



UNDERSTANDING YOUR POSITION

TIPMASTER

2023

UNDERSTANDING YOUR POSITION - INDEX

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Board Position Training Video

The LeTip TipMaster position training video can be found in LeTip Wired video library search for .Board - Tip Master Position Training or click the board training box and click on the .Board - Tip Master Position Training video image.

LeTip Core Values

LeTip's Core Values and Guiding Principle exemplify the LeTip culture. These ideals guide us in our everyday actions, define who we are and how we conduct business. Our words not only inspire us, but they remind us that true success is measured by how we—as individuals and collectively—apply them in our everyday lives.

Keep true to these statements and good business practices will follow. When you look for others to join your chapter, look for those who conduct their businesses just as you do, by utilizing these values.

Integrity:

Honesty in all actions.
"Do the right thing."

Loyalty:

Trust and faith in all relationships.
"All for one, One for all."

Passion:

A feeling based on conviction and strongly held desires and beliefs.
"From the heart."

Commitment:

Follow through until you accomplish your desired outcome.
"We practice stick-to-it-tiveness."

Accountability:

Accepting the responsibility for our actions, behavior, and choices.
"If it's to be, it's up to me."

Excellence:

Performing above and beyond normal expectations while adhering to the highest standards. "The best—without peer."

LeTip Creed

LeTip is a professional organization of business individuals, dedicated to the highest standards of competence and service.

Our purpose is the exchange of business Tips. Members will, at all times, maintain the highest professional integrity.

Each business category is represented by one member and conflicts of interest are disallowed.

The Guiding Principle of LeTip International, Inc.

"To intentionally help one another prosper through mutually beneficial relationships, and thus, create an economy that rewards everyone."™

Our Slogan

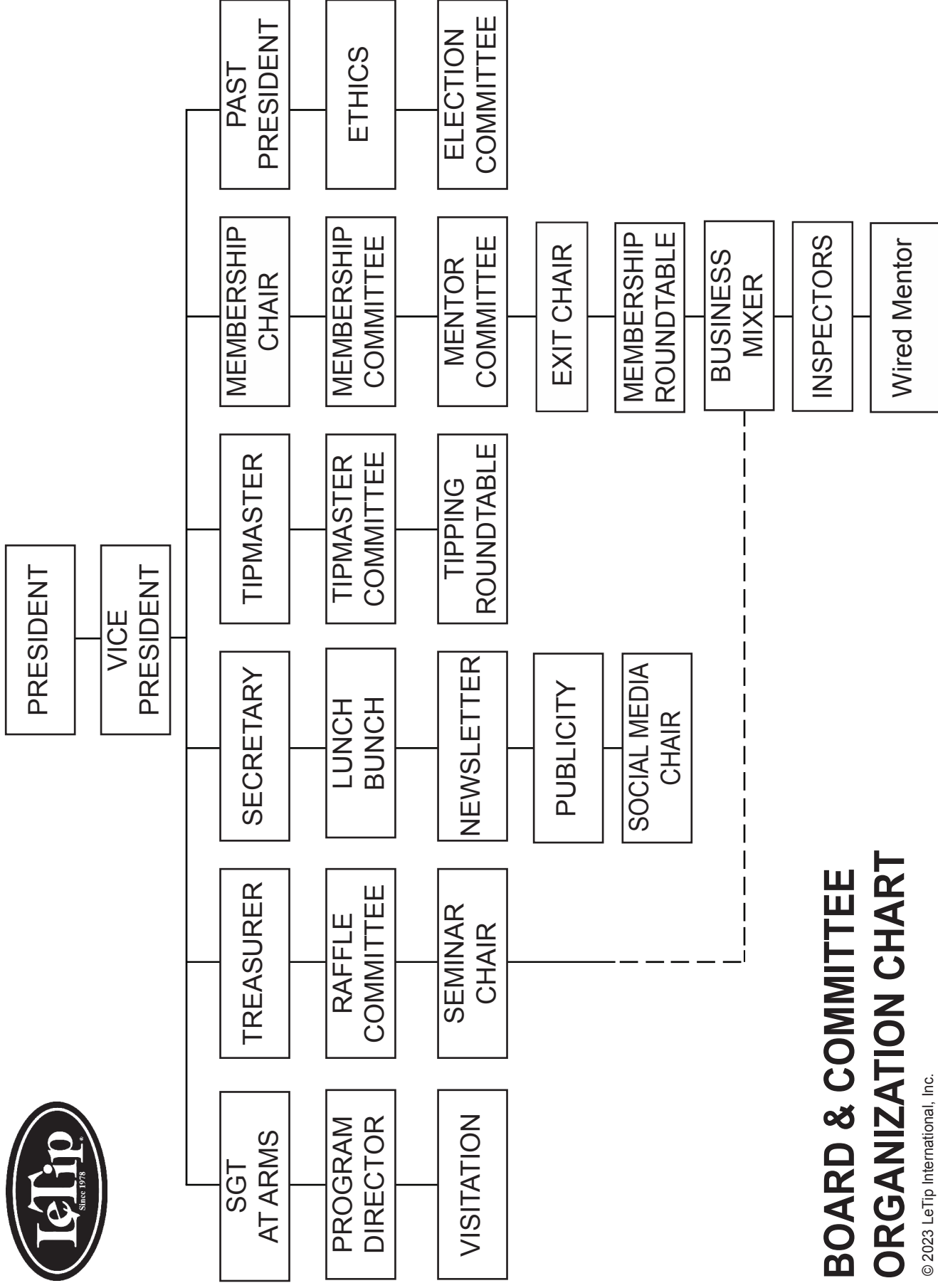
"Dollars In Your Pocket"™

The LeTip slogan, "Dollars in Your Pocket"™, should be used wherever appropriate in all promotional materials. The first and most prominent position of the slogan, in any one document, should always display the trademark symbol (™).

Our Mission

We are committed to the highest ethical standards of conduct. We shall exercise fairness, loyalty and integrity at all times with our members, employees and shareholders.

We are dedicated to a continuous effort for the betterment of our organization, our community and our society. Our actions will always be governed by our dedication to responsible leadership.



BOARD & COMMITTEE ORGANIZATION CHART

TIPMASTER DUTIES

1. Read aloud & explain the Tip definition

"My qualified Business Tip is for a company or person interested in a specific product or service and is expecting a call from a LeTip member."

A TipMaster cannot emphasize strongly enough that the person is "expecting" a call from the LeTip member. People join a LeTip Chapter to receive hot leads, not cold calls.

2. Teach how to fill out the Tip Form

Tips must be completely filled out with first and last names, dates and phone numbers. Members should not have to guess which one of the three members named John is supposed to receive the tip because the Tipper did not take the time to write down the last name.

TIP FORM		LeTip
TIP FOR	DATE	
Stanley Maxwell 1.	11/26/19	
TIP FROM	PHONE	
Scott Jones	555-555-0000	
My qualified Business Tip is for a company or person who is interested in a specific service or product and is expecting a call from a LeTip member.		
PERSON TO CONTACT		
Kyle Jones		
COMPANY	PHONE	
Kyle Jones Racing 3.	555-555-1111	
DETAILS		
4. Kyle would like to hire you to embroider all of their 2020 racing gear. They have 200 employees needing (hats, shirts, jackets and uniforms.) Please call Kyle today to schedule a meeting to the job.		
☐ Inside ☒ Outside ☐ InterChapter Value \$ 15,000 5. White/Tipper • Yellow/TipMaster • To record your Tips, download "My Tip Record," available at letip.com. *Does not qualify towards 4 Tip monthly minimum. 250_4/09		

Example of a properly filled out Tip Form

1. Avoid confusion! Don't forget to write in the last name too!
2. To qualify as a legitimate tip, all information must be written on the Tip Form.
3. Include the name, company and phone number of the person expecting a call.

4. The tip details are important and must always be included. With an Outside Tip if filled out with the story should increase business by five to seven times more. Write the tip details and story in this field.
5. Keep track of the tips that you have received and calculate their dollar value every month. If using LeTip Wired, the tips are already stored there for you to review and edit.

You can also tip through LeTipWired.com and the LeTip Wired mobile app saving yourself time on recording and tracking your tips.

3. Insist "details" on the tip be filled out

The Tipper should always provide information in the details box so everyone can see what business is being conducted. "Let's do lunch" doesn't tell anyone anything and could even be a bogus tip. A lunch meeting that includes the L/H/D insurance member reviewing another member's current life insurance policy is more to the point. A TipMaster has complete authority to question a member regarding the nature of the business and if necessary, not count tips without details.

4. Explain the four types of Tips

a. Inside Tip – One member tips another member to provide a service or product directly to them. **(20% or less of the past tips should be Inside Tips)** Example: The caterer makes an appointment with the mortgage loan member to be pre-qualified for a home loan.

b. Outside Tip – One member tips another member to provide a service or product for someone who is not in the chapter (friends, family, clients, neighbors or strangers). **(80% or more of the past tips should be Outside Tips)** Example: The chapter massage therapist told her client (who is ready to buy a home) about the real estate agent in her chapter. That client is interested in speaking to the real estate agent about buying a home and is now "expecting" a call from him.

c. Inter-Chapter Tip – A member from one chapter Tips a member from a different chapter. Inter chapter tips count towards the monthly top tipper award only, not as the 4 tip monthly minimum.

Example: The graphic artist is having a party and needs to have her carpets cleaned. Since there is no carpet cleaner in her chapter, she tips one from another LeTip chapter.

d. Escrow Tip – A member has a legitimate tip for an open category which can only be given after someone in that category joins the chapter

Example: The chapter caterer has a tip for the florist category which is an unfilled category. A guest who happens to be a florist and is attending a meeting can only get this tip after he or she joins. (See more about Escrow Tips on **pg # 18.**)

5. Teach members to track Tip "\$ Value"

Members should keep the paper tips they received throughout the month. At the end of the month, they should review each tip and put an estimated net amount of the value of business that was concluded. Add up the total net amount for the month and report it to the TipMaster. Members using LeTip Wired to pass their tips can simply pull up their tips passed and received in LeTip Wired and add an amount value to their tips received or create a batch report grouping multiple tips received in one total for the month. The TipMaster then can run a tip report to gather the chapter data to report at the meeting.

