



Information Resource

VP of Membership

VP of Membership

Introduction

Welcome

Thank you for taking on the role of Vice President of Membership. To ensure that the National Kitchen & Bath Association continues to meet the needs of kitchen and bath professionals, the NKBA encourages our members to serve as officers in their local NKBA chapters

The purpose of this document is to set the expectations and responsibilities of your role for a calendar year. Please review the information and direct any questions to the Regions and Chapters Department at Chapters@nkba.org.

Continued on next page

Introduction, Continued

Table of Contents

Welcome

VP of Membership	2
-------------------------------	----------

Who Is Best Suited To Be VP of Membership?	5
---	----------

Description	5
-------------------	---

Responsibilities	5
------------------------	---

Preparing For Office.....	6
----------------------------------	----------

Steps	6
-------------	---

Procedural Checklist	6
----------------------------	---

VP Membership Committee and Planning the Membership Year	7
---	----------

Structure	7
-----------------	---

Monitoring Membership and Logo Usage.....	8
--	----------

Monitoring Membership for Elections.....	8
--	---

Monitoring Membership	8
-----------------------------	---

Examples of Improper Usage – Logo Misuse.....	8
---	---

Membership Campaigns	9
-----------------------------------	----------

Structure	9
-----------------	---

Main Points to remember.....	9
------------------------------	---

Membership Campaigns, Continued	10
--	-----------

Develop a Plan	10
----------------------	----

Implement the Plan	10
--------------------------	----

National Incentives for Recruiting Members	11
---	-----------

Earn Ambassadors Club Induction.....	11
---	-----------

Additional Opportunities	11
---------------------------------------	-----------

National Incentives for Recruiting Members, Continued	12
--	-----------

Chapter Funding.....	13
-----------------------------	-----------

Suggested Campaign Promotions (consider using Chapter Funding).....	14
--	-----------

Incentives to Prospects.....	14
------------------------------	----

Prospects- Collecting Prospect Names	15
---	-----------

National Prospect List.....	15
-----------------------------	----

Prospects- Collecting Prospect Names-Continued.....	16
--	-----------

Contact Prospect Companies.....	17
--	-----------

Personal Visits	17
-----------------------	----

Letters	17
Telephone calls	17
Membership table.....	17
Chapter newsletter:	17
Advertising.....	18
Membership Benefits	18
Retention Volunteers	18
Consider implementing	19
Chapter profile introductory/welcome package for prospects and new members	19
New member orientation program	19
Chapter buddy system.....	19
Consider implementing- continued	20
Active member program	20
Telephone Calls	21
Personal Letters	21
Public Relations	21
Welcome and Inform New Members	21
Survey New Members	21
Retention and the Retention Coordinator	21
<hr/>	
Membership Categories and Criteria	22
Industry Membership	22
Associate Membership.....	22
Self-employed or Independent designers.....	22
Subsidiaries:	22
Membership Categories and Criteria- Continued	23
Branch membership	23
Individual employee membership.....	23
Individual employee of a Non-member Company.....	23
Student	23
Membership Requirements.....	24
Students:.....	24
Processing Applications.....	24
Membership Dues	25
Available NKBA Forms for the VP Membership on the NKBA Website	26

Who Is Best Suited To Be VP of Membership?

Description

The ideal VP of Membership is a person who is:

- Outgoing and friendly
 - Part salesperson, part problem-solver, and part facilitator
 - Can walk into a room full of strangers and not be disconcerted
-

Responsibilities

The responsibilities of a VP of Membership include (but are not limited to) the following:

- Recognizes recruiters and new members, member activities and accomplishments (chapter campaign, Ambassador Club involvement)
 - Provides a table set-up to present NKBA Membership “display material” during Chapter meetings throughout the year (contacts National for additional supplies)
 - Provides information on membership and benefits to members and prospects
 - Verifies membership status of individuals upon request (eligibility for Chapter office, membership campaigns, etc.)
 - Knowledge of the NKBA logo misuse and forwards violations to the NKBA Member Relations Manager dlaulette@nkba.org
 - Knowledge of NKBA Certification Program
-

