Process flow: Membership renewal

Red: new features   **Blue:** existing features   **Black:** Member actions

System sends renewal reminder 14 days before expiry date

→ Member action →

Member logs in & renews membership before expiration date → Chooses payment option & checks out → System generates invoice / receipt → Completes payment procedure e.g. EFT or check

Member takes no action ↓

On expiry date system sends invoice to member →

Member action

→ Invoice not correct e.g. wants to cancel proceedings → Logs in & proceeds to 'My Membership' Updates status & Proceedings order → Chooses payment option & check outs: System generates a new invoice

→ Logs in & proceeds to 'My Membership' Pays with PayPal → PayPal sends payment confirmation to member & secretary → System automatically sets new expiry date based on previous date (not on payment date)

→ Payment by check or EFT → Member sends proof of payment to secretary → Secretary marks member account as paid

No action from member within 60 days, system disables account - red bar appears when attempts to log in →

→ Member logs in & renews membership after being disabled → Chooses payment option & checks out → System generates invoice / receipt → Completes payment procedure e.g. EFT or check

→ Member resigns → Secretary deletes member account