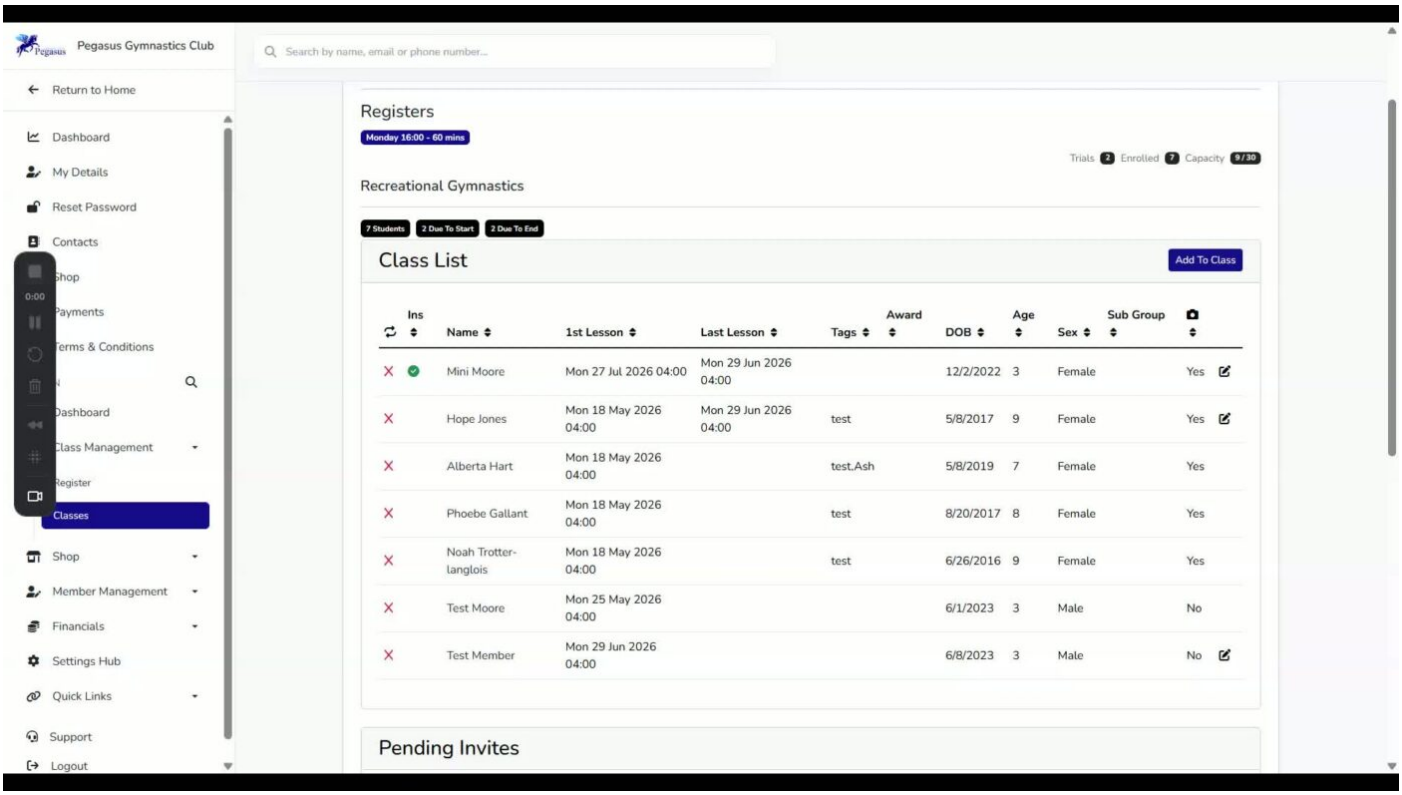
Managing Member Subscriptions

Actions · https://a2bmanager.com/docs/managing-member-subscriptions/

Embedded media: https://www.loom.com/embed/07