



DUES RENEWAL PROCESS

(For Partnership members and ICDMS-participating Councils)

- 1) Dues renewal notices are sent at the beginning of the month prior to the one in which memberships expire. There is the potential for a council to have renewals go out on a monthly basis, if that council has memberships expiring each month.
- 2) The dues renewal/reminder process is as follows:
 - a) The original dues renewal invoice is mailed out the first of the month prior to the one in which the membership expires (i.e., 60 days from expiration), allowing 30 days for payment.
 - b) The first dues renewal reminder notice is e-mailed approximately six weeks from the original invoice date (approx. two weeks before membership expiration). There will be no duplicate invoice attached; however, a link to the Join/Renew section of the Partnership's web site will be included and the individual will be encouraged and instructed how to renew online. Note: the six-week timeframe gives individuals time to get a check processed, if necessary, and helps prevent duplicate payments. The first dues renewal reminder notice allows another 30 days for payment to be made.
 - c) A final dues renewal reminder notice is sent via e-mail approximately four weeks from the first reminder, allowing two more weeks to make payment. Again, there will be no duplicate invoice attached; however, the link to the Join/Renew section of the Partnership's web site will once again be provided and the individual will be encouraged and instructed how to renew online.
 - d) To recap, an individual receives three dues renewal notices. A total of 90 days is given to make payment—this schedule provides a 30-day payment grace period from the date of membership expiration. Important note: during this grace period, the individual is still considered an active member and he/she receives all services and benefits of membership.
 - e) Once the grace period has passed, those individuals who still have not paid dues are considered lapsed or "inactive" members and their records are marked as such. Each month, the Partnership sends a report to those ICDMS councils with non-renewing members, identifying the council members that were marked inactive. Inactive members cease to receive benefits and services and they are no longer listed as a member of their respective council or the Partnership, if applicable. NOTE: Individuals who have been marked "inactive" are no longer paid-up members; therefore, all responsibility for maintaining contact with them reverts to the council.