




TOASTMASTERS
INTERNATIONAL®

When You Are the
Treasurer

**A Guide to
Effective Club
Leadership**



TOASTMASTERS
INTERNATIONAL®

When You Are the Treasurer

A Guide to Effective Club Leadership

TOASTMASTERS
INTERNATIONAL®

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The Mission of the Club

The mission of a Toastmasters club is to provide a mutually supportive and positive learning environment in which every individual member has the opportunity to develop oral communication and leadership skills, which in turn foster self-confidence and personal growth.

The Mission of Toastmasters International

Toastmasters International is the leading movement devoted to making effective oral communication a worldwide reality.

Through its member clubs, Toastmasters International helps men and women learn the arts of speaking, listening, and thinking – vital skills that promote self-actualization, enhance leadership potential, foster human understanding, and contribute to the betterment of mankind.

It is basic to this mission that Toastmasters International continually expand its worldwide network of member clubs, thereby offering ever-greater numbers of people the opportunity to benefit from its program.

Vision

Toastmasters International empowers people to achieve their full potential and realize their dreams. Through our member clubs, people throughout the world can improve their communication and leadership skills, and find the courage to change.

Values

Toastmasters International's core values are integrity, dedication to excellence, service to the member, and respect for the individual. These are values worthy of a great organization, and we believe we should incorporate them as anchor points in every decision we make. Our core values provide us with a means of not only guiding but also evaluating our operations, our planning, and our vision for the future.



Being a Toastmaster means more than simply making a commitment to self-development. Everyone who joins a Toastmasters club is making a commitment to the club, to its members, and to the organization as a whole.

A Toastmaster's Promise

As a member of Toastmasters International and my club, I promise:

- To attend club meetings regularly
- To prepare all of my speech and leadership projects to the best of my ability, basing them on projects in the *Competent Communication*, *Advanced Communication*, or *Competent Leadership* manuals
- To prepare for and fulfill meeting assignments
- To provide fellow members with helpful, constructive evaluations
- To help the club maintain the positive, friendly environment necessary for all members to learn and grow
- To serve my club as an officer when called upon to do so
- To treat my fellow club members and our guests with respect and courtesy
- To bring guests to club meetings so they can see the benefits Toastmasters membership offers
- To adhere to the guidelines and rules for all Toastmasters educational and recognition programs
- To maintain honest and highly ethical standards during the conduct of all Toastmasters activities



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You Are the Treasurer

As treasurer, you are responsible for keeping clear and accurate financial records of club business and for seeing that the club remains financially stable.

Your main duties include the following:

- Preparing a club budget
- Preparing and sending dues statements to members
- Collecting and paying members' dues to World Headquarters
- Submitting new member applications and dues to World Headquarters
- Keeping records of all club financial transactions

This manual contains all of the basic information you need to fulfill the role of treasurer. In it you will find:

- An outline of the standards for treasurer
- Detailed explanations of how to meet these standards
- Leadership techniques you can use to meet these standards
- A calendar with important dates
- Access to the tools and resources available to ensure a successful term of office and a successful club (in the Appendix)

Standards for Success

Each club officer must meet performance standards. Following is a brief outline of your standards as treasurer.

At the Club Meeting

- Receive completed new member applications and dues
- Announce when dues are due and explain dues structure
- Greet members and guests

Outside of the Club Meeting

- Attend district-sponsored club officer training
- Prepare a budget to be approved by the executive committee and membership within one month of taking office
- Provide the bank with a new signature card by July 1 and January 1
- Prepare and send dues statements to club members by August 15 and February 15
- Collect and pay dues to World Headquarters by October 1 and April 1, and work with the vice president membership (VPM) to contact members who have not paid dues. Pay dues online at www.toastmasters.org/clubbusiness
- Submit new member applications and dues to World Headquarters within 48 hours after receipt. Add new members online at www.toastmasters.org/clubbusiness
- Pay bills as due
- Keep records of all financial transactions
- Present verbal and written financial reports to the executive committee quarterly (October 15, January 15, April 15, and July 15)
- Submit club accounts for audit
- Attend club executive committee meetings

- Arrange for a replacement when unable to attend a meeting and for assistance if necessary
- Prepare your successor for office

Attend Club Officer Training

Every June, July, and August, as well as December, January, and February, your district conducts club officer training. The training includes a review of each officer's responsibilities and tips for fulfilling them. The training allows you to meet officers from other clubs and provides an opportunity to share ideas and keep up on current information. Contact your district lieutenant governor education and training (LGET) or visit your district Web site for information about the next training workshop. Links to district Web sites are available at www.toastmasters.org/distwebsitelist.

Prepare a Budget

A budget is a financial plan and it's essential that your club have one.

At the beginning of your term, work with the club president and executive committee to develop a budget for the club year, to be approved by the executive committee and membership within one month of taking office (August 1 for clubs electing annually or semiannually and February 1 for clubs electing semiannually).

