

The Temple Shalom Transformational

www.tshalom.org

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18 NEW MEMBERS THIS YEAR!

“Going From Good to Inspirational”

Our Temple Database Software Conversion Nearing Completion!

As I mentioned over the holidays, we have a massive effort underway to significantly upgrade our capabilities in interacting with our congregants. We are making this change to primarily enhance the congregant “experience” in interacting with us. One benefit which you will see very shortly will be enhanced detail and clarity for our billing statements. These statements will be sent in the next few weeks via email to all congregants who have an email address on file and through regular mail to all others.

How Will This Work?

During the conversion to the new system, we needed to postpone the delivery of our regularly scheduled billing statements. The first statement that you receive under the new system will include a “catch up” of all amounts that would have ordinarily been billed but not yet paid in the current fiscal year (July 1, 2018-September 30, 2018). It will also include additional “catch up” of amounts unpaid in prior fiscal years, like voucher obligations.

What Do You Need to Do?

While every effort was made to ensure the integrity of your financial data in converting to the new system, we urge you nonetheless to check the billing statements for any possible discrepancies. Should you have any questions or issues, please call Barbara Kavadias at the Temple Office (973) 584-5666 ext. 5 or email Katie Frank administrator@tshalom.org and/or Barbara Kavadias executiveassistant@tshalom.org.

If you are paying your financial obligations through an Automated Transfer of Funds (ATF), this amount will be adjusted to reflect any prior, unpaid obligations. If you are remitting by check or credit card, we would appreciate your catching up on unpaid amounts due as soon as you can.

New Billing Statements Coming Soon!

Are Other Changes Coming This Year?

Yes, once we have fully completed the conversion, the next step will be to introduce our new Temple Shalom Congregant Portal which will enable you to access your account in real time, see your total obligations, historical payments made in satisfaction of those obligations and net obligations due.

We will also be offering more efficient ways to make credit card payments towards your obligations and donations.

Of course, we will continue to communicate proactively so that you can take full advantage of these opportunities when they are ready to be rolled out. We roughly expect these capabilities to be operational in about two months.

In Summary

We truly believe these changes will provide greater clarity in our financial relationship and reduce time consuming “back and forth” efforts on your end and ours. Change is always difficult and we ask for your cooperation in making this transition as smooth as possible.

Should you have any suggestions on how to improve this process, please send these my way to president@tshalom.org. We are always looking for fresh ideas in the spirit of continuous improvement.

Thank you in advance for your help and understanding.

B' Shalom



Jeffrey Newman
President