Preparing For Office

Steps

Between election and installation, prepare for your office by:

1. Assisting the outgoing VP of Membership in the performance of his or her responsibilities
 2. Review the NKBA Membership Application and the Member Benefits Handbook.
 3. Studying the *Chapter Officer Information Resources Manual Roles and Responsibilities*, as well as the Association Overview which covers the chapter policies, located on the NKBA website under TOOLS FOR CHAPTERS. Also available is the *NKBA Governance Manual*, located on the NKBA website under BECOME A LEADER, Governance.
 4. Reviewing the online VP Membership general officers training programs
-

Procedural Checklist

These are the procedures that must be followed during a given calendar year:

Procedure	Time Line
Reports membership status	Ongoing
Provide articles related to membership for newsletter to VP Technology/Communications	At least seven weeks prior to the Chapter meeting.
Send any membership-related information for Chapter meetings to VP Programs	Seven weeks prior to the meeting date.
Develop/Plan the Chapter Membership Campaign; notify NKBA Member Relations Manager with timeframe	January/February
Contact members who have not renewed and encourage them to reinstate	March
Send National updated member and prospect information	Quarterly

VP Membership Committee and Planning the Membership Year

Structure

The Chapter Membership Committee plans its membership campaign at its Planning Meeting.

1. Determine what incentives can be used to:
 - Recruit prospective members
 - Notify NKBA headquarters when scheduling a membership campaign to maximize your efforts
 - Enlist members to help recruit new members (refer to the NKBA Ambassador's Club program)
 2. Determine how to collect the names of prospective members, including
 - Present membership knowledge
 - Yellow Pages (local phone directory and/or online source)
 - Manufacturer's Representatives
 - Trade and consumer publication advertisements
 - Trade and consumer show exhibitors
 - Lists from other associations
 3. Determine how to contact these prospective companies, including:
 - Personal visits
 - Letters/e-mails
 - Telephone
 - Chapter newsletter and website
 4. Determine how to recruit the prospects, including:
 - Chapter and National materials available for recruiting (contact Member Relations for materials)
 - Message for each prospect type
 - Responses to objections
 5. Know membership structure and benefits.
 6. Understand the application process.
 7. Continuously evaluate the success of the membership campaign against goals and adjust the strategies accordingly.
-

Monitoring Membership and Logo Usage

Monitoring Membership for Elections

Eligible members vote in elections and other important matters put to the membership. As stated in the NKBA Bylaws: Each dues paying Industry member, Associate members, and Honorary member shall be entitled to one (1) vote on any matter that is submitted to a vote of the membership. Students and employee members (ME designation) are **NOT** eligible to vote. *(NKBA certification is a benefit of membership, certification is a separate fee.)*

Monitoring Membership

As stated in the NKBA Governance Manual: Membership in the Association may be suspended or terminated for cause. Sufficient cause for such suspension or termination of membership shall include a violation of these Bylaws or any other lawful rule of practice or procedure duly adopted by the Association, any unethical or improper business practices, or any other conduct detrimental to the best interests of the Association. Please review the Governance Manual for details.

If a Chapter suspects a member in violation of the Bylaws and/or Standards of Conduct, the Chapter shall notify NKBA Member Relations Manager in writing and provide documentation to assist the Association in its determination of the alleged violation. Chapters are advised to pursue complaints no further than official notification to the NKBA Member Relations Manager to avoid antitrust implications. If the chapter is approached by a consumer or member experiencing a conflict (consumer matter) with another member direct them to contact National directly.

Examples of Improper Usage – Logo Misuse

1. Former members continuing to use logo in ads or on letterhead
2. Non-member is displaying logo
3. Improper logo is being used (i.e. AIKD logo is still being used, etc.)
4. Only one branch is a member but, all branches are listed in an ad with the logo
5. Notify NKBA Member Relations Manager of improper logo usage.

Membership Campaigns

Structure

A specific membership campaign rallies the whole Chapter, whereas a simple request to everyone to recruit does not. Contact NKBA to receive special applications preprinted with the \$100 application fee “WAIVED”.

