

KNIGHTS OF COLUMBUS MEMBER RETENTION BILLING PROCEDURES

A vitality important part of the financial welfare of the council is the collection of dues and per capita assessments from members. The Grand Knight and the Trustees should, therefore, always be certain that the following retention process is to be followed.

Please note that Financial Secretaries should use the Member Management and Member Billing applications, located in the secure Officers Online area of www.kofc.org, to perform the tasks listed in this section online. instructions, recorded webinars, and help are available within the online application.

1. The Financial Secretary mails the membership bill "First Notice" 15 days before the billing period to each member.

Print Center - Billing Notices on KofC.ORG

Select Delivery Preference:

- Email**
- Mail**

2. If payment is not received in 30 days, the Financial Secretary will mail the membership bill "**Second Notice**".

Print Center - Billing Notices on KofC.ORG

Select Delivery Preference:

- Email**
- Mail**

3. If payment is not received within 30 days from the date the "Second Notice" was sent, the Financial Secretary will provide the names, addresses, telephone numbers, and amounts due for each member in arrears to the retention committee for personal follow up.

Print Center - Billing Notices on KofC.ORG



Retention Committee Report

Members in Danger of Being Suspended

Member Information		Contact Notes
John Smith 123 Fringer Dr Las Vegas, NV 89148-5276	Amount Due: 48.00 Status: Intent to Retain	Date: ____/____/____ _____ _____ _____
Res Phone: <input type="text"/> Cell Phone: <input type="text"/>	Email: TEST.YAHOO.COM Proposer: JOHNNY JONES Proposer Tel #: 702-123-4567	

The committee should include but is not limited to the Retention Committee Chairman (as reported on the Service Program Personal Report - typically the Deputy Grand Knight), the Trustees; and the proposer, if available. **(NOTE: The Financial Secretary is NOT a member of the Retention Committee.)**

The Retention Chairman (typically the Deputy Grand Knight) shall assign a member of the retention committee to discuss the reasons for non-payment: discuss any personal situations prohibiting payment: or to offer a cooperative remedy to the delinquency situation.

The Retention Chairman will notify the Grand Knight of the results of the contact. If directed, the Financial Secretary forwards a "Knight Alert" letter to the delinquent member, signed by the Grand Knight after the Retention Committee has done their work.

Print Center - Billing Notices on KofC.ORG

KNIGHT ALERT

NOTE: The Retention Committee should make use of various methods, including internet search engines, in its attempt to locate the member if unreachable.

The committee members provide a written report of their findings to the Retention Chairman.

The Retention Committee Chairman will then compile a report on all members in arrears to be presented to the Grand Knight who will present the findings at the next officers meeting to determine if members are to be suspended or need assistance. **Personal financial difficulty is not a sufficient reason for suspension.**

If the member is experiencing financial difficulty, the Retention Committee can recommend to the Grand Knight that he advise the Financial Secretary to accommodate the member with a payment plan or other financial arrangement that is acceptable to the council.

4. If after 15 days of sending the "Knight Alert" the member still has not paid his dues or no satisfactory arrangement has been made, the "Notice of Intent to Retain" is prepared and signed by the Financial Secretary and countersigned by the Grand Knight.

Print Center - Billing Notices on KofC.ORG

Notice of Intent to Retain"

- a. The "Original Copy" is sent to the delinquent member. **"Mailed"**
- b. The "Supreme Office Copy" is forwarded to the Department of Membership Records. **(Mail or**

Thank you for your email to the Membership Records Department titled "**Notice of Intent Council 12345.**" Your request has been received in our system and is currently pending processing. Your Request ID number, which you can reference if you need to contact us, is below:

Email (the sixty days starts from the day Supreme acknowledges they received email)

The Supreme Knight then mails a personal letter to the delinquent member to convey the Supreme Knight's interest in having the member retain his "good standing" status.

- c. The State Retention Chairman, on behalf of the State Deputy will have the responsibility of monitoring the conservation listing, posted each Saturday morning on the Supreme web site in the

Officers Online area. The same has the responsibility to ensure that the District Deputy and State Retention Team have access to the conservation list. He should also communicate with the member, offering assistance and advising him that the District Deputy in his area is available to help with any particular problems. **Officers on Line on KofC.ORG**

Knights of Columbus Conservation Listing

d. The District Deputy has the responsibility of monitoring the conservation listing, posted each Saturday morning on the Supreme web site in the Officers Online area, to access the list of members needing to be contacted. He personally contacts the delinquent member to discuss the nonpayment situation. In the course of the visit, suggestions as to possible solutions should be recommended, and the District Deputy will volunteer to assist the member, if the need exists.

The District Deputy determines whether personal contact has been made by the council. The response and reaction received from the delinquent member is recorded and then forwarded as soon as possible to the State Deputy for review.

e. The "Council Copy" is retained for council files.

5. If the delinquent member does not meet his obligation or arrange a satisfactory payment schedule within 60 days following processing of the Notice of Intent to Retain, then the council may file a Membership

Thank you for your email to the Membership Records Department titled "**Suspension Council 12345**". Your request has been received in our system and is currently pending processing. Your Request ID number, which you can reference if you need to contact us, is below:

Document (#100). indicating suspension. Both the Grand Knight and Financial Secretary SHALL sign the form prior to filing the Form 100 with the Supreme Council. The Supreme Council office will not process the suspension Unless a "**Notice of Intent to Retain**" has been on file for the required **60 days**. If copy of Form 100 is emailed. The sixty days commence the day you receive acknowledgement from Supreme saying they received email:

6. The "Notice of Intent to Retain" becomes null and void 90 days following the date it is recorded at the Supreme Council office. After the 90-day period has elapsed, the form will be removed from the file under the assumption the council has been successful in retaining the member.

7. If, subsequently, the member on whom the council previously filed a "Notice of Intent to Retain" again becomes delinquent, the entire billing/retention process must be re-implemented as described.

Every Financial Secretary has received clear and concise instructions on this procedure. It is the duty of the District Deputy to make certain that they are being carried out by the Financial Secretary and Retention Committee of each council in his district.

It is the State Deputy's responsibility to insure that the State Membership Director, the State Retention Chairmen and the District Deputy follow the retention procedures.

Typical Timeline

ASSIGNMENT	ACTION OFFICER	DAYS	DATE
First Notice	Financial Secretary		15 DEC
Second Notice	Financial Secretary	30	14 JAN
Retention Committee is provided a Retention Report by FS	Chairman (DGK)	Retention committee contacts those in Arrears between this time period and prepares a report for the Grand Knight	
Knight Alert	Financial Secretary	30	1 MAY
Notice of Intent Original mailed to Delinquent member Copy Provided to Supreme, State Deputy, District Deputy	Financial Secretary/GK	15	16 MAY
Supreme Member Management mails letter to delinquent member	Supreme Knight	Mails letter to delinquent member to convey the Supremes Knights interest in having the member retain his “good standing” status.	
Form 100 Suspension Window	Financial Secretary	60	15 JUL- 14 AUG
<p>If the form 100 is not received by Supreme within the <u>window</u> the “Notice of Intent to Retain” is Voided by Supreme</p> <p>The entire billing/retention process must be re-implemented as described</p>			