



## EFT Membership Unfreeze – Pro-Rated Dues Not Charging

### Purpose

This article explains why a pro-rated charge may not process when an EFT membership is unfrozen and how to configure settings so charges work as expected at POS.

### Applies To

EFT memberships that are:

- Frozen and later unfrozen
- Intended to charge a **pro-rated amount plus the next full month** at POS

### What You May See

When a membership is unfrozen, **only the next full month is charged**, and the **pro-rated amount for the current month is not**.

### Why This Happens

Pro-rated charges on unfreeze are controlled by a specific setting.

If “**Charge a prorated fee for un-freeze**” is not enabled in the membership’s EFT settings, the system will:

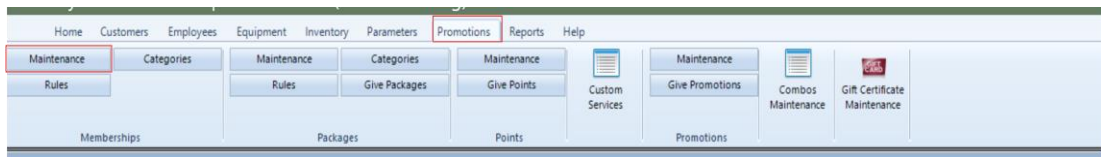
- Skip the pro-rated charge
- Charge only the next full month

This is **expected system behavior**, not an error.

### How to Check the Setting



1. Open Backoffice
2. Go to **Packages / Memberships**
3. Select the active EFT membership
4. Click **EFT Information**
5. Look under **Un-Freeze Options**
6. Check whether **“Charge a prorated fee for un-freeze”** is enabled



If it is unchecked, the pro-rated amount will not charge when the membership is Unfrozen.

Monthly dues: 88.00      Sunlync Desktop value: 0      Number of EFT draws required to meet membership obligation: 0

Before Submit Day      Submit Day and After

Purchase Options      First Draw      P.O.S

Membership Fee      ☐      ☒

Prorate Monthly Dues      ☐      ☒

First Full Month Dues      ☒      ☐

Free Months      0      ☐

Un-Freeze Options      Next Draw      P.O.S

Prorate Monthly Dues      ☐      ☒

Next Full Month Dues      ☒      ☐

☐ If past submit day set first draw 1 extra month into the future

☒ Charge a prorated fee for un-freeze

☐ Give commission on prorated dues  
(No commissions or discounts will be given if on first draw)

Cancellation Options

☐ A cancellation fee of 0.00 is charged at P.O.S.

☐ A cancellation fee of 0.00 is charged at P.O.S. if obligation not met

0 days notice must be given in order to cancel a membership \*

\* This value will be added to the Cancel Day setting in EFT Draw Days.

## How to Prevent This in the Future

To ensure pro-rated dues are charged on unfreeze:

1. Open **EFT Information** for the membership
2. Locate **Un-Freeze Options**
3. Enable **“Charge a prorated fee for un-freeze”**
4. Save the changes



**Memberships**

**Membership Information**

- EFT Information**
- Supplemental Fee
- EFT Policy
- Freeze Options
- EFT Contract
- EFT Deduction Types
- EFT Affiliated Package
- Store Affiliation
- Payment Types

**EFT Information**

Monthly dues:  Sunlync Desktop value:  Number of EFT draws required to meet membership obligation:

**Before Submit Day** **Submit Day and After**

**Purchase Options**

Membership Fee	First Draw	P.O.S
Prorated Monthly Dues	<input type="radio"/>	<input checked="" type="radio"/>
First Full Month Dues	<input checked="" type="radio"/>	<input type="radio"/>
Free Months <input type="text" value="0"/>		

**Un-Freeze Options**

Prorate Monthly Dues	Next Draw	P.O.S
Next Full Month Dues	<input checked="" type="radio"/>	<input type="radio"/>

☐ If past submit day set first draw 1 extra month into the future

☒ Charge a prorated fee for un-freeze

☒ Give commission on prorated dues  
(No commissions or discounts will be given if on first draw)

**Cancellation Options**

☐ A cancellation fee of  is charged at P.O.S.

☐ A cancellation fee of  is charged at P.O.S. if obligation not met

days notice must be given in order to cancel a membership \*

\* This value will be added to the Cancel Day setting in EFT Draw Days.

Refresh  Search:  Search

Search Option  
☒ Description ☐ Membership Number

Description	EFT	Price
\$0 dues	<input checked="" type="checkbox"/>	5.00
1 Month Test Membership	<input type="checkbox"/>	30.00
187163 Test A	<input checked="" type="checkbox"/>	0.00
187163 Test B	<input checked="" type="checkbox"/>	10.00
187308 Test	<input checked="" type="checkbox"/>	0.00
187708 Non-EFT	<input type="checkbox"/>	5.00
19698 Test EFT	<input checked="" type="checkbox"/>	5.00

Options Attach Rule Configure Dialogs Save Cancel Close

Once enabled, future unfreezes will include the pro-rated charge automatically.

## Important Things to Know

- This setting must be enabled **before** the unfreeze
- The system does **not retroactively charge** missed pro-rated amounts
- Any missed pro-rated dues must be handled manually at POS if needed

## Common Questions

- **Why was only the next month charged?** Because the un-freeze pro-rate option was not enabled at the time of unfreeze.



- **Can the system go back and charge the missed pro-rate?** No. SunLync does not auto back-bill pro-rated dues after an unfreeze.
- **Will this happen again?** Once the setting is enabled, future unfreezes will charge pro-rated dues correctly.

## Summary

Pro-rated dues on unfreeze are optional and controlled by a membership setting. When enabled, the system charges both the pro-rated amount and the next full month. When disabled, only the next full month is charged.