Gym Assistant Bulk Unfreeze Utility

May 5, 2020

Contents

How it Works

The Bulk Unfreeze utility can be used to unfreeze all (or some) of your members at one time.

You get to specify the members who will be unfrozen:

- You specify the date on which member were frozen, which eliminates any members that may have been frozen at different times.
- You can then filter out members using the standard Gym Assistant filtering dialog (Membership Plan, Billing Option, etc.

You then select the Unfreeze date, which determines the duration of the freeze period.

You then select which types of members to **prorate**. With prorating each member keeps his same billing day of the month by advancing his due date by even months, and some portion of the first month's billing cycle is credited to his account balance. This credit basically covers the prepaid fees that he had paid from the freeze date until his next due date. Examples of prorating are found below.

You specify whether you want to advance member Due Dates or Contract End Dates, or both.

Finally, you can manually unselect individual members.

You then get to see a preview of the changes that will be made to all members before Gym Assistant records the changes.

Note that your member data is automatically backed up before any member changes are recorded.

Examples of Prorating vs. Not Prorating

All of these examples use a Freeze Date of 3/20/20 and Unfreeze Date of 5/1/20, so the freeze duration is 46 days, or 1 month and 11 days.

Monthly/ACH/Credit Card membership

Member A has a $24.99/month Credit Card membership. Her due date before the freeze was 4/1/20.

With Prorating, her due date is advanced one month from 4/1/20 to 5/1/20, and she is credited $8.87 for the days that were prepaid for 3/20/20 – 4/1/20 ($24.99 ÷ 31 x 11).

With no prorating her due date is simply advanced by 1 month and 11 days from 4/1/20 – 5/12/20.

Annual membership

Member C has a $200 annual membership. His due date before the freeze was 6/1/20.

With prorating his due date is advanced by one month from 6/1/20 to 7/1/20, and he is credited $6.02 for the days from 3/20/20 – 4/1/20 ($200 ÷ 365 x 11).
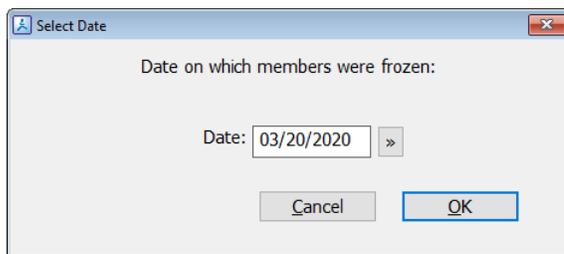
With no prorating his due date is simply advanced by 1 month and 11 days from 6/1/20 – 7/12/20.

Using the Bulk Unfreeze Tool

Select **Special Features** from the **Utilities** menu.
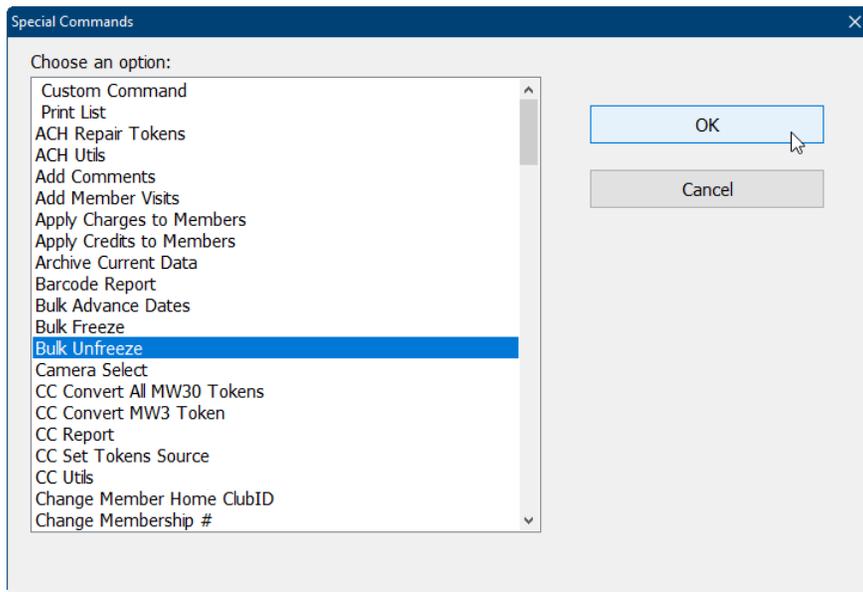
Select **Bulk Unfreeze** from the list and click **OK**.

