

**SOP Purpose:**

When a signature is required for a Membership Change or a YMCA program, the staff is responsible for getting the signature from the member/program participant. The only exceptions to signatures are if a program is being registered via phone or from an email. If registering over the phone, you are expected to read 100% of the waivers required. If registering from an email, send the waiver via email.

**Applicability:**

Any staff making changes or registering for programs in Daxko Operations

**Procedure:**

Membership Change:

1. Search the member in Daxko.
2. Read any notes and alerts on the account.
3. When making a membership change, the member needs to be registered for a program in Daxko Operation that aligns with the change being made: (All membership change registrations must be completed under the primary member on the account)
  - Programs
  - Tag: Agreements
2. Register for the appropriate program (see Membership Changes SOP for program information)
3. Have members sign the required agreement. (Signatures will be audited. If you are bypassing any required signature without approval, there will be consequences to those actions)
4. If able, make the change in Daxko Operations
5. NOTE the account. The primary unit in Daxko needs to be noted when you are in a unit for any reason.

YMCA Program Registration:

1. Search the member in Daxko.
2. Read any notes and alerts on the account.
3. When completing a YMCA program registration, the member needs to be registered for a program in Daxko Operations that aligns with the program: (All program registrations must be completed under the individual who will be participating in the program).
  - Branch
  - Programs
  - Tag: Gymnastics; Soccer; Karate etc
4. Have the member (parent/guardian of a minor) sign the required registration. (Signatures will be audited. If you are bypassing any required signature without approval, there will be consequences to those actions).
5. NOTE the account. The primary unit in Daxko needs to be noted when you are in a unit for any reason.

Issue Date:	6/19/2019	SOP Number:	11MEM2016
Effective Date:	6/19/2019	Department of Origin:	Shared Services
Approve By:	Candi Hettich		

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<b>Getting Help:</b> Ask your Membership Lead		
<b>Related Information:</b>		

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