



A NEW DAWN

RELEASE 1.0

SUBSCRIPTION DISCOUNTS HOW TO GUIDE

JUNE 2020



SUBSCRIPTION

Subscription Discounts: How to Guide

As sites reopen, there may be a requirement to offer additional subscription discounts in specific circumstances. Such discounts may provide additional incentives for new and existing customers to join or renew their memberships.

Subscription Discounts allow discounts to be allocated within a Subscription Type.

Please note that where applicable, consideration should be made regarding when your last Direct Debit run was performed and when your site was closed. Considerations such as these may directly affect the amount of discount offered upon re-opening.

Subscription Discounts: Overview

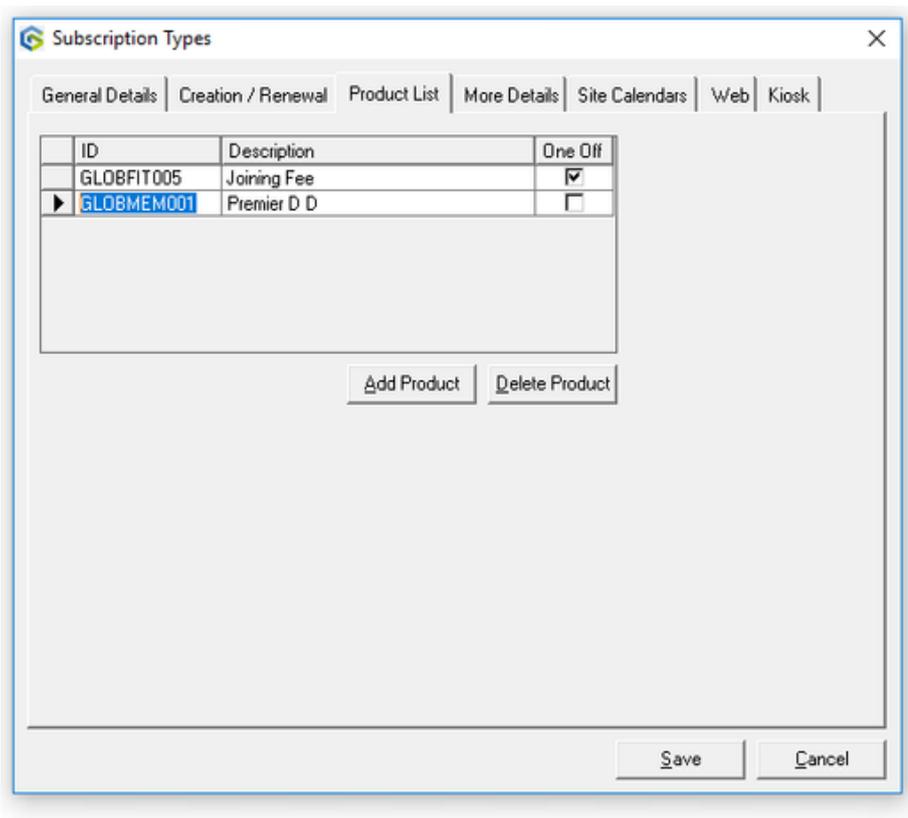
Subscription Product - Price Change

If wishing to reduce the first Direct Debit run when re-opening by a set amount for ALL Members, edit the current price of the Subscription to a reduced amount:

Sign into Plus2 and navigate to **Configuration > Financial > Subscriptions > Subscription Types**.

Locate the appropriate Subscription.

Navigate to the **Products List** tab. Select the relevant Product. In the example below, the regular Product is selected, and NOT the One Off (Joining Fee).



The screenshot shows a software window titled "Subscription Types" with a close button (X) in the top right corner. Below the title bar are several tabs: "General Details", "Creation / Renewal", "Product List", "More Details", "Site Calendars", "Web", and "Kiosk". The "Product List" tab is active, displaying a table with three columns: "ID", "Description", and "One Off".

ID	Description	One Off
GLOBFIT005	Joining Fee	<input checked="" type="checkbox"/>
GLOBMEM001	Premier D D	<input type="checkbox"/>

Below the table are two buttons: "Add Product" and "Delete Product". At the bottom of the window are "Save" and "Cancel" buttons.

