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Online Membership System (OMS)

OMS is a quick and easy way for you, as the Post Quartermaster, to handle all reporting of membership to National Headquarters as well as maintain information on members of your Post. We encourage you to log in and start using this function today. Listed below are instructions on how to take advantage of this program.

How to create an account using ID.me

Wait a minute... What is ID.me and why should I use it?

ID.me (formerly TroopSwap and Troop ID) is an American online identity network that enables you to prove your legal identity and your veteran status via a single login. ID.me is certified by the federal government and utilized as a secure login by the VA as well as our corporate partner USAA®. In short the same ID.me account that allows you to login to your VFW account will also allow you to securely login to your VA.gov account and your USAA account with the same login.

1. Go to our website www.vfw.org and click Login.
2. Once you click login the box below will appear. If you have an ID.me account or would like to set one up, click **Sign in with Troop ID**; otherwise, click **Login** to sign-in with your VFW email and password.*

*Newly elected Quartermasters require a PIN number from VFW National Headquarters to access the Quartermaster tools within OMS; however, those who login utilizing ID.me will not be required to request a pin number for account recognition.*
3. Follow the instructions for completing ID.me account set up. Once completed your VFW ID will be recognized within ID.me and as Quartermaster you will have immediate access to your OMS Quartermaster tools.

A newly elected Quartermaster who chooses not to access their OMS account by utilizing ID.me should follow the below instructions for accessing their Quartermaster tools.

1. When logging into OMS, a newly elected Quartermaster will receive the below message asking them to Request a new Quartermaster PIN number.

After you have requested your new Quartermaster PIN number, you will receive a message stating that your request has been successfully processed and your new PIN number will be mailed to you within 10 business days. For quicker access call us at 1.833.VFW.VETS.
2. The last step in setting up your Quartermaster OMS account will be to verify your Quartermaster PIN number.

After you have verified your PIN number, OMS will refresh and provide you with your Quartermaster tools. *Note: The PIN number is only used once.*
Online Reports

MMJ Online – the Monthly Maintenance Journal is archived and contains the last 12 months of reports. This report provides the Quartermaster with 3 pieces of information:

1. any maintenance done on your members during the specified period
2. the count of annual members processed during this time
3. the remittance amount due to the Post per member and total.

Life Member Payout – the Life Member Payout report is archived and contains payout information for several years. This report details the Post payout by plan type, membership number and name, payment amount per member and total.

Legacy Life Member Payout - the Legacy Life Member Payout report is archived and contains payout information for several years. This report details the Post payout by Legacy level, membership number and name, payment amount per member and total.

MemStats (Membership Statistics) - the MemStats report represents the numeric count of all payments processed and credited to your Post, District or Department for the current dues year.

Post Query – this area provides the Post Quartermaster with three different sources of information.

1. The Memstat Counts allows the Quartermaster to reconcile the total count credited to the Post. This is achieved by clicking each blue numeric total shown below each column heading.
2. The Post Counts is a current register of active Post members. This report does not list deceased members or cancelled memberships. Any of these could have paid dues and been credited to your Post for the current dues year prior to their inactivation. You may obtain detailed information by clicking the blue numeric total below each column heading.
3. The Unpaid section breaks your unpaid membership down by length of time and reflects deceased members. You may obtain detailed information by clicking the blue numeric total below each column heading.

Accounting Report – provides detailed information on remittance payments made to the Post for annual dues.
Annual Membership

A Quartermaster can renew an annual member by using OMS as follows:

Click on Post QM Services, then Renew Members. You can select a Single Renewal or Multiple Renewals. Note: For Multiple Renewals select the year and then select the members that you would like to renew.

Annual Membership Application

The VFW membership application is an important tool for any Quartermaster. This form is used to transmit new or former members, life membership and installment life membership requests or to transmit a paying or non-paying transfer.

Membership applications are available behind the member login at www.vfw.org on the Training & Support page, or can be requested from your Department Headquarters or the membership department at VFW National.

Prior to submitting, please ensure this form is signed by the Quartermaster. If it is unsigned, it will not be processed but returned to the Post.

