

A person in athletic wear is stretching on a road at sunrise. The person is wearing black leggings with pink accents and black sneakers with pink soles. They are holding their right leg with their right hand. The road is paved and has white dashed lines. The background shows a line of trees and a bright orange sun low on the horizon, creating a warm, golden glow over the scene.

A NEW DAWN

RELEASE 1.0

EXTENDING SUBSCRIPTION END DATES

HOW TO GUIDE

JUNE 2020



SUBSCRIPTION

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.

Find Members

Find Details: 16052765

ID	Last Name	First Names	Company Name	Home Telephone
▶ 16052765	Carroll	Olivia		

Options

Find Method: ID Search On: Whole field

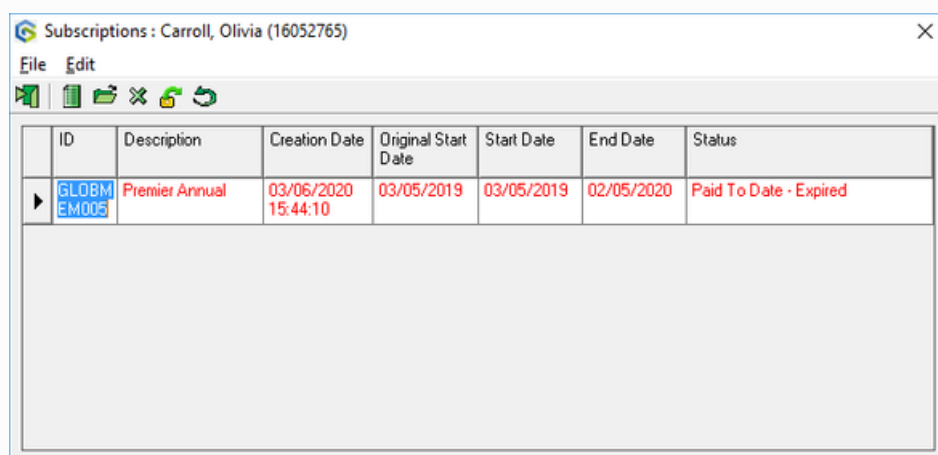
Sort Order: ID Status: Sites in Group: ALL

Save Options

Add Member Non-Member Same As Last Find Cancel

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.

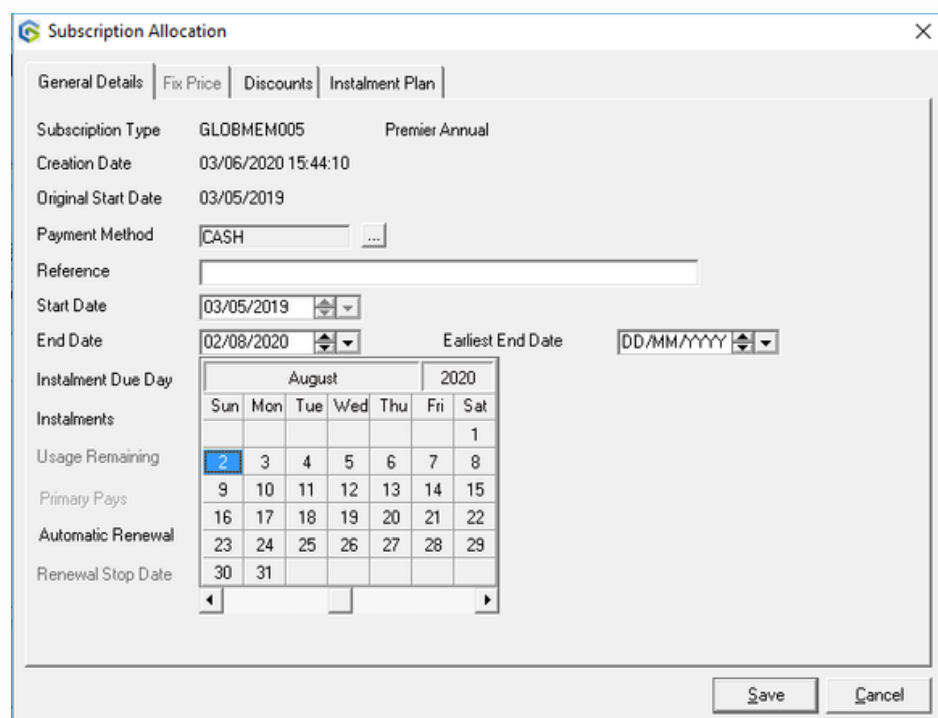


Subscriptions : Carroll, Olivia (16052765)

ID	Description	Creation Date	Original Start Date	Start Date	End Date	Status
GLOBMEM005	Premier Annual	03/06/2020 15:44:10	03/05/2019	03/05/2019	02/05/2020	Paid To Date - Expired

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.



Subscription Allocation

General Details | Fix Price | Discounts | Instalment Plan

Subscription Type: GLOBMEM005 Premier Annual

Creation Date: 03/06/2020 15:44:10

Original Start Date: 03/05/2019

Payment Method: CASH

Reference:

Start Date: 03/05/2019

End Date: 02/08/2020

Earliest End Date: DD/MM/YYYY

Instalment Due Day:

Instalments:

Usage Remaining:

Primary Pays:

Automatic Renewal:

Renewal Stop Date:

