in NetSuite and are in the process of defining and populating new fields that will not only let us produce these reports for you today, but will support reporting, sorting and search functionality going forward.

We have sent out reports to each Area within the past few days, delivering on our promise to do so as soon as we were able.

As we continue to explore opportunities to create a Portal that truly supports the exchange of information between the Areas and G.S.O., please look for a survey planned for distribution in August to collect your feedback on the reports and input into some of the ideas we are discussing.

A final note: I explicitly promised the trustees over the past Board Weekend that we would not again express our gratitude for your “patience” in this process, as we have done in the past. Rather, I should like to commit to you that we understand the internal causes of the problems in implementing My Portal (the quality of the data and unwieldy legacy processes), have enlisted help from the Fellowship in testing potential solutions, and now have delivered the first of, we hope, many reports to come—for your review and feedback.

Yours, in service,



G. Gregory Tobin  
General Manager