Membership Memo

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This Membership Services Memo serves as a tool to help educate chapter leaders and members about TU’s policy and process regarding various membership matters. This memo addresses various topics, such as joining TU and renewing your membership, why and when you receive renewal notices, how a member is assigned to a chapter, and the rebate programs.

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Need to change your address/e-mail/chapter? Call 1-800-834-2419 or email trout@tu.org.
Membership Chair Duties

Many chapters and councils appoint a membership chair whose duties include tracking the membership of the chapter or council. The membership chair performs a key role by helping current members resolve membership issues, maintaining member’s contact information, and communicating changes or issues with member records to TU staff. Using the roster and membership changes reports found in the Leaders Only Tools section of the tu.org website, the membership chair tracks membership numbers, welcomes new members, and follows-up with members who have not renewed.

When taking over as membership chair:

- Receive and review records from past membership chair. Ask the past chair for lessons learned and a full review of the prior year’s duties/activities.
- Review TU’s Leadership Manual
- Ensure your chapter president enters you as the new membership chair in the Leaders Only Tools section of tu.org (so that you have access to the rosters, membership changes report, etc...)
- Get into the Leaders Only Tools section and explore. Reach out to TU staff if you have any questions.

Suggested ongoing tasks:

- Serve on Executive Committee
- Report on status of chapter/ council membership at each chapter/ council (and ExComm) meeting including: total membership, change from last meeting, new members, etc. This information is available from the membership changes report in the Leaders Only Tools section
- Ensure that the chapter has current TU membership applications/ brochures in stock and properly coded with chapter’s 3-digit number to recruit new members via tu.org/intro and increase chapter rebates.
- Welcome new members to chapter/ council by letter, e-mail or phone, and encourage their involvement.
- Remind and encourage suspended members to renew.
- Assist chapter members with TU membership questions and problems.
- Ongoing quality control of the chapter/ council roster.
Recruiting New Members

There are millions of trout and salmon anglers in America and millions more that care about clean, cold water. The greatest challenge is finding ways to gain their support by joining TU and becoming engaged participants within the chapter. TU recruits and retains the largest number of members in two ways:

- Grassroots efforts by chapters and councils
- Direct marketing efforts conducted by the office

Local Chapter/Council Recruitment

Chapters and councils play a very important role in acquiring new members. Studies report that most new members join organizations like TU because:

- They were asked by a member to get involved.
- They know about the group because family or friends are involved.
- They enjoyed participating in an activity that was sponsored by the group.
- They are concerned with their local home waters.

Chapter-acquired members renew at a higher rate than other members and are more likely to become active members that attend chapter meetings, come to workdays, and serve as chapter leaders. To encourage and help local chapters to recruit members, a new member rebate is given to chapters who recruit new members via the hidden link www.tu.org/intro, TU chapter add brochure or the Special Introductory Membership for Chapter Use Spreadsheet. To receive proper credit for this rebate, the new member must select your chapter when joining online at www.tu.org/intro or your chapter’s 3-digit chapter # must be written on the, TU chapter brochure, or Introductory Membership Spreadsheet. This rebate is not for lapsed or expired members who rejoin/renew to TU.

The chapter will receive a $15 rebate at the end of the fiscal year if new member who joins at the $17.50 introductory rate (using tu.org/intro, chapter add brochure or the spreadsheet). If a new member joins at a higher membership level, the higher the rebate. For example, the family level of $55 will give back at $20 rebate to the chapter. A sponsor level of $100 will give back $30 to the chapter. More information on rebates is below in this document.

Resources for Recruiting Chapter Members

www.tu.org/intro

www.tu.org/intro is a special URL and is not accessible from the main website of www.tu.org. If chapters have their own website, and have links for prospective members to join their chapter, their website link must point to this URL http://www.tu.org/intro. This ensures your chapter is being credited appropriately for the new member rebate.
Chapter Add Spreadsheet
Chapters may fill out the Special Introductory membership for Chapter Use Spreadsheet with new member contact information*. This information along with a check for all new memberships must be typed with all and mailed to:

Trout Unlimited
PO Box 7400
Woolly Bugger, WV 25438

*This spreadsheet should not be used for renewing chapter members, only processing new memberships.

