

Sigma Gamma Rho Sorority, Inc.



Frequently Asked Questions

General Questions

Question: Where do I send Sigma Gamma Rho payments?

Answer: All payments should be attached to the appropriate remittance forms and mailed to the International Corporate Headquarters at:

Sigma Gamma Rho Sorority, Inc.
1000 Southhill Drive, Suite 200
Cary, NC 27513-8630

Question: Where do I send Seven Pearls Foundation payments?

Answer: Seven Pearls Foundation
1000 Southhill Drive, Suite 201
Cary, NC 27513-8630

Question: What form of payments will be accepted by Headquarters?

Answer: Sigma Gamma Rho Sorority, Inc. accepts cashier's check, money order, or credit card (credit card authorization form available online under Soror Only.) **NO personal or chapter checks accepted.**

Question: What is the deadline for dues to be received at Headquarters?

Answer: Monies are due to Headquarters by July 1st with a 90-day grace period. Monies received at Headquarters after Close of Business September 30 will be assessed late fees. Headquarters does not take into account the postmarked date.

Question: How do I get or renew a username and password to access the Sorors Only section?

Answer: Send an email to webmaster@sgrho1922.org. Processing can take up to five (5) business days.

Question: What do I need to do to reactivate/reinstate my membership?

Answer: Send an email to reinstate@sgrho1922.org stating your name at the time of induction, induction chapter, induction date, last known active chapter and current contact information. The Regional Syntaktes for your area will contact you with further information regarding chapters in your area who can help with the reinstatement process.

Question: How much are my National assessments?

Answer: Go to the Sorors Only section on the official sorority website and review the policies and procedures guidelines for paying dues.

Question: I need help completing the remittance forms.

Answer: Contact your chapter's Basileus. If you are the chapter Basileus, contact your Regional Syntaktes for further assistance.

Question: How can I find out if I am financial?

Answer: Check with your chapter's financial officers to verify when dues were submitted to Headquarters. Please note the processing of dues by Headquarters can take up to thirty (30) days.

Question: Does my chapter have a balance due with headquarters?

Answer: Check with your chapter's financial officers to verify any outstanding balances or credits. Chapter balances must be cleared before the end of the sorority fiscal year.

Question: My address has changed. What do I do to update my information?

Answer: Complete a Change of Information form, then mail, email or fax to Headquarters. Forms are available in the Sorors Only section of the official sorority website.

Question: The name on my membership card is incorrect. How can I change it?

Answer: First check with your chapter's financial officers to verify that your name was typed properly on the chapter's remittance form submitted to Headquarters. If the correction is due to the chapter's remittance form information was incorrectly there will be a \$15.00 charge. If it is a Headquarters' correction there is no charge for a replacement card

Question: I never received a membership card. Who do I contact?

Answer: First check with your chapter's financial officers to verify when your fees were submitted to Headquarters. If more than sixty (60) days have passed, contact the SGR Support Department sgrsupport@sgrho1922.org at Headquarters.

Question: I have not received my Aurora Magazine. How can I get a copy?

Answer: Complete a Non-Receipt of the *Aurora* form, then mail, email or fax request to Headquarters. This process may take up to ten (10) business days to research. The form is available on the official sorority website.

Question: How can I verify if fees for SPEAR have been received and/or processed?

Answer: Send an email to Past Grand Basileus Corine J. Green at sgranchor@aol.com.

Question: How can I verify if fees for the National Education Fund have been received and/or processed?

Answer: Contact Soror Lora at Vann at P. O. Box 18616, Indianapolis, IN 46218.

Data Entry Department

Question: **How can I verify that my one-time Building assessment was paid?**

Answer: First check with your chapter's financial officers to see if payment was submitted. Then contact the Data Entry Department at dataentry@sgrho1922.org.

Question: **I have questions about my receipt?**

Answer: Contact the Data Entry Department at dataentry@sgrho1922.org.

Question: **How can I find out if my chapter has an EIN number?**

Answer: Contact the Data Entry Department at dataentry@sgrho1922.org.

End of Year

Question: **How can I get help with completing my End-of-the-Year report?**

Answer: The Sorors Only section on the Sigma Gamma Rho Sorority, Inc. official Web site has instructions to assist with the completion of the forms. The official sorority website address is www.sgrho1922.org.

Question: **How do I get an EIN/Tax ID number for my chapter?**

Answer: Go to the IRS Web site and complete the SS-4 form. Step-by-step instructions for completing the SS-4 form are available under the Sorors Only section of the Sigma Gamma Rho Sorority, Inc. official website. Send the completed form to the IRS. Once IRS has assigned the chapter a Tax ID number; the chapter should send a copy of the IRS notification to Headquarters immediately.

Question: **How can I get help completing the annual IRS form?**

Answer: Refer to the IRS Web site or the instructions in the Sorors Only section of the Sigma Gamma Rho Sorority, Inc. official web site. If your chapter is required to complete the long version of the 990 form, consult with a Certified Public Accountant.

