

How to Record Payments, Refunds and Adjustments

Overview

The payments tab for a subscriber allows one of three different transactions to be posted to a subscriber account: Payments, Refunds, and Adjustments. Payments record the amount of money sent from a subscriber, and extend the length of a subscription. Refunds calculate the amount owed to a subscriber, in the event that a subscription must end early. Adjustments allow you to manually specify the renewal date for a subscription without posting any funds to the account. It is highly recommended that payments be posted in order to extend a subscription rather than posting adjustments to set the renewal date.

Payments

To record (post) a payment to start or extend a subscription:

1. Double-click the desired subscriber record, or select the subscriber and click the **Edit...** button.
2. Click on the **Newspaper** tab if it is not already selected.
3. Verify that the rate is set properly for this subscriber by observing the **rate** drop-down box.
4. Click on the **Payments** tab.
5. Click the **Payment** button.
6. Enter your initials in the box labeled **Initials**.
7. Verify that the Payment Date is correct. This is usually the current date but can be changed to post the payment for a different day.
8. Verify that the Calculation Date is correct. This refers to the date from which the new expiration date will be extended and can be changed at any time. By default, active customers will have this set to the current expire date, and expired and inactive customers will have this set to the Payment Date.
9. If the payment should be posted based on a promotional rate, select the correct rate in the **Promotional Rate** drop-down box. If none are listed, a promotional rate must first be configured in **File | Configure List...**
10. (optional) Enter the check or receipt number as provided by the subscriber.
11. Enter the amount to be posted to the account. Typically this will be an amount defined for a term of a rate. If the amount entered here is not configured in the rate, you will be prompted to prorate or discount the payment.
12. Press the **Tab** key on your keyboard.
13. (optional) Enter a tip amount to be paid to the newspaper carrier.
14. Confirm the Calculated Expire Date, the new expire date after posting the payment and click **OK**.

Refunds

To refund the remaining balance of a subscription:

1. Double-click the desired subscriber record, or select the subscriber and click the **Edit...** button.
2. Click on the **Payments** tab.
3. Click the **Refund** button.
4. Enter your initials in the box labeled **Initials**.
5. Verify that the Payment Date is correct. This is the date the refund will be applied to the account and will usually be the current date, but can be changed to post the refund on a different day.
6. If desired, change the amount of the remaining balance to be refunded. By default, all remaining funds will be refunded, setting the new expiration date to today's date.
7. Click **OK** to post the refund.

Adjustments

To manually adjust the expiration date for a subscriber:

1. Double-click the desired subscriber record, or select the subscriber and click the **Edit...** button.
2. Click on the **Payments** tab.
3. Click the **Adjustment** button.
4. Enter your initials in the box labeled **Initials**.
5. Verify that the Payment Date is correct. This is the date the adjustment will be recorded to the account and will usually be today's date.
6. Select the payment type from the **Payment Type** drop-down. When set to "Set Renewal Date" you can manually pick the expiration date for the subscription. When set to "Service Credit" you can select how many days to extend the subscription and a new expiration date will be automatically calculated.
7. Set the new renewal date or number of days to credit the subscription.
8. Confirm the Calculated Expire Date, the new expire date after posting the payment and click **OK**. ■