### VFW MEMBER DUES PROCESSING

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.



#### **Contents**

- Annual Membership Dues
- Life Membership Dues
- Installment Life Membership
- Legacy Life Membership
- Data Entry
- Important Information
- VMail
- Online Membership System



# **Annual Membership Dues**

### **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.

- 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. As quartermaster your signature is required on the membership application. If the form is not signed, it will be returned to you.
- 5. 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.
- 6. Under the Membership Type, a member can opt to enroll in AutoPay for annual dues or for the life membership installment plan.
- 7. 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.
- 8. A completed Member Change Request form, signed by the post quartermaster, must also accompany all membership transfers.
- 9. The top copy of the membership application is for National Headquarters use and should accompany the Post Quartermaster Transmittal Summary Form (PQMT-01).
- 10. A temporary receipt (which is found on the post's copy) is given to the member.
- 11. Retain second copy of the membership application form for your post records.
- 12. 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.
- 13. 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.

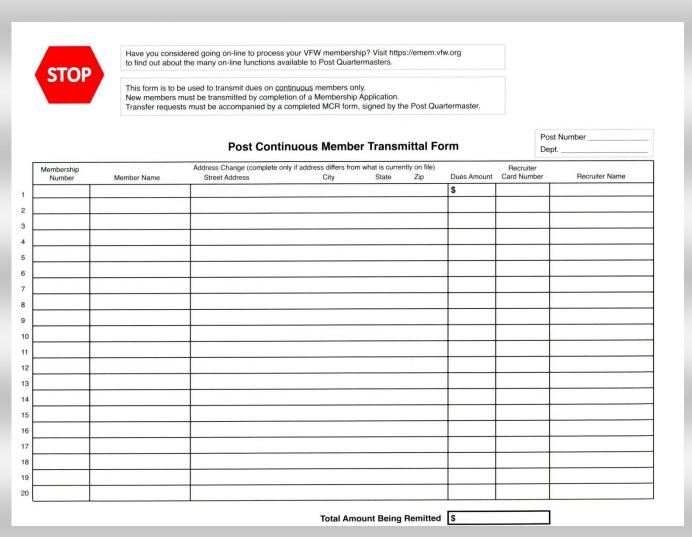
	SHIP APPLICATION ver. 01/14	1		
NAME EMAIL	DATE OF BIRTH	1	H	
ADDRESS HOME OF RECORD	PHONE GENDER: (M) (F)		H	
ITY STATE 79 OTY	SSN (optional)		H	
RANCH OF SERVICE □ ARMY □ NAVY □ AIR FORCE □ MARINES □ COAST GUARD NATES OF SERVICE:	MEMBERSHIP TYPE (choose one)	AMEX		
UALIFYING FOREIGN SERVICE    WORLD WAR II   DESERT SHIELD/STORM	■ ANNUAL MEMBER Payment Authorization You may pay by check or credit card. For payments by check, you will receive a yearly statement by mail. For credit card payments, please complete the following:  ■ I authorize the VFW to automatically charge my account \$	NATIONAL COPY VISA DISCOVER DA	AMOUNT: \$	
icelant date	■ LIFE MEMBER INSTALLMENT PLAN			
INEW Post No. FORMER MEMBER ID No. TRANSFER From Post No. Transfer complete with Sec. 107  RECRUITER (please print) name member no.	I authorize the VFW to automatically charge my account \$\( \) to be paid in 11 monthly installament payments after my initial payment of \$45.00.  I authorize the VFW to charge the \$45.00 initial payment and I understand that I will be billed for the remaining 11 monthly installament payments.  PREVIOUS EDITIONS OF THIS FORM ARE DESOLFTE.	MASTERCARD	Exp.Date	CNATURE

- Membership applications are available from your department headquarters or from VFW National's membership department.
- This form must be signed by the quartermaster. If it is not signed, it will be returned to the post.
- For our members' convenience, acceptable methods of payment are checks, money orders, American Express, Discover, MasterCard and Visa credit cards.

#### Post Continuous Transmittal Form

This form is used when the post has one or multiple annual members to transmit. This form is not to be used to report transfers or new members.

- 1. Indicate your post number and department on the upper right side of the form.
- 2. List the membership number and the name of each member being submitted.
- 3. Only list the member's address if it is different than what is on record.
- 4. List recruiter information if applicable.
- 5. Indicate on the bottom of the form the total amount being remitted.
- 6. Forward the completed form with payment to VFW National Headquarters.



 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.
- 4. Include the top copy of the form with your membership transmittal and payment. The  $2^{nd}$  copy should be retained for the post records.