ffbfea69394e37b59108dc9af26e14

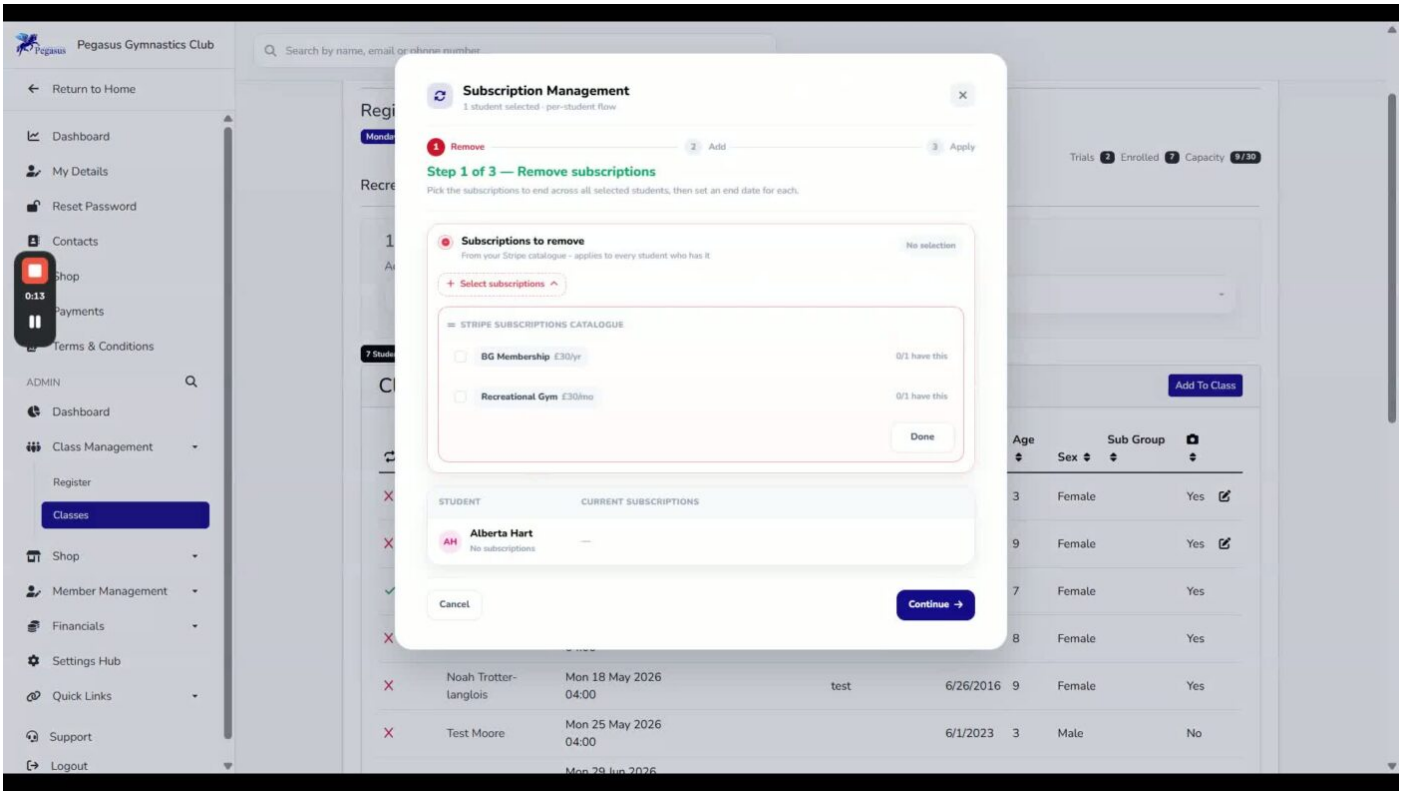
How to Manage a Member's Subscriptions

1. Open Subscription Management for the Member 0:00