Typical expenses included in a club budget are:

- Preparation of the club newsletter or expense for a Web server

- Trophies/ribbons/certificates
- Administrative supplies
- Promotional material (brochures, posters, etc.)
- Educational material (*Success/Leadership Series* programs, manuals, etc.)
- Speech contest material (rulebook, ballots, etc.)
- Postage
- Special events (banquets, etc.)
- Membership dues to World Headquarters

Typical revenues included in a club budget are:

- Membership dues
- Donations
- Fundraising

When planning your budget, refer to the financial records from previous years for guidance. Present the budget to the executive committee for approval, then to the membership for adoption.

Fundraising

From time to time, clubs may conduct fundraising activities to offset costs for educational sessions and to raise funds to further the purpose of Toastmasters International. Before you start on your fundraising project, answer these questions:

1. Is the product or service rendered by individual members donated or voluntary?
2. Is it the club, rather than individual members, that is receiving monetary compensation?
3. Is at least one-third of the club's total financial support from member dues?
4. Will the profits be used to further Toastmasters International's tax-exempt purpose, which includes:
 - building and improving clubs
 - training club and district officers
 - purchasing educational program materials
 - sending a voting delegate to official district conferences or the International Convention
 - covering general administrative expenses connected with the operation of the club or district?
5. Is the fundraising activity legal in the club's city, state, province, or country?

If you answered "no" to any of these questions, the fundraising activity is prohibited.

Acceptable Fundraising Activities

- Conducting *Speechcraft*, *Success/Communication Series*, or *Success/Leadership Series* presentations and charging a fee to the participants. Fees charged should be reasonable. The revenue should be used to buy the program material. Any excess funds are to be used to further the purpose of Toastmasters International as stated above.
- Holding a raffle, auction, white elephant sale, or bazaar of donated goods at a club, area, division, or district function, where permitted under local law.
- Accepting advertising in club and district newsletters. The revenue should be used to offset the cost of producing and/or mailing the publication. Any excess funds are to be used to further the purpose of Toastmasters International as stated above.
- Selling entertainment books or diner's books.

Unacceptable Fundraising Activities

- Buying items and then selling them, other than entertainment or diner's books.
- Raising funds for social events.
- Raising funds to donate to a worthy cause.
- Raising money to set up a fund, such as a scholarship or educational fund
- Raising money to support a campaign for a candidate at any level of the organization or outside the organization.
- Holding or participating in sporting or other physical events, such as tennis or golf tournaments, walk-a-thons, or jog-a-thons.
- Holding pancake breakfasts, fireworks displays, or picnics.

Liability. Toastmasters International is covered by liability insurance for injury occurring within a Toastmasters meeting. Because of our low risk, our premium is minimal. If claims were to increase, our premiums would rise sharply. This could cause the organization to raise membership dues in order to cover the additional premium. This is why fundraising activities that have a higher risk of injury are not permitted.

Provide the Bank with a New Signature Card

Each club should have a club bank account. Club funds should never be co-mingled with an individual's funds.

Before you may begin writing checks on the club's account, you must provide the bank with a new signature card that has been signed by you and the club president. Ask your bank for the proper form, and return it to the bank by July 1 (for clubs electing annually or semiannually) and January 1 (for clubs electing semiannually). Advise the bank that Toastmasters International is a nonprofit tax-exempt organization. Some banks will waive their fees.

If your bank requires an Employer's Identification Number (U.S. only) for your club account and you are not sure what the number is, contact the Finance Department at World Headquarters and the staff will assist you.

Prepare and Send Dues Statements

Twice each year, in October and April, your club must submit \$27 dues (\$21 dues for clubs not assigned to districts) to World Headquarters for each member of your club. Dues are due at World Headquarters on or before October 1 and April 1. The updated roster and dues payments are due at World Headquarters on or before October 1 and April 1 respectively. You are responsible for notifying members when dues are due.

The club president will receive a dues renewal reminder e-mail in September and March; begin collecting the dues before then. By August 15 and February 15, provide each member with a statement showing the money due. The statement should cover the \$27 (\$21 for clubs not assigned to districts) due World Headquarters, plus whatever fees are charged by the club. Indicate on the statement that checks are payable to the club.

Send a reminder several weeks later to those members who have not yet paid the club. Also make announcements during club meetings. Follow up by e-mail or telephone, if necessary.

Collect and Send Dues to World Headquarters

When the dues renewal list is completed, the club's renewal payment can be submitted online if paying by credit card and your club will receive an acknowledgment of receipt. If the club pays by check, make it payable to Toastmasters International or provide credit card information (one credit card per report, please) for the dues being submitted. Checks must be in United States funds and written on a U.S. bank. Make a photocopy for your records. World Headquarters must receive the reports by October 1 and April 1 respectively.

