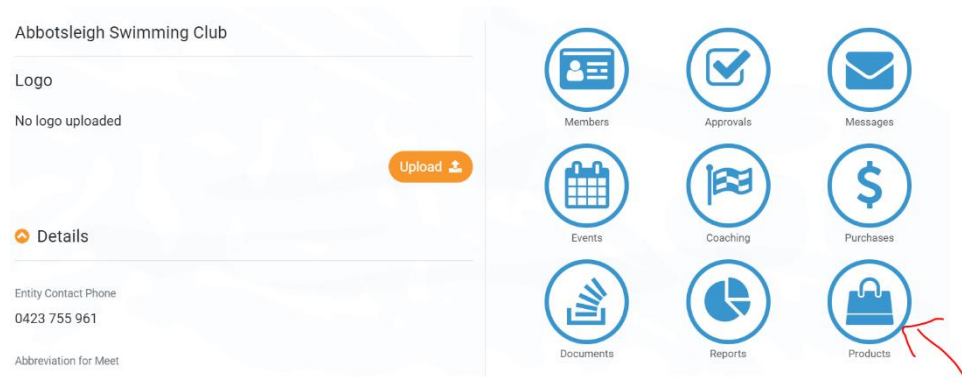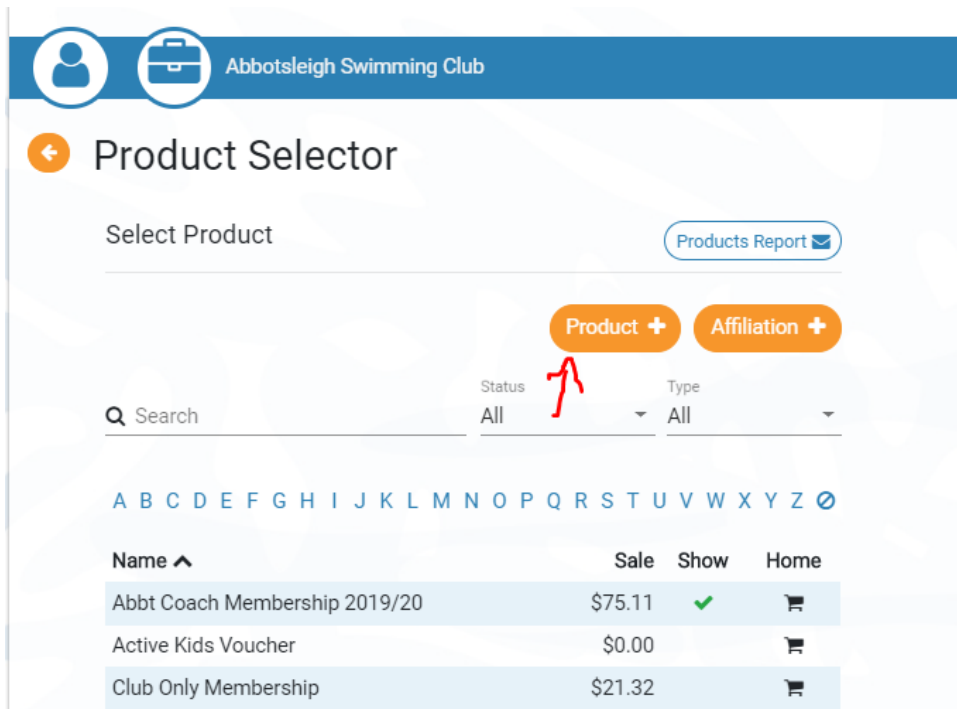# Setting up a Periodic Payments Membership Product

