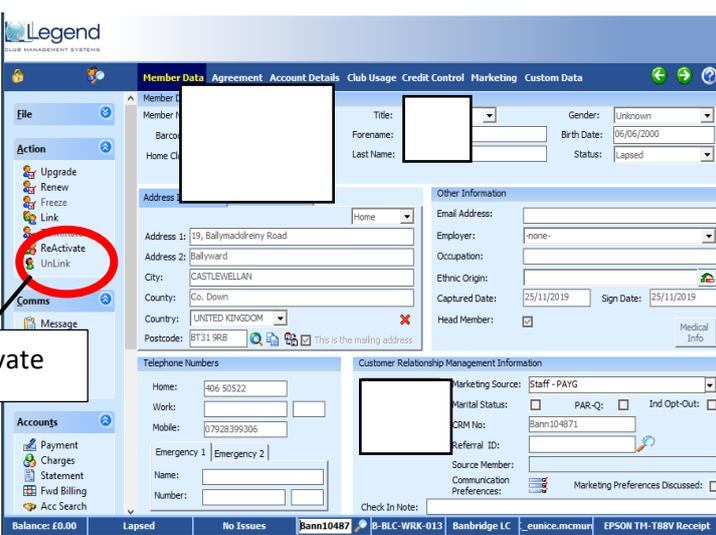


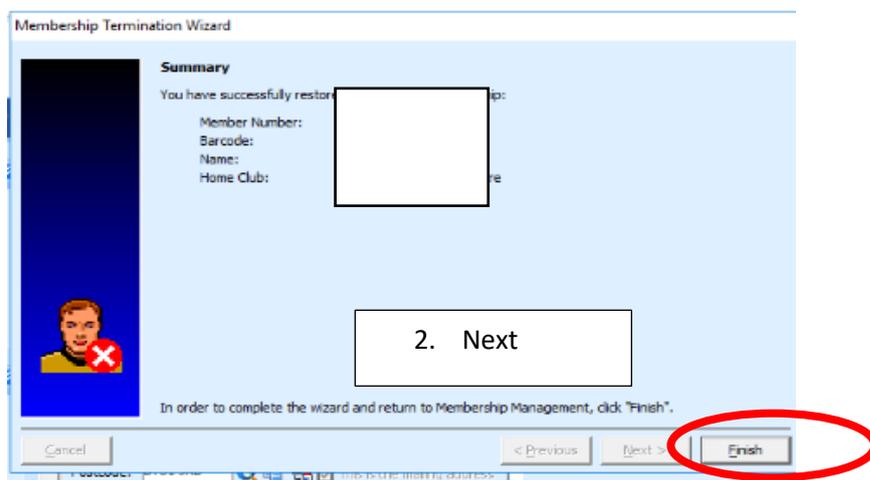
## Reactivating a membership that has lapsed:

This is a **2 step** process – and it is imperative that both steps are completed – just ‘reactivating’ a previous lapsed membership is not enough!!

- **Step 1** In Membership Management look up the customer in question, once you have their details up select ‘Reactivate’ as below and follow the wizard prompt:



The screenshot shows the Legend Club Management System interface. The 'Action' menu on the left is open, and the 'Reactivate' option is highlighted with a red circle. A callout box with the text '1. Reactivate' has an arrow pointing to the 'Reactivate' button. The main window displays member details for a customer with a lapsed status. The status is shown as 'Lapsed' in the bottom right corner of the main window.



The screenshot shows the Membership Termination Wizard. The 'Summary' section displays the following information: Member Number, Barcode, Name, and Home Club. A callout box with the text '2. Next' has an arrow pointing to the 'Next >' button. The 'Finish' button is highlighted with a red circle. A callout box with the text '3. Finish' has an arrow pointing to the 'Finish' button. The wizard prompts the user to click 'Finish' to complete the process and return to Membership Management.

3. Finish

- **Step 2** Once you have completed the wizard to 'Reactivate' you then go to 'Upgrade' in Membership Management – follow the wizard to select the appropriate membership, be it PAYG, Single All Sites
- If it is to restart a previous lapsed Direct Debit you **MUST**, 'create new' and reenter the Bank Account details – if you don't, it may reactivate the membership but not collect monies in the first or ongoing collections.

Once this has been

The screenshot shows the Legend Club Management System interface. The 'Member Data' tab is active, and the 'Action' menu is open, highlighting 'Upgrade'. The main form displays member details for a lapsed member, including address (19, Ballymacklireiny Road, Castlewellan, Co. Down), telephone numbers, and customer relationship management information. A status bar at the bottom shows 'Balance: £0.00', 'Lapsed', 'No Issues', and 'Bann10487'.

completed – and as a final check go into 'Forward Billing' in Membership Management and check that there is forward billing. If you have followed all these steps and there is no forward billing you may need to delete the termination date under the 'Agreement' tab – see below:

Legend CLUB MANAGEMENT SYSTEMS

Member Data Agreement Account Details Club Usage Credit Control Marketing Custom Data

Corporate Sponsors Exit

Action: Upgrade, Renew, Freeze, Link, Terminate, ReActivate, UnLink

Comms: Message, Events, Note, Document, Email

Accounts: Payment, Charges, Statement, Fwd Billing

Agreement Detail: BANN1001242 Corporate - Standard DD, BANN1001242 Family - Concession DD, BANN1001242 Corporate - Standard DD

Price Description: Standard DD

Notes

Agreement Information:
 

Start Date: 31/10/2021	Obligation Date: 31/12/2022
Renewal Date: 31/12/2022	Last Use Date: 22/02/2022
Remain Contract: £299.00	Total Contract: £345.00

Fees:
 

Joining: £0.00	Periodic Payment: £23.00
1st Payment: £0.00	Renewal: £0.00
In Hand Fees: £0.00	In Hand (To Use): 0

Payment Information:
 

First Payment: 10/04/2019	Next Payment: 01/03/2022	Final Payment: 01/10/2022
Payment Cycle: Monthly	Payment Type: Direct Debit	
MCD Day: 1st of Month	Autobill: <input checked="" type="checkbox"/>	Fixed Price: <input type="checkbox"/>
	Exclude Rise: <input type="checkbox"/>	

Sales Commission: Sales Person: Alison Boal: ABC\_Alison.Boal

Count Down: 0, Amenity: 0

Contract Dates: Signed Date: 25/10/2021

Termination: Date: 22/02/2022, Auto Agreement Change Disabled:

Reason: Other reason

Balance: £0.00 | Lapsed | No Issues | BANN10012 | B-BLC-WRK-003 | Banbridge LC | abc\_alison.boal | PullPrint on ABC-SVR-50

**\*\*There should be no termination date in against an active member.\*\***