# A NEW DAWN

RELEASE 1.0

# EXTENDING SUBSCRIPTION END DATES

# HOW TO GUIDE

JUNE 2020

Gladstone

# Extending Subscription End Dates for advanced/paid up front Subscriptions (ie. Annual)

**Important Note:**
Prior to launching Plus2 for the first time since returning to work, consider the SoD (Start of Day) process and its impact. It is likely that, if SoD has not been executed for a long time, the process could take some duration to complete. SoD may also remove expired subscriptions from member records by virtue of the Expired Subs Retention Period. To discuss these options further, contact Gladstone for further advice.

# Extending Subscription End Dates

During the lock down period, it is inevitable that a proportion of fixed length subscriptions will exceed their end date and automatically expire. In addition, and as a direct result of the configurable subscription option Expired Subs Retention Period, the subscription could automatically remove itself from the customer record removing key traces to its existence. Extending the end dates for customers with fixed length subscriptions can be completed on either a case by case basis or completed as a chargeable service by Gladstone Data Services:

## Chargeable service provided by Gladstone Data Services

Following a consultation between your business and our Gladstone Data Services team, we can update specific customer accounts based on their status, subscription type, end dates or combinations of all 3 allowing for greater flexibility and control.

This service is available to all clients at a fixed cost of £300.00.

## Case by case

Customer accounts may be modified using Plus2 on a case by case basis. To modify the customers subscription end date, follow the instructions below:

Sign into Plus2 and navigate to either the **Members** or **Reception** screens.

Locate the appropriate contact record using the **Find Member** button.
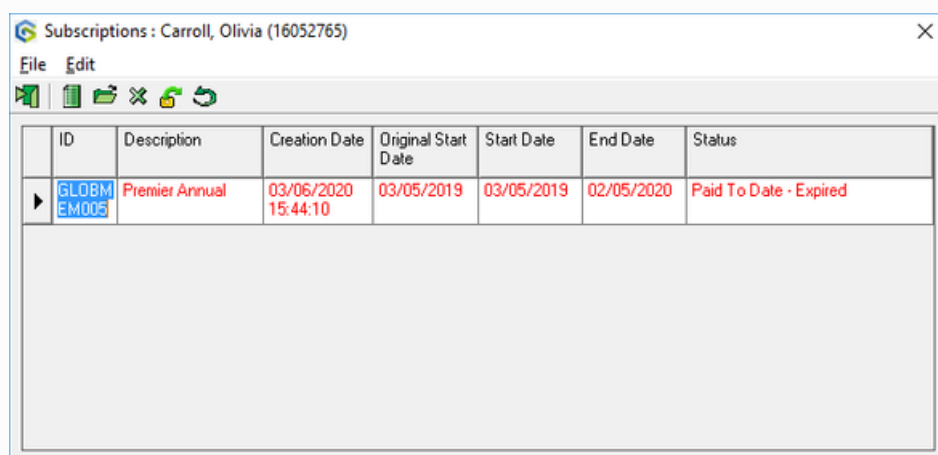
# Extending Subscription End Dates

From the tool bar, select the **Subscriptions** button. If you are unable to click Subscriptions, please check your permissions with your Systems Administrator.
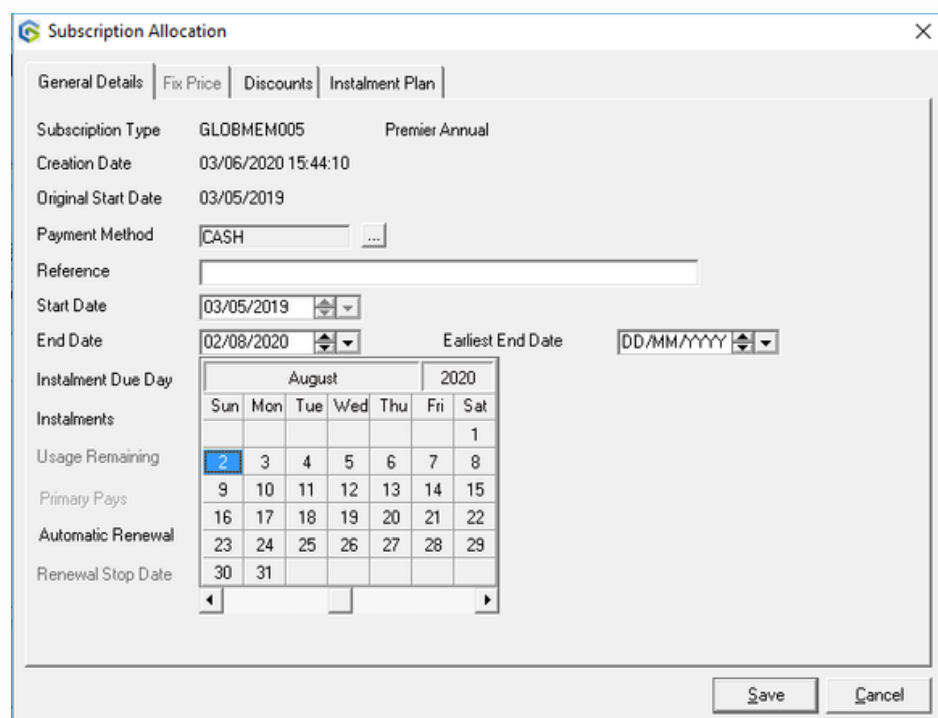


Double-click the subscription you wish to modify. If the subscription is not displayed, it may have been automatically removed by the SoD procedure. In these circumstances, please continue to *What if the Subscription has been automatically removed?*

