CAMRA Membership System - Membership Secretary User Guidelines 2017

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Welcome from Ian Packham, CAMRA Membership Director

CAMRA membership now stands at over 187,000. We have grown by 130,000 members since 2000 – more than doubling in size in the last eight years. Fantastic achievements and a credit to everyone involved in the Campaign.

We continue to set ambitious targets with significant growth over the next three years and while recruitment is a vital element of these plans to grow, we must not forget that Member engagement and service is just as important.

The Membership System is an incredibly important tool to help assist in the engagement of members and a key tool to assist in retention and activation. These guidelines are designed to assist you in using the data we have to help you to engage with your branch members. I hope you find it of use.

Ian Packham

June 2017
Welcome to CAMRA’s Membership System

Want to look up details of a member, amend an email or check a renewal date?

CAMRA’s Membership System is for you. You can quickly find members using the easy to use search function. If you want to create reports for meetings on how many members you have in the branch then Informer, the reporting tool, is there to help. These guidelines will take you through step-by-step how to get the most out of the system.

CAMRA’s online Membership system is made up of two sections, Stratum and Informer, both of which are available to Membership Secretaries. Each system is accessed through one web address and is fully integrated. Stratum provides the search function and Informer the reporting tool. Together they provide a very powerful facility for Membership Secretaries allowing an opportunity to monitor, access and use branch members’ data.

In order to make the best use of the system it is important to understand what the system can do. Please read these guidelines and the supporting documents before using the membership system.

The User Guidelines will take you step-by-step through the system and show you to make the best use of the facilities.

Not on-line? We do appreciate that not everyone has access to a home computer. CAMRA’s Membership Team will still be providing labels and spreadsheets when requested so please feel free to contact us at membership@camra.org.uk or call us on 01727 798440. We have a small but dedicated team so please allow up to five working days for a request to be fulfilled.

If you have a question regarding the system please contact us. We want you get the best out of the system.

Thank you for your time.

John Cottrell
Head of Membership
How to access the system

‘Stratum’ is web based and therefore remotely accessible via the internet.

Please Note: It is advisable to you use Google Chrome, http://www.google.com/chrome, as your browser to use Stratum. It is optimised for this browser. Mozilla Firefox or Safari are recommended alternatives. Using Internet Explorer can result with some technical issues such as failure to download data.

In order to log into the system you need to access the following URL / Web address www.camra.org.uk/staffportal

Log In Page – Figure 1:

Username and Password. These should be the same ones you log in with on the CAMRA Members’ site. If you have never logged into the Members’ area of the website before and require your username and password then please email Membership Services or click here to create a new password.

Can't log in? The system has been tested but if you cannot log in then we want to know so we can make sure you are not without system access for too long. Email or call Membership Services.

If you have forgotten your password you can use the CAMRA website forgotten password to find out what it is. Failing that contact the Membership Services Team.

Once you have logged in you will see a holding page that gives you two choices. Branch Admin Portal and Enter / Amend My Record. If you click on the Branch Admin Portal you will access the first set of search screens. (See Figure 2). If you wish to amend your own record then click on Enter/ Amend My Record.

Top tip for Security: It is advisable that you change your password the first time you log in. Click on Enter/ Amend my Record. Click on Membership Details and then the edit button on Web User ID Portlet.
Search Function

Once you have clicked on Branch Admin Portal you will see the main search screen.

Figure 3 - Main search Screen

Headers:
- **Tabbed Find**: If you are on a record or within Stratum and wish to return to the main search screen. Click on Tabbed Find and it will return you to the above screen.
- **Add Records**: Is a section used by CAMRA HQ to process memberships and is not accessible to Membership Secretaries.
- **Committees**: Allows you to check which committees you are on
- **Report**: Is the link to the reports you can run
- **Logout**: Click on to end your session with Stratum.

Find a Person:

The **Find a Person** section is the first of two facilities open for you to find a member. You can search by name, postcode or membership number. **You can only return results for your branch.**

Once you begin to type the name, postcode or membership number the system will begin to ‘think’ and give you possible results as options. So you can search with incomplete data. It will return results containing those numbers, postcodes or surnames. E.g. If you put in Andy Smith, it could potentially return a set of results that contained Mandy Smithe. As always membership numbers are the quickest and easiest way to find a member.

**Search Tip 1**: If you are searching for a low membership number, do not forget to add the leading zeros to make the number up to a 6 digit number.

**Search Tip 2**: If you cut and paste any data such as a membership number or a postcode into one of the search boxes. You will need to press Ctrl V to paste it. It will not recognise data pasted by right clicking your mouse.

