



Membership management tutorial

Introduction

This tutorial assumes that you have already read through the "First Steps" tutorial and that you have CharityMaster open on a computer in front of you while you are going through this tutorial.

In order to use CharityMaster's membership functionality, you must activate the membership module. Navigate to **File** → **System setup** screen → **Feature activation** tab.

CharityMaster allows you to:

- Set up an unlimited number of membership categories with unique parameters for each
- Set up a membership year end that is different from your fiscal year end.
- Record the receipt of dues.
- Track memberships that have expired or that are about to expire
- Issue tax receipts for amounts received (after taking into account any significant benefits provided to the member.)
- List and communicate with some or all of your members

Who can be a 'member'

Names of all entity types can be members (including governments) with the following exceptions:

- employees.
- entity types added by a user where transactions (event ticket sales, donations, etc.) are NOT allowed.

Setup

Before you start setting up names in your database as members you must first:

1. Select the option for determining the expiry dates of memberships.
2. Set up the general ledger accounts into which dues payments will be posted.
3. Set up the membership categories for your organization.

Membership expiry options

CharityMaster provides two options for determining the expiry dates of memberships:

Memberships all expire at end of specified month

CharityMaster assumes that all of your *annually renewable* memberships expire at the same time. The 'membership year' can be the same as your fiscal year but it does not have to be.

Memberships expire one year after receipt of dues

When using this option, memberships expire one year after receipt of a payment for dues or one year after the expiry of an existing membership - whichever is later.

You select which option you want to use on the **Feature activation** tab of the **System setup** screen.

Membership categories

You can add an unlimited number of membership categories to CharityMaster. For the steps to add and edit membership categories go to the **Maintain membership categories** screen. (**File → Maintenance → Memberships → Categories**).

Please open the 'Maintain membership categories' screen now.

Categories are differentiated by combinations of the following parameters:

Family memberships

A membership category can be flagged as a 'Family' type of membership category. A family membership always assumes that there are at least two members in the family.

Renewable annually

Renewable memberships require the payment of an annual amount to keep the membership in good standing.

Corporate memberships

Membership categories for organizations are called 'corporate' memberships. Any type of organization including governments, foundations and associations can be a 'corporate' member.

'Honorary' memberships

Members in categories which are flagged as honorary, never pay dues and their memberships never expire. Both organizations and individuals can be honorary members. Note that flagging a membership category as 'honorary' simply means that no dues are ever collectible and the member's status is always "Active."

CharityMaster provides two special membership categories. You cannot edit or delete either category:

Incl in family membership

This category is provided so that you can identify the people in your database that are part of a family membership. You cannot record dues payments for these members since the family membership was paid for by someone else: the 'owner' of the membership. For more information including directions on changing the ownership of a family membership see "Family memberships and family members" in the help system. (Press F1.).

Former members

You cannot delete the member settings of a person or organization once you have recorded dues payments for that name. To remove such names from your "active" membership lists, change the membership category to "Former member." The member's status will be changed to "Inactive."

Membership status

Before you start setting up any members, you need to learn about 'Membership status.'

- **No dues recorded.** When you first set up a member in a membership category that requires the payment of dues, their membership status is set to "No dues recorded." The status will be changed to "Active" automatically once any receipt of dues has been recorded.

- **Dues adjust. reqd.** Once you have assigned a membership category to a name, you can change it at any time. When you CHANGE a member's membership category, CharityMaster generally assigns the 'Dues adjust. reqd.' status to the member. The 'Dues adjust. reqd.' status helps ensure that dues payments resulting from a change in membership status are entered. On the **Membership dues history** screen you can change the membership status back to 'Active' without having to enter an additional dues payment.
- **Active.** If membership dues are up to date, the status will be set to "Active." If the membership category has the "Honorary" flag set, then the status will be set to "Active" even though no dues are receivable.
- **Expired.** If the membership category requires the payment of annual dues, the membership status is automatically changed to "Expired" when the paid membership period runs out.
- **Inactive.** When you assign the membership category "Former member" to a name, the membership status is automatically changed to "Inactive."

Setting up a member

Before you can record the receipt of dues, you must assign a membership category to the person or organization. To set up a name as a member, first navigate to the name you want to set up. Then either:

- Click on the **Member** button in the lower right corner of the **Maintain names** screen, or
- Press Ctrl + M together

When you do one of these, the **Membership setup** screen will appear.

Please navigate to any name now. It would be preferable if the name you selected is not already a member.

