A major part of your responsibility as Post Quartermaster is to process member dues in a timely manner. This entails knowing what forms to fill out and when. The information contained in the following pages will serve as your guide to Member Dues Processing. Everything you need to know is right at your fingertips, including examples of forms you will be using throughout the year. The instructions for forms are included on the same page as the example, or adjacent page.

And remember that in this age of technology, nearly everything can be done online. (Only the life member installment plan can’t be processed online.) Furthermore, be sure to sign up for V-Mail and receive up-to-the-minute information from VFW National Headquarters. It’s all designed to make your job as Quartermaster a little easier.
Did you know that VFW’s Member Dues Processing Department receives 5,000 letters a day? About 75% of those are membership renewals. That’s a lot of mail. When procedure isn’t followed in the field, 23% of the mail has to be opened by hand, costing VFW time and money.

Furthermore, a dues check for the incorrect amount actually costs the organization money. It costs $15 to process a $10 refund. Additionally, this increases the turn-around time in updating membership rosters.

So before you mail an envelope to the Member Dues Processing Department at VFW National Headquarters, find out how you can do your part and help save your organization money.

Follow these time-saving measures:

• Stress the Online Membership System - it is a very powerful Quartermaster tool and results in instantaneous processing via the web.
• Encourage your members to mail their dues notice and payment directly to National Headquarters. This allows us to use the system as it was designed.
• Do not include extra paperwork in the envelope.
• Use the appropriate form because new, continuous or life members are all processed differently.
• Write the check for the correct amount, not for multiple items. Meaning, do not include a payment to VFW’s Supply Department with a dues renewal.
• Double-check Social Security numbers and names.

EXPEDITING DUES PAYMENTS

The fastest, most convenient way to pay dues is online. VFW’s Member Dues Processing Department accepts all major credit cards, including American Express. You can also pay online through your Post bank account by setting up a “Payment Profile.” This new feature allows payment of dues by ACH debit (bank account) or credit card. Rest assured, online payments to VFW are completely secure.

If you opt for writing a check, be sure to follow the measures reviewed above.

For more information on Member Dues Processing, call toll-free 1-800-963-3180, fax 816-968-1115 or e-mail memberduesprocessing@vfw.org. Life membership inquiries should be e-mailed to lifememberprocessing@vfw.org and data entry questions should be directed to dataentry@vfw.org.

By mail, the address is: Member Dues Processing Department, VFW National Headquarters, 406 W. 34th St., Ste. 316, Kansas City, MO 64111. If writing in regards to Life Membership or Circulation, replace “Member Dues Processing” in the address line with the department to which you are writing.

Below are the answers to questions you are sure to be asked during your tenure as Quartermaster:

• Processing time begins the day the mail is received at National Headquarters, and is based on a normal five-day work week.
• After a payment is processed, a membership card will be mailed to the member the following business day.
• New, reinstated or transfer members, address changes or exceptions may take up to 10 days to process.
• Additional Member Dues Processing forms can be attained several ways.
  1. Forms are available online for printing or saving to your computer. Go to www.vfw.org and sign in. Go to the OMS system and click on Leadership Reference Guide and then Forms.
  2. Make a request through your Department Headquarters.
• A Post requesting the member’s card must submit the request in writing. These will only be processed on the third Friday of each month (when received by the 3rd Thursday for processing).
• Duplicate payments, received from the Member or the Post, will be processed and extend the membership “Paid Through Date.”
MEMBERSHIP APPLICATION FORM

In addition to mailing this form, Quartermasters can now submit new and reinstated members online, making payments by credit card or ACH debit. Refer to the Web Sites for Everyday Use on p. 47 for more information.

If you’d still rather mail in your forms and payment, here’s how:

• Complete the form by providing full and accurate information.
• Indicate whether the member is new, reinstated or transfer.
• Provide recruiter’s name and membership card number, if applicable.
• If member dues are being paid by credit card, please complete the area provided for credit card authorization.
• Membership Application Forms forwarded by the Post should only include National and Department dues amount. The Post should retain its portion of the dues payment.
• Do not forward new member admission fee to National Headquarters. The Post Quartermaster should transmit the admission fee to Department Headquarters. If the fee is received at National Headquarters, it will be considered a payment overage.
• Top copy is for National Headquarters use and should accompany the Post Quartermaster Transmittal Summary Form (PQMT-01).
• A temporary receipt (which is found on the Post’s copy) is given to the member.
• Retain second copy of the membership application form for your Post records.

Please note: A completed Member Change Request form, signed by the Post Quartermaster, must also accompany all member transfers.

*MEMBER CHANGE REQUEST (MCR) FORM

This form, also called the MCR form, should be used to:

• Report changes for both annual and life members.
• Report name and address changes. (Note: Change of a member’s address to the Post address is NOT acceptable.)
• Report a member’s death.
• Request life, continuous or non-paying Post transfers.
• Request replacement life or annual membership cards.

This form is self-explanatory. Provide accurate information and be sure to sign the form when reporting continuous or non-paying transfers. Attach Part III of renewal form, if applicable, and mail to VFW National Headquarters.

* This form is available online for downloading or printing.
*POST TRANSFER-MEMBER DECLARATION (PT-MD) FORM

When a member wishes to transfer to another Post, this form will need to be completed. This declares that the transferring life or annual member owes nothing nor has any pending charges in the former Post.

