

MEMBERSHIP

SOP Title

Termination of Membership

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operations

SOP Purpose:

The process to follow when a member chooses to terminate their membership

SOP Statement: All terminations must be processed at least 5 days prior to their draft date to affect the next draft. All terminations must be processed at least 5 days prior to their draft date to affect the next draft.

Applicability:

All membership staff

Procedure:

1. The member must complete the Cancellation process 5 days prior to their draft date to affect their next draft.
2. Membership staff should discuss with the member why they have chosen to terminate their membership and what can be done for them to continue their membership.
3. Make sure all information in Daxko Operations is updated and accurate, edit if necessary.
4. Fill out all questions in the cancellation agreement to include your initials (program registrations).
5. Let the member know the final date that their membership is active.
6. After completing an exit interview, note everything in Daxko Operations.
7. MSO will process cancellation once program registration is complete.

Definitions:

Getting Help:

Contact Membership Lead for questions.

Related Information:

Cancellation form

Issue Date:	1/1/2019	SOP Number:	12MEM2019
Effective Date:	1/1/2019	Department of Origin:	Shared Services
Approve By:	Candi Hettich		