Submit renewal payments by one method only. For example, if you pay your club dues online, do not send a duplicate to World Headquarters by mail. Do not enclose new member dues and applications with the dues renewal. Duplicates and extra membership applications slow down processing, which results in slower service to members.

In order to keep its charter in good standing, your Toastmasters club must submit dues payments for a minimum of six members, at least three of whom were members of the club during the last renewal period.

If members pay their dues after the report has been submitted, pay those members online with a credit card or send a check to Toastmasters International by mail. Include:

1. the names and addresses of the members for whom you are paying dues.
2. a statement that these are continuing members who paid their dues after the dues renewal was submitted.

Do not send credit card information via e-mail because e-mail is not secure. Any checks returned by the bank will be the club's responsibility.

Do not add payments for any new members who joined after the start of the dues period (October 1 or April 1); instead, apply online or send a Membership Application (Item 400) for each new member to World Headquarters in a separate envelope. Membership applications submitted with the dues renewal delays processing of the applications and the renewals. Dual members (those belonging to more than one club) must pay International dues to each club.

Dues are non-refundable and non-transferable. Do not send dues for people who have not paid the club. Likewise, do not leave the name of someone on the list for which the club is not sending dues. Do not assume these people will renew; if they don't, your club forfeits the payment.

When members pay their dues, give them a receipt, and deposit the payment immediately into the club's bank account.

Pay Bills as Due

All mailings regarding club finances, including the monthly statements that are sent to the club president, are your responsibility. If additional money is due, it's payable immediately.

Individual member accounts are set up only for supply orders. All transactions dealing with member dues will appear on your club's account. If you have any questions about your club's account, contact the Finance Department at World Headquarters.

When your club receives bills from World Headquarters or other vendors, you and the club president should review each bill for accuracy and then authorize payment by initialing and dating the invoice (see sample statement in the Appendix). Pay all bills promptly by check or credit card so you have a record of all transactions. After payment by check, write the check number and date on the invoice and file it in a paid-bills file.

Payment for recurring bills, such as for meals and meeting place, may be authorized in advance by the executive committee and should be paid immediately.

Keep Records of All Financial Transactions/Income Tax

Clear, complete, accurate records are crucial to the financial health of your club. Each month, reconcile deposits, expenditures, and cash on hand (see Appendix). The club checking account record can help you do this.

The Internal Revenue Service has requirements that clubs within the United States must meet if revenue

(from all sources of income, including fundraising) exceeds established amounts. These requirements are:

- A Federal Form 990 must be filed with the IRS if gross income, including revenue from fundraising, exceeds \$25,000 within one year.
- A Federal Form 990T must be filed with the IRS if gross income (total monies received) exceeds \$1,000 on unrelated business income. An example of unrelated business income is monies from the sale of advertising in club newsletters. This income could be subject to tax. Failure to file the required forms can result in revocation of a club's charter.
- Small U.S. clubs with gross receipts of \$25,000 or less are required to electronically file online IRS Form 990N annually for the prior calendar year (January 1 – December 31) by May 15. Find detailed instructions at www.toastmasters.org/irs990n. Failure to file Form 990N annually could cause the club to lose its nonprofit status.

It's up to the individual clubs to determine their state's filing requirements and to file the proper form(s). Clubs outside the United States should consult a tax advisor to ascertain their government's regulations.

Since Toastmasters International is a nonprofit organization, do not file income tax reports (in the U.S.) beyond Form 990N unless your club income is greater than \$25,000 during the year. However, the IRS has requested that if a club receives a Form 990 with a pre-addressed label, the club should file this return even if it is not required to do so. Per the IRS instructions for Forms 990 and 990EZ, a club should:

- Verify the Taxpayer ID number listed on the label
- Attach the label to the name and address space on the return
- Check box 'K' in the heading of the Form 990 or 990EZ to indicate that the organization's gross receipts are normally not more than \$25,000
- Have a club officer sign the return
- Mail the return to the Ogden Service Center

Note: The club does not have to complete Parts I through X of the Form 990 or Parts I through V of the Form 990EZ.

Present Financial Reports

At the first meeting of each month, you must present to the club a verbal report, and give a written copy to the executive committee. Your report should include the names of any members delinquent in dues payment.

Submit Club Accounts for Audit

It is standard procedure to ensure that the club treasury is being handled appropriately. The president must appoint an audit committee to review the club finances before the incoming treasurer takes control of the club's finances.

Just before the end of your term of office, be sure to have the following items in order for the audit committee:

1. Checkbook register
2. Bank statements and cancelled checks
3. Cash book and journal
4. Paid bills
5. Deposit slips
6. Copy of monthly financial statements
7. Any other material requested by the committee

Attend Executive Committee Meetings

The executive committee consists of all seven club officers (president, vice president education, vice president membership, vice president public relations, secretary, treasurer, and sergeant at arms) and the immediate past club president. The club president serves as the committee chairman. The executive committee is in charge of all business and administrative club affairs such as creating a club budget, completing a Club Success Plan

and tracking the club's progress in the Distinguished Club Program (DCP), and overseeing the other club committees such as the reception committee.

