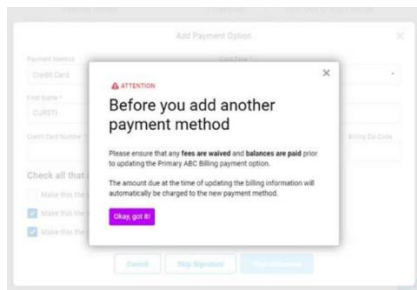




IGNITE Workflow Changes

- You can no longer extend expiration dates after an account has expired. If an account is canceled or expired, you must rewrite the agreement. You cannot renew an expired agreement.
- Updating payment information on a member's profile **immediately auto-drafts any amount past due** on the account.
 - You should not do a Collect @ Club transaction to resolve member balances after updating a payment method as this will result in duplicate charges
 - If you intend to waive late and service fees, this needs to be completed prior to adding the new payment method. (There is a reminder that pops as payment methods are updated.)



- You can now refund ABC collected invoices and fees directly through Membership & Operations.
- Renewals - Invoices **do not** show up until the renewal date
- RFC status can be triggered by past due late and service fees associated with invoices, not just past due invoice amounts.
- Because some of your billing will be done in the old system and some in the new system, you may see a **temporary split** to your deposits for the first month.
- Club Account deposits are combined with ABC recurring billing deposits.
- If you want to waive past due amounts when you're canceling a member, you need to zero out the past due balance.
- Indefinite freezes are no longer supported on IGNITE, maximum freeze length is 2 years.



- Reports do not support accrual accounting.