



KNIGHTS OF COLUMBUS

MAKING A DIFFERENCE FOR LIFE

Memorandum

To: State Deputies

From: Charles E. Maurer, Jr. *Charles E. Maurer Jr.*
Supreme Secretary

Re: Membership Conservation Procedural Changes

I am writing to notify you of edits to the current Proper Billing Procedures as they apply to membership retention at the Council, District and State Council levels. As the Supreme Council office continues to make technological enhancements to the Member Management / Billing system which allows councils to more efficiently complete their administrative duties, it became apparent that some of the long standing written guidelines for these procedures applied to a manual, paper driven processes and needed to be updated to be more aligned with our current online processes.

Effective July 1, 2015 the Supreme Council will be instituting the following changes to the Proper Billing Procedures:

- Knight Alert Letter – The new order of how to reach out to delinquent members puts personal contact before a written letter. With this change, the council retention committee should first make personal contact with each delinquent member and the committee chairman will then compile a report to the Grand Knight, on all members in arrears. After the committee chairman has reported his findings to the Grand Knight, the Financial Secretary will then forward a “Knight Alert” letter to the delinquent member, signed and authorized by the Grand Knight.
- Notice of Intent to Suspend – The five ply carbonless form will no longer include copies to send to the State Deputy and District Deputy. With the removal of these two copies from the form the following is the new procedures to insure that proper member retention was attempted by each council:

The State Retention Chairman, on behalf of the State Deputy will have the responsibility of monitoring the Conservation List that is posted each Saturday morning on the Supreme Council web site in the Officers Online area. The same has the responsibility to ensure that the State Retention Committee has access to this report, and that each District Deputy monitor their District Report. 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.

The District Deputy must determine whether personal contact has been made by the council and report his findings to the State Deputy, as soon as possible.

It is our sincere hope that these changes to the Proper Billing Procedures will assist in aligning the member retention process with the Member Management / Billing. For councils not using Member Management / Billing, the new Knight Alert Notice and Notice of Intent forms are available from the Supreme Council Supply Department.

C: Supreme Directors
State Membership Directors
State Retention Chairmen
District Deputies
Grand Knights
Financial Secretaries
Membership & Program Consultants

KNIGHTS OF COLUMBUS MEMBER RETENTION BILLING PROCEDURES

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

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.

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.

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

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.

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 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.

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.

Examples of a Fraternal Year or Calendar Year Billing Cycle

Calendar Year Billing

- 1st Notice sent to member on December 15th
- 2nd Notice sent to member on January 15th
- Retention Committee contacts those in arrears
- Knight Alert Letter sent February 15th
- Notice of Intent to Retain sent March 1st
- File a Form #100 with the Supreme Council on May 1st but no later than June 1st

Fraternal Year Billing

- 1st Notice sent to member on June 15th
- 2nd Notice sent to member on July 15th
- Retention Committee contacts those in arrears
- Knight Alert Letter sent August 15th
- Notice of Intent to Retain sent September 1st
- File a Form #100 with the Supreme Council on November 1st but no later than December 1st

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