

August 2025

LWV MEMBER PORTAL TRAINING FOR LEAGUE LEADERS

TREASURERS

New System Basics



Community Norms, Training Goals

- Call will be recorded
- Assume positive intent
- Please put questions/feedback in the chat
 - System is still actively being refined for LWV
- Written instructions are available in the [Portal Admin Guide](#)

POP

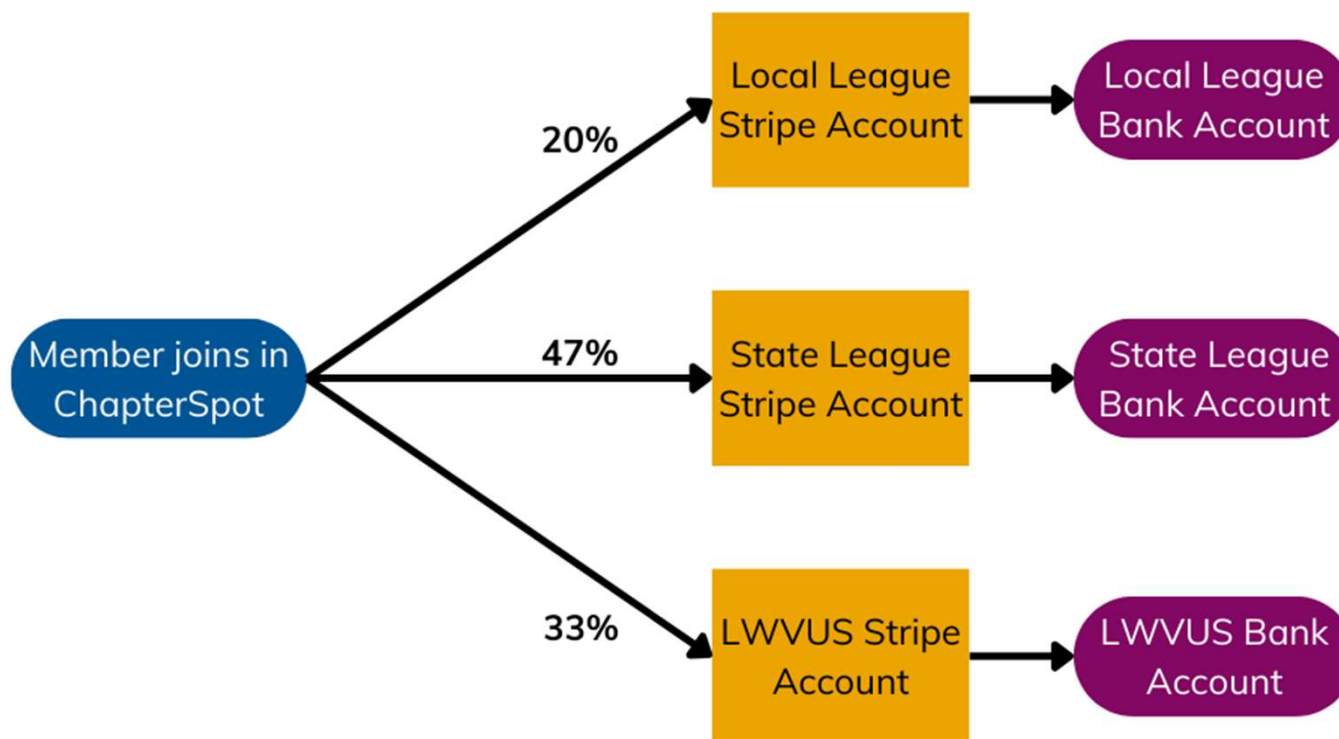
- **Purpose:** Provide Treasurers and other League leaders with the information they need to collect dues and donations
- **Outcome:** Attendees will be able navigate Stripe, view dues and donations, and understand the processes for check payments and subsidizing members
- **Process:** Presentation/demo followed by Q&A

Collecting Dues

Dues

- Rather than each League setting its own dues rate, under the new system dues are pay-what-you-can
- The recommended dues rate for all Leagues across the country is \$75
- The minimum dues rate is \$20