Campaigns are only limited by your imagination. However, one-on-one contests are the most effective. The keys to a successful campaign are:

1. Set achievable goals;
2. Set specific dates for goals and recognize the people who have achieved those goals;
3. Determine an award system that is motivating:
 - Get a travel agency to donate a trip
 - Offer a cash prize using Chapter Funding
4. Supply all who are to participate with enough materials and information to successfully recruit.
5. Participate in Ambassadors Club to be eligible for induction, upgrade or additional opportunities. (See Ambassadors Club under Recruitment section for further information).

Main Points to remember

- Let those who participate know the time they’re giving benefits the growth of their Chapter, their Association, and the industry that provides their livelihood.
 - Make sure all participating members know that to achieve Ambassadors Club credit they must submit completed applications accompanied with payments.
-

Membership Campaigns, Continued

Develop a Plan

- a. Identify target audience.
- b. Set measurable goals (increase membership by ____; retain ____ members).
- c. Decide what resources are needed (volunteers, budget, materials, etc.). Keep in mind, funds are available through your Chapter Funding; discuss options with your fellow officers.
- d. Develop a timetable. Membership recruitment and retention is an ongoing activity. However, the Chapter may choose to “kick off” a membership campaign with a special event.
 - When will the “event” occur? Start with the date of the big event and work backwards. Once determined, notify the NKBA Membership Department with details (membership@nkba.org). (No less than 30 days prior to event)
 - To build excitement and encourage participation, plan advertisements of your campaign and include in two prior meeting notice mailings.
 - Set deadlines at different stages (approximately three weeks before the Campaign Day).
- e. What will we follow to make the campaign successful?
 - Will we need to train?
 - What publicity will we need? What printed materials will we need and how much will it cost?
 - What incentives will we offer?
 - How will we track progress?
 - How will we know when we’ve succeeded?

Implement the Plan

- a. Recruitment
 - Develop recruitment package (message, deadline, budget, distribution, audience)
 1. Collect prospect names and forward to National
 2. Contact prospect companies
 3. Follow-up
- b. Retention
- c. Evaluation
 - Chapter sharing revenue (combined with Chapter Funding)
 - Ambassador’s Club members
 - Greater member participation
 - Larger volunteer pool, short- and long-term

National Incentives for Recruiting Members

Founded in 1983 to recognize the exceptional efforts of individual members in recruiting new members for the Association. Each member who recruits another member receives club credit toward membership in the NKBA Ambassador's Club. Club members are listed on the NKBA website and are recognized in the NKBA Magazine. Recruiters must be identified on the NKBA application form (whether hard copy or online) at the time it is submitted to NKBA for processing to earn NKBA Ambassador's Club credit.

Earn Ambassadors Club Induction

- A. Recruit 5 New Members in a 12-month period or a total of 15 new members over any time period to earn induction.....Club members receive a plaque, a personalized nametag with a numerical value of new members recruited and a pad folio.
- B. Continued recruitment (10+ new members) ...Club members receive new personalized nametag.
- C. Chapter Incentives One chapter having the highest percentage count of new memberships during October 1 through September 30 (excluding student memberships) will be awarded \$500. The special applications with tracking codes CHP(year) and CHPMA(year) will be counted towards this incentive. Tracking code changes each year (ex: CHP13, CHP14, CHPMA13, CHPMA14).
- D. One chapter having the highest overall income of new company memberships as a result of its annual chapter membership campaign (Oct-Sept) will be awarded \$1,000. This promotion is based on tracking code CHPMA(year); no other tracking codes are eligible. Tracking code changes each year (ex: CHPMA13, CHPMA14).

Additional Opportunities

Continued on next page

National Incentives for Recruiting Members, Continued

- E. The Vice President Membership should make everyone aware of the **NKBA Ambassador's Club**. Membership in this prestigious Club is earned through individual efforts and will be recognized by a special invitation from NKBA. Contact NKBA for further information visit the NKBA Ambassador's Club section on the NKBA website http://www.nkba.org/about_ppf_ambassadors.aspx or contact Membership@NKBA.org

Whenever a person becomes a recruiter, and particularly an NKBA Ambassador's Club member, he/she should be recognized at a Chapter meeting and in the Chapter newsletter. Consider recruiting these individuals to serve on the Membership Committee.