The executive committee's decisions must be submitted to the club for confirmation at a club business meeting. The club may vote to affirm or reject the action of the executive committee and the result of the vote is binding.

Arrange for a Replacement or Assistance

Occasionally you may be unable to attend a club meeting. On such occasions, you should arrange for someone – perhaps another club officer or a former treasurer – to carry out your duties.

Prepare Your Successor

Once your successor is elected, help him or her to assume leadership. Consider how you felt when you first took office. What could your predecessor have done to make your job easier?

Make sure the newly elected treasurer has a copy of this manual, review the standards for the office of treasurer, and remind him or her to attend district-sponsored training.

Encourage the new officer to ask questions as you discuss any unfinished business and turn over any files you may have. Share advice and information as much as possible. You may even suggest the incoming officer observe you over several weeks.

Don't let the success you've helped to build for your club lose momentum.

Your Leadership Opportunity

Serving as club treasurer is your opportunity to develop and enhance your leadership skills. Following are some tips to help you become a successful leader.

Successful Leaders

- **Set realistic and attainable goals.** As a member of your club's executive committee, you work with the committee to establish goals for the term. You also work with the social and reception committee to establish committee goals. For example, one of your committee's goals may be to ensure that each member and guest is greeted with a warm smile and a handshake upon arrival at every meeting.
 - **Plan how to accomplish goals.** Work with the executive committee to set goals, design a plan of action, develop strategies, establish timetables, and monitor the club's progress toward those goals.
 - **Delegate.** Delegation is the process of transferring responsibility from one person to another and empowering that individual to accomplish a specific goal. The five steps of delegation are:
 1. Prioritize what needs to be done. Look at your overall workload then identify things that can be delegated.
 2. Match the requirements of each responsibility with who is available and what they can handle.
 3. Assign responsibility. Clearly explain what the individual would be responsible for and what your expectations are so he or she can decide whether to accept or decline the responsibility.
 4. Empower the individual to make the decisions necessary to achieve results and ensure he or she has the tools and resources required to complete the work.
 5. Establish milestones, timelines, and ways to report progress to lay the groundwork for a successful project and establish a solid foundation for accountability.

As you begin to delegate more and more, always make yourself available to support your team along the way. And remember, the idea is to delegate – not abdicate.
- Monitor progress.** Use the Distinguished Club Program (DCP) progress reports online, the Club Success Plan, and the communication and leadership achievement wall charts to track the club's and members' progress toward goals. Use the information to make alterations to goals if necessary.
- Coach team members when necessary.** Coaching is essential and it helps team members recognize and manage their strengths and weaknesses. The four steps to coaching are:
- Agree that a problem exists. You can't solve a problem until you and the team member agree there is a problem.
 - Discuss solutions. You and the team member should outline possible solutions to the problem.
 - Agree on an action. Explain what behavior is necessary to produce the desired result, and develop a timetable for carrying it out.
 - Follow up. Check periodically to see that the member is acting according to the agreement.
- For example, the club secretary is responsible for updating the club's membership roster so you can send dues statements. The date when dues are due is

approaching and club members still have not received their notices because you do not have the updated roster. You should:

- Speak with the secretary privately.
 - Start the conversation by acknowledging that there is an issue and obtain an agreement that having a correct membership roster is important and both you and the secretary want a resolution.
 - Share your side of the story and ask for theirs. For example, point out that if names and addresses aren't correct on the roster, some members may not know that dues are due and could end up paying dues late. This could affect the members' eligibility to run for office, compete in a speech contest, or vote in the club. Listen to the secretary, and then ask questions to make sure you understand the secretary's perspective. Is there a reason he or she isn't able to maintain a correct membership roster, such as family or work issues?
 - Make sure the secretary understands the responsibilities of the office.
 - Work with the secretary to develop a plan for submitting members' address changes as soon as they

are submitted. Discuss the tools and resources the secretary needs to improve the situation.

- Follow up with the secretary to ensure that standards are being met. Offer additional help if necessary.

Recognize achievement. Reward team members who perform well. The reward isn't necessarily tangible – a “thank you” or a smile will often suffice, as will an announcement during a club meeting. For example, a club member created a special spreadsheet to keep track of the club's financial transactions, reports, and accounts. Announce the member's contribution during a club meeting. Make her feel special. The recognition will also motivate other members to achieve.

For ideas on achievement recognition, go to www.toastmasters.org/awards.

Leadership Opportunities Beyond the Club

Toastmasters International has several leadership development opportunities outside of the club environment. Visit www.toastmasters.org/districtofficer for more information.

