Member Renewals: Frequently Asked Questions

There is often confusion around the renewal process and when fees are required to be submitted. One of the biggest points of confusion is the Renewal Date. This date is the **last day** that the dues can be paid without incurring a late fee. For example, for a June 1st Renewal Date, the last day that the member can make a payment *without a late fee* is June 1st. BNI Administrative policy states that renewals must be paid **30 days prior** to the actual renewal date.

To help members, membership committees and our staff we have created this document for everyone to have more clarity around the process and commons problems. Please let us know in advance if you have problems or questions.

Q: What do all the Membership Statuses mean?
A: All Membership renewal dates occur on the **first** day of the month, and are the LAST date that the renewal can be paid without incurring a late fee. Membership renewals are payable 30 days before the renewal date. Using June 1st as an example renewal date, members have between May 1st and June 1st to submit the renewal payment without penalty of the late fee:

- **Active** = Membership is active and ongoing, right up to and including June 1st (payment due May 1st)
- **Late** = One day AFTER the renewal date, e.g. June 2nd
- **Expired** = On the 15th of the month, e.g. June 15th; Member loses access to BNIConnect and the App
- **Dropped** = 30 days after renewal date, e.g. June 30th; Member must now reapply for membership and registration fee is incurred.

Q: How do I know when my renewal date is?
A: Renewal dates are posted in BNIConnect

- It is on your Profile in BNIConnect beside the Renew Now link, as well as under your Name in the App
- You receive multiple email notifications from BNI with an embedded Renew Now button
    - → Ensure you have the correct email address in BNIConnect
- You have had a 7-month Check-In (and a Renewal interview if appropriate)
    - → ask about your renewal date at this time

Membership Committee:
- Announce Upcoming Renewals during the Membership Committee or Secretary-Treasurer's Report
- Include a reminder that renewals and payments are due 30 days prior to their Renewal Date.

Q: I cannot find the Renew Now link, where is it?
- Renewals are to be completed through BNIConnect, not the BNI App.
- The link is in the upper-right side of the home page after logging in, beside the MSP badge
- Upon approval by the VP in BNIConnect, you receive an email notification that your Renewal has been approved, with a Renew Now button.

Q: I submitted my renewal through PayPal or by cheque, but my renewal date has not been updated
A: Member renewal is two parts: the application to renew, and the payment.

- Both must be completed: the renewal application AND payment for a renewal to be reconciled.
- If you pay outside of BNIConnect, i.e. the regional website, you must still login to BNIConnect and complete the application to renew. BNIConnect won't know you have paid, and a late fee will be assessed if the application is not also completed.

Membership Committee:
- Ensure members know the process for renewing, and that both the application to renew and the payment is best completed in BNIConnect, in that order (application first, payment second).

Q: What happens if I complete the Application to Renew, but I don't submit payment right away?

A: The Renewal Process in BNIConnect flows right from the application to renew to payment. If you don't proceed to complete the payment at that time, there are a couple options to return to it:

- Go back and click on the Renew Now link again
- Remember, if you pay even one day after the renewal deadline, the renewal is Late, and you will automatically be assessed a Late Fee. There is no way to waive a late fee.
- If your membership reaches Expired status, you no longer have access to BNIConnect (or the App). If you wish to complete your renewal, please contact your Regional Admin as soon as possible. They will work with you and Global Support to get you back on the roster.
- To avoid late fees and / or loss of access, once you get the email from BNI you should be prepared to make the renewal payment at that time using the "Submit Payment" button within the email. It will take you right to the payment screen and once submitted, they will receive an email notification with receipt. This is the "online payment" option.

Membership Committee:

- Remind members who have Renewed but not paid to do so on time
- Keep on top of the status of Renewals so Lates don't become Expired

Q: Online payment "doesn't work". What do I do now?

A: This is a technical glitch at your end.

- Ensure you are accessing BNIConnect.com using a full browser on a laptop or computer, and not using a tablet or mobile phone
- Chrome and Firefox are the recommended browsers; try clearing cache and cookies.
- When entering credit card details, the name and address you enter for your credit card must match exactly what is on file with the credit card company. For example, if you put 2245 West Broadway Avenue and your VISA account has your address as 2245 Broadway Avenue West, the submission may fail.
- After entering in credit card details, if the Submit button is grey and not red, a required field has been missed. Ensure you select Canada as the Country.
- Sometimes your company may have a firewall that prevents BNI's Merchant Provider payment screen from appearing. If you suspect this is the case, please contact your Regional Admin, and they will walk you through a different way to submit an online payment.

Q: I can't complete my renewal on time because it hasn't been approved in BNIConnect

A: This was partially resolved by the streamlined renewal process implemented in October 2021.

- If a renewal is not approved in BNIConnect by the VP in a timely manner, it is automatically approved 14 days prior to your membership renewal date. For example, if your Renewal Date is June 1st, it will be approved on May 15th if the VP hasn't already approved it. While this doesn't give you the opportunity to complete your renewal 30 days prior, it does allow you to complete your renewal without incurring a late fee.
- If your renewal hasn't been approved 30-60 days prior to your renewal date, please contact your Membership Committee. You will know if it's been approved because you will have received two email notifications:
  - One indicating that your renewal is coming soon
  - One indicating that it has been approved

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Membership Committee
- Renewal decisions need to be completed no later than 60 days prior to the renewal date, to allow enough time for the member to complete their renewal and submit payment 30 days prior to the renewal deadline.
- Follow up with your VP to ensure they are approved in BNIConnect on time.

Q: I've been removed from the roster; what do I do now?
A: Your removal from the roster is either temporary or permanent.
- If you are 15 days late, your membership is in Expired status, and your removal from the roster is temporary. Contact your Regional Admin for assistance with completing your application to renew and submitting your payment.
- If you are 30 days late, your membership has ended, and your removal from the roster is permanent. To be put back on the roster, you must submit an online new member application and, upon approval, submit a new member fee (including the registration fee).

Membership Committee
- Members may think they have 30 days *from* their renewal date to complete their renewal, when in fact the renewal date is the deadline to pay. The payment must be completed 30 days *prior* to the renewal date. Renewals are to be completed and paid in advance of the renewal deadline, not after.

Q: The Renew Now Link/button does not work.
A: If your membership has expired, the Renew Now link will not work.
- You must contact the Regional Office to get next steps on renewing.

Q: I didn't receive any email notifications for renewal, why not?
A: Email notifications are sent to the email address you have setup in BNIConnect
- Ensure the email address is correct and has been verified. To do so:
  - Login to BNIConnect.com
  - Click on Contact Details (the icon with the phone handset)
  - Check your email address; below it, will be a message stating it's verified or unverified.
- Check your spam/junk folder. Whitelist BNI email addresses.

Membership Committee
- Remind members to look for their emails.

Q: Due to unforeseen circumstances, I was unable to submit my renewal payment on time. Can the late fee be waived?
A: There is no waiving of late fees.
- Regardless of the reason behind being late, it doesn't negate the fact that you are late.
- This is one reason why renewal payments are to be submitted 30 days prior to your renewal date, to avoid events out of your control that may put you in a Late status.