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*'? **Of** 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

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		2.1	Member 🍸 Swipes	⊽ 🛞	٩						
		Allow Entry Screen									
Indoor Kettlebell Indoor Legs cycling s - s - cycling - Burns Express 18:00 Express and Tu											
Member has an outstanding balance Member overs £29.95		硷									
Terminated Agreement Hembership has been terminated on 31/Dec/2021 due to 2 x RTP Lapse	Terminated Agreement Hembership has been terminated on 31/Der/2021 due to 2 x KTP Lapse										
Inactive Member Current Membership Status Lapsed			Basket	♥ (6)	٢						
			Q Description 1 Single (All Sites)	For 29.9	e Total 5 29.95						
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1. Add the amount to the basket



2. Select options

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4. Select remove admin

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Banbridge LC	Messages (0)	Cash Management	Eunice McMurran	읍 <none></none>	Kennedy Thomson								8	
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5. Enter your log in details

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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

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

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Y	Enterprise		Apply To All Discount	Missed a swimming lesson std Apply To All Discount	No Floodlights Apply To All Discount	non member Racket 50% Apply To All Discount	remove admin Apply To All Discount						
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2. Click on remove admin Apply to all discount

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remove admin	£1 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			
Enterprise	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 Racket 50% Apply To All Discount	remove admin Apply To All Discount			
	Swim lesson pro rata adjust Apply To All Discount							
						Basket Description Single (All Sites Adult Swim	Price) For 29.95 4.00	© Tota 0.00 4.00
	Options Remove From Basket PAY	Total: Tend: Change:	£4.00 £0.00 £0.00					
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3. Check the discount has been removed and finish the transaction