

## MEMBERSHIP COMMITTEE REPORT

April 2021

I became Membership Chair approximately 5 years ago and believed that our new member and renewal process was easy and straight forward based on the information requested on the applications. Since October, I have been receiving copies of what is sent to the bank lockbox and I have noticed situations that show that it is not as straight forward as I thought.

In many of the PDF's that I receive, a chapter has taken on the responsibility of collecting monies from the members and sending it in as a single payment. There is nothing wrong with that except that frequently one or more pieces of information is missing. It may be one name in a group of renewals or a person upgrading to life membership without a birthdate, or just a miscalculation of the amount owed for whatever is checked. This creates a problem for the Membership Department.

For instance, a chapter sent in one application for a new member to be a one-year member (\$20.00) and then wrote the check for \$200.00 with the memo indicating the amount was for 10 members. There was nothing else in the lockbox scan for any other members. When this happens, the Department needs to contact the person or chapter who sent the deposit to the bank to assure that the money gets credited properly.

With only one person in the office entering the membership data, this type of oversight by the chapter, is time consuming and almost rude to those who are expected to deal with it. This situation needs to be addressed by every chapter and corrected. When sending applications or renewals, make sure that there is information included for each person for whom money is sent.

Respectfully,

Cecilia Essenmacher

Membership Committee Chair