LWV Membership Dues Flow



MEMBERSHIP DUES COMPARISON CHART

PAYMENT METHOD	DUES	FEES	LOCAL LEAGUE	STATE LEAGUE	LWVUS
CREDIT CARD	\$20	3.9% + \$0.80	\$3.04	\$8.23	\$5.54
ACH	\$20	1.8% + \$0.50	\$3.43	\$8.73	\$5.98
CREDIT CARD	\$60	3.9% + \$0.80	\$10.73	\$26.30	\$18.23
ACH	\$60	1.8% + \$0.50	\$11.28	\$27.19	\$18.94
CREDIT CARD	\$75	3.9% + \$0.80	\$13.62	\$33.08	\$22.98
ACH	\$75	1.8% + \$0.50	\$14.23	\$34.12	\$23.80
CREDIT CARD	\$100	3.9% + \$0.80	\$18.42	\$44.37	\$30.92
ACH	\$100	1.8% + \$0.50	\$19.14	\$45.65	\$31.91

Note on Dues Split

- Because a dues payment is technically three payments – one to the local League, one to the state League, and one to the national League – it will show up on a member's credit card statement as three payments
- This also means that the flat rate part of the fee per transaction will come out of each portion of the split

Dues Split Errors

- Since launch, some members' banks have flagged one or more portions of the dues payment as duplicates
- When this happens, the member needs to log back in, click the small red dot at the top of the screen, and retry the portion of the payment that failed
- ChapterSpot is working on fixing this issue

Online Dues Payments

Member Pays Online

1. Member pays through join/renew form in portal
2. Dues go to League's Stripe account
3. Funds in Stripe account go to League's bank account



Review and pay

Please review your selection before checkout.

S	State-National Membership (75)	Remove	\$75.00
S	State Contribution (Generic)	Remove	\$100.00
Total			\$175.00

Choose your payment method

Select a payment method or enter a new one below.

Card

US bank account

Card number

1234 1234 1234 1234

VISA

AM EX

JCB

Expiration date

MM / YY

Security code

CVC

135

Country

United States

ZIP code

12345

By providing your card information, you allow ChapterSpot to charge your card for future payments in accordance with their terms.

Cancel

Add Payment Method

 All transactions are secure and encrypted.

After Joining

- Confirmation screen will be printable receipt
- New members will also receive a receipt email
 - If your League is a 501(c)(3), this can serve as a tax receipt showing the 20% of dues going to your League is tax deductible

Receipt

Paid

November 13, 2024

Receipt Number

60ae9bfc-4395-4ad3-8910-8b577bd236eb

Payment Method

VISA ending in 4242

Charges

LWV USA (National)

May appear on your statement as: LWV USA

Charge Amount

\$24.75

SUMMARY

33% of Local-State-National Membership (75)

\$24.75

LWV of Louisiana

May appear on your statement as: LWV OF LOUISIANA

Charge Amount

\$35.25

SUMMARY

47% of Local-State-National Membership (75)

\$35.25



Next Steps

- President, Treasurer, Membership Chair, and Roster Manager receive email notification
- Payment is visible in portal and in Stripe dashboard



My LWV Membership

[Renew](#)

PULLEN, NORA

League
LWV Of District Of Columbia
State
DC

Status
Active
Expiration
Apr 25, 2026



Invite New Members

Copy the link below and share it with the person/member that wants to join or renew.

<https://portal.lwv.org/membe...>



Profile



Payments



VOTE411



Roster



Add/Renew
Members



Leadership



Manage
Registration
Questions



League
Resources



Emailer



Website
Editor



League
Profile



Stripe
Management



Contributions

Connected Accounts

Manage your connected accounts here.

+ Connect New Account

S CO107 (acct_ [REDACTED])
#acct_ [REDACTED]

✓ Active



< Manage Account

CO107 (acct [REDACTED]) (Stripe account
#acct [REDACTED])

 [Account Settings](#)

Total balance

\$0.00

Available To Pay Out

\$0.00

Pending Balance

\$0.00

Transactions

Payouts

A record of this account's transactions.