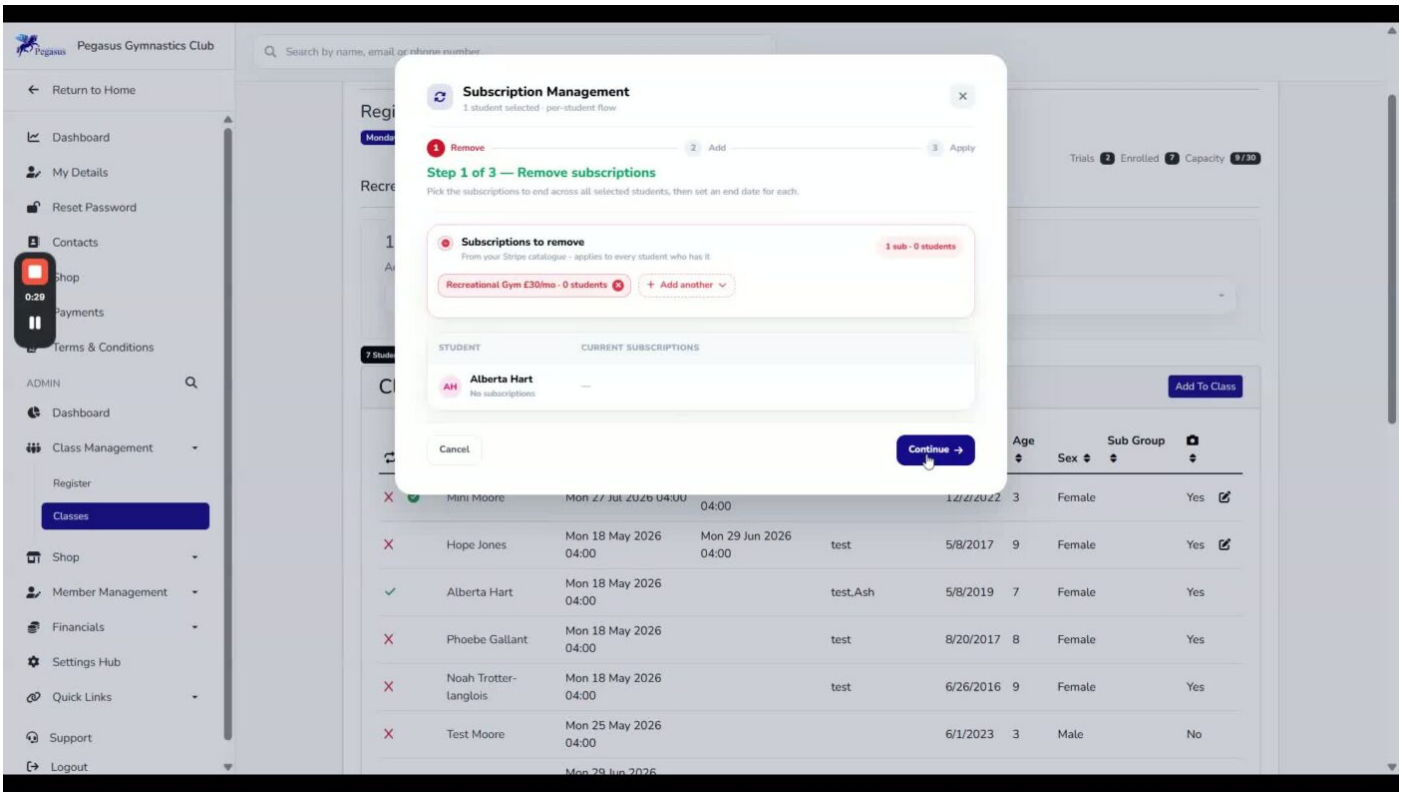
- Select the relevant **member**.
- Open the **Action** drop-down menu.
- Choose **Subscription Management**.

2. Remove Any Existing Subscriptions First 0:14



