



Membership Notice December 2023



**COPA IS
GETTING A
NEW LOOK!**

Notice of new
Membership
Management
System

New Membership Management System Notice



Our dear members,

As was announced earlier in December, COPA will be making a move to a new Member Management System (MMS) powered by "Glue Up". This notice is to provide members with details of this transition, to answer some main questions about this change, and to allow you, our members, to prepare for this change.

Please read this information carefully as there will be some changes to how memberships will be processed. Even if your membership is not renewing soon, the new system will be connecting with you to update your membership information to ensure COPA has the latest information for you and your membership.

The new system will bring a host of new features for members and the first step is to get all membership information transferred between systems. Once the new system is online, members will have more self-serve options for their memberships and, as new features are introduced, all members will get access to new subscriptions, online communities, events, and much more. Members will also get mobile access to their accounts, news, bulletins, social channels and more. Finally, a new website will be launched which will integrate more seamlessly with the membership system and bring a smoother user experience for everyone.

We thank you in advance for your assistance and support throughout this transition, and we hope that the efficiency this new system will bring will translate to a better member experience for everyone!

Best regards,

The team at COPA





TRANSITION TIMELINE

**Dec. 21
2023**

LAST DAY FOR MEMBERSHIP RENEWALS IN 2023

At the close of business at 17:00 EST the old member system will be taken offline to members so no member renewals or changes to member information can be made until the new system is put online on January 2, 2024.

Any members who are due to renew memberships between December 22, 2023 and January 2nd, 2024 will have their membership extended through January 15th to allow time to renew once the new system is online.

**Dec. 22
2023**

EXISTING SYSTEM WILL GO OFFLINE

Current member system will be taken offline to allow transition of data between systems.

No updates to member profiles including new memberships and membership renewals will be possible until the new system is put in place.

**Dec.
27-29
2023**

TRANSITION OF MEMBER DATA INTO NEW SYSTEM

Membership data will be loaded into the new system.

The new system may send you email notices regarding your new membership access. These notices will come from "no-reply@glueup.com". Please ensure to check your spam folder for those notices.

If you receive one of these notices it is **NOT SPAM** and it is OK to login to the system and view or update your personal information if desired. Alternatively, you can wait until after January 2nd to login when the new system is fully live.

You will not be able to renew memberships during the freeze period so if you need to renew, please wait until after January 2nd to login.

**Jan. 02
2024**

NEW SYSTEM OFFICIALLY ACTIVATED

Members will be able to login to view or update personal information or renew memberships.

Membership access e-mails from Glue Up will include further instructions on how to access the new system to update your membership information there.



GENERAL TRANSITION NOTES

- All system emails to users will come from “Canadian Owners & Pilots Association (COPI) no-reply@glueup.com”. This is **NOT SPAM**, so please ensure your email settings are set to allow these notices.
- While significant preparation has been done to prepare for this transition to occur smoothly, it is possible there may be some instances where account information may not be transferred accurately. It will be important for you to login and confirm your membership account information is correct so you can continue to access your account and benefits.



SYSTEM TRANSITION NOTES

- All old system data will be backed up and retained for reference in accordance with legal requirements and/or for membership records.
- The new system will depend on your email address as your primary key to access the system and your membership account.
- If you do not have a valid email currently on file, COPA will be sending a letter to the home address on file with information on how to access your membership account.
- Once your membership has been transferred and activated, you will get an email welcoming you to the new system. This email will include a link to access your membership account.
- If you have a Corporate or Family membership, the primary contact and anyone else on the membership with a unique email will receive a system-generated email to access the account.
 - Account members who do not have unique email addresses on file will need to contact COPA with their membership number and email address to set their email in the system.
 - Once the primary contact has activated their membership in the new system, they will also be able to make changes to additional members on their account.
- If you have a family membership, you will access your membership through the corporate section of the system. This stream allows multiple members on one account.