<b>™</b> <	VFW PO	This for		ne transmittal of due	SUMMARY FORM as and accompanied by applications.
39837	устанию се голеван мина	rtment	Post No.	Membership Year	Post Check No.
	Send only the N portion of the d				( )
	Continuous	No. of Members	\$ Dues Amount (National and Dept. portion only)	\$ Total	Daytime Phone No.
	New & Reinstated	No. of Members	\$ Dues Amount X (National and Dept. portion only)	\$ Total	Post E-mail Address
	Life Members		No. of Members	\$ Life Member Fees	Date
	PQMT-01 REV.0204	TOTAL AMO	OUNT THIS TRANSMITTAL	\$	Quartermaster Signature

• This form is also available online for downloading or printing.

# Life Membership

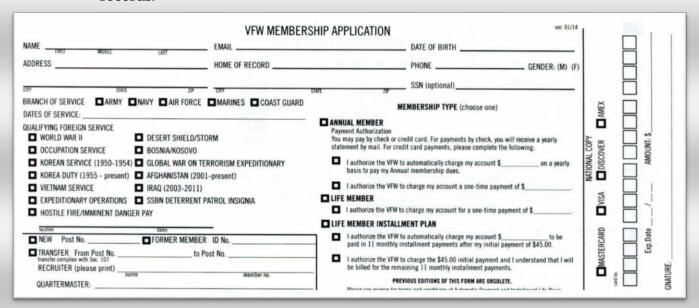
Anyone eligible for VFW membership also has the option of becoming a life member. By opting for life membership, individuals can save a significant amount compared to renewing annually.

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.

ATTAINED AGE BY DEC 31	LIFE MEMBER FEES
Through Age 30	\$425.00
31-40	\$410.00
41-50	\$375.00
51-60	\$335.00
61-70	\$290.00
71-80	\$225.00
81+	\$170.00

### <u>Life Membership Application</u>

- 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.



- Membership applications are available from your department headquarters or from the VFW National Membership Department.
- This form must be signed by the quartermaster. If it is not signed, it will be returned to the post.
- For our members' convenience, acceptable methods of payment are checks, money orders, American Express, Discover, MasterCard and Visa credit cards.

# 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. The intent of this program is not to take the place of any existing payment programs offered by posts, but is another option in obtaining a life membership.

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 applied towards the total amount due. 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 debited or charged to the debit/credit card or bank account they provided until all payments have been made.

While enrolled in the life membership installment plan, the member will receive an annual membership card, indicating membership in good standing. A permanent life membership card will be issued upon completion of the payment plan.

#### Life Membership Fee Schedule

Attained Age by Dec 31st	One Time Payment Life Member Fee	LifeInstallment PaymentPlan
Through Age 30	\$425.00	\$45 Initial Payment Plus 11 Monthy Payments \$38.64
31 – 40 41 – 50	\$410.00 \$375.00	\$37.27 \$34.09
51 – 60	\$335.00	\$30.45
61 – 70 71 – 80	\$290.00 \$225.00	\$26.36 \$20.45
81+	\$170.00	\$15.45

### 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 life membership department at VFW National Headquarters.
- 4. If paying with credit card, be sure to identify the card (M/C, Visa, Discover, or AMEX), the card number, 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.

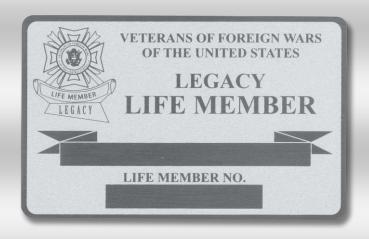


• If the member does not already have a valid annual membership card, one will be issued upon processing of the application.

# LegacyLife 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.



### Legacy Life Membership Application

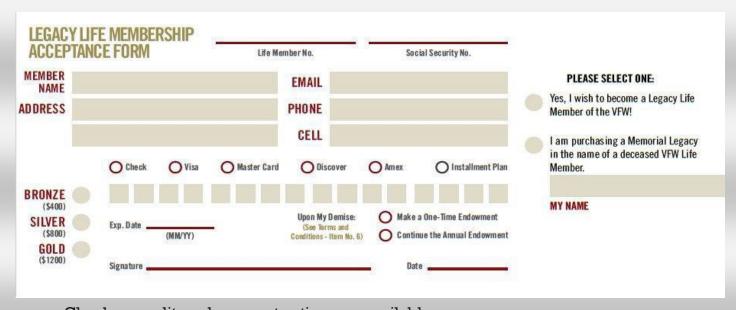
1. Select from three categories of membership: Gold, Silver or Bronze, each offering its own package of exclusive benefits. A life member can upgrade to another level at any time by paying the difference in cost between the two levels.