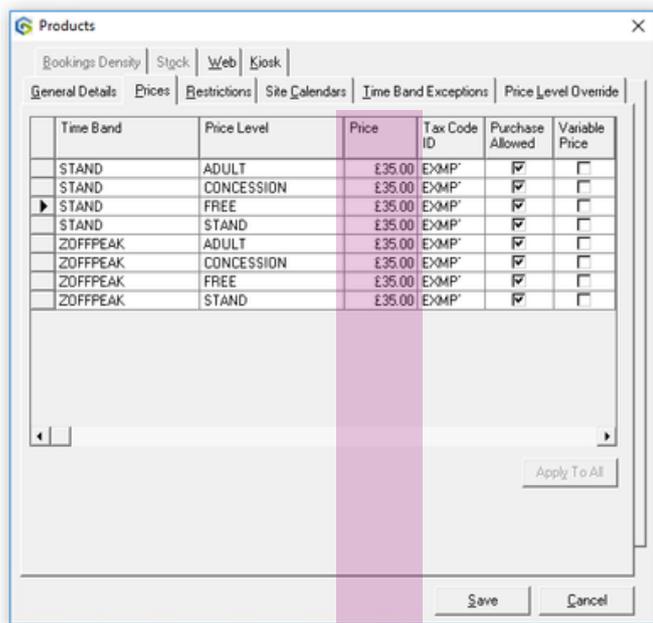
Subscription Discounts: Overview

Click **Add Product** and navigate to the selected Product.

Select **Modify** to open the Product.

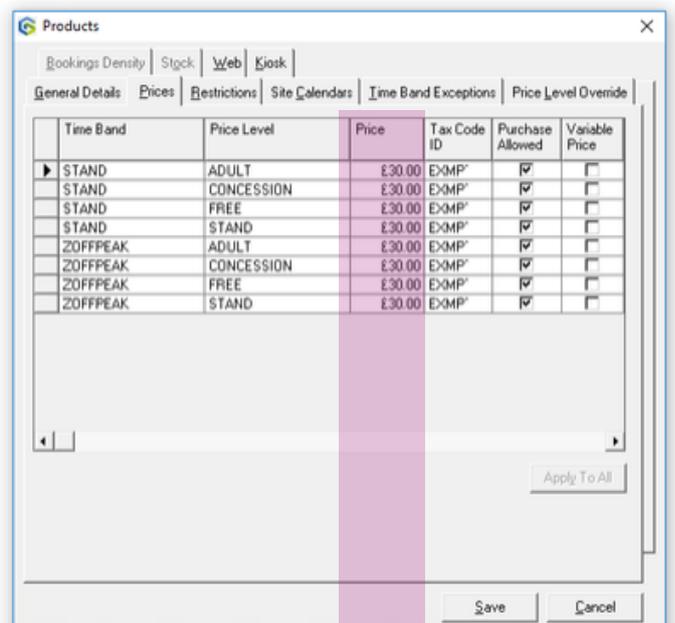
Navigate to the **Prices** tab and modify the price accordingly.

In the example below the price is changed from £35 to £30.



The screenshot shows the 'Products' window with the 'Prices' tab selected. The table below shows the current pricing for various time bands and price levels.

Time Band	Price Level	Price	Tax Code ID	Purchase Allowed	Variable Price
STAND	ADULT	£35.00	EXMP*	<input checked="" type="checkbox"/>	<input type="checkbox"/>
STAND	CONCESSION	£35.00	EXMP*	<input checked="" type="checkbox"/>	<input type="checkbox"/>
STAND	FREE	£35.00	EXMP*	<input checked="" type="checkbox"/>	<input type="checkbox"/>
STAND	STAND	£35.00	EXMP*	<input checked="" type="checkbox"/>	<input type="checkbox"/>
ZOFFPEAK	ADULT	£35.00	EXMP*	<input checked="" type="checkbox"/>	<input type="checkbox"/>
ZOFFPEAK	CONCESSION	£35.00	EXMP*	<input checked="" type="checkbox"/>	<input type="checkbox"/>
ZOFFPEAK	FREE	£35.00	EXMP*	<input checked="" type="checkbox"/>	<input type="checkbox"/>
ZOFFPEAK	STAND	£35.00	EXMP*	<input checked="" type="checkbox"/>	<input type="checkbox"/>



The screenshot shows the 'Products' window with the 'Prices' tab selected. The price for the ADULT price level has been updated from £35.00 to £30.00.