Filter ▾

Export

Details	Type	Status	Amount
POSTED TRANSACTIONS			
VISA ending in 5358 [REDACTED]	Online Payment	Paid	\$15.00 > Jul 29
VISA ending in 7074 [REDACTED]	Online Payment	Paid	\$15.00 > Jul 27
VISA ending in 7577 [REDACTED]	Online Payment	Paid	\$15.00 > Jul 27
VISA ending in 9709 [REDACTED]	Online Payment	Paid	\$15.00 > Jul 25

.8

< Transaction Summary

[Print](#)

Member Name	[REDACTED]
Date	July 29, 2025 2:28pm EDT
Transaction ID	ch_ [REDACTED]
Payment Method	VISA ending in 5358
Status	Paid
Total	\$15.00

Breakdown

Local-State-National Membership	\$15.00
Processing Fee	-\$1.39

Net Amount \$13.61

ChapterSpot has access to new tools to help manage your account. [View details](#)

Today



Recommendation

View your Mercury account balances

Monitor your Mercury bank account directly in your Stripe Dashboard. Save time and make faster financial decisions with all your banking information in one place.

[Install Mercury >](#)

Transactions

+ Create payment

Analyze

Payments

Payouts

Top-ups

All activity

Resource

Learn about upcoming global tax changes and how to stay compliant.

View guide

X

All10,000+

Succeeded10,000+

Refunded16

Disputed8

Failed126

Uncaptured0

Date and time

Amount

Currency

Status

Payment method

More filters

Export

Edit columns

☐	Amount			Description	Customer	Date	Refunded date	Decline reason	
☐	\$33.00	USD	Succeeded ✓	pi_3RrL7pQK5Y1Se98N0XWSyvvx		Aug 1, 11:44 AM	—	—	...
☐	\$24.75	USD	Succeeded ✓	pi_3RrL5yQK5Y1Se98N0fPTcSuc		Aug 1, 11:42 AM	—	—	...
☐	\$24.75	USD	Succeeded ✓	pi_3RrL2gQK5Y1Se98N1JPYPiQt		Aug 1, 11:38 AM	—	—	...
☐	\$24.75	USD	Succeeded ✓	pi_3RrKs6QK5Y1Se98N1T3j9P5z		Aug 1, 11:27 AM	—	—	...
☐	\$24.75	USD	Succeeded ✓	pi_3RrKrwQK5Y1Se98N0ecOMTSa		Aug 1, 11:27 AM	—	—	...
☐	\$49.50	USD	Succeeded ✓	pi_3RrKo3QK5Y1Se98N1ZuTInKC		Aug 1, 11:23 AM	—	—	...

Transactions >

\$24.75 USD Succeeded ✓

Charged to [gcus_1RC5NZQK5Y1Se98Npb1pBAn4](#)

[↩ Refund](#) [+ Add to block list](#)

Recent activity

[+ Add note](#)

- ✓ Payment succeeded
Apr 9, 2025, 4:35 PM
- 📄 Payment started
Apr 9, 2025, 4:35 PM

Payment breakdown

Payment amount	\$24.75 USD
> Fees	- \$1.77 USD
Net amount	\$22.98 USD

Details

Payment ID
[📄 pi_3RC5L8QK5Y1Se98N05FaThtC](#)

Payment method
 **** 6655

Description
[- Edit](#)

Statement descriptor
LWV OF THE US

Last updated
Apr 9, 4:35 PM

Risk evaluation
 Normal

Refund payment



Refunds take 5–10 days to appear on a customer's statement. Stripe's fees for the original payment won't be returned, but there are no additional fees for the refund.

[Learn more](#)

Amount

\$ 24.75

Reason

Select a reason



Note

Add more details about this refund.

Cancel Esc

Refund ctrl + enter

NoNzWqG7v

Address

20012, US

Refunds

- Each level of League needs to issue refunds separately since a dues payment is 3 payments
- When a member makes a duplicate payment, first suggest extending membership an additional year
- Submit a support ticket to request LWWUS portion of refund

Personal settings



Personal details

Personal details, password, communication preferences, and your active sessions.



Communication preferences

Customize the emails, SMS, and push notifications you receive.



Developers

Workbench, developer tools, and more.

Account settings



Business

Account details, account health, public info, payouts, legal entity, custom domains, and more.