Setting the membership category for the first time

When you first set up a name as a member, you will see that the member category is "Not set up" and the membership status is "No dues recorded." Start by selecting a membership category from the Category drop down list. The following fields will appear:

- **Number of members.** This field can be used to count the actual number of people who are members. For example, if your organization offers 'family' memberships and you know that the name you are setting up with a family membership has four members in their family, you should enter 4 in this field. This provides for a more accurate count of the total number of members in your organization. These counts appear on the 'All members' reports.
- **Member since date.** When you first open this screen for a new member, this field will show today's date as the date the member joined. You can enter another date into this field by clicking on the calendar button to the right of the "member since" field.

Use the notes field to record such information as the names of the family that are included in a "family" membership or the reason for discounting the amount of dues received.

When you change the membership category from "Not set up" to another category, the Membership Status will also change. If you select a category where dues are payable, then the membership status will become "No dues recorded." (Note also that the lettering on the **Member** button on the **Maintain names** screen will become red until such time as you have recorded the receipt of dues.)

If you select a membership category where the 'Honorary' flag has been set, the Membership status will

change to "Active."

Family members

You can set an individual up as a member, even though he / she is not the person who has paid for the membership. This will allow them to show up on memberships lists and to be included in membership mailings and e-mail blasts. For more information see "Family memberships and family members" in the help system. Select "Incl in family membership" in the membership category drop down list. A field called 'Owner' of family membership will appear. Start typing the last name of the person who paid the membership dues or scroll down to select the 'owner' of the membership. Note that the only names that will appear in this drop down list are individuals who have been set up with a membership category which has the 'family' flag set.

Changing membership categories

You can change the membership category at any time to allow for a member who is in a membership category that is "Renewable annually" to join a category where the dues are NOT payable annually. For example, a person might have a "regular" membership and decide that they want to become a "lifetime" member. When you make such a change, CharityMaster will assign the "Dues adjust. reqd." status and the lettering on the **Member** button on the **Maintain names** screen will be red.

Recording the receipt of 'dues'

Before you can record the receipt of dues, you must first set up the person as a member. Once this is done, close the **Membership setup** screen and click on the **Membership dues** button on the **Maintain names** toolbar to record the receipt of dues payments.

When the **Membership dues** button is clicked, a new screen will open:

- If this person or organization does not have any dues payment history, the **Add dues history** screen will appear. Enter all of the data required and press the **Save** button. The **Membership dues history** screen will then open. Review the data and press the **Close** button.
- If this name has previously remitted a dues payment, the **Membership dues history** screen for this name will appear. Click the **New transaction** button to enter an additional dues payment.

Add dues history screen

Open the 'Add dues history screen' now.

Membership category

When you open this screen, the current membership category will be shown. The membership category cannot be changed on this screen: it can only be changed on the **Membership setup** screen.

Standard dues amount

This amount is set on the **Maintain membership categories** screen. If the membership category is renewable annually, and you change the expiry date of the membership (using the "Dues will be paid to" drop down), the standard dues amount will change accordingly. For example, if you wish to record a dues payment for the next two membership years, the "standard dues amount" will change to two times the amount set for that membership category.

Membership currently paid to

If this member is in a membership category that is Renewable annually and has previously made payments of dues, the date on which the paid membership period will lapse or has lapsed will be shown.

Payment date

This is the date the membership dues payment was received. If a member asks you for an invoice (see below), this will be the date of the invoice. (If you are using the QuickBooks interface, the revenue will be recorded in the month the invoice is dated.)

Payment method

Specify the method used to pay for the membership. This information is helpful when comparing membership payments entered in CharityMaster with the corresponding General Ledger accounts in your accounting software.

- **Invoice.** If a member asks for an invoice or if you only receive partial payment for the membership dues, select this method of payment. When the funds are received, follow the help system screen for the **Membership dues history** screen for processing invoice payments.
- **Another person.** CharityMaster allows you to show a name as a member even though another person paid the membership dues. This might occur when someone is given a gift of a membership. When you select "Another person" from the **Payment method** drop down list, the amount (see below) will automatically be set to \$0. The member's status will be set to 'Active' when you click the **Save** button on this screen and you will not be able to issue a tax receipt to this member because they did not make any payment of membership dues. Record the receipt of funds from the person paying for the membership as a regular donation using the **Add sponsorship history** screen or the **Sponsorship History** screen. You can then issue a tax receipt to the donor in the normal fashion for donations.