**Search Tip 3**: If you have searched for a ‘Smith’ you may return a large number of results. The results appear as a drop down box below the search box you have entered the details. It shows the first 10 results. You possibly need to refine your search. This is where the next section comes into play.
A result will be returned below the box you have searched in. If it is the correct member record, click on it to bring up the record.

**Search Tip 4:** If you quickly type in a name, postcode or membership number and click on enter you may be jumped straight into advanced search. Wait until a result is returned before clicking return or using the mouse to click on the chosen result.

**Advanced Search**

This facility allows you to ‘build’ a much more detailed search for a member.

As you can see in Figure 4 you can search by several items. The email search is very useful. You can enter as many or as few of the boxes as you wish.

**Note:** You can change the branch you are looking to search but if it is not the branch for which you are the Membership Secretary you will not get any results.

As this is a search function you can ‘build’ it but will not begin to give you results until you click on Find. The results then display at the bottom of the screen. Click on the blue membership number to enter the members’ record.

![Figure 4 - Advanced Search](image)
Member Records

On the Informer System the data held on members is stored in Portlets. These can be opened and closed to allow you to manage how you would like to arrange the data. You have access to ten ‘Portlets’ of data. These allow you to view anything from a member’s name through to their subscription history.

Two of these ‘Portlets’ allow you to edit member’s data including names, telephone numbers and emails. This is to allow you to have more control of the contact you have with your branch members.

You can manage bounce backs and notifications of change of address. You are responsible for these changes. If at any time you are not happy with a request or want clarification on something you must contact CAMRA HQ.

Data Protection Important Notice – See Full Data Protection Guidelines here

This is a live system. If you edit a record this action will be recorded and if found to be in violation of the Data Protection Act the Disciplinary committee will be informed and the Data Controller, John Cottrell Head of Membership Services, with the support of the Chief Executive and National Chairman would request that anyone found to be abusing the system is removed from their Membership Secretary Position with immediate effect.

As you have access to a large amount of data you are responsible for treating that data in accordance with the Data Protection Act 1998. The legislation protects individual personal data. Please ensure you read the brief Data Protection section in this document as well as the more detailed guidelines available online. If you have any questions regarding data protection please email dataprotection@camra.org.uk.

Please ensure you read the Data Protection Documents provided - the CAMRA privacy policy and the Contacting your Members document.

The below guidance is written in relation to the Data Protection Act 1998. New guidance will be drafted once the General Data Protection Regulations come into effect over the next 18 months. CAMRA is a Data Controller and registered with the Information Commissioners Office. The regulatory body assigned by Government to apply the Data Protection Act. It is our legal obligation to ensure any personal data collected and processed by CAMRA is done so fairly and lawfully.

As a Membership Secretary you have access to the personal details of members within your branch.

As such you have been given the authority to use this data in accordance with CAMRA’s privacy policy, see appendix item 1, which provides members, it is publicly available, with a notice of how they can expect their information to be used once provided.

Full details on the Data Protection are available online.

A quick and simple set of guidelines are detailed below.

- Only access member records for a legitimate reason. Do not amend personal details without permission from the individual in question.
- Personal details should only be used in connection with CAMRA business. Either related to the membership, branch or campaigning activity.
• Reports produced using Informer should, where possible, be anonymous. So for a monthly report showing how many members you have you can provide a count. Not a list of members’ details.
• If you are contacting members via email and not using CAMRA’s Communication Tool then always BCC the email addresses.
• Never pass member data to third parties. In this context third parties constitute anyone outside of CAMRA or anyone who does not have a legitimate reason to have access to that data.
• Any lists of members created using the reporting tool should be stored securely, a password protected spreadsheet on a password protected PC is the minimum level of security expected, and should be destroyed after use.
Using the system

The first time you access a record you will be faced with a bare looking screen. This is waiting for you to personalise it.

In order to personalise the record and open the data Portlets please click on the ‘Customise’ button.

Note: There are two icons Personal and Personal 2. These are so you can have 2 different Portlet layouts.

This is more for CAMRA HQ use on projects such as the AGM where we can have one whole screen dedicated to adding personal interests.

Once you have clicked on ‘Customise’- Figure 6 - you will then open up the menu of Portlets for you to choose from.

Click on add and that Portlet will open in the main screen. To add another Portlet you must click ‘Customise’ again and so on.

You can add as many Portlets as you like. Note if you click on Original this will clear the screen.