6. Explain during the meeting when the Tips are passed

The white portion of the tips or a printed tip from LeTip Wired should start being passed right after the Pledge of Allegiance, and LeTip Creed, and continue through the meeting until all are passed. Guests who have tip will pass their tips at this time also. Do not pass tips during Speaker presentation. There is nothing more exciting at a LeTip meeting than tips going around the room from the time members sit down to the ending applause as the President says "Have a great LeTip week!" tips are the star attraction and the reason for the LeTip program.

7. Explain how to pass the Tips & Tip Bucket

The white portion of the Tip Form is passed

around the room (without the Tip Bucket) until everyone reads them. During commercials, each member holds the Tip Bucket and at the end of their 30 seconds puts the copy into the bucket and states, "I have __ tips for ____." There are several reasons why it is important that everyone see the tips:

- a. Members get excited knowing their name might be on the Tip Form. Adrenaline runs high, excitement and energy is communicated throughout this process.
- b. A reminder of commitment – if a member does not have a tip, they are required to put \$1 in the Tip Bucket.
- c. Guests are impressed when they see a high level of business being conducted among the members.

8. Instruct the correct way to follow up on Tips

Members should contact their tips within 24 hours of receiving them. It is imperative to display the highest level of professionalism and treat every referral with extreme importance. The reputation of everyone is on the line and members should be comfortable when referring clients to each other.

9. Emphasize prompt notification on outside Tips

If a member has an Outside Tip for another member, it is wise not to wait until the meeting to pass the tip. Timely follow up on a hot lead can often make a critical difference when closing a deal. If a Tipper waits until the following meeting to pass the tip, there is a good chance that the person has already utilized someone else's services. Call the Tippee immediately with the name and phone number of the prospect, then pass the written tip at the next meeting or send the tip through LeTip Wired within 24 hours.

10. Strongly advise members to have all pertinent information on the form before they pass the Tip

One of the most common complaints from the membership are outside tips passed without phone numbers. "Call me for the number" is not a tip! A busy member should not have to call the other member first to follow up on the tip. Even more frustrating is calling the Tipper for the number and leaving endless voice messages and

never getting a return call. This is unacceptable. In these instances, the TipMaster has full authority not to count such tips in the Tip Report.

11. Teach the mathematics of Tips

Here is a gauge for success. The minimum amount of tips a chapter should pass should equal twice the size of membership, 80% of those tips should be Outside Tips and only 20% Inside Tips. Once chapters understand and embrace the concept that LeTip is their sales force, and those weekly meetings are in fact weekly marketing meetings, the tips increase further. These chapters pass 2 1/2 to 3 times the membership!

Here is another mathematical motivator. When a chapter doubles its size, it triples its tips! Think about it. Isn't it easier to find tips for 30 members instead of fifteen? This is the primary reason why small chapters have such a high incidence of failure. Low membership + low motivation = low tips.

12. Explain the value of listening for Tips

Members have the ability to tip much more than they realize. Learning to pay attention, to be present and really hear what others are saying can open up a world of opportunities. Teach members to practice listening to others rather than preparing their own responses. Networking is a skill, no different than any other learned skill. Creating some simple habits can help to keep networking in the forefront of a member's mind:

- a. Carry a LeTip Caddie wherever you go. Download the LeTip Wired mobile application and have your chapter roster always on your phone ready to tip.
- b. Open your Caddie up to clients, friends - they might have needs for which you are not aware. One member we know opens up his card caddie for clients to peruse while he is busy writing up a quote for their work. You can also pull up your chapter roster from the LeTip Wired mobile application.
- c. Create "bird dogs." This means having additional ears and eyes on the lookout for referrals to pass on to you. (No one ever said you had to do it alone!)

- d. Set a goal for the minimum number of tips you would like to pass each week. Although LeTip International has a minimum of four tips per month, some chapters set higher goals because their members request it. You deserve it.

13. Emphasize both quality & quantity of Tips

Chapters must focus on the "quality" of tips as well as the "quantity" of qualified tips. It is obvious that the chapter's real estate agent isn't going to get as many tips as the florist. The total value of one house listing however, makes up for a huge quantity of bouquets sold by the florist. Everyone needs to make money and everyone deserves to be tipped otherwise they shouldn't have been voted in as a member.

14. Always teach by giving examples of Tips

Be sure to give many different examples of tips by relating stories you have heard or personally experienced. The more examples of tip giving that you share, the easier it becomes for members to develop their tipping skills.

15. The value of expanding Tips vs 1-way Tips

There are chapters so adept at seeing an opportunity in each tip, that they have learned to expand one tip into three, four or even more. As they say... "It is all in the details." (The details box that is!) This is why we must pass the paper tips and print the online LeTip Wired tips to pass at the meeting.



Scenario # 1- The One-Way Tip: (Florist)

Members glance at an Outside Tip as it is passed around the table. They read the details in the tip which is being passed to the chapter florist. The details state: "neighbor wants flowers." That's a One-Way Tip. Viable as it is, it is going nowhere beyond its original intent.



Scenario #2 - The Expanding Tip: (Florist)

Members glance at an Outside Tip as it is passed around the table. They read the details in the tip which is being passed to the chapter florist. The details state: "neighbor needs flowers for daughter's engagement party."

Bingo! Lights are going off because the additional information is like money in the bank! An engagement could be big news for the chapter members. The florist could make introductions to their customer off the referral for the engagement flowers. Here are just some of the categories that possible referrals could be generated for by making an introduction to the florist customer:

- Event planners
- Photographers
- Caterers
- Limousine service
- Tuxedo rental service
- Disc Jockeys (DJs)
- Jewelers
- Hair Stylist
- Travel agents
- Real Estate Residential
- Mortgage Loans
- Ad specialty members (with their catalogue full of possible party favors for the wedding guests)

What if they are planning a home wedding? That neighbor may also need the services of the landscaper, interior designer, painter, carpet cleaner, pool cleaner, etc.

Filling out the details box assures that hidden business opportunities are not missed.

That one small tip can turn into several, just because the Tipper was wise enough to put in all the details, or write the story and the receiver of the tip made introductions to their customer.

16. Report on all tipping activities

TipMaster reports the total number of tips passed the previous week. The first week of the month, the Tip Report is prepared in writing and passed out to all members. Acknowledge the Top Tipper and present the red Top Tipper badge for the month. Remember the Top Tipper must be someone who has given no less than 5 tips within the month. A badge is not given for anyone doing just the minimum of 4 in a month! Remind members of the 4-tip minimum and to follow up on all tips given with 24 hours.

17. Target Tippers

The TipMaster's role is to assist in building a strong chapter and one of their responsibilities is to notice each members participation (tips). The easiest way to do this is if each chapter member passes their tips through LeTip Wired. The TipMaster then can simply run a Tip Report to see how the chapter is doing.

If you have a member who is active, brings guests and passing tips, but not making any money for at least 30 days you should declare him/her as the Target Tipper for the following weeks meeting.

This means every member in the chapter brings a tip or \$5 cash to give to the Target Tipper if they do not have a tip for them. NO exceptions, NO I.O.U.

Now the Target Tipper has a few tips and some cash. This solidifies his/her importance in the chapter. It is a Win for all. Plus by monitoring the Tip Report and declaring Target Tippers in the chapter the chapter is less likely to lose a member who leaves due too not receiving any tips.

See pg #10 for an example of a chapter monthly Tip Report.

TIPMASTER SCRIPT

TipMaster's should recognize the Top Tippers every month for their contributions to the chapter.

GOOD MORNING (AFTERNOON)!

My name is _____ and I am your Tip Master and this chapter's _____.
If you could all pick up the tip form that is in front of you and follow along with me, I will read the definition of a "Tip". You will find the definition in the blue shaded area of the tip form.

"My qualified tip is a company or person who is interested in a specific service or product and is expecting a call from a LeTip member."

Remember, the operative word in this definition is "expecting a call". We do not pass cold calls in LeTip. If you have a tip today please pass it the long way around the room, so everyone has a chance to view the tip and know that business is being passed. It needs to pass around the room at least three (3) times. Begin passing the tips after separating the white copy from the yellow. Pass the white copy as soon as you are seated and hold onto the yellow copy. When you are holding the tip bucket for your 30 second commercial, place the yellow copy of the tip form inside the bucket announcing to all, how many tips you are giving for the day. When you have four or more tips at one meeting, please take a dollar out of the tip bucket. If you pass four or more **outside** tips at one meeting, take \$5.00 out of the tip bucket!

If you will please look at the bottom of the tip form you will see several boxes, the first box would be checked if you are passing your own personal business to a member of the chapter.

An outside tip is a referral to a member for someone who is **NOT** a member of your chapter and should represent 80% of the business done within our chapter. An inter-chapter tip is when we tip a member from another chapter when that particular category is not filled within our chapter. The more LeTip business we do, the more we will receive. Please place the dollar value of the tip on the tip form and report the total number of dollars to the Tip Master at the end of each month. We need to report this so everyone knows how much business the chapter is doing.

If you have a tip for a guest today, please place the tip on the red form in front of you called an ESCROW TIP. This tip is made out to a category but **never** the name of a person. This tip is **never** passed but placed in the tip bucket by the member giving the tip and announced by that member what category the tip is for in front of everyone when they are holding the tip bucket. When the guest joins he/she will receive these escrow tips or business in waiting. I will announce the # of tips passed last week during committee reports. Thank you, that concludes my definition of a tip.

***DURING COMMITTEE REPORTS:**

Tip Master reports the total # of tips passed the previous week. If it is the first week of the month, the tip report will be prepared in writing and passed out to each member (always after a board meeting has occurred). Acknowledge the **Top Tipper** and present the RED top tipper badge for the month. Remember, the Top Tipper will be someone who has given no less than 5 tips within the month. A badge is not given for anyone doing just the minimum of 4 in a month! Remind members of the 4-tip minimum and to follow up on all tips given within 24 hours!

A copy of the TipMaster's Script is available to download at www.letipwired.com
(Document Library, search Script_TipMaster)

BECOME A TIP FARMER!

Tip Farming

Harvesting Tips can be compared to planting a field of corn. A good crop just doesn't emerge magically, it has to be nurtured. A farmer plows, fertilizes, then plants seeds and cultivates the field. In time, the first sprouts emerge and then grow into stalks producing ears of corn, yielding kernels for food or more seeds.

Each of us have Tip "seeds" we can sow. They can grow into leads for us if we plant them with people we know. Prospects for Tip-giving are everywhere. Plant the LeTip seeds by putting a LeTip brochure and your chapter's roster in everyone's hands. Start developing yourself as a source and watch your business grow.

