

MEMBER DUES PROCESSING

MISSION: Member Dues Processing is a service-oriented function established to process life membership fees and annual dues payments in an efficient and accountable manner.

Annual Dues Processing, receipt Processing Department (RPD), Data Entry, and the Life Membership departments were consolidated in October 2002 to achieve maximum workflow and personnel utilization. The utilization of cross-trained associates is more vital to the success of Member Dues Processing.

Member Dues Processing is organized along functional lines. The department's primary responsibilities are the processing of life and annual members' dues and the maintenance of member data.

- Annual Member Processing
- Data Entry / Life Membership

Annual Dues Processing managed more than 413,000 VFW annual members and the VFW Men's Auxiliary members of Alaska, California, Connecticut, Florida, Missouri, Montana, Nevada, New Jersey, New Mexico, Rhode Island and Texas.

Additionally, a total of 18,530 Life Members have been processed since July 2013. The Life Membership Installment Plan enrolled 8,223 new requests and administered 48,638 payments to existing accounts. The Legacy Life program has processed 631 applications, enrolled 132 using the Legacy installment plan and administered payments to over 943 existing accounts.

Our success in processing these dues in a timely manner hinges, to a great extent, on what the Post Quartermasters do.

Why should Posts take advantage of ACH/EFT?

- Checks are very expensive to produce and mail...the average cost to print and mail is \$13.79 plus employee handling time
- Currently National has over 1,000 outstanding checks to VFW Posts
- State escheat laws require:...if a check is not cashed within five years (depending on state) National has to turn that money over to the government
- ACH is the quicker, safer and more efficient than check writing
- Recipient will have money in their account the next day, instead of the time to mail, deposit, etc.
- Excluding Life Member payouts (which are usually larger), 80% of all dues checks written are under \$50, and 60% are under \$25
- National can send e-mail to V-Mail accounts or any other e-mail address you specify to provide instant notification that an ACH has been sent to the Post or Department bank account
- Department and National leadership is supportive of ACH/EFT as the most effective and safe payment method
- A Post, not using ACH/EFT will receive payment of their Post per capita semi-annually – July and January
- An Authorization Agreement for Automatic Deposit Form is provided on the next page. One can also be obtained by logging into your On-line Membership System (OMS) account. Click on the VFW Leadership Reference Guide and go to forms. You may also obtain a copy by contacting the Accounting Department at National Headquarters. Please allow approximately three weeks for processing and activation of your electronic deposit request.

AUTHORIZATION AGREEMENT FOR AUTOMATIC DEPOSITS (ACH CREDITS)

SOCIAL SECURITY/TAX ID

NAME _____

Number _____

I (we) hereby authorize Veterans of Foreign Wars of the United States, hereinafter called VFW of US, to initiate credit entries and to initiate, if necessary, debit* entries and adjustments for any credit entries in error to our () Checking or () Savings account (select one) indicated below and the depository named below, hereinafter called DEPOSITORY, to credit and/or debit* the same to such account.

DEPOSITORY

NAME _____

BRANCH _____

CITY _____ **STATE** _____ **ZIP** _____

TRANSIT/ABA NO. _____ **ACCOUNT NO.** _____

This authority is to remain in full force and effect until VFW of US has received written notification from me (or either of us) of its termination in such time and in such manner as to afford VFW of US and Depository a reasonable opportunity to act on it.

NAME(S) _____

DAYTIME PHONE NUMBER _____

E-MAIL ADDRESS TO SEND DEPOSIT NOTIFICATION _____

DATE _____ **SIGNED** _____

Be advised, it takes approximately 1 week to process, therefore, it is important to return this form as soon as possible.

FOR DIRECT DEPOSIT, PLEASE RETURN THIS COMPLETED FORM TO:

VFW NATIONAL HEADQUARTERS

ATTN: DONALD HOLLAND

406 W. 34TH ST., SUITE 1100

KANSAS CITY, MISSOURI 64111

816-756-3390 Ext 230

Fax# 816-968-1137

PLEASE ATTACH VOICED CHECK HERE

*Debits will only be initiated to correct an error. Under no circumstances will the debit exceed the error amount.

AUTOPAY

Automatically Renew Your VFW Membership.

Easy. Fast. Fully Secure.

Encourage your members to say goodbye to paper dues notices. With VFW AUTOPAY, you provide your payment information (credit, debit card or bank account) at www.vfw.org, and your membership is automatically renewed annually. It's just that easy. Best of all, you're in full control of your membership record. You can change your payment information or cancel at any time. Plus, you can make other changes yourself, like updating contact information, requesting replacement membership cards and more.

