## General

We need some way of identifying those who haven’t renewed but who haven’t told us why. Once identified, they can be reminded or we can remove them from the list of **Current** members.

## Show the non-renewals.

Select **Non-renewals** from the Home Page to show a list of members who have not renewed their membership. This list operates in two modes, according to the option selected by the **Show** radio button at the top of the page.

We will be using the **Annual non-renewals** option which shows people who were members during the last membership year but who have not renewed this year, allowing for the defined grace period before they are considered not to have renewed. We will be sending them a reminder immediately following the grace period and after another grace period with still no response we will ‘lapse’ them. This puts the members into a ‘Lapsed’ **status** in which they cannot benefit from any membership rights. See the section below on how to ‘lapse’ members

## To send a reminder letter.

This is done 4 weeks after initial renewal letters were sent out.

See separate document ‘How to prepare renewal documents’. Be careful to use the **reminder** templates and not the renewal ones.

## To lapse members.

This is done a further 4 weeks (after the reminder has been sent).

Click the Select box at the top left of the list and select ‘Select All’. Select ‘**Lapse’** from the drop-down list at the bottom of the page and then press **<Do with selected>**. A confirmation dialog will be displayed. Press **<Lapse>** to proceed. The selected members will have their status changed from **Current** to **Lapsed**.