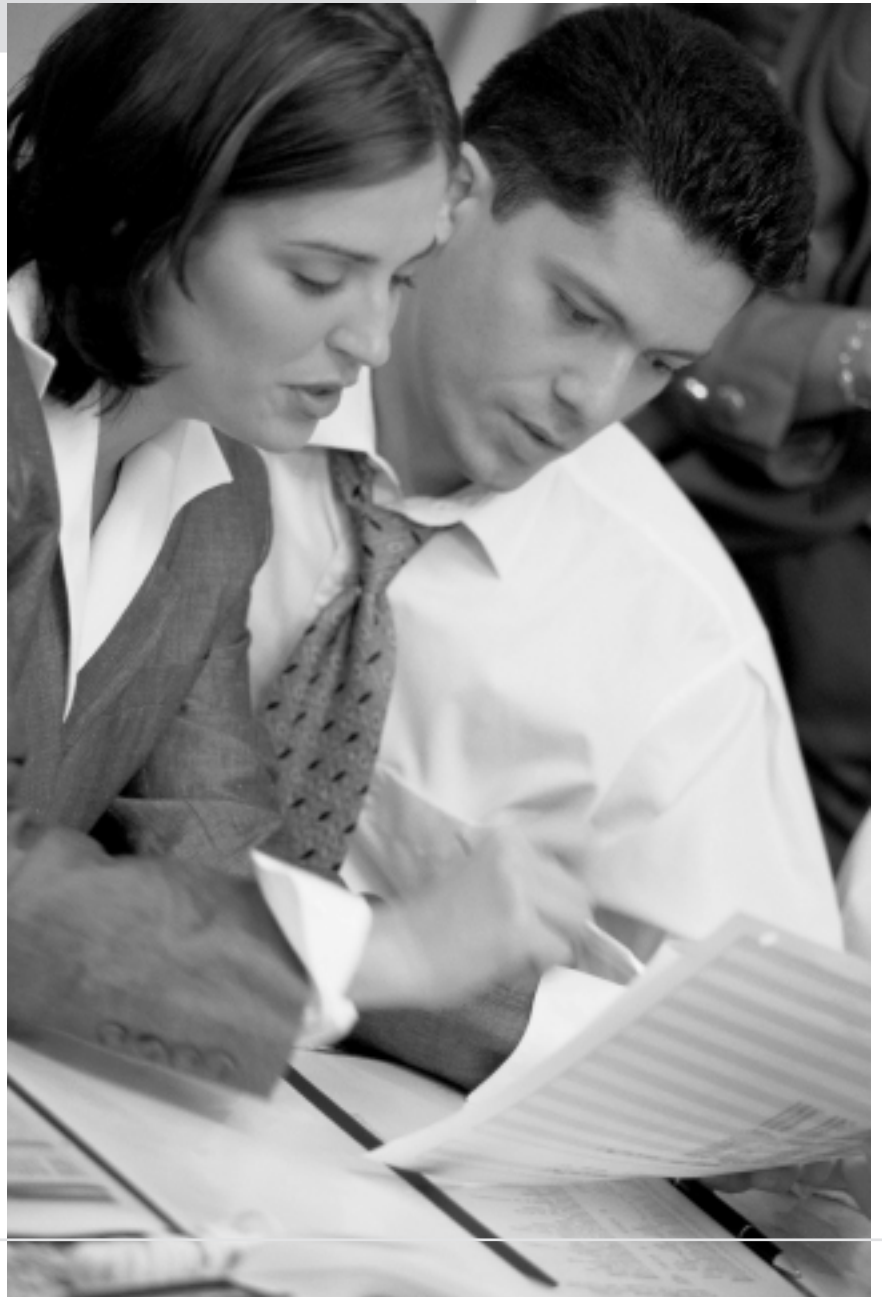


Understanding Your

Club's Statement



TOASTMASTERS
INTERNATIONAL



Understanding Your Toastmasters Club Statement

STATEMENT HEADER

- 1 Period Ending Date:** Reflects all transactions processed at WHQ through the date shown.
- 2 Balance Due:** At a glance club balance as of the period ending date. Note: If the club has a credit balance it will state "Credit Balance."