Team and security

Team members, roles, account security, authorized apps, and shared resources.



Stripe profile

Manage how you show up on the Stripe business network.



Your plans

Manage how you pay for Stripe services.



Compliance and documents

PCI compliance, documents, and legacy exports.



Product previews

Try out new features.



Perks

Discounts on tools to run your startup.

Product settings



Billing

Subscriptions, invoices, quotes, and customer portal.



Identity

Synthetic identity protection and native mobile SDK.



Sigma

Manage your Sigma features.



Data Pipeline

Data warehouse and contact for updates on data processing.



Payments

Checkout, payment methods, currency conversion, and more.



Discover more features

Boost revenue, manage finances, and more.



Financial Connections

Appearance, featured institutions, optimizations, and usage details.



Radar

Manage fraud protection and customization capabilities for your account.

Business

[Account details](#) [Account status](#) [Business details](#) [Linked external accounts](#) [Bank accounts and currencies](#) [Tax details](#) [Branding](#) [Custom domains](#) [Customer emails](#)

Note: This account shares legal identity information with other accounts your business manages. Changes made to the business address will be applied to those accounts as well.

Account name

League of Women Voters of the United States

Account ID

Business address

1233 20th St NW

Suite 500

Washington

District of Columbia

20036

Phone verification

Verify now

You must verify your phone number via SMS to process payments from the Dashboard. Your number won't be publicly displayed.

Time zone

US - Eastern

Save



Unify your business across multiple accounts with Stripe Organizations

You can now centralize reporting and operations, simplify team management, and more. [View docs](#)

Create organization

Settlement currencies and bank accounts

To accumulate a balance in a new currency, add it here. Attach a bank account to pay out the balance. Learn about [settlement and presentment currencies](#).

CURRENCY	PAYOUT BANK ACCOUNT	PAYOUT FEE ⓘ	
USD Default	   	FREE	...

Charges for currencies that have not been enabled will be converted to your default currency, USD. [Which currencies can I charge in?](#)

Payout schedule

Set a custom schedule to payout funds to your bank account. [View docs](#)

- ☐ Manual payouts
You can manually initiate a payout from Stripe whenever you want.
- ☒ Automatic payouts
When choosing a weekly or monthly schedule, you can specify one or more payout days to receive your payouts.
- Daily ↕

Cancel Save

Minimum balance

Keep a minimum amount in your balance so that funds are available in case of refunds, disputes, and fees.

- ☐ Keep a minimum amount in your payments balance
Stripe will adjust your payouts so that you maintain a minimum balance.

Cancel Save

Payout statement descriptor

Select a statement descriptor for payouts that appear on your bank statement. [View docs](#)

ⓘ You can set a custom statement descriptor when manually creating a payout from [Balances](#), overriding this account-level setting.

Statement Descriptor

Example - League of Women Vo

Cancel Save

Team and security

Team Single sign-on (SSO) SCIM provisioning Two-step authentication Security history Installed apps

☒ Share support conversations with ChapterSpot
Allow your platform to view support cases you've opened with Stripe

All members 4

Active members 3

Pending invites 0

Inactive members 1

+ Roles

+ Status

+ Name

+ Email

Export

+ Add member

☐	Name	Email	Roles	Auth	Last login	
☐	John Doe	john.doe@company.com	Full administrator	SSO SAML	10 min ago	...
☐	Jane Smith	jane.smith@company.com	Developer	SSO SAML	Today	...
☐	...	...	Manager - 1 others	SSO SAML	1 hour ago	...
☐	John Smith	john.smith@company.com	Developer	SSO SAML	10 min ago	...

Viewing 1-4 of 4 results

-  Home
-  Balances
-  Transactions
-  Customers
-  Product catalog

Shortcuts

-  **Reports**
-  Financial Connections

Products

-  Payments

Reports

Track money movement

Understand the activity in your Stripe account, focused on how activity, fees, and payouts affect your balance.

 Balance summary

 Payout reconciliation

Automate accounting

Automated, interactive revenue reports to help you understand your business performance, recognize revenue, and facilitate month-end close.