Set Ambassador's Club goals, e.g., all officers will be NKBA Ambassador's Club members.

Chapter Funding

To receive any approved chapter funding from National, each chapter must meet the following without exception.

Chapter funding is released once all officers reporting and prior years' financial reports are received. The Chapter Treasurer is responsible for completing the following reports:

- Year End Financial Report Form
 - Chapter Meeting Financial Report for meetings/event held from the prior year
 - 990 Filing
 - IRS filing is not required by Canadian Chapters.
 - Submit 990N postcard online to the IRS (if revenue is under \$50,000) by May 15th
 - Submit 990EZ form by mail to the IRS (if revenue is over \$50,000)
 - Upcoming Year Strategic Plan is due to National by March 15th.
 - Upcoming Year "Nominating Committee Names" is due to National by March 15th.
-

Suggested Campaign Promotions (consider using Chapter Funding)

Incentives to Prospects

1. Free registration at Chapter meeting when completed application, accompanied by payment, is submitted (funded by the chapter).
 2. Gift certificate for Association products/services (funded by the chapter)
 3. All members who refer a member will be able to attend a special "thank you" dinner (funded by the Chapter).
-
1. If your Chapter has a membership campaign for a limited period, you can request NKBA to waive the \$100 application fee. (Chapters **must** obtain permission from the NKBA Membership staff *in advance* in order to waive application fees). NKBA will provide the Chapter with special applications where the \$100.00 Application Fee is pre-printed "WAIVED".
 2. Your Chapter can offer incentives on its own:
 - The \$100 application fee or a portion thereof can be paid by the Chapter. If your Chapter is going to do this, the application must come from the Chapter with the appropriate application fee check attached.
 - A free Chapter meeting (paid by chapter) to a prospect that brings a signed application, accompanied with payment, to the meeting.
 - Meeting attendance price differentials such as "Member price for Chapter meeting - \$ 25, non-member \$40".

IMPORTANT NOTE: Under NO CIRCUMSTANCES WILL DUES BE DISCOUNTED OR WAIVED. Remember The \$100 Application Fee Is A Separate (One-Time) Fee And Is Not To Be Confused With Required Membership Dues.

Prospects- Collecting Prospect Names

National Prospect List

1. National Prospect List

Prospects requesting information on the Association and/or membership are automatically placed on the prospect list. All companies on the prospect list are assigned to a Chapter by zip code and receive notices of Chapter meetings and other special mailings (literature on conference/shows, schools, National Kitchen & Bath Month, etc.). Prospects are deleted if they fail to show activity (for example, KBIS or school attendance) for 24 months (some exceptions apply).

The Association adds to this list:

- Attendees at schools, conferences/shows
- Trade magazine listings
- Lists submitted by the Chapter Membership Committee.

The Chapter Membership Committee should do the following:

- Quarterly, review and correct the Chapter prospect list from NKBA (e.g., company out of business, contact change, new telephone number).
- Mail or email the corrected list to National.

2. Yellow Pages

Consider the following Directory Categories:

Architects	Interior Designer
Bathroom Remodeling	Kitchen Cabinets
Building Contractors	Kitchen Remodeling
Cabinets	Lumber Yards
Carpentry	Plumbing Fixtures
Countertops Fabricators	Hardware
Fabricators	

3. Mailing Lists from Decorative Plumbing and Hardware, Distributors, Fabricators, Manufacturers and Manufacturer's Reps.

- Request lists from fellow members to update your prospect list or include your information in their mailings. Use the same procedure for adding names as you did for yellow pages. Send your prospect list to National to be included in the database.

Continued on Next Page

Prospects- Collecting Prospect Names-Continued

4. Trade and Consumer Publication Advertisements

- Divide relevant local publications received by members among Membership Committee members. As they receive the magazines, have them take note of advertisements from companies that may not be on the member or prospect lists and forward those additions to National.

