

Renewal of AEMs.

1- *AEMs sometimes do not renew because:*

- a. They are very busy and might miss their renewal e-mails.
- b. They only entered a school e-mail address and they might not receive the renewal e-mails due to school system spam issues, moving to another school system with a different e-mail address, and/or retirement.
- c. They do not have any connection to CAP members to keep them engaged and interested in the program support available to them. (Stay engaged!)



2- *It is **strongly encouraged** that DAEs and AEOs maintain a connection with their area AEMs in order to remind them about their upcoming membership expiration--- before they expire!*

- a. DAEs and AEOs should use the following directions to track their AEMs who are going to expire in 90 days.
 - (1) Go to Member Reports→ Aerospace Education→*Reports→AEM Expiring Members Report
 - For Report Format, **select CSV**. (This format is best to expand the address column to copy and paste for e-mail transmission.)
 - Your Wing's Expiring AEMs should come up
- b. Stay engaged!

3- *Info for AEMs about renewals.*

- a. 90 days prior to membership expiration, a renewal message will be on the eServices Homepage as a "reminder banner."
- b. 60 days prior to expiration, an automated e-mail will be sent to the e-mail address(es) on file in eServices to remind AEMs it is time to renew.
 - (1) Educator members can click on the renewal link in that e-mail for easy and free renewal.
 - (2) Educators will check the products and/or programs they plan to use in the upcoming year that will be their "in-kind" contribution to their free AEM renewal.
- c. If there has been no response to the previous notice, another renewal e-mail will be sent at the 30 days from expiration point.
- d. At the date of expiration, when there has been no online renewal, the AEM expires and the option of doing the quick online renewal will close.

4- What to do for AEMs who have expired. (* Doesn't apply to AEMs who have not expired.)

a. To locate your AEMs who have expired within the last 90 days, DAEs and AEOs should use the following directions to track their AEMs who are expired. (90 days is as far back as eServices will search.)

(1) Go to Member Reports → Aerospace Education → *Reports → AEM Listing (w/names)

Select the following:

- View Inactive Members Within Past 90 Days ONLY
- Member Type- AEM
- * Dates- Return All Dates
- For Report Format, **select CSV**. (This format is best to expand the address column to copy and paste for e-mail transmission.)
- Your Wing's Expired AEMs (within the last 90 days) should come up

b. After an AEM has expired, there is a "grace period" (which is no more than one year), when the AEM can complete and return to ae@capnhq.gov a "paper renewal form" for a no cost renewal.

(This paper renewal form IS NOT for AEMs who aren't expired.)

(1) This action impacts NHQ having to hand-enter the renewal with membership services, so it is strongly encouraged that AEOs and DAEs stay abreast of renewals and get the AEMs to complete their online renewals prior to expiration.

c. Beyond the "one-year grace period," expired AEMs who wish to renew cannot use the renewal form, but will now need to "REJOIN."

(a) AEMs will need to complete a [paper application](#) and pay another \$35 to rejoin.

(b) AEMs will maintain their previous CAP ID# in eServices.

(c) The REJOIN process CANNOT be completed online. Only a paper application can be used at this point.

(d) NOTE: This process also incurs hand-management by NHQ AE and membership services, thus, we continue to encourage DAEs and AEOs to get AEMs engaged and renewed **BEFORE they expire.**



**Stay engaged with your AEMs! Provide experiences for them!
This will increase retention and their networking opportunities!**