 Revenue recognition

Payout reconciliation

Payouts made to your bank account from Jul 1, 2025–Jul 31, 2025, based on the [balance change date](#). Useful to reconcile Stripe payouts against your bank statements.

Quarter-to-date ▾

📅 Jul 1–Jul 31

🕒 US - Eastern

📅 Schedule...

Print

📘 Daily data is currently available through Jul 31, 11:59 PM EDT. Additional data will be available by Aug 2, 8:00 AM EDT.

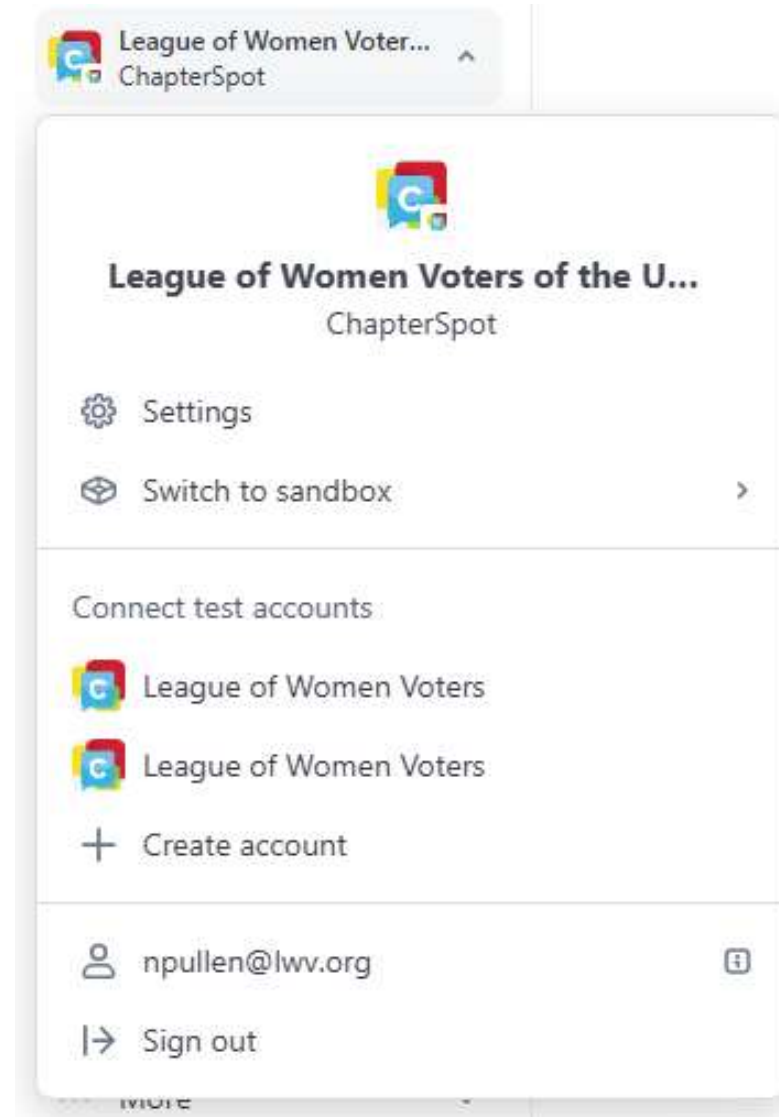
Balance summary		Download ⬇	🔍 Explore
Shows starting and ending balance in your Stripe account. Starting balance is the sum of your available balance and pending balance. Changes to your balance come from activity (see the Balance tab for a breakdown) and from payouts to your bank (detailed below).			
Starting balance — Jul 1 EDT			\$12,479.58
Balance change from activity			
Account activity before fees		\$123,499.45	
Less fees		-\$8,660.28	
Net balance change from activity			\$114,839.17
Total payouts			-\$122,780.60
Ending balance — Jul 31 EDT			\$4,538.15

Payout reconciliation
Detailed breakdown of the **total payouts** line from the above **Balance Summary** report. Includes all activity that makes up the payouts in this time range, as well as itemized downloads.

