

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.

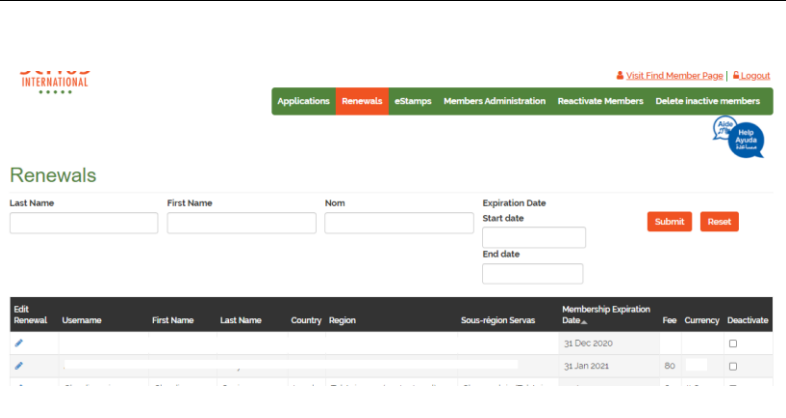
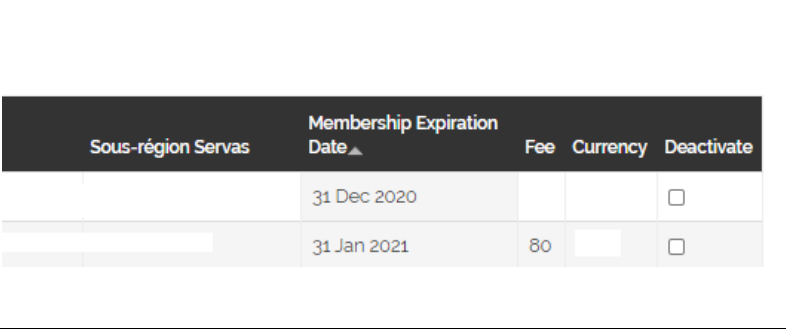
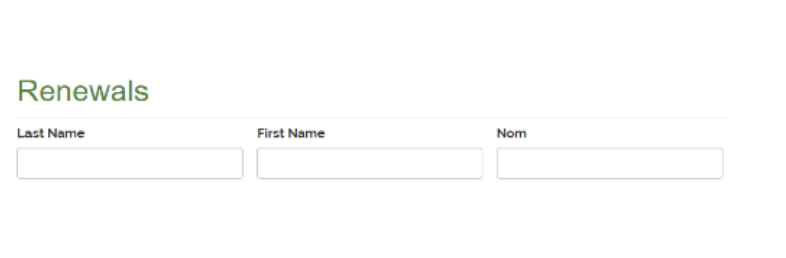
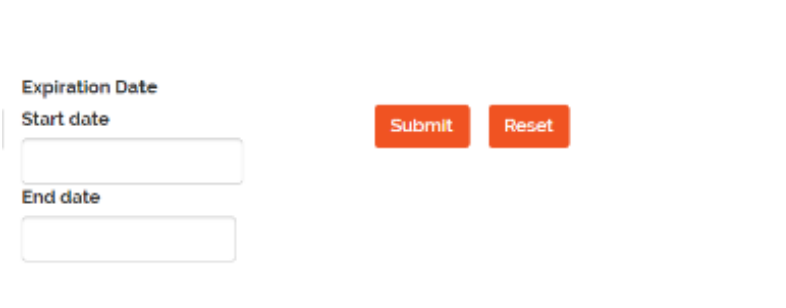

The membership renewal process can be performed in a single stage, updating both the **Membership Expiration Date** and confirming that **Renewal** is **Complete**. In some countries, this task might be subdivided into two stages, first updating only the **Membership Expiration Date** and later performing **Renewal Complete**. In this case, two different administrators can perform the two stages.

