

The American Legion Department of Iowa

2025-2026

Membership Processing Manual

NOTES: Changes have occurred since the last printing of this manual.

Please review the manual in its entirety.

Please pay attention to the following:

- Membership Register vs. Roster Detailed rosters available on MyLegion.org
- Statement Terms
- Renewal Notice Cut-off Dates & Target Dates

Recommended Contacts

Department: 800-365-8387 / membership@ialegion.org

National: Customer Service - 800-433-3318 / MyLegion - 833-253-9995

District Commander – Based upon your District. Generic email addresses can be found at ialegion.org.

SECTION 1 – TRADITIONAL MEMBERSHIP PROCESSING

TABLE OF CONTENTS

SECTION 2 – ONLINE PROCESSING: SEE PAGE 18

| INTRODUCTION | 1 |
|--|-------|
| THE MEMBERSHIP YEAR | 1 |
| BEFORE YOU BEGIN | 1 |
| MEMBERSHIP RECORD CARDS | 2 |
| MEMBERSHIP ROSTER | 2 |
| RENEWALS – TRADITIONAL MAIL | 3 |
| WITH PRE-PRINTED CARD | 3 |
| NO PRE-PRINTED CARD | 3 |
| RENEWALS – MEMBER ONLINE | 2 |
| PROCEDURES FOR MEMBERS | 2 |
| PROCEDURES FOR POSTS | 2 |
| AUTOMATIC RENEWAL PAYMENTS & EMAIL RENEWAL NOTICES | 2 |
| 3-YEAR MEMBERSHIP | 2 |
| NEW MEMBERS | |
| TRANSFERS | θ |
| WITH DUES TRANSMITTAL | 6 |
| NO DUES TRANSMITTAL | 6 |
| LIFE MEMBERSHIPS | |
| HONORARY LIFE MEMBERS | 7 |
| PAID UP FOR LIFE (PUFL) MEMBERS | 7 |
| CORRECTIONS AND UPDATES TO MEMBER'S RECORD | 8 |
| MEMBER DATA FORM | 8 |
| MEMBERSHIP RECORD CARD | 8 |
| TRANSMITTING MEMBERSHIP TO DEPARTMENT | 10 |
| ACCOUNT BALANCES | 11 |
| STATEMENT TERMS | 11 |
| TARGET DATES/RENEWAL NOTICE CUT-OFF DATES | 13 |
| POST DATA REPORTS | 14 |
| DIRECT RENEWAL FORM | 14 |
| POST OFFICER REPORTING FORM | 12 |
| MEMBERSHIP REPORTS | 14 |
| MEMBERSHIP AWARDS | 14 |
| SNOWBIRDS | |
| DIRECT MEMBERSHIP SOLICITATION (DMS) & HQ POST 729 MEMBERS | 14 |
| MYLEGION.ORG | 15 |
| SAMPLES | 16-17 |

INTRODUCTION

Processing your Post's membership can be difficult. This manual has been developed to explain the proper procedures for processing membership. *Please read the manual in its entirety before you begin to process membership.*

While the manual can be daunting, do not be intimidated. Most membership processing is routine.

Additional information can be found in the **Post Adjutant's Manual**. If you have any questions regarding the processing of membership, contact the Department Membership Clerk at (800) 365-8387 or at membership@ialegion.org.

Thank you for your dedication in assuming this responsibility.

THE MEMBERSHIP YEAR

There is often confusion about The American Legion membership year. Does the year run from July to June or from January to December?

A member's membership card is valid from the time of issue until December 31 of the calendar year printed on the card. After December 31, the member is considered delinquent. Posts begin collecting dues in July for the following calendar year.

Think of it like a magazine subscription. With a magazine subscription, you pay in advance so that you do not miss an issue. With The American Legion, we attempt to collect all dues between July and December for the coming year so the member remains in good standing, does not become delinquent, and will not miss out on any American Legion benefits.

BEFORE YOU BEGIN

- 1. The membership cards are pre-printed at National Headquarters with members from the previous year received at National Headquarters before April 1. Memberships received after April 1 may not be reflected on the roster.
- 2. Please check your cards for errors and correct as needed using the information provided in the manual. Please take note of the following:
 - a. <u>Missing Cards</u> If cards are missing, follow procedures outlined in this manual for "Renewals for which you do not have a pre-printed card".
 - b. <u>Unknown Cards</u> If you receive a pre-printed card for someone who is not a member of your Post, please return the entire card (all three sections) to Department with a note explaining why the card is being returned. Keep the card separate from those for which you are transmitting dues. Do not include the card in the count on the Membership Transmittal Form. Cross the record off the Membership Roster and note on the roster that the card was returned to Department.
 - c. <u>Duplicate Cards</u> If you receive more than one pre-printed card for the same member, process one of the cards (the most accurate one) as usual. Return duplicate card using procedures in "Corrections and Updates to Member's Record Membership Record Card."
- 3. You should always have membership supplies on hand, like Member Data Forms, blank cards, transmittals, and applications. Reach out to your District or Department Headquarters for additional supplies.
- 4. Check for any Honorary Life Members to be paid by the Post.

MEMBERSHIP RECORD CARDS (Sample 1)

Each year membership cards are pre-printed at National Headquarters with the member information from the previous year received at National Headquarters before April 1.

The card has three parts. The extreme right card is the Official Membership card to be given to the member after dues have been paid. The National and Department portions of the card are known as the Record Card. The Record Card is transmitted to Department.

Important Notes:

- 1. Do NOT separate the National and Department portions of the Record Card.
- 2. Do NOT staple or tape anything to the Record Card.
- 3. To make corrections to a member's record, see "Corrections and Updates to Member's Record" in this manual.
- 4. Only use card for membership year for which you are transmitting dues.