TU Chapter Add brochure

Chapters recruiting new members should consider doing so with TU’s Chapter Add Brochure. The brochure is a comprehensive piece to help introduce people to our organization who don’t know anything about TU. It explains the benefits of membership – and it is a great recruiting tool for new members.

Chapters need only to add their 3-digit chapter code onto the application in the space provided.
Visit the Chapter Leader store after logging into tu.org: [https://leaderstore.tu.org/store](https://leaderstore.tu.org/store) to purchase.

Always send any membership renewals or donations to national fundraising campaigns to:

Trout Unlimited  
PO Box 7400  
Woolly Bugger, WV 25438

You may utilize the spreadsheet Membership Renewal Spreadsheet for Chapter Use (XLS)  
*Please note who the donation is from and member number where applicable.

**TU National Recruitment**

TU divides its direct marketing programs into membership acquisition and membership retention or renewals. Direct mail membership acquisition efforts consist of three or four major mailings and up to 12 emails each year to various lists of potential TU members (e.g., The Orvis Catalog, Fly Fisherman Magazine, other selected fishing lists available to the public, and other conservation organizations).

TU will offer special new membership promotions or gifts with various partners (e.g., Orvis). Generally, these offers are for new members only and, where discounts of membership dues are involved, the expectation is to renew members at regular dues levels.

**New Members vs. Existing Members (Joining and Renewing)**

**New Member**

New members join TU through a variety of avenues – website, direct mail acquisition campaigns, youth camps, etc. **New members are the only members that should be using the $17.50 special introductory rate or a trial membership.** These are used to bring new people in, introduce them to TU, and get them involved with a chapter.

Please ensure all new memberships are mailed to the following address for processing:

Trout Unlimited  
PO Box 7400  
Woolly Bugger, WV 25438

If your chapter is recruiting new members at a chapter banquet or event, it is preferred that you refer them to the website to sign up: www.tu.org/intro. If you are supplying new membership application forms, these should be handed to new members to fill out and give back to you with a personal check.
(made payable to Trout Unlimited,) or credit card # written on the application. **Chapters/councils should not be depositing checks made out to Trout Unlimited or processing credit card payments.**

All applications and respective monies should be collected and mailed off to the Woolly Bugger address as soon as possible for processing. TU has experienced great delays in processing new memberships because applications and monies were held by chapters and not forwarded to the Woolly Bugger address. More delays are caused when chapters write one check for all monies collected and it doesn’t balance with the applications mailed in. When this occurs, all the applications are placed on hold until the issue is resolved.

**Summary:**
www.tu.org/intro: for new members that are recruited by a chapter. This ensures your chapter receives credit toward the New Member Rebate.

www.tu.org/join: TU offers gifts on this page for joining. Your chapter does not get credit toward the New Member Rebate for this new member, because the member wished to receive a welcome gift.

**Existing Members**

Existing members should renew their membership to TU by any of the following methods:

- **WEB:** Online at www.tu.org/renew.
- **PHONE:** Calling Customer Service at 1-800-834-2419. Please have your member ID ready (if possible).
- **MAIL:** Membership Renewal Statements are mailed to you remind you to renew.

The membership renewal statements you receive reminding you to renew your membership is a service provided by TU membership services and marketing staff. We pay for this service so that local chapters do not have to incur the cost of trying to renew members. We maintain a database that accounts for all monies received, when they were received, by what means (check or credit card), and ensures your chapter is credited accordingly for new member rebates and year end rebates.

**Preferred Membership:** Our members are incredibly loyal and dedicated to TU’s mission. If you don’t want to be contacted each year to renew, you can setup an auto payment using your credit card or bank account information. Please visit us online at www.tu.org/sustain or call 1-800-834-2419 for more info.