Who do you Know?

Number

Immediate family: spouse or significant other, sisters, brothers, parents. _____

Another family level: aunts, uncles, cousins, nephews, nieces and their families. _____

Associates in business: partner, secretary, boss, co-workers plus their families. _____

Business associates in your building or in buildings close to your office. _____

People you know through your religious affiliations. _____

Members of your bowling league, softball team, tennis competition, the card group, etc. _____

Those you meet at parties, picnics, and weekends at the shore or mountains, etc. _____

Neighbors, including those in your homeowners association. _____

Golfing partners, work-out friends at the gym, etc. _____

Parents involved with your kid's activities; sports, dance, swimming, etc. _____

Businesses you personally use for services and can now provide services in return. _____

Your local fire company and police department members. _____

Your children's teachers, the principal, secretarial staff, etc. _____

High school, prep school and college friends. _____

Rotary, Kiwanis and other service clubs to which you are a member. _____

Chamber of Commerce, business associations, contractors associations, etc. _____

Your chapter alternate (filling in at a missed chapter meeting)... his or her contacts. _____

Now list one more group not included here to which you can become a source. _____

Now you know "Where Tips come from!" Results need action! Action needs a decision! Decide to initiate a chain of reaction by spreading the LeTip Word. It Works! For additional Tipping prospects visit www.letip.com

TIPMASTER REPORTS

The chapters Tip report is not only the most important report the chapter tracks, but it can determine how successful the chapter and it's members will be if the chapter board utilizes the TipMasters report. If tracked properly it also plays a vital role in retaining members groups would otherwise loose due to lack of referrals. LeTip has made tracking chapter tips easy the past few years with LeTip Wired and LeTip Wired mobile.

Encouraging all your members to pass their tips through LeTip Wired not only gives you instant report statistics, but saves the TipMaster valuable time with not having to manually input and track all their chapter members tips. Here are some example of the reports LeTip Wired can generate for your chapter if the members in the chapter input their tips in LeTip Wired.

How to run any of these Tip Reports: LeTip Wired mobile application syncs to LeTipWired.com. Any tips the members are passing on either platform will automatically generate on the LeTipWired.com tip reports. Currently the reports are available to view on the desktop platform www.letipwired.com. Log-in and on the left hand side menu options select board member tools - reporting. Once the reporting page displays, there will be a drop down menu option to select from. Select the report from the menu that you wish to run, select a date range and then simply click the green run report button.

Here are the reports available to the TipMaster and board to choose from:

- | | |
|--------------------------------|------------------|
| • Chapter Tip Report | page # 10 |
| • 4 Quarter Tip Report | page # 11 |
| • Chapter Monthly Tip Report | page # 12 |
| • Tip Closure Report | page # 13 |
| • Tip Inside vs Outside Report | page # 14 |
| • TipMaster Overview Report | page # 15 |
| • Tippers Stacked Report | page # 16 |
| • Chapter Attendance Report | (Vice President) |
| • Guest Attendance Report | (Vice President) |

LeTip Wired - Board Member Tools - Reporting (Examples on the next pages)

If you need any assistance or have questions pertaining to LeTip Wired reports
please call 800-255-3847 ext 100
Mon - Fri 9 am - 5 pm (MST)

Chapter Tip Report

Start Date

01/01/2019

End Date

12/31/2019

Run Report

Chapter Tip Report For Letip of (Your Chapter Name) - Example

January 1, 2019 – December 31, 2019

Print Report

Member Name	Category	Inside Tips			Outside Tips			Inter Chapter		Total Tips		
		Tips Given	Tips Recvd	\$ Received	Tips Given	Tips Recvd	\$ Received	Tips Given	Tips Recvd	Tips Given	Tips Recvd	\$ Received (Incl Batch \$)
1 Adam	Contractor Floor Covering	6	4	\$4,925	0	12	\$20,800	0	0	6	16	\$62,725
2 Alison	Attorney Personal Injury	12	3	\$0	13	4	\$0	0	0	25	7	\$0
3 Amanda	Interior Design	22	4	\$1,190	16	2	\$150	0	0	38	6	\$1,340
4 Anthony	Caterer	6	11	\$816	1	2	\$250	0	0	7	13	\$1,066
5 Brandon	Pest Control	3	76	\$7,153	2	12	\$1520	0	2	5	90	\$8,673
6 Brian	Mortgage Loans	19	10	\$16,753	43	7	\$8,652	0	0	62	17	\$25,405
7 Burt	Attorney Business	7	1	\$0	0	2	\$0	0	0	7	3	\$0
8 Colton	Health and Nutrition	60	68	\$5,391	13	34	\$3,192	0	0	73	102	\$8,583
9 Dale	Education	0	3	\$0	2	4	\$0	0	0	2	7	\$0
10 Darren	Insurance Commercial	10	17	\$8,532	78	10	\$277	0	1	88	28	\$8,809
11 Derrick	Commercial Cleaning Services	4	0	\$0	1	0	\$0	0	0	5	0	\$0
12 Eric	Contractor Roofing	18	4	\$1,131	16	23	\$29,562	0	0	34	27	\$30,713
13 Jessica	Pool Service	10	29	\$4,698	2	6	\$355	0	0	12	35	\$5,053
14 Joey	Information Technology Consulting	20	51	\$8,842	6	5	\$0	0	0	26	56	\$8,842
15 Kolton	Restoration Damage and Cleanup	22	6	\$10,335	26	58	\$224,588	0	1	48	65	\$234,923
16 Larry	Advertising Specialties	33	39	\$6,920	7	13	\$2,715	0	0	40	52	\$9,635

Chapter Tip Report: Displays all the members tips past during a selected date range. (Inside, Outside, Inter chapter and total tips past and received during the selected date range.) Print a copy of the report by clicking on the blue "Print Report" button.

4 Quarter Tip Report

Year

2019

▶ Run Report

[Print Report](#)

Chapter Tip Report For LeTip of (Your Chapter Name) - Example

4 Quarter Report Q1'19 – Q4'19

Member Name	Category	Q1		Q2		Q3		Q4		Total Tips	
		Pass	Recvd	\$ Recvd	Pass	Recvd	\$ Recvd	Pass	Recvd	\$ Recvd	\$ Received
1 Adam	Contractor Floor Covering	0	0	\$0	0	0	\$0	6	10	\$56,225	\$62,725
2 Alison	Attorney Personal Injury	0	0	\$0	0	0	\$0	15	4	\$0	\$0
3 Amanda	Interior Design	0	0	\$0	8	1	\$95	18	3	\$945	\$1,340
4 Anthony	Caterer	0	0	\$0	0	0	\$0	5	5	\$240	\$1,066
5 Brandon	Pest Control	2	12	\$1,631	0	32	\$2,575	0	25	\$1,618	\$8,673
6 Brian	Mortgage Loans	8	3	\$0	20	2	\$2,895	14	2	\$19,630	\$25,405
7 Burt	Attorney Business	0	0	\$0	0	0	\$0	7	3	\$0	\$0
8 Colton	Health and Nutrition	9	24	\$1,859	36	32	\$2,732	13	25	\$2,541	\$8,583
9 Dale	Education	0	0	\$0	0	0	\$0	2	7	\$0	\$0
10 Darren	Insurance Commercial	25	5	\$0	17	2	\$2,799	23	9	\$5,581	\$8,809
11 Derrick	Commercial Cleaning Services	0	0	\$0	0	0	\$0	5	0	\$0	\$0
12 Eric	Contractor Roofing	23	9	\$17,232	4	5	\$1,131	3	7	\$12,350	\$30,713
13 Jessica	Pool Service	0	13	\$1,165	4	10	\$1,490	1	3	\$270	\$5,053
14 Joey	Information Technology Consulting	3	3	\$30	9	24	\$3,441	2	14	\$3,144	\$8,842
15 Kolton	Restoration Damage and Cleanup	11	22	\$58,477	8	7	\$41,222	16	17	\$64,529	\$234,923
16 Larry	Advertising Specialties	12	11	\$2,959	10	12	\$2,029	8	16	\$2,706	\$9,635
17 Monica	Heating and Air Conditioning	25	15	\$19,042	31	11	\$2,135	21	7	\$10,285	\$42,340
18 Nancy	Travel Specialist	15	7	\$319	20	6	\$219	32	4	\$0	\$538
19 Nikol	Real Estate Residential	13	1	\$12,300	15	2	\$6,000	24	0	\$0	\$18,300

4 Quarter Tip Report: Displays all the members tips past during each quarter. (Passed, received and value per each quarter of the year.) Print a copy of the report by clicking on the blue "Print Report" button.

Chapter Monthly Tip Report

Year

2019

Run Report

LeTip of (Your Chapter Name- Example)

Tip Totals

Print Report

	Inside Tips	Outside Tips	Inter-Chapter Tips	Tip Total	Revenue		Inside Tips	Outside Tips	Inter-Chapter Tips	Tip Total	Revenue
January						July					
1-Jan	5	10	0	15	\$59,066.84	1-Jul	3	1	0	4	\$5,255.50
6-Jan	8	14	0	22	\$1,350.50	7-Jul	8	6	0	14	\$1,453
13-Jan	6	9	0	15	\$2,652	14-Jul	11	4	0	15	\$4,611.50
20-Jan	8	3	0	11	\$1,130.13	21-Jul	11	4	0	15	\$4,024.98
27-Jan	8	0	1	9	\$761.26	28-Jul	5	3	0	8	\$14,712.58
February						August					
1-Feb	0	0	0	0	\$0	1-Aug	4	2	0	6	\$449
3-Feb	6	9	0	15	\$13,367.68	4-Aug	11	7	0	18	\$32,261.97
10-Feb	12	7	0	19	\$2,074.97	11-Aug	16	7	0	23	\$18,708.46
17-Feb	3	12	0	15	\$17,179.24	18-Aug	11	4	0	15	\$2,076.98
24-Feb	10	9	0	19	\$1836.01	25-Aug	9	11	0	20	\$18,411.6
March						September					
1-Mar	1	1	0	2	\$2,283	1-Sep	13	5	0	18	\$11,849.75
3-Mar	13	15	0	28	\$4,046.46	8-Sep	32	16	0	48	\$11,205.01
10-Mar	13	8	0	21	\$2,0173.47	15-Sep	4	8	0	12	\$6,728.78
17-Mar	5	10	1	16	\$1,465.95	22-Sep	15	13	0	28	\$44,226.88
24-Mar	22	18	0	40	\$13,653.47	29-Sep	5	4	0	9	\$12,166.85
31-Mar	2	1	0	3	\$77						
April						October					

Chapter Monthly Tip Report: Displays the total monthly tips per month for the entire year. (Inside, Outside, Inter chapter, tip total, and revenue per month.) Print a copy of the report by clicking on the blue "Print Report" button.

