# Account Reactivation

## Crowned Credit – Account Reactivation SOP

**This SOP outlines the process for reactivating paused, suspended, terminated, or canceled client accounts at Crowned Credit. Billing team members must follow these steps to collect the correct fees, set up invoices properly, and fully restore the client profile in DisputeFox before marking any account as active.**

> **Eligibility:** Clients who are **paused, suspended, terminated, or canceled**.

## Reactivation Process

## Fee Structure & Conditions

| # | Deactivation Period | Fee | Tracking |
|---|---|---|---|
| 1 | **Less than 2 months** | Monthly payment + tax + **$50 reactivation fee** *Example: Essentials $99 + tax = $101.97 + $50 = **$151.97*** | Reactivation Tracker |
| 2 | **More than 2 months** | Client must sign up as a new client. getcrownedcredit.com/pricing | Closed List Tracker |

> “ ⬚⬚ *A **$50 reactivation fee** is required for all accounts reactivated within 2 months of deactivation. This fee covers account setup, dispute preparation, and program resumption.*

> ⚠ **More than 2 months deactivated = New Signup.** Direct the client to [getcrownedcredit.com/pricing](getcrownedcredit.com/pricing) to re-enroll as a new client. Log in the **Closed List Tracker**.

# Steps to Set Up Reactivation Invoice (<2 Months)

1. **Open Invoices:** Payment Tab → All Invoices → **+NEW** → **NEW INVOICE**
2. **Label the Invoice:** Set label to **"Reactivation"**
3. **Enter Client Info:** Use client email to look up the account
4. **Set Due Date:** Per client's requested date
5. **Add Products:** Previous plan (e.g., Essentials = $99) + Apply tax. Add **Reactivation Fee: $50** (no tax) via + icon.
6. **Verify Total:** Confirm total (**$151.97 for Essentials**)
7. **Send Invoice:** Deliver via Email

> **Once Payment Received:** Assist client until fully set up. Update GHL notes: "*Client reactivated* → *Active*". Send confirmation message.

# Steps for >2 Months Deactivated (New Signup Flow)

1. **Open Invoices:** Payment Tab → All Invoices → **+NEW** → **NEW INVOICE**
2. **Label:** Leave as **"NEW INVOICE"**
3. **Enter Client Info:** Use client email
4. **Set Due Date:** Per client's request
5. **Add Product:** Client's selected plan (Essentials/Accelerated/Momentum), verify upfront amount. **Do not apply tax.**
6. **Verify Total:** Confirm ($150 for Essentials/Momentum)
7. **Send Invoice:** Deliver via Email

> **Once Payment Received:** Same steps as above — assist client, update GHL notes, send confirmation.

# 5. Reactivating Client Profile in DisputeFox (DF)

1. **Search Client:** Search for client name in DisputeFox
2. **Handle Overdues:** If showing import overdues — get most recent credit report, update file with previous rounds left out
3. **Change Status:** Set **Archived → Active**
4. **Move Folder:** Move to Folder: **Active Client**
5. **Portal Settings:** Turn **ON**
6. **Check Profile:** Verify Status (Slow Delete of EM or Accelerated), Password (format Name123 e.g. *Khryzza123*), Credit monitoring logins (functional, up to date with 3B)
7. **Assign Account:** Assign to **Crowned Credit 4**
8. **Notify Team:** Inform GC WhatsApp / Dianna Dispute Team that client is active and ready for import
9. **Update Tracker:** Update Reactivation Google Sheet Tracker for commission

# Notes & Reminders

> - *Always **confirm client requested due dates** before sending invoice.*
> - ***Double-check totals** including reactivation fee and tax.*
> - *Ensure accounts and **portal are fully functional** before marking active.*
> - *Keep documentation for **tracking, auditing, and commission**.*
> - ***Track by period:** <2 months = Reactivation Tracker | >2 months = Closed List Tracker*

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