

Category	Criteria	Action Steps	Comments
New	<p>A New Member is an individual who has not previously been a member of HSMIAI. Membership code is in effect until their renewal payment is received.</p> <p>“New” is applicable for the first twelve months of membership. Individuals who are placed On Hold and update information within the first twelve months of their membership are returned to “New” status.</p>	New member number is issued.	Included in “new members” section of the turnover calculation.
Renewed	<p>A member who has renewed their membership. Membership is in effect until the renewal date.</p> <p>“Renewed” is applicable for the thirteenth month of membership and beyond. Individuals who are placed On Hold and update information within the renewal period are returned to “Renewed” status.</p>	At the first renewal, the code of New is changed to Renewed.	Included in the current members section of the turnover calculation.
Rejoined	<p>A rejoined member is a previously Dropped or Cancelled member who reinstates their membership at any point in the future. They remain coded to rejoined until their renewal date at which time code is changed to “Renewed” once the renewal payment is received.</p>	Original membership number is reinstated.	This is part of the “transitional populations”. Increase the new

<p>On Hold</p>	<p>A member is placed on-hold when HSMIAI is notified that the individual is no longer at the particular property.</p> <p>The property is offered a replacement membership (refer to Split) for the duration of the original membership if the term of the membership has 90 days or more left.</p>	<p>Contact information for the original specifically, phone, fax, email and mailing address is removed.</p> <p>For the Replacement member refer to Split below.</p>	<p>This is part of the “transitional population” that we need to factor into the turnover calculation.</p> <p>Kept in the current member population. Do not impact the membership turnover calculation until their membership is expired and they either Renewed, Drop or Cancel.</p>
<p>Dropped</p>	<p>A member who has not renewed their membership by their expiration date. The dropped member has not notified HSMIAI of their intent to renew.</p>	<p>Membership is restored to Re-established once the membership is paid.</p>	<p>When members are dropped the number is included in the “lost members” section of the turnover calculation.</p>
<p>Cancelled</p>	<p>A member is coded cancelled when they have not renewed their membership and the member <u>has</u> notified HSMIAI of their cancellation.</p>	<p>Code as cancelled. No further action required.</p>	<p>Included in “lost members section” of turnover calculation.</p>
<p>Split</p>	<p>A member is coded “Split” when their membership is the result of a current member being placed “On Hold” or “Transferred”.</p> <p>The term of the Split member’s membership is equivalent to the duration of the On-Hold</p>	<p>A new member number is issued.</p> <p>When the member renews, the code is changed to Renewed.</p>	<p>Included in “new members section” of turnover calculation.</p>

Transfer	<p>A transferred member is defined by the change of chapter. In the database the new chapter code is entered.</p> <p>The property is offered a replacement membership (refer to Split) for the duration of the original membership if the term of the membership has 90 days or more left.</p>	<p>Enter new chapter code.</p> <p>When the members renews, the code is changed back to Renewed.</p>	<p>Will impact chapter turnover statistics but will not impact national organization's number</p>
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