



## **FAQ Sheet: Not Yet Renewed Reports**

### **How recent are the reports?**

The reports work in real time. Note there is a field in column M titled "date of report".

### **Why are local affiliates not appearing in the report?**

Local affiliate memberships do not "touch" National, you manage these apart from National.

### **Why are there missing field in the phone number column?**

This means the member has not provided the information to National in its member profile.

### **When I communicate to a member's email, I keep getting a bounce back. Why?**

This may mean that the member has a new email address and has not reported it to National. Note, only members can change key contact information in their profile, neither National nor the local or state network has the ability to do that.

### **What is the difference between "paid to date" and "grace period"?**

Paid to date is when the membership expires. Grace period is the final payment date (after that date, they become inactive members and rotate off the roster).

### **Aren't all members "paid to date" 12/31?**

Members in their first year of membership renew on their anniversary date on year two with a prorated amount. On year three, they move to the calendar plan.

### **Shouldn't all dues amounts be the same?**

Calendar plan members are uniform. 2<sup>nd</sup> year members pay a prorated amount, based on their original join date.

### **I reached out to a member and they said they already paid by check. Why is the name still on the not-yet-renewed roster?**

Note, checks take some time due to postal service delays and other factors, please allow for additional time for check processing.

### **What about members who expired last year. Can I get a list of these members?**

Note, not-yet-renewed reports are designed to capture members whose membership is about to expire. After that time period, their membership becomes inactive and they no longer appear on the not-yet-renewed roster. We recommend that networks save reports and file for historical purposes. For a deeper lapse of expired members, please send your request directly

to Patrick McConville ([pmcconville@wcr.org](mailto:pmcconville@wcr.org)) and note your network name, position and specific request. We will process your request within a few business days and can provide one-time deeper lapse lists.

**Does the task on renewals fall solely on the local network?**

National conducts a vigorous renewals campaign starting in November and not-yet-renewed members receive weekly reminders. Paper invoices are sent as well. Additionally, state networks have your members not-yet-renewed information as well. The renewal process is conducted at all levels of the organization. *The Women's Council value proposition, however, lies in the local network and personalized outreach has always been the best renewal tool.*

**When do I get the rebated local dues?**

Rebate checks are sent to the Membership Director's address on file on a quarterly basis and contain the check along with a spreadsheet explaining amounts. Checks are sent quarterly and are sent in arrears by one quarter.

**Something is wrong with the report. Where do I go?**

Contact National via phone (1-800-285-2955), email ([wcr@wcr.org](mailto:wcr@wcr.org)). We prefer to be contacted via email and strive to answer all requests within 24 hours.