Membership Hold

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Membership Hold
Find Member > Activities > Recurring Billing

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**