LEGACY LIFE MEMBER EXPLANATION OF BENEFITS			
MEMBER INCENTIVES	BRONZE \$400	SILVER \$800	<b>GOLD</b> \$1200
Plated Engraved Life Member Card ————————————————————————————————————	•	•	•
Lapel Pin —	•	•	-
Hat Pin —	•	•	•
Distinctive VFW Store Line for Legacy Life Members ———	•	•	•
Framed Legacy Life Membership Certificate —————	•	•	•
Member Recognition on Internet & Convention Program —	•	•	•
Member Recognition at Kiosks at Memorial Building in Washington, D.C. and Museum at National Headquarters	•	•	-
Special Legacy Life Member Plaque —	•	•	•
Hat Patch —			•
Personalized Brick at Centennial Plaza			•
VFW Store Discounts (for personal use only) *	5%	10%	15%
Increased Level of No-Cost AD&D Insurance *	\$2000	\$3500	\$5000
Annual Endowment: Post	\$6	\$12	\$18
Annual Endowment: Department	\$6	\$12	\$18
* does not apply to Memorial Life Legacy Membership			

2. Installment options also are 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.

TOTAL 4 PA	YMENTS	4 PAYMENTS
BRONZE	\$400	\$100
SILVER	\$800	\$200
GOLD	\$1200	\$300

- 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.



- Check or credit card payment options are available.
- Sign the application and mail, along with payment to:

VFW National Headquarters Life Membership Department 406 W 34th St, Ste 316 Kansas City, MO 64111

# **Data Entry**

#### MEMBER CHANGE REQUEST (MCR) FORM

The MCR form 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.
- 2. Report a member's death.
- 3. Request life, continuous or non-paying post transfers. <u>Transfer requests require the quartermaster signature</u>. If no signature or improper signature is received, it will be returned to the post.
- 4. Request replacement life or annual membership cards.

O Annual Member	O Replacement Card	Old Post No.	Report Death	(Source of Information)
Comparison Life Member	O Post Transfer	New Post No	O Accidental Death	(Source of Information)
		Location	O Post AD&D Insurance	e
Member No		(CITTOTALE)		
Member Name				Same Till
Old Address	iTY, STATE, ZIP			N ZIENAZ
New Address				V H VV
(STREET, C	STY, STATE, ZIP		In any large of the other and the short in	VETEROUS OF FOREIGN WARS
will keep on file indefin	itely form PT/MD (Post Transf	fer/Member Declaration), prope	ny knowledge. I further certify that in rly signed by the member and that t	the case of transfer, he member was
accepted by the Post un Post Quartermaster (I	der provisions of Sec. 107 na	tional bylaws.	Phone No. (	)
out additioningstol (1	rouse orgin		1 110110 1101.	
•	EOR VOLIB CONVENIENC	E THERE ARE INSTRUCTIONS	ON THE BACK OF THIS FORM	
	FOR YOUR CONVENIENC	CE THERE ARE INSTRUCTIONS	ON THE BACK OF THIS FORM	VFW FORM MCR 03/04
		SE THERE ARE INSTRUCTIONS		VFW FORM MCR 03/04
1 Plages tur	Instruction	s for use of this form		VFW FORM MCR 03/04
	<b>Instruction</b> be or print. Use one fo	s for use of this form	n (form MCR)	VFW FORM MCR 03/04
<ol> <li>Member's</li> <li>Transfers:</li> </ol>	Instruction be or print. Use one for old address is require Life and Non-pay An	s for use of this form orm per member. ed for address change nual	n (form MCR) es and transfers.	
<ol> <li>Member's</li> <li>Transfers:</li> <li>For</li> </ol>	Instruction be or print. Use one for old address is require Life and Non-pay An m PT/MD should be s	s for use of this form orm per member. ed for address change nual signed by the membel	n (form MCR) es and transfers. e and kept on file at the Po	ost.
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2. Member's 3. Transfers: a. For b. Mer 4. DO NOT S 5. Standard I 6. Post Quar	Instruction of or print. Use one for old address is required. Life and Non-pay An m PT/MD should be somber must be accepted. SEND CASH WITH The membership card termaster must sign to the control of the	s for use of this form  orm per member.  ed for address change  nual  signed by the member  ed by transfer under S  HIS FORM.  replaced at no cost.	es and transfers. Tand kept on file at the Posec. 107. of national bylaw	ost. vs.
2. Member's 3. Transfers: a. For b. Mei 4. DO NOT S 5. Standard I 6. Post Quar	Instruction of or print. Use one for old address is require. Life and Non-pay An m PT/MD should be somber must be accept SEND CASH WITH The ife membership card termaster must sign to the difference of the control of	s for use of this form  orm per member.  ed for address change  nual  signed by the member  ed by transfer under S  HIS FORM.  replaced at no cost.	es and transfers.  Tand kept on file at the Posec. 107. of national bylaw ted. Please include phone	ost. vs. number.
2. Member's 3. Transfers: a. For b. Mer 4. DO NOT S 5. Standard I 6. Post Quar	Instruction be or print. Use one for old address is required. Life and Non-pay An m PT/MD should be some must be accepted. END CASH WITH Triffer membership card termaster must sign to the deform to: Headquarters partment	s for use of this form  orm per member.  ed for address change  nual  signed by the member  ed by transfer under S  HIS FORM.  replaced at no cost.	es and transfers. Tand kept on file at the Posec. 107. of national bylaw	ost. /s. number. abel here for available).