Why sign up today?

- ✓ Your membership always stays current
- ✓ Saves you time and postage
- ✓ 24/7 access to your membership record

Get started today:

- Click "Login" at www.vfw.org. (You can set up an account if it's your first time.)
- Click "Member Services."
- Click "Manage Account" and "Yes" under the Autopay option.
- Enter payment information.

General Information

- National Headquarters administers dues processing for all 54 Departments and Eleven (11) state Men's Auxiliaries.
- Processing begins on the day the mail is received at National Headquarters
- Processing time is based on a normal five day work week.
- Renewal notices received from the member with a check for the full amount of the Post dues will be processed and the membership card mailed within five working days or less.
- Exception mail represents the following:
 - New member applications
 - Post Continuous Member Transmittal Form (PCMT) received with Post payment
 - Handwritten transmittals
 - Splits (one check for continuous and life members)
 - Member payments that are more/less than the full Post dues
 - Correspondence received with dues payment
 - Credit card payments

These payments will be processed and membership cards mailed within ten working days or less.

- All dues payments forwarded by the Post should only include National and Department dues amounts. The Post should retain its portion of the dues payment.
- All new members must be submitted on an approved VFW application form. This form must be signed by the Post Quartermaster, certifying the investigative committee has performed its duty and the Post has voted to accept this member.
- An application for the Life Membership installment plan must be mailed to National Headquarters. Post Quartermasters cannot process installment using the On-line Membership System (OMS).
 - \$45.00 is required for enrollment.
 - The new membership application (ver. 01/14) does allow us to set the member up for the automatic payment option. If an older application is submitted, the member must complete and return an authorization agreement for automatic payments or set up a payment profile using OMS.
- Life Member Installment enrollees whose account goes past 120 days without payment will be removed from the installment plan. Previous payments will be left on the members account to be applied towards future annual dues.

- Encourage the usage of the On-line Membership System (OMS) to your Post Quartermaster and Members. OMS is a very powerful tool and results in instantaneous processing via the web. OMS also saves time and money as there are no forms to complete or mail.
- The Monthly Maintenance Journal (MMJ) is accessible to the Post Quartermaster through his/her OMS account. This report is updated monthly and archived for 12 months.
- A membership payment that has been removed (e.g., returned check, deceased, etc.) appears as a reversal on the MMJ. This will deduct the dues payment previously made to the Post for that member, as well as deduct the member from the Post membership count.
- The Membership Statistic total represents all payments processed for the current dues year. The Post Query is a current register of active members only and does not list reported deceased members, non-paying transfers from your Post, cancelled memberships, etc. Because of the difference in tabulation, these totals may not match.
- Upon processing annual or life payments, the system immediately generates a membership card, which is mailed directly to the member the following business day. If a member's address is listed at National Headquarters as "Undeliverable", no membership card is issued.
- Post Quartermasters requesting that membership cards be sent to them must submit this request in writing. These transmittals will only be processed the third Friday of the month.
- Keep an eye on contest dates. Be sure to consider Saturday, Sunday and holidays and do not wait until the last minute to mail your transmittal.
- Assure that your transmittal is in balance for the number of members being mailed and the amount of the payment.
- A replacement membership card can be requested by logging into your OMS account or by calling 1-800-963-3180.

Member Dues Processing CONTACT INFORMATION

Director

Patrick J Botbyl

VFW National Headquarters

Member Dues Processing, Suite 300

406 W. 34th Street

Kansas City, MO 64111

Toll free number: **800-963-3180**

Direct: **816-968-2794**

pbotbyl@vfw.org

Annual Dues payments should be sent to:

VFW National Headquarters

Member Dues Processing, Suite 300

406 W. 34th Street

Kansas City, MO 64111

Toll free number: **800-963-3180**

LaDonna Miles, Supervisor

lmiles@vfw.org

memberduesprocessing@vfw.org

Life Membership payments should be sent to:

VFW National Headquarters

Life Membership Department, Suite 300

406 W. 34th Street

Kansas City, MO 64111

Kath Pratt, Supervisor

kpratt@vfw.org

lifememberprocessing@vfw.org

Name and address corrections should be sent to:

VFW National Headquarters

Data Entry, Suite 300

406 W. 34th Street

Kansas City, MO 64111

dataentry@vfw.org