Tip Closure Report

Start Date

01/01/2019

End Date

12/31/2019

▶ Run Report

Print Report

Chapter Tip Report For LeTip of (Your Chapter Name) - Example

Tip Status Report - January 1, 2019 - December 31, 2019

Member Name	Category	Received	Open	Closed	Bogus	Closed %
1 Adam	Contractor Floor Covering	16	13	3	0	19%
2 Alison	Attorney Personal Injury	8	1	6	1	75%
3 Amanda	Interior Design	6	1	5	0	83%
4 Anthony	Caterer	14	1	12	1	86%
5 Brandon	Pest Control	90	5	85	0	94%
6 Brian	Mortgage Loans	19	6	11	2	58%
7 Burt	Attorney Business	3	1	2	0	67%
8 Colton	Health and Nutrition	102	8	94	0	92%
9 Dale	Education	7	4	3	0	43%
10 Darren	Insurance Commercial	33	6	22	5	67%
11 Derrick	Commercial Cleaning Services	0	0	0	0	0%
12 Eric	Contractor Roofing	29	2	25	2	86%
13 Jessica	Pool Service	35	1	34	0	97%
14 Joey	Information Technology Consulting	56	3	53	0	95%
15 Kolton	Restoration Damage and Cleanup	66	3	62	1	94%
16 Larry	Advertising Specialties	54	1	51	2	94%
17 Monica	Heating and Air Conditioning	44	0	44	0	100%
18 Nancy	Travel Specialist	20	3	17	0	85%
19 Nikol	Real Estate Residential	6	2	2	2	33%
20 Renee	Skin Care Cosmetics	49	6	43	0	88%
21 Robert	Auto Glass Windshield Damage	104	4	99	0	94%

Tip Closure Report: Displays the total number of tips members received during a selected date range open and closed. Gives the % of closed tips members received. Print a copy of the report by clicking on the blue "Print Report" button.

Tip Inside vs. Outside Report

Start Date

01/01/2019

End Date

12/31/2019

▶ Run Report

Chapter Tip Report For Letip of (Your Chapter Name) - Example

Tip Inside/Outside - January 1, 2019 - December 31, 2019

Print Report

Member Name	Category	Passed	Inside	Outside	% Outside
1 Adam	Contractor Floor Covering	6	6	0	0%
2 Allison	Attorney Personal Injury	27	12	15	56%
3 Amanda	Interior Design	39	22	17	44%
4 Anthony	Caterer	8	6	2	25%
5 Brandon	Pest Control	7	4	3	43%
6 Brian	Mortgage Loans	67	19	48	72%
7 Burt	Attorney Business	7	7	0	0%
8 Colton	Health and Nutrition	73	60	13	18%
9 Dale	Education	2	0	2	100%
10 Darren	Insurance Commercial	91	10	81	89%
11 Derrick	Commercial Cleaning Services	5	4	1	20%
12 Eric	Contractor Roofing	34	18	16	47%
13 Jessica	Pool Service	12	10	2	17%
14 Joey	Information Technology Consulting	26	20	6	23%
15 Kolton	Restoration Damage and Cleanup	50	23	27	54%
16 Larry	Advertising Specialties	40	33	7	18%
17 Monica	Heating and Air Conditioning	110	84	26	24%

Tip Inside vs Outside Report: Displays the total tips passed inside vs outside for a selected date range. (Passed, Inside, Outside, and % of outside tips past during date range.) Print a copy of the report by clicking on the blue "Print Report" button.

Tip Master Overview Report

Start Date

01/01/2019

End Date

12/31/2019

Run Report

Tip Master Overview Report For LeTip of (Your Chapter Name) - Example

January 1, 2019 – December 31, 2019

Export CSV Print Report

First Name	Last Name	Sent Inside	Sent Outside	Sent Inter Chapter	Sent Total Tips	Sent Total Value	Received Inside	Received Outside	Received Inter Chapter	Received Total Tips	Received Total Value
1	Adam	6	0	0	6	\$1,469	4	12	0	16	\$62,725
2	Adam	6	0	0	6	\$578	18	23	1	42	\$3,755
3	Adrian	0	0	0	0	\$0	7	9	0	16	\$150
4	Alison	12	13	0	25	\$1,966	3	4	0	7	\$0
5	Amanda	22	16	0	38	\$10,212	4	2	0	6	\$1,340
6	Anthony	6	1	0	7	\$411	11	2	0	13	\$1,066
7	Brandon	3	2	0	5	\$188	76	12	2	90	\$8,673
8	Brian	19	43	0	62	\$13,430	10	7	0	17	\$25,405
9	Burt	7	0	0	7	\$405	1	2	0	3	\$0
10	Colton	60	13	0	73	\$15,069	68	34	0	102	\$8,583
11	Crissy	1	0	0	1	\$65	1	1	0	2	\$890
12	Dale -	0	2	0	2	\$0	3	4	0	7	\$0
13	Darren	10	78	0	88	\$163,781	17	10	1	28	\$8,809
14	Derrick	4	1	0	5	\$150	0	0	0	0	\$0
15	Eric	18	16	0	34	\$15,839	4	23	0	27	\$30,713

TipMaster Overview Report: Displays the members total number of tips sent and received with their value during a selected date range. Print a copy of the report by clicking on the blue "Print Report" button.

Tipplers Stacked Report

Start Date

01/01/2019

End Date

12/31/2019

Run Report

Tipplers Stacked Report For Letip of (Your Chapter Name) - Example

January 1, 2019 - December 31, 2019

Export CSV

Print Report

First Name		Last Name	Join Date	Inactive Date	Count	Value Sum	Value Avg
1	Monica		08/16/2018	---	108	\$59,006.42	\$546.36
2	Darren		11/06/2014	---	88	\$163,780.41	\$1,861.14
3	Nancy		08/03/2018	---	82	\$24,959.85	\$304.39
4	Colton		02/09/2012	---	73	\$15,067.18	\$206.40
5	Nikol		08/22/2013	---	69	\$13,539.61	\$196.23
6	Brian		08/22/2013	---	62	\$13,429.50	\$216.60
7	Phoedra		12/29/2011	11/21/2019	51	\$40,120.17	\$786.67
8	Kolton		10/17/2016	---	48	\$37,846.02	\$783.46
9	Tanya		10/10/2017	---	45	\$36,976.47	\$821.70
10	Steven		11/29/2012	---	44	\$23,432.41	\$532.55
11	Renee		01/01/2015	---	41	\$14,093.20	\$343.74
12	Larry		03/06/2017	---	40	\$16,642.70	\$416.07
13	Ammanda		05/29/2019	---	38	\$10,212.27	\$268.74
14	Eric		09/08/2017	---	34	\$15,838.44	\$465.84
15	Joey		01/05/2018	---	26	\$45,923.96	\$1,766.31
16	Allison		08/23/2018	---	25	\$1,966.23	\$78.65

Tipplers Stacked Report: Displays the members join date, total number of tips past, the tip sum value and average tip value past during a selected date range. Print a copy of the report by clicking on the blue "Print Report" button.

TOP 10 TIP BLUNDERS

When is the best time to gather your tips? The day prior to your weekly meeting. Trying to think-up a Tip at the last minute before walking into a meeting is a disservice to your chapter members. Such last minute behavior often leads to some of the biggest Tip blunders. Members should avoid these crucial mistakes. Passing Tips through LeTip Wired can prevent some of these mistakes. LeTip Wired also records and logs your tips which can easily be printed to take to the meeting.

10 Most common Tip mistakes

(On a scale of ten to one. One being the worst mistake made.)

10. No last names on Tip form

Many times there are two or three David's or Mary's in one chapter – it should not be a guessing game.

9. "Let's do lunch"

It is good to create relationships, however, only write the Tip if you are setting up potential business, and write those details instead.

8. Cold calls

- Tipping a member based on hearsay or rumors.
- Using names and numbers from the yellow pages or information gathered from the newspaper or another journal.

7. Blank detail box

TipMaster has authority to question and/or eliminate Tips with a blank detail box.

6. No phone number provided on an outside Tip

- Member should not have to call the Tipper for a phone number when that should already be present.
- Outside Tips without phone numbers should leave (tuck in LeTip Caddie) with the Tipper. Call member with name and phone number that day, and pass at the next meeting.

5. No immediate need

Details read, "Will give you this person's phone number in about four months when they are ready to do business."

4. Tipping outside of category

- A member passes the Florist Tips for Gift Baskets because the Chapter does not have this position filled.

TIP FORM 	
TIP FOR	DATE
TIP FROM	PHONE
<i>My qualified Business Tip is for a company or person who is interested in a specific service or product and is expecting a call from a LeTip member.</i>	
PERSON TO CONTACT	
COMPANY	PHONE
DETAILS	
☐ Inside ☐ Outside ☐ InterChapter* Value \$	
White/Tipper • Yellow/TipMaster • To record your Tips, download "My Tip Record," available at letip.com. *Does not qualify towards 4 Tip monthly minimum. 250_4/09	

- A member may use these services until filled, however, no Tips are passed as this is an "open category."

3. Inter-Chapter Tipping when the category is filled in your chapter

Member has ethics issue with printer in their chapter and does business with a printer in another chapter.

2. "Bogus" Tipping

- Inside – no intention of setting up appointment.
- Outside – person is not "expecting" a phone call.

1. Do Not Pass an actual Escrow Tip to a guest

- Escrow Tips are excellent marketing tools but are not to be handed out to a guest.
- Do not do business with people who have not made the same commitment as the rest of your Chapter.

A good feeling comes with giving a hot Tip to a chapter member. Let's all be aware of the steps necessary to make each Tip a qualified success!

ESCROW TIP FORMS

The Escrow Tip is a legitimate, qualified tip that is written to a category, never to a person. An Escrow Tip must never be passed until the category is filled. An Escrow Tip is used only by chapter members who need the service and is always counted as an Inside Tip. There are two general ways an Escrow Tip is used.