Appendix

TOASTMASTERS
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Treasurer's Calendar/Checklist

The following calendar/checklist shows by month the activities and events you should address. You may use the blank lines to add items.

June

Before taking office in July:

- Meet with the outgoing executive committee and obtain files from the outgoing treasurer.
- Attend district-sponsored club officer training.
- Complete the Club Success Plan with the executive committee.
- Develop a club budget with the executive committee.
- Review the Product Guide or online store and order materials.
- Provide the bank with a new signature card.
- Present an oral financial report to the club.
- Obtain *When You Are the Treasurer* from the president and read it. (View a PDF of the manual at www.toastmasters.org/whentreasurer)
- _____
- _____

July

- Attend district-sponsored club officer training if you didn't attend in June.
- Finalize the budget and obtain approval from the executive committee.
- Present the budget to the club for approval.
- Submit new member dues and Applications for Membership to World Headquarters online or by fax/mail.
- Attend the executive committee meeting and present written and oral treasurer's reports.
- Reconcile deposits, expenditures, and cash on hand.
- Present an oral financial report to the club.
- Pay bills.
- _____
- _____

August

- Attend district-sponsored club officer training if you didn't attend in June or July.
- Attend and participate in the executive committee meeting.
- Prepare and send dues statements to members by August 15.
- Begin collecting membership renewal dues.
- Submit new member dues and Applications for Membership to World Headquarters online or by fax/mail.
- Reconcile deposits, expenditures, and cash on hand.
- Present an oral financial report to the club.
- Pay bills.
- _____
- _____

September

- Attend and participate in the executive committee meeting.
- Collect dues.
- Prepare dues renewal with the president, VPM, and secretary. Dues must be at World Headquarters by October 1.
- Submit new member dues and Applications for Membership to World Headquarters, separately from the dues renewals, online or by fax/mail.
- Reconcile deposits, expenditures, and cash on hand.
- Present an oral financial report to the club.
- Pay bills.
- _____
- _____

October

- Attend the executive committee meeting and present written and oral treasurer's reports.

- Ensure dues are received at World Headquarters by October 1.
- Submit new member dues and Applications for Membership to World Headquarters online or by fax/mail.
- Reconcile deposits, expenditures, and cash on hand.
- Present an oral financial report to the club.
- Pay bills.
- _____
- _____

November

- Attend and participate in the executive committee meeting.
- Submit new member dues and Applications for Membership to World Headquarters online or by fax/mail.
- Reconcile deposits, expenditures, and cash on hand.
- Present an oral financial report to the club.
- If your club elects semiannually, prepare club accounts for audit.
- Pay bills.
- If your club elects semiannually, prepare to give files, manual, and materials to the incoming treasurer.
- _____
- _____

December

- Attend district-sponsored club officer training.
- If your club elects semiannually, prepare to give files, manual, and materials to the incoming treasurer.
- Attend and participate in the executive committee meeting.
- Submit new member dues and Applications for Membership to World Headquarters online or by fax/mail.
- Reconcile deposits, expenditures, and cash on hand.
- Present an oral financial report to the club.
- Pay bills.
- If your club elects semiannually, meet with the incoming executive committee and give files and manual to the newly elected treasurer. Help prepare the new treasurer for office.
- _____
- _____

If the club elects semiannually, the incoming treasurer must:

- Meet with the outgoing executive committee and obtain files from the outgoing treasurer.
- Attend district-sponsored club officer training.
- Complete the Club Success Plan with the executive committee.
- With the executive committee, develop, finalize, and approve a budget.
- Present the budget to the club for approval.
- Review the Product Guide or online store and order materials.
- Provide the bank with a new signature card.
- Obtain *When You Are the Treasurer* from the president and read it. (View a PDF of the manual at www.toastmasters.org/WhenTreasurer.)
- _____
- _____

January

- Attend district-sponsored club officer training if you didn't attend in December.
- Attend and participate in the executive committee meeting and present written and oral treasurer's reports.
- Submit new member dues and Applications for Membership to World Headquarters online or by fax/mail.
- Reconcile deposits, expenditures, and cash on hand.
- Present an oral financial report to the club.
- Pay bills.
- _____
- _____

February

- Attend district-sponsored club officer training if you didn't attend in December or January.
- Attend and participate in the executive committee meeting.
- Prepare and send dues statements to members by February 15.
- Begin collecting membership renewal dues.
- Submit new member dues and Applications for Membership to World Headquarters online or by fax/mail.