From the configuration options displayed, locate and modify the **End Date** in accordance with the revised end date for the subscription.
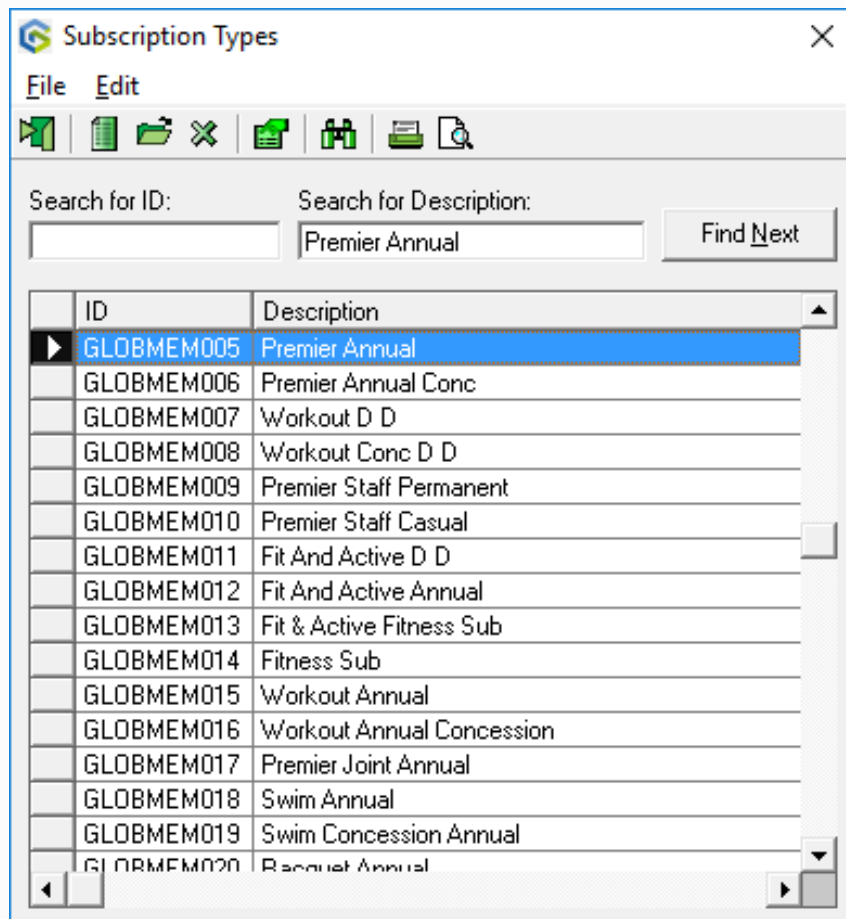


Select **Save**.

# Extending Subscription End Dates

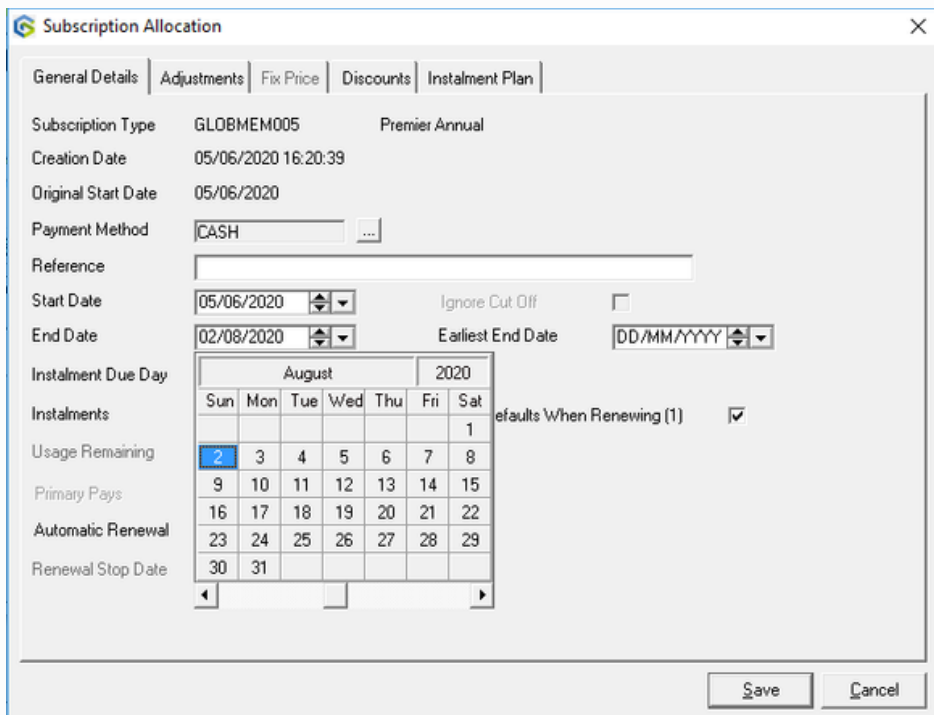**What if the Subscription has been automatically removed?**

In the circumstances where the original subscription has been removed, it may be a requirement to add a new subscription and amend the dates and costs accordingly. Follow the directions below to complete the task:

From within the subscriptions window, select **File >> New**

# Extending Subscription End Dates

From within the subscriptions window, select **File >> New**



From the configuration options displayed, locate and modify the **End Date** in accordance with the revised end date for the subscription.

Select the **Adjustments** tab

Within the **Amount** column, change the value to £0.00 and click **Save**.

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