If the QuickBooks interface is active, the payment method is used in the creation of Sales Receipts and Invoices. If you select Invoice as the payment method, an invoice will be created in QuickBooks. If you enter any other payment method representing the receipt of funds, a Sales Receipt will be created.

Dues will be paid to

If this member is in a membership category that is renewable annually, this field will be visible. CharityMaster allows you to record a dues payment for the previous membership year, the current membership year and for up to five of the following years. If the member has previously made a dues payment, this field will default to one year after the "Membership currently paid to" date. (See above.) Note that if you change this field to record a dues payment for more than one membership year, the "Standard dues amount" (see above) will change accordingly.

Amount

The amount shown when you open this screen defaults to the "Standard dues amount." Should you enter an amount that differs from the "Standard dues amount", CharityMaster will give you a warning when you click the **Save** button.

Once the receipt of funds has been recorded, when you open the Membership setup screen the next time, the status of the member will have been changed to 'Active.'

Expired memberships

If a member's membership category is renewable annually each time you open CharityMaster, the system will compare today's date with the date up to which the membership is paid. If the membership has

expired, the status of the membership will be changed to 'Expired.'

Deleting member settings

Provided the individual or organization does not have any membership dues history, you can keep a person or organization in the database but remove their member settings. To do this, open the **Member setup** screen and click the **Delete Member Settings** button. If a member DOES have a history of membership dues payments, you cannot delete the membership settings: instead, assign the person or organization to the "Former member" category.

Custom filter

You can set up a Custom Filter to select one or more categories of member and/or one or more membership statii. Once you have created a Custom Filter, you can use it to produce reports and / or to communicate with members using the Bulk Mailing Wizard and / or the E-Mail Wizard.

For example, you can create a custom filter for all names that have a particular prospect / communication flag AND whose membership category is "Family" and whose status is "Active."

To set up a custom filter, click on the **Custom filter / sort** button on the **Maintain names** toolbar then click **Set custom filter / sort**. (You can also simply press the F4 function key.) On the screen which opens, enter any Prospect / communication flags you want included, any flags you want excluded, and any other parameters then select "Member sub-set" from the filter type field. Select which "Member categories" you want to include and which Member Status/ii you want included.

Tax receipts

CharityMaster can produce a separate tax receipt for each dues payment. If any dues payment has not been received - i.e. the payment method is still 'Invoice' - the tax receipt for that donation cannot be generated.

Steps to follow

1. Ensure that all dues payment have been entered into CharityMaster.
2. Compare the dollar total on the appropriate accounting reports with the related General Ledger account(s) in your accounting system to ensure the totals are reconciled.
3. Open the **Tax receipts for Membership dues** screen. **File** → **Tax receipts** → **Membership dues**.

Please open this screen now.

4. On the **Tax receipts for Membership dues** screen specify the date range for which you wish to generate receipts. Then click on the **Generate receipts** button. CharityMaster assigns receipt numbers starting at the next receipt number shown on the System setup screen. Once a tax receipt number has been assigned, it cannot be changed. If additional donations are recorded after you have generated the tax receipt numbers for a date range, the **Generate receipts** button will assign a number to the additional transactions. Note that receipt numbers are assigned and a receipt is printed even if you do not have a complete mailing address for every member. **DO NOT PRINT THE TAX RECEIPTS UNTIL YOU HAVE CHECKED THAT COMPLETE ADDRESSES HAVE BEEN ENTERED FOR EVERY DONOR.**
5. To ensure that you have mailing addresses for all donors who made donations during the specified date range, use the 'Member dues tax receipt' mailing list in the Bulk Mailing Wizard to check for

valid addresses. Although a tax receipt can be printed for a name with a missing or incomplete address, a covering letter or mailing label cannot be created.

6. Print the tax receipts using the **Tax receipts for Membership dues** screen.
7. Generate a covering letter and/or mailing labels using the 'Member dues tax receipt' mailing list.
8. Click on the **Receipt listing** button on the **Tax receipts for Membership dues** screen to print the 'Tax receipt listing for membership dues' report and file it as appropriate.

Issuing duplicate or revised tax receipts

Follow the procedures in the 'Issuing duplicate and revised tax receipts' topic in the CharityMaster help system.

WE HOPE YOU ENJOYED THIS TUTORIAL. ALL OF THIS INFORMATION IS ALSO AVAILABLE IN THE CHARITYMASTER HELP SYSTEM. PRESS THE F1 KEY ON ANY SCREEN TO GET THE INFORMATION YOU NEED.