

# BILLING SCHEDULE FOR DECLINE STRATEGY

## DELINQUENT BILLING SCHEDULE

### Billing 1<sup>st</sup> Month

- 1<sup>st</sup>-6<sup>th</sup>: Pending Delinquent
- 7<sup>th</sup>: Delinquent, locked out

### Billing 2<sup>nd</sup> Month

- 1<sup>st</sup>-6<sup>th</sup>: Still Delinquent, still locked out
- 7<sup>th</sup>: Suspended, no longer has Club access or billed future dues

## COST OF A DELINQUENT MEMBER

### Cost of First Month Delinquent on \$40 membership

- .20 – cost to send in the payment
- .57-.62 - maintenance fee range
- \$1.00 – decline fee
- \$1.12 - 2.8% credit card fee of \$40
- TOTAL: \$2.89

### Cost of Second Month Delinquent on \$40 membership

- \$100 - 2 months at \$40 + \$20 NSF
- .20 – cost to send in the payment
- .57-.62 - maintenance fee range
- \$1.00 – decline fee
- \$2.80 – 2.8% credit card fee of \$100
- TOAL: \$4.57

### Cost of 2 months in delinquent status: \$7.46

### Action Items:

- To reduce fees, terminate the member on the 25<sup>th</sup> of the first delinquent month.
  - After the 1<sup>st</sup> of the following month, reach out to the member to try to collect for both months. If the member agrees to pay for their dues, manually add the missing invoice
  - Follow the email best practices of emailing your members, terminated members, and prospects on the first Monday of the month, which may prompt delinquent members to reach out.
- 