5. Lists from Other Associations

- Several members may be members of other associations, e.g., NARI, ASID, and NAHB. Ask them to obtain the membership rosters. Submit new prospects to National.

6. Trade and Consumer Show Exhibitors

- Add the names of non-members from the listing of show exhibitors to the prospect list;
 - Assign a member of your committee to attend the show to visit non-members, specifically to give membership materials and applications and get contact names;
 - Host a booth at the show promoting membership to the trade as well as benefits to the consumer (see Home Show Booths under Vice President-Communications section). Notify National when exhibiting at a Trade Show.
-

Contact Prospect Companies

- Personal Visits** Personal visits will recruit more new members than any other method.
- The Membership Committee should divide the Chapter territory and prospects within that area so that only one person is recruiting a prospect.
 - Whenever a supplier is making calls in his territory, he/she goes with the specific intent of signing that company up as well as making the regular call.
- Letters** Letters on Chapter letterhead, one from the President and one from the Vice President-Membership. Letters should invite the individual to Chapter meetings, and review what the Chapter is doing for members.
- Telephone calls** Telephone calls to prospects to give them a personal invitation to attend an upcoming meeting. Distribute the names to the people who know them and others in the same vicinity so travel is kept down. Go over questions the recruiters might be asked.
- Membership table** Membership tables at Chapter meeting night is a busy night for your committee. You along with your fellow officers should be assigned to greet members and prospects when they arrive. You, or one of your committee members, should mingle during the social hour to promote coming events, answer questions and introduce people to each other. Use your Chapter Marketing Toolkit to showcase various handouts explaining member benefits (“display material” packets are mailed quarterly and sent to the VP of Membership).
- Chapter newsletter:** Always publish in your **Chapter newsletter:**
- New local chapter members (visit **NKBA.org** 24/7)
 - Members who attended their first Chapter meeting
This gives new members additional recognition. Your newsletter should always update membership totals. Highlight new membership benefits.
 - Ambassadors Club members in your chapter.
-

Advertising

A Chapter may advertise for members in the local area; however, *DO* get approval from NKBA Marketing staff if you are not using a written ad or article provided by NKBA.

Membership Benefits

There is a complete listing of member benefits in the “NKBA Member Benefits Handbook” which is available online, on the NKBA website www.nkba.org in the Member’s section under chapter officer tools. This handbook can be viewed online and printed. You can also order the NKBA Member Benefits Handbook, by calling Member Relations at 800-THE-NKBA (800-843-6522).

Retention Volunteers

Enlist the help of volunteers in such positions as *Volunteer Coordinator, Chapter Greeter, and Chapter Buddy*.

- Spread the task of retaining new and active members among many hands in the planning and implementing stages
 - Invite member participation in short- and long-term projects and, build teamwork and networking in the Chapter
-

Consider implementing

Chapter profile introductory/welcome package for prospects and new members

- a. Chapter-at-a-Glance (tidbits about the Chapter, e.g., # members, # award winners, newsletter and Website)
- b. Chapter volunteer roster
- c. Chapter and National calendar of activities
- d. NKBA educational programs, products, services
- e. Member benefits
- f. NKBA Ambassador's Club information
- g. Chapter newsletter, Website address
- h. Chapter buddy info

New member orientation program

- a. Quarterly new member newsletter (bulleted list of professional development options and where to go for more information; capsule new member profile; volunteer opportunities; later issues might cover "how to do a conference" and "networking successfully")
- b. Complimentary first Chapter dinner (Chapter budget item)
- c. One-time discounted ad rate in Chapter newsletter
- d. Give new members a special ribbon they can wear at the first couple of meeting that acknowledges their membership
- e. Survey 6-months into the first year to rate services, membership involvement, etc. by paper/phone
- f. Semi-annual "sales" breakfast/lunch to touch base with volunteers

Chapter buddy system

Assign an existing member per new member to meet and greet them or, offer a ride.