Once you have all the Portlets you want open you can arrange them on screen, drag and drop them, as you wish.

You can also change the layout of the columns. If you go to “Customise” and then Layout, as below, you can choose how you want your columns laid out. You can either have large Portlets across the whole screen, 1 Column, or have up to 3 smaller columns.

The Portlets themselves are interactive and can be moved, opened, retracted and closed. The display is unique to you and can be set up how you would like it. Once set, it will remain like that with every record you access and every time you log into the system.

You can have all of the Portlets on screen but ‘collapse’ some of them when not in use. Just click on the triangle icon to open or ‘collapse’ some of them.

Click on the arrows to refresh the screen and the cross will remove the Portlet. To add it back you will have to go back into ‘Customise’. Below you can see all of the Portlets as they look when collapsed.
So now you know what the Portlets are, how to move them and set them on screen. I have listed the Portlets below and a brief outline of what information they show.

**Personal Address:**
Personal address is just that. It is the member’s mail name and address. The Invalid address is there for HQ use only. It means we have had something back in the post so we are locking their address until we can ascertain if the address is correct or not.

**Branch:**
This screen shows you which Branch the Member is in. It also lists all of the Branch Committee positions and who holds each position.

Note: If you notice errors in the Branch Committee list then the Branch Chair or Secretary needs to contact CAMRA Branch Support to update the committee list – email Membership@camra.org.uk.

**Joint Members:**
Shows the membership number and name of the joint member. It may at some point in the future become a live link to that record.

**Personal Details:**
This screen shows you their Membership number, membership type and name.

It also shows the Salutation and Date of Birth plus the date the member joined. This is a Portlet you can edit. If you click on edit you will be able to change their name, useful for Typos or changes of surname due to marriage.

You can add a Date of Birth and add a Salutation.
**Posts:**
Here you can see which Branch, Regional or National Posts the member holds.

**Complimentary clubs:**
This lists any of the Complimentary Clubs which a member has joined.

**Contact Details:**
The contact details Portlet allows you to see telephone numbers and emails plus whether or not the member has permitted you to use these details.

You can also see if they have opted out of WB or BEER and indeed if they are listed to receive Branch Mail Outs.

**Telephone and Emails:**
Lists contact telephone numbers and emails.
I would always check the Contact Details screen first but this one allows you to amend / update Members’ emails and telephone addresses.

**Recruitment Source:**
Shows you where a member was recruited.

**Membership:**
This Portlet shows you membership type, join date, renewal date membership number and salutation.

**Summary:**
So you should now be able to log onto the Membership System. Search for a member, amend the record sheet to feature what you want it to, view the Portlets as you like plus understand what information is available about a member. You also have access to amend some data on a member’s record.
How to use the Reports

Informer is the name of the tool we use to create and run reports. Membership Secretaries have access to twelve key reports. Requests for new reports are welcome. There are already plans for Membership Secretaries to have additional reports but currently the twelve, detailed below, will allow you to create spreadsheets of all your members, email lists and much more.

Note: Informer currently does not have a label function.

Therefore, if you wish to create labels you must export an excel spreadsheet and merge it. Instructions are available in the Labels section of this report and two pre set CAMRA templates are available on the Membership Secretary section of the Members’ site.

To access the reports click on ‘Report’. It will automatically log you in to Informer.

Reports Available:

1. Branch - Members in a postcode
2. Branch – Over 60 Members
3. Branch – Your Branch Postcode List
4. Branch Age Range Search
5. Branch Cancelled Member Figures
6. Branch Full Member Details List
7. Branch Member Details No Emails
8. Branch Member Email List
9. Branch Membership Figures
10. Branch Membership Summary
11. Branch Moved Into Branch
12. Branch Invalid Home Address

Each of the reports is based on the same fundamental principle that once you have selected the data you wish to look at you click on the ‘Launch Report’ button.

All reports require that you enter your branch code / name. The system will only return the data for your branch but if a branch name were not selected it would ‘look’ at every branches data and then return only your branch results.

So let’s pick a report and run it from Start to Finish as an example.

Branch Full Members Details List is likely to be the most popular of all the reports.
So click on the ‘Launch Report’ button next to the report’s name.

This will open the report screen for you. Click on ‘data’.

Using Peterborough Branch as the example branch, you can either enter the branch name or the branch code into this selection box as you enter these details a prompt box will drop down. Select your branch from this list.

Note: You can tick the Ignore case box if you enter the code in lower case and click ‘Launch Report’ before the drop down box has appeared.