**Summary:**
www.tu.org/renew: Allows existing members to renew. It’s best if you login to the Members Center first and renew via your profile. Or call 1-800-834-2419 to renew and ensure we have all your correct information on your record.
Chapter Assignments

When a new member joins TU, their local chapter is assigned based on their zip code. All chapters have a list of zip codes that pertain to their respective chapter’s geographic region. The exception to the chapter assignment is when someone joins TU online at www.tu.org/intro. Then, the member is assigned to the specific chapter indicated. If a member moves out of the originally assigned chapter into a zip code that is assigned to a different chapter, their chapter will be updated to reflect this. Should a member wish to stay in a specific chapter, they may request to not be moved.

Changing Chapter Assignment/Requesting Permanent Assignment

If a member wants to change their chapter, they can do so the following ways:

- Call: Customer Service at 1-800-834-2419 to change your chapter.
- Email: trout@tu.org and give your name, address, member #, and the chapter # and name you want to be assigned to.
- Mail: a TU mailing back to us (such as a Membership Renewal Statement) with the correction written on the mail piece. Make sure you’re sending to the Wooly Bugger, WV address.

Chapter Zip Code Reshuffle (Redefining Chapter Boundaries)

Sometimes chapters want to redefine the zip codes in their geographic region – either add to or take away from and give to another chapter. Councils must approve any zip code reassignment. Please contact your council leaders and have them reach out to Volunteer Operations staff for an Excel spreadsheet with a current zip code assignment for your state from which you can make changes.

Councils are responsible for communicating the zip code changes to Volunteer Operations staff. We need to know the following information (and please send to us in an Excel spreadsheet):

- Zip codes being affected
- Current chapter of zip code
- New chapter of zip code

Once TU staff has the excel spreadsheet and approval from the council, we can move forward with programming the necessary changes. This takes about a week to process. Upon completion, those who requested the change are sent a file showing which members were affected with the zip code reassignment. It is the responsibility of the chapter leaders to notify these members that their chapter changed.

Important: If a member has previously indicated to TU staff that they wish to stay in a certain chapter, a chapter override flag is placed in their record, permanently assigning these members to the chapter until the flag is taken off. Because of this, these members will not be affected by the reassignment process.
Membership Rebate Programs

TU’s rebate programs coincide with our fiscal year, which runs October 1 through September 30. Both new member rebates and year end rebates are issued once a year around January/February. Funds are delivered via Electronic Funds Transfer (EFT) to chapter and council bank accounts. If your chapter or council bank routing information is not on file with TU, please contact Volunteer Operations staff. If a chapter doesn’t have EFT information on file with TU, Volunteer Operations staff will try and contact chapter leaders to get this information for a two week period of time. After that point, the rebate will be sent to the chapter’s council.

New Member Rebate: issued via EFT to a chapter’s bank account  
Year End Rebate: issued via EFT to a council’s bank account

Rebates are paid out only to chapters and councils that have filed their annual financials. The deadline for filing is November 15 each year. In addition, the rebate is not paid for members in dormant chapters, i.e. those that file less than $50 in revenue, less than $50 in expenses and less than 50 volunteer hours. It is up to the council to disseminate year end rebate to their local chapters, if the council so chooses.

New Member Rebate Program**

The New Member Rebate is given to chapters who recruit new members via www.tu.org/intro, Chapter Add Brochure, or the Special Introductory Membership spreadsheet. This is how TU knows a member was actively recruited by a chapter. This rebate is not for lapsed or expired members who rejoin/renew to TU.

If a new member joins at $17.50 introductory rate, the chapter receives $15 for new member rebate. TU now offers the option for newly chapter recruited members to receive a TU branded hat. The cost for this is $27.50 and the chapter rebate is $15.

If a new member joins at a higher membership level, the higher the New Member Rebate. For example, the Family level of $55 will give back at $20 rebate to the chapter. A Sponsor level of $100 will give back $30 to the chapter.