MEMBERSHIP ROSTER

The roster will list all your members. Columns on the Membership Roster are explained as follows:

- 1. ACT/DEC Whether a member is active or deceased.
- 2. PAID Indicates last Membership Year the member was paid
- 3. UND An "**" identifies those individuals, reported by the U.S. Postal Service, as having an address that is not correct. The mail is undeliverable. Any member with an undeliverable address on their record will not receive any mail from National or the Department. Posts are asked to verify the address and update, as needed.
- 4. MEMBER ID Member's 9-digit identification number.
- 5. NAME/ADDRESS/CITY/STATE/ZIP/PHONE/EMAIL Corrections should be made on a Member Data Form or on the Membership Record Card.
- WAR ERA Identifies the war era on file at National for the member, showing the first war era the member served. Corrections should be made on a Member Data Form or on the Membership Record Card.
- 7. #YRS Number of continuous years of membership Corrections should be made on a Member Data Form or on the Membership Record Card.
- 8. BOS Identifies the branch of service on file at National for the member. Corrections should be made on a Member Data Form or on the Membership Record Card.
- 9. DOB Date of birth on file at National for member. Corrections should be made on a Member Data Form or on the Membership Record Card.
- 10. TYPE The "Type" code identifies the type of membership:
 - a. 1YR Indicates a traditional, yearly paid membership. As of printing, also on 3-year paying members.
 - b. HONORARY_LIFE Indicates Honorary Life membership. <u>The Post is responsible for payment of</u> the member's annual dues.
 - PUFL/PUFL_RENEWAL/PUFL_PP Indicates Paid Up For Life Member, either a renewal or a recent purchase
 - d. TRANSFER/TRANSFER_PUFL Indicates a recent transfer into the Post.

Important Notes:

Included with the membership cards is a register, **NOT** a roster. The register will not include all members or all information. Complete and updated rosters can be found anytime at MyLegion.org.

RENEWALS – TRADITIONAL MAIL

Traditional renewals will be processed in one of two ways:

- A. Renewals for which you have a preprinted card, or
- B. Renewals for which you do NOT have a preprinted card

A. Renewals for which you have a preprinted card

- 1. Fill in "Date Paid" on the center card.
- 2. Initial "Post Adjutant's Initials" on the center card.
- 3. Place an "X" in the "Renewal" box of the center card.
- 4. Sign the member's portion of the card as "Authorized Post Officer."
- 5. Separate the member's card from the Record Card. Give or mail the card to the member promptly.
- 6. Do NOT separate the National and Department portions of the Record Card.
- 7. Find the member's name on the roster and mark the date paid in the appropriate column.
- 8. To make corrections to a member's record, see the section titled "CORRECTIONS AND UPDATES TO MEMBER'S RECORD."
- 9. Transmit the card following procedures outlined in this manual.

B. Renewals for which you do NOT have a preprinted card

- 1. Take the next available blank card from those supplied by Department.
- 2. Type or print legibly on the <u>left and center</u> cards the following information <u>exactly the way it was previously reported</u>.
 - a. Membership ID number (obtain from previous year roster, Department, or member)
 - b. Post number
 - c. Years of continuous membership
 - d. First name, middle initial, last name of member
 - e. Mailing address
 - f. Phone number
 - g. Date of birth
 - h. Email
 - i. War Era (first war era served)
 - j. Branch of Service
 - k. Gender
- 3. Fill in "Date Paid" on the center card.
- 4. Initial "Post Adjutant's Initials" on the center card.
- 5. Put an "X" in the "Renewal" box.
- 6. Type or print member's Department (IA), Post #, and Member ID# number on the member's card above the description.
- 7. Type or print the member's name on the first line of the member's card.
- 8. Enter continuous years on the member's card.
- 9. Sign the member's card as "Authorized Post Officer."
- 10. Separate the member's card from the Record Card. Give or mail the card to the member.
- 11. Do NOT separate the National and Department portions of the Record Card.
- 12. Enter the member's in the next blank at the end of the roster.
- 13. Transmit the card following procedures outlined in this manual.

RENEWALS – MEMBER ONLINE

Members of The American Legion have the option to renew and pay membership online.

A. Procedures for Members

- 1. On the renewal notice, members will see the online renewal option and the web address, www.legion.org/renew, to process their renewal payment.
- 2. To begin the online renewal process, members will be asked to enter their membership ID# and last name.
- 3. A page verifying the member's current information on file will appear. The member can provide any missing information and update any incorrect information to his/her membership record.
- 4. Using a MasterCard, Visa, or Discover credit card, the member can enter payment information. Once the payment is processed, the member will see a confirmation of payment screen. To print a membership card, members will need to create a MyLegion account.
- 5. Members are encouraged to inform their Post of their recent payment to receive their card.

B. Procedures for Posts

- 1. The Post must verify which members have renewed online. The Post can attain information on which Post members have renewed online by three different methods:
 - a. The member can provide confirmation of payment to the Post.
 - b. Posts can access a report at any time through MyLegion. After navigating to Reports/Labels on the Group Profile, the Post can enter a begin date and end date to view a list of members who have paid during that period. A report can be printed from this page.
 - c. Department will mail a list to Posts who have had online renewals with statements. The report will contain the transaction date, member ID#, member's name, and the dues allocation.
- 2. Once the Post has confirmed the online payment, the official membership card can be issued by the Post to the member.
- 3. Sign the member's portion of the card as "Authorized Post Officer."
- 4. Separate the member's card from the Record Card. Give or mail the card to the member.
- 5. The Post can discard the National and Department portions of the card. <u>DO NOT</u> include members who have renewed online in your transmittal to Department.
- 6. Find the member's name on the roster. In the Date Paid column, indicate the date the member renewed online. In the Date Transmitted column, write "Online".
- 7. Post per capita (dues) will be provided in the form of a credit on the Post's membership account. Credits can be used to pay for current year membership only on transmittals submitted to Department. See section on "Account Balances" in this manual for details.
- 8. Online renewals will be reflected on the Department Membership Report.

<u>Automatic Renewal Payments & Email Renewal Notices</u>

Members have the option of signing up for automatic renewal using their credit/debit cards and to receive future renewal notices by email. To enroll, the members should follow the procedures for renewing online, then select the correct option during the renewal process. When selecting to receive notices by email, the member agrees to receive the first two renewal notices each year via email only. If the member has not renewed their membership after the first two notices, the member will begin receiving notices by standard mail in addition to the email notices.

3-Year Membership Renewals

Members have the option of renewing their membership online for 3-years at one time. Similar to PUFL membership, they will pay their membership at the rate at the time of payment. Posts will still need to

distribute cards to members making this selection. Similar to a one-year online membership, Posts will receive their per capita as a credit on their account.