1. How to use an Escrow Tip when a guest attends the meeting

Escrow Tips are most commonly used when a guest is in attendance at a meeting. For example, if a house painter is a guest at a weekly meeting, a member who has need of his services may write a tip and announce that he has an Escrow Tip for a painting contractor. Remember... this **Escrow Tip is never passed** to the guest. It is only written to the category, not the individual.

When the Tip Bucket comes around, the member will give a commercial, and announce how many tips he/ she wrote for the week. At that time the member will hold up the Escrow Tip and say "I have an Escrow Tip for a Painting Contractor." That Escrow Tip will be held in escrow (hence the name) and passed only if and when this painter — or another painter — joins the chapter. At the end of the meeting when thanking guests for attending, the President will announce "We have (___) Escrow Tips for our guest, the Painting Contractor. Should he decide to join our LeTip Chapter we will be happy to give these tips to him."

Occasionally there may be more than one guest in the same category at a meeting. This may eventually lead to a Speak-off which is one of the reasons why only a category (not a name) is written on the Escrow Tip form.

2. How to use an Escrow Tip when no guests are at the meeting

If a guest does not join and Escrow Tips were written for their category, they are then held by the TipMaster. In future they can be used to entice a new member to join the chapter.

For example: If a chapter had six Escrow Tips for an auto detailer who did not join, the President can ask everyone to invite an auto detailer to the next meeting, letting him know during the invitation, "We already have qualified leads waiting for you." The TipMaster always brings the Escrow Tips to the weekly meeting. Escrow Tips can be time sensitive, so they must be continuously reviewed by the TipMaster to validate their legitimacy. It is also the TipMaster's responsibility to keep the members updated on the number of the Escrow Tips that are being held for each category.

A TipMaster may decide at some point to have an Escrow Tipping Contest. Members will receive a list with the number of Escrow Tips and their categories. A reward for sponsoring a new member from the list will be presented at the end of the contest. Chapters may also decide to pick two or more categories that many members can easily tip. The chapter will then write up the Escrow Tips (which must be legitimate) and have a contest based on the member's selected occupations. Once the occupations are selected, then the members invite guests in those categories to a meeting.

It is important to note that these contests are only done when the TipMaster has approval from the Board of Directors.

Example of a properly filled out Escrow Tip

- Only a category can be listed here, never a name!
- Write your info and Escrow Tip details here.
- **An Escrow Tip is also only a Tip from an inside active member needing the services. Not an outside Tip.**
- An Escrow Tip is **never passed** until the category is voted on and filled by a new member.

LeTip International, Inc.

ESCROW TIP

My qualified ESCROW TIP is to a GUEST who is PRESENT and who our chapter wants as a member. All Escrow Tips are held by the TipMaster or the President until that person joins.

Tip To - Profession of Guest

Escrow tips are not given out until the guest joins

Tip From - Member's Name

Business Phone #

Details of this tip:

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GIVING & GETTING BETTER TIPS

How to Give better Tips

1. Give Visual Clues to others

Wear your LeTip lapel pin at all times. When others ask about LeTip it is a perfect opening to explain that you are a member of a group of professionals and small business owners who pass business leads to one another.

2. Display a member list at your office

The chapter should develop a flyer or folder that has a list of the professionals represented. Some chapters prefer to list only names and professions but no telephone numbers or other identification. At the top of the flyer the copy reads "see me about these professionals." When displayed at a member's office it then provides the person reading the flyer with the impetus to ask the Tipper about a particular professional. Now the LeTip member has an opportunity to generate a Tip.

3. Increase your visitations

Increase your visitation schedule on your own. Getting to know each member and see them in their work environment is extremely important. If you don't know your members you cannot be an effective salesperson for that member or for the chapter as a whole. Visitations allow you the opportunity to learn how to effectively Tip each other.

4. Remember the speaker of the week

Rather than simply thinking about the speaker during the meeting, keep that person in mind all week long. Having just heard a ten minute talk about what it is they do, you should now be better able to market their service or product.

5. Dedicate Time to LeTip each week

Just showing up each week isn't enough. Spend dedicated time each week thinking about Tips and guests. Drop another ten letters in the mail, make a few phone calls, attend a Chamber of Commerce meeting or get together with your Power Partners. Get involved and get more Tips.

6. Be accountable

Be accountable for the Tips you give. Follow up with the Tippee to make sure that they

contacted the potential lead. Make sure that the Tip you gave matched the services or products provided by the member. Tippers need to know whether or not they are being effective because effective Tippers also are the recipients of many more Tips.



How to Get Better Tips

1. Educate the membership

Members need to clarify what the of Tips they need. Precise and succinct commercials highlighting only one or two particular points will provide focus for other members. During your 10 Minute Speech, highlight what's new in your profession, what your products and services generally or specifically are, and what a good Tip for you might be. Members will be much better at providing you with definite, qualified Tips when they have a clear understanding of what you need.

2. Use a fifteen second explanation

Members should be able to explain who they are and what they do in fifteen seconds or less. If you can't boil down your message into that time frame, how can you expect others to "hype" your business in a few seconds and show how you can solve a problem or need that they may have.

3. Have patience

We all need patience. It takes time to build trust. Instead of thinking "What have you done for me lately," look for opportunities to help others and build that trust over time. Networking requires relationship building before members can competently recommend each other. To be the beneficiary of quality Tips you must give quality Tips.

Group Actions for better Tips

1. Consider instituting 100% Tip Program

When a Tippee has received a Tip that results in money being exchanged for a product or service, the Tippee rewards the Tipper with a Dollar back for a 100% completed Tip. The program provides the benefits of accountability and a methodology for tracking the value of Tips passed within the Chapter.

2. Track the dollar amount of Tips given

A great marketing angle for chapters is to track the dollar value of Tips given. A powerful recruiting message is one that states "\$200,000 worth of business was passed between our LeTip members during the first quarter of this year."

3. Have an incentive for Tipping the speakers

Institute a program to reward members who give an Outside Tip to the previous week's speaker at the next meeting.

4. Set monthly revenue goals & Tip goals

Example, "We passed \$25,000 in new business dollars last month. Our goal next month will be \$28,000."



Photo Credit: Photographer Frank Pronesti of LeTip of Lower Bucks, PA

QUARTERLY ROUNDTABLES

To get the most benefit from your LeTip Chapter & to form a more cohesive group, we suggest the following Quarterly Roundtable & Business Mixer Schedule be followed:

► Month 1: Tipping Roundtable

(subjects: Increasing quantity, increasing quality of tips etc.)

► Month 2: Membership Roundtable

(subjects: Finding guests, sponsorship, recruiting Power Partners, membership contests.)

► Month 3: Business Mixer

How to run a Quarterly Roundtable

The Board chooses a subject and the membership is divided between all the members into separate groups. Seating assignments are by numbering tables and having members draw a number upon arrival. Put a star on one number for each table and a circle on another, the member who picks the star will be the facilitator or captain for that table. The member who draws the circle will be the one to write all the answers down everyone gives.

The President announces the quarterly roundtable, the topic, and any additional information deemed necessary in place of the committee reports in the flip chart. All showboaters, greeters and Speakers will perform on this day. The twenty minutes used for reports will be given up for the roundtable so it is fast concise and to the point. There will be fifteen minutes to answer questions and offer suggestions and the last five minutes of twenty where each table will share their three best ideas with the entire group.

The Tip Master, Membership chair will collect these ideas before the meeting is adjourned and use them in the next board meeting to decide what can be used to help the chapter and what is not useful. At the first meeting of the month The President stands up and announces that with the help of the entire chapter here are the ideas we are incorporating. He or She then thanks everyone and reminds them to be thinking of the next roundtable and when it will be. The President also reminds everyone to bring a guest or two to the next meeting!



Power Partner Day

One of the largest chapters in the US, LeTip of West Shore, PA recently held a Power Partner Day to increase the amount of Tips passed between these special allies. Considerable planning and member participation went into this event. Here is a rough outline of their program schedule.

8 weeks before event:

- President forms a Power Partner Event Committee consisting of a chair and 3 committee members.

7 weeks before event:

- Committee creates a Power Partner survey for members.
- President devotes 2 or 3 minutes each week to the upcoming event to foster Power Partnering ideals.

6 weeks before event:

- Members fill out surveys. Most relevant questions are: Which members could be your power partners? Which members are your best source for Tips?
- Committee reads and sorts cards.

5 weeks before event:

- Surveys are passed to members absent the previous week.
- Committee continues the sorting process.

4 weeks before event:

- Committee puts 7 to 9 members into Power Partner tables such as: Advertising, Real Estate, Home Improvements, Attorney/Estate Planning, Cleaning Service, Events, Office Supplies, Office Services, and Health.

3 weeks before event:

- Committee chooses a captain for each table.
- Event mission statement prepared.

2 weeks before event:

- One member gives brief presentation on good listening techniques in preparation for the event.

1 week before event:

- Members receive seating chart with instructions to please plan to attend next meeting and be prepared to listen.

Day of Event:

- Members say Pledge of Allegiance & LeTip Creed.
- Mission Statement Cards are passed out: LeTip is a business organization of which I am a partner. I want it to work not only for me, but for everyone in the group. What kind of business would I like to get more of? What opportunities am I missing to Tip you?
- Each member is allowed 5 minutes to present the best Tip for them while the others listen.
- Remaining time is devoted to Q&A amongst Power Partners.

► **After Event:** West Shore President meets with other area LeTip Presidents to share the program.

TIPPING CONTESTS

Tips (referrals) are the reason why people join LeTip. Does the chapter hold members accountable to the 4 tip minimum per month? If No, Why Not? Often chapters ask us "How can we pass more tips?", "How can I receive more tips?". Tips all start with the members attitude. Are the members in the chapter just there for themselves and what they can get or does the chapter have members who come each with a positive attitude and who take ownership in their chapter and how they can help one another.

Members giving most often receive and others start to notice them weekly at the meeting and their positive attitude slowly starts to grow in others. Once the chapters mindset is thinking throughout the week how can I help my chapter members, they start talking more to people outside of the chapter about their fellow chapter members which leads to them finding more tips.

Those receiving the tips often then try harder to find you tips to return the favor which results in a stronger business relationship. Many chapters hold their own internal contests as a way to grow the chapter. More members means more tip opportunities.

Tipping contests are another way chapters find more tips with either a cash incentive or prize to top tippers, most outside tips, etc.

Contests generate energy in the chapter with friendly competition and make the meetings fun. Be creative, some contests are theme based or team based. The chapter should budget if they plan to give away cash prizes, etc. 80% of tips past should be outside tips, which we know often lead to additional tips when those outside customers tell their friends and family about the members services.