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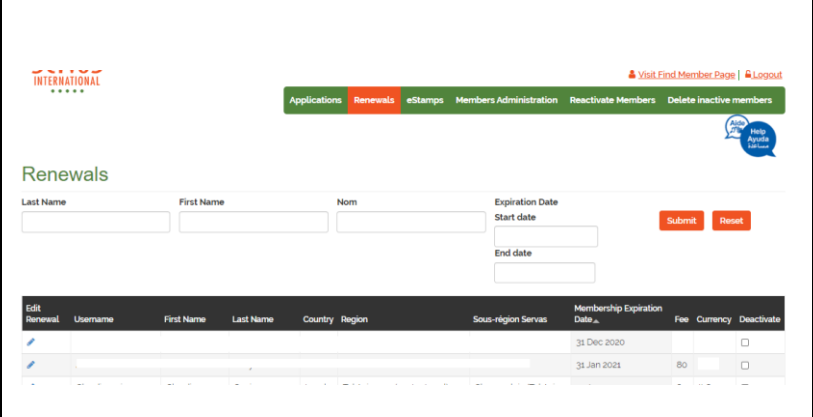
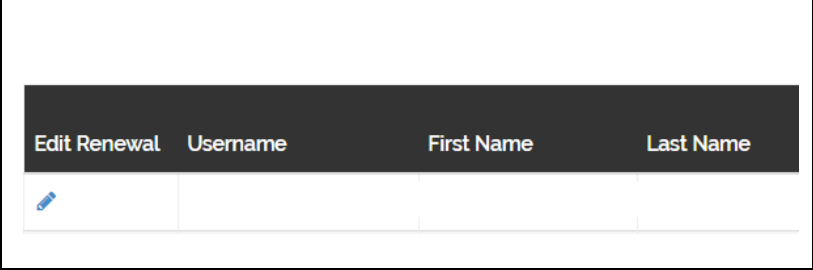
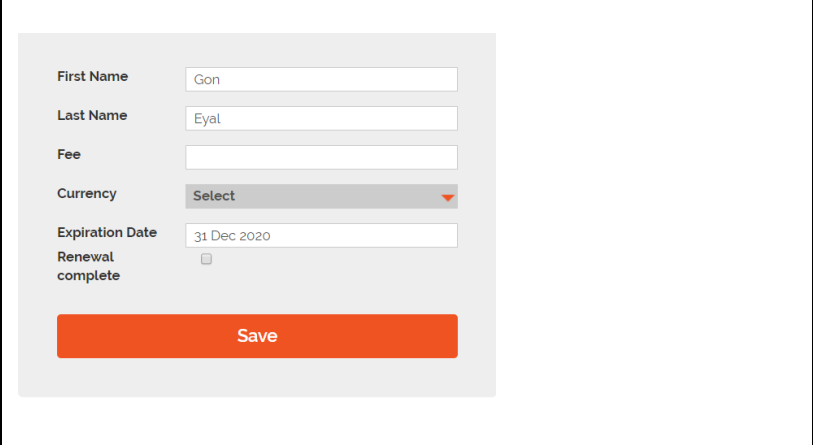
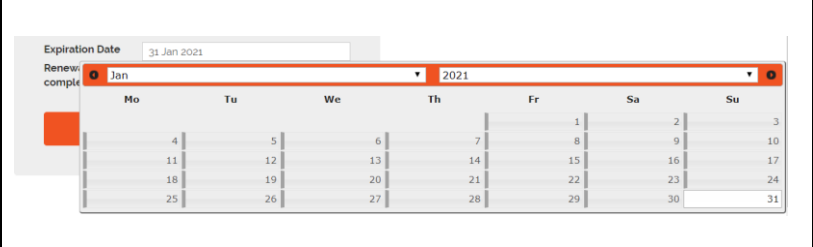
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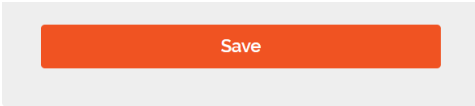
Reminder: Your screen may look different from the figures here; the view may vary, depending on the device you use (e.g. computer, laptop, phone) or your browser (e.g. Chrome, Safari, etc.).

1. Searching for Members

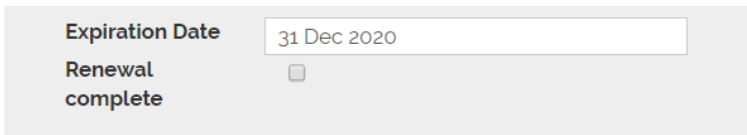
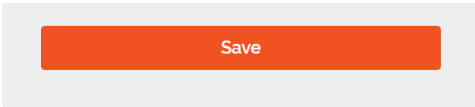
<p>1. Select Visit Admin Page and then click on Renewals. The button will become red to indicate that you are viewing the Renewals screen.</p>	 <p>The screenshot shows the 'Renewals' page with a navigation bar at the top containing 'Applications', 'Renewals', 'eStamps', 'Members Administration', 'Reactivate Members', and 'Delete inactive members'. Below the navigation bar, there are search filters for 'Last Name', 'First Name', 'Nom', 'Expiration Date', 'Start date', and 'End date'. A table of members is displayed below the filters, with columns for 'Edit Renewal', 'Username', 'First Name', 'Last Name', 'Country', 'Region', 'Sous-région Servas', 'Membership Expiration Date', 'Fee', 'Currency', and 'Deactivate'.</p>
<p>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.</p>	 <p>This close-up shows the table header with columns: 'Sous-région Servas', 'Membership Expiration Date', 'Fee', 'Currency', and 'Deactivate'. The 'Membership Expiration Date' column has a dropdown arrow indicating it is sorted.</p>
<p>3. To view a specific member, type the Last Name, First Name or Username (Nom) and click [Submit].</p>	 <p>The screenshot shows the 'Renewals' page with search filters for 'Last Name', 'First Name', and 'Nom'.</p>
<p>4. To select a subset of members, select a range of Expiration Dates, indicating the relevant Start date and/or End date and click [Submit].</p>	 <p>This close-up shows the 'Expiration Date' search filters with 'Start date' and 'End date' input fields, and 'Submit' and 'Reset' buttons.</p>
<p>5. To return to the full list, click on [Reset].</p>	 <p>This close-up shows the 'Submit' and 'Reset' buttons.</p>