For our members’ convenience, acceptable methods of payment are checks, money orders, American Express, Discover, MasterCard and Visa credit cards. We recommend that you do not mail cash.
If you are filling out a physical Membership application form, please utilize the steps below:

1. Complete the form by providing full and accurate member details. Incomplete forms will be returned for further information.
2. Indicate whether the member is new, a former member or is a transferring member.
3. Provide the recruiter’s name and membership card number, if applicable.
4. Check the membership type which indicates if the member is being transmitted as an annual member, life member or enrolling in the life membership installment plan.
5. Under the membership type, a member can opt to enroll in AutoPay for annual dues or for the life membership installment plan.
6. If member dues are being paid by credit card, please complete the area provided for credit card authorization. The credit card holder’s signature is required.
7. The top copy of the membership application is for National Headquarters use and should accompany the Post Quartermaster Transmittal Summary Form (PQMT-01).
8. A temporary receipt (which is found on the Post’s copy) is given to the member.
9. Retain second copy of the membership application form for your Post records.
10. Membership application forms forwarded with a Post check should only include the National and Department dues amount. The Post should retain its portion of the dues payment.
11. Do not forward new member admission fee to National Headquarters. The Post Quartermaster should transmit the admission fee to their Department Headquarters. If the fee is received at National Headquarters, it will be considered a payment overage.

**Life Membership**

Anyone eligible for VFW membership also has the option of becoming a life member. By opting for life membership, individuals can save a significant amount compared to renewing annually. The life member fee is determined using the applicant’s attained age as of Dec 31 of the calendar year in which the application is submitted.

<table>
<thead>
<tr>
<th>ATTAINED AGE BY DEC 31</th>
<th>LIFE MEMBER FEES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Through Age 30</td>
<td>$425.00</td>
</tr>
<tr>
<td>31-40</td>
<td>$410.00</td>
</tr>
<tr>
<td>41-50</td>
<td>$375.00</td>
</tr>
<tr>
<td>51-60</td>
<td>$335.00</td>
</tr>
<tr>
<td>61-70</td>
<td>$290.00</td>
</tr>
<tr>
<td>71-80</td>
<td>$225.00</td>
</tr>
<tr>
<td>81+</td>
<td>$170.00</td>
</tr>
</tbody>
</table>
A Quartermaster can convert a member to life by using OMS Quartermaster tools by clicking on Post QM Services, then Convert to Life. Then, simply enter the members name or card number.

Life Membership Application

You may also submit a life membership by mail using a VFW membership application.

1. Complete the VFW membership application.
2. Forward the top copy of the membership application, along with the full fee, to VFW National Headquarters.
3. The full fee is required for processing. DO NOT deduct any annual dues paid.
4. Retain the bottom copy of the completed membership application for your Post records.

Life Membership Installment Plan*

The life membership installment plan allows a new member, or current annual member to obtain a life membership by paying in installments.

A prospective member or a current annual member can join this plan, at any time of the year, by making an initial payment of $45.00. This $45.00 keeps the member in good standing during the installment period and is not deducted from the life membership fee. After the initial payment, the member will have 11 monthly payments remaining.

The member may choose to receive a monthly invoice by mail or they may sign up for AutoPay. If the member elects the AutoPay option, they will not receive a monthly invoice by mail. Instead, the payments will be automatically deducted from the debit/credit card or bank account provided until balance is paid in full.

While paying on the installment plan, the member will receive an annual membership card. Once the life membership is paid in full, the member will be issued their life membership card.
Life Membership Installment Plan Fee Schedule

<table>
<thead>
<tr>
<th>Attained Age on 12/31</th>
<th>One Time Payment</th>
<th>12-Month Payment Plan</th>
</tr>
</thead>
<tbody>
<tr>
<td>18-30</td>
<td>$425.00</td>
<td>$38.64</td>
</tr>
<tr>
<td>31-40</td>
<td>$410.00</td>
<td>$37.27</td>
</tr>
<tr>
<td>41-50</td>
<td>$375.00</td>
<td>$34.09</td>
</tr>
<tr>
<td>51-60</td>
<td>$335.00</td>
<td>$30.45</td>
</tr>
<tr>
<td>61-70</td>
<td>$290.00</td>
<td>$26.36</td>
</tr>
<tr>
<td>71-80</td>
<td>$225.00</td>
<td>$20.45</td>
</tr>
<tr>
<td>81 and over</td>
<td>$170.00</td>
<td>$15.45</td>
</tr>
</tbody>
</table>