Here are just a couple ideas of types of tipping contests. Chapters that would like to increase the amount of tips being passed should consider giving tipping contests a try.

1. Monthly contests - Outside tips

Member Josh Waters from LeTip of Blue Bell, PA shared their outside tipping contest. Every member who passes 5 outside tips during the month receives a raffle ticket for their monthly drawing. At the end of the month they pull a winning raffle ticket and the winner receives \$25.

The chapter offers another incentive to their members also by offering the chance to save \$30 a year off their quarterly dues. Every month a member uses LeTip Wired to pass their tips rather than the printed tip form, they receive \$2.50 a month off their quarterly dues.

This is an easy way to save money by simply inputting your tips into LeTip Wired through the desktop or mobile app. It also makes the TipMasters role easier and saves them time by not having to log and input all the chapters tips manually. Members can still print their tips out from LeTip Wired to bring to the meeting to pass.

2. Themed tipping contests

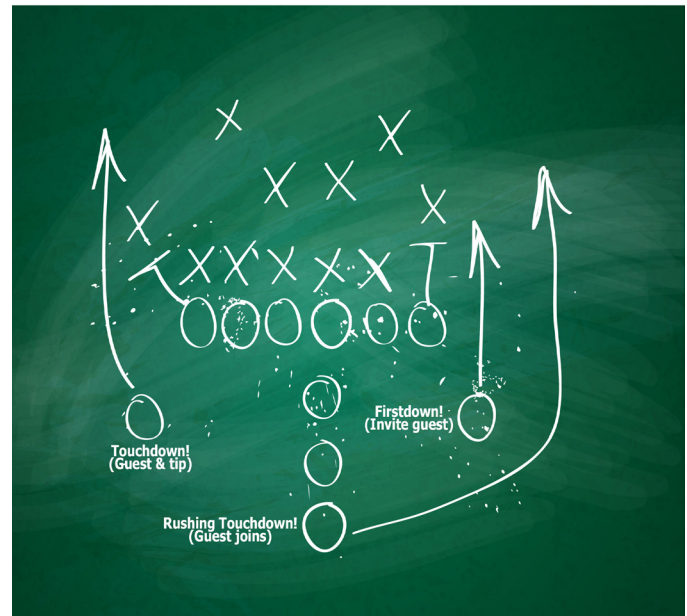
Over the years chapters have held theme based contests and the members creativity has come up with some really fun ideas which generated chapter growth and tips. Break the chapter members into divided teams. Multiple teams depending on the size of the chapter.

Have each team nominate a team leader and come up with a team name. The board should set a contest time period and go over the contest guidelines, prize and how a team can win. Usually these tipping contests are points based (outside tip 3 pts, inside tip 2 pts, inter-chapter tip 1 pt, etc).

During the contest period the board tallies the points so the chapter members know how their teams are doing and at the end of the contest the team with the most points wins the prize. Theme examples can be whatever the chapter comes up with, here are a couple common ones that have used: baseball, football, hockey, soccer, Nascar, pirates, etc.

Football theme: The chapter is divided into teams and each team comes up with their team name. This contests time period was two months and goal was to grow the chapter by inviting guests and passing tips. Total points won the chapter trophy (prize).

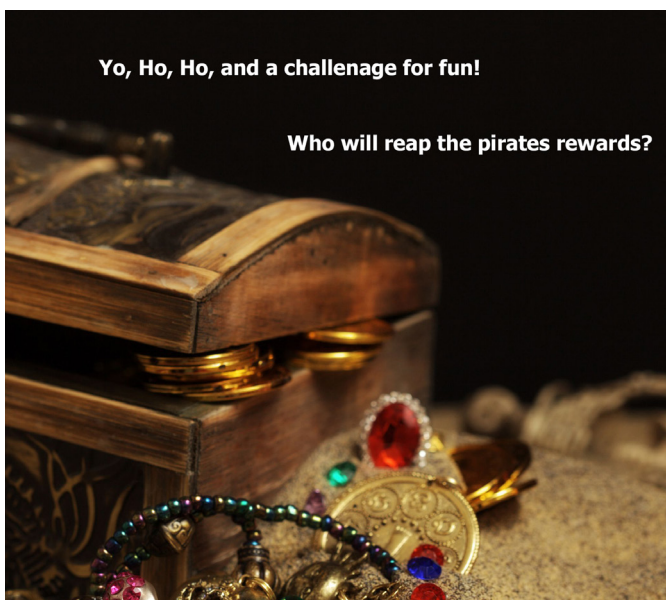
Touchdown (guest & outside tip)	5 pts
First down (invite guest)	3 pts
Punt return for TD (guest joins)	5 pts
Field goal (outside tip)	4 pts
Penalty yards awarded (inside tip)	3 pts
Safety (inter-chapter tip)	1 pt
Fumble (no tip)	-1 pt
QB sack (no guest)	-1 pt
Interception (absent)	-3 pts



Theme contests are a lot of fun and splitting the chapter into teams not only brings out your members competitive sides, but it also encourages chapter teamwork to stride towards the goal (prize). The chapter can set up the point structure anyway they want and pick what earns or loses points.

Have fun, be creative and generate more tips with chapter tipping contests. If your chapter has great contest ideas, we would love for you to share them with LeTip so we can share the contest ideas with other LeTip chapters.

Pirates theme: The chapter is divided into teams and each team comes up with their pirate ship name and flag. This contests time period was two months and goal was to grow the chapter by inviting guests and passing tips. Some members went as far as dressing the part and would sit together as a team at the weekly meeting. Total points won the chapter booty (prize).



Find a treasure chest (guest & outside tip)	5 pts
Recruit a deckhand (invite guest)	3 pts
Recruit a new crew mate (guest joins)	5 pts
Find a bag of gold (outside tip)	4 pts
Find a bag of silver (inside tip)	3 pts
Find a jug of ale (inter-chapter tip)	1 pt
Get locked up in galley's (no tip)	-1 pt
Go without dinner (no guest)	-1 pt
Walk the plank (absent)	-3 pts

CHAPTER BOARD MEETINGS

Why do we have Board Meetings?

Board meetings are held so the board of directors can plan, focus, build, and run the business of the chapter. The board is comprised of up to seven members. These members are the only members who can vote and have the vote counted. They are responsible to the chapter to make sure business is conducted in the most professional manner and the board meeting agenda is consistently reviewed.

Who gets to vote?

Only the following board members are allowed to vote:

- President
- Vice-President
- Treasurer
- Secretary
- TipMaster
- Membership Chair
- Immediate Past President

When should we have our meeting?

According to the LeTip Bylaws, Article VI-Board of Directors, Section 6.4: The board of directors shall meet the first week of each month on the day prior to the weekly meeting day.

A majority of the board of directors shall constitute a quorum for the transaction of business and shall be necessary to give effect to any action of the Board. A majority vote of those present (quorum required) shall be necessary to give effect to any action of the Board. (Quorum = 4 or more members.)

Who should attend?

Any chapter member is allowed to attend board of director meetings. The chapter pays for lunch for the voting members only, however, every member is invited to attend. If, during a board meeting, an issue comes up concerning ethics, all nonvoting members are asked to leave, and the meeting is completed with voting members only.

The monthly board meeting schedule is an important bylaw issue. Member participation is invited, but is usually not possible if the meeting is held just before, or right after, the regular chapter meeting. Members who do not own their own company, but work for someone else, are often prohibited from attending simply because of the time issue.

The Agenda

Those wishing to be placed on the agenda to address the board, or put forth an idea or concern, must make prior arrangements with the vice-president. The board will only hear those who are listed on the agenda prior to the meeting. This keeps the meeting on schedule and diffuses any problems the board may encounter because they were not aware of what issues lay before them.

Rules of Order for Board Meetings

The LeTip Board of Directors holds to two sets of rules when conducting meetings: The LeTip Bylaws (which have precedence) and Robert's Rules of Order. A good reference is The Complete Idiot's Guide to Robert's Rules. This reference guide is easier to understand than Robert's Rules of Order. Knowing these simple rules of conduct will help you run a professional meeting and keep conflicts to a minimum.

A meeting always starts with a written agenda. Below is a copy of an agenda to use as a sample for your own meetings.

Sample Board Meeting Agenda

- I. Call the meeting to order.
- II. Read the minutes from the previous meeting and call for the motion to approve the minutes.
- III. Pass out the written Tip report, attendance report and treasurer report.
- IV. Review the Reports.
 - a. Vote on each report individually, make any corrections necessary.
 - b. Amend the vote if necessary.
- V. Old Business.
- VI. New Business.

Any member wanting to address the board must be placed on the agenda in order to voice their questions or concerns. To be included on the board meeting agenda, members should submit all issues in writing to the vice-president prior to the meeting. Example issues: business, after hours mixers, warning letters, termination letters, committee assignments.
- VII. Adjourn the meeting.

Always list the time of adjournment.

BOARD MEETING AGENDA

Sample Chapter Board Meeting Agenda

LeTip of _____

Date: _____

Call the meeting to order - Time: _____

(Quorum requires 4 board members in attendance)

1. Board Attendance
2. Approval of Board Minutes
3. Tip Master's Report (written 6 copies)
4. Treasurer's Report (written 6 copies)
5. Membership Chair's Report (written 6 copies)
6. Vice President's Attendance Report (written 6 copies)
7. Old Business
8. New Business
9. Misc.

Meeting Adjourned - Time: _____

After the meeting, the completed agenda should be given to the chapter Secretary to file with the chapter records.

A copy of sample board meeting agenda can also be downloaded at www.letipwired.com (Document Library, search Chapter Board Meeting Agenda).

MEMBERSHIP PROCEDURES



Application Mistakes: Applications are sent to LeTip daily with one or more mistakes. Chapter boards often do not catch these mistakes before sending the application to LeTip. This results in the new member's name badge, card caddy and LeTip Wired access being delayed due to their application issues. Sending the applicant the secure online LeTip Wired application not only saves time and is faster, but it will prevent any delays and avoid mistakes such as:

- Category is currently filled (no resignation sent)
- No Chapter name provided
- No Payment method provided
- Wrong amount on check payment (Currently \$440 to enroll)
- No Category selection provided
- Not an official category listed
- No Sponsor provided
- Application was filled out by the wrong person (Only the actual member who will be attending fills out the application, not the owner)

Chapter Transfers: Members may change chapters by submitting a chapter transfer application and \$100 processing fee. The chapter has the right to vote and approve transfer. Boards often send in the paperwork, but not the member's processing fee.

