

## **“Club Treasurer Training” Webinar Questions and Answers**

### **MyLCI Access and Registration**

**Q:** When will MyLCI become available?

**A:** MyLCI will be available in all languages for account creation and training purposes on June 15, 2012. The site will be available for official use on July 1, 2012.

**Q:** How do we get to the MyLCI login page?

**A:** From the association’s main page ([www.lionsclubs.org](http://www.lionsclubs.org)), click “Submit Reports” located at the top right section of the page.

**Q:** Can my username be my email address or member number?

**A:** Yes. It can be either.

**Q:** Will my password expire after 60 or 90 days or will it work for the entire year?

**A:** Your password never expires. Your access will end at the end of your term.

**Q:** Can I change my username and password?

**A:** Yes, you can change your username and password at anytime. When you enter your username and password, check the box that indicates you would like to change these items.

**Q:** Can the club’s mailing address be different from the officer’s home address?

**A:** Yes. All officers can specify a membership address (usually home) and an officer address.

**Q:** If we have sub-treasurers, will he/she be able to create an account to assist the treasurer in sending payments?

**A:** No. At this time only the “official” club officers will have access to MyLCI.

**Q:** If there are treasurers who do not use a computer, how does the club get access for someone else to enter the information for them?

**A:** Your district governor can ask for access to be given to a district administrator. Requests can be sent to [mylci@lionsclubs.org](mailto:mylci@lionsclubs.org).

**Q:** If I hold two officer positions, will I need two logins or will all the information I need be under the one login?

**A:** No, one login/account will give you access to the functionality needed to perform the responsibilities associated with each role.

**Q:** What "home page" will I see if I have dual roles (example both club secretary and region chairperson)?

**A:** You will see the home page that corresponds to your highest position. However, for July, you will only see the club secretary panels. Region panels will be available later in the summer.

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### **MyLCI Access and Registration cont’d**

**Q:** My husband and I have one e-mail address that we use for LCI purposes. Do we need to now have separate e-mail addresses if we are both club and/or district officers?

**A:** Yes. E-mail addresses must be unique to our system to successfully register to use MyLCI.

**Q:** Can club members log in to MyLCI?

**A:** We are planning on allowing members to use MyLCI in a future release. The release date is not known at this time.

**Q:** Will existing officers have access to MyLCI?

**A:** MyLCI will only be available to 2012-2013 officers and beyond. 2011-2012 officers will still have access to WMMR until the end of their term.

**Q:** If I was an officer in the past and am returning to office, will I still be able to use my previous log in and password?

**A:** If you were an officer during 2010-2011 or later, your current log in information will work. If you were an officer prior to 2010 you will need to re-register.

**Q:** How long will past officers have access to the site after their term is over?

**A:** 30 days

**Q:** I am the exiting officer and the new officer has requested help. Can I still have access to system if I am not the current officer?

**A:** No. You will need to provide all assistance before the end of the 30 day grace period.

**Q:** Will returning officers be able to create a username since they currently use their member number?

**A:** Yes.

**Q:** Can more than one officer have access to the MyLCI treasurer area? (i.e. past treasurer, past president, current president, etc)

**A:** The 2012-2013 club treasurers will have view access to membership, service activities, officer and club meeting information. They will also be able to make online payments. 2012-2013 club presidents and secretaries will have the ability to view statement information and update membership, service activities, and officer and club meeting information. Past officers are not allowed access at this time.

**Q:** Can the treasurer edit the My Club info?

**A:** No, only the club president and club secretary can edit this information.

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### **MyLCI Access and Registration cont’d**

**Q:** Will past district governors have view only access to MyLCI?

**A:** The district governor will be able to provide 5 additional login ids /courtesy passwords which can be provided to the past district governor. In the future we hope to broaden the access to MyLCI/ WMMR to additional roles.

**Q:** Will vice district governors have access to this information like district governors?

**A:** Yes, but the new MyLCI won't be available for district and multiple district officers until August. During July they will be routed to WMMR. The Global Membership Team and others are planned for October.

