

MEMBERSHIP

SOP Title

Virtual Membership

Page 1

SOP Purpose:

BurnAlong is included as a Free virtual addition to membership for the following membership types:
Adult, Couple, Household Units

Virtual Membership can be purchased for as a Membership type for \$9.99/month for non members or as a monthly add on for 3rd party members, Residents & Patrons

Applicability:

Member Experience Directors, Member Service Representatives, Membership Consultants.

Procedure:

Existing eligible Member:

1. If an existing member wishes to sign up for BurnAlong, direct them to BurnAlong page on the website
2. First time members will need to Sign Up via a quick form on the website
3. Ensure the member has their barcode as they need that information in the sign up process
4. After sign up, they will have access to live and on demand classes with YMCA instructors and more
5. If at any time the membership goes on hold or they cancel, they will lose access to BurnAlong unless the member wants to pay the \$9.99/month fee

On hold member/3rd Party/Resident:

1. If a current on hold member, 3rd Party Member, Senior Center Patron, or a Resident would like to add the Virtual platform at \$9.99/month they need to sign the change agreement
2. Register for program:
 - Tag: Agreements
 - Membership – Add-Ons
3. In addition to the change registration, the fee must be added to the membership:
 - Store billing method that will be used to draft monthly
 - Recurring Fee: Monthly Add On – Virtual
 - Note: NOTE that the fee was added and ALL additional information

Virtual Membership Only:

1. Membership Type: 00-Virtual
2. Virtual Only members will not have YMCA branch access
3. Billing method must be added
4. Set membership to draft as you would a regular YMCA membership
5. Direct new Virtual Member to BurnAlong page on website to Sign Up
6. Membership Type is also available online

Getting Help: Contact the YMCA Business Office: 719-329-7292 businessoffice@ppymca.org

Related Information:

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