

# CUES Membership



## Renewal Tip Sheet

Here's what you need to know about CUES Membership renewals.

CUES Memberships are active from January 1 to December 31.

### 2025 Renewals Timeline

Note: Once we've received your payment, renewal reminders will stop.

#### SEPTEMBER

Your Accounts Payable team receives initial renewal notice.

**Resource:**  
[Downloading and Paying Invoices Online](#)

#### OCTOBER

All members receive an email reminder about the benefits of keeping your CUES membership.

Second renewal notices are mailed to:

- CEO, for Unlimited and Unlimited+ members
- Member, for individual staff members
- Board Liaison, for individual board members

#### DECEMBER

Third renewal notices are mailed to Accounts Payable.

**Resource:**  
[Admin/Trainer Member Help Center](#)

#### JANUARY

Final renewal notices are mailed to:

- Accounts Payable, for Unlimited and Unlimited+ members
- Member, for individual staff members
- Board Liaison, for individual board members

#### FEBRUARY

Membership cutoff 2/3/25

**Need help?**  
Contact CUES Member Services at [cues@cues.org](mailto:cues@cues.org).



## Accessing Your Renewal Invoice

Admins can download and pay renewal invoices as soon as they are available in September from their admin features on cues.org. Please refer to the guide [Downloading and Paying Invoices Online](#) in the [Admin/Trainer Member Help Center](#).

## Paying Renewal Invoices

- Make checks payable to CUES and mail to PO Box 14167, Madison, WI 53708
- You can make credit card payments on cues.org. Please refer to the guide [Downloading and Paying Invoices Online](#) in the [Admin/Trainer Member Help Center](#).

## Managing the Membership

Admins can manage their membership year-round via the admin features or by requesting their current member list from CUES to update.

### Managing the membership online

Refer to the guides listed below from the [Admin/Trainer Member Help Center](#).

- [Creating a New Account](#) – use this guide to create a brand-new account (this is not add to the membership, see step below.)
- [Adding Members to an Unlimited/Unlimited+ Membership](#) – once an account has been created, use this guide to activate their membership. This will send a CUES welcome email to those added to the membership.
- [Updating an Account](#) – use this guide for updates such as title, email, etc.
- [Removing an Account](#) – use this guide to remove anyone who is no longer with the credit union.

*“...I’ve seen the difference in the impact that the interchange of ideas and the stimulation of thought that CUES provides really goes a long way to helping us develop our professional staff.”*

— Dan McGowan, President & CEO  
Pioneer Appalachia FCU

### Need help or have questions?

Email: [cues@cues.org](mailto:cues@cues.org)

Phone: US: 608.271.2664 or  
800.252.2664, opt. 2

Canada: 604.347.7097