<table>
<thead>
<tr>
<th>Member Type</th>
<th>Dues Level</th>
<th>Rebate Level</th>
<th>Note:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Special Intro</td>
<td>$17.50</td>
<td>$15</td>
<td></td>
</tr>
<tr>
<td>Special Intro + TU Hat</td>
<td>$27.50</td>
<td>$15</td>
<td></td>
</tr>
<tr>
<td>Family</td>
<td>$55</td>
<td>$20</td>
<td></td>
</tr>
<tr>
<td>Sponsor</td>
<td>$100</td>
<td>$30</td>
<td></td>
</tr>
<tr>
<td>Conservator</td>
<td>$250</td>
<td>$50</td>
<td></td>
</tr>
<tr>
<td>TU Endorsed Guide</td>
<td>$79</td>
<td>$25</td>
<td></td>
</tr>
<tr>
<td>TU Endorsed Business</td>
<td>$295</td>
<td>$50</td>
<td></td>
</tr>
<tr>
<td>Life</td>
<td>$1,000</td>
<td>$150</td>
<td></td>
</tr>
<tr>
<td>Family Life</td>
<td>$1,100</td>
<td>$160</td>
<td></td>
</tr>
</tbody>
</table>

New members recruited by the chapter do not receive any special gifts that they may see advertised on the TU website or in a direct mail campaign.
Year End Rebate Program

The Year End Rebate was designed to help councils and chapter pay for the costs of servicing their members with quality, local communications. TU provides this annual rebate to councils based on total active membership at the end of TU’s fiscal year, contingent on the council and all its active chapters filing the annual financial report by November 15th. In addition, the rebate is not paid for members in dormant chapters, i.e. those that file less than $50 in revenue, less than $50 in expenses and less than 50 volunteer hours.

TU defines active members as those dues paying members that have an expiration date of October 1 or later of that particular year. Trial members do not count as active. And rebates are not paid out for Stream Explorer (youth) members. When the rebates have been calculated (after the close of the fiscal year,) the council chair will receive a spreadsheet showing the break-down of membership by chapter. Each active council will receive $2.50 per active member in an active chapter. Councils with at-large chapters will receive $1.50 for these active members. In many cases, councils segment this rebate into $1.50 per member for the council and $1.00 per member for the chapter that serves that member. It is up to the council to determine what works best for each state.

**TU’s youth memberships, Stream Explorers and TU teen, are excluded from the new member rebate program as well as trial memberships.**
TU National Fundraising

Membership Renewal Notices

Retaining members and ensuring a strong and steady flow of renewal revenue are top priorities for our direct marketing department. TU’s five-year strategic plan includes several goals pertaining to improving our mailing strategies. We are working hard to better serve our members while improving the efficiency of our fundraising efforts. We are well on our way to achieving those goals. Here are a few of the efforts underway with regard to the membership renewal process:

- **Upgrading** – We are testing methods for upgrading members from the basic $35 membership ($25 for seniors) to the $50, $100 and greater levels of support.
- **Number of Notices** – Extensive analysis has allowed us to reduce the number of notices mailed to less-responsive segments of the membership and we are looking for ways to further segment the membership in order to be even more efficient. If a member wishes to receive fewer renewal notices they may contact 1-800-834-2419 or send an email to trout@tu.org and request fewer renewal notices or become a sustaining member.
- **Timing** – Tightening up our gift processing and renewal notice generation process has allowed us to reduce the number of payments and notices crossing in the mail. We also have done some testing with new timing of the mailing of the notices themselves.
- **Auto-Pay** – TU launched an auto-pay program that automatically renews members via their credit card (or electronic funds transfer) on the month their membership expires. Find out more online at www.tu.org/sustain.
- **Recapture** – Changes to our database programming mean we are now recapturing lapsed members who fail to respond to renewal notices but rather opt to give to Embrace-A-Stream or other special appeals.
- **Conservation Messaging** – We have tested increasing the amount of conservation information in our renewal notices in hopes of increasing response.
- **Design** – We have been varying the look of our notices in hopes of boosting response and cutting down on some of the repetition.

While it may seem that TU has been doing the same thing for years with the renewal notice process, we have in fact been testing new strategies behind the scenes and slowly implementing change in a methodical way that will not jeopardize results. TU mails out Membership Renewal Statements to encourage members to renew. Members can receive up to six renewal notices in a given 12-month period (if they don’t renew). The first renewal notice is mailed out five months prior to a member’s expiration date.