Consider implementing- continued

Active member program

- a. Invite members to “host” a meeting
- b. Invite a member to sponsor a meeting
- c. Volunteer recruitment and recognition program
 - Survey membership for volunteers.
 - Acknowledge volunteer contributions with a letter of appreciation to the employer/firm or verbally thank them during the meeting.

Member profile program

Knowing who your members are can strengthen the Chapter’s planning, programming, and volunteer recruiting.

- Track member attendance. Work with the Treasurer and VP Professional Development to develop a form that can meet all your needs.
- Head off potential member dropouts with personal contact from the Chapter. Members contacted by the Chapter are encouraged to continue, update members on what they’re missing, and ask for input on their reasons for inactivity/dropping.

Phone tree

Personal contact can mean the difference between the active and the non-attende and is a good reminder when members are so busy.

Member appreciation night

- Recognize members who have reached milestones in their careers, Chapter and the Ambassadors Club.
- Offer them opportunities to participate in mentoring, etc.

Remember to keep chapter events educational and fun!

Retention and the Retention Coordinator

The VP-Membership appoints the **Retention Coordinator** who promotes the retention of members and establishes plans for the following: personal visits; telephone calls; personal letters; Chapter meeting activity; public relations.

1. **Personal Visits.** Members visiting other members to reinforce the benefits of membership are much more successful than phone calls and letters.
 - Tell them what they are missing at the meetings (to reinforce the newsy review in the Chapter's newsletter or web page);
 - Encourage them to attend the next meeting with you (or their Chapter buddy);
 - Promote the online courses and schools, particularly to new employees; and
 - Invite them to get involved in Chapter activities
2. **Telephone Calls** Call members to get them to participate in meetings and other Association activities.
3. **Personal Letters** When someone hasn't attended for a while, send a "miss you" letter or post card that only takes a minute to write.
4. **Public Relations** When you hear that a member has been recognized professionally, ensure that the Vice President of Technology/Communications drops him/her a note on behalf of the Chapter. Recognize member contributions to the Chapter publicly. Recognize and use the skills of long-term members, past and present leaders at every opportunity.
5. **Welcome and Inform New Members** Consider a Chapter new member orientation program, and Chapter buddy system.
6. **Survey New Members** If a member finds success and satisfaction in his/her first year with NKBA, the likelihood of ongoing participation increases. Survey members after the first 2 months and again at 5 months to see how they're doing and what their level of satisfaction is with Chapter activities.

Membership Categories and Criteria

Industry Membership

As stated in the NKBA Bylaws there are two (2) categories of Membership:

- Industry membership is available to any individual, firm, corporation or entity that is actively engaged in the kitchen/bath industry.

Associate Membership

- Associate membership shall be available to any individual, firm, corporation, student or entity that provides auxiliary products or services to the kitchen/bath industry.

All applicants for membership shall complete and sign the appropriate membership application in its entirety, supply all of the information materials requested, and submit the application and appropriate dues to the National office of the Association.

The membership application form specifies membership requirements. However, some need further clarification to assure that the application is processed swiftly.

Self-employed or Independent designers

- Self employed or Independent designers are construed as a business and must join as an Industry Member Firm. (See the application for details).

Subsidiaries:

- Firms, corporations or other entities that produce their own profit and loss statement but are either partially or wholly owned by a parent company. Subsidiaries of member firms are required to hold their own membership and pay annual dues in the name of the subsidiary company at the Industry Member Firm rate. The parent company is not required to hold NKBA membership.

Continued on Next Page

Membership Categories and Criteria- Continued

Branch membership

If a member company owns branches (a branch is defined as bearing the same company name and carrying out the same line(s) of business as the parent), and wishes to display the logo at the branch location, and have the employees at each receive member benefits, the branch must also be listed as a member of the NKBA with dues for each branch paid accordingly. If it is a separate corporation/partnership/sole proprietor it does not qualify as a branch. No advertising or publicity by the original member is permitted which claims or implies NKBA membership for its branch except for individually approved branches.