Installment Life Membership Application*

1. The member should complete the VFW membership application indicating life membership installment plan.
2. If the member chooses to have payments automatically deducted from an account, they should check the appropriate box on the membership application.
3. Forward the application (top copy) and the $45 payment (check or credit card), to the Member Service Center at VFW National Headquarters.
4. If paying with credit card, be sure to provide the expiration date and the amount of the payment. The form must be signed by the applicant in order to authorize any credit card payment.
5. Upon processing of the installment life membership application, a welcome letter will be sent to the member.
6. Invoices will be mailed monthly from National Headquarters directly to those members not enrolled in AutoPay.

*Note: Quartermasters cannot process an installment membership application using OMS unless they are processing a brand new member. A valid email for the member is required to complete the enrollment. Quartermasters should advise existing members on how to create an OMS account and the member can utilize the installment plan under their login.
Legacy Life Membership

The Legacy life membership program enables VFW life members to leave a lasting impression on our great organization. You may also purchase a Memorial Legacy in the name of a deceased VFW life member to help future generations know and remember their sacrifice and contributions. The membership will endow additional income, made in the member’s name, that will provide a stable financial foundation for your Post and VFW overall.

The Memorial Legacy option allows for a Legacy membership to be purchased in the name of a deceased life member. Deceased Legacy members can also have their level of Legacy membership upgraded, as long as their existing Legacy membership had not been paid out as a one-time endowment. To purchase a Memorial Legacy life membership, payment must be sent in full for the desired Legacy level (there is no installment option for Memorial Legacy membership). In addition to the member’s information as requested on the Legacy membership form, it is also required that we receive the name and address of the person who will be receiving the Legacy kit, as well as the person to be recognized as purchasing the membership. The full Legacy kit, including an additional certificate of recognition to the purchasing party will be sent out to the address that is provided.
1. Select from three categories of membership: Gold, Silver or Bronze, each offering its own package of exclusive benefits. A life member can upgrade to another level at any time by paying the difference in cost between the two levels.

### Member Incentives

<table>
<thead>
<tr>
<th></th>
<th>Bronze $400</th>
<th>Silver $800</th>
<th>Gold $1200</th>
</tr>
</thead>
<tbody>
<tr>
<td>Plated Engraved Legacy Life Card</td>
<td>●</td>
<td>●</td>
<td>●</td>
</tr>
<tr>
<td>Lapel Pin</td>
<td>●</td>
<td>●</td>
<td>●</td>
</tr>
<tr>
<td>Hat Pin</td>
<td>●</td>
<td>●</td>
<td>●</td>
</tr>
<tr>
<td>Distinctive VFW Store Line for Legacy Life members</td>
<td>●</td>
<td>●</td>
<td>●</td>
</tr>
<tr>
<td>Framed Legacy Life membership Certificate</td>
<td>●</td>
<td>●</td>
<td>●</td>
</tr>
<tr>
<td>Member Recognition on Internet &amp; Convention Program</td>
<td>●</td>
<td>●</td>
<td>●</td>
</tr>
<tr>
<td>Special Legacy Life Plaque</td>
<td>●</td>
<td>●</td>
<td>●</td>
</tr>
<tr>
<td>Hat Patch</td>
<td>●</td>
<td>●</td>
<td>●</td>
</tr>
<tr>
<td>Personalized Brick at Centennial Plaza</td>
<td>●</td>
<td>●</td>
<td>●</td>
</tr>
<tr>
<td>VFW Store Discounts (for personal use only) *</td>
<td>5%</td>
<td>10%</td>
<td>15%</td>
</tr>
<tr>
<td>Increased Level of No-Cost AD&amp;D Insurance *</td>
<td>$2000</td>
<td>$3500</td>
<td>$5000</td>
</tr>
<tr>
<td>Annual Endowment: Post</td>
<td>$6</td>
<td>$12</td>
<td>$18</td>
</tr>
<tr>
<td>Annual Endowment: Department</td>
<td>$6</td>
<td>$12</td>
<td>$18</td>
</tr>
</tbody>
</table>

