

TEXAS PROPER BILLING PROCEDURES

INCLUDING USE OF THE NOTICE OF INTENT TO RETAIN

A vitally important plan of financial welfare for the council is the collection of dues and per capita assessments from members. The Grand Knight and Trustees should, therefore, always be certain the following billing and retention processes are 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. Instructions, recorded webinars, and help are available within the online application. The State also offers real time instruction from the FS Trainers. Check with Diocesan Deputies for specific training dates.

1. The Financial Secretary mails the *First Notice* 15 days before the billing period to each member.
2. If payment has not been received in 30 days, the Financial Secretary mails the *Second Notice* to the members who have not submitted their dues.
3. If payment is not received within 30 days from the date of the *Second Notice*, the Financial Secretary will provide names, addresses, phone numbers, other pertinent information 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 Personnel Report (Form 365)*, the Trustees, the Chancellor, and the proposer, if available. (NOTE: The Financial Secretary **CANNOT** be a member of the Retention Committee.)

The Retention Chairman shall assign a member of the Retention Committee to discuss any personal situations prohibiting participation or payment. This contact is **not meant to be for Bill collection**. It is to ascertain the status of the brother.

NOTE: The Retention Committee should make use of various methods, including internet search engines, in its attempt to locate the member if unreachable due to non-current address and/or phone.

The Committee members provide a written report to the Retention Chairman using the *Texas Membership Conservation Report* that should include the details of all attempted and actual contacts with the member.

The Retention Committee Chairman then compiles 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 the 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 for a payment plan or other financial arrangement that is acceptable to the council.

The form will be prepared with copies made for distribution:

Texas Membership Conservation Report distribution list:

- District Deputy
- State Retention Chairman
- Council Files

This form does NOT go to Supreme

If directed by the Grand Knight, the Financial Secretary forwards a ***Knight Alert Letter*** to the delinquent member with the Grand Knight's signature.

4. If after 15 days of sending the ***Knight Alert Letter*** the member still has not paid his dues or no satisfactory arrangement has been made, the ***Notice Of Intent to Retain (Form 1845*** if not using Member Billing) is prepared by the Financial Secretary and countersigned by the Grand Knight.

Copies are sent via electronic email or postal service to:

- Member
- Membership Records at Supreme (this will generate the ***Conservation Listing Report***)
- State Retention Chairman (forms@tkofc.org)
- District Deputy
- Council Records

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

The State Retention Chainman, on behalf of the State Deputy will have the responsibility of monitoring the ***Conservation Listing Report*** for the State that is posted each Saturday morning on the Supreme web site in the **Officers Online** area

IF A COUNCIL SUBMITS THE *NOTICE OF INTENT TO RETAIN TO SUPREME PRIOR TO THE STATE RECEIVING THE TEXAS MEMBERSHIP CONSERVATION REPORT, STATE WILL REQUEST TO SUPREME, THAT THE COUNCIL MEMBERS BE RETURNED FOR REASONS OF NOT PERFORMING DUE DILIGENCE*

(This measure allows for a pro-active position by state rather than a re-active position). Once State receives the ***Texas Membership Conservation Report***, the council can resubmit the ***Notice of Intent to Retain***.

The District Deputy has the responsibility of monitoring the ***Conservation Listing Report*** for his specific District. This report is posted each Saturday morning on the Supreme website in the **Officers Online** area. The members needing to be contacted will be listed by council. The District Deputy 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 response and reaction received from the delinquent member is recorded on the *Texas Membership Conservation Report* and returned to the State Retention Chairman.

If the delinquent member does not meet his obligation or arrange a satisfactory payment schedule within **60 days** following processing of the of *Notice Intent to Retain*, then the council may file the *Membership Document (Form 100)*, indicating suspension. Both the Grand Knight and Financial Secretary SHALL sign the form prior to filing the *Membership Document* 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.

NOTE: The council does not have to submit a Membership Document for each member – only those to be suspended.

5. 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 at retaining the member.

6. 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 herein.

It is the duty of the District Deputy to make certain that the Financial Secretaries and Retention Committees carry out these procedures for each Council in his district. Using the *TSC Review of Suspension Request*, will assist in the compliance of the council with Supreme and State Requirements.

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.

The Goal is to RETAIN, Not Suspend