As you can see in Figure 25 some reports will allow you to select dates for when you would like to select data for. (e.g. the past four weeks) so you can find out the details of your new members. If you leave both date boxes empty it would return all of your current members. The only exception to this is the Cancelled Members Report where it would return all your cancelled members results.

If you select an earliest date and no latest date then you will get your entire branch’s paid up members from the earliest date until the day you run the report. The reverse is true if you enter an end date and no start date. It would return the results of all of the branches current paid up members up to the latest date you set.

Once you are happy to run the report. Click on the ‘Launch Report’ button.
How to use and Export Data:

Once you have chosen the report, selected any parameters such as the start and end date and have clicked on ‘Launch Report’ the data appears at the bottom of the screen. Now what do you do?
Well there are a number of options and it is dependent on what you wish to achieve.

**Branch Full Members Details List** will return a large amount of data that you may want to quickly sort into groups. If for example you wanted to group the members into their Membership Type you can drag the Header Membership Type Desc and let go over the Drag Columns here to group icon.

![Figure 27 - Using the Data](image)

This would then give you the following result. A quick and easy way to look at your data. However, there are different ways to look at your data in Figure 28.

Click on the ‘header’ you would like to group and drag it to the Drag Columns here to group button

![Figure 29 - Grouping Data](image)

**IMPORTANT INFORMATION**

Grouping in the Report Results section is a quick and easy way to sort your data. Always remember that this is your complete set of data. Even if you have grouped your data when you export the data it will export all of the details.

If you exported the data as it appears to the left it would generate, in the case of Peterborough, a 462 page report.

So if you wanted to export the data in the group you should go to Analytics and group the data there.

You are then dealing with the analysis of the data rather than the data itself.
Create a Spreadsheet:

Having run your report and once the results are returned in the top right hand corner of the report screen is the button ‘Export Results’. You may have to scroll across the screen to see it.

Click on ‘Export Results’ button in the top right hand corner.

You then get a choice of ways to export the data. Again you may now need to scroll, this time to the left, to see it. If you wish to create a spreadsheet click on Excel Comma-Separated Values (.csv)

You will then see another pop up screen. Click on Export.

In Google Chrome the report will then appear just above the tool bar at the bottom of your screen, as below.

Click on the icon to open up the spreadsheet. At this point the report needs to be saved so save it to your computer. You have now successfully exported a spreadsheet from the Membership System.
Create an Analytical Report:

Some of the reports available lend themselves to further analysis of the data.

If for example you run the **Branch Full Members Details List** you can do some further analysis of the data to produce some interesting facts for membership reports.

Run the report as normal. Once it returns the data at the bottom of the screen do not export it. Instead click on the ‘Analytics’ tab. As shown in Figure 34.

What this allows you to do is to analyse the data you have just searched for.

This is where you get to look at your branch data in much more depth. You can select and see what this does for you. I will give you an example of what can be done.

For example, to find out the number of men and women are in your branch, tick the **Gender Description** button on the left hand side of the page then the count button at the bottom left and it shows you the number of Members who are male or female.

You may see that some members do not fall into either category. This may be through choice or that they have joined something that is not a human. The Membership Campaign ‘It takes all sorts’ summed it up perfectly. We know we have teddy bears, dogs and some horses as members.

The results of your selection are shown to the right of the analytic tick boxes. Below you can see the number of men and women in the Peterborough branch.

Want to export this into a report? Not a problem! Just click on the ‘Export Results’ button and then choose the Adobe PDF (.pdf) button as in Figure 37. This then allows you to export the report.

You can change the font of the report if you wish as in Figure 38 or just click on ‘Download Now’.

It will appear at the bottom of the screen and again you can save the document.
Charts:

Informer allows you to create some quick and easy reports. Using the example of males and females in the Peterborough branch once you have run the report select ‘Charting’ as shown in Figure 39. If you tick the Gender Description button then you see a bar graph of the results. You can capture this image and use it in a report.

![Figure 39 - Charting](image)

You can choose how you want the data to be displayed. Choose between the different icons, see the icons below the pie chart below, to choose between Bar Graph (Figure 40), Pie Chart (Figure 41) and Line Graph (Figure 42). As you can see the Tewkesbury branch are made up of 77% Male and 23% female.

![Figure 40 - Bar Graph](image)

![Figure 40 - Pie Chart](image)

![Figure 39 - Line Graph](image)

You should now be able to run and analyse the data of the reports available to you.
Reports

Branch Members in a Postcode

This report allows you to select a range of members in a certain postcode. This is useful to allow you to target specific areas within your branch.