* does not apply to Memorial Life Legacy Membership
2. Installment options are also available for Legacy life membership by making four equal payments. The first payment must accompany the application and be equal to one-fourth (Bronze $100, Silver $200, Gold $300) of the level being purchased. The remaining balance will be billed quarterly by VFW National Headquarters. An automatic payment option is also available.

3. On the enrollment form, be sure to mark whether the member wants a one-time endowment payment or to continue the annual endowment.
   a. In the case of a one-time endowment, the principle amount of the Legacy will be paid in equal amounts to your Post, Department and the National organization, as applicable, upon the member’s death.
   b. With the annual endowment, the Legacy level payment will continue annually after the member’s death.
Key Membership Forms

Membership Application

Post Continuous Transmittal Form
This form is used when the Post has one or multiple annual members to submit by mail. This form is not to be used to report transfers or new members.
1. Forward the completed form with payment to VFW National Headquarters.
2. Indicate your Post number and Department on the upper right side of the form.
3. List the membership number and the name of each member being submitted.
4. Only list the members address if it is different than what is on record.
5. List recruiter information if applicable.
6. Indicate on the bottom of the form the total amount being remitted.

This form should not be used to transmit new members, transferring members or life membership. It is only used for transmitting annual members of your Post.
Post Quartermaster Transmittal Summary Form (PQMT01)

This form is a tool to assist a Post Quartermaster in correctly balancing a membership transmittal.

1. Indicate your Post number and Department on the form.
2. Record the number of members being submitted and multiply the dues amount for the total.
3. In the event there are questions or processing issues regarding the transmittal, please provide a valid phone number and email address so you may be reached. Include the top copy of the form with your membership transmittal and payment.
4. The 2nd copy should be retained for the Post records.
Member Change Request Form (MCR)

The Member Change Request Form (MCR) should be used to report changes for both annual and life members.

1. Report name and address changes. Note: Change of a member’s address to the Post address is NOT acceptable. Legal name changes must be accompanied by a copy of the court decree.
3. Request life, continuous or non-paying Post transfers. Transfer requests require the Quartermaster signature. If no signature or improper signature is received, it will be returned to the Post.
4. Request replacement life or annual membership cards.

VFW Annual/Life Member Change Request Form

☐ Annual Member ☐ Replacement Card ☐ Old Post No. ☐ Report Death ☐ Report Death (SOURCE OF INFORMATION)
☐ Life Member ☐ Post Transfer ☐ New Post No. ☐ Accidental Death ☐ Accidental Death

Member No. ________________ Location (CITY/STATE)

Member Name __________________________

Old Address (STREET, CITY, STATE, ZIP) __________________________

New Address (STREET, CITY, STATE, ZIP) __________________________

I certify that information submitted for the named member is correct to the best of my knowledge. I further certify that in the case of transfer, I will keep on file indefinitely form PT/MD (Post Transfer/Member Declaration), properly signed by the member and that the member was accepted by the Post under provisions of Sec. 107 national bylaws.

Post Quartermaster (Please Sign) __________________________ Phone No. ( ) ____________

FOR YOUR CONVENIENCE THERE ARE INSTRUCTIONS ON THE BACK OF THIS FORM

Instructions for use of this form (form MCR)

1. Please type or print. Use one form per member.
2. Member’s old address is required for address changes and transfers.
3. Transfers: Life and Non-pay Annual
   a. Form PT/MD should be signed by the member and kept on file at the Post.
   b. Member must be accepted by transfer under Sec. 107 of national bylaws.
4. DO NOT SEND CASH WITH THIS FORM.
5. Standard life membership card replaced at no cost.
6. Post Quartermaster must sign this form where indicated. Please include phone number.

