Membership Hold

PUT MEMBERSHIP ON HOLD

1. Find member
2. Click "Activities"
3. Click on the row of the currently active membership
4. Click "Recurring Billing"
5. Click the hold check box and enter the date range
   - Holds should begin on the member's bill date (1st, 15th, etc) and end on the last day of a billing cycle.
6. Enter hold dates and reason in comments section for additional reference
7. Click "Save"
8. Verify hold on Profile screen

SHORTEN or EXTEND HOLD

1. Find member
2. Click "Activities"
3. Click on the row of the currently active membership
4. Click "Recurring Billing"
5. Edit date range. Make sure end date is on the last day of a billing cycle
6. Click "Save"
7. Verify changes on profile screen

REMOVE HOLD

Note: A hold only needs to be removed if a member decides not to hold their membership. Expiring holds will be removed automatically after the end date.

1. Find member
2. Click "Activities"
3. Click on the row of the currently active membership
4. Click "Recurring Billing"
5. Uncheck hold check box
6. Click "Save"