**Q:** Will district cabinet treasurers and secretaries have MyLCI access?

**A:** District cabinet treasurers and secretaries will have MyLCI access in August. Until then, they will use WMMR.

**Q:** Will district cabinet treasurers have administrator rights to prevent district governors from having to register?

**A:** Your district governor can ask for access to be given to a District Administrator. Requests can be sent to [mylci@lionsclubs.org](mailto:mylci@lionsclubs.org).

**Q:** Can the district treasurer see a summary of district clubs dues daily?

**A:** That is a good idea but has not been incorporated into our near-term plans at this date.

**Q:** What information will zone chairpersons be able to see?

**A:** In August, zone chairpersons will be able drill down to see the current balance for all of the clubs in their zone.

**Q:** If you are not a treasurer or president, but a district GLT coordinator for example that conducts officer training, how do you get to practice or train on the new site?

**A:** We are working on a Club Trainer role that current officers can assign to others for training purposes.

**Q:** Will the training area have the most up-to-date information to assist with training other treasurers?

**A:** Yes

**Q:** What happens if you go to register and you are NOT recognized in the system?

**A:** It is possible you may have an incorrect member ID or have not been assigned as an officer. In either case you can contact other officers in your club or contact the Support Center at LCI.

**Q:** Does MyLCI include Branch clubs?

**A:** It will later this year.

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### **Reports**

**Q:** Can you download reports to Excel?

**A:** Yes.

**Q:** Will there be a button to email the reports to the club president, zone chairperson and district governor? Or will the club president have to access it themselves?

**A:** There is not a button that will email the report automatically. The report can be downloaded and emailed as an attachment. The club president will also be able to view the statements.

### **Online Payments and Statements**

**Q:** If we switch to online statements can we still pay by mailing a written check?

**A:** Yes.

**Q:** Is there a specific date each month that club statements are generated?

**A:** Statements are available by the 3<sup>rd</sup> or 4<sup>th</sup> workday of each month.

**Q:** Will we receive an email notification when a statement has been generated and available for viewing?

**A:** All reported club officers will receive an email notification when statements are ready for viewing.

**Q:** Will we continue to receive a statement showing a \$0 balance after mailing in a payment?

**A:** No, you will not get another statement.

**Q:** If I currently use online payments, will I have to re-enter my club info into the Chase site?

**A:** No, the account information is tied to the club number. Treasurers will be recognized during their term automatically.

**Q:** Does payment information carry over from year to year, or must it be re-entered every year?

**A:** Yes, saved credit card and e-check information is stored until it is manually deleted or changed by the club treasurer.

**Q:** From outside the US, can payments be made via bank transfer?

**A:** Yes, payments can be made via wire transfer outside of the U.S. Payment instructions are available on the association’s website, detailing wire transfer instructions.

**Q:** Which officers have the ability to make payments?

**A:** All officers can view the statements online but only the treasurer can pay online. Two signatures are needed to approve payment, however, with club and board approval, online payment is acceptable.

## **“Club Treasurer Training” Webinar Questions and Answers**

### **Online Payments and Statements cont'd**

**Q:** Can we pay in Canadian dollars when using a credit card?

**A:** No, credit card payments are required in U.S. dollars.

**Q:** Will the capability of using PayPal be an option in the future?

**A:** No, PayPal will not be offered.

**Q:** Currently, all checks are to be signed by a minimum of two signatories. Given that credit cards can only be operated by one person, how can we then make payments to LCI using a credit card?

**A:** Club expenses should be first approved by the club membership prior to payment. If the club officers agree, online payments can be an acceptable form of payment.

**Q:** Do we always need two signatures on a check? Could we require two signatures on amounts above a certain dollar amount?

**A:** The membership and club officers should approve of all use of funds. Two signatures are required for checks, unless the club approves of credit card or online payments.

**Q:** Is online payment only for dues or also for purchasing from the Lions "shop"?

**A:** Yes, any club supply purchase billed to the club's account can be paid by credit card.

**Q:** Does the same feature apply to e-checks?

**A:** Yes, any club supplies purchased and billed to the club's account can be paid by e-checks.

**Q:** Do I need to get a credit card for my club or can I use my personal card and write a check from the correct account for the club to reimburse me?

**A:** If your club agrees, a personal credit card payment can be made to pay dues, and a reimbursement issued. The club may also acquire a credit card in the club's name.