To access click ‘launch’

![Launch](image)

Figure 41 - Launch

Then fill in your branch details

![Launch Report](image)

Figure 42 - Launch Report

You need to enter your branch name and then need to select the postcodes you wish to search for then click **Launch Report**.

Once you the data is available you then export or use analyse the data as detailed in the ‘**How to Use and Export data**’ Section.
Branch Over 60 Members

This report will allow you to summarise who is over the age of 60 in your branch. Enter your branch name and then click on ‘Launch Report’. **Note:** Reports such as the below will only return results of members who are still currently members.

Once you have selected your dates and clicked on ‘Launch Report’ and the report has run, a selection of data will appear at the bottom of the screen to show you that the report has been completed.

Once the data is available you then export, use or analyse the data as detailed in the ‘How to Use and Export data’ Section.
Branch – Your Branch Postcode List

This report shows a list of postcodes in your branch.

Once you have selected ‘Data’ then entered your branch name you can click on ‘Launch Report’ to be presented with the below screen.

Once the data is available you then export or use analyse the data as detailed in the ‘How to Use and Export data’ Section.
Branch Age Range Search

This report allows you to select a range of members by their age. This is useful to allow you to target specific age groups.

Once you have clicked on ‘Launch’ you will be presented with the below screen.

You need to enter your branch name and then need to select the ages you wish to search from and to. If you leave one blank it will return all members. Click ‘Launch Report’

Once you the data is available you then export or use analyse the data as detailed in the ‘How to Use and Export data’ Section.
Branch Cancelled Member Figures

This report produces a list of cancelled members. It can be used to select members whose membership has been cancelled in certain periods. For example, all those members who have cancelled in the past four weeks could be sent a letter or email asking them to rejoin.

You must enter your branch name and then choose the dates you wish to search for.

If you leave them blank it will return all of the members’ details who have cancelled on their record. Included in the data is a reason code for cancelling. You can only contact members with Lapsed as their reason for cancellation.

I would advise that you sort the data into Lapsed Date order so you can see when members lapsed.

Once the data is available you then export, use or analyse the data as detailed in the ‘How to Use and Export data’ Section.
Branch Full Member Details List

This report produces a full list of your Branch Members. It can be used to select Members joining from certain periods. For example all those members joining in the past four weeks so you can send them a welcome email or letter.

Once you have clicked on ‘Launch Report’ you will be presented with the below screen.

You must enter your branch name and select if from the list.

You can then select dates of data you would like to see. If you select ‘Launch Report’ report with the date boxes empty the results returned will include all current members. If you wish to select a specific time period where members had joined then enter the dates as required. In the screen shot below you can see that the results would include all of the members joining in 2009.

Note: Reports such as the below will only return results of members who are still currently members.

Once you have selected your dates and clicked on ‘Launch Report’ and the report has run a selection of data will appear at the bottom of the screen to show you that the report has been completed.

Once the data is available you then export, use or analyse the data as detailed in the ‘How to Use and Export data’ Section.
Branch Member Details No Emails

This report allows you to run a list of all members who do not have an email address logged against their account. It is useful to create labels to mail these members but also to try to find out their email addresses and ask the Membership Team to update the system with these.

Once you have selected your dates and clicked on ‘Launch Report’ and the report has run, a selection of data will appear at the bottom of the screen to show you that the report has been completed.

Once the data is available you then export, use or analyse the data as detailed in the ‘How to Use and Export data’ Section.
Branch Member Email List

This report provides you with a full list of members and email addresses. The report only returns members email addresses who have given permission for their email to be used.

Once you have clicked on ‘Launch Report’ you will be presented with the below screen.

If you select ‘Launch Report’ with the date boxes empty the results returned will include all current members. If you wish to select a specific time period where members have joined then enter the dates as required. In the screen shot below you can see that the results would include all of the members joining in 2009.

Note: Reports such as the below will only return results of members who are still currently members.

Once you have selected your dates and clicked on ‘Launch Report’ and the report has run, a selection of data will appear at the bottom of the screen to show you that the report has been completed.

Once the data is available you then export, use or analyse the data as detailed in the ‘How to Use and Export data’ Section.
Branch Membership Figures

This report allows you to quickly view your branch membership figures. Enter the branch name and click on ‘Launch Report’.

As you can see in the example below for Peterborough branch there is a Group called Membership Type Desc already set on this report. This will automatically group the different membership types to give you figures on how many of each type of membership class are within your branch. See image to the right. You can deselect this grouping if you want by clicking on the red dot.