NEW MEMBERS

Important Notes:

- Always ask a prospective member if he/she currently belongs or has recently been a member. If the
 answer is yes, obtain the member's membership ID number from the member or by contacting
 Department Headquarters. If the member has a membership ID number established, it should be used
 to prevent a duplicate record being created.
- 2. If the member has a <u>current</u> membership card, follow the procedures for a <u>transfer</u> as outlined later in this manual.
- 3. If the membership is not current (expired), process as a new member in the procedures outlined as follows using the member's established ID number.
- 1. Take the next available blank card from those supplied by Department.
- 2. Type or print legibly on the left and center cards the following information:
 - a. Membership ID number Obtain from member or Department, if former member, or use 6-digit sequence number from the next blank card.
 - b. Post number
 - c. Years of continuous membership
 - d. First name, middle initial, last name of member
 - e. Mailing address
 - f. Phone number
 - g. Date of birth
 - h. Email
 - i. War Era first war era served
 - j. Branch of Service
 - k. Gender
- 3. Fill in "Date Paid" on the center card.
- 4. Initial "Post Adjutant's Initials" on the center card.
- 5. Put an "X" in the "New" box of the center card.
- 6. Type or print member's Department (IA), Post #, and Member ID# number on the member's card above the description.
- 7. Type or print the member's name on the first line of the member's card.
- 8. Enter continuous years on the member's card. (Enter 1 for new member.)
- 9. Sign the member's card as "Authorized Post Officer."
- 10. Separate the member's card from the Record Card. Give or mail the card to the member.
- 11. Do NOT separate the National and Department portions of the Record Card.
- 12. Find the on the next blank space at the end of the roster and enter the member's information.
- 13. Transmit the card following procedures outlined in this manual.

Important Notes:

Do NOT submit the membership application or a Member Data Form for new members. Transmit the Record Card only.

TRANSFERS

Transfers will be processed in one of two ways:

- A. Transfers for which you are transmitting dues (member is paying you dues)
- B. Transfers for which you are NOT transmitting dues (member has already paid dues)

A. Transfers for which you are transmitting dues

- 1. Complete the following sections of a Member Data Form:
 - a. Member ID number (obtained from Department or member)
 - b. Department Alpha Code (State Abbreviation, ex. IA)
 - c. Post # (OLD Post #)
 - d. Name (First, MI, Last, Suffix)
 - e. Member Transferring from: Department & Post
 - f. Member Transferring to: Department & Post
 - g. Signature of Post Adjutant (Required)
 - h. Signature of Member (Signature of member may be waived if Post Adjutant certifies member was contacted and agrees to transfer. Indicate permission on signature line, such as "Per member request" with date and signed by adjutant.)
- 2. Take the next available blank card from those supplied by Department.
- 3. Type or print legibly on the <u>left and center</u> cards the following information.
 - a. Membership ID number (Obtain from Department or member)
 - b. Post number
 - c. Years of continuous membership
 - d. First name, middle initial, last name of member
 - e. Mailing address
 - f. Phone number
 - g. Date of birth
 - h. Email
 - i. War Era first war era served
 - j. Branch of Service
 - k. Gender
- 4. Fill in "Date Paid" on the center card.
- 5. Initial "Post Adjutant's Initials" on the center card
- 6. Put an "X" in the "Transfer" box of the center card.
- 7. Type or print member's Department (IA), Post #, and Member ID# number on the member's card above the description.
- 8. Type or print the member's name on the first line of the member's card.
- 9. Enter continuous years on the member's card.
- 10. Sign the member's card as "Authorized Post Officer."
- 11. Separate the member's card from the Record Card. Give or mail the card to the member.
- 12. Do NOT separate the National and Department portions of the Record Card.
- 13. Find the on the next blank space at the end of the roster and enter the member's information.
- 14. Transmit the card following procedures outlined in this manual, as well as parts 1-3 of Member Data Form to Department Headquarters with transmittal. Retain part 4 of the Member Data Form for the Post's records.

B. Transfers for which you are NOT submitting dues

- 1. Complete the following sections of the Member Data Form:
 - a. Member ID number
 - b. Department Alpha Code (IA)

- c. Post # (Old Post #)
- d. Name (First, MI, Last, Suffix)
- e. Member Transferring from: Department & Post
- f. Member Transferring to: Department & Post
- g. Signature of Post Adjutant (Required)
- h. Signature of Member (Signature of member may be waived if Post Adjutant certifies member was contacted and agrees to transfer. Indicate permission on signature line, such as "Per member request" with date and signed by adjutant.)
- 2. Mail parts 1-3 (white, yellow, and pink copies) to Department Headquarters. Keep part 4 (green copy) for Post records.
- 3. Prepare a blank membership card for the member and <u>discard</u> the left and center cards. Give the prepared card to the member.
- 4. Record member information on Post Roster.

LIFE MEMBERSHIPS

There are two types of Life Memberships in the Department of Iowa:

A. Honorary Life Members

- 1. Posts have recognized outstanding members for exceptional service or accomplishments by awarding what is known as Honorary Life Membership.
- 2. For Honorary Life Memberships, the Post assumes the responsibility of paying the annual dues for the remainder of the member's life. Check your Post roster for those members who have been awarded Honorary Life Member status. Honorary Life Members will be indicated by an "H". See section on "Membership Rosters" for details.
- 3. Process Honorary Life Members as you would a traditional renewal.
- 4. If your Post awards an Honorary Life Membership, it should be reported to Department and National. To report an Honorary Life Member, complete the following sections of the Member Data Form:
 - a. Member ID number
 - b. Department (IA)
 - c. Post #
 - d. Name (First, MI, Last, Suffix)
 - e. Put an "X" in the box for Honorary Life Member
 - f. Signature of Post Adjutant (Required)

B. Paid Up For Life (PUFL) Member

- Anyone who is currently an American Legion member or who is eligible for membership may become a PUFL member. Legionnaires can receive a quote by logging into MyLegion.org, talking with their Post, or contacting Customer Service at National Headquarters at 1-800-433-3318.
- 2. Lifetime membership can be paid either in one single lump sum or over 12 equal, monthly payments. If a member chooses the Time Pay Plan, payment must be made by credit card. Once a member fulfills the PUFL membership dues, they will be protected from any future dues increases at the post, department or national levels.
- 3. All PUFL applications must be submitted to National Headquarters by one of three methods:
 - a. Online: The member obtains a quote after logging into MyLegion.org. Once the quote is received, the member can opt to apply and pay online. Note: For those without internet access, the post or department can perform the process.
 - b. Printable applications: For those without internet access, a paper application can be printed by the post or department and forwarded to the member for completion.

