



MEMBERSHIP PROCESSING INFORMATION

The first mailing of 2018 term is sent by to the Director of Membership via USPS priority mail around January 10, 2018. The Director of Membership will receive this mailing for the Beta Test Networks and the Vice Chair for the BRGs.

Please review the Reference for Membership, which is enclosed in the mailing. It provides instructions on handling dues payments, etc.

After the January 2018 mailing (for December 2017 Activity), the appropriate officer, chair or President will receive mailed reports if there is a reimbursement check for that month or if you have members who have dropped during that month due to non payment of renewal dues or transferred in or out of the Network.

REFERENCE FOR MEMBERSHIP PROCEDURES

WCR BILLING PROCEDURES

Each renewing national WCR member receives two mailed and one e-mailed renewal notice for 2018 dues.

1. The first renewal notice was mailed in early November.
2. The second notice is mailed in February 2018 to each member who has not yet renewed.
3. An e-mail is sent in March to members that have not renewed and who will be suspended at the March 31 drop.

NEW MEMBER PRORATION

Members who joined in 2017 from February through October receive a prorated invoice for 2018 dues. Payment of their prorated invoice advances their expiration date to January 2018 bringing them up to WCR's January-to-January billing cycle.

GLOBAL MEMBERSHIP DROP

Members have a 90-day grace period to pay current year's dues. If a member has not paid dues by March 31, they are suspended from membership in the Global Membership Drop. If National WCR receives payment after March 31 and before October 31, they will be reinstated with their same/original Member Since date & a January 1, 2018 expiration date.

New members are the exception to this Master Membership Drop. Members who joined WCR in 2017 will drop from membership on their one-year anniversary if they do not pay their prorated invoices by that time. In other words, a 2017 new member must renew before their membership expires, one year from the time they joined. For easy reference, expiration dates are included on the Network Roster and Excel file available in the Network Management Center.

HOW MAILED PAYMENTS ARE PROCESSED

Before any renewal payment ever reaches the WCR office, it is opened by the NAR mailroom and then processed by NAR Finance. Depending on the volume of mail being received, this creates a lag time of 3-5 days, not counting mail delivery time. ENCOURAGE MEMBERS TO RENEW ONLINE. Renewing online insures the member's payment is recorded immediately and saves money on printing and postage.

Member dues payment activity is available online in the Network Management Center and is recorded on the Network Activity Summary. If a member should appear as a member and does not, please contact the WCR Member Services Department at 800-245-8512. Staff will help you resolve the situation promptly.

Each member's original form of payment should always be sent to the National WCR office. Do not send multiple payments on a single Network check.

NEW MEMBERSHIP APPLICATIONS

To avoid processing delays, complete the dues information on new member applications before giving them out. This allows a new member to pay the correct amount and ensures that they are processed quickly. Send applications and payments to the National office without delay. Otherwise, the member does not receive her welcome email or eConnect and she does not appear in the Referral Center on the Web site.

CREDIT CARD PAYMENTS

Members may join and renew by using MasterCard, Visa, Discover, or American Express. Due to the volume of payments received during renewal periods:

- 1) Encourage members to renew online. National WCR office cannot accept new member applications by telephone. However, we can accept renewal payments by telephone. A member may also fax the renewal notice or application with credit card information. Do not fax and mail as this may result in a double charge.
- 2) If the credit card payment is declined or the credit card number is invalid, National WCR staff will follow up.
- 3) If incorrect dues amount is indicated on application or renewal, the credit card will be charged the correct amount.

Charges to WCR will appear on member credit card bills as either REALTORS® and Affiliates or REALTOR Association/MLS.

INFORMATION AND REMINDERS FOR PROCESSING APPLICATIONS

1. National WCR dues are \$126.00.
2. Do not hold applications, renewal notices and checks to mail to National WCR until you receive "a few more." These members are waiting for their checks to clear the bank and to receive membership correspondence. WCR accepts online membership applications if you go to <http://www.wcr.org> and click the "Join Today" button. The prospective member must be a member of a Board of REALTORS®, must know which Network they are joining and pay with a credit card to use the online application system. Former members wishing to rejoin online may need to contact the National office first for any outstanding invoices to be cleared.

3. Do not deposit members' checks in Network account and then mail one Network check for entire sum to National WCR office. This often results in errors and delays whereby all applications and/or renewal notices are returned to Network until amount is in balance.

4. Make all address changes directly to WCR. Our computer does not interface with NAR's system. A change made with your Board, State Association or NAR does not reach the national WCR office.

5. Before distributing membership applications to prospective members, complete the dues amount on the application and the name of the Network the individual is joining. These steps will ensure speedier and more accurate processing by the national WCR office.

Also, remember to prequalify candidates for National Affiliate membership by making sure your Network is under the 20% limit and the applicant holds membership in a Local Board of REALTORS®.

6. WCR may receive address changes through the post office, but we still need telephone, e-mail and Web site changes. Make corrections directly on the Network Roster and fax to National or make basic changes directly to the database through the Network management center. Encourage members to update their own addresses and contact information in the Member Expertise Profile in the Member Center.

7. Do not use new member applications for renewals or address changes.

8. If any check amounts received are less than what is actually due, the check is returned to the member. If the amount is more than \$50 a refund will be made to the member for the excess amount. Under \$50, the overage will be applied as prepayment for next year's dues.

9. NSF checks or declined credit cards: When either of these instances happens, one follow-up contact is made with the issuer of the payment. The applicant/member is suspended from membership if payment is not received within 30 days.

10. All new members are emailed a new member "Welcome to WCR" email including their new username and password to access their profile at wcr.org.

11. Do not send Local Affiliate applications and checks to the National WCR office. These Local Affiliate records and dues are processed at the local Network level only. The National WCR office does not maintain records on Local Affiliates.

Questions, Comments, Concerns?

Call 800-245-8512 or email wcr@wcr.org

We're here to help!