STATEMENT DETAILS

- 3 Order Number:** First digit indicates whether the order is a(n):
 - 0 Unapplied Receipt – money on the club's account
 - 1 New Member Kits
 - 2 Membership Dues (New, dual, reinstate and renewals)
 - 6 Subscription
 - 9 Sales Transaction – money the club owes
- 4 Order Date:** The date the order was created.
- 5 Invoice Number:** Offers another means of identifying a transaction.
- 6 Invoice Date:** The date the order was invoiced.
- 7 Description:** An explanation of the transaction. Common transactions are:

Unapplied Receipts

Money available in the club's account. Funds available prior to July 1, 2003 are identified with one asterisk (*); funds available after July 1, 2003 are noted with three asterisks (***)


New Member Kit – Language / Member Name

Shows the purchase of New Member Kit, the desired language, and the name of the member making the purchase.

TI Dues

Identifies a membership renewal which appeared on a Dues Renewal Invoice. The member's name also appears.

00123456
Page 1 of 1



Toastmasters International
23182 Arroyo Vista
Rancho Santa Margarita, CA 92688
Telephone: (949) 858-8255
Fax: (949) 858-1207
Email: statements@toastmasters.org

Club Statement

John J. Public
123 Main St
Hometown, OR 99999-1234

BILL TO (Club No.):
00123456

NoName Club

Please forward to Treasurer

1 Period Ending January 31, 2004

2 Balance Due **3** \$22.71

Order No./ Purchase Order (if any)	Order Dt	Invoice	Invoice Dt	Description	Billed	Paid	Balance Due
00000700	06/30/2003	00000700	06/30/2003	Unapplied Receipt for Clubs (*)	NoName Club	0.00	-2.87
00000800	06/30/2003	00000800	06/30/2003	Unapplied Receipt (***)	NoName Club	0.00	-18.00
10000400	06/01/2003	10000400	09/12/2003	NEW MEMBER KIT – ENGLISH	Ann E Davis	16.00	0.00
10000500	10/01/2003	10000500	10/11/2003	NEW MEMBER KIT – ENGLISH	Ronald Zimmerman	16.00	-6.00
20000600	06/01/2003	20000600	06/30/2003	Membership Dues	Ann E Davis	6.00	-6.00
20000641	06/23/2003	20000641	10/01/2003	TI Dues	John Carter, ATMG	18.00	-8.00
3							
30000647	06/23/2003	30000647	10/01/2003	TI Dues	Kathy E. Pender	18.00	-8.00
30000649	06/23/2003	30000649	10/01/2003	TI Dues	Ken G. Whelan	18.00	-8.00
30000652	06/23/2003	30000652	10/01/2003	TI Dues	Allen Joseph Elliot	18.00	-8.00
30000662	06/23/2003	30000662	10/01/2003	TI Dues	Shirley Cato, DTM	18.00	-8.00
30000669	06/23/2003	30000669	10/01/2003	TI Dues	Roger Worthington	18.00	-8.00
30000684	06/01/2003	30000684	06/01/2003	Membership Dues	Larry Anderson	9.00	-9.00
30000697	10/01/2003	30000697	10/01/2003	Membership Dues	Ann E Davis	18.00	-8.00
30000710	10/01/2004	30000710	01/01/2004	Membership Dues	Jonathan Edwards	9.00	0.00
90000800	06/30/2003	90000800	06/30/2003	Sales Transaction (**)	NoName Club	14.58	0.00
4							
Current	0.00	Over 30 Days	9.00	Over 60 Days	0.00	Over 90 Days	0.00
Over 120 Days	13.71						

(*) Unapplied Receipts for Clubs signifies a credit balance existing prior to July 1, 2003, or the unapplied receipt has been applied and shows a zero balance.

(**) Sales Transaction designates a balance payable existing prior to July 1, 2003.

(***) Unapplied Receipts are payments received but not applied to any charges prior to July 1, 2003, or the unapplied receipt has been applied and shows a zero balance.

5 Bill To (Club No.): 00123456

6 Apply Club Credit to:

Order Number	Amount

7 Apply Payment to:

Order Number	Amount

8 Balance Due: \$22.71

9 Payment enclosed: _____

10 Credit to be used: _____

11 Payment by (check all that apply):

_____ Check _____ Credit Card

_____ Club Credit / Unapplied Receipt

Submitted by: _____

Email: _____

Send Payment to: Toastmasters International
Attn: Statements Dept.
PO Box 9052
Mission Viejo, CA 92690-9052
USA

Visa, MasterCard, American Express, Discover (circle one)
Credit Card Holder Name: _____

CC# _____

Exp. Date (MM/YY): _____

CC Holder Signature: _____

This sample form is for illustrative purposes only.