<table>
<thead>
<tr>
<th>Calendar Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jan</td>
</tr>
<tr>
<td>Renewal 1</td>
</tr>
<tr>
<td>Expiry Date</td>
</tr>
</tbody>
</table>
In above example:
- June 1 – Nov 30: Member is “Suspended” or “Lapsed” (1st through 6th month after expire date). We are still sending renewal notices, but member is not receiving TU benefits (i.e. TROUT magazine, etc.)
- Dec 1 and after: Member is “Archived” (7th month after expire date and beyond). We are no longer mailing renewal notices.

Once a member becomes “Archived” they no longer appear on chapter rosters and labels.

TU renewal notices are mailed out around the 15th of the month.

Renewing Early: The majority of TU members renew with their first or second renewal notice. It is a great benefit both to you and TU if you renew early. It saves you the headache of continuing to receive renewal notices and prevents TU from having to mail one to you. Help us save paper and renew early. Or, become a Preferred Member at www.tu.org/sustain and renew automatically, avoiding renewal mailings altogether.

Re-Activating Members

From time to time, TU will try various new acquisition campaigns to reactivate segments of our archived membership.

When a member renews their expiration date is extended from their original expire date. Renewing early will never result in a member “losing” a few months of their membership.

TU Fundraising campaigns

In addition to our monthly renewal campaigns, TU performs multiple fundraising campaigns throughout the calendar year to raise unrestricted money. Gifts given to this campaign do not renew membership for our donors unless they are long lapsed.

<table>
<thead>
<tr>
<th>Calendar Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jan</td>
</tr>
<tr>
<td>January Life</td>
</tr>
</tbody>
</table>

TU Refunds

Any members who request a refund of membership dues or a fundraising gift will be processed on a case by case base. Please direct any inquires to the Membership Services department.
Leader Resources

Tacklebox [TU.org >> Member Login >> “Tacklebox”]

This is an overview...there is more information that that listed on this page. Please sign into the Leaders Only section of the website to view all resources.

Business Practices
- Leadership Manual
- National Leadership Council Information
- Financial Reporting Requirements
- Risk Management
- Strategic Planning Resources
- Model Chapter and Council Bylaws
- Chapter Focus Project

Fundraising for Chapters and Councils
- TU’s Fundraising Program*
- TU Guide to Fundraising
- Creative Fundraising Ideas for Chapters and Councils
- A Strategic Approach to Fund Development
- Example Printed Banquet Programs
- NFWF grant information

Conservation Resources
- Recordings of Numerous Online Trainings
- Embrace-a-Stream
- Advocacy Documents
- Restoration Documents
- Land Protection Resources

Youth Education
- Trout in the Classroom Documents
- One TU Youth Education Report
- Five Rivers (College Chapter) Guide
- Boy Scout Fly Fishing Merit Badge Program
- Planning a Meaningful Youth Education Event Guide
- Stream Explorers Youth Membership

Councils
- Policy on the Ownership of Access Rights for Recreational Fishing
- National Conservation agenda
- Bylaws and Policies Resolution
- Stream Access Policy

Membership Tools
- Membership Surveys
- Membership Memo
- Membership Acquisition Forms/ Brochures
- Style & Media Guide: TU Graphic Standards & Logos
- Annual Meetings (State of TU, Annual Awards)
- Archives of Lines to Leaders*
- Veterans Services Program Documents
- Update Chapter Member’s Information Spreadsheet
- Chapter Recharter Due Date Spreadsheet
- Volunteer Mentors Spreadsheet
- Women’s Initiative Documents
- Regional Meeting Information
- Resources for New Volunteer Leaders

Important TU Policies
- Secure Credit Card processing procedures
- Contract Guidance for TU Chapters and Councils
- NLC Officer Nomination Form
- Policy on Responsible Energy Development
- Gift Acceptance Policy
- Resolution Adopting a Policy on Chapter & Council Contracts
- Contract Guidance
- Contract Guidance Involving Uninsured or Excessive Risk
- Grassroots Trustee Nomination Form/ Job Description
- Draft Contract Guidance Document
- Provisional Recharter Resolution
- Resolution on Stocking Over Native Trout & Q &A
- Fishing Access Agreements for Chapters and
Leadership Manual (find it HERE)
The Leadership Manual is the basic reference for TU volunteer leaders at the chapter, council and national level. This is a must read for every TU volunteer leader as it provides essential guidelines and resources, from the history of the organization to requirements of our 501©3 tax exemption. It is available for reference or for download in the Tacklebox.

