

## Member Services, We Are Here for You

By Frank Brehm

There have been changes in the Member Services Department that you, as members, should be aware of. Longtime Member Services Department Head Kerry Cochran recently resigned due to time constraints and other commitments to the society. I have been appointed to oversee this department to coordinate and ensure memberships are being processed in a timely manner, review the different membership levels and dues as well as answer questions or complaints concerning membership related questions. Although this may seem a simple tasking it does require time. Improvements have already been instituted that will help streamline the operation of processing new member applications as well as renewals.

Our bookkeeper Susan Scarlett has agreed to process all new membership requests as well as renewals from current members. Turn around time from receipt of the request to mailing of membership cards is now 5 to 7 days. This should alleviate some of the complaints we have received concerning memberships and renewals. If you do experience a problem please let me know.

In issue 103 of The Train Sheet new membership cards were announced. If you have not yet received yours please let me know so that we may get that in the mail to you. I have also recently been informed that all life/family life memberships should have received a certificate suitable for framing to acknowledge your contribution to the FRRS. If you are a life or family life member and have not as yet received this certificate let me know so we can print and mail this to you.

We are still struggling with address changes, it seems that just when we think we have all the new addresses changes of members, a new Post Office card comes in the mail, or we receive a previously mailed item with a new address. If you change your address, move, or know of a member that has passed away please make sure that you send an update to the FRRS. Changes of address kits are available at your local Post Office.

Membership records normally include name, address, phone number, e-mail addresses, member number, expiration date, and the date a member joined, as well as their occupation.

The FRRS does not sell our membership list to other marketing or advertising companies, but we do occasionally use the membership list to send out notices to our members about FRRS sponsored events. If you have any questions about your membership record, please contact us, and we will be glad to talk to you about the information.

One way to check on your membership status is to look at the mailing label on the Train Sheet or any correspondence you receive from the membership department.

The mailing label will have the following information on it:

Name (First, Last) Membership Date and a Code (TSH-TS-H)  
Address  
City, State, and Zip Code + 4

Information on Label

**Date:** the date your current membership expires (for Life members and Family Life there will be a L or LF in this position). The code after the date stands for the following: TSH Active members (Active, Family, Life, Family Life and Sustaining) who receive the Train Sheet and the Headlight, TS for Associate members who receive the Train Sheet only and H for Historical members who receive the Headlight only.

**Address:** The current address we have on file.

**City, State and Zip Code** Please make sure we have your Zip Code + 4, as the Post Office delays the mail without the Zip + 4.

When a FRRS member fails to inform the FRRS of a change of address their Train Sheet is returned to the FRRS by the Post Office. The new address is listed on the returned Train Sheet. However there is a fee of 60 cents for each returned Train Sheet. So two things happen when you fail to notify the FRRS of your change of address, it costs the FRRS money and delays your publications by weeks or even months. The Post Office is very slow to return them with a corrected address. Often a second Train Sheet has gone out before the first one comes back. The FRRS does NOT re-mail the Train Sheet if it is returned a second time. So, we are requesting that all members notify the FRRS of a change of address at least one month in advance.

Another issue that causes at least one Train Sheet every issue to be returned is a "temporarily away" notice since the post office does not hold third class mail. We also have to pay 60 cents for these returned items. These returned publications are NOT re-mailed. They could well be sent back more than one time by the post office.

Only Member Services can change a member's address. Member Services maintains the master computer file and all changes are made to it and copied for use with other FRRS files, documents, and mailings. It is very helpful if the change of address includes the effective date of the change. Although you may use the Post Office change of address card a note with your name, membership number, old address and new address works just as well.

You can mail it to the FRRS or if you are in Portola you may drop it off at the gift shop. Mark it Attention: Member Services. A few minutes of time will save money, make sure you get your publications in a timely manner and results in less work for the staff who have to process the returned mailings.

We mail out member renewal notices at least 90 days prior to expiration. If dues are not received within 45 days after your expiration date your name is dropped from the membership list.

For any other membership problems or questions such as missing cards for family members please contact Membership services either through e-mail at: [membership@wplives.com](mailto:membership@wplives.com) or by US Mail to: FRRS Member Services, P.O. Box 608, Portola, Ca. 96122-0608