- c. Call Customer Service: Members can speak to a customer service specialist by calling 1-800-433-3318. They can answer questions, print and mail PUFL applications, or take applications over the phone.
- 4. When paid in full, the member will receive a permanent plastic card identifying them as a lifetime member. The PUFL member will also continue to receive an annual American Legion membership card from National.
- 5. No refund will be made if the member chooses to cancel membership, discontinue participation in the monthly payment plan, or if National Headquarters must close an account due to delinquency.
- 6. If a member chooses the monthly payment option and cancels or defaults, the member will not be eligible to participate in the monthly payment plan in the future. However, the member may apply with full payment at any time. Any funds previously submitted on the cancelled account will not be credited to the new application.
- 7. Once National Headquarters receives and processes an application, the member's post will be notified and allowed 30 days to challenge.
- 8. A PUFL member may transfer to another participating post with the acceptance of the gaining post.
- Should a PUFL member hold membership in a post whose charter has been canceled, and is unable to transfer to a local post, the member will be transferred to their respective department headquarters post.
- 10. If the member is expelled by action of their post or department headquarters, the unused portion of the PUFL fee, if any, may be reviewed upon recommendation of the post and department with final decision by National Headquarters for any possible refund.

CORRECTIONS AND UPDATES TO MEMBER'S RECORD

Corrections can be made to a member's record in the following ways:

- A. Member Data Form
- B. Membership Record Card
- C. MyLegion.org Information on updating in MyLegion can be found in the second section of this manual

A. Member Data Form

- 1. The top section must be completed on all Member Data Forms and must include:
 - a. Member ID #
 - b. Department Alpha Code (IA)
 - c. Post #
 - d. Name of the member (As it currently appears on the member's record)
- 2. The following corrections and updates may be done on the Member Data Form:
 - a. Deceased
 - b. Add or Delete Honorary Life
 - c. Name changes
 - d. Address changes
 - e. Telephone #
 - f. Email Address
 - g. Date of Birth
 - h. Continuous Years Membership
 - i. War Era
 - j. Branch of Service
- 3. The Post Adjutant's signature is required before submitting to Department.
- 4. Record all changes on Membership Roster.
- 5. Mail parts 1-3 to Department. Retain part 4 for the Post's records.

B. Membership Record Card

Important Notes:

- 1. Do NOT write over the Member ID number on the Membership Record Card.
- 2. Do NOT write over the numbers in the scan line at the top of the Record Card.
- 1. You must place an "X" in the box "Update record changes as noted" on left card. If you make a change without X'ing this box, it will not be caught by the scanning equipment.
- 2. The following corrections and updates can be made on the Membership Record Card:
 - a. Continuous Years
 - b. Name
 - c. Mailing Address
 - d. Phone #
 - e. Date of Birth
 - f. Email
 - g. War Era
 - h. Branch of Service
 - i. Deceased
 - j. Duplicate Membership Record

To update most changes:

- 1) Place an "X" in the box "Update record changes as noted" on the left card.
- 2) Strike out the incorrect information on all portions it is printed.
- 3) Print or type the correct continuous years on all portions of the cards.
- 4) Record corrections and updates on the Membership Roster.
- 5) Transmit the card following procedures outlined in this manual.

To update Duplicate Membership Records, where you receive more than one pre-printed card for the same member:

- 1) Process one of the cards (the most accurate one) as usual.
- 2) On the other card, put an "X" in the box next to "Duplicate" on left card and record the ID number from the card you will process.
- 3) Return <u>all three parts of the card</u> to Department. Keep the card separate from those for which you are transmitting dues. Do not include in the count on the Membership Transmittal Form.
- 4) Cross the duplicate record off the Membership Roster.

TRANSMITTING MEMBERSHIP BY MAIL TO DEPARTMENT

Important Notes:

- 1. Do NOT separate the National and Department portions of the Record Card.
- 2. Do NOT staple or tape anything to the Membership Record Cards or the Membership Transmittal Form.
- 3. Use the current version of the Membership Transmittal Form.

Memberships are transmitted to Department Headquarters using the Membership Transmittal Form. **Membership should be transmitted on a frequent basis, such as weekly.** Posts should also transmit before all Target Dates and Renewal Cut-off Dates. These dates are listed later in the manual.

Before submitting, note the following:

- 1. Verify all cards are completed properly using the procedures covered earlier in this manual.
- 2. Use the correct year's membership cards.
- 3. If you are transmitting dues for a previous membership year, use the card from that year. You must also do a separate transmittal and separate check for each year.
- 4. Count the cards you are transmitting and make sure the count is accurate.
- 5. Make sure the member's portion of the card has been removed and given to the member.
- 6. Make sure you are using a current version of the Membership Transmittal Form and submitting the current amount due.

To Process Membership:

- 1. Fill in the "Date Transmitted" field on the roster for each member transmitted.
- 2. Do NOT separate the National and Department portions of the Record Card.
- 3. Do NOT staple or tape anything to the Membership Record Cards or the Membership Transmittal Form.
- 4. Fill in the date of the transmittal in the proper field.
- 5. Fill in number of members for which you are transmitting dues on appropriate lines.
- 6. Fill in amount for Department and National per capita.
- 7. Fill in amount for District Dues.
- 8. Total the amount. *See section in this manual on "Account Balances."
- 9. Fill in the following fields:
 - a. Check No.
 - b. Amount
 - c. District #
 - d. Post#
 - e. Post Location
 - f. Signature of Adjutant or Finance Officer
 - g. Contact information of person to be reached concerning the transmittal
- 10. To request more transmittal forms, please indicate so at the bottom of the transmittal form. Provide mailing information to send the additional transmittal forms to.
- 11. Send white copy to the Department and keep yellow copy for Post records.
- 12. Mail Membership Transmittal Form, Record Cards, and check to:

Iowa Department, The American Legion

Attn: Membership Clerk

720 Lyon Street

Des Moines, IA 50309-5481

13. The check for the transmittal should be for MEMBERSHIP DUES ONLY. Do NOT include any other payments with your transmittal. Make checks payable to lowa Department, The American Legion

ACCOUNT BALANCES

Membership is processed daily at Department Headquarters. At the close of each day, the Posts' Membership Account balances are computed. Membership Statements will be prepared quarterly and mailed to the Post indicating the Post balance. Post balances and statements can be requested at any time by contacting the membership clerk at Department Headquarters.