-
- Reconcile deposits, expenditures, and cash on hand.
 - Present an oral financial report to the club.
 - Pay bills.
 - _____
 - _____

March

- Attend and participate in the executive committee meeting.
- Collect dues.
- Prepare dues renewals with the president, VPM, and secretary. Dues must be at World Headquarters by April 1.
- Submit new member dues and Applications for Membership to World Headquarters online or by fax/mail.
- Reconcile deposits, expenditures, and cash on hand.
- Present an oral financial report to the club.
- Pay bills.
- _____
- _____

April

- Attend and participate in the executive committee meeting and present written and oral treasurer's reports.
- Ensure dues are received at World Headquarters by April 1.
- Submit new member dues and Applications for Membership to World Headquarters online or by fax/mail.
- Reconcile deposits, expenditures, and cash on hand.
- Present an oral financial report to the club.
- Pay bills.
- _____
- _____

May

- Attend and participate in the executive committee meeting.
- Submit new member dues and Applications for Membership to World Headquarters online or by fax/mail.
- Reconcile deposits, expenditures, and cash on hand.
- Present an oral financial report to the club.
- Pay bills.
- Prepare club accounts for audit.
- Prepare to give files and materials to the newly elected treasurer.
- _____
- _____

June

- Attend and participate in the executive committee meeting.
- Submit new member dues and Applications for Membership to World Headquarters online or by fax/mail.
- Reconcile deposits, expenditures, and cash on hand.
- Present an oral financial report to the club.
- Pay bills.
- Meet with the incoming executive committee and give files to the newly elected treasurer. Help prepare the new treasurer for office.
- _____
- _____

Web Resources

Adding New Members

www.toastmasters.org/addnewmembers

Club Officer Roles

www.toastmasters.org/clubofficers

Communication Track

www.toastmasters.org/commtrack

Conduct Club Business

www.toastmasters.org/clubbusiness

DCP Rules and Requirements (PDF)

www.toastmasters.org/dcpmanual

Educational Program

www.toastmasters.org/educprogram

Leadership Track

www.toastmasters.org/leadtrack

Meeting Roles Descriptions

www.toastmasters.org/meetingroles

Order Form (PDF)

www.toastmasters.org/orderform

Order Products Online

www.toastmasters.org/shop

Organization Chart (PDF)

www.toastmasters.org/orgchart

Pay Dues Online

www.toastmasters.org/clubbusiness

Policies and Procedures

www.toastmasters.org/policiesandprocedures

Use of Club Funds

www.toastmasters.org/policiesandprocedures

WHQ E-mails for Member Questions

www.toastmasters.org/departments

Why Pay Dues

www.toastmasters.org/whypaydues

Tools for Success

Following are some materials you may want to order to ensure a successful term as treasurer:

1310N *Treasurer Essentials*

233 *Portfolio*

6766 *Pen*

210C *Club Constitution and Bylaws*

902 *Change of Address Cards (Set of five)*

1205 *Product Guide*

Order online at www.toastmasters.org/shop.

Sample Dues Statement

Date March 1 20 99

Morning Toastmasters Club No. XXXX

To: Cam Young
0000 Main Street
Anytown, AN 00000

Make check payable to: Morning Toastmasters Club

MAIL TO: Casey Nor, Treasurer
PO Box 0000
Anytown, AN 00000

FOR:

Membership Dues:

From.....	<u>April</u>	20..	<u>99</u>	To.....	<u>September</u>	20..	<u>99</u>	\$	<u>27.00</u>	
Initiation Fee.....									\$	<u> </u>
Meals.....	<u>April and May</u>								\$	<u>18.00</u>
Other.....	<u>Purchases</u>								\$	<u>1.25</u>
									TOTAL \$	<u>46.25</u>

Understanding Your Toastmasters Club Statement

Toastmasters International will send your club president a monthly statement indicating the balance due or credit balance due to your club. Be sure to ask your president to give you a copy as soon as it is received.

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)
 - 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 are identified with one asterisk (*); funds available after July 1 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.
- **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.

Toastmasters International
23482 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

Period Ending January 31, 2004

Balance Due **\$22.71**

Order No.	Order Dt	Invoice No.	Invoice Dt	Description	Billed	Paid	Balance Due
000026700	06/30/2003	06/30/2003	06/30/2003	Unapplied Receipt for Clubs (**)	NoName Club	0.00	-2.87
000026609	09/01/2003	09/01/2003	09/01/2003	Unapplied Receipt (***)	NoName Club	0.00	-16.00
100004936	08/01/2003	10010225	09/12/2003	NEW MEMBER KIT - ENGLISH	Ann B. Davis	16.00	0.00
100002083	10/01/2003	10043953	10/11/2003	NEW MEMBER KIT - ENGLISH	Ronald Zimmerman	16.00	0.00
200029649	08/01/2003	20277201	08/26/2003	Membership Dues	Ann B. Davis	6.00	-6.00
200038841	08/23/2003	20294611	10/01/2003	TI Dues	John Carter, ATMD	18.00	-18.00
200038847	08/23/2003	20294603	10/01/2003	TI Dues	Kathy S. Fiedler	18.00	18.00
200038849	08/23/2003	20290915	10/01/2003	TI Dues	Ken G. Williams	18.00	18.00
200038852	08/23/2003	20266728	10/01/2003	TI Dues	Arjan Joseph Elzer	18.00	18.00
200028962	08/23/2003	20263694	10/01/2003	TI Dues	Shirley Carr, DTM	18.00	18.00
200039299	08/23/2003	20290982	10/01/2003	TI Dues	Rayne Wellington	18.00	18.00
200049949	09/01/2003	20294649	09/01/2003	Membership Dues	Larry Anderson	9.00	-9.00
200049967	10/01/2003	20290929	10/01/2003	Membership Dues	Ann B. Davis	18.00	-18.00
200099152	01/01/2004	20499291	01/01/2004	Membership Dues	Edward Edwards	9.00	-9.00
900000483	06/30/2003	90000483	06/30/2003	Sales Transaction (***)	NoName Club	14.58	0.00