The date on which you did your Bulk Freeze should appear. Edit the date (or not) and click **OK**.

Specify either the **Unfreeze Date** or the **Freeze Duration**.

Specify how you want to handle prorating.

- **ACH & CC members only** will only prorate members with ACH or CC billing options.
- **ACH & CC + Monthly members only** will only prorate members with ACH, CC or Monthly billing options.
- **All Members** will prorate members with any billing option.
- **No Prorating** will not prorate any members.

Note: Remember that you will be able to filter what members are unfrozen in the next step.

Uncheck the **Advance Due Dates** box if you do not want to change member due dates.

Uncheck the **Advance Contract Dates** if you do not want to change member contract end dates.

Click **Continue**.
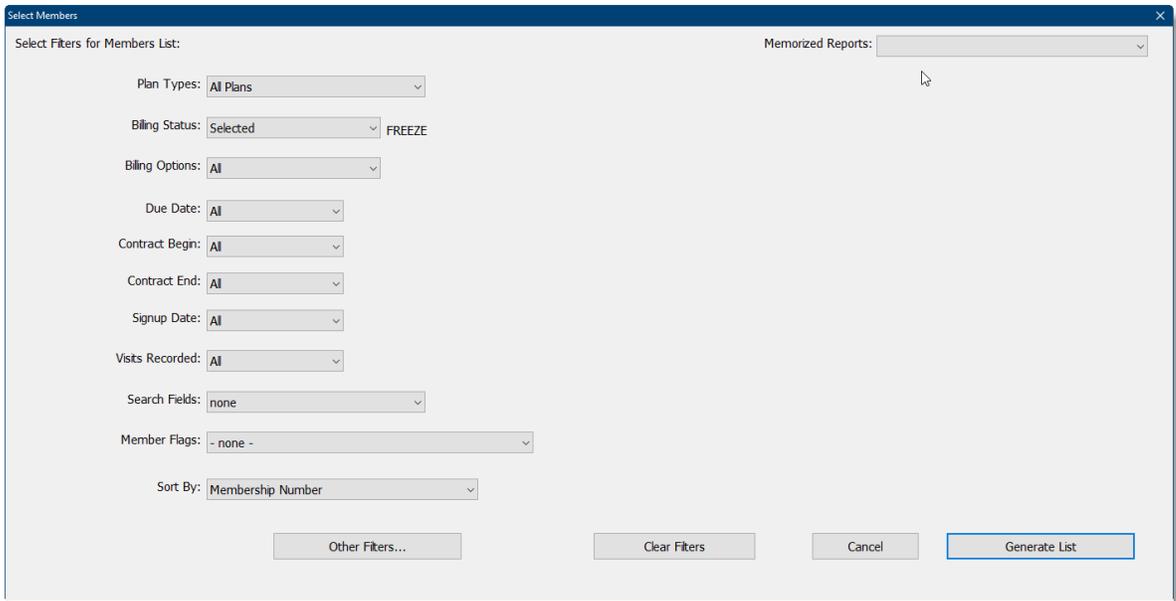
Specify any special filters that you want to use to select only certain types of members.

Click **Generate List** to continue.
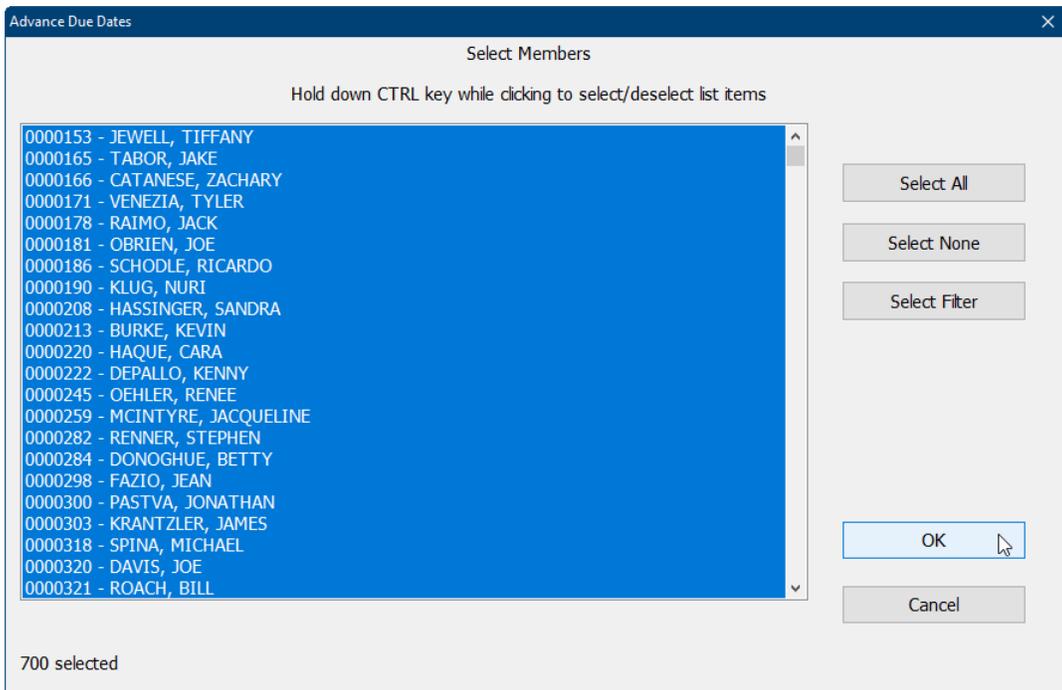
Unselect any members that you specifically do not want to unfreeze.