Membership Services Department

Question: **What is included in my Soror New Member Kit?**

Answer: *History Book-Volume I, Behind These Doors a Legacy, Constitution & Bylaws*, Founders Picture Cards, and Official Badge will be sent to the advisor or membership chair for your chapter from Headquarters. The certificate and membership card will be sent separately from the vendor who fulfills the orders.

Question: **What is included in my Affiliate New Member Kit?**

Answer: Handbook and Official Affiliate Badge will be sent from Headquarters to the advisor for your chapter. The certificate and membership card will be sent separately from the vendor who fulfills the orders.

Question: **What if I have to replace an item(s) included in the New Member Kit?**
Answer: Contact you're Advisor or Membership Chair who will submit a request for research to Headquarters.

Question: **I never received my New Member Kit**
Answer: Undergraduate New Member Kits are delivered to the chapter's Advisor; contact her or the chapter Basileus. For Graduate Chapters, contact the Membership Chair.

Question: **Who do I contact about Honorary Membership information and applications?**
Answer: Send an email requesting information to the International First Grand Anti-Basileus.

Question: **How do I get a replacement card and/or certificate?**
Answer: Fill out a current remittance form and in the OTHER section indicate the type of card and/or certificate you need to have replaced. The cost for the replacement of the annual membership card is \$10; a member's certificate is \$15 and a Life member gold card cost is \$25.00.

Administrative Assistant Department

Question: **How do I become a certified/licensed vendor?**
Answer: Contact Headquarters to receive a vendor application packet.

Question: **How much is the fee to become a vendor?**
Answer: Contact Headquarters for more information.

Question: **How do I renew my vendor license?**
Answer: Contact Headquarters to receive a renewal vendor packet.

Question: **How do I get a Certificate of Liability for a chapter event?**
Answer: Refer to the current Insurance Manual for instructions and forms. You can also send an email request to administrativeassistant@sgrho1922.org to request form. It can take up to five (5) business days to process after receipt of the request.

Question: **How do I get a Certificate of Liability listing an additional insured?**
Answer: Refer to the current Insurance Manual for instructions and forms. You can also send an email request to administrativeassistant@sgrho1922.org to request the appropriate form(s). A processing fee of \$50 dollars must accompany the request for additional insured form. The request can take up to ten (10) business days to process.

Question: **How do I get a 501c7 federal tax exempt form?**
Answer: Contact Headquarters for more details.

Bookkeeping

Question: How long does it take to process remittances paid via credit card?

Answer: Headquarters has 30 days to process your transactions from the time we receive your remittance via mail or fax to process your transactions.

Question: What if the wrong amount was charged to my credit card?

Answer: Please contact the Bookkeeper immediately at Headquarters 919.678.9720 to resolve the issue.

Question: Money orders for the one-time Building Assessments fee should be made payable to whom?

Answer: The one-time Building Assessment fee should be paid using a separate money order or cashier's check made payable to "Seven Pearls Foundation". **NO personal or chapter checks accepted.**

Question: How do I verify if my remittance/money order or fax/credit card authorization has been received by Headquarters?

Answer: Please contact the mailroom via email at mailroom@sgrho1922.org to verify receipt of your materials.

Other

Question: How do I become a Life Member?

Answer: The current Life Member application can be found under Sorors Only section of the Sigma Gamma Rho Sorority, Inc. official website. Complete the entire form and must be signed by your chapter Basileus. Submit the application to Headquarters. Research to determine qualification for Life Member status can take up to thirty (30) days depending on information provided.

Question: How do I order items from the Sigma Store?

Answer: There are two (2) different order forms located on the Sorors Only section of the website. The Headquarters order form is to be used for official manuals and brochures. The Sigma Store order form is to be used to purchase paraphernalia items that are in stock at Headquarters. Submit the order form with payment to Headquarters. Allow up to thirty (30) days to process the request.

Question: When & Where is the 2008 – 52nd Boule?

Answer: July 18-24, 2008 in Detroit, Michigan, at the Marriott Renaissance Center. Detailed information about the Boule is available on the official Sigma Gamma Rho Sorority, Inc. website.

Question: I have questions about scholarships submitted to the National Education Fund. Who do I contact?

Answer: The contact for NEF is Soror Georgia L. Johnson at gloh68221@aol.com.

Question: Who do I contact with questions about my regional dues?

Answer: Contact your regional financial officers or your Regional Syntaktes.

Question: How do I reactivate or charter a chapter?

Answer: Contact your Regional Syntaktes for paperwork and approval.

Question: How do I purchase a donor tree leaf or a Seven Pearls pin?

Answer: Complete the Seven Pearls remittance form which is available on the Sigma Gamma Rho Sorority, Inc official website. The cost for the leaf is \$1,000 and the pin is \$250.00

Submit form with payment to:

Seven Pearls Foundation
1000 Southhill Drive, Ste 201
Cary NC 27513

Note: Personal Checks are accepted by the Seven Pearls Foundation for the purchase of a Headquarters donor's tree leaf.