

# eCommerce Enhancements August 2020 – All Regions

## For Internal and External Use

### Chapter Membership Auto Renewal Changes

- Similar to a PMI Membership, when you complete a Chapter Membership purchase, your Chapter Membership will now be automatically opted-in for auto renew.
- If you are a current PMI Member (and enrolled in auto renew), and you complete a purchase for a new Chapter Membership, then the Chapter Membership will automatically be enrolled in auto renew.
- Your Chapter Membership will move onto the same cycle as your existing PMI Membership renewal cycle.
- If you wish to opt out of the Chapter auto renewal post-purchase, you must opt out in your *myPMI* profile. Please be advised that opting out of Chapter Membership auto renew will cancel auto renew for Chapter Membership only.
- Opting out of auto renew for PMI Membership will cancel auto renew for **both** your Chapter Membership and PMI Membership.
- Please note that Student and Retiree PMI Memberships require manual renewal. Auto renew is not an option.
- If you opt-out of auto renew for your PMI Membership and later return to renew manually, the system should NOT automatically opt you in for auto renew going forward. You will not be required to save your payment details to complete checkout.
- Existing Chapter Memberships and PMI Memberships will continue to auto renew in USD only (until December 2020).

### Chapter Membership Auto Renewal FAQs

- **Am I able to complete a purchase without opting in for auto renew?** No, you may not complete your purchase without opting in. If you wish to opt out of the auto renew, you may do so in your *myPMI* profile after purchase.
- **Am I able to opt out of the auto renew after purchase?** Yes, you may opt out at any point after your purchase is complete. You can navigate to your *myPMI* profile and cancel the auto renew for both Chapter and PMI Membership.
- **Can I opt out of Chapter Membership auto renewal but stay opted in for PMI Membership auto renewal?** Yes, in your *myPMI* profile you can cancel auto renew for Chapter and keep PMI Membership auto renew. However, if you opt out of PMI Membership auto renew, it will automatically opt you out of Chapter Membership auto renew.

## Chapter Membership Purchase Restrictions

To prevent a customer from buying a Chapter Membership twice or purchasing a Chapter Membership for an undesired short duration, there are new rules to restrict Chapter Membership purchases and improve the Chapter Membership experience.

- When you attempt to purchase or renew a Chapter Membership you will be restricted from purchasing/renewing a Chapter Membership if you do not hold an active PMI Membership and/or do not have a Membership product in your Cart.
- If you are a PMI Member who is eligible for renewal (i.e. in last 3 months of your current membership), you must have a PMI Membership renewal product in the Cart in order to purchase any Chapter Membership.
- If you purchase a Chapter Membership after purchasing a PMI Membership, its renewal cycle will automatically align to the PMI Membership auto renewal cycle.

### Chapter Membership Purchase Restrictions FAQs

- **I already am a member of Chapter A. Why am I not able to purchase a Chapter Membership for Chapter B?** In order to purchase a Chapter Membership, you must be a PMI Member concurrently. If you are within the renewal period for your PMI Membership, which is the last 3 months of the term, you need to renew your PMI Membership or have a PMI Membership product in the Cart to be able to purchase a new Chapter Membership.
- **Why am I being prevented from renewing my Chapter Membership?** It may be too early to renew your Chapter Membership. The renewal period for your Chapter Membership is during the last 3 months of the membership term. If this is the case, since you are a current member of the Chapter, you may not renew the Chapter Membership until your eligible renewal period.
- **Why did I lose the contents of Cart when I removed a PMI Membership product?** If your Cart had both a PMI Membership and a Chapter Membership and you removed the PMI Membership, your Cart may have cleared if you are in the renewal period for your PMI Membership (i.e. within the last 3 months) and are thus not eligible to purchase a Chapter Membership unless you also have a PMI Membership renewal product in your cart.