REMITTANCE SLIP

- Membership Dues**
Identifies a new membership, or a membership renewal transaction, generated by WHQ. The member's name also appears.
- Sales Transaction**
A purchase made by the club which has not yet been paid for.
- 8 PO reference:** If the membership was submitted on a purchase order, the reference information appears here.
- 9 30/60/90/120 Days:** This section shows a standard aging of the club's account.
- 10 Comments:** Contains explanatory legend and notes.

- 11 Apply Club Credit to / Apply Payment to:** Clearly indicate the Order Numbers you wish to pay and the amount to apply to each.
- 12 Payment Method:** Indicate the amount you are enclosing and any Club Credit to be used. Check all payment methods as applicable.
- 13 Submission Information:** Print or type the name and email address (if available) of the person submitting the payment.
- 14 Credit Card Information:** Circle the type of credit card used and provide the requested credit card information.

FAQ FAQ FAQ

Frequently Asked Questions

Why hasn't my Club received a statement since June 30, 2003?

During the computer transition at World Headquarters, processing of transactions were delayed. This means the information that would have been provided would have been incomplete. The delays generated thousands of phone calls, e-mails, and letters to World Headquarters. If we sent out incomplete statements, that would have generated thousands more. Therefore, we thought it was more productive to focus staff resources on processing the transactions and getting caught up rather than researching and responding to issues that were incomplete.

Why does this statement look so different than the statement my Club received in July?

The new statement is generated from our new computer system. In the new system, payments are tied to individual charges versus showing only debits and credits. This enables Clubs to monitor individual membership payments more effectively. For example, if a Club submitted and paid its dues renewal for 10 members, on the old statement there would have been two transactions listed: one debit for \$180 and one credit for \$180. In the new system, the ten members for whom dues were submitted are listed individually and each transaction shows the charge and the payment. Your Club now knows which members' dues have been paid.

In the new system, the only transactions that appear on the Club statement deal with membership. Product orders are handled through the account of the member who placed the order. In the old system we were unable to provide for individual accounts. In the new system, each member has his/her own personal account for product orders. This will save time for the Treasurer because he/she does not have to keep track of these types of transactions through the Club's account or collect any balances due from individual members.

What if my Club wants to place an order for products? Won't that show on the Club's account?

All product orders are processed under the member placing the order. Whether it is a personal order or an order for the Club, the transaction will be processed under the member placing the order.

The statement is sent to me as Club President. Why can't it go to my Club's Treasurer?

Currently, Club President contact information is the most up-to-date. While your Club may submit the names and addresses of Club officers as they are elected or as they are changed, not all Clubs do so. To ensure that the information gets to the Club, we correspond with the Club's official representative as provided for in the governing documents—the Club President. Upon receipt of the statement, the Club President should provide a copy to the Club Treasurer.

Club statements are currently being mailed. It is not cost effective to mail copies to both Presidents and Treasurers.

Will each statement show the transactions for the entire administrative year?

No, each statement will show transactions that occurred during that month. That is why it is important for the Club to retain copies of the statements in its records.

Because this is the first statement that is being mailed for this administrative year, it contains all transactions from July 1 through January 31. Next month's statement, which will be mailed in mid-March, will contain all of the transactions that occurred from February 1 through February 29.

Why are there minus signs in front of some numbers?

Minus signs denote payments or credits. You will notice that all numbers in the Paid column are preceded by a minus sign. If there is a minus sign in front of a number contained in the Balance Due column, that means the net result of that particular transaction was a credit, i.e., the payment was more than the charge.

Under Description, sometimes "TI Dues" is listed and other times "Membership Dues" is listed. What is the difference?

Both TI Dues and Membership Dues indicate a membership transaction. If a member pays dues through the renewal process, the description will be "TI Dues." If the member pays dues through the new member process, the description will be "Membership Dues."

On our Club's statement one of our members, Suzy Speechmaker, has a description of "Membership Dues" but it shows zero dollars in all three columns-Billed, Paid, and Balance Due. What does this mean?

Suzy is a transfer member and paid her dues for the current period in the Club from which she transferred. Therefore, there was no monetary transaction when she was transferred from her previous Club to your Club. However, she needs to show as a member of your Club. Suzy's membership for this period is recorded in the Club to which she paid dues. At the next renewal period when Suzy pays her dues to your Club, she will be recorded as paid in your Club.