2. Adding Membership Renewal Information

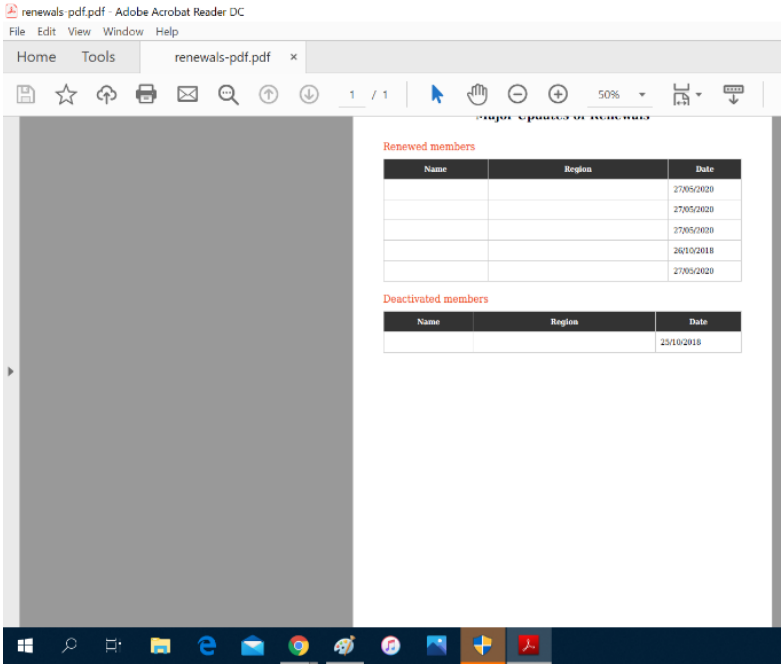
<p>1. Scroll to the entry for the relevant member.</p> <p>For details about searching for a specific member, see Searching for Members above.</p>	
<p>2. Click on the Edit Renewal pencil alongside the Username of the relevant member.</p>	
<p>3. The Fee and Currency can be updated within the Membership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

<p>5. [Save] the new information.</p>	
<p>6. If you are also finalizing the renewal continue to Renewal Complete.</p> <p>Note:</p> <p>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.</p>	

3. Approving Membership Renewal

<p>1. To approve the renewal of a member, search as indicated above and select the Renewal complete checkbox within the Membership renewal dialog.</p>	
<p>2. [Save] the new information.</p>	
<p>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.</p>	

4. Renewal and Deletion Status Information

<ol style="list-style-type: none">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]	<hr/> <h3>Major Updates of Renewals</h3> <p>Renewed members Username, country & region, eStamp, Date of renewal</p> <p>Deleted members Username, country & region, eStamp, Date of renewal</p> <p>Print report</p>																								
<ol style="list-style-type: none">3. The PDF format report file includes a list of Renewed members and Deactivated members This report can be saved or printed.	 <p>renewals-pdf.pdf - Adobe Acrobat Reader DC</p> <p>File Edit View Window Help</p> <p>Home Tools renewals-pdf.pdf x</p> <p>1 / 1 50%</p> <p>Renewed members</p> <table border="1"><thead><tr><th>Name</th><th>Region</th><th>Date</th></tr></thead><tbody><tr><td></td><td></td><td>27/05/2020</td></tr><tr><td></td><td></td><td>27/05/2020</td></tr><tr><td></td><td></td><td>27/05/2020</td></tr><tr><td></td><td></td><td>26/10/2018</td></tr><tr><td></td><td></td><td>27/05/2020</td></tr></tbody></table> <p>Deactivated members</p> <table border="1"><thead><tr><th>Name</th><th>Region</th><th>Date</th></tr></thead><tbody><tr><td></td><td></td><td>25/10/2018</td></tr></tbody></table>	Name	Region	Date			27/05/2020			27/05/2020			27/05/2020			26/10/2018			27/05/2020	Name	Region	Date			25/10/2018
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