- Member fills out chapter transfer application

- Outgoing chapter president signs off (member leaving is in good standings)
- Application and \$100 fee submitted to board
- New chapter board inspects transfer member
- Chapter and board vote on chapter transfer
- If approved, send application and fee to LeTip

Company Owned vs Personal Owned: who pays for the enrollment fee determines the type.

- Company Owned is paid for by the company and the account belongs solely to the company, not their employee (member attending). If the employee leaves the company, they are no longer a member in the chapter and the company can submit a company replacement to continue with a new representative, or decide to resign their account, closing the membership in LeTip and the chapter.

If a company changes their name, LeTip can only legally change the company's name if the company submits in writing from the owner or president of the company on their letterhead stating the reason for the company's name change. Once received LeTip then can change the name on their membership contract with LeTip and update the systems.

- Personal Owned is paid for the individual and they solely own their account. Personal owned accounts do not have the ability to submit a company replacement to replace themselves in the chapter.

Company Replacements: Only a company owned account has the ability to switch employees. The company replacement must also be qualified in the category the company represents.(Example; a Dentist would need to replace themselves with another licensed Dentist and could not replace themselves with the office manager or receptionist)
The process is now done through LeTip Wired. The board can send the company replacement app to the new employee by going to My Chapter, click Roster and then click the Dark Grey button to the right side of the member's name being replaced. Click the company replacement link and enter the new member's name and email to send them the app. The replacement member fills out the app send to them and provides a payment method for the processing fee of \$75. Once submitted the chapter is notified for their app to be approved.

Category Change: Members may change category by submitting the category request form through LeTip Wired and payment method for the \$25 processing fee. The member goes to My Profile, clicks Network Information and clicks the Blue Request a category change button. Once they fill out and submit the category change application, the board is notified for their category change application to be approved.

Official Categories: Applicant's must select from one of the LeTip official categories. LeTip Wired has a complete list available in the documents library under categories. Chapters may only vote on applications submitted with an official category listed. If the applicant does not fit any of the categories on

the list, they may request for a new category to be created by submitting in writing or email to LeTip a description of their profession, name of the category and company website link if one is available. LeTip will consider the category request and notify the chapter if approved or denied. The chapter is NOT to vote on any applicant applying for a non-official category though until hearing from LeTip.

Resignation & Termination Notifications: Often when a member decides to leave a chapter or the chapter terminates the member, neither the member or the chapter board notifies LeTip. This not only delays a new application submitted by the chapter since the category appears filled, but also prevents LeTip from being able to direct new guests to the chapter when LeTip receives inquiries for openings in their profession.

LeTip has made notifying us of a resignation or termination simple using LeTipWired.com. The board can notify us of a member's status by pulling up the chapter roster in LeTip Wired and clicking the dark grey action button to the right of the member who is no longer in the chapter. Click resign member and please provide the reason why in the notes field and click submit. Our staff then will remove them from the roster.

Split Categories: Some chapters have two members in the same category, LeTip refers to as a split category. However, before any chapter can invite a guest or accept an application from a guest which the category is currently filled by a chapter member, the chapter must first speak to the active chapter member and ask them if they are ok with the chapter inviting the guest for the same category.

If the current member is ok with this and the guest ends up applying for the category, both member's need to sign a letter stating that they both agree to split the category and what each of them will receive Tips for.

If one of the members' ends up leaving the chapter, the entire category reverts back to the remaining member who can then decide if they want to allow the category to be split again before the chapter invites another guest in that category. Not having the signed letter agreement sent in with the new member's application holds up the process while LeTip has to verify the first active member is ok with the splitting of their category.

Both member's wear the same category on their name badge and during their commercials distinguish what part of the category they cover.

Speak Off: Chapters often have multiple people apply for an open category and do not follow the official speak off procedure when selecting the member. In order for any applicant to be part of a speak off for a chapter category, each party involved must have a completed application and fee submitted to the chapter and their chapter inspection completed. If any of these items have not been completed, that applicant is not eligible to participate in the speak off.

You can also download a copy of the LeTip's speak off procedure at www.letipwired.com - Documents Library, search Procedure_Speak Off.

Weekly Program: How does your chapter track their showboater, greeter, speaker, and lucky devil? LeTip took all our chapters input and in the new LeTip Wired the weekly program tool does everything members asked for. This will save your board time, members are notified by email weekly of their assignment and the weekly program schedule is available for chapter member's to view through the LeTip Wired calendar displaying the dates of their assignments. Going dark, no problem, just set the date and the new program adjusts the schedule to skip that week.

Each new member is required per their membership application agreement to take the NTS training course within 60 days of joining. The fee of the NTS class is included in their enrollment fee and once their application is processed they will receive an email with a code to use to schedule an online NTS class. Once completed you will see a green NTS icon next to a member's name on the weekly program schedule list. Example of NTS icon can be seen in the image below.

Some chapter's do not even assign a member to the weekly program until they've completed the NTS training course. This way they are prepared and ready when assigned one of the weekly program options.

LeTip Membership Change Fees: Knowing the LeTip fees will also save the chapter time and delays on items sent to LeTip with the incorrect amount or no payment.

- Chapter transfer _____ \$100.00
- Company replacement _____ \$ 75.00
- Disbanded chapter transfer ___\$ 50.00
- Category change _____ \$ 25.00

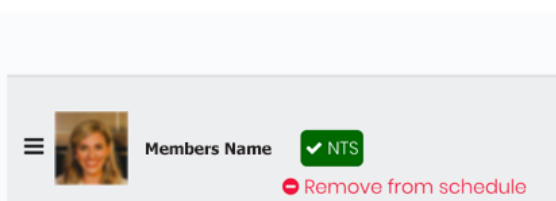
Member's Name Change: Each member application is a legal contract and sometimes a member changes their last name due to marriage or divorce. In order for LeTip to legally change a member's name on record we need them to send us a photocopy of their marriage license or divorce document which shows the name change.

This is attached to their record and once received LeTip then can change their name. The member can purchase a replacement badge then at \$6.00 plus tax and postage, or wait until they earn their next colored badge which is sent for free.

Bylaws: Every member has access to the LeTip Bylaws through the LeTip Wired Document Library, search Bylaws. Questions pertaining to the Bylaws need to go through your area representative.

Program Schedule

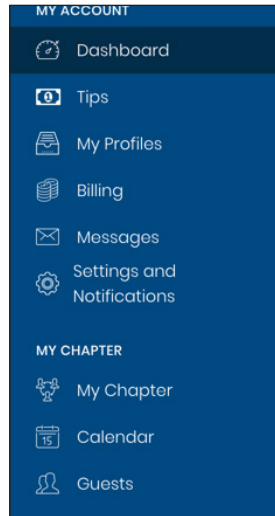
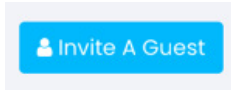
 Send



CREATING GUESTS & SENDING AN APPLICATION

All active members can send a LeTip Wired application to a guest. Only The Board Members though can view the submitted applicant's applications for approval or denial. The following steps show the process of sending the LeTip Wired secure online application using LeTip Wired online or on the LeTip Wired mobile app. Let's start first with online, using www.letipwired.com.

Step One: Members can send a secure online application from multiple menu options. Select one of the following menu options to start the process. Dashboard, My Profiles, My Chapter or Guests. On either of those sections, in the top right-hand corner start by clicking the Blue "Invite A Guest" button.



Step Two: Note, you are set as an inviting member and sponsor by default. If you are inviting the guest for someone else, first click the Red "X" to remove your name from the inviting member and then use the magnifying glass drop-down to find their name to assign. Fill out the Invite a Guest form with the applicant's first and last name, phone number, email, and company name if known. Using the drop-down menu, select the chapter name and the category. Next un-check the "Invite guest to a meeting" box. The bottom half of the form changes displaying a personal note/message box for you to send the applicant a note. Once filled out, click the blue "Send Invitation" button to create the guest. (Image below)

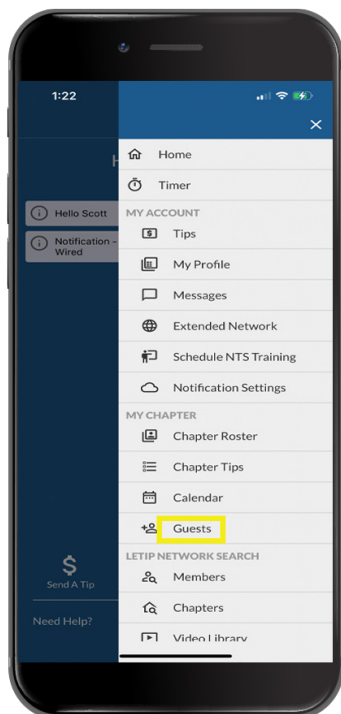
Inviting a Guest to a meeting. If not sending the guest an application and only inviting them to a chapter meeting, go to the document library and search for the 2022 Wired online Guide, pg. 27 about guests for more details.

Step Three: Select Guests from the My Chapter menu options. This section shows who you invited and who the group invited. Click on the guest's name to view their information page, then click the Blue "Send Application" button. (Image below)

Step Four: The final step, all that is left to do now is to verify the sponsor listed is correct. If you need to change it, click the X to remove the name listed and then use the drop-down to find the sponsor to assign. Next, select the chapter name from the drop-down menu and add a personal note/message. Once the fields have been completed, click the Blue "Send Application" button to send the applicant the secure LeTip Wired application. The board will be notified when it has been returned and the board members have the menu tools to view the applications sent out and the ability to approve or deny an applicant's submitted online application.

LeTip Wired mobile - Steps for sending the application to a guest using the mobile application. Below we walk through the process of sending an application using the LeTip Wired mobile app to a guest.

Step One: To send a guest the LeTip Wired application, first touch or tap the “Guests” icon menu option.



Step Two: The Guests page will display listing all the guests you have invited. To add a new Guest, touch or tap “Add New” in the top right-hand corner.

