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New 'Activate My Membership' Application

This application runs on CCC's WebTIME® platform and is mobile friendly. It is designed to allow your perpetual memberships that have been put on HOLD or are INACTIVE\CANCELED due to the COVID-19 pandemic to be easily reactivated without having the member login.

This application is being offered for use at no charge to all CCC customers.

This application is designed to be run across all CCC's customer base including YMCAs, YWCAs and JCCs. As such, there are no specific logos, color palettes, or patterning.

Process:

You will create a select file of members who you want to invite to reactivate their memberships. This select file should consist of billing members only, limited based on data restrictions described below. CCC will create a new program that will be run against your created SELECT FILE. The process will create a CSV file that includes Name, EMAIL, and an HTTPS LINK for each ID in the SELECT FILE. You will use this CSV as an import into a MASS EMAIL program such as Constant Contact® to send out to the selected members.

The EMAIL would display the HTTPS LINK to produce a WebTIME® page to summarize the member's information. The member can then simply click the (Yes, reactivate my membership!) button to reactivate the membership 'today'. A confirmation page will appear once the process is completed.



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<p>Your Association Name membership@you.org</p> <p>Timothy Guy your membership is currently on hold.</p> <p>Your membership includes: Timothy Guy Connor Guy Alex Guy Cathy Guy Low Guy Jerry Guy</p> <p>Draft type is Credit Card account ending in 9990. Draft Day is 10. Draft Amount is \$66.00.</p> <p>Yes, reactivate my membership!</p>	<p>Your Association Name membership@you.org</p> <p>Thank you for reactivating your membership!</p>
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There are built-in protections for multiple clicks and/or memberships that cannot be reactivated online.

<p>Your Association Name membership@you.org</p> <p>This membership is currently active. Thank you!</p>	<p>Your Association Name membership@you.org</p> <p>We are sorry, we encountered a problem and will not be able to process your reactivation online. Staff has been alerted and will contact you.</p>
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The application will generate appropriate email communications for both the member and a designated staff person indicating a success or failure of the process.



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CCC data restrictions:

- To be eligible for REACTIVATION, the member must have a DRAFTING membership that is either on HOLD or has been CANCELED or is INACTIVE because of the CANCEL.
- The canceled BDH/BDT must exist; therefore, the system must not be set to delete inactive BDH/BDT records that were recently terminated (Control setting).
- Membership Checks:
 - IF a CANCELED membership, the MEMBER STATE must be "C" or "I" **OR** have a CANCEL DATE greater than 02/02/2020
 - IF a HOLD membership, the MEMBER STATE must be "H" **OR** a BEGIN HOLD DATE set to a DATE equal to or greater than 02/01/2020 and an END HOLD DATE greater than the date the member submits the reactivation link.
 - The family member(s) must have the same MEMBERSHIP TYPE as the submitted BILLING MEMBER.
 - The family member must have the same EXPIRATION DATE as the submitted BILLING MEMBER.
- Bank Draft checks:
 - The member must have an "M" type BDT record with the MOST RECENT record meeting the following criteria:
 - Must have a DESCRIPTION that matches the member's MEMBERSHIP TYPE.
 - Must have a LAST PROCESSED DATE equal to or greater than 02/01/2020 OR is BLANK.
 - Record total amount must be greater than \$0.00.
 - Record must **NOT** have any FINANCIAL AID or EMPLOYEE BENEFITS percentage set.

CCC Data Changes:

- Reactivation will be the current date. Member's existing draft day will be retained, and no fee proration will occur. This may result in up to a month of free service.
- A TRAN TYPE 21 CASH HISTORY record for \$0.00 will be created for the current date. The record will have the DESCRIPTION set to the MEMBERSHIP TYPE



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reactivated and the COMMENT will indicate whether the reactivation was for a HOLD or a CANCEL.

- MEMBERSHIP STATE will be set to ACTIVE
- Member EXPIRE DATE checked/set to 12/31/99
- Bank Draft HEADER and TRANSACTION status will be checked/set to ACTIVE
- For HOLD memberships, the END HOLD DATE will be set to the current date
- For CANCEL/INACTIVE memberships, the CANCEL DATE will be cleared
- Full AUDIT TRAIL records for both MEMBERSHIP and BANK DRAFT changes are created.
- A comprehensive daily LOG file is updated detailing the member journey through the process.

Application information:

Security for the URL LINK is provided by a KEY that is generated when the LINK is created that will be part of the URL LINK sent to/used by the member. This KEY will be checked to ensure the integrity of the URL is maintained.

Your association MUST be running either CCC's WebTIME® or CCC's WebTIME® API. For CCC customers running CCC's WebTIME® there are no changes to your system needed.

For CCC customers running CCC's WebTIME® API's, there is no API work you need to have completed. This APP will run on your current API server. You will need to ensure your server is available to PUBLIC IP addresses in order to allow this application to run. Please call us for more information.