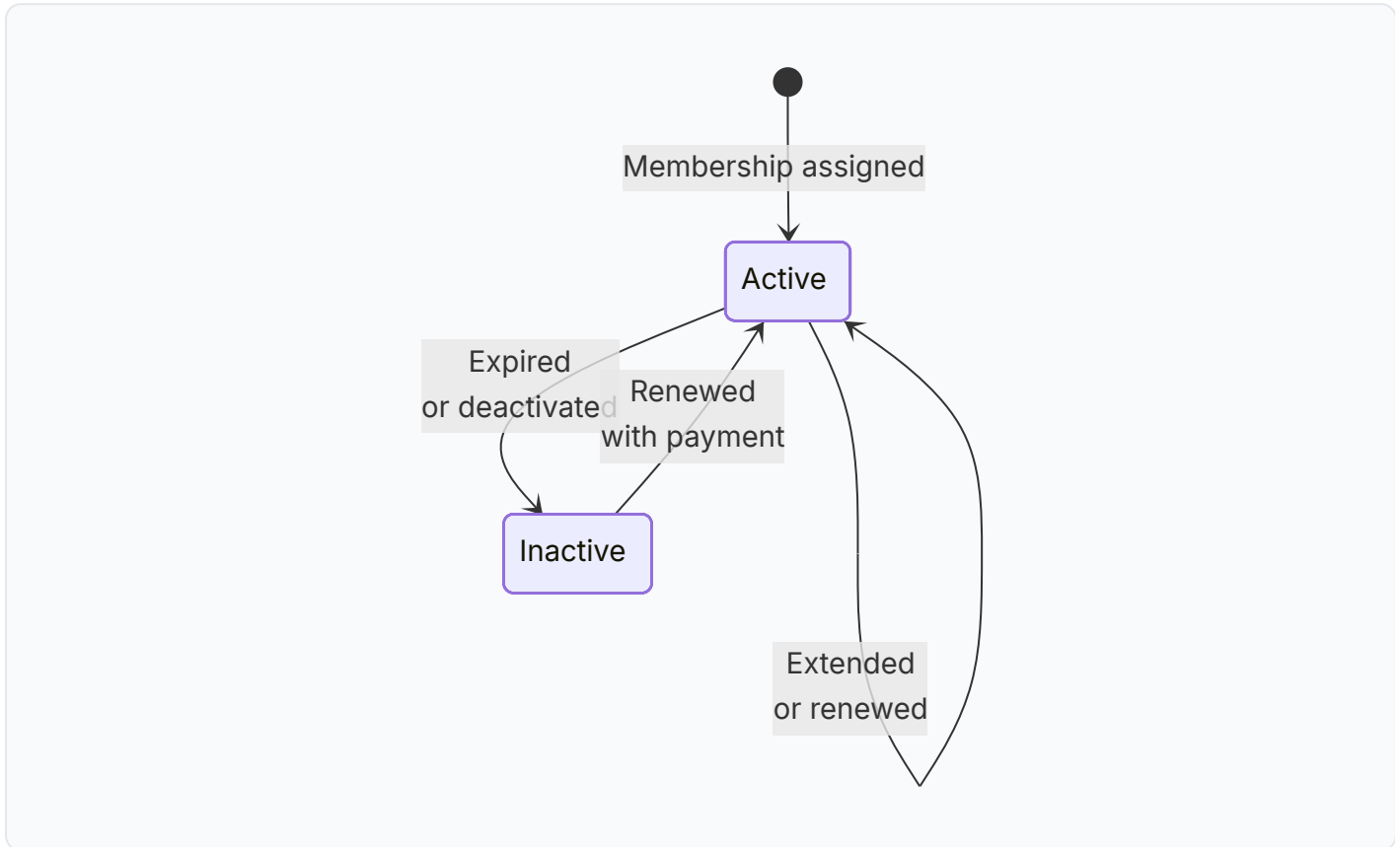


# How Customer Membership Statuses Work

## What Is This?

Every paid membership is either **Active** or **Inactive**. This status controls benefit access and what the customer sees in the portal.



## Statuses

- **Active** — membership is current, benefits are accessible. Shown with a green check badge.
- **Inactive** — membership has expired or been deactivated. Benefits are revoked. Shown with a red x-circle icon.

Paid Memberships				
Membership Type	Billing	Started	Expires	Active
Gold Member	Monthly	01 Jan, 2026	01 Jul, 2026	✓
Premium VIP	Yearly	15 Mar, 2025	15 Mar, 2026	✓
Silver Member	Monthly	01 Nov, 2025	01 Feb, 2026	✗

## What makes a membership Active?

- It has been assigned or purchased
- Its expiry date hasn't passed

## What makes a membership Inactive?

- **Expired** — the system automatically deactivates it daily when the expiry date passes
- **Manually deactivated** — you turn it off from the customer's profile
- **Replaced** — assigning a new membership deactivates the old one

## When a membership becomes Inactive

- Benefits are revoked
- Portal shows "Expired" with a **Renew Membership** button (if online payments are enabled)
- All history is kept — nothing is deleted

## Automatic notifications

WhatsApp notifications can be sent at key moments (requires WhatsApp to be configured and each notification enabled in membership type settings):

- **Activated** — membership is now active
- **Expiry reminder** — sent on the exact day matching your reminder window (e.g. 7 days before expiry)
- **Expired** — membership has ended
- **Extended** — new expiry date after extra days added
- **Renewed** — membership successfully renewed

## Good to Know

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- A customer can only have **one active membership** at a time. Assigning a new one deactivates the previous.
- You can extend an active membership by adding extra days.
- The **Renew** action appears in the admin panel when a membership is within 30 days of expiry or already expired.
- All status changes are logged in the transaction history.

## What Customers See in the Portal

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- **Active** — membership name, benefits, and a progress bar showing time elapsed
- **Nearing expiry** — a **Renew Early** button appears within 30 days of expiry (requires online payments)
- **Expired** — "Expired" label with a **Renew Membership** button (requires online payments)

- **No membership** — "Normal Member" heading with a carousel of available membership types