Time Band	Price Level	Price	Tax Code ID	Purchase Allowed	Variable Price
STAND	ADULT	£30.00	EXMP*	<input checked="" type="checkbox"/>	<input type="checkbox"/>
STAND	CONCESSION	£30.00	EXMP*	<input checked="" type="checkbox"/>	<input type="checkbox"/>
STAND	FREE	£30.00	EXMP*	<input checked="" type="checkbox"/>	<input type="checkbox"/>
STAND	STAND	£30.00	EXMP*	<input checked="" type="checkbox"/>	<input type="checkbox"/>
ZOFFPEAK	ADULT	£30.00	EXMP*	<input checked="" type="checkbox"/>	<input type="checkbox"/>
ZOFFPEAK	CONCESSION	£30.00	EXMP*	<input checked="" type="checkbox"/>	<input type="checkbox"/>
ZOFFPEAK	FREE	£30.00	EXMP*	<input checked="" type="checkbox"/>	<input type="checkbox"/>
ZOFFPEAK	STAND	£30.00	EXMP*	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Once the price has been modified, click **Save**.

When all price changes for all relevant Subscription have been updated, you can proceed with the Direct Debit run, at the reduced product price.

Once the Direct Debit run has been completed, you will need to change the Subscription Product prices again, back to the original price. You are now ready to collect at the original Subscription price.

