

READY, SET, DUES!

Frequently Asked Questions for Chapter Treasurers

With one year of dues processing under our belts, we are looking forward to the dues process this new year with the dues process will bring. Treasurers are gearing up to enter the portal on April 1, 2020, to indicate members paid for the 2020-2021 year. The following are frequently asked questions regarding the dues process.

Do I have to send a separate check for each order?

No, you do not. You can add up multiple orders and send one payment to Headquarters and one to your state organization. Make sure to include each order number on your check and the copies of all the orders included in your check.

What do I do if we have an honorary member join? You will send the paperwork along with the check for \$49.50 to International. We will put her into the system and process the payment. Remember that your honorary members will not show up as needing to pay in the portal, but will show up on your roster.

When will my new members receive their membership cards? New membership cards are sent to the chapter treasurers at the beginning of the month following their join date. For instance, if Molly Member joins 1/5/2020, her card will be mailed out the first week of February 2020.

Why are membership cards being mailed to the chapter treasurers instead of the members themselves? Many members are input without an address or with incomplete addresses.

Do I need to continue to send the new member/reinstatement forms to international? No, you do not. Since the information is being entered by the

chapter treasurer in the portal, we do not need those forms sent to international. We encourage you to check with your state organization to see if they require them.

Can I save the information and come back to it? Yes, you can go in and create an order for a few members and it will be saved under the Billed Order section of the portal. You can then go back in later and create an additional order for a few more members and it will be saved in the Billed Order section of the portal. Once you are ready to send your payment, you will add up the billed orders and send one payment to international and one to your state organization if you are so inclined.

Why do I get an error message when searching for someone with an apostrophe in their name? The system does not recognize the apostrophe. You will want to put a space in the place of the apostrophe and then hit search. (For example, "Molly O'Member" would be entered into the system search as "Molly O Member".)

Do I still need to send in my dropped members? Yes, please do continue to send your dropped members on the Form 18-A so that we can mark them in the system and send them the dropped member survey.

All dues for the 2019-2020 year must be entered in the portal and sent to us no later than March 15, 2020, so that we can ensure the billing in the portal is up-to-date and correct for each chapter. Please remember that after the billing is created for the next fiscal year (2020-2021), we will have no way to post payments from the 2019-2020 year and any late payments will be returned to you.

We ask that you use your best judgement as you begin to recruit new members over the next few months.