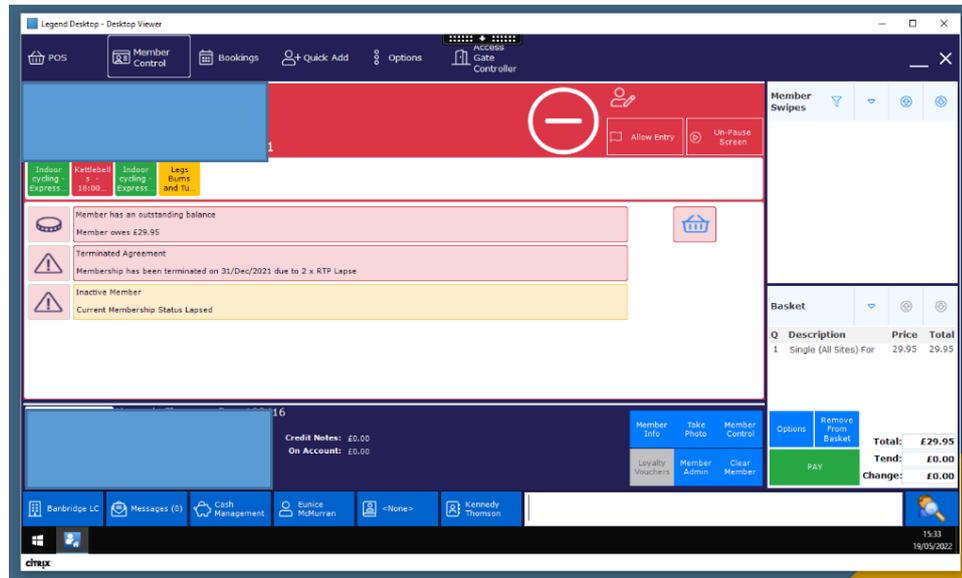
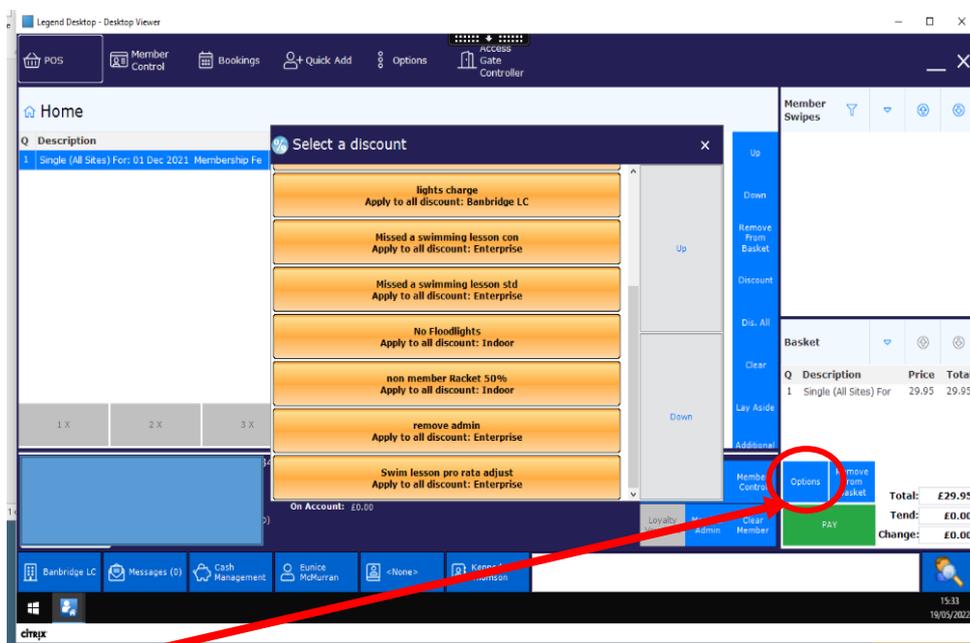


