

## **DUES EXCEPTION PROCEDURE**

Dues Exceptions are created whenever dues are forwarded to the Moose International Lockbox without a coupon. They can also be created whenever a member pays their dues to the fraternal unit and the fraternal unit forwards a check to the Moose International Lockbox without a coupon. If a check is received in excess of the amount due it will also create an exception. Needless to say there are many reasons why a dues payment might not be processed and a dues exception record created.

What this means to a fraternal unit is that the payment is not going to be recorded, the amount owed to the fraternal unit deposited in the fraternal unit account and the member's record will not be updated with the proper dues expiration date. What this means to the member is that they might not receive an updated card until the exception is cleared.

Dues Exception records are being researched and cleared by Call Center personnel. In order for them to clear these dues exceptions specific information must be forwarded so they can research the extensive database of exceptions and locate the original payment and match it to the exception record. When this record is cleared it will create the member's card, send the updated information over to the fraternal units database and then show that the member is current in the fraternal units LCL database.

In order for Call Center personnel to clear these dues exceptions the following information must be forwarded to [helpdesk@mooseintl.org](mailto:helpdesk@mooseintl.org). The subject line should read DUES EXCEPTIONS. This will allow the email to be directed to the correct Call Center personnel.

<b>NAME</b>
<b>MID#</b>
<b>LODGE / CHAPTER / LEGION</b>
<b>UNIT #</b>
<b>CHECK #</b>
<b>AMT. OF CHECK</b>
<b>DATE CHECK CASHED</b>
<b>LAST 4 DIGITS CHECK. ACCT.</b>

If the fraternal unit or member has a copy of the canceled check this is also helpful. The document can be scanned and then forwarded along with the email to the helpdesk.