

# MEMBER ALERTS

## Manage Membership Alerts

Membership alerts notify you of any issues with the member's agreement. Common membership alerts are listed in the following table. Many of these alerts indicate that you should not allow entry into the club. Please make sure your speakers are turned up. The alert will prompt you to deny access (Yes or No). **Please do not allow access until the issue is resolved.**

Alert	Description
Access Restriction	The member does not have access to this club.
Agrmt expires in	The membership is going to expire. Talk to the member and give him or her options to renew.
CC For Agrmt Expired	The member's credit card has expired.
CC For Agrmt Expires In	You must let members know their credit card is about to expire and they need to update their billing as soon as possible.
Check Agrmt Status Queues	For some reason, the member's new agreement or rewrite is not finished. The member may not check in until the agreement or rewrite is finished.
EAE Pending POS	The member's agreement has been placed into the POS queue.
Membership Cancelled	The membership has been cancelled.
Membership Expired	The member may not use the club until the membership is renewed. If it is already expired, you can renew the membership if it is less than 3 days old; otherwise, rewrite the member.
Membership Freeze	The member is on a freeze and cannot check in.
Pending cancel	The member's agreement is going to cancel soon.
Please see manager	The member must see the manager before using the club.
Prospect Expires In	The prospect is about to expire.
Return for Collections	The account has been sent to a collection agency.

### ENTERING IN A MEMBER ALERT

Member alerts are used to note any relevant information on a member's profile screen when they check in to the club. Some examples of appropriate memos are as follows:

- **Aware of Balance/ Will pay balance next visit**
  - **Will bring in voided check next visit**
    - **Guest needs ID**
  - **Must provide new billing**

To insert a member alert, pull up a member profile screen and click “Create Alert.” Type in the applicable memo and hit “OK”. It is also very important to remember to delete the alert if the action has been completed. (I.E. if member updates their billing, delete alert that states they need to update billing.)