AHRI Membership FAQs

MEMBERS - FREQUENTLY ASKED QUESTIONS

AHRI
we make life better®

1. How do I contact AHRI member services?

To contact AHRI Member Services, please submit a ticket via the "AHRI Support" widget at the top right-hand corner of our website. When selecting a Product/Service, please select the "AHRI Membership/Company Profile/ Individual Profile" option and follow the remaining menu choices indicating your need. The ticketing system ensures that your questions and requests are directed to the proper AHRI staff and answered in a timely manner.

2. What are the dues and reporting deadlines?

1. **Membership Dues:** Dues covering the upcoming year are billed in December and due by January 31st
2. **Annual Sales Volume Report:** Submission is open throughout the month of July

3. How do I update my company profile/contact roster?

Members are expected to inform AHRI Member Services of relevant company and personnel changes (e.g. company name changes, company mergers/splits that affect your AHRI membership, corporate and personnel contact information changes, addition, or removal of personnel from your organization). Please report such occurrences via the AHRI Support ticketing system.

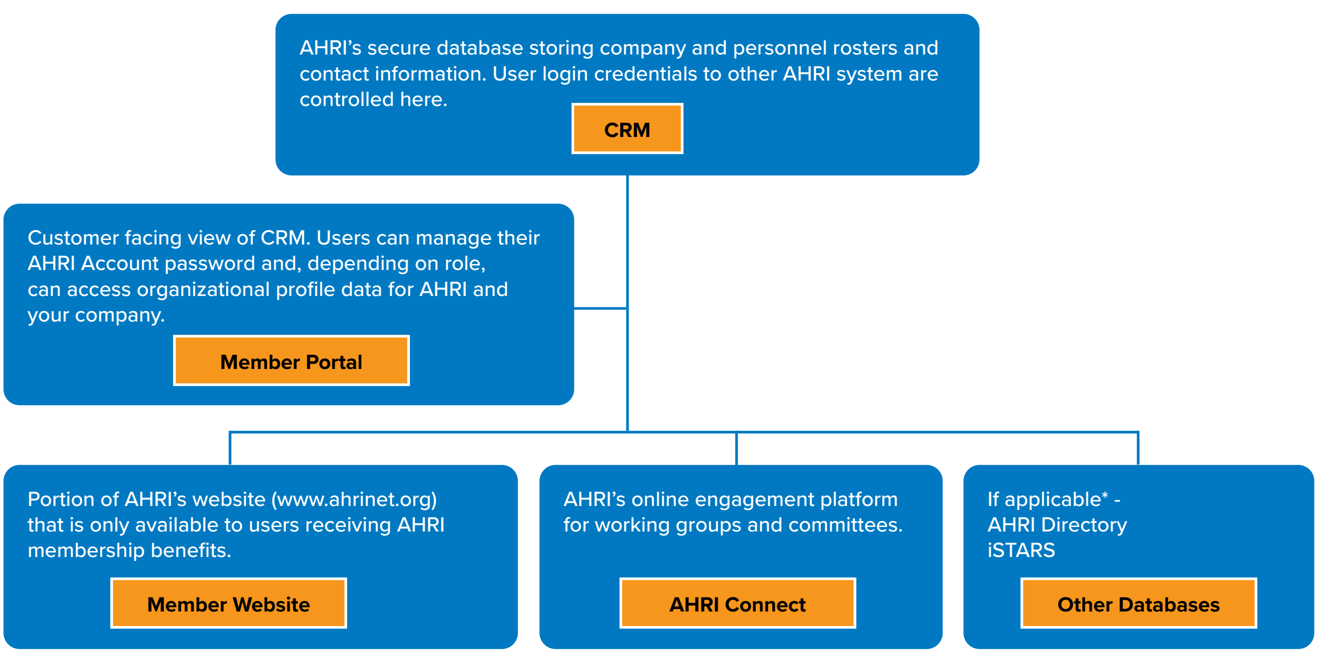
4. What are the membership contact roles?

A list of required contact roles and definitions, as well as guidelines for managing your AHRI organizational profile can be found here.

5. What are member profiles/user profiles and login credentials?

AHRI members have company profiles that are managed within AHRI's CRM database. Individuals requiring access to member resources, such as AHRI's Member Website and AHRI Connect, have unique user profiles that are listed/linked under the corresponding member company profile(s). An individual can only have one unique email address associated with their user profile, which operates as their personal login for our online platforms.

Below is a basic infographic illustrating user login credentials provide universal* access.



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