



Membership FAQ



How do I contact NAHU Membership staff?

Email Inquires: We ask that members and chapter leaders send general membership inquiries to membership@nahu.org. This email box is managed throughout each business day by membership staff. It is helpful when inquiries are sent to this email address so that the email can be distributed to the appropriate staff person for completion.

Telephone calls: NAHU's main telephone number is 703-276-0220 and membership staff can be reached by choosing Option 3 and then choosing the membership department – Option 8. Each staff person also has a direct telephone line, which you can access at <http://www.nahu.org/about/staff.cfm>. There is also a dial by name feature, or just press “0” and a staff person will direct you accordingly.

Mail: NAHU's mailing address is 2000 North 14th Street, Suite 450, Arlington, VA 22201. Our bank address on the renewal invoice is NAHU, PO Box 71216, Philadelphia, PA 19176. If you wish to send something to a staff person, please mail it to the Arlington address with the staff person's name in attention.

Fax: The membership fax number is 703-841-7795. NAHU's main fax number is 703-841-7797.



How does the online application process work and what is the expected processing time?

The quickest and most efficient way for a new member to join NAHU is through our website at www.nahu.org and clicking on the NAHU Join Now button.

New member who is paying their dues annually/yearly: When a new member joins online and is paying for their dues on an **annual** basis, their membership record is instantaneously created and their membership begins right away. This is possible because the online application is linked directly to the membership database. However, the dues batch must be posted before you will see the payment and paid thru dates completely updated in eCommerce. Posting of a batch can take a few business days.

New member who is paying their dues with the monthly payment option: When a new member joins online and chooses to pay their dues via the **monthly** draft option, their membership must be manually entered by membership staff. Unlike the online annual application process previously mentioned, this form is not linked to our database. While this method is still quicker than mailing, it can take up to 2 weeks for the application to get processed and to appear in eCommerce.

A past member who is rejoining: When a past member wishes to rejoin NAHU, they need to be directed to the online reinstatement applications. The reinstatement application can be accessed by clicking on the Join NAHU Today button and choosing either option 3 for annual payment or option 4 for monthly draft. The reinstatement applications must be manually entered by staff and it can take up to 2 weeks for the application to get processed and to appear in eCommerce.

Past members rejoining over the telephone: If a past member wishes to rejoin, NAHU staff can take the information via the telephone if a credit card is provided. If the member is rejoining and paying on an annual basis, the process can typically be taken care of while the member is on the phone. If the member is rejoining and paying with the monthly draft option (either credit card or bank draft), it can take up to 2 weeks for the application to get processed and to appear in eCommerce.

Can I fax an application?



Yes. When a member's application is completed and faxed to NAHU it can take up to 2 weeks for the application to get processed and to appear in eCommerce. Faxed applications can include credit card payment for annual members and credit card information or a voided copy of a check for monthly applicants. Faxed applications should be sent to 703-841-7795.

Can I scan and email an application?

Yes and this application process is very similar to faxing an application. The application must be manually entered by membership staff; therefore, it can take up to 2 weeks for the application to get processed and to appear in eCommerce. The email should be sent to membership@nahu.org.



I mailed an application, how long does it take for it to get processed and to appear in eCommerce?



All applications can be mailed; however, mailed applications take the longest time to be processed. Because a mailed application has to go through several channels, it can take up to 4 weeks for the application to get processed and to appear in eCommerce. This is true for any type of mailed application, including payment with a check, credit card, and monthly applications.

What order are applications and renewals processed?

Membership applications and renewals are processed in the order received at the NAHU office.

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How are renewals processed and what is the expected timeframe for processing?

Much like applications, renewals can be sent to us and processed in a variety of ways. The online renewal process is the most efficient and timely method, while mailing takes the longest processing time.

Online renewals: When a renewal is completed online the member's dues are instantaneously renewed. This is possible because the online renewal form is directly linked to the membership database. However, the dues batch must be posted before you will see the payment and paid thru dates completely updated in eCommerce. Posting of a batch can take a few business days. In addition, the member receives an automated receipt verifying the renewal within minutes of renewing online.

Faxed renewals: Yes, renewals can be sent to us via fax. Faxed renewals should be sent to 703-841-7795 and it can take up to 2 weeks for the renewal to be processed and to appear in eCommerce.

Emailed renewals: Renewals can be scanned and sent to us via email with credit card information. The email should be directed to membership@nahu.org and it can take up to 2 weeks for the renewal to be processed and to appear in eCommerce.

Mailed renewals paying with a credit card or check: Mailed renewals can be sent to us at the national office or returned to us in the envelope provided with the mailed invoice. Because the mailed renewal has to go through several channels, it can take up to 4 weeks for the renewal to get processed and to appear in eCommerce. This is true for any type of mailed renewal, including payment with a check, credit card, or changing to the monthly draft option.

Telephone Renewals: Members may contact NAHU membership staff and pay their dues over the telephone with a credit card. Typically the payment can be processed on the same business day and the member will receive confirmation right away.



How does the monthly draft membership work?

The members on credit card draft are typically drafted on the last business day of each month. Members who are on bank draft are typically drafted by the 5th of each month.