4:28 Back Guests Add New		
Enter search keywords		
Ruth Guzzone Solar Energy Systems Sunroof solar	07/01/21	Invited
Frank Deruvo Payroll Service Ally Payroll Solutions	07/01/21	Invited
Lisa Singer Attorney Wills Trusts and Estates	07/01/21	Attended
Troy Miller Contractor Drywall T.M. Construction & Remodeling	07/01/21	Invited
Vickie Coates Skin Care Cosmetics Mary Kay Consultant	07/01/21	Invited
Jason Radic Pest Control Pure Pest LLC	07/01/21	Invited
Joseph Gerber	07/01/21	Invited
Chris Tong Restaurant Casual Dining Beach Hut Deli	07/01/21	Invited
Cody Hatfield Physical Therapist Therapy Plus	07/01/21	New
Elizabeth Bridgewater Cabinets Evergreen Cabinet Source	07/01/21	Invited
Caddy Ertuk	07/01/21	

Step Three: You are set as the inviting member and sponsor by default. If you are inviting the guest for someone else, touch or tap your name to bring up the search field to find the name of the member who is the guest's sponsor. Fill out the “Invite a Guest” form with the applicant's first and last name, phone number, email, and company name if known. Your chapter is set by default, but if it needs changed, touch or tap on the chapter to find the chapter the guest is attending and finally select their category.

4:29 Back Invite A Guest

Inviting Member

Scott Jones

Guest First Name

Guest Last Name

Guest Phone Number

Guest Email Address

Guest Company Name

Chapter

LeTip Headquarters

Category

Tap to choose a category

Did guest already attend a meeting?

☐

Invite to future meeting (email will be sent)

☐

Send guest an application?

☐

Step Four: The final step to send them the application is to touch or tap the circle on/off switch to the right of “Send guest an application?”, once you have filled in the guest's contact information. You also have the options to indicate if the guest already attended a meeting or to invite them to a future meeting by touch or tapping the on/off switch to the right of those questions as well. If you choose

4:29 Back Invite A Guest

Guest Phone Number

Guest Email Address

Guest Company Name

Chapter

LeTip Headquarters

Category

Tap to choose a category

Did guest already attend a meeting?

☐

Invite to future meeting (email will be sent)

☐

Send guest an application?

☒

Sponsor

Scott Jones

Personal Note / Message

Send a copy to my email

☐

Create Guest

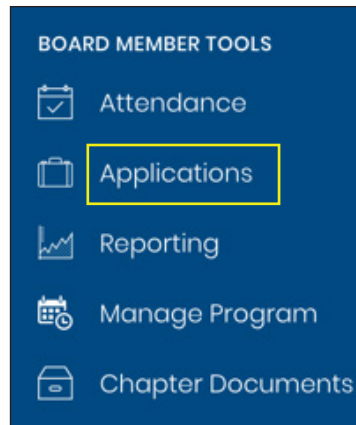
one of those options a few more fields will display for you to fill in before finishing and creating the guest. You can add a personal note or message to the guest and choose (if you wish) to also receive an email copy of what the guest will receive. Now simply touch or tap “Create Guest” and they are sent an email with the link to the LeTip Wired application and if selected an invitation to a future chapter meeting.

If you have any questions with the online or mobile sending an application process, please feel free to contact LeTip International at 800-255-3847 or visit our weekly Wired Power Hour (Q&A) every Thursday 12:00 PM PST. The zoom link to the Wired Power Hour can be found in LeTip Wired and selecting the Calendar menu option.

Approving LeTip Wired Applications

Only Chapter Board members can see the Board Member Tools section. Board Members can approve or decline an applicant's LeTip Wired application. The following steps show the process a Board Member would take to approve or deny an application once the applicant has been inspected and voted on.

Step One: Click the Applications menu option to view the chapter's applicant's that have been sent an application through LeTip Wired.



Step Two: Find the applicant's name from the list of applications the chapter has sent, or type their name in the search field to find. If their status shows "Pending", they have not yet sent the application back. Proceed to step 3. If their status shows "Submitted", they've returned the application and are awaiting the chapter's approval. Skip step 3 and go directly to step 4 to approve or decline their application once the chapter has voted on the applicant. (Image below)

Applications						
Find An Application						
	Received Date	Sent Date	Status	Applicant	Chapter	Invited By
1	07/09/2019	07/08/2019	Submitted	Joseph Smith	LeTip of Smithtown, NY	 Joseph Lloyd Financial Advisor

Guest Information	Activity History
Joseph Smith Company Name: Category: Limousine Service Invited By: Joseph Lloyd Phone Number: +1 516-654-7433 Email Address: info@midniteriders.com	07/08/2019 Invited to 07/11/2019 Weekly Chapter Meeting 07/08/2019 Declined invitation for 07/11/2019 Weekly Chapter Meeting 07/08/2019 Invited to 07/10/2019 Weekly Chapter Meeting 07/08/2019 Sent application for LeTip of Smithtown, NY 07/09/2019 Application submitted
Application sent on 07/08/2019 Application submitted on 07/09/2019 Application Status: Submitted View Application	
Invitations Invite To A Meeting	
07/11/2019 11:31 am LeTip Headquarters	

Step Three: The Application status Blue button will display "Send Reminder" If their application status was "Pending" click the send reminder button to send them the application email again. You may also want to contact them to verify their email is correct, or to inform them to check the spam folder if their email is blocking.

Member Application		View Guest Profile
Decline Application		Approve Application
Chapter LeTip of Smithtown, NY	Category Limousine Service	Submitted 07/09/2019
Contact Information		
Prefix ---	First Name Joseph	Last Name Smith
Profile ---	Gender ---	

Step Four: The top of their application has two boxes to select from. Click Red to decline the applicant and click Green to approve the applicant's application. LeTip Wired then automatically sends them a notification of their status. If approved LeTip Wired automatically completes their enrolment and processes their payment, then it issues the new member's badge and card caddy which is sent to the chapter president. The new member is on the roster and receives an email with their Wired access info.

Approving applications has been made even easier with them being added to the LeTip Wired mobile app. Now at the meeting, as soon as the vote is verified, the board can bring up the applicant's app and tap to approve or decline it on the spot. Once approved the new member is automatically added to the roster, their name badge, card caddy and lapel pin are issued, and the new member receives a receipt for their enrollment fee and a welcome email with their LeTip Wired access information.

Application Types

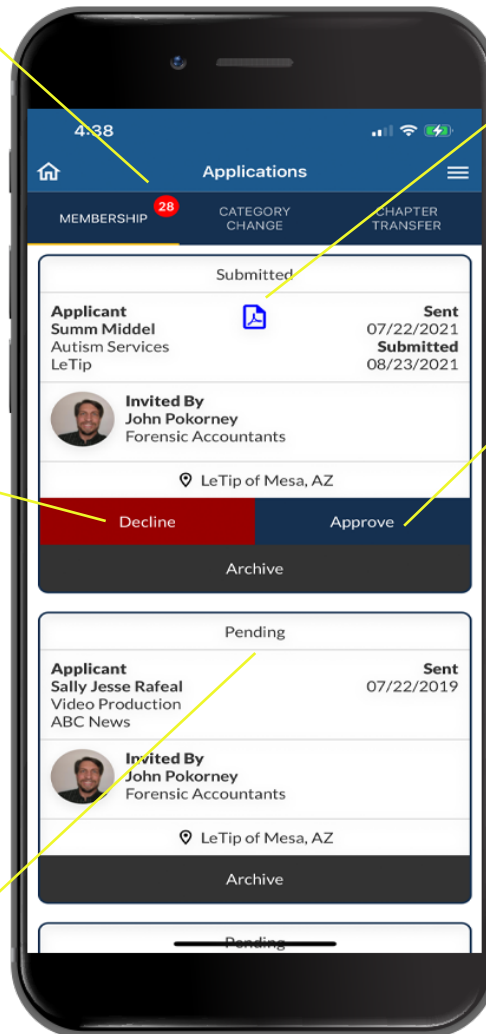
Membership applications show first by default and displays a Red # indicating how many apps have been sent. Switch types by tapping on either Membership, Category Change, or Chapter Transfer. If one of those have been sent and submitted a Red # displays next to the application type

Decline Application

Submitted applications will display first by default, scroll through the apps until you find the member not voted in and then tap the Red "Decline" button. This will remove them from the chapter's applications list and archive their application. They are not charged, and the category remains open.

Pending Status

Indicates the prospect's app has not yet been filled out and returned.



View Application

You can view a copy of their application by tapping on the PDF icon in the center of their contact page.

Approve Application

Submitted applications will display first by default, scroll through the apps until you find the member voted on and then tap the Dark Blue "Approve" button. Approve instantly adds them to the chapter roster and issues their badge, caddy, and lapel pin which is created and mailed to the active chapter president on file.

Application Voting

Chapters should only be voting on someone who has submitted their application and been inspected. Guests are only allowed to attend two meetings. In order to attend week three, they must have submitted an application and been inspected.

If you have any questions with the online or mobile approving an application process, please feel free to contact LeTip International at 800-255-3847 or visit our weekly Wired Power Hour (Q&A) every Thursday 12:00 PM PST. The zoom link to the Wired Power Hour can be found in LeTip Wired and selecting the Calendar menu option.

LETIP COMMUNITY

Think of your Chapter as your home base. Your community awaits you outside your chapter. You have chapters nearby and have a lot in common with them, but now due to the pandemic, you have virtual options that allow you to travel Coast to Coast to meet your new friends and business contacts. Come on one of our weekly zoom calls and meet members from all over the country. Remember a member is a friend you haven't met yet.

We also have LeTip Communicare that is emailed the first Monday of every month. Read up on the featured member and chapter of the month. Who knows you just might be selected as the featured member or chapter of the month. LeTip Wired also soon will have a new community feature we are working on developing right now to also expand your social and networking community so stay tuned for that. Another way to expand your LeTip Community is host joint chapter business mixers, if you've never done one with another chapter, this is a good way to get to know each chapter and network with categories each group does not have as well as grow with the guests each group brings to the event.

Here is the list of the current LeTip Community opportunities to learn from and expand your network.

Weekly Zoom Calls

Wednesday's - Lunch Bunch (Networking)
9am - 10:30 am (PST) / 12pm - 1:30pm (EST)

Thursday's - Wired Hour (LeTip Wired Q&A)
12pm - 1pm (PST) / 3pm - 4pm (EST)

Happening Once a Month

National Leadership Call
Second Monday of the month
9:30am - 10:30 am (PST) / 12:30pm - 1:30pm (EST)

Mortgage Loan Community
Second Thursday of the month
9:30am - 10:30 am (PST) / 12:30pm - 1:30pm (EST)

Training (3 classes options a month)

Network Training Seminar (NTS)
check LeTip Wired calendar for dates and times