Mail completed form to:
VFW National Headquarters
Member Service Center
406 W. 54th St., Suite 316
Kansas City, MO 64111

Attach VFW Magazine label here for any address change (if available). Please do not staple or paper clip.
Thank You.
Important Information

1. Monthly cut-off is completed the last business day of each month. All in house dues renewal payments are processed. Since new, reinstated and transfer members may take up to 10 business days for processing, those not completed will be rolled into the next cut-off period. Payments received after those dates are rolled into the next month.

2. Annual Dues - payments are made to Posts by electronic deposit only. These are paid monthly for annual memberships.

3. Life membership – payments are made 3 times each membership year in September, January and July. These payments are only made to Posts by electronic deposit.

4. Life and annual membership cards are mailed directly to the member. If a member’s address is listed at VFW National Headquarters as undeliverable, no membership card will be printed. If a membership card is returned by the Post Office as undeliverable, the member’s information will show on the online Post Query in red.

5. Duplicate payments for annual dues, received from the member or the Post, will be processed and extend the membership “Paid Thru Date.”

6. To replace a lost or damaged annual or life member card, you may go online to the VFW website at www.vfw.org or call toll free 1.833.VFW.VETS.

7. Aluminum life member cards are available for VFW life members only and may be purchased through the VFW Store. Personal and Post information is engraved, rather than stamped and is included in the price of the card. Caution: these cards can set off metal detection alarms. Be sure to include your name, life membership number and your VFW Post number. Life membership will be verified prior to production of this card. The cost is $10 plus S&H. To purchase an aluminum life member card, contact the VFW Store at 1.833.VFW.VETS (1.833.839.8387) or order online at www.vfwstore.org.

8. 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.

9. A Quartermaster has both the fiduciary and ethical obligation to the Post, Department and National organization to insure every deceased member (annual and life) is purged from the Post or department roster in a timely manner.

Note: Change of a member’s address to the Post address is not accepted.
VMail

National Headquarters offers a method of communication called VMAIL. This service provides email capability designed “For exclusive use of the VFW.” There is no cost and it is easy and safe to use.

VMAIL is an electronic email system designed specifically for the exclusive use of VFW Posts, Departments and National, which makes it safe from spam, viruses and the other plagues of an open system. VMAIL can revolutionize the way we communicate in our organization. To obtain your user name and password, contact the Member Service Center at msc@vfw.org or call toll free 1.833.VFW.VETS (1.833.839.8397) any business day.

Probably not every Post has a computer with an internet connection but there is a member of every Post who does and would be willing to use that connection to share information distributed through VMAIL. Follow the simple instructions below to access VMAIL.

Access VMAIL through OMS
1. Login to your online account
2. You will find the Username and Password on the welcome screen
3. Click the blue script next to VMAIL above the username and password
4. Enter the username and password then click submit

Welcome

VMAIL. The power of VFW communication starts here.

User: 

Password: 

Submit

By clicking the Submit button, you agree to these terms.

Please note, all Post VMAIL addresses are entered as PostXXX@vfw.com
(ex: Post1234@vfw.com) Department VMail addresses are the two letter state abbreviation
(ex: Department of Missouri would be mo@vfw.com)

Remember, you may only email through the VMail system with those addresses ending in vfw.org or vfw.com

VMAIL through the web:

1. Go to www.vfw.com
2. Enter your username and password
3. Click the submit button
4. You will be directed to your VMAIL inbox.
Contact Us

Annual, Life, Legacy and Supply payments should be mailed to:

VFW National Headquarters
Member Service Center
406 W. 34th Street, Suite 316
Kansas City, MO 64111

Toll free number: 1.833.VFW.VETS (1.833.839.8387)

Inquiries regarding dues please email msc@vfw.org

Name and address corrections should be sent to:

VFW National Headquarters
Member Service Center
406 W. 34th Street, Suite 316
Kansas City, MO 64111

David E. Prohaska, Director
Member Service Center
Direct: 816.968.1114
DProhaska@vfw.org