Cancellation and Suspension Consumer Workflow

Suspension Workflow

- 1. Log into the mobile app
- 2. Click on the basketball icon in the top right corner
- 3. Select Contracts
- 4. Next to Action, click the Pause icon



- a. Note: If a client has already submitted or completed 3 months of suspension in a calendar year, they will not see this Pause button anymore until the beginning of the following year
- 5. In the pop-up, select the start month of the suspension



- a. Note: If there are no remaining autopays for the selected contract, the client will receive an error message. They need to select the upcoming contract instead and apply the suspension to that contract
- b. Note: If a client tries to submit an overlapping suspension, they will receive an error message



- 6. Select the duration (number of months)
 - a. Note: If a client has already submitted another suspension for one month, they will only have the option to suspend for another 2 months per the 3-month maximum suspension limit
- 7. Enter a note for the suspension and click Submit
- 8. A pop-up will appear confirming the dates of the suspension. Click Ok after reading



9. A text message will be sent as well with the same date confirmation



10. An email will be sent as well with the same date confirmation and a reminder that their membership will restart automatically at the end of the suspension

Hi Session Suspension,
Your Contract:
Unlimited 6 Month Membership
You have successfully submitted a suspension from Mar 01, 2025 - Mar 31, 2025. Your membership will restart automatically at the end of your suspension.
Please contact us if you have any questions

11. On the contract, there will be a note showing all suspension dates



12. If configured in the admin portal Suspension Email Notification field, the facility will receive a notification of the client's suspension

SUSPENSION SUBMITTED The client below has submitted a suspension for their membership via the mobile app or consumer portal. The details below are for your information and records. Creation Test Unlimited 3 Month Membership Development Test Location Date Submitted: 11/12/2024 Time Submitted: 11/12/2024 Time Submitted: 01:2025 - 02:28-2025	
The client below has submitted a suspension for their membership via the mobile app or consumer portal. The details below are for your information and records. Creation Test Unlimited 1 3 Month Membership Development Test Location Date Submitted: 11/12/2024 Time Submitted: 01:25pm Suspension Dates: 01-01-2025 - 02-28-2025	SUSPENSION SUBMITTED
Creation Test Unlimited 3 Month Membership Development Test Location Date Submitted: 11/12/2024 Time Submitted: 01:25pm Suspension Dates: 01-01-2025 - 02-28-2025	The client below has submitted a suspension for their membership via the mobile app or consumer portal. The details below are for your information and records.
Unlimited 3 Month Membership Development Test Location Date Submitted: 11/12/2024 Time Submitted: 01:25m Suspension Dates: 01-01-2025 - 02-28-2025	Creation Test
Development Test Location Date Submitted: 11/12/2024 Time Submitted: 01:25pm Suspension Dates: 01-01-2025 - 02-28-2025	Unlimited 3 Month Membership
Date Submitted: 11/12/2024 Time Submitted: 01:25pm Suspension Dates: 01-01-2025 - 02:28-2025	Development Test Location
Time Submitted: 01:25pm Suspension Dates: 01-01-2025 - 02-28-2025	Date Submitted: 11/12/2024
Suspension Dates: 01-01-2025 - 02-28-2025	Time Submitted: 01:25pm
	Suspension Dates: 01-01-2025 - 02-28-2025
Suspension Note: Test comment goes here	Suspension Note: Test comment goes here

Cancellation Workflow

- 1. Log into the mobile app
- 2. Click on the basketball icon in the top right corner
- 3. Select Contracts
- 4. Next to Action, click the Cancel icon

Q. Search DEC 01, 2024 Location: Development Test Location Contract Name: Unlimited 3 Month Membership Autopay Status: Active Amount: \$0.00 Action: X 1	CONTRACTS LIST
DEC 01, 2024 Location: Development Test Location Contract Name: Unlimited 3 Month Membership Autopay Status: Active Amount: \$0.00 Action: (X) (I)	Q. Search
Location: Development Test Location Contract Name: Unlimited 3 Month Membership Autopay Status: Active Amount: \$0.00 Action: X II	DEC 01, 2024
Contract Name: Unlimited 3 Month Membership Autopay Status: Active Amount: \$0.00 Action: X II	Location: Development Test Location
Autopay Status: Active Amount: \$0.00 Action: X II	Contract Name: Unlimited 3 Month Membership
Amount: \$0.00 Action: 🗴 🕕	Autopay Status: Active
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- a. Note: If a client has not completed their first contract term or is not within the last 30 days of their first contract term, they will not see this button
- b. Note: After completing their first contract term, clients will see this button at all times on future contracts
- c. Note: If the client sees multiple contracts (current and auto-renewing), they can cancel either contract and the upcoming contract and all future autopays will be removed
- 5. In the pop-up, the date field is pre-selected to the 1st of the upcoming month. Enter the notes and all cancellation survey fields. Then click Submit

< TI	ERMINATE CONTR	аст 🌼
Date		
03/01/202		
COMMENT		
Notes		
PRIMARY RE	ASON FOR VISITING	3
Please Sele	ect Reason	~
CANCEL REA	SON	
Please Sele	ect Reason	~
FACILITY RA	NKING	
Please Sele	ect Ranking	~
LIKELY TO R	EFER A CUSTOMER	
Please Sel	ect	~
	GANCEL	SUBMIT

6. A pop-up will appear confirming the date of the cancellation. Click Okay after reading



7. An email will be sent as well with the date confirmation

Hi PTE Test,	
Your Contract:	
Unlimited M2M Membership	
has successfully been scheduled to be terminated. This will take effect on :	
12-01-2024	
Please contact us if you have any questions	

8. If configured in the admin portal Cancellation Email Notification field, the facility will receive a notification of the client's cancellation

