New Holds and Terminations Workflow + Email Verification

This week's release, available to all associations on Wednesday, September 16th, contains two important updates to your Daxko Operations Live Site. The first is a release we added to the training site on September 2nd that we are now moving to your Live Site – an all new holds and terminations workflow to assist users and members with vital decisions at the point of a hold or termination. The second is the very first release of new email validation in Daxko Operations to ensure that you are making the most of your emails to your members.

Holds and Terminations

With an increase in the frequency of requested holds and terminations and a greater need for staff efficiency, we have created a new step-by-step format in order to improve the overall holds and terminations process.

This new experience includes:

- Ability to extend a hold
- Step by step workflow
- Ability to write off and adjust overdue balances
- Removal of scheduled payments from the pending batch for both Holds and Terminations
- Finalize step with a summary of changes

… and more! Check out the User Guide.

Email Verification

We know that email accuracy is critical for your association to remain in close contact with your membership base. While Daxko Operations captures emails throughout, we are now adding a new verification status to every email address. This status will track the confirmation that an email address has been verified through a series of releases, beginning with this release.

One important thing to note is that this release will not affect any existing system emails, such as confirmation emails. To see all of the details, check out the [User Guide](#).

Questions, concerns, or feedback? Email support@daxko.com.