

## Dues Collection, Reporting & Payment / Member Contact Information Updated

**March-May:** Collect dues, deposit in chapter bank account.

Goal: 100% returning members' dues collected by end of May.

**April-May:** From Chapter Connect:

1. **Download chapter roster** before submitting payments for 2020-21.

This is the official chapter roster for 2019-20.

2. Use this roster to **verify and update members' contact information**.

~~ Hint: partner with the chapter membership committee to complete this task ~~

Who uses the contact info?

- International & TSO uses email, postal mail and phone to contact members.
- TSO *Lone Star News* editor mails 2 issues to members. TSO incurs the cost of return postage.
- **Options to update contact info:**
  - Members update their own information at My DKG.
  - Chapter presidents or treasurers use the Dues Portal / Member Management to update contact information before processing dues orders.

**May-June:** Using the Dues Portal:

1. **Add members to chapter** at Member Management.

Members that are new, transferring, or reinstating fill the corresponding form and submit to chapter treasurer with dues payment. (refer to *Forms: What to Send Where*)

2. **Report 2020-21 paid** members at Order Management.

Create orders: multiple orders can be paid together.

3. **Submit payments before June 30** (refer to *Dues: What to Send Where*)

To International in Austin: mail dues & order form/s

To TSO in Dallas: mail dues + fees, order form/s & TSO fees form/s

4. **Submit Form 18A Dropped members** with dues payments to prevent reminder emails from going to those not renewing membership. (refer to *Forms: What to Send Where*)

**June-Sept.:** Continue collecting dues, adding members, submitting payments:

- Before July 30
- Before August 30
- Before September 30

International emails reminders to members in the Unbilled section of Order Management

- On August 1
- On September 1

International drops members in the Unbilled section of Order Management

- On October 1: these members can be reinstated once full dues are paid

**Oct.-Feb.:** Continue adding members and updating contact information as needed.

- Jan. & Feb.: new members pay ½ price dues.  
Refer to the *TSO Dues & Fees Chart*
- Feb. 28: all additions & updates complete for the TSO Membership Snapshot
- March 1: TSO snapshot for membership growth recognition
- March 15: Dues Portal Closes to prepare for next membership year