

Member Service

by Laura Loschke

MyHerd's Member Statements and Notices

Remember *MyHerd.org* users do not receive mailed monthly statements and member service fee renewal notices from the American Hereford Association (AHA). Members enrolled in MyHerd get those items delivered to the primary email on file with their membership. The AHA implemented this policy with the launch of MyHerd in the fall of 2014.

This strategy annually saves the AHA more than \$20,000 in postage alone and makes things more efficient for the AHA and members alike. It is one of many areas AHA creates operational efficiencies, which in turn has allowed the Association to minimize fee increases over the last two decades.

Printing records

If you need a hard copy of packing slips or monthly statements, they can be printed from MyHerd. Hover over the "Jobs & Reports" menu, and then select "View Reports & CSVs." On the next screen, select "Accounting" from the dropdown menu. This will take you to a screen showing all your packing slips and monthly statements. You can click any of them to download and print.



MyHerd users can check the status of their membership and service fees through the "Member Details" tab.

Checking member status

MyHerd users can check the status of their membership and any linked accounts by logging into *MyHerd.org*. Hover over the "Member Details" tab, and then select "Member Dues & Service Fees." From this screen you can renew any dues or member service fees needed.

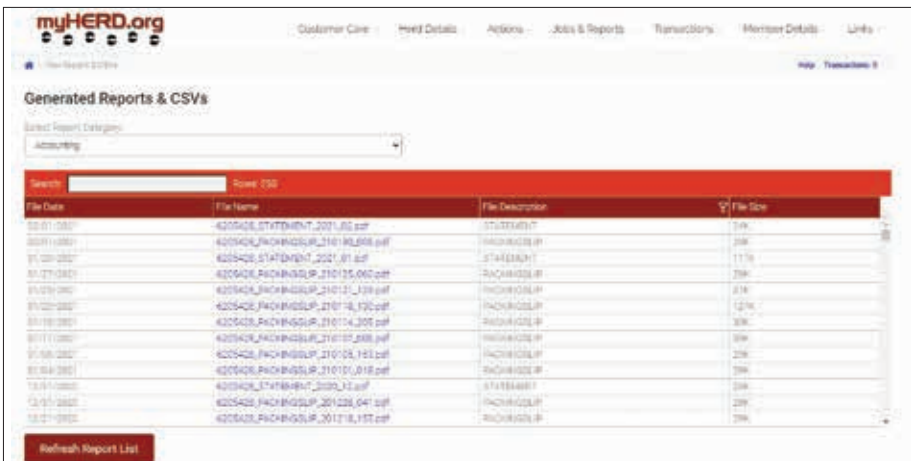
Simply click on the line of the membership you want to renew, so the whole line is highlighted blue. If the highlighted membership needs renewed and the service fee needs billed, the two buttons below the list ("Renew Membership" and "Bill Service Fee") will become clickable. The button(s) will only become clickable if the highlighted membership needs that particular task.

You can also tell if the membership needs to be renewed

or the service fee needs to be billed by the columns shown on this screen. The column titled "Service Fee" will read "Billed" if the service fee for that member has been billed. If the column reads "Unbilled," the service fee for this member still needs to be billed. The column titled "Renewal Needed" will show a "Y" if the membership for that member needs to be renewed. If the membership does not need to be renewed, the "Renewal Needed" column will be blank for that member.

Having trouble navigating through MyHerd? Contact AHA Customer Service at 816-842-3757. To sign up for MyHerd, email your member number to myherd@hereford.org. **HW**

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You can download and print any statement or packing slip by accessing it through your MyHerd account.