(Continued on back page)

Under the Description column, our Club has "Unapplied Receipt for Clubs()". What does this mean?*

An "Unapplied Receipt for Clubs(*)" (see legend on the statement) signifies a credit balance existing prior to July 1, 2003. This is the credit balance from the previous computer system.

If there is a number preceded by a minus sign in the paid column and balance due column, then this is the amount of credit the Club has on account. This credit can be used against future membership transactions.

If there are zeros in all three columns, this means the unapplied receipt was used during the month on one or more transactions.

*Under the Description column, our Club has "Sales transaction(**)". What does this mean?*

A "Sales Transaction(**)" (see legend on statement) designates a balance payable existing prior to July 1, 2003. This line item will remain on the Club's statement until it is paid. If you need details on the transactions that make up this amount, please call the Finance Department at World Headquarters.

*Under the Description column, our Club has "Unapplied Receipt(***)". What does this mean?*

An "Unapplied Receipt (***)" (see legend on statement) signifies a received payment not yet applied to any charge since July 1, 2003.

If there are zeros in all three columns, this means the unapplied receipt was used during the month on one or more transactions.

How do unapplied receipts occur?

There are many scenarios on how these unapplied receipts can occur. For example, a Club can submit its renewal for 10 member and pay for 10 members, but mark only nine names. The renewal will be processed for the nine members marked and the \$18 credit will be placed on the Club's account as an unapplied receipt. The unapplied receipt will remain there until the Club advises WHQ how it should be used.

Another example: The Club submitted a new member application for Mary Member along with payment for her membership dues. She is marked as a "new" member and the \$16 fee is listed in the calculation, but the new member fee payment is not included with the application. Mary's application will be processed, but a new member kit will not be dispatched until payment is received. A week later, the Club submits a \$16 check to the Finance Department but does not indicate that it is for Mary's new member fee. Therefore, the payment is placed on the Club's account and shows on the next statement as an unapplied receipt.

WHQ will apply payments as instructed and will not make any assumptions as to what payments are for. That's why it is important to clearly indicate on all payments not only your Club number (for identification purposes) but specific instructions on how the money is to be applied.

How will I know what the credit is for?

If you compare the payments you submitted against the monthly statement, you may be able to identify to whom the money belongs. For example, if you submitted a renewal for 10 members, including dues for Tom Toastmaster but you see only nine payments listed and Tom's name does not appear, then it is very likely the \$18 is for Tom's dues. The Club needs to advise WHQ to apply the unapplied receipt to Tom's membership.

If the Club has only 10 members and submitted payment for 10 members, why can't WHQ just pay off all 10 members?

WHQ will only apply money when specifically instructed to do so. We will not make any assumptions. In most cases, Clubs may have one or more members whose dues are unpaid or who did not renew and WHQ would have no way of knowing for whom the Club was paying.

Our statement shows this month that there is a \$3 unapplied receipt and it also shows that Evan Evaluation owes \$3 on his dues. Why wasn't the \$3 credit applied to the \$3 charge?

Again, WHQ will only apply payment when specifically instructed to do so. We will not make any assumptions.

How do I instruct WHQ on which transactions I am paying for and which transactions I want to use club credit for?

When submitting payments or advising WHQ on how to use club credit, the Club must complete the bottom portion of the statement, indicating the order number(s) and amount(s). Payments are listed on the right and use of Club credit is listed on the left. If you require additional space, list the information on a piece of paper (please type or print), and return it with the bottom portion of the statement.

If paying by credit card, you can submit the information via fax (949/858-1207). If paying by check or credit card, you can submit the information via mail to the address listed on the statement. Please send via one method only to avoid duplication. We do not recommend sending credit card information via e-mail because it is not secure.

In the future, your Club will be able to pay balances by credit card on line.

The statement shows that our Club has a balance due "Over 120 Days" and a credit balance "Over 30 Days." What does this mean?

This means that the balance under the heading "Over 120 Days" has existed on the account for 120 days or more. The credit balance listed under the heading "Over 30 Days" means that your Club has a credit (usually an unapplied receipt) as a result of a transaction that occurred over 30 days but under 60 days.

Due to the delay in releasing Club statements, the aging summary for this first statement may include an amount due over 120 days. This is your first opportunity to see the financial transactions for your Club since June 30, 2003.

The aging section of the statement will become more meaningful as you receive your monthly statements on a regular and timely basis and will become an important tool for managing your Club's account.