Membership Renewal

These instructions are meant for the administrators who manage Membership renewals using Servas Online.

This article will explain how the Admin can renew the membership of a specific member or a subset of members, updating the membership expiration date.
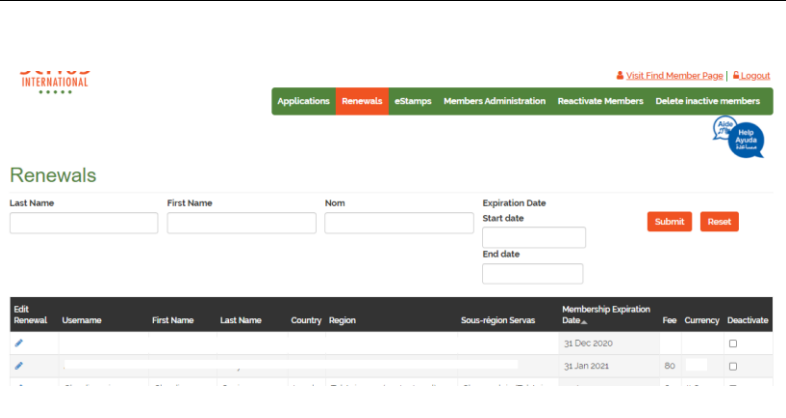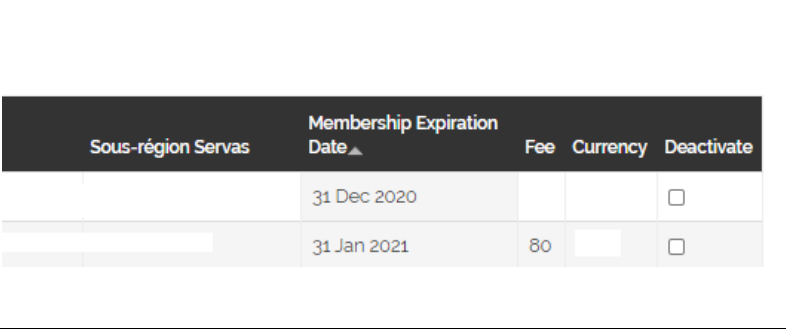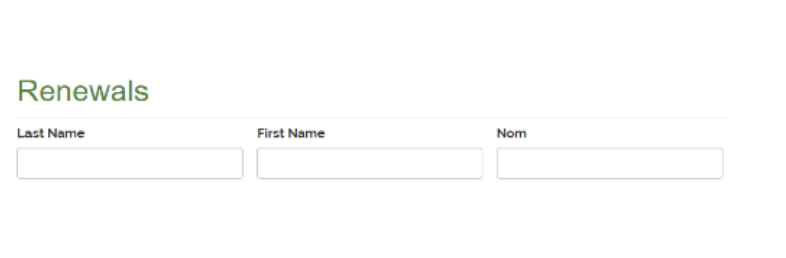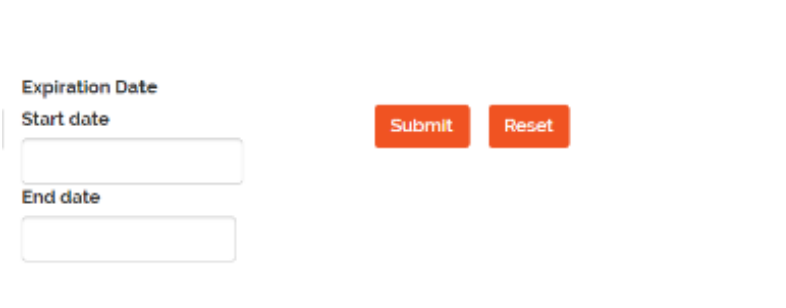
The membership renewal process can be performed in a single stage, updating both the **Membership Expiration Date** and confirming that **Renewal** is **Complete**. In some countries, this task might be subdivided into two stages, first updating only the **Membership Expiration Date** and later performing **Renewal Complete**. In this case, two different administrators can perform the two stages.
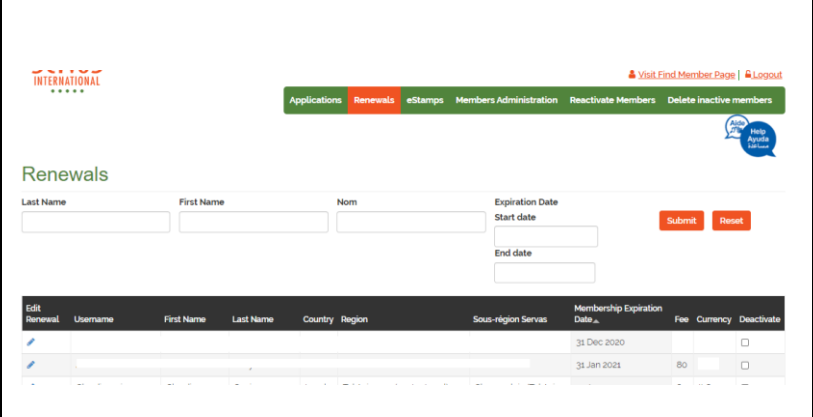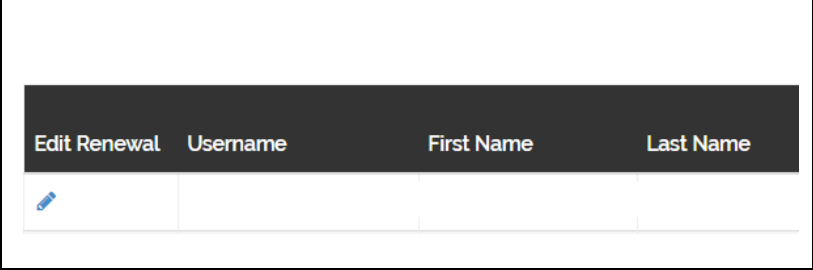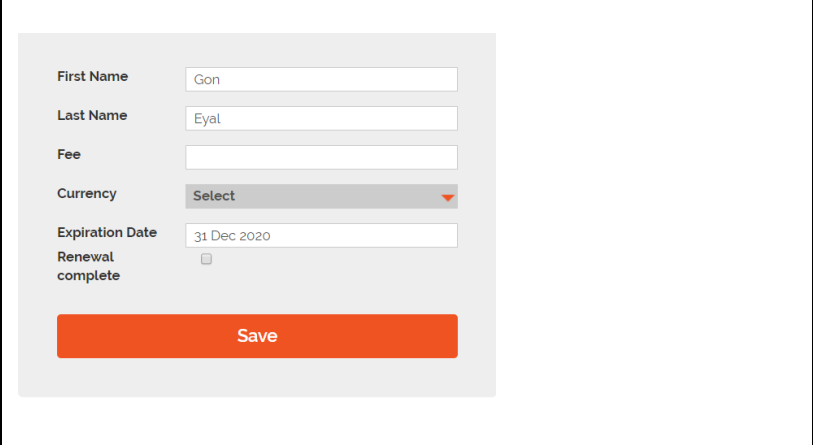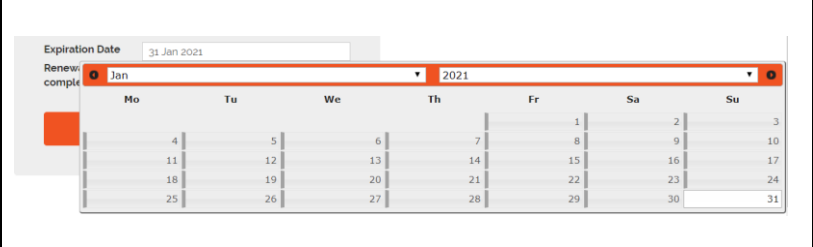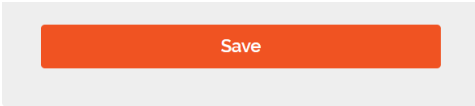
Contents