Removing outstanding debt through FOH

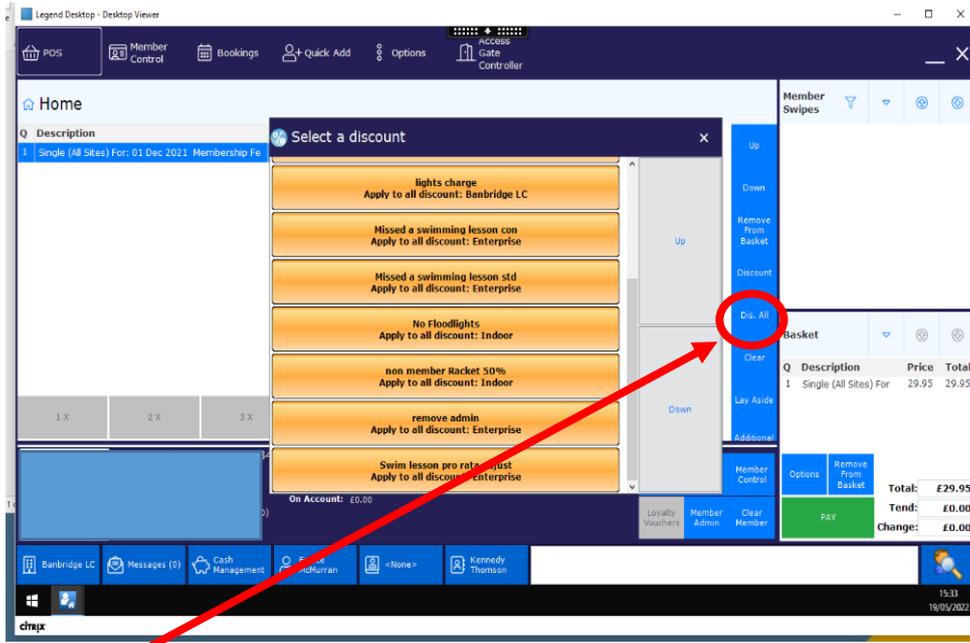
- Firstly check if the debit is owed Eg. Was it return from the bank saying '*Refer to payer*' or '*insufficient funds*'? **OR** did the customer cancel with their bank and not inform us on time? Use your own discretion on deciding whether or not the monies should be removed or not