Important: This form is to be kept ON FILE AT THE POST and is NOT forwarded to Department or National Headquarters.

*POST CONTINUOUS TRANSMITTAL FORM

This form is used when a continuous member pays dues directly to the Post. Dues submitted with this form should only include National and Department’s share of dues. It is your responsibility to retain your Post’s portion of the dues.

Here’s what you do:
• Indicate your Post number and Department on the upper right side of the form.
• List the membership number and the name of each member being submitted.
• Only list a member’s address information if it differs from what is currently on record.
• Indicate the amount being sent per member.
• List Recruiter’s membership number and name, if the member is a Reinstatement.
• Indicate on the bottom of the form, the total amount being remitted for this transmittal.
• Forward Continuous Transmittal Form with payment to VFW National Headquarters.

Do Not:
• Do not use the Post Continuous Transmittal Form to submit new members. A new member should be submitted by completion of a Membership Application which has been signed by the Post Quartermaster.
• Do not submit transfer requests without including a completed MCR form, signed by the Post Quartermaster.

* This form is available online for downloading or printing.
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 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.

Posts on electronic deposit will be paid monthly. Those posts not on electronic deposit will be mailed their dues check twice a year, in January and July. If you’d like to sign up for electronic deposit, please fill out the form on page 41.

The Post report is found on the Post Query and is made available to Quartermasters on a quarterly basis. The report consists of the following:

Cover Page reflects the Post membership statistics as of the report print date and the current Post Quartermaster’s name and address for mailing purposes.

The Quarterly Maintenance Journal contains changes made to member names and addresses, member status changes and membership transfers in or out of your Post for the reporting period.

Note: When life members are activated, the “To:” column will reflect continuous member.
Paid Post Report has the membership number, name, membership status and total count of the members recorded as paid during the report period.

Remittance Post Report contains the membership number, name and per capita remittance amount of membership dues distributed to the Post for the reporting period. A membership payment that has been reversed will reflect as a “Reversal.” This will deduct the dues payment previously made to the Post for the member, as well as deduct the member from the Post membership count.
Members can sign up to have their dues automatically deducted from a checking account or automatically charged to a credit card account.

This can be used for:

- **Annual Dues**
  (once a year charge on September 1)
- **Life Membership Installment Plan**
  (monthly charges for 12 months)
- **Legacy Life Installment Plan**
  (quarterly charges for 1 year)

**Forget ever having to mail a future payment for these programs. Save time and postage.**


Members may go online to www.vfw.org
ELECTRONIC DEPOSIT (ACH/EFT) FORM

Each Post and Department has the option to receive remittance payments by electronic deposit to their bank. If you would like to sign up for electronic fund transfers, please print and complete the Authorization Agreement for Automatic Deposit Form below. Send the completed form, along with a voided check, to VFW National Headquarters. Allow approximately three weeks for processing.

For information regarding your current automatic deposit account information or to make changes to the account, please contact the Accounting Department at VFW National Headquarters at 816-756-3390.

AUTHORIZATION AGREEMENT FOR AUTOMATIC DEPOSITS
AUTOMATIC CLEARING HOUSE/ELECTRONIC FUND TRANSFER

Attention Quartermasters:
If your Post would like to receive an e-mail message when an ACH deposit has been made, please provide your e-mail address below. Once processed, your Post will be forwarded an e-mail notification providing the date and amount of the direct deposit being made by National Headquarters.

VFW POST NAME____________________________________ FEDERAL ID NUMBER_____________________
E-MAIL ADDRESS ____________________________________________________________________________________________
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 _________________________________________________________
DATE_____________ SIGNED _______________________________________________________

Be advised, it takes approximately 3 weeks 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
ACCOUNTING DEPARTMENT
406 W. 34TH ST., 11th FL
KANSAS CITY, MO 64111

PLEASE ATTACH VOIED CHECK HERE

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

Online Reports
The weekly and monthly accounting report information is available to Post Quartermasters online and may be accessed through the Post Query page at www.vfwkc.org/memstats.

The Post Affiliation report also is available here and is updated daily. This is a current register of active Post members. However, it doesn’t list reported deceased members, non-paying transfers from the Post or canceled memberships.

If you prefer to use the online report and not receive printed quarterly Post reports, contact the Member Dues Processing Department at Lmiles@vfw.org or call 1-800-963-3180.

Annual Membership Cards
After dues payments are fully processed, a membership card is mailed to the member the following business day. If a member’s address is listed at VFW National Headquarters as “U,” no membership card is created.

If a membership card is returned by the Post Office as undeliverable, the member will be marked as “U” on the roster.

A Post requesting the member’s card must submit the request in writing. These will only be processed on the third Friday of each month (when received by the 3rd Thursday for processing).

To replace a lost or damaged current year membership card, you may go online to the VFW Web site at www.vfw.org or call 1-800-963-3180.

Dues Notices
Dues notices are mailed approximately three times a year. Departments and Posts that increase dues should coordinate the increase with the dues notice schedule. All increases should coincide with a schedule notice mail date. All dues payments received after an increase will be disbursed to the Department and the Post based on the dues notice returned by the member with their payment.