- 1. Credit (Negative) Balance Department owes Post money If the Post has a credit, there will be a minus sign in front of the amount. A credit balance can be caused by any of the following: (a) overpayment on a previous transmittal, (b) Post portion of member online renewals, or (c) duplicate payment of a member. If a Post has a credit balance, it can be used on a membership transmittal done by mail. It can only be used on a transmittal for the current membership year. Posts can elect to receive the credit as a quarterly check by filling out the Membership Account Balance Form.
- 2. <u>Debit (Positive) Balance Post owes Department money</u> A debit balance indicates the Post has not submitted enough money for membership. If your Post has a debit balance, it can be paid with your next membership transmittal. It can only be added on a transmittal for the current membership year. Be sure to note you are paying the debit balance on the Membership Transmittal Form. The debit balance can also be paid with a separate check by writing "Membership Account" on the memo line. All debit balances must be paid by June 1 of each year.

Be sure to maintain your account balance. Use credits when you have them and pay debits when you owe them. The goal is always to have a \$0 account balance.

USEFUL STATEMENT TERMS

Membership statements are sent quarterly. Below is a list of terms and information to better help you understand your statement.

<u>TransType (Transmittal Type)</u>

A/R From Previous Year: Credit/balance rolled over from previous membership year.

Traditional: Common description. Used to denote manual transmittal, payments returned to Post, etc.

Online Renewal: Typically for transmittals processed online by Post/Squadron or payments for members who renewed online, although can be used for other items.

PUFL (Post Only): Paid up for Life payment.

HQ – Transfer 729 (Post Only): 729 transfers being recorded in the system.

Chk# (Check number)

monthyear (ex. jul2022): Online payments made by a member in a given month

postmonth/sqdnmonth (ex. postjul): Online payments made by the Post/Squadron in a given month

duesdirect: Payments received and processed by National for a Post. These payments are shown as "online" in the Department accounting system.

credit: Post/Squadron did not submit payment and elected to use credit on file for processing of membership.

NPC----- (Post Only): National PUFL Check. PUFL payments are written directly to the Post but sent to Department. Department uses this to track PUFL checks that have come through our office.

HQStaff/hqstaff: Headquarters staff. Payments received by National and processed manually for a Post/Squadron. These payments are shown as "online" in the Department accounting system.

YiR-----: Year in Review. National goes through the past 12 months at the end of the calendar year to correct any financial over- and underpayments.

Additional paperwork

Additional paperwork from National is sent with each statement, showing which members were processed for a given month (see the date at the upper left of each page). Each section of names is labeled by how they were processed. Below are the most common types of processing.

Department Online Transmittal: Members processed by Department/Detachment in a given timeframe. A manual transmittal would have been submitted by the Post/Squadron to Department/Detachment.

Post Online Transmittal: Members processed online by the Post/Squadron. The amount reflected will include National, Department, and District dues, as the Post/Squadron collected initial member dues.

Member Online: Members who paid online. Amounts include National, Department, District, and Post/Squadron portions of dues. The Post portion will reflect as a credit on Post/Squadron statements. Additional paperwork may indicate a check is being sent. This is a default on the forms. Checks are **only** sent to Posts and Squadrons that elect to receive their credit in the form of a quarterly check.

TARGET & CUT-OFF DATES FOR RENEWAL NOTICES

The membership target dates are listed in the Adjutant's Manual each year. Every member the Post transmits in time for a Target Date helps the Department attain its overall goal. Some of the Target Dates are also Cut-off Dates for Renewal Notices. If memberships are transmitted in time for the cut-off date, it will prevent the member from receiving an unnecessary renewal notice.

In order for the transmittal to count for the target date or cutoff date, it must reach Department two working days prior to the National date. Mark the days you need to transmit on your calendar at the beginning of the membership year.

2025-2026 RENEWAL NOTICE SCHEDULES

<u>CUTOFF DATES</u> <u>RENEWAL DATES</u>

| JULY 1-8, 2025 |
|---------------------|
| OCTOBER 4-10, 2025 |
| NOVEMBER 8-14, 2025 |
| JANUARY 3-9, 2026 |
| MARCH 1-8, 2026 |
| MAY 2-8, 2026 |
| |

2025-2026 NATIONAL MEMBERSHIP TARGET DATES

| September 10, 2025 | 50 % |
|-----------------------------------|-------|
| October 15, 2025 | 55 % |
| November 13, 2025 | 65 % |
| December 10, 2025 | 75 % |
| January 14, 2026 | 80 % |
| February 11, 2026 | 85 % |
| March 11, 2026 | 90 % |
| April 8, 2026 | 95 % |
| May 13, 2026 | 100 % |
| Delegate Strength calculated 30 | |
| days prior to National Convention | |

Membership payments must be fully processed in the system to stop receiving renewal notices.

Pending payments will result in members receiving a subsequent notice.

POST OFFICER REPORTING FORM

Most official mailings sent by the Department, including those related to membership processing, go to the Post Adjutant on file at Department. The Post Adjutant needs to be available throughout the year to respond to these mailings. A Post Officer Reporting Form should be completed each year or whenever a Post Officer changes. Forms are available at www.ialegion.org or by request from Department. It is recommended this form be submitted annually before September 15.

POST DATA REPORT (Due by April 15th each year)

Post Data Reports are mailed annually in February/March. The Forms are used to correct Post information on record at National Headquarters. These forms need to be completed and returned even if there are no changes to the Post information. This is the form used to report changes in Post dues and the dues mailing address before the membership year begins.

Immediate Post changes throughout the year can be reported using a blank Post Data Report. A blank form is available on the Department's resource page at www.ialegion.org/resources or by request.

DIRECT RENEWAL FORM (Due by April 15th each year)

The Direct Renewal Form is used to indicate which renewal notices the Post would like to have sent by National. The forms are mailed in February/March.