Current: 0.00 Over 30 Days: 9.00 Over 60 Days: 0.00 Over 90 Days: 0.00 Over 120 Days: 13.71

Apply Club Credit to: Order Number, Amount
Apply Payment to: Order Number, Amount

Payment enclosed: \$22.71
Credit to be used: _____
Payment by check all that apply: _____
Check _____ Credit Card _____
Club Credit / Unapplied Receipts _____

Submitted By: _____
Email: _____
Send Payment to: Toastmasters International, Attn: Statements Dept., P.O. Box 9032, Mission Viejo, CA 92690-9032, USA

Visa, MasterCard, American Express, Discover (circle one)
Credit Card Holder Name: _____
CC# _____
Exp. Date (MM/YYYY): _____
CC Holder Signature: _____

This sample form is for illustrative purposes only.

- 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.
- ## Remittance Slip
- 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 e-mail 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.

Sample Treasurer's Report

TOASTMASTERS CLUB
TREASURER'S REPORT
FOR THE MONTH OF _____

CASH BALANCE, BEGINNING OF MONTH	\$103.56
CASH RECEIVED:	
DUES	\$9.50
CASH SPENT:	
MEALS	\$65.00
POSTAGE	\$2.60
CASH BALANCE, END OF MONTH	\$45.46

Standards for Other Officers

It is important that you understand the standards of your fellow club officers. Following are brief descriptions of each.

President. The president serves as the club's chief executive officer, responsible for general supervision and operation of the club.

Standards at the club meeting are:

- Ensure the meeting starts and ends on time
- Make sure guests are warmly and enthusiastically welcomed and introduced
- Allow time before and after the meeting to speak with guests
- Read and/or display the club mission at every meeting
- Discuss the DCP and the club's progress and achievements in it
- Recognize member achievements in Toastmasters and in their personal lives
- Report on the Moments of Truth the club is achieving

Standards outside of the club meeting are:

- Attend district-sponsored club officer training
- Ensure club officers meet standards
- Analyze and evaluate the club's strong and weak areas with the executive committee
- Oversee a plan to achieve Distinguished Club Program (DCP) goals and ensure the club is a Distinguished Club
- Encourage communication and leadership development through promoting of CC, AC, CL, and AL awards
- Ensure the club has an ongoing membership-building campaign
- Attend and vote the club's proxy at district council meetings or authorize a club member to do so
- Attend the Annual Business Meeting at the International Convention and vote the club's proxy or send an authorized delegate or alternate
- Oversee administrative operation of the club in compliance with the Club Constitution and Bylaws
- Maintain relationships with the district and Toastmasters International World Headquarters

- Schedule and chair monthly executive committee meetings
- Arrange for a replacement if he or she is unable to attend a club or executive committee meeting
- Search for leaders, ensure all club offices are filled for the succeeding term, and conduct timely elections
- Prepare his/her successor for office

Immediate Past President. The immediate past president:

- Provides guidance and serves as a resource to club officers and members
- Chairs the nominating committee
- Assists in the preparation of the Club Success Plan
- Promotes the club's efforts to become a Distinguished Club

Vice President Education. The vice president education (VPE) is responsible for planning successful club meetings so that each member has the opportunity to achieve his or her educational goals. The VPE is the second-highest ranking club officer, presiding at club and executive committee meetings in the absence of the president.

Standards at the club meeting are:

- Assign each new member to be a Table Topics participant at the first meeting after joining, to a meeting role at the third meeting or earlier, and to give the Ice Breaker manual project at the fourth meeting or sooner
- Ensure a club member conducts *The Successful Club Series* presentations "Evaluate to Motivate," "Moments of Truth," "Mentoring," and "Finding New Members for Your Club" at least once per year
- Monitor club performance quarterly in cooperation with the club president
- Initial members' Project Completion Records and ensure eligible members fill out their award applications

-
- Greet guests warmly and enthusiastically
 - Preside over meetings when president is absent

Standards outside of the club meeting are:

- Attend district-sponsored club officer training
- Plan club meetings, completing schedules and assignments at least three weeks in advance and confirming each schedule five to seven days before the meeting
- Promote participation in the educational program. Track all members' progress toward education awards (CC, CL, ACB, ACS, ACG, ALB, ALS, DTM)
- Orient new members to the Toastmasters program within two meetings after they join
- Assign every new member a mentor
- Attend club executive committee meetings
- Attend district council meetings and vote the club's proxy
- Vote at the Annual Business Meeting
- Arrange for a replacement if unable to attend a club meeting
- Prepare successor for office

Vice President Membership. The vice president membership (VPM) is the third-ranking club officer.