**Q:** Does the same feature apply to e-checks?

**A:** If the club agrees, a personal check can be used to pay dues, followed with reimbursement.

**Q:** Can I pay in a form other than a credit card?

**A:** You can pay by e-check, Master Card or Visa debit card, or mail in your payment.

### **Dues**

**Q:** Will LCI membership dues increase for the 2012-2013 Lions year?

**A:** Yes, dues will increase to US \$20.50 per member. Student and family rates of half the rate billed to a regular member still apply.

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### **Dues cont’d**

**Q:** What is the cost for Lions, family members and re-instated members?

**A:** New members are billed a one-time new member fee of US \$25 to an active club. New member fees for a club charter are US \$30. Dues are billed bi-annually at a rate of US \$19.50 through June, 2012. In July, the rate will increase to US \$20.50/member. Student and family rates apply. Reinstated members will be billed for any dues not previously billed.

**Q:** If two family members belong to different clubs does the family rate still apply?

**A:** No, family members must belong to the same club and live in the same house to qualify for reduced billing.

**Q:** Can I email members who are delinquent on dues and other payments?

**A:** Yes, you may contact members who are delinquent via email, mail, or in person. Regular communication for dues outstanding is recommended.

### **Other**

**Q:** What is the purpose of the two bank accounts and how should they be used?

**A:** Co-mingling of funds is not allowed. Administrative funds should be used to pay dues, lunches, dinners, etc. Public funds should be used to community service activities. As a result, Administrative and Public or Fundraising funds should be deposited and expensed separately.

**Q:** Do you recommend an accounting program for treasurers?

**A:** Lions Clubs International does not have a particular program it endorses or encourages club treasurers to use. Past and current club treasurers however have used MoneyDance on a Mac and Microsoft Money, Microsoft Excel, Quicken on for Windows.

**Q:** How is the treasurer supposed to bill individual members without checking every day to see if they have paid their dues online?

**A:** Members should pay dues to the club treasurer. District, State, and Club dues should also be paid to the treasurer.

**Q:** Is it ok for a member of the club can to perform the yearly audit, or does it have to be done by someone outside the club?

**A:** It is acceptable for an existing officer or a prior officer to perform the audit.

**Q:** Where do you find a list of dropped members?

**A:** On MyLCI, select the **My Lions Club** menu > select **Members**. On the rightmost side of any Members page you will see a **Find Members** link. Click the **Find Members** and you will see the option for viewing dropped members.

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## Questions and Answers

### ***Other cont'd***

**Q:** Under the My Officers section - will we be able to add a group mailing or will each officer's email need to be separate?

**A:** Unique email addresses are required to protect privacy of data.

**Q:** Can tablets and smart phones be used enter data?

**A:** The site has not been tested in these environments at this time.

**Q:** Why are we only allowed 20 minutes online and are then logged off if we are still working?

**A:** The time limit is for security reasons and only applies if there is no activity for 20 minutes.

**Q:** Every time we hit "save" will it reset the clock and give us another 20 minutes?

**A:** Yes. Actually, every button you hit or action you take will reset the clock.

**Q:** If you are timed out, will your work automatically be saved?

**A:** No, it will not be saved.

**Q:** Where is additional treasurer training located on the web site?

**A:** The Club Treasurer Self-Study module can be found [here](#).

**Q:** How are activities displayed, who has that responsibility?

**A:** The club secretary has the responsibility of posting service activity reports. The club president also has the ability to update service activities, but the responsibility lies with the club secretary. Service Activities are available in both WMMR and MyLCI. To view service activities within MyLCI, select the My Lions Club menu then select the Service Activities menu option.

**Q:** Where can I go to learn more about service activities?

**A:** Information on the service activity report can be found [here](#). A [FAQ page](#) is also available.

**Q:** Will the Club Officers' Manual be updated for 2012-1013 Lions year?

**A:** Yes

**Q:** What is the MyLCI Support Center contact number?

**A:** You can contact the Support Center at 630-468-6900.

**Q:** Is there a means to report an error?

**A:** Yes. Emails can be sent to [mylci@lionsclubs.org](mailto:mylci@lionsclubs.org).

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