Subscription Discounts: Overview

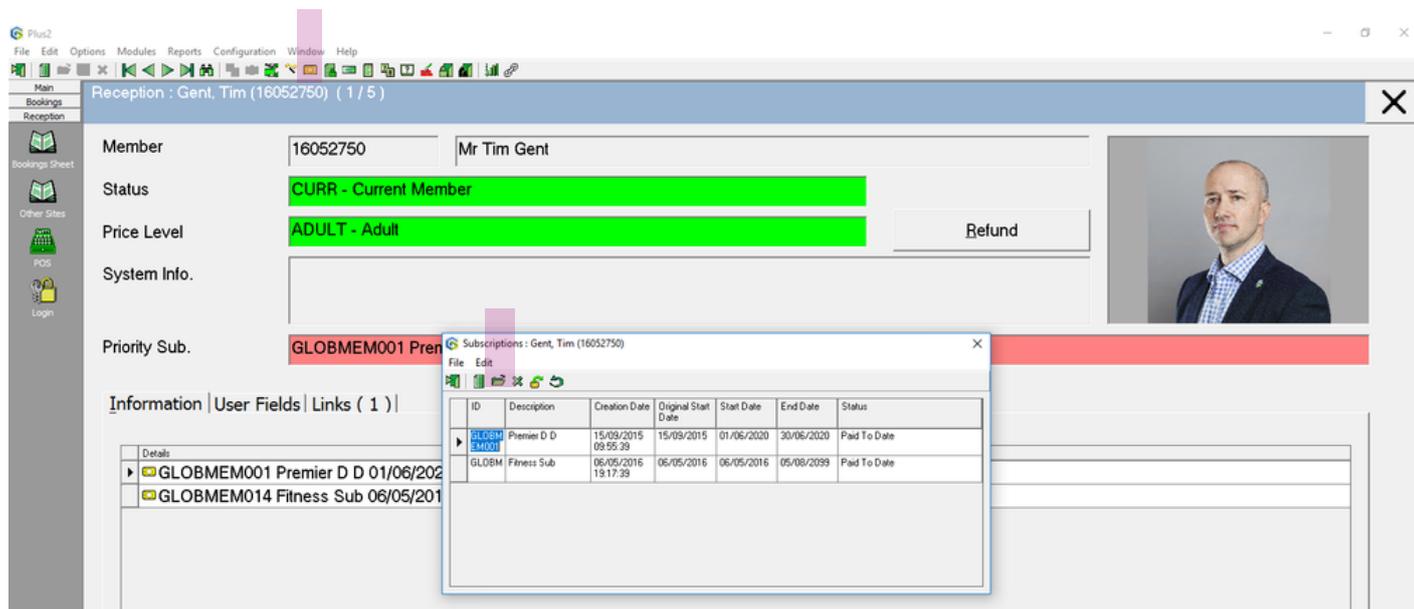
Modifying Individual Members

If you want to apply individual Member discounts, you can modify each Member's Subscription to apply either a Percentage or Amount discount:

Sign into Plus2 and navigate to the **Reception** screen.

Find the relevant Member.

Select the **Subscriptions** icon.



The screenshot shows the Plus2 software interface. The main window is titled 'Reception : Gent, Tim (16052750) (1 / 5)'. The member information is displayed as follows:

- Member: 16052750 | Mr Tim Gent
- Status: CURR - Current Member
- Price Level: ADULT - Adult
- System Info. (empty)
- Priority Sub.: GLOBMEM001 Premier D D

A 'Subscriptions' window is open, showing a table of subscriptions for member 16052750:

ID	Description	Creation Date	Original Start Date	Start Date	End Date	Status
GLOBMEM001	Premier D D	15/09/2015 09:55:39	15/09/2015	01/06/2020	30/06/2020	Paid To Date
GLOBMEM014	Fitness Sub	06/05/2016 19:17:39	06/05/2016	06/05/2016	05/08/2019	Paid To Date

Select the relevant Subscription and click **Modify**.

Navigate to the **Discounts** tab.

Subscription Discounts: Overview

In the example below a £5 discount is applied for the Direct Debit run on the 1st August (Member would usually pay £35). So for the month of August the Member will only pay £30, and will revert back to £35 for the collection on the 1st September.

The screenshot shows the 'Subscription Allocation' dialog box with the 'Discounts' tab selected. The 'Discount Type' is set to 'Amount'. The 'Discount Until' date is 31/08/2020. The 'Current Discount' table shows a price of £35.00 with a discount of £0.00. The 'Subsequent Renewals' table shows a price of £35.00 with a discount of £5.00, resulting in a price to member of £30.00.

Subscription Allocation

General Details | Fix Price | Discounts | Instalment Plan

Discount Type

None Percentage Amount Fix Price

Round To Nearest: 0.01

Discount Until: 31/08/2020 Perpetual

Reason:

Current Discount Type: None Round To Nearest: 0.01

ID	Description	Price	Discount To Apply	Adjusted Price	Discount Value	Price To Membe
GLOBMEI	Premier D D	£35.00	£0.00	£35.00	£0.00	£35.00
Total		£35.00		£35.00	£0.00	£35.00

Subsequent Renewals

ID	Description	Price	Discount To Apply	Discount Value	Price To Membe
GLOBMEI	Premier D D	£35.00	£5.00	£5.00	£30.00
Total		£35.00		£5.00	£30.00

Save Cancel

Discount Type: Select either Percentage or Amount.

Discount Until Date: Enter required end date for discount.

Subsequent Renewals: Enter relevant amount or percentage.

Click **Save**.

Subscription Discounts: Overview

Subscription Discounts via Gladstone360 or Join@Home

If using Gladstone360 or Join@Home, there is specific functionality to add and configure Subscription Discounts within the Gladstone Management Console (GMC). If you require any additional information for this discount configuration, please log a case with Gladstone Customer Support.

Gladstone Data Services

The Data Services team at Gladstone can provide a managed service for the changes outlined within this document. Applying Subscription Discounts enmasse to all your members via a SQL script based on your requirements.

Please contact your Gladstone Account Manager or click the link below to request Data Services consultancy.

<https://offers.gladstonesoftware.co.uk/data-consulting-request-covid-reopening>

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