

## **Handling of NERA members' journal subscriptions/external customer registry**

CS = Customer Service at Universitetsforlaget (Edith Dombek)

JE = Journals Editor at Universitetsforlaget (Sarah Salameh)

### **Billing and updating of the membership registry**

1. CS communicates directly with NERA about the updating of the NERA membership registry. The contact person is the president of NERA.
2. CS bills members and updates the membership registry.
3. The membership fee is transferred to NERA (treasurer) on May 15 and November 15. CS is responsible for this and informs the JE when it is done. NERA's bank account number is 1645 14 11849.
4. CS transfers the membership registry electronically to NERA on May 15 and November 15, and upon request.
5. As soon as possible after the NERA conference, the host of the conference transfers the list of new members (who registered when signing up for the conference) to CS. CS registers new members in the membership registry. CS informs the conference host regarding how much the host owes Universitetsforlaget and makes sure the money is transferred to Universitetsforlaget's account.
6. The president of NERA is responsible for sending a list of new board members to the JE immediately after every board meeting.
7. CS is responsible for transferring the membership fee to NERA.

06.09.2016   Frauke Becher  
                  Edith Dombek