### 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.

This form is to be kept ON FILE AT THE POST and is NOT forwarded to department or National Head quarters.

VFW Post T	ransfer - Memb y desire to transfer my VI	
from VFW Post No	located in	.,
to VFW Post No	located in	,
ment or otherwise, and that, to	the best of my knowledge, er post, and I understand tha	e it through oral or written commit- no written charges have been pre- t any such indebtedness or charge transfer null and void."
Member's Name:		Date:
Member's Signature:		
To Post Quartermaster: Retain this	s completed card at the post inde	efinitely. DO NOT FORWARD to National.

### **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 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 Dues payments are made to posts by electronic deposit only. These are paid monthly for annual memberships.
- 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 Through 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 1-800-963-3180.
- 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 1-800-821-2606 or order online at <a href="https://www.vfwstore.org">www.vfwstore.org</a>
- 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 life member having an "Undeliverable" status for a minimum of one (1) years and the membership record indicates age 80 or older, will have their status changed to "Inactive." Based on this procedure, please make every effort to obtain and forward a current address for your members that are reported as "Undeliverable."

A quartermaster has both the fiduciary and ethical obligation to their 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.

### CONTACT INFORMATION

### Annual and Life membership payments should be sent to:

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

Toll free number: 1-800-963-3180 Life - Extension 7114 Annual - Extension 7113 Data Entry - Extension - 7112

Bernard K. Hill, Director

Direct: 816-968-2794

barney.hill@vfw.org

La Donna Miles, Supervisor
Direct: 816-968-2782
lmiles@vfw.org

Inquiries regarding annual dues please email <u>annual@vfw.org</u>
Inquiries regarding life membership <u>life@vfw.org</u>

#### Name and address corrections should be sent to:

VFW National Headquarters
Data Entry, Suite 316
406 W. 34th Street
Kansas City, MO 64111
dataentry@vfw.org

#### **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 Dues Processing Department at <a href="mailto:annual@vfw.org">annual@vfw.org</a> or call 800-963-3180 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.

#### Getting Started:

- 1. Go to www.vfw.com
- 2. Click on "To read the rules click here" to review the VMail Usage Policy. When finished, click Close button to return to login page.
- 3. Enter your User Name and Password.
- 4. Click the Submit button.
  - Please note, all post VMail addresses are entered as postxxxx@vfw.com (ex. post1234@vfw.com).
  - All Department VMail addresses are the two letter state abbreviation (ex. Department of Missouri would be <a href="mo@vfw.com">mo@vfw.com</a>.
  - You may reach National Headquarters by emailing info@vfw.org.
  - Remember, you may only email through the VMail system with those addresses ending in vfw.org or vfw.com.

# Online Membership System (OMS)

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

- 1. Go to our website www.vfw.org and click on Log In
- 2. Scroll down and go to Create an Account
- 3. Complete the information and follow the instructions to create your OMS account
- 4. Once your personal account has been activated, you will be recognized as a Post Quartermaster and prompted to Request a Quartermaster Pin Number. This pin number will be mailed to the Quartermaster's address on file.
- 5. Complete the instructions to set up your Quartermaster account.

### Tools Available to the Post Quartermaster

#### Personal Services

- Manage Account
- Account History
- Payment Profile
- Contact Information
- Request Duplicate Card
- Become Life
- Become Legacy Life
- Make a Payment

#### **Post QM Services**

- New Member Prospects
- Renew Members
- Transfer Member
- Decease a Member
- Request Duplicate Card
- Member Contact Info
- Undeliverable Addresses
- Convert to Life
- Convert to Legacy
- New Member Form

#### Reporting

- MMI Online
- Life member Payout
- Legacy Life member Payout
- Legacy Life members
- MemStats
- Post Query
- Post Accounting Report

#### **National Convention**

- Information and Housing
- National Convention Registration

#### **Election Report**

Post Election Report Filing

#### **Online Documents**

- Forms
- Document Repository
- Leadership Reference Material

# **OnlineReports**

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

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

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

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

<u>Post Query</u> - this is a current register of active Post members. It does not list reported deceased members, non-pay transfers from your Post or cancelled memberships. Any of these member status' could have paid dues and been credited to your Post for the current dues year prior to their inactivation.

<u>Post Accounting Report</u> – provides detailed information on remittance payments made to the Post for annual dues.