[Download](#) ⬇

Create Account

- If your League would like to use Stripe to collect donations outside of the portal, create a separate Stripe account – you can use the same login and all other information



Offline Dues Payments

Member Pays Offline

1. Member gives check to League
2. League enters member on roster
3. League mails check to lockbox
4. LWVUS processes payment
5. Dues split sent via Bill.com



Collecting Dues Checks

- Checks should be given to the local League but made out to LWVUS
 - It's okay if they're made out to your League as long as they say LWV or League of Women Voters – these can still be sent
- If a member would like to make a donation to your League, this must be written as a separate check and deposited locally – checks sent to LWVUS will be treated as dues

[← Back](#)

Add/Renew Members

What do you want to do?

 I want to add a **new member** >

 I want to **renew an existing member** >

Or, I want to see which **checks** have not yet been confirmed by LWVUS >

← Back

Add/Renew Members

Do you want to send them a link or register them yourself?

-  I want to **send them a link to join/renew** (recommended) >
-  I want to **register/renew them myself and will mail a check to LWVUS** >

Membership - Pay By Check

| Enter Member Information

Use this form to add or renew a member. After completing the form, please collect payment from the member, then mail a check into LWVUS.

Select Existing Member



If the member does not exist, leave this field blank.

Member's First Name *

Member's Last Name *

Member's Email *

Member's Phone



Member's Street Address



Membership - Pay By Check

Membership

When joining a local-level League, your membership payment will be shared as follows:

20% to the local League

47% to the state League

33% to the League of Women Voters of the United States

When joining a state-level League, your membership payment will be shared as follows:

67% to the state League

33% to the League of Women Voters of the United States

Choose the dues amount the member wishes to pay. The recommended rate is \$75 but you are welcome to choose an amount below that, down to a minimum of \$20 per person. Higher dues amounts help facilitate some members to pay below the recommended rate but do not confer additional benefits. *

Type to search...



Add/Renew Member

Members with Pending Payments

Here are the steps for adding/renewing members and paying by check.

- 1. The member writes a check made out to LWVUS which should be collected by your League.
- 2. Your League [adds your member\(s\) using LWV Member Portal](#)
- 3. Your League prints an export of the members using the table below.
- 4. Your League mails the print out and the checks to following address:

League of Women Voters of the United States
PO BOX 200539
PITTSBURGH, PA 15251-0539

Members with Pending Payments

Paid/Resolved Payments

Below are member that LWVUS National Office has not confirmed receipt of payment for yet.

Date

= Equal to

mm/dd/yyyy

Search

0 Records

Export

Mailing Checks

- Form should be exported and printed and included with mailed checks
- Checks and form should be mailed to:
 - **League of Women Voters of the United States**
PO BOX 200539
PITTSBURGH, PA 15251-0539

Process at LWVUS

- Once checks have been deposited by lockbox, they are matched up with members you have entered
- Weekly on Monday nights, all checks from the previous week are totaled and emailed out
 - This email goes to Bill.com (the bill pay platform used at LWVUS)
 - It also goes to the main email address listed for the League under League Profile in the portal

Process at LWVUS (cont.)

- After invoices are entered in Bill.com, they are approved and paid
- The process from the time checks are deposited to when they are paid is about 1- 2 weeks
- If your League hasn't been set up for direct deposit with LWVUS, that needs to happen before any funds are sent

Bill.com

- Your League can choose to set up a Bill.com account and send LWWUS the identification number to connect
 - This allows you the flexibility to change contact and banking information at any time
 - Login must be maintained by your League
- LWWUS can update your League's contact and banking information manually via an online DocuSign form
 - This prevents you from getting locked out of an account
 - Means you will need to let us know when information changes

Notifications

- The Monday after a check payment is entered from the lockbox, the League's main email will get a notification with the total amount being sent, the names of the members, and the total each member paid

From: "'noreply@lww.org' via info" <info@skagitlww.org>

Subject: [LWV info] <p>2025-07-14-WA029-LWV of Skagit County--30</p>

Date: July 14, 2025 at 11:17:03 AM PDT

To: "lww-uspayables@bill.com" <lww-uspayables@bill.com>, "info@skagitlww.org" <info@skagitlww.org>

Reply-To: "noreply@lww.org" <noreply@lww.org>

WA029-LWV of Skagit County-\$30.00:[REDACTED] - 6/17/2025 - 75 - WA029, [REDACTED] - 6/19/2025 - 75 - WA029]