SYSTEM TRANSITION NOTES

- Once you receive an invite to the new system:
 - Please setup and log into your account to verify and update your personal information. Data has been modified to allow the clean migration of information to the new system. The data has been checked but some errors may still have been made during the migration process.
 - Special Warning: on first login, you will be able to change or add personal information. Once ANY information is changed and saved, your primary email will become locked and you may also not have edit access to additional information fields in the future. Please complete all changes you need on your contact form before saving your information for the first time.
 - Special Warning: your current email on file will be your primary key to the new system. If ANY changes have been saved on your account, the primary email is set and locked.
 - If you wish to change this primary email you will need to call COPA for a system administrator to manually reset this.
 - You may add a secondary email to your file, but this will only be used as backup for communications should messages to your primary email ever fail.
 - When you log into the new system, you will be assigned a new membership number.
 - This membership number is unique to the “Glue Up” system to manage users.
 - This number will be different than your legacy COPA member number, but does not replace the legacy number for existing members.



SYSTEM TRANSITION NOTES

- You will still be able to see your existing COPA membership number in the system and use it in communications with COPA.
- If you prefer to use the new number that is OK as well.
- Your permanent membership card is still valid as long as your membership remains current. You will also have access to a new digital membership card through the new system and through the mobile app.
- Your primary membership history has been migrated to the new system so any long-term member benefits and recognitions will be carried forward as they were as of the time of transition.
- With the new system, COPA wishes to collect ongoing member demographic information to better understand and serve our membership base. Please fill out as much of your member profile as you can and feel comfortable with.
- With new self-serve options coming, it will be easier than ever to keep your member profile up to date. Please consider updating all your information on file at least once a year.
- COPA will never share personal information to any other parties.
- For mobile access to your COPA membership services, you can download the “My Glue from Glue Up” mobile app for Android or iOS. Enter your account info and you can access your member information and new COPA services directly from your phone.
- A guide with basic notes on using the system is being completed and will be available when the system goes live in January.
- If you have an active membership and do not receive an email invite to the new system by January 15th, 2024, please call the COPA office at 613-236-4901 for us to investigate.



MEMBERSHIP NOTES

In accordance with COPA Bylaws Section 3:

- “..there shall be one (1) class of Members in the Corporation.”
- Membership in the Corporation shall be available to individuals and corporations and memberships may be further divided into subcategories of membership.
- If not an individual, COPA must be advised of the name of the individual designated to act as delegate to vote on the membership. Voting privileges shall generally be exercised by the Principle/Owner of the Membership or a designate.
- To realign membership practices changes to membership subcategories will be simplified with the new system.

Membership types/subcategories will be:

- Regular Memberships (Includes International Members)
 - Annual
 - Monthly
- Student Memberships
- Family Memberships (Includes International Members)
- Corporate Memberships
- Lifetime Memberships



MEMBERSHIP NOTES

- In the new system membership terms will be changing to 1-year or ongoing monthly membership only.
 - For members who previously had 3-year memberships, your expiry date will remain unchanged from your current membership.
 - Special Note: when validating transaction data for the new system, it was observed there were some instances where the old system had automatically renewed some memberships twice in some years. Where this error occurred, member accounts have been updated to reflect the actual expiry based on the total amount paid to COPA. If you have a concern over the term of your membership, please contact the COPA office.
- The new system will provide an auto-renewal option for annual memberships for members who wish to ensure their membership remains current beyond one year. This option will require a valid credit card number on the member file so payments can be automated on the renewal date.
 - Special Note: with the implementation of the new system, a new payment gateway will also be introduced. For security reasons, we are unable to migrate existing auto-renewal information between financial systems. For members who currently have credit cards on file, the system will notify you when your membership renewal is upcoming. You will need to log onto the new system when you are notified and enter your credit card details for your first renewal. At that time, you will have the option to select the auto-renewal option for future renewals.



MEMBERSHIP NOTES

- Monthly memberships will require autorenewal with a valid credit card number on the member file.
- Requirements for lifetime memberships will be changing, so new lifetime memberships will be unavailable for the near future. Revised terms for lifetime memberships will be announced in the upcoming months.

COPA wants to thank our members in advance for your assistance with this transition. The new system will bring efficiency and cost savings to the association, and we believe it will allow members to better connect with the Association and fellow members while also bringing a much improved user experience when using the system.



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