



## 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:

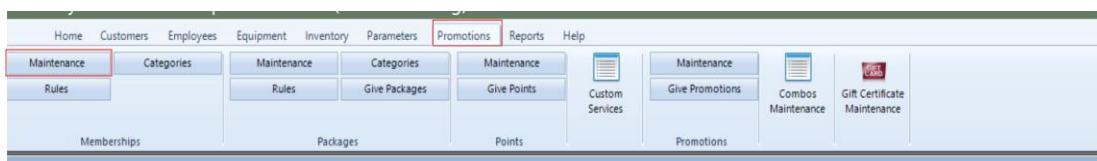
- Skip the pro-rated charge
- Charge only the next full month

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

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	0	

Un-Freeze Options

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

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 \*

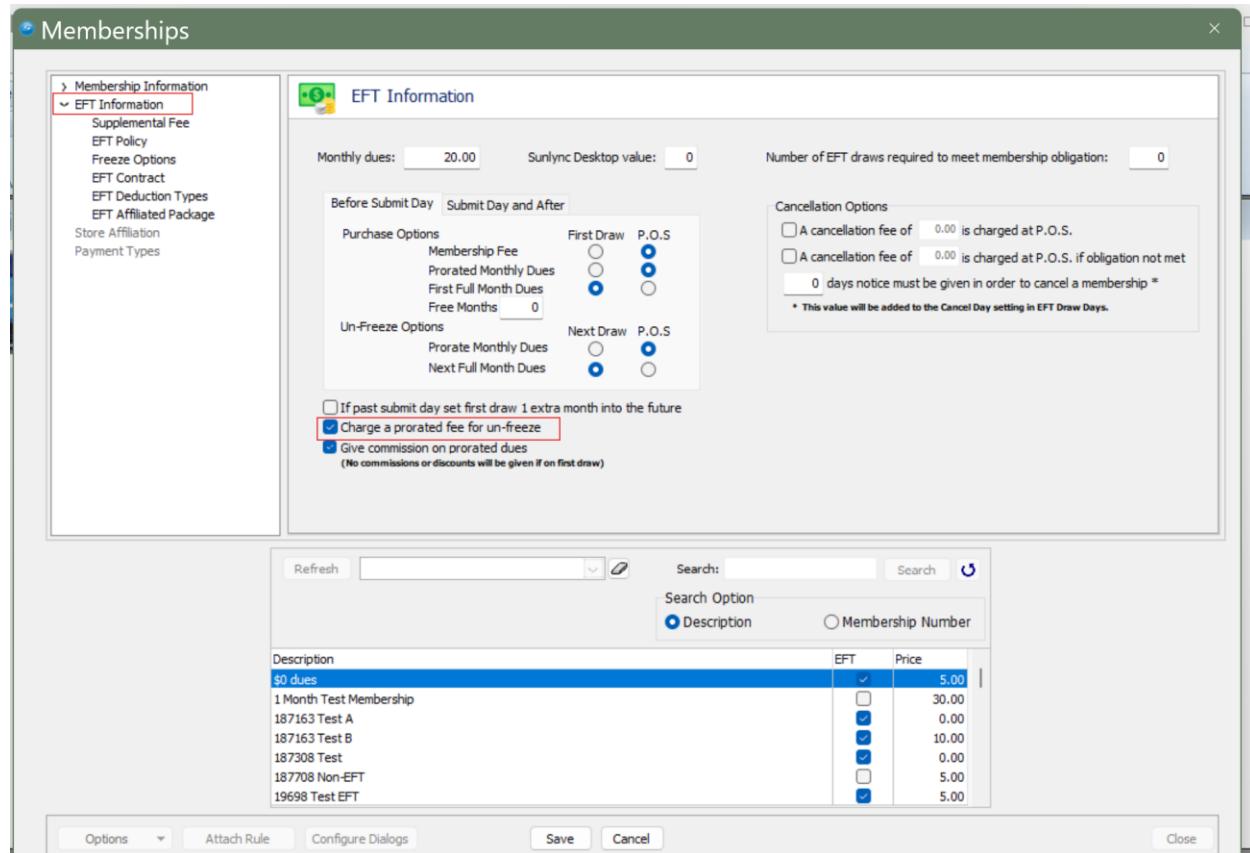
\* This value will be added to the Cancel Day setting in EFT Draw Days.

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)

## 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



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.