For participants who would like to begin a payment plan, this product type is particularly useful as a subscription product. This subscription can be terminated at any time by the participant who is paying for it, or by the entity administrator.
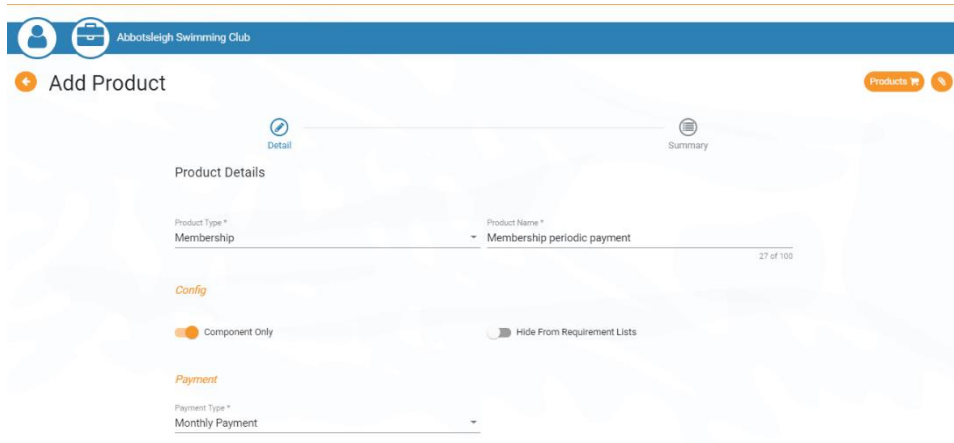
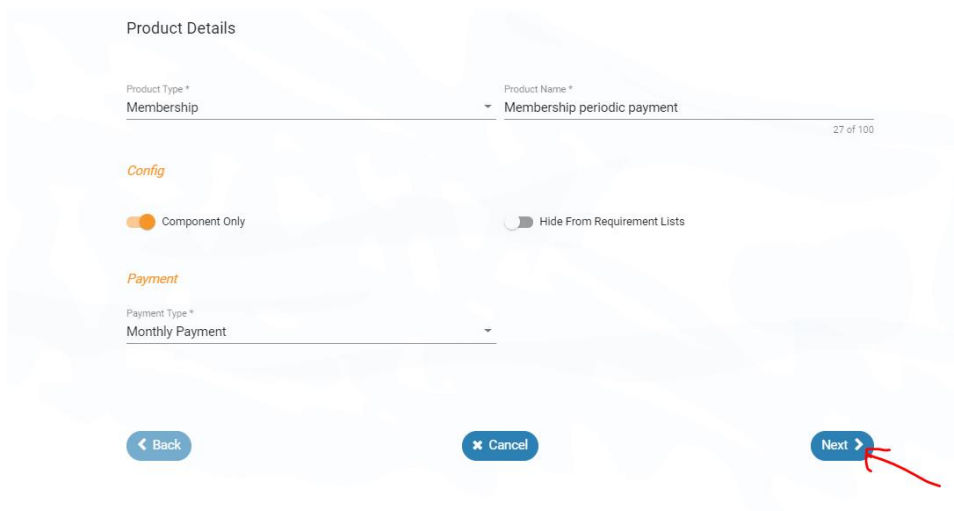To being, access your entity home, and then 'Products'

Select Product +

Fill in the product details including Product Type, Product Name, and Payment Type and ensure that the 'Component Only' is toggled ON for items such as memberships. You will be able to choose between a weekly, monthly, quarterly, biannual or annual payment when setting up the product.
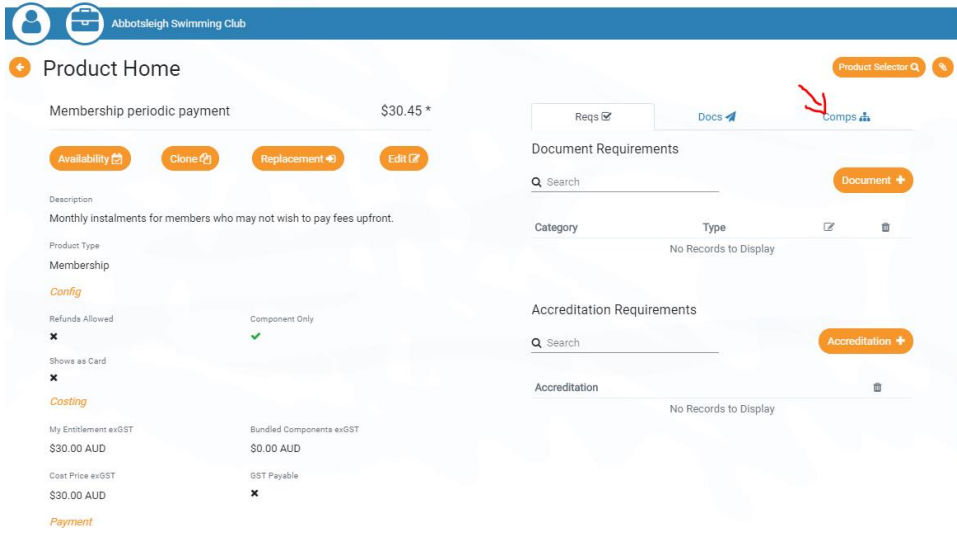