To unselect/select an individual member in the list hold down the CTRL key while clicking on that member's name.
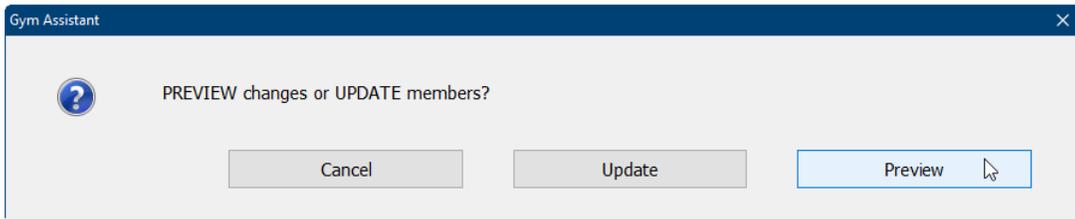
Click **OK** to continue.
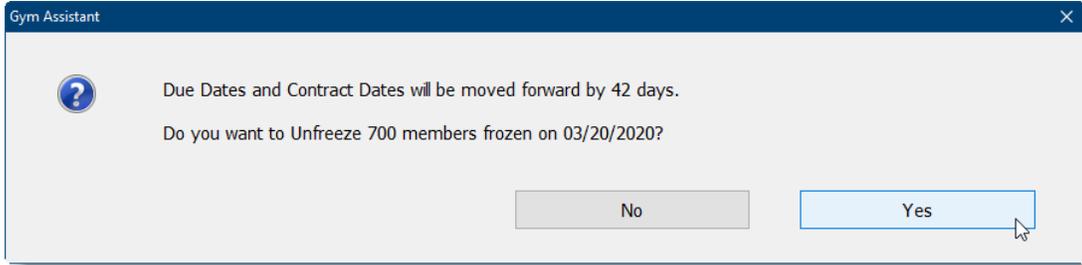
Click **Yes**.
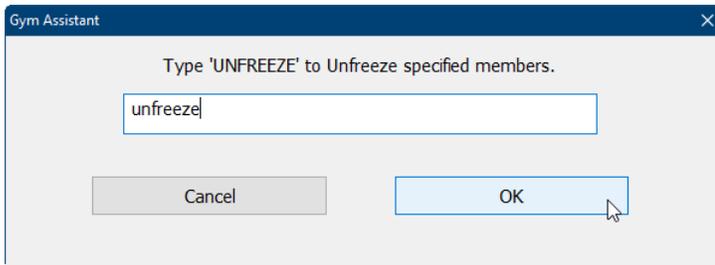
Enter the word "**unfreeze**" and click **OK** to confirm that you want to continue.

Click the **Preview** button to view the list of changes that will be made (see below).

**Carefully** evaluate the previewed member changes to ensure that they are what you intended. If they are not, then go back and run the Bulk Unfreeze tool again. The tool will remember all your settings the next time you use it.

Once you are happy with the previewed changes, click the **Update** button to unfreeze the members and record all member changes.

Click **OK** to close the list of changes and finish the process.

If You Have Any Questions

If you have any questions about the Bulk Unfreeze utility please contact Gym Assistant Support, and they can connect to your computer to review its operation with you.

Gym Assistant Support

> Email: support@gymassistant.com

> Phone: 1-877-496-2778, ext 2 (Toll-Free) or 1-510-865-1815, ext 2