Risk Management (find it HERE)
In this area of the website, you will find information on how to reduce risk for your chapter and council, including FAQs on TU’s insurance policy, liability waivers, a form to request a certificate of liability insurance and information on TU’s new supplemental accident insurance.

Lines to Leaders (archives found HERE)
Lines to Leaders is a monthly e-newsletter sent the 1st of every month to the volunteer leaders that are listed in the Leaders Only Tools section. It contains information directly targeted to volunteers of timely importance, like deadlines, upcoming events and regional meetings, new requirements or opportunities.

Fundraising Program (find it HERE)
The Fundraising Program is an online catalogue of vendors providing substantial discounts to chapters and councils for fundraising purposes.

Leaders Only Tools

The Leaders Only Tools section of the tu.org website offers a wealth of information for council and chapter leaders. Your leadership role determines the level of access within the Leaders Only Tools section. Not all leaders have access to the same tools. If you have a concern regarding your level of access, please contact your chapter president or council chair.

If you are listed in the Leaders Only Tools sections as a council or chapter leader, a link titled, “Leaders Only Tools” will appear in the left navigation panel after you log in to the Members Center. The following shows the different tools available:

- **Council Resources**
  - Choose Council
  - Council Roster
  - Council Labels (label version)
  - Council Labels (spreadsheet format)
  - Electronic Documents
  - Email Members
  - Liquidation Coupons
  - Membership Changes
  - Update Council Information
  - Update Council Leaders
  - Financial Report

If you are a council leader, a green the council resources box will display.

The council roster and labels gives a membership roster and/or mailing labels for all members of the council. Electronic documents allows councils to upload council bylaws and strategic plans and also allows the council to view their chapters plans and bylaws. E-mail members allows council leaders to e-mail members in the council or members or particular chapters through C-SPAM certified means. Membership changes offers a variety of customizable reports to track and analyze changes in membership. Update Council Information is where councils update information that displays on the chapter council search page. Update Council Leaders is where leaders add/delete all volunteer leaders on the council board. Leaders must be listed here to have access to the Leaders Only Tools section of the website. Financial Report is where councils file their annual
financial report.

If you are a chapter leader, a blue the chapter resources box will display.

The **chapter roster and labels** gives a membership roster and/or mailing labels for all members of the chapter. **Electronic documents** allows chapters to upload bylaws and strategic plans. **E-mail members** allows chapter leaders to e-mail members through C-SPAM certified means. **Membership changes** offers a variety of customizable reports to track and analyze changes in membership. **Update chapter information** is where chapters update information that displays on Chapter Council Search page. **Update Chapter Leaders** is where leaders add/delete all volunteer leaders on the chapter board. Leaders must be listed here to have access to the Leaders Only Tools section of the website. **Financial Report** is where chapters file their annual financial report.

### Chapter/Council Roster

The chapter/council roster can be downloaded from the Leaders Only Tools section of the tu.org website. It is a .csv file (comma separated values,) which can be saved in a variety of spreadsheet software applications. The chapter roster shows all members currently assigned to that chapter (both active and suspended members – archived members do not show on roster). Use the toggle buttons to select a youth or adult roster. Please keep in mind that if a member has a “Do Not Mail”, “Cancel” or “Bad Address” flag on their record – they will not appear on the roster. Members with “Bad Address”, “Bad Email”, “Bad Phone” flag can be pulled using the toggle buttons.

Suspended members are those that have expired in the last six months. Archived members are those that have let their renewal lapse for longer than six months.