Select Next

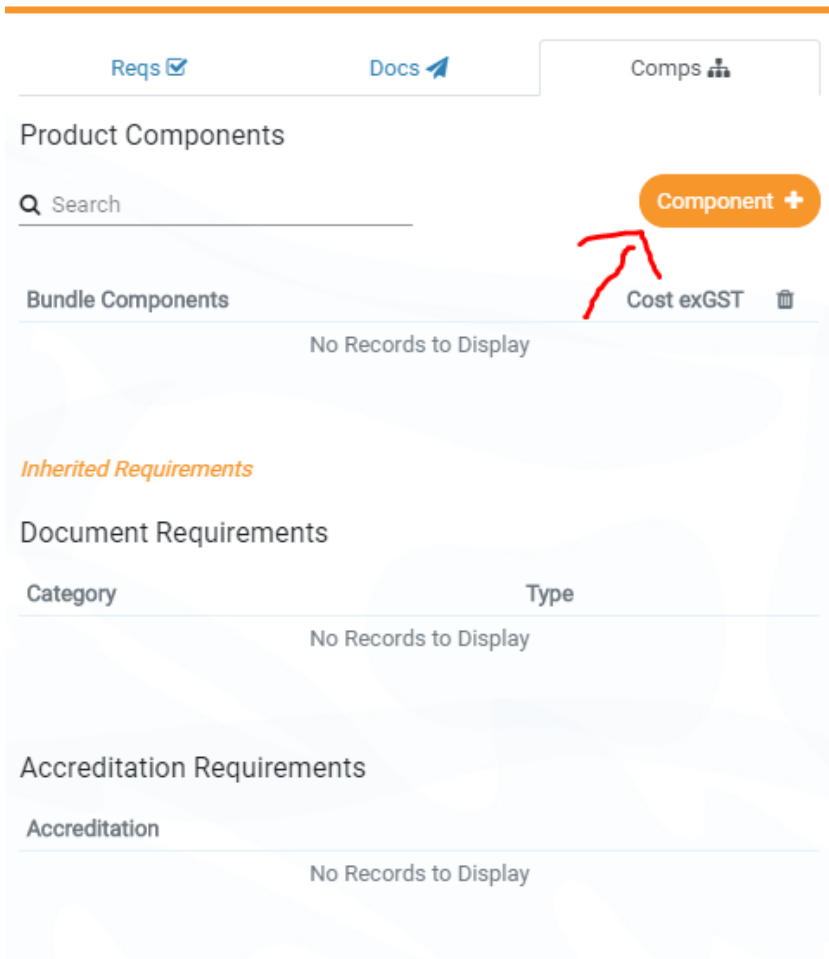Select Save if happy with the settings for your product.

Fill in the description and Product name and enter in a cost price for the product. Please note; Refunds Allowed CANNOT be toggled ON, due to the nature of the product as a periodic payment.

Once details have been entered, select 'Save'

Before publishing the product, ensure that you have attached the relative Components to it from both the Region and State. To do this, access the Comps tab.

Select Component +

Select the compatible component, and then select 'Next'

Select Confirm

To publish the product, select Availability

Enter in an availability Start date. We would recommend setting this as the beginning of the season. The availability finish can be left blank, as this is just set as the length of time that the user can view the product to purchase in the Catalogue (not how long the subscription runs for). Select Save once these details have been entered.
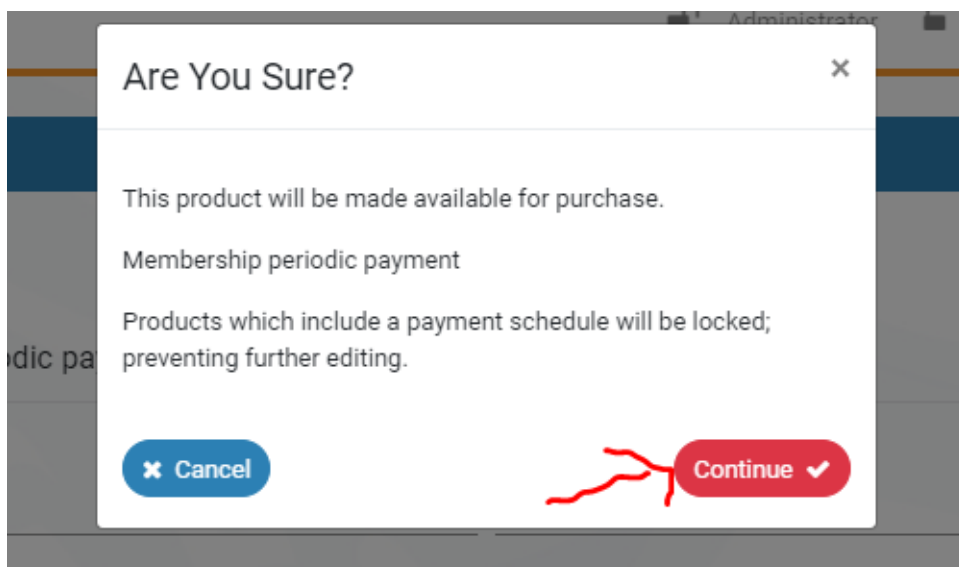
Select Continue

The Product will now be published. The user should now be able to purchase the product via the catalogue.

To cancel the subscription, select the red 'stop' icon next to the product in Product Purchases.

Select Continue

The subscription will now be cancelled.

FAQs

1. The Member transfers clubs. What happens to remaining club funds?

Periodic memberships are not transferred, they can be started and stopped whenever a participant is ready to move; there is no refund on payments made to date.

2. The member and club both agree that the member can leave without paying the remainder: can this only be fixed via a 'Force Expire'?

There is currently no contractual obligation supported by the system, however this may be a future inclusion. Subscriptions remain active until the end of the current cycle when cancelled.

3. What happens if payments have failed for subscriptions?

A delinquent flag has been created to identify subscriptions whose payments have failed. Card details can be updated tp reinstate their subscription. On first purchase, users will have 7 days grace before the subscription access is removed, if they fail to meet either document or certification requirements.