Individual employee membership

Employees of NKBA member companies can upgrade to individual employee membership (paying \$55 annual dues) entitling them to a listing on NKBA.org in our “ProSearch” listing that is available to consumers, full voting privileges, and receipt of *NKBA Magazine*, chapter meeting notices postcards, and other NKBA mailings.

Individual employee of a Non-member Company

Employees of non-member firms can purchase individual membership (\$110 annual dues) receiving the same benefits as individual employees of member firms, except for corporate use of the NKBA logo, access to NKBA consumer leads, access to NKBA Business Forms, and serving on Industry Segment Advisory Councils (other restrictions apply).

Student

Student membership is available to any student taking courses related to the kitchen, bath or allied industries at an accredited college, university or technical school. Students must complete the Student Membership Application.

Membership Requirements

Students: Applications from students registered in non-NKBA accredited programs cannot be processed unless accompanied by proof of current enrollment (letter from school official or current course schedule) and appropriate dues. Students at accredited programs may acquire student membership for an annual fee of \$16.50 or \$33 for a two year membership. Students at non-accredited programs may acquire student membership for an annual fee of \$38.50 or \$77 for a two year membership. Accredited Program student enrollment must be verified by the Accredited College Coordinator who will notify NKBA.

Processing Applications

1. When an application and the appropriate dues/application fees are received, the application is then forwarded to National for processing.
 2. Upon final completion of the member application, the member is notified of acceptance and is sent an email with a link to print their membership certificate.
 3. The Vice President of Membership is responsible for downloading the chapter list directly through Member Center section of the NKBA website. When downloading the list the new members are listed first by “Join Date”. This will make it easier to locate the new members. The Chapter is responsible for contacting new members and inviting them to the next Chapter meeting to welcome and thank them for their support of NKBA.
-

Membership Dues

As stated in the NKBA Policy Manual, the Board of Directors establishes annual dues and other fees as it determines are necessary to support Association activities.

Membership dues are billed annually and are due January 1st of the calendar year. Membership in the NKBA is automatically renewed annually with the payment of appropriate annual dues. Renewing members are also required to update their Profile at NKBA.org or request an Annual Census Form to be sent to them. Renewal payments **must** be sent directly to NKBA headquarters. If the Chapter receives **renewal payments** in error, the renewal payment must **NOT be deposited by the Chapter**, instead the Chapter **must** forward **ALL** renewal payments directly to NKBA headquarters.

If a lapsed membership goes beyond two years the lapsed member must reapply, submitting a new application form along with appropriate dues *plus* the required \$100 Application Fee.

As stated in the NKBA Bylaws, a former member desiring a continuous member record may be reinstated on showing proof of qualification and paying all dues in arrears. If, however, a continuous membership record is not desired, paying current year's dues may reinstate the former member, *plus* a reasonable reinstatement fee (\$50) as established by the Board of Directors.

Changing record information – as an NKBA advocate, continually remind members to contact National directly with any changes to their information. The quickest way to “Update Your Profiles” is at **NKBA.org** 24/7 or, email membership@nkba.org or feedback@nkba.org or, call member relations at 800-THE-NKBA (843-6522).

The Vice President of Membership may change the ACTIVE member roster and submit it to National. Upon receipt, National will contact the member to confirm changes have been made.

The Vice President of Membership may also change any information on the prospect list.

***Note:** If the name, location and ownership change simultaneously, the membership will be deemed cancelled, and a new membership application and requisite fees would be required. This would be construed as a new business.*

Available NKBA Forms for the VP Membership on the NKBA Website

The following forms for the VP Membership position are available on the NKBA website www.nkba.org . These forms can be accessed by clicking on the link below. They are also located under the Member Section, Tools For Chapters, Chapter Officer Forms.

- [Telephone Script \(Sample\)](#)
 - [Chapter Roster Policy & Permission Form](#)
 - [Chapter Members Survey \(Sample\)](#)
 - [Downloading & Using Membership Lists](#)
 - [Chapter Campaign Share Form](#) - return to membership@nkba.org
 - [Not Receiving NKBA Electronic Mail?](#)
-