

PROCEDURES FOR MEMBERSHIP AND RENEWAL

PROCESSING

This document summarises the procedures for joining and renewing your membership of Seaford Striders using the new MemberMojo on-line system.

New members

When a new member joins they will create their own record on-line using <https://membermojo.co.uk/seafordstriders>. Instructions are to be found on that page.

After creating the new record the member will receive a “Welcome to Seaford Striders” email.

If the email address is not found the system will advise the system administrators, who will then take action to correct the error.

Renewals

The system will send out a number of renewal reminders from 28 days before renewal date:-

- 1) A renewal notice sent 28 days before expiry.
- 2) A renewal reminder sent 9 days before expiry
- 3) A second renewal reminder sent 2 days before expiry?

When a member renews, their new expiry date is set once payment has been received. If payment is not received by the current expiry date the member will be moved from *active* to *pending* to indicate they are no longer a paid member.

Expired members

If there has been no payment the member record is removed the day after the expiry date and an entry is made in the Activity Log.

Members are sent an email at expiry, informing them that their membership has expired, and a further one is also sent 28 days after expiry to encourage members to renew.

Expired member records are retained for 14 months to allow for members to have a year away in the case of injury/illness etc.

Once expired the member will not be sent any group mail by default and will not have access to their “Your Membership” page. However, an ex-Strider can renew using their existing details, saving the need to re-key their data.

Payments

Paypal

If Paypal has been selected as the method of payment the member will be recorded as an Active member, with no payments pending. The new member is sent a full Welcome Pack including a membership card. The member is now *active* and is a “live” member. Renewed members are sent a slightly different Welcome pack with a renewed membership card.

BACS, Cash or Cheque

If Bacs, Cash or Cheque has been chosen as the payment method, the new or renewing member will be created as a “Pending Payment” member. The new or renewing member is sent a Welcome Pack but without a membership card.

In the case of a BACS payment the payment will be confirmed by the Treasurer when it is shown in the club bank account. (See below).

In the case of Cash or Cheque, the payment will be confirmed by the Treasurer after receipt of payment (See below).

Confirming Payment

On confirmation the new or renewing member will receive an email confirming receipt with an attached membership card. The member is now *active*.

In the case of no payment being received (either by cash, cheque or BACS) the payment will not be confirmed, and the member will receive an email indicating the membership or renewal application has been cancelled.

Affiliation

In the case of affiliated members, the Membership Secretary will update the English Athletics (EA) system records for all new, renewed and expired affiliated members.

Changing to Affiliated from Non-Affiliated

If an existing non-affiliated member wishes to become affiliated the procedure is:-

- a) The member emails the Membership Secretary, Treasurer and the Membership System Administrator with a request for affiliation and pays the additional fee by BACS
- b) The Treasurer confirms to the Membership Secretary and Membership System Administrator that the correct payment has been made
- c) The Membership Secretary updates the EA records
- d) The member will get an email from EA confirming Membership
- e) The Membership System Administrator changes the membership type to affiliated as appropriate and will resend the Welcome Pack reflecting the amended details