From: "'BILL' via info" <info@skagitlww.org>

Subject: [LWV info] League of Women Voters - US sent you a payment arriving Jul 22 - learn how to get it sooner

Date: July 18, 2025 at 7:41:35 PM PDT

To: LWV of Skagit County <info@skagitlww.org>

Reply-To: BILL <account-services@inform.bill.com>



League of Women Voters - US

initiated a payment of

\$30.00

Payment initiated

Funds verified

Payment deposited

By Tuesday, Jul 22, 2025 via Standard ACH

It takes up to 4 business days to verify and deposit ACH transfers. Need it now? BILL can advance the money instantly for a 1% fee.

Subsidizing Members

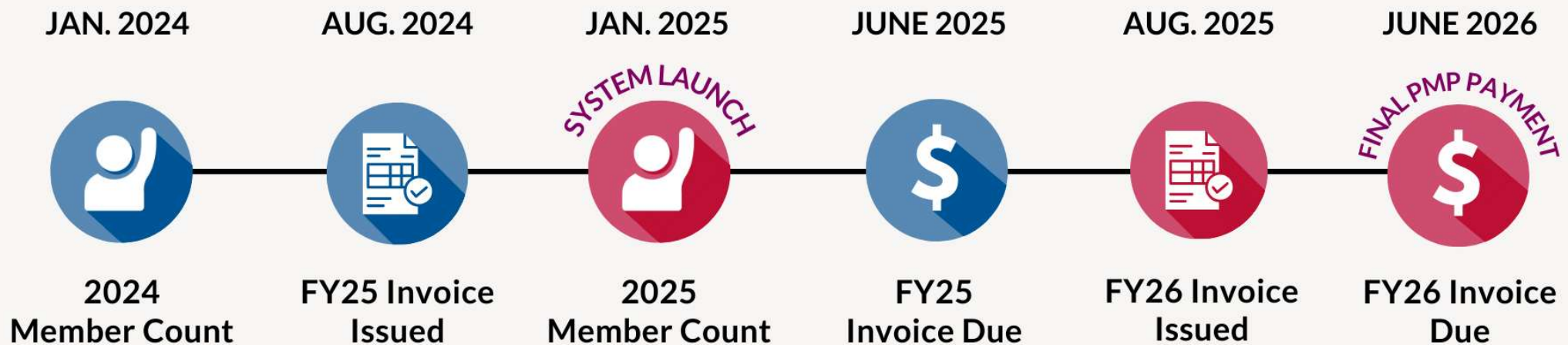
- If there are members your League would like to pay dues on behalf of (e.g. students), it is up to your League to:
 - Set parameters for who will be subsidized
 - Determine if partial payment will be required from these members and, if so, collect it
 - Communicate this to these members
- Payment can be made on their behalf via the offline payment process – ChapterSpot is working on a method where this can be done online

Other Financial Considerations

Budgeting Concerns

- Per-member payment will continue through FY26 (based on the final member count in January 2025)
- LWVUS will make Leagues whole if they experience a shortfall in member dues over the first two years on ChapterSpot

PER-MEMBER-PAYMENT (PMP) TIMELINE



Members counted in Jan. 2024 have been included on the FY25 invoice first issued in Aug. 2024. This invoice is due in June 2025, after the launch of ChapterSpot.

Members counted in Jan. 2025 will be included on the FY26 invoice first issued in Aug. 2025. This invoice will be due in June 2026. *If necessary, Leagues may request an extension of this due date.*

Shortfall Mitigation

- LWVUS is committed to making Leagues whole for the first two years
- Amount will be based on base year calculation
- Base year: current member numbers and current dues rate
- This will be assessed in February 2026

Member Portal Resources Page

- Portal Admin Guide
- Membership Support Liaisons
- Recording/slides
- PMP and Make-Whole Process Overview
- Dues Overview

Going Forward

- Please reach out to membership@lww.org with any questions
- Sign up for the upcoming Framing the Future [office hours](#)
- Check out the [Member Portal Resources](#) page for additional information and tools
- Sign up for the [League Update](#) newsletter