MEMBERSHIP REPORTS

Weekly membership Reports can be found online at https://www.ialegion.org/membership/. If you discover a discrepancy between the Membership Report and your Post records, please report it immediately to the Department Membership Clerk.

MEMBERSHIP AWARDS

Various awards are available at the Post, District, and Department level for attaining certain membership goals. More information on these awards can be found on the Department's website, https://www.ialegion.org/membership/.

SNOWBIRDS

National Headquarters no longer provides the "snowbird" service of automatically changing the address of members who move between two different addresses each year. Members are now required to report seasonal address changes directly to National Headquarters by calling 800-433-3318, through their personal MyLegion account, or by informing their Post.

DIRECT MEMBERSHIP SOLICITATION (DMS) & HQ POST 729 MEMBERS

The DMS program is a form of direct marketing used to solicit membership in The American Legion. While the DMS program has changed over the years, its purpose remains the same – to bring new members into our organization. For the DMS program to be truly effective, it is imperative these new members are personally contacted and invited to transfer into a local Post.

When a member joins through National's DMS program, the member is placed in the Department Headquarters "holding post" 0729 in accordance with the current policies of the National Executive Committee.

The Department Headquarters "holding post", Post 0729, is comprised primarily of members acquired through the DMS program. Many wish to transfer to a local Post. Your Post may receive a "Request to

Transfer to a Local Post" (Sample 2) from their District. Contact the member to see if they wish to transfer into your Post.

A Post has access to contact information for Post 0729 members in their area through MyLegion.org or by contacting their District Commander. Posts can transfer Post 0729 members at any time using the procedures outlined in this manual. The member must consent to being transferred into your local Post.

MYLEGION.ORG

MyLegion.org is a free website designed to assist Post officers with everyday membership duties and to connect members of The American Legion to their Post and Department leadership as well as other American Legion members. This site can be accessed from any device with an internet browser and internet access.

Post Officers with access can view members who have renewed online, generate rosters, submit Consolidated Post Reports (CPR), perform Member Data Form changes online for Legion and SAL members, find potential members by utilizing lists of expired members and Headquarters Post members in their area, and more.

Processing membership in MyLegion utilizes electronic payment methods and allows posts to renew, add, and transfer-in paying members from other posts electronically. Electronic membership processing eliminates the need for posts to send the National and Department portions of the (3-part) membership cards and paper checks to the Department Headquarters office. *Note: Posts can only transfer-in members online for which dues are being paid.*

Members can create a profile and get connected with other members, keep up-to-date with news, as well as print copies of their membership card or make updates to their record.

For help, see Section 2 of this manual, read the Resources available through MyLegion, or call 800-433-3318.

Sample 1 Membership Record Card



A/B/C/D/E/F – The characters that appear here make up the scan line. Do not change any of the information on this line. Do not mark in this area for any reason.

- **A.** The permanent 9-digit member ID number, which remains the same as long as the member continues to pay dues annually or for life
- **B.** The membership year
- **C.** The department and post (and country when applicable)
- **D.** These numbers serve as a counter. For example, if the post has 195 pre-printed cards for members from last year and you get an extra 25 blank cards (use for new members), the first card will have a 6-digit sequence number of 000001 and the last card will have 000220.
- **E.** This variable number is important only to National Headquarters.
- F. All American Legion cards have an "L," and SAL cards have an "S."
- **G.** Only the first war era and one branch of service in which a member served is indicated. Update if blank on pre-printed card.
- **H.** Current phone number, date of birth and member's email address. Update if blank on preprinted card.
- I. Member gender identifier.
- J. Update as appropriate.
- K. City in which the post is located

Sample 2 Request to Transfer to a Local Post Headquarters Post 729 Members

| = () REQUEST TO TR | RANSFER TO | LOCAL POST = |
|--|---|---|
| Yes! I'm interested in transferring To transfer to local post simply fill this out and | ig to a local Post. (The red then mail it back with your 2008 me | ceiving Post is the final authority on a transfer.) mbership dues in the reply envelope enclosed. |
| I understand the local Post may require a copy of my | Name: | |
| separation from active duty papers. (The Post's Service Officer will then be able to file a claim if necessary, on | Address: | |
| your behalf with no delay. The Post's Service Officer can also help you get replacement separation papers if yours have been lost or destroyed.) | City: | State: Zip: |
| | Member ID: | |
| | Last Paid Membership Year: | Continuous Years: |
| Your Phone No.: | Signature: | |
| ENCLOSE THIS TR | ANSFER SLIP WITH YOUR DUES NOTICE. | |

Forms are sent by National Headquarters with Renewal Notices to members of Headquarters Post #729.

Completed forms are sent to Department who in turn sends them to the correct District Commander and Membership Chair to forward to Posts.

The local Post is responsible for contacting member, verifying eligibility, and processing the transfer.

SECTION 2

ONLINE MEMBERSHIP PROCESSING

SECTION 2 – ONLINE MEMBERSHIP PROCESSING

TABLE OF CONTENTS

| INTRODUCTION | 20 |
|--|----|
| ELECTRONIC CHECK (ECHECK) PROCESSING GUIDELINES | 20 |
| DECLINED ECHECKS | 20 |
| ADD RENEWALS AND/OR NEW MEMBERS TO AN OPEN BATCH | 21 |
| RENEW MEMBER | 22 |
| ADD NEW MEMBER | 22 |
| TRANSFER IN | 25 |
| SUBMIT BATCH FOR PROCESSING | 27 |
| CORRECTIONS AND UPDATES TO MEMBER'S RECORD | 29 |
| MEMBBERS PAID ONLINE REPORT | 30 |

Not all functions of MyLegion are explained in this Manual. For more help with MyLegion, visit https://myLegion.org/PersonifyEbusiness/Resources/Help.

INTRODUCTION

The "Process Membership" feature in MyLegion allows American Legion Post Officers to renew, add new members and transfer-in existing members from other Posts. (NOTE: Posts can only transfer-in members for which they are paying dues.) This feature utilizes electronic payment methods via MyLegion and eliminates the need for Post Officers to send the National/Department portions of the (3-part) membership cards and paper checks to the Department Headquarters office.

