

## 2015 Manual Dues Renewal Process for NRHS Members

as provided by the Membership Development Committee, Chair - Skip Waters

**GOAL:** To provide an option for members of the NRHS to renew their National dues for 2015 if they can not renew online at NRHS.com.

Keep in mind, all members for 2015 will be renewed online via the NRHS.com website. Our committee is simply providing a manual way to collect these dues and will enter their membership online along with everyone else.

This process can also be used by the local chapter to collect National Dues from Chapter members if the Chapter decides to provide this service to their offline members.

### **The process will flow as follows:**

When the member is unable to renew online at NRHS.com, they will be offered a manual way to pay. We will first want to point out and encouraged the local chapter to help their members renew online at this point. The process our committee is providing is mainly for At-Large members, but chapter members can use it too if needed.

After the dues notice goes out to renew National Dues via direct mail and published in the NRHS NEWS, assuming they can't pay online, the member will be directed to contact their local chapter first to see if they will renew their membership for them. Local Chapters who decide to offer this service will benefit greatly in keeping their membership retention levels high and maintain a good relationship with the local member.

At-Large members or Chapter members who want to pay their dues directly to Nationals, will be directed to mail their 2015 membership notice or member information to the "National Dues" P.O. Box address provided along with their Credit Card info, Check or Money Order, membership number, mailing address, phone number, email address, any chapter affiliation and the amount due and then our committee will process their payment and enter their membership online for them. There is no phone number planned at this time to do this process.

### Note:

A separate organization from NRHS Nationals will be receiving the manual dues money. This will either be a NRHS chapter or a legal entity formed by the Membership Development Committee. Either way, no monies are to be sent directly to Nationals to process.

Basically the offline process should work like this:

- 1) Notice for 2015 Dues is given
  - By national direct mailing
  - By notice in the NRHS NEWS

Action: Member either goes online to NRHS.com to renew or follows manual instructions.

2)

A) At-Large member or Chapter member who want to renew manually will mail their member information and payment to "National Dues" P.O. Box address provided.

B) The payment will be deposited into a separate checking account from the NRHS National that will be controlled by the Membership Development Committee and include a Credit or Debt card associated with. This card will be used to pay for their membership at NRHS.com.

C) Once the payment clears the bank, the committee will go onto NRHS.com and enter the member's information or create an account and pay the dues online. Everyone who pays manually will be entered online at NRHS.com.

D) The committee will create and maintain the email addresses and passwords associated with the manual members account with NRHS.com for future renewals.

3) The local Chapter can also collect National Dues and provide this same process via their own financial system. They will go online on behalf of the member, create an account and maintain the member's email and password for the member's national account.

4) If at anytime, if a member wants to renew their membership on their own, all they have to do is contact the committee or chapter they renewed with so they can add a new email address and temporary password. Once they go online to their account, they can change the password to whatever they want.

**The Upside to renewing online at NRHS.com**

Our committee will also be developing additional content or premiums that will be available to anyone who renews online at NRHS.com. This content will be delivered as a pdf file (similar to what TRAINS Magazine does) via email for renewing online. Only members who renew directly with NRHS.com with their email address will be sent this information. No one who renews via the manual process without supplying their email address will get this benefit. So, there is a positive reason to supply an email address to renew your National membership online at NRHS.com. Content to be solicited and developed in the next few months and will be ready by October 1st when dues renewal is to begin.

That's it. More detail on this process will be added as it becomes available.

**Below is the wording our committee wants to appear on the first mailing sent to the membership. This would appear on the Dues Shell in fine print:**

If you are unable to renew online at NRHS.com, please contact your Chapter to find out if they will process your 2015 dues renewal for you. If not, or you are an At Large member, please mail your completed renewal form and your payment by credit card (preferred), check or money order, made out to: "National Dues", PO BOX 220168, ST LOUIS, MO 63122-0168

Credit Card Information:  VISA  MC  DISCOVER  AMEX  
Name on card \_\_\_\_\_  
Card Number \_\_\_\_\_  
Expiration Date \_\_\_\_/\_\_\_\_ Security Code \_\_\_\_\_ Billing Zip \_\_\_\_\_  
Sign (x) \_\_\_\_\_

Phone number (in case of any issues) \_\_\_\_\_  
Email address \_\_\_\_\_  
Chapter affiliation if any: \_\_\_\_\_

**PLEASE NOTE:** Chapter Members will receive a separate bill for Chapter Dues from your Chapter. Do not include Chapter Dues with your payment.

End of mailing wording.

Report Submitted by:

Skip Waters  
Membership Development Chair  
Director, District 7, NRHS