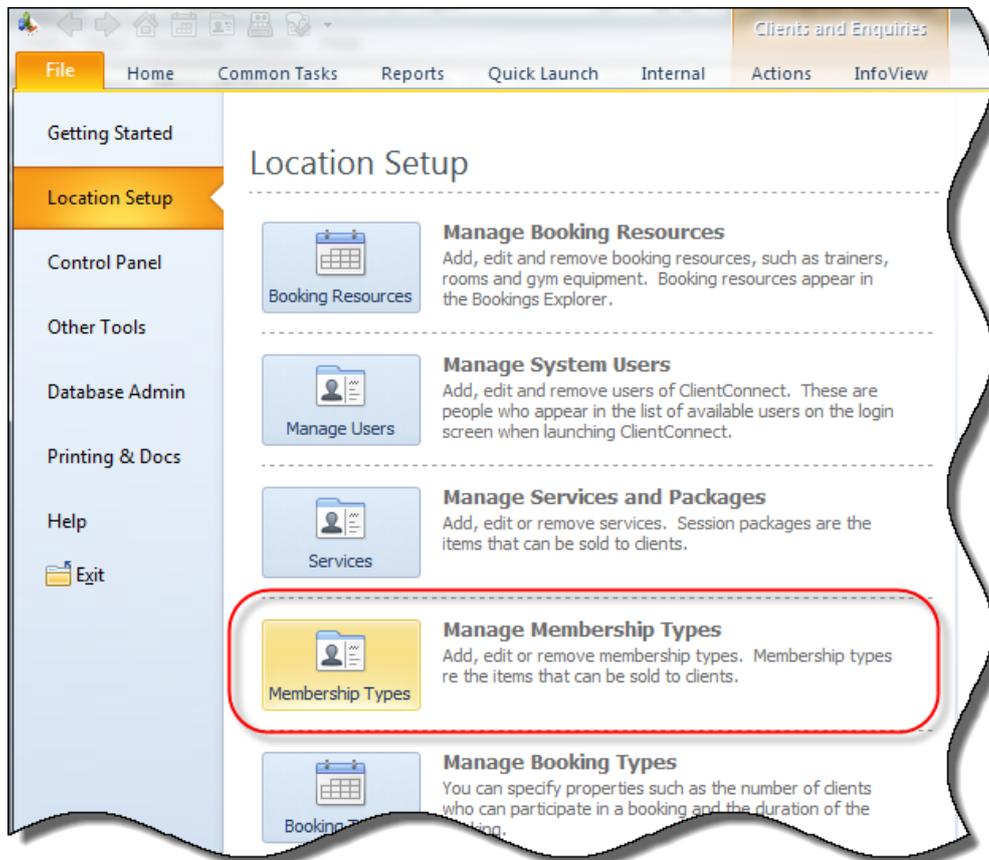# Membership Suspensions

ClientConnect can help you manage your client Membership Suspensions. If you allow a Member to take a period of leave from the gym, ClientConnect can keep track of the days permitted and used.

Step 1

To set up the allowed Suspension Days, go to File Menu > Location Setup > Manage Membership Types.

Open (or create) the relevant Membership Type and click 'next' until you get to the Membership Suspension area. *NOTE that if you are making changes to an existing Membership, you will need to re-sell this to clients in order for them to pick up the changes. The changes will not flow through to Memberships already sold to clients*.

Add the number of **Suspension Days allowed** with this Membership. (These Suspension Days will be added to the client's file when they purchase this Membership. However, you can manually override this and allow them more days if you need to).

Reset Suspension Days

If you tick this box, the clients allowed suspension days will be re-set when they purchase a new membership. That is, if they had suspension days un-used at the end of one Membership, they would not be added on to the Suspension days of the new Membership.

If you leave this box un-ticked, the client will keep accumulating any un-used Suspension days with each Membership purchase.

Sell the Membership

You would then sell the relevant Membership to the client. Their Suspension entitlements would appear as follows.:-

Suspend a Client

To suspend a client's membership, go to the Client and Enquiries Management screen, and highlight the relevant client in the list. Go to 'Other Actions' > 'Suspend Client'. (You could also do a right mouse click and select 'Suspend Client' from the popup menu).
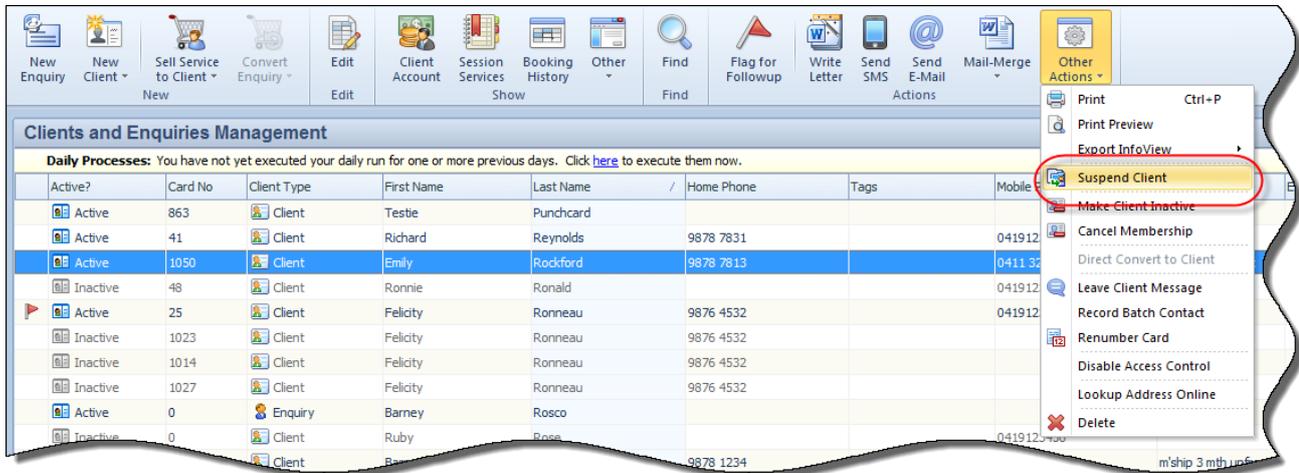
The following screen will then appear. Enter the relevant Start and End dates for the Suspension period. (Note that the default period is 7 days, but you can over-write this by specifying the relevant dates).