Reminder: Your screen may look different from the figures here; the view may vary, depending on the device you use (e.g. computer, laptop, phone) or your browser (e.g. Chrome, Safari, etc.).
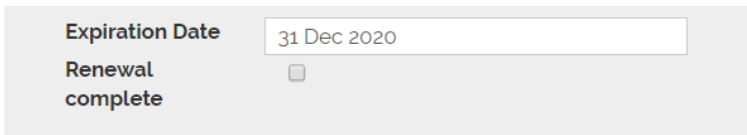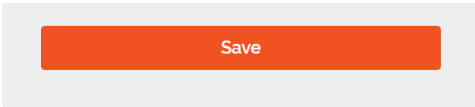
1. Searching for Members

1. Select **Visit Admin Page** and then click on **Renewals**. The button will become red to indicate that you are viewing the Renewals screen.	
2. The membership list below can be sorted by any of the columns. For example: clicking on the **Membership Expiration Date**, will sort the list by date. The arrow alongside the column heading indicates the direction of the sort.	
3. To view a specific member, type the **Last Name, First Name** or Username **(Nom)** and click **[Submit].**	
4. To select a subset of members, select a range of **Expiration Date**s, indicating the relevant **Start date** and/or **End date** and click **[Submit]**.	
5. To return to the full list, click on **[Reset]**.	

2. Adding Membership Renewal Information
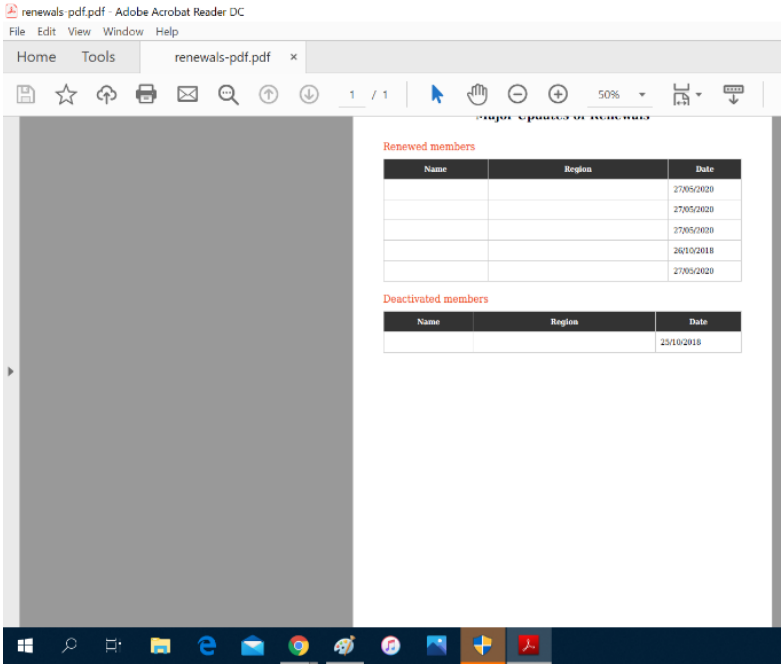
1. Scroll to the entry for the relevant member. For details about searching for a specific member, see **Searching for Members** above.	
2. Click on the **Edit Renewal** pencil alongside the **Username** of the relevant member.	
3. The **Fee** and **Currency** can be updated within the **Membership renewal** dialog.	
4. To update the **Expiration Date**, click on the current expiration date. Within the calendar, select the new expiration date indicating the relevant month, year and date.	

5. **[Save]** the new information.	 **Save**
6. If you are also finalizing the renewal continue to **Renewal Complete**. **Note:** In some countries, the renewal complete operation is performed separately. In this case, the **Renewal complete** will be performed at later time (e.g. when the payment has been confirmed) and may be performed by a different administrator.	

3. Approving Membership Renewal

1. To approve the renewal of a member, search as indicated above and select the **Renewal complete** checkbox within the **Membership renewal** dialog**.**	Expiration Date 31 Dec 2020 Renewal complete ☐
2. **[Save]** the new information.	 **Save**
3. The list of **Major Updates of Renewals** can be viewed at the bottom of the page. A report can also be printed. For details, see **Renewal and Deactivation Status Information** below.	

4. Renewal and Deletion Status Information

1. Scroll to the bottom of the **Renewals** page to see the list of **Renewed members** and **Deleted members**. 2. To view the report, click **[Print Report]**	**Major Updates of Renewals** **Renewed members** Username, country & region, eStamp, Date of renewal **Deleted members** Username, country & region, eStamp, Date of renewal Print report
3. The **PDF** format report file includes a list of **Renewed members** and **Deactivated members** This report can be saved or printed.	