

## How To: Lapse Members

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### 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.

### To Lapse these members.

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

- Click the Select box at the top left of the list.
- select Select All.
- Scroll to the bottom of the list and select 'Lapse'.
- Click **<Do with selected>**

All these members will have their status changed to **Lapsed**.