



# American Veterans

## January 2008 Membership Matters

The Monthly Newsletter of the AMVETS Membership Department

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### **From the Membership Director**

My Fellow AMVETS;

I want to touch on a couple of miscellaneous items in this section.

First, congratulations to Harold Banks, 3<sup>rd</sup> District Commander. He holds a .17 point lead over Mike Brown (2<sup>nd</sup> District) See Chart at the end of the newsletter. Congratulations also Bob Williams of Kansas for being the top First-Vice Commander in the nation with 201.02 points. Competition is very fierce for the 12<sup>th</sup> through 18<sup>th</sup> spots with only 3.83 points separating these 7 Commanders!!

Second, please read the **Chain of Command** section. Too often post members are going straight to National Headquarters rather than through their post and department. This slows down the resolution process as I am required to refer the issue back to the Departments and Posts for their resolution. If no action is taken by either the post or department or if the outcome is unsatisfactory then headquarters should be contacted.

Third, in order to improve customer service I strongly recommend you **contact the staff member responsible** for the issue you are concerned about (a list of staff



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members is provided at the end of this newsletter). For example, if a member did not receive a duplicate Life card you should contact Remonia Chaplin. If you contact me I will only refer the matter to her and that will slow the process down. If you have an issue with a payment contact Linda Hudson or if you need supplies or a post charter kit contact Carolyn Taylor. If they cannot resolve the issue they will come to me, or if you feel they have not resolved it to your satisfaction please contact me.

At the end of each month Remonia Chaplin mails copies of each **Life membership** she has processed to the Dept headquarters. This allows the ED or Adjutant to immediately check to see if a membership has been sent in and if it has been processed. It also allows them to see if the name was spelled correctly and to whom the Life package was mailed. I would recommend each ED and adjutant review this package as soon as it arrives.

Finally, I plan to have a drop down box on the Membership tab labeled **What's Hot**. I will post information there that will be of immediate importance and use to our membership. Please check it every couple of days. This should be in place by the end of the week.

### 2008-9 Post/Department Revalidations

As most of you know there were **several serious issues with the 2007-8 Dues Renewal notices**. Post dues amounts were incorrect for many posts; renewal contacts and address were wrong. Headquarters was simply overwhelmed and was unable to input all the necessary information in a timely manner for over 1300 posts and departments. In order to ensure these problems do not resurface, posts and departments will have the capability to enter their **revalidation information online**. Members could return to their hotel rooms following their summer conventions and enter all their revalidation information instantly online and have their post or department revalidated before they even leave their hotel. This will give posts and departments complete control over this vital information and will ensure the information is correct. However, **the revalidation paperwork must still be mailed** to headquarters.

### Online Member Records

Every AMVET member has their own online membership record. This record is **available to each member online** and can be accessed at [www.amvetmembers.org](http://www.amvetmembers.org). The **login name** is the members' membership number and the **password** is also the members' membership number. The password may be changed once the member has logged in. Each member is strongly encouraged to ensure his/her contact information is correct. Members no longer need to send their **change of address** information to National as it may be done by them instantly online.

### 2008 Awards

I want to encourage all posts and departments to submit paperwork to ensure each of their members is recognized for their **recruiting and retention efforts**. Each post and department is responsible for tracking their totals. Last year's submissions were very



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disappointing. The **awards criteria** for members (recruiters) and promoters (service officers) can be found by going to [www.amvets.org](http://www.amvets.org) and clicking on [awards](#).

### 2008 New Posts (20)

AL-82, AR-5, CA-96, FL-422, GA-295, GA-910, IL-115, Japan-101, LA-2007, MD-29, MI-2497, MO-125, NJ-717, PA-93, PA-528, PA-1007, TN-72, VA-818, WI-1851, WY-10

### 2008 Revoked Posts (9)

AZ-40, IA-11, IL-92, KY-108, KY-120, KY-122, LA-2000, MO-161, MO-169

### 2008 Riders

National has currently chartered 26 Riders Chapters (for a complete list, please go to [www.amevets.org](http://www.amevets.org) and click on [Riders](#)). Larry Arnett, FL-35, larry26@comcast.net, was elected as the National Riders Coordinator. If you have questions or need assistance, please do not hesitate to contact him. We are planning to have a Riders page in our quarterly magazine so if you have anything you want publicized, either a past accomplishment or an upcoming event please forward the information to our Communications Department (remember the magazine is a **quarterly** publication and space is limited). Use of email is preferred. Both pictures and text are acceptable.