The 'Suspend From' date is the first date that the client is actually suspended.

The 'Suspend To' date is the date that the client will return.

For example, if you entered 1/7/12-8/7/12, this would use 7 suspension days, and the client would 're-activate' on the 8th July.

Enter a reason for the Suspension and click on 'Suspend Now'.

The client's file will then be updated to show their Suspension history. Note that their number of days available will NOT be updated until you have run Daily Processes - and this will be adjusted one day at a time.

Backdate a Suspension

It is possible to backdate the Suspension Dates - however - the number of Suspension Days used and available will NOT be automatically updated. This is because Daily Processes would already have been run for these dates and the calculations cannot go backwards. You would have to manually adjust the Suspension Days yourself.

While the Suspension period is active, the client will be flagged as 'On Suspension' with their name listed in green in the Clients and Enquiries Management screen.

At the end of the Suspension period, the client will automatically be brought back from suspension.

Direct Debit Billing

If the client pays by Direct Debit, they would also appear in green text in any Direct Debit billing runs. This is to alert you to the fact they are on suspension and you may choose not to bill them.

Their invoices will continue to recur/fall due while they are on suspension. It is up to you whether you bill them, or extend their invoice due dates. (You could use the 'Forward Date Unpaid Invoices' option in the Client Account screen to move the dates for all unpaid instalments if you wish).

Cancel a Suspension

There may be instances where you need to cancel a client's suspension. There are 2 ways you could handle this.

Option 1.

Sign the Suspended member in via the Sign-In Screen. The system will alert you to the fact that they are currently suspended and present you with options of how to handle this.

You can sign the client in for this visit while leaving the Suspension untouched.

Alternatively, you can sign the client in for this visit and cancel the current Suspension.
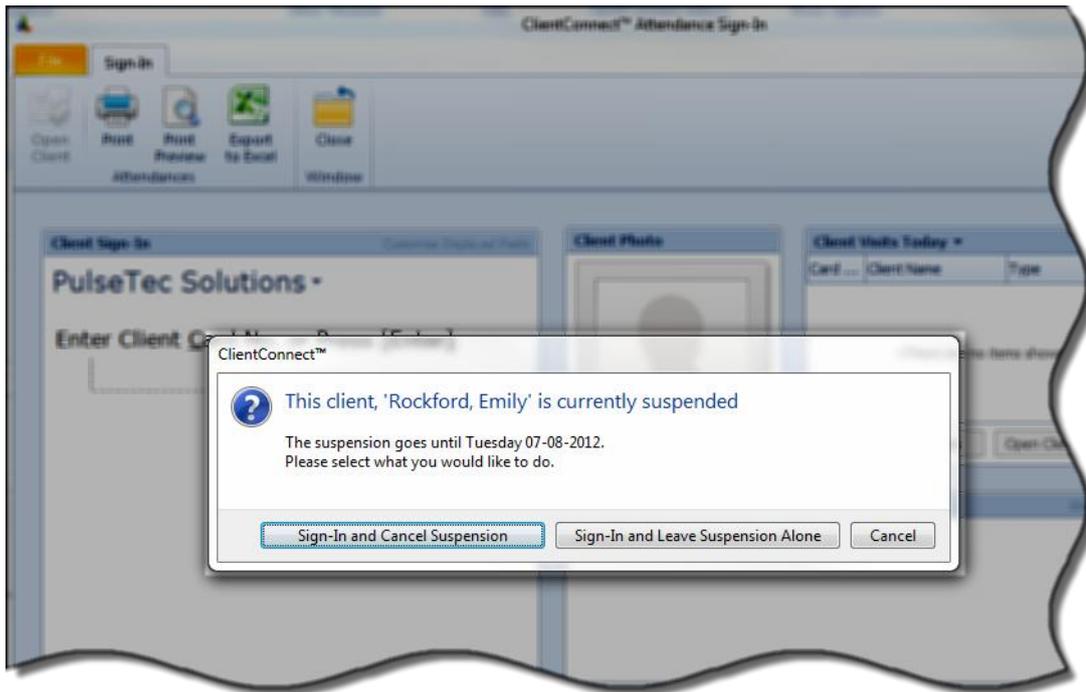
Option 2

The second option is to create another Suspension for this client - which will over-write the existing Suspension.

Highlight the Suspended client in the Client & Enquiries Management screen and go to 'Other Actions' > 'Suspend Client'. Click on 'Suspend Client Anyway'.

Make the new Suspension period overwrite the previous one - with an end date of today (or whenever you want the period to end). Note that the system will default to 7 days suspension here, and you may need to adjust the start date to get the period required. This new Suspension will overwrite the previous one and the Client will then be brought back once Daily Processes have been run.