Members on the monthly draft option are automatically renewed each month when their accounts are drafted for membership dues. The members on monthly draft do not receive renewal notices and will remain members until they contact us and drop their membership or we are unable to draft their account for 3 consecutive months. We encourage our chapter leaders to promote this option of renewal as these members have the highest retention rates.

When can I expect a response to the email I sent to membership@nahu.org?

We strive to answer all emails that are received within 24 business hours.

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How do I change from being an annual renewing member to a monthly renewing member or vice versa?

In this instance, it is best to send an email to membership@nahu.org and request the change. Membership staff will need to follow up with the member to gather all the necessary information. However, an annual renewing member can always change to the monthly draft option when they receive their annual dues bill. The member would simply mark the renewal invoice accordingly, supply the draft information, and return to NAHU in the envelope provided.

A member conducted a transaction online, such as a renewal, applied for membership, registered for an event, and/or ordered a product. How can the member receive confirmation?

The system will automatically generate a confirmation and send to the member via email within minutes of the transaction being completed.



I can't log into the My NAHU section of the website, what is the problem?

More than likely, the password has been forgotten and needs to be reset. If a member cannot login, the first step is to have the member reset their password by using the reset option on the login page of the website. If that doesn't resolve the issue, the member should contact NAHU for additional assistance and research by sending an email to membership@nahu.org.

When are members dropped and is there a grace period?

Members receive a 60 day (2 month) grace period from their paid thru date before their membership lapses. Chapters then have an additional 30 days (1 month) to retain these members before they are considered new members and get a new join date and paid thru date.

What is the cut off date for applications/renewals to be received by NAHU in order to count toward the monthly membership counts?

Applications and renewals must be received by the last day of the month in order to count toward that month's membership counts.

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What do the category codes in eCommerce mean?

AUTO: Paying dues by monthly bankdraft—checking account
AUCC: Paying dues by monthly credit card draft
AULB: List bill paying dues by monthly bankdraft—checking account
CCLB: List bill paying dues by monthly credit card draft
BALD: Balance due
LB: List Bill paying dues on an annual basis
REAU: Refused monthly bankdraft
RECC: Refused annual credit card
RECHK: Refused check—annual payment
RMCC: Refused monthly credit card draft



How can I learn more about eCommerce?

eCommerce is a powerful tool and learning how to navigate the program is time well spent. There are many helpful tools located in the recruitment and retention tools section of the member's area of the website. In this section of the web you can find one page instructions on how to pull various reports from eCommerce. If at anytime a member has a question, NAHU staff is willing and available to assist.

How is the membership number calculated on the monthly membership report?

The monthly membership report is posted online at: <http://www.nahu.org/mc/>

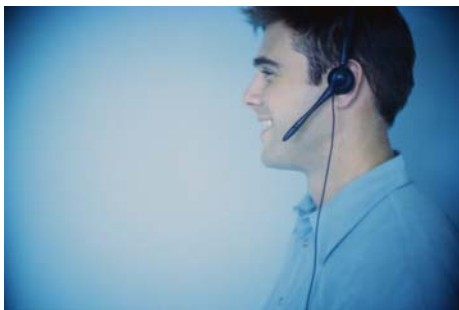
The report calculates membership on a monthly basis for each chapter. To obtain the monthly membership count the following calculation is used (numbers are examples):

Number at the beginning of the month: 231
New this month (add) = 1
Lapsed this month (subtract) = 11
Adjust (add) = 5
Total monthly membership number = 226

The adjust number accounts for people who are moving into your chapter or people transferring out of your chapter. It also accounts for deceased members and those that renewed their membership during the 30 day grace period.

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NAHU Communication Schedule

Regional lapse member list—includes members who are in the 30 day grace period. The list also includes members who don't have a functioning email address listed in the database. The list is sent to local and state chairs.

Renewal emails and telephone calls—renewal emails and telephone calls are completed on a monthly basis.

Welcome emails—emails welcoming new members are sent every 2 weeks.

Thank you for renewing emails—emails thanking members for dues payments are sent every 2 weeks.

Tip of the Month—focuses on a topic of interest and is sent every month.

New member retention campaign—emails sent to our members during the first year of membership highlighting a particular topic and is sent monthly.

Reinstatement offers—sent on a monthly basis to past members encouraging them to rejoin. Large scale reinstatement offers are sent on a regular basis.

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Membership Processing Timelines At-a-Glance

New Member Applications

Processing Time

Completed online - Annual Membership	Instantaneous
Completed online - Monthly Draft Option	2 weeks
Emailed with credit card	2 weeks
Emailed with monthly draft	2 weeks
Faxed with credit card	2 weeks
Faxed with monthly draft	2 weeks
Mailed in with credit card	4 weeks
Mailed in with check	4 weeks
Mailed in with monthly draft	4 weeks

Renewals

Processing Time

Completed online - Annual Membership	Instantaneous
Completed online - Monthly Draft Option	2 weeks
Emailed with credit card	2 weeks
Emailed with monthly draft	2 weeks
Faxed with credit card	2 weeks
Faxed with monthly draft	2 weeks
Mailed in with credit card	4 weeks
Mailed in with check	4 weeks
Mailed in with monthly draft	4 weeks