

To: All Region II Chapter Officers

NARFE has been—and continues to be—on a journey to make database technology, reporting, and membership processing more efficient. With last year's upgrade of the AMS, we are now on a new Microsoft Dynamics 365 platform, with plans to further enhance the database in the next 18 to 24 months. These upgrades will give us greater freedom in accessing and reporting on our data and, ultimately, process memberships more quickly and effectively.

How can we process memberships more efficiently to benefit your chapter?

Currently, chapters set many different annual dues rates between \$0 and \$20. This creates complexity behind the scenes, making the system vulnerable to errors and requiring significant staff time to correct them. The current approach is unsustainable and needs to be resolved.

How can your chapter help?

Over the next 12 months, we are suggesting all chapters review their chapter dues amounts being charged and consider setting annual chapter dues to one of the following amounts: \$0, \$6, \$12, or \$18.

Working together to standardize chapter dues prices will help:

- Better align chapter dues with member value
- Simplify processing and reduce errors
- Financial savings of \$50,000 or more per year in staff time
- Streamline renewals and transfers
- Free up time for mission-focused work

If your chapter is also creating a chapter life category, this is a great time to make both of these bylaws updates. Sample bylaws language will be forthcoming.

All of this is designed to support you, our chapter leaders, by helping us operate more efficiently, provide better service to members, and strengthen retention. Please let us know if you have any questions or ideas for how we can continue to serve you.

Sincerely, William
Shackelford
NARFE National President