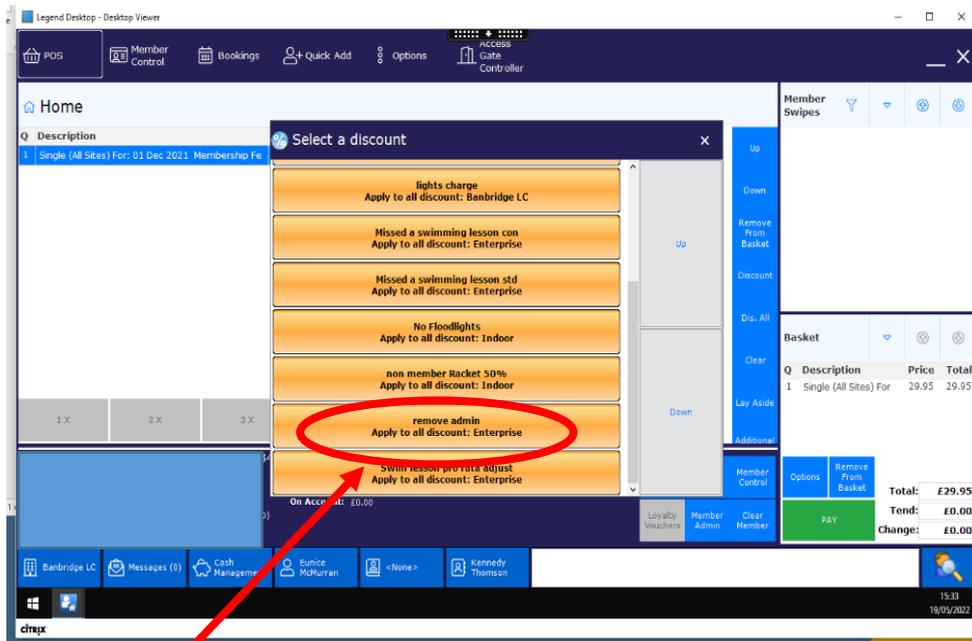
1. Add the amount to the basket



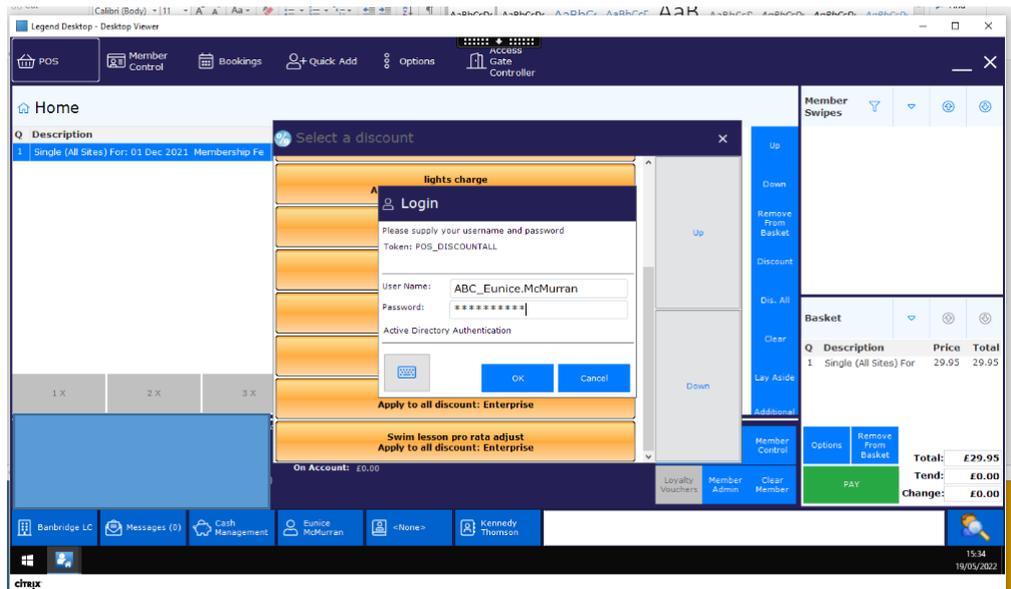
2. Select options



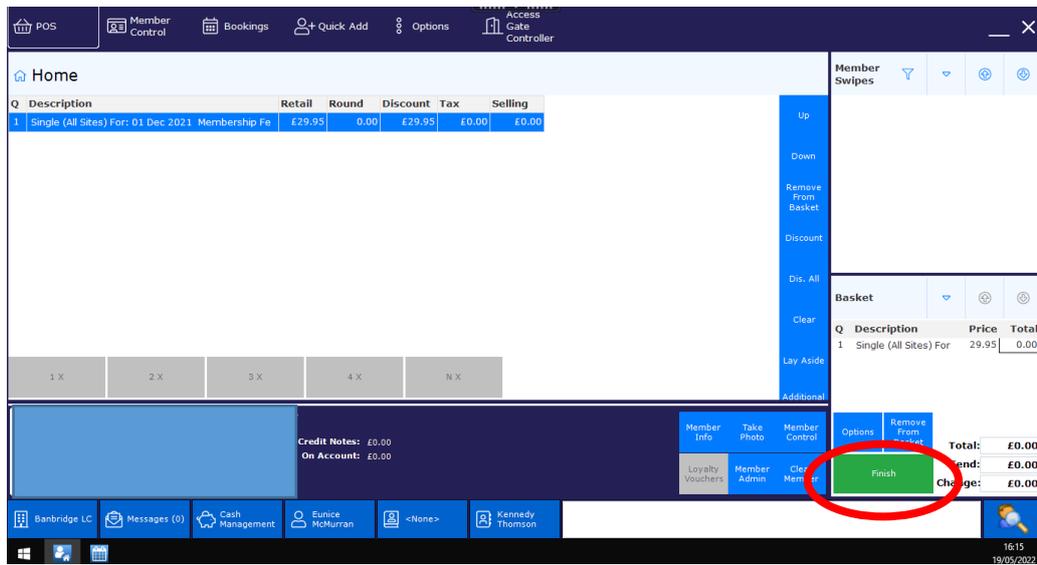
3. Select Dis. AI



4. Select remove admin

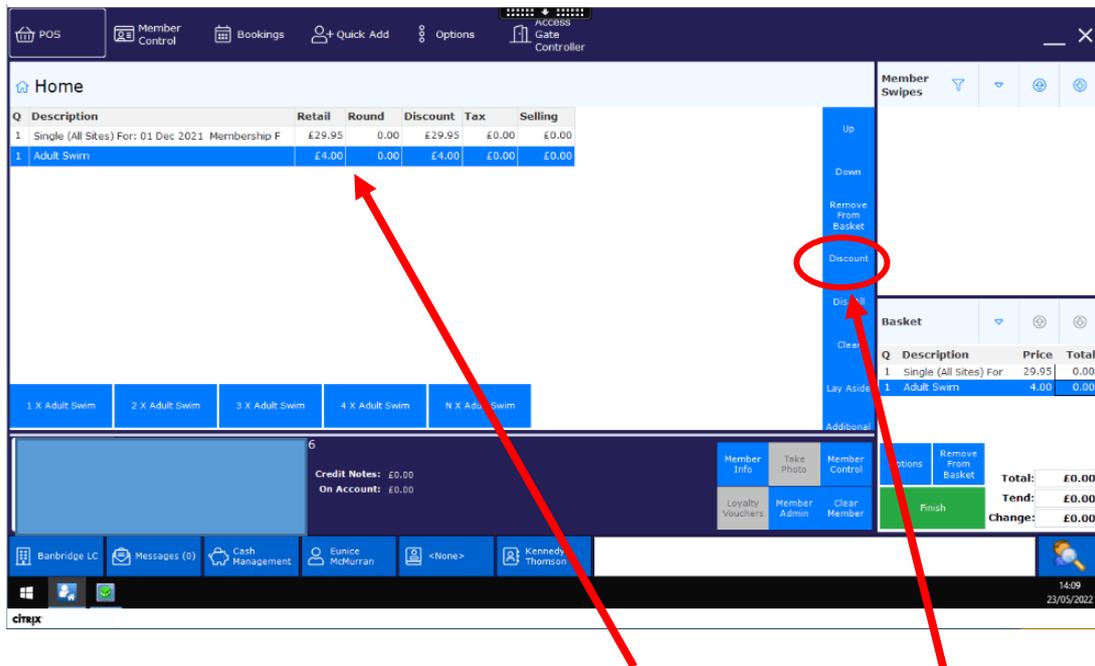


5. Enter your log in details

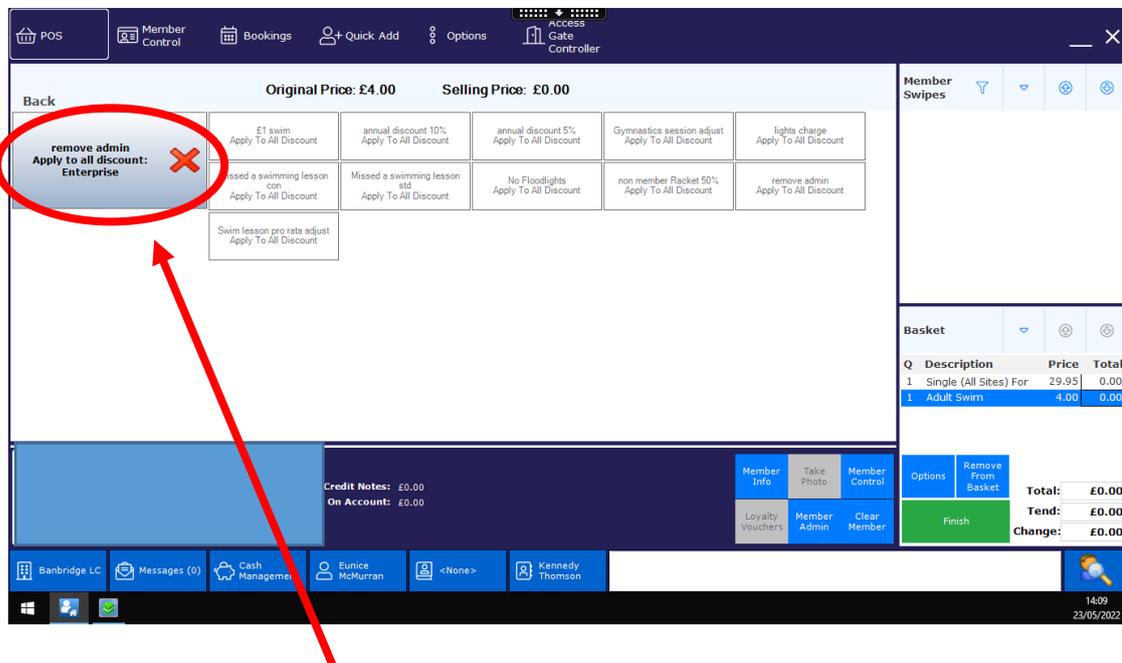


6. Finish – this will remove the amount from the customer’s account

If for any reason there are several items in the basket but you do not want them all to be discounted follow the below steps



1. Select the item you want the discount to be removed from and click on discount



2. Click on remove admin Apply to all discount

POS | Member Control | Bookings | Quick Add | Options | ACCESS Gate Controller

Back | Original Price: £4.00 | Selling Price: £0.00

remove admin Apply to all discount: Enterprise	E1 swim Apply To All Discount	annual discount 10% Apply To All Discount	annual discount 5% Apply To All Discount	Gymnastics session adjust Apply To All Discount	lights charge Apply To All Discount
	Missed a swimming lesson con Apply To All Discount	Missed a swimming lesson std Apply To All Discount	No Floodlights Apply To All Discount	non member basket 50% Apply To All Discount	remove admin Apply To All Discount
	Swim lesson pro rata adjust Apply To All Discount				

Member Swipes

Basket

Description	Price	Total
1 Single (All Sites) For	29.95	0.00
1 Adult Swim	4.00	4.00

Credit Notes: £0.00
On Account: £0.00

Member Info | Take Control | Member Control | Options | Remove From Basket

Loyalty Vouchers | Member Admin | Clear Member

TOTAL: £4.00
TEND: £0.00
CHANGE: £0.00

Banbridge LC | Messages (0) | Cash Management | Eunice McMurrin | <None> | Kennedy Thomson

14:09 23/05/2022

3. Check the discount has been removed and finish the transaction