To then look at the data go to analytics and group your data there.
Branch Membership Summary

This report will allow you to summarise your branch membership into membership and payment type. Enter your branch name and then click on ‘Launch Report’.

Once the results have returned you can go to analytics and analyse the data. See ‘How to use and Export Data’ section.

You can quickly and easily create reports or charts like the below one showing the percentage of joint members, excluding joint non-payers, paying by Direct Debit in the Peterborough branch.
Branch Moved Into Branch

This report will allow you to summarise who has moved into your branch. Enter your branch name and then click on ‘Launch Report’.

If you select ‘Launch Report’ with the date boxes empty the results returned will include all current members. If you wish to select a specific time period where members have joined then enter the dates as required.

In the screen shot below you can see that the results would include all of the members joining in between 01/01/2016 and 11/11/2016.

**Note:** Reports such as the below will only return results of members who are still currently members.

Once you have selected your dates and clicked on ‘Launch Report’ and the report has run, a selection of data will appear at the bottom of the screen to show you that the report has been completed.

Once the results have returned you can go to analytics and analyse the data. See ‘How to use and Export Data’ section.
Branch Invalid Home Address

A report showing which members in your branch have an invalid postal address. We often have mail returned by the Post Office because members move away and forget to tell us.

Sometimes post is returned because the Post Office is unable to deliver it so please let the Membership Team know if you find an address has been incorrectly marked as invalid or if someone gives you details of their new address.

Once you have clicked on ‘Launch’ you will be presented with the below screen. Enter the branch name and click ‘Launch Report’ to return addresses.

Once the results have returned you can go to analytics and analyse the data. See ‘How to use and Export Data’ section.
Labels

Informer currently does not generate labels. So you must generate these yourself using a word template and an excel spreadsheet to create a mail merge. Mail Merges are reasonably sensible and instructions on how to undertake them are on the help screens of the Word and Excel.

Two label templates are available to download from the Membership Secretary Area. These are designed to Mail Merge with reports exported from the Branch Full Members List and give you a choice of the way your labels are presented.

I am aware quite a few of you are happy to set up your own label templates but the three below choices will help some of you to set up labels.

What do you need to do?

Once you have run the report and exported it you have a couple of things you need to do.

Clean the Data:
If a member has opted out of being contacted other than to be sent their WB and BEER then there will be an N in the OPT Mail Column. If you sort the column A to Z you can then delete these members from the mail-out.

Select Column  Click on A to Z filter.  Expand the selection and click sort

Now you have a choice to make. How do you want the data in the label to look?

Two choices –
1. Individual First Name Surname Labels

These will create labels for all members with the Title, Forename and Surname.

2. Joint Mailname Labels

These Labels will create a joint mail name set of labels so you can write to both members at the same time.
IMPORTANT NOTE

In order to create these labels without duplication you will need to remove the Joint Non Payer Members. So when you have exported the data select the Membership Type Desc column and sort A to Z. You will then need to go through the column and remove all of the –Non Payers. This will take a minute or so but will mean your data can merge cleanly.

When you open the Labels template you may get the below pop up box. Click ‘No’.

Once the template is open you then need to select the spreadsheet and merge the data. There are slight variations in the different platforms on how to do this so it is easier if you are not familiar with this process to use the help function.

The Membership Team will still provide labels on request and will send out sets of monthly labels to Membership Secretaries.
Thank you for your time.

John Cottrell
Head of Membership
Email: john.cottrell@camra.org.uk

**Membership Services:**
John Cottrell: Head of Membership
Jill Burder: Membership Change Manager
Gary Fowler: Membership Manager
Mathew Holland: Membership Officer
Ayesha Vekaria: Membership Officer
Caroline Clerembaux: Membership Officer
Sarah Hall: Membership Officer
Nicky Shipp: Reception & Membership Administration Officer

**Contact details:**
Tel: 01727 798440
Renewals: 0845 0727807
Email: membership@camra.org.uk
Forward opt out emails to: emailoptout@camra.org.uk
Useful information

Other systems are available to help branches you should be aware of:

- Month Start: Each month a member of Membership staff sends out a set of labels for all new members, lapsed members and branch moved into labels. Plus a series of reports.

- Comms tool: Want to email your members en mass? CAMRA has a dedicated Communication tool to help you do this.

- Branch Committee management: Branch Chairmen and Secretaries have access to an online facility that enables them to add or remove Branch Committee positions. This is accessed via the Branch Chair / Secretaries personal details section of the National website.