The council roster shows all active and suspended members of all chapters that are part of that council. Council officers also have the option of looking at each individual chapter roster within their state.

Some columns may need to be expanded to show the full information listed in the cell. This applies to membership ID and e-mail. Expanding the column will show the entire cell. If no information is listed for a member, such as e-mail, this means no information exists for this field in our database. Our database syncs nightly with the rosters.
Membership Memo

Membership Types

Below is a listing of current membership types offered by Trout Unlimited:

<table>
<thead>
<tr>
<th>Abbr</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>TR 4</td>
<td>Trial membership (free)</td>
</tr>
<tr>
<td>RE</td>
<td>Regular ($17.50, $35, or other promotion)</td>
</tr>
<tr>
<td>SE</td>
<td>Stream Explorer (children aged 1-18) ($12 or $24)</td>
</tr>
<tr>
<td>TUTEen</td>
<td>TUTEen ($14 or $28)</td>
</tr>
<tr>
<td>SR</td>
<td>Senior ($25)</td>
</tr>
<tr>
<td>FA</td>
<td>Family/Contributor ($55)</td>
</tr>
<tr>
<td>TUG</td>
<td>TUG Guide ($79)</td>
</tr>
<tr>
<td>SP</td>
<td>Sponsor ($100)</td>
</tr>
<tr>
<td>CN</td>
<td>Conservator ($250)</td>
</tr>
<tr>
<td>BU/TUB</td>
<td>TUB Business ($295)</td>
</tr>
<tr>
<td>STEW</td>
<td>Stewardship Council ($500)</td>
</tr>
<tr>
<td>GC</td>
<td>Griffith Circle (1,000+)</td>
</tr>
<tr>
<td>LI</td>
<td>Life ($1,500)</td>
</tr>
<tr>
<td>FL</td>
<td>Family Life ($1,600)</td>
</tr>
</tbody>
</table>

Note: Magazine-Only subscriptions for schools and libraries do not appear on rosters.

* Each member type can have an associated Trial membership (IE Trial TUEB, Trial Stream Explorers, and Trial TUTEen, etc).

Access Rights for Membership Rosters

Membership Rosters are confidential TU information and are not to be sold or distributed to outside parties for any reason.

Executive committee members and their secondary positions should have access to the roster. If you don’t believe you have the proper access, please contact your chapter president, council chair or Volunteer Operations staff.

Membership Changes Reports
The membership changes report within Leaders Only Tools section is a great tool to manage and analyze changes in your chapter or council membership. The current reports available include:

- Comprehensive
- New Members
- Renewed/Contributed
- Soon to Expire
- Expired (1-3 Months)
- Transferred In/Out (90 days prior)
- Address Changes (90 days prior)
- Bad Addresses (90 days prior)
- Deceased (90 days prior)

A detail of each report can be found to the right of each report you highlight.

Each report can be generated and viewed online, or you have the option of generating a .csv file to save each report to your computer. Please take some time to look at each report. There is a wealth of information at your fingertips and these reports provide invaluable information to help you reach out and contact your local membership.

At this time, all rosters and membership reports are a snapshot in time and do not hold historical data.

**Training Videos**

TU has compiled a large number of training videos for our Volunteer Leaders covering topics such as

- Volunteer Leadership
- Conservation & Angler Science
- Youth Education
- Fundraising
- Membership & Community Building
- Communications

These can be found at [tu.org/training](http://tu.org/training).
Additional Information

TU general Member Service # 1-800-834-2419 Open 8-7 p.m. Monday - Friday

This number can be used to join/renew, make contributions to TU’s annual campaigns like Embrace-A-Stream and Calendar, track a premium shipment, change contact information, change chapter assignment, lessen membership mail, etc...

Our general Member Service email inbox is trout@tu.org.

If you have any questions, or need clarification on any of the above items, please contact:

Mallory Gay
Director of Membership Services
mgay@tu.org
(703) 284-9424

Jeff Yates
Director of Volunteer Operations
jyates@tu.org
(203)216-7078