

Conversions/ Rewrites/Renew

A conversion is when a member chooses to switch from one membership to another. For instance, a home club member may choose to upgrade to a orange card, or a Orange card member may choose to downgrade to a home club membership.

This is performed in Datatrak as a “rewrite.”

To upgrade a member, there is no charge, however to start their Orange Card membership, they will have increased monthly dues as well as start a 6-month agreement.

To downgrade a member, you must first check to see if they are still within their 6-month term. If they are, they will first have to pay the buyout fee to break their term early. Once this is taken care of, depending on the current promotion on the home club, they will either enter a new 12-month term.

Ensure you explain all terms and account changes in detail to the member before they sign authorization electronically.

When a member converts, it would require staff to “rewrite” the membership in ABC with new terms of the agreement. After converting to a new membership type, the member would receive a new key tag but would keep the same member number.

Have the member scan in. Click on their name to “Manage” their agreement. Click on the agreement tab. Choose “Change Agreement.” Click “Rewrite” from the drop-down menu.

Select the appropriate plan. Follow the steps for filling out the membership agreement and explaining the new terms to the member.