

Reinstating a membership

If a customer's DD has been returned after the collection and the charge is now in the basket for payment, pay off the amount through FOH, then complete a reinstatement form.

- Re-enter the bank account detail on the customer's account
- To prevent an upgrade amount being added to the account – remove the terminate date

The screenshot displays the Legend LMS Agreement Management interface. The 'Agreement Information' section shows the following details:

Field	Value
Start Date	14/09/2021
Obligation Date	13/11/2021
Renewal Date	13/11/2021
Last Use Date	31/05/2022
Remain Contract	£-131.60
Total Contract	£48.80

The 'Payment Information' section shows:

Field	Value
First Payment	01/10/2021
Next Payment	01/06/2022
Final Payment	
Payment Cycle	Monthly
Payment Type	Direct Debit

The 'Termination' section shows:

Field	Value
Termination Date	31/05/2022
Auto Agreement Change Discard	<input type="checkbox"/>
Reason	DD Return Advice

A red box highlights the 'Next Payment' date field, and a red circle highlights the 'Termination Date' field. A large black arrow points from the 'Next Payment' field to the 'Termination Date' field.

- Once this has been completed –in Membership Management and check that there is 'forward billing' for the following month.
- Check the next payment date is also for the 1st of the next month

REINSTATED/AMENDED DIRECT DEBIT FORM

Membership No.	Title	Forename	Surname
Reinstated Membership – PLEASE TICK APPROPRIATE BOX and Enter Price Previously Paid			
Family AIC	£	Single Fitness	£
Single AIC	£	Single Swim	£
Family Swim	£	Corporate	£
Staff	£	* Frozen	£
*If reinstating an original DD Sub which has been frozen – please tick both DD Boxes			
Outstanding Amounts Paid			£
Customer Signature:			
Staff Signature:		Processed Date / /	