



JULIE Annual Assessment

Frequently Asked Questions

- **Why did JULIE, Inc. change their billing method?**
 - Rather than a pay-as-you-go system, the JULIE, Inc. Board of Directors adopted a simplified assessment funding model. Member assessments under this new model are determined based upon the approved upcoming fiscal year budget and each member's proportional share of services that were provided to the entire membership. As the upcoming year's fiscal year budget is approved each July, the most recent 12 month message volume history (July through June) is used for these assessment calculations. This new policy allows JULIE members to plan in advance for their upcoming year's amount due to JULIE for the services JULIE provides. This will also eliminate cost (and revenue) fluctuations that occur in a pay-as-you-go system.

- **How was my company notified of JULIE's billing changes?**
 - **February 2010** – Coordinators received correspondence from JULIE's Board President.
 - **April 2010** – Notification was sent to member company's billing departments with the March 2010 billing.
 - **September 2010** – Annual Contribution Assessment Notifications were sent to JULIE coordinators.
 - Also, multiple articles were included in our 2010 member E-newsletters.

- **How will member companies be notified of JULIE's costs and budget for the upcoming year?**
 - **September** – The JULIE coordinator will receive their member Annual Contribution Assessment Notification showing the number of tickets their company received during the prior July 1 through June 30 and their exact cost (assessment) for the upcoming year. This notification is for budget planning purposes only and members are **not** expected to remit payment at this time. IT IS VERY IMPORTANT that the coordinator is diligent in forwarding this information to the proper internal parties that will ultimately be responsible for payment.
 - **January** – Each member company's billing department will receive an Annual Assessment Invoice.

- **Will we still receive a monthly bill?**
 - No – your Annual Assessment Invoice will be the only bill you receive from JULIE each year. You will, however, receive quarterly statements from JULIE showing account activity. (Please note that your Annual Assessment Invoice includes your December balance.)

- **How does JULIE determine the number of messages we will be billed?**
 - This number is determined by the amount of actual billable notifications you received from July 1 to June 30 from the previous year.

- **We are a new member, how will we be billed?**
 - New members will receive quarterly statements showing the number of notifications received during that quarter. Initially, for new members, this is a pay-as-you-go system until a new member has sufficient message volume history to determine the new member's proportional share of services. These quarterly statements will continue until the end of the calendar year in which their proportional share of services can be determined. (Once a member qualifies for annual assessment invoices, their annual assessment billing will begin in January.)

- **What payment options are available to pay our Annual Assessment Invoice?**
 - Members can choose from several different options:
 - One (1) payment of the full amount due February 20.
 - Two (2) semi-annual payments due February 20 and August 20.
 - Four (4) quarterly payments due February 20, April 20, August 20 and November 20.

- **If we choose to pay our Annual Assessment Invoice in installments (either semi-annual or quarterly payments), will we receive any additional invoices from JULIE, Inc.?**
 - No – you will, however, receive quarterly statements illustrating any payment activity to your account.

- **How can we change our delivery method for JULIE notifications?**
 - Please have your JULIE coordinator contact the Computer Operations Department at 815-741-5011.

- **Why are we being charged for fax messages on our Annual Assessment Invoice when we changed our delivery method?**
 - The number of notifications shown on your Annual Assessment Invoice is determined by your actual account activity from July 1 to June 30 of the previous year. Depending on when you changed your delivery method, you could see fax or manual message charges on your assessment invoice.

- **At the end of the year, if our company received more or less notifications from JULIE than what was indicated on our Annual Assessment Invoice, will we owe more money or should we expect a refund?**
 - No – JULIE’s new billing method is an annual assessment based on your company’s activity from the previous July 1 to June 30. Each member company is assessed an amount determined by the Board approved cash requirements for the upcoming year. If your company’s notifications exceed your Annual Assessment Invoice, you will not be billed for the difference. If your company’s notifications fell short of your Annual Assessment Invoice, you will not receive a refund. The following years’ Annual Assessment will reflect your message activity (July 1 through June 30) as it proportionally compares to all members. This is no longer a pay-as-you-go system.

- **How will we reconcile our Annual Assessment to our actual billable activity for the assessment period?**
 - There are two options for reconciliation:
 - It can be calculated from the end of day reports that members receive daily.
 - Your company can run reports monthly from Newtin’s =multi-report program. Contact the JULIE Computer Operations Department at 815-741-5011 for more information.