Electronic check (eCheck) is the **ONLY** payment method available when using this feature. The account must be a valid business checking or savings account held with a US Bank. Credit card payments are only accepted for foreign Posts outside of the US that do not have a checking/savings account with a US Bank.

Each dues payment charged for a member is the sum of the National plus Department plus District Per Capita in effect at the time of the transaction. National Headquarters will handle payment of the Department and District Per Capita back to the Department Headquarters office.

ELECTRONIC CHECK (eCheck) PROCESSING GUIDELINES

The processing time for eChecks is up to 10 business days. During this period, a "Pending" charge will be placed on the funds in the checking/savings account designated by the American Legion Post. In addition, the batch status in MyLegion will show as "In Process." After a successful transfer of funds to the bank at National Headquarters, the transmittal status of the batch will show a processed date. The member's paid year will then be updated in the National Database.

Declined eChecks

If a Post submits payment for a batch of transactions and the eCheck is declined, the transmittal status of the batch in MyLegion will be set to "Declined". Common reasons for declined eCheck are:

- 1) Insufficient funds
- 2) Bank Account has been closed
- 3) Invalid Bank Information

In the event a membership batch is declined, the Post Officer will be notified via email and the batch will NOT be applied to the National database. Declined batches can be re-submitted within 14-days. <u>If</u> not re-submitted within the 14-day period, the batch will be deleted.

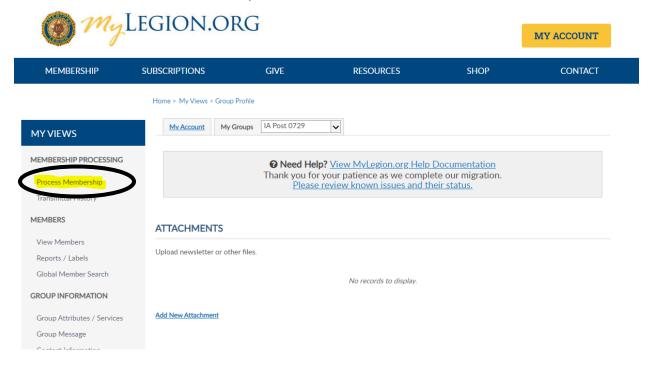
The Post will be charged all penalty fees levied by the ACH (Automated Clearing House) processor for declined eChecks. The American Legion National Headquarters reserves the right to suspend the "Process Membership" feature for a Post at any time due to a high volume of declined transactions, or malicious use of the MyLegion site.

PROCESS MEMBERSHIP ONLINE

STEP 1: From the My Account page, select My Groups to access the Group Profile. Select the Post option in the My Groups tab, not the Post Officers.

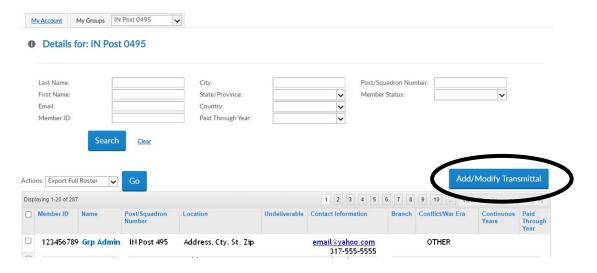


STEP 2: Select "Process Membership" or "View Members" on the left-hand side.



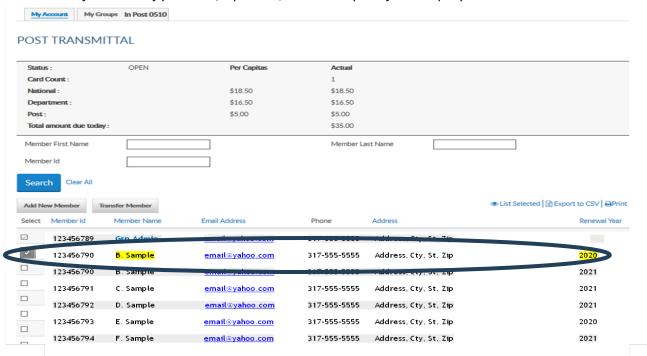
STEP 3: Click Add/Modify Transmittal.

Only one "Open" Membership batch is available for processing. The Open batch must be completed and submitted before a new batch becomes available. Transmittals must be submitted within 14 days of being opened.

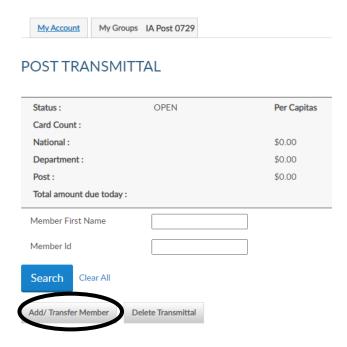


STEP 4: Search members to renew and check the box to the left of the Member's ID to add them to the batch.

If you do not see a member, they: a. have already paid, b. are in a pending batch, c. have transferred out of your Post/Squadron, or d. are expired for multiple years.

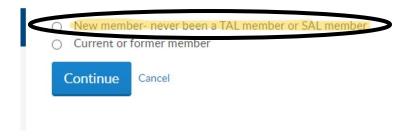


STEP 4A: Add New Member by selecting Add/Transfer Member. This can also be used to find a member who has been expired for multiple years.



If the new member has never been a Legion or SAL member, select "New Member – never been a TAL member or SAL member."

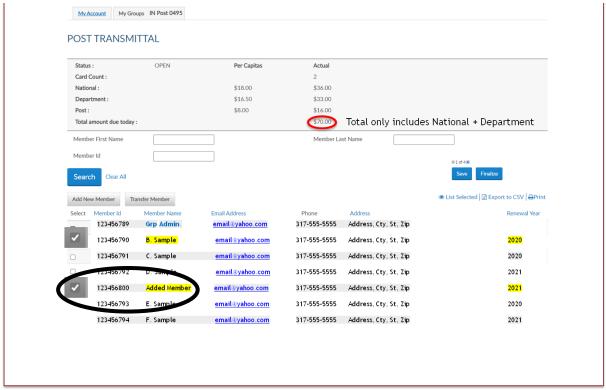
Home > Membership > AddorTransferMember



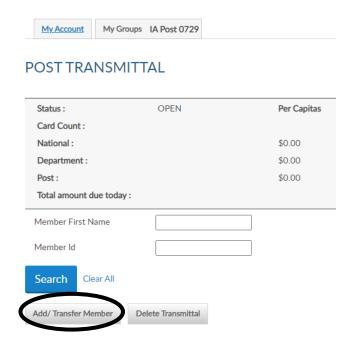
Complete the requested information and Save.