Save Cancel

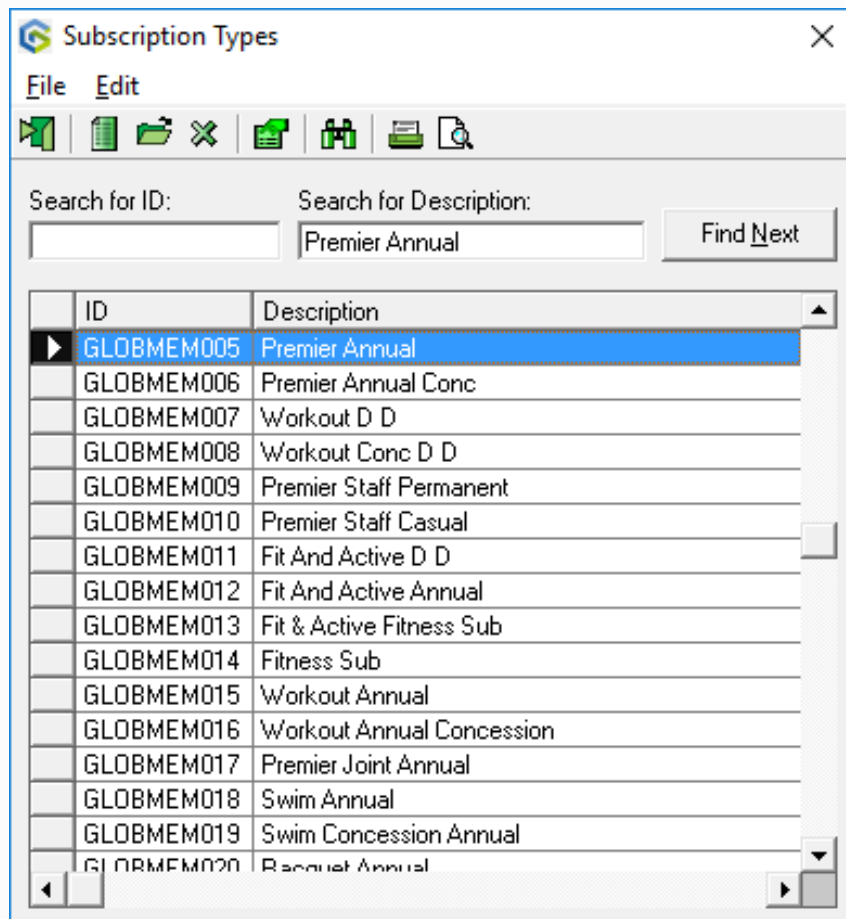
Select **Save**.

Extending Subscription End Dates

What if the Subscription has been automatically removed?

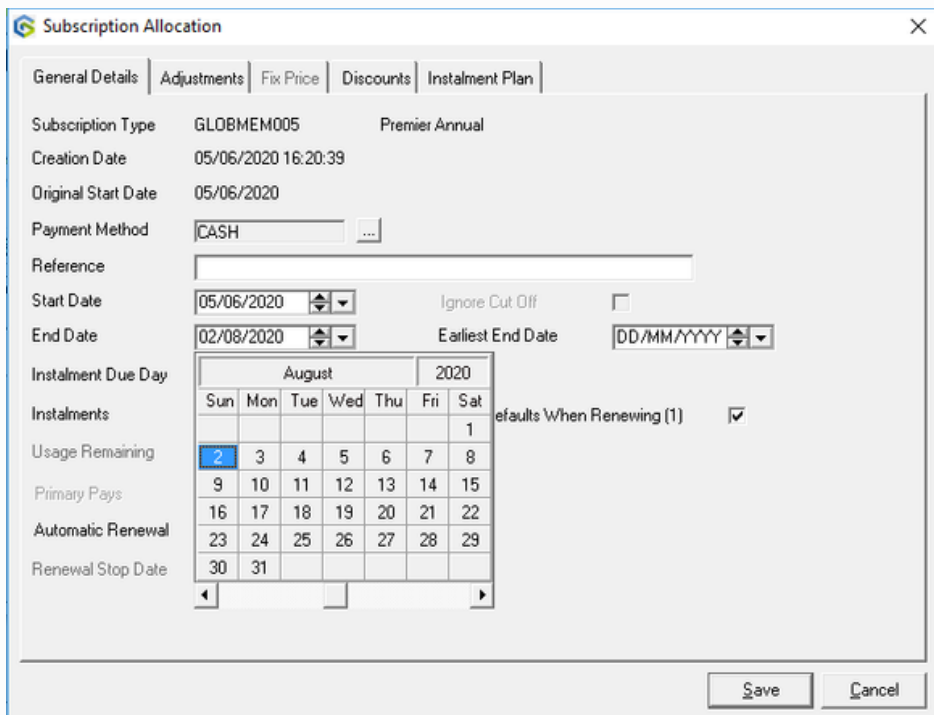
In the circumstances where the original subscription has been removed, it may be a requirement to add a new subscription and amend the dates and costs accordingly. Follow the directions below to complete the task:

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



Extending Subscription End Dates

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



The screenshot shows the 'Subscription Allocation' window with the 'General Details' tab selected. The window contains the following fields and controls:

- Subscription Type:** GLOBMEM005 Premier Annual
- Creation Date:** 05/06/2020 16:20:39
- Original Start Date:** 05/06/2020
- Payment Method:** CASH
- Reference:** (empty text box)
- Start Date:** 05/06/2020 (calendar icon)
- End Date:** 02/08/2020 (calendar icon)
- Ignore Cut Off:** ☐
- Earliest End Date:** DD/MM/YYYY (calendar icon)
- Instalment Due Day:** (calendar icon)
- Instalments:** 1
- Usage Remaining:** 2 (highlighted in blue)
- Primary Pays:** (empty text box)
- Automatic Renewal:** ☒
- Renewal Stop Date:** (empty text box)

At the bottom right, there are 'Save' and 'Cancel' buttons.

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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