

Search Programs by Keyword and Refund Updates

This release contains two notable updates:

- Search Programs by Keyword added to the Training Site
- Refund enhancements available on your Live Site

Search Programs by Keyword - Training Site

A new in house program search and registration workflow will be added to your Daxko Operations Training Site on **Wednesday, July 22nd**. Associations will have two full weeks of access in the training site prior to the Live Site release, planned for **Wednesday, August 5th**. This new experience includes:

- Quick Keyword Search
- Cohesive In House and Online Registration Experience
- Quick Filters for Program Selection

... and more! Check out this release's [User Guide](#) to begin testing on your Training Site. We do know that this will require an update to Daxko's many training resources and the team is working diligently to ensure everything reflects these changes.

Refund Enhancements - Live Site

We know that the last several months have highlighted some areas of improvement around the refund process. In this release, we have added the following:

- Balance Due will be shown to users when Approving Refunds

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Unit Name: olg, olg
 Unit ID: 300344403
Balance Due: \$0.00
 Refund Method: Credit Card

Original Transaction Date	Payment Method	Original Payment	Refund Amount	Refund Issue Date	Refund Reason	Description
6/24/2020 1:28:01 PM	VISA	\$17.00	\$2.00	7/20/2020 1:10:58 PM	Submitted by : Becki Irby MOD approved this refund due to a poor membership join experience.	Prorated Dues (Jun 24 thru Jun 27)
Totals:			\$2.00			

[Approve](#)

- Refund Reason (minimum of 5 characters) will now be required for all Refunds.

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Membership Unit:
 olg, olg (Unit ID: 300344403)
 123 faf
 asdf, PA 12345 US
 (234) 234-2342

Home Branch:
 Blocker Norfolk Family YMCA

Membership Type:
 FREE

Description	Fees	Discount	Paid
Prorated Dues (Jun 24 thru Jun 27)	\$6.67	\$4.67	\$2.00

Payment Type	Payment Date	Paid	Refund Method	Refund Amount
VISA	06/24/2020	\$2.00	Credit Card Refund ▾	\$ 2.00

Refund Reason*

MOD approved this refund due to a poor membership join experience.

434 characters remaining

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- Event Log will properly reflect the refund reason, regardless of refund method.

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Tools » Event Log

Becki Irby at (111) 111 Test Branch

Unit Name:

Unit ID:

User Name: Becki Irby

Event Type: All

Date Range:

To:

View

Clear

Print

Export

Date	Event Type	Unit Name	Description
7/20/2020 1:09:58 PM	Reversal	olg. olg	Cancellation of Membership Due (Jun 2020) Refund Reason: MOD approved this refund due to a poor membership join experience.
7/20/2020 1:10:58 PM	Reversal	olg. olg	Cancellation of Prorated Dues (Jun 24 thru Jun 27) Refund Reason: MOD approved this refund due to a poor membership join experience.
7/20/2020 1:13:53 PM	Finance - Change Refund Method	olg. olg	Refund method changed from Credit Card to System Credit (Fee Description: Prorated Dues (Jun 24 thru Jun 27))

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