Standards at the club meeting are:

- Greet guests warmly and enthusiastically and have each complete a guest card
- Report on current membership, promote membership campaigns, and welcome new members
- Work with the president and VPE to ensure each new member is formally inducted at the first meeting after being voted in by the club
- Help guests wishing to join complete the Application for Membership
- Speak with fellow members to determine if their needs are being met

Standards outside of the club meeting are:

- Attend district-sponsored club officer training
- Conduct an ongoing membership-building campaign
- Promote club and Toastmasters International membership-building programs and conduct a minimum of two formal club membership campaigns annually

- Follow up on and keep track of guests, new members joining, and members not attending meetings
- For all prospective members, explain the educational program, get their commitment to join, collect membership applications, bring applications to the club for voting and, if the members are accepted, collect dues and fees and give them to the treasurer with the applications
- Assist the VPPR with maintaining the club Web site and newsletter
- Ensure club's meeting time and location are listed correctly on the club Web site, promotional material, and with World Headquarters
- Attend club executive committee meetings
- Attend and vote at area council meetings
- Arrange for a replacement if he or she is unable to attend a club meeting
- Prepare successor for office

Vice President Public Relations. The vice president public relations (VPPR) is the fourth-ranking club officer.

Standards at the club meeting are:

- Announce upcoming events and programs
- Gather information for the newsletter or Web site from club members
- Greet guests and members warmly and enthusiastically

Standards outside of the club meeting are:

- Attend district-sponsored club officer training
- Protect and publicize the Toastmasters brand
- Promote the club to local media
- Maintain a club Web site
- Join a Toastmasters-moderated social network
- Produce and distribute a club newsletter, preferably via e-mail
- Promote membership campaigns
- Attend club executive committee meetings
- Attend other Toastmasters events
- Arrange for a replacement if he or she is unable to attend a club meeting
- Prepare his/her successor for office

Secretary. The secretary is the fifth-ranking club officer.

Standards at a club meeting are:

- Record and read meeting minutes
- Greet guests and members warmly and enthusiastically

Standards outside of the club meeting are:

- Attend district-sponsored club officer training
- Maintain an accurate membership roster and give it to the VPE to submit with dues
- Submit the club officer list online or mail it to World Headquarters
- Handle general club correspondence
- Keep club files, including the club charter, Constitution and Bylaws, minutes, resolutions, and correspondence
- Attend club executive committee meetings
- Arrange for a replacement if he or she is unable to attend a club meeting
- Prepare successor for office

Sergeant at Arms. The sergeant at arms is the seventh-ranking club officer.

Standards at a club meeting are:

- Arrange the room 10 minutes before the meeting begins
- Ensure the lectern is in place, evaluation forms and ballots are distributed, and the club banner, awards, Product Guide, progress charts, and educational materials are displayed
- Arrange place cards and make name badges available
- Greet guests and members warmly and enthusiastically and arrange for guests to sit with members
- Greet the area governor and other visiting officers and escort them to the club president
- Arrange for food service at meal meetings
- Ensure the meeting starts on time
- Collect ballots and tally votes for awards

Standards outside of the club are:

- Attend district-sponsored club officer training
- Schedule meeting locations
- Maintain club equipment and keep an adequate number of supplies
- Attend club executive committee meetings
- Arrange for a replacement and for assistance if necessary
- Prepare successor for office

Leadership Evaluation Guide

All Toastmasters know that feedback is essential to learning. This is true for leadership roles as well as for presenting speeches. Before you leave office, make copies of this evaluation guide, distribute it to club members and ask them to evaluate your performance as treasurer. You can use the information to improve your performance in your next leadership role and to help you prepare your successor for office.

Note to the Evaluator: Each club officer must meet performance standards. These standards guide officers in understanding their roles while helping members identify the performance they should expect from club officers. Please answer the questions below pertaining to the treasurer's standards and offer comments or specific recommendations where warranted.

- What new information or practices did the treasurer learn at club officer training and other district events that he or she shared with the club?
- Did you receive your dues statements from the club by August 15 and February 15?
- Did you receive a receipt for your dues payments?
- What administrative challenges did you observe the treasurer face during his/her term and how effective was his/her response to these challenges?
- Please offer any ideas you have to assist the treasurer with his or her service to the club.

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TOASTMASTERS
INTERNATIONAL

Item 1310F