The following is a list of Riders chapters (14) chartered in the 2007-8 Membership year: FL-9, FL-113, FL-2298, IA-49, IN-Dept, IN-2, IN-23, IN-33, IN-2000, PA-13, PA-88, PA-172, OH-Dept, OH-4

### Chain of Command

Each member is encouraged to **follow their chain of command**. Any complaints or issues should be addressed, first, to the **post Commander**. If he feels action is necessary he/she will either take action himself or refer the matter to the **post Judge Advocate** or to the **post Executive Committee**. Each post is required to follow the steps outlined in their **post Constitution and Bylaws (CBL)** when resolving disputes among post members. If the issue remains unresolved, or if the member feels it was resolved incorrectly, they should then go to the **department Commander**. If the matter continues to remain unresolved then the member should contact the National Membership Director. For a complete discussion on resolving complaints, the member should refer first to the post CBL and then to the **National CBL**. A copy is provided annually to each post on the **reference CD** and is **available on the national web site**, [www.amvets.org](http://www.amvets.org).



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### **New Members**

New members may found by going to [www.amvets.org](http://www.amvets.org) and clicking on clicking on Membership and then [New Members](#). This will be a monthly feature and should be operational in the next few days.

### **National Membership Totals**

National Membership totals are posted on the web every Tuesday. Go to [www.amvets.org](http://www.amvets.org). Click on **Membership** then select **Membership Totals**.

### **National Membership Statistics**

National Membership statistics are available to provide a weekly membership development comparison. The totals are posted on the web every Tuesday. Go to [www.amvets.org](http://www.amvets.org). Click on Membership then select **Statistics**.

### **Points of Contact**

#### **National Membership Director**

Mark Del Piano      tel: 301-683-4020  
[mdelpiano@amvets.org](mailto:mdelpiano@amvets.org)

For routine issues please contact one of the following:

#### **Assistant to the National Membership Director**

Carolyn Taylor      tel: 301-683-4021  
[ctaylor@amvets.org](mailto:ctaylor@amvets.org)

Ms Taylor handles new posts and general membership issues. She also handles issues such as requests for applications, brochures and other recruiting items.

#### **Assistant for Life Memberships**

Remonia Chaplin      tel: 301-683-4022  
[rchaplin@amvets.org](mailto:rchaplin@amvets.org)

Ms Chaplin handles all matters relating to Life memberships including replacement cards. She keeps meticulous records and can verify the receipt (or non-receipt) of any Life membership application. The goal of the membership department is to process all life memberships within 14 days of receipt.

#### **Assistant for Financial Services**

Linda Hudson      tel: 301-683-4023  
[lhudson@amvets.org](mailto:lhudson@amvets.org)

Ms Hudson enters all payment information. If a member has an incorrect expiration date or is not showing on the post roster please contact Ms Hudson.



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R N K	2007-8 District Commander Membership Rankings									
			Total	Membership		Posts				Riders
			Points	Renewal	Growth	New D	New ND	Revoked	Net	Chapters
D2	Harold	Banks	167.19	46.69%	85.50%	6	1	1	6	3
D3	Michael	Brown	167.02	56.24%	81.78%	5		0	5	3
D4	Clay	Daily	143.28	36.59%	87.69%	4	0	7	(3)	8
D5	Dennis	Sweeny	134.61	49.18%	80.43%	0	1	0	1	0
D6	Don	Mershon	116.82	28.66%	87.16%	1	0	1	0	0
D1	Harold	Chapman	92.69	22.72%	65.96%	1	0	0	1	0
<b>Point System</b>										
1 point for each percentage point per renewal										
1 point for each percentage point of growth										
5 points fore each new post (Non-Dept)										
4 points for each new post (Dept)										
-3 points for each revoked post										
3 points for each Riders Chapter										