Search the New Member and verify the check box to the left of the Member is selected. If not, select the box to add them to the batch. Click save.

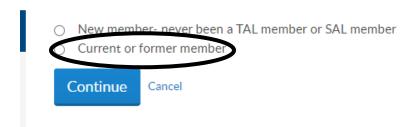


STEP 4B: Transfer a paying Member by selecting Add/Transfer Member.

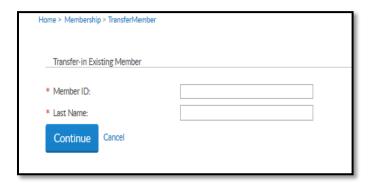


Select Current or Former Member and continue.

Home > Membership > AddorTransferMember

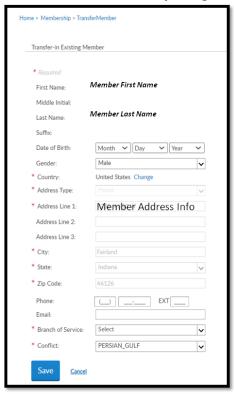


Enter the Member ID and Last Name.

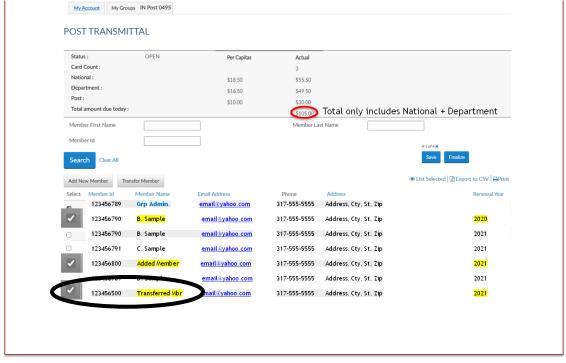


Verify Member information and select Save.

Updates to a member's record can be made when transferring them.

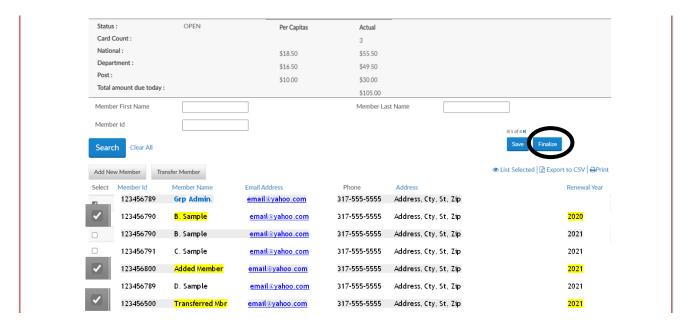


Search the Transferred Member and verify the check box to the left of the Member is selected. If not, select the box to add them to the batch. Click save.



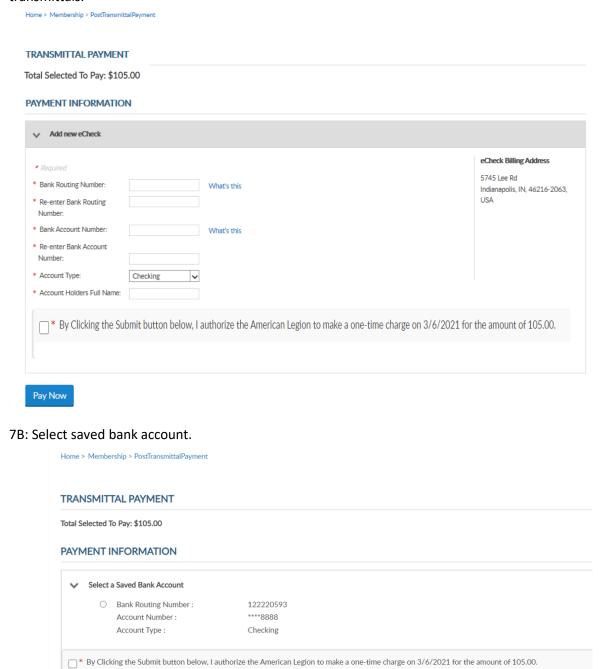
STEP 5: Repeat as needed to add Members to transmittal. Saving the Batch allows you to exit the Transmittal and return to submit later. Transmittals must be submitted within 14 days.

STEP 6: Click Finalize to complete the transmittal.



STEP 7: Add payment information or select the saved bank account, click the authorization box, then click Pay Now.

7A: Add payment Information. Once payment information is saved, it will be saved for future transmittals.



STEP 8: Print or save the receipt.

After submitting the batch for processing, the Transmittal History will show the batch in Pending status. Once processed, it will show the processed date.

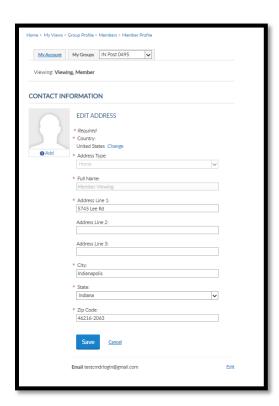
CORRECTIONS AND UPDATES TO MEMBER'S RECORD

Most updates to a member's record can be done through MyLegion.

- 1. Access the View Members Page through the Group Profile (My Account > My Groups > View Members)
- 2. Select the member's profile from the list by clicking the **member's name**
- 3. From the left-hand menu, choose the information to update (such as Name and Demographics)
- 4. Click "Edit" by the appropriate information to update
- 5. Make the necessary changes and select "Save"

Important Notes:

- 1. The addition or deletion of Honorary Life to a member's profile must be submitted through a Member Data Form.
- 2. While changes are typically reflected quickly, allow up to 24 hours for changes to be reflected in the system.





MEMBERS PAID ONLINE REPORT

Posts can access a report at any time through MyLegion. After navigating to Reports/Labels on the Group Profile and selecting the report to run, the Post can enter a begin date and end date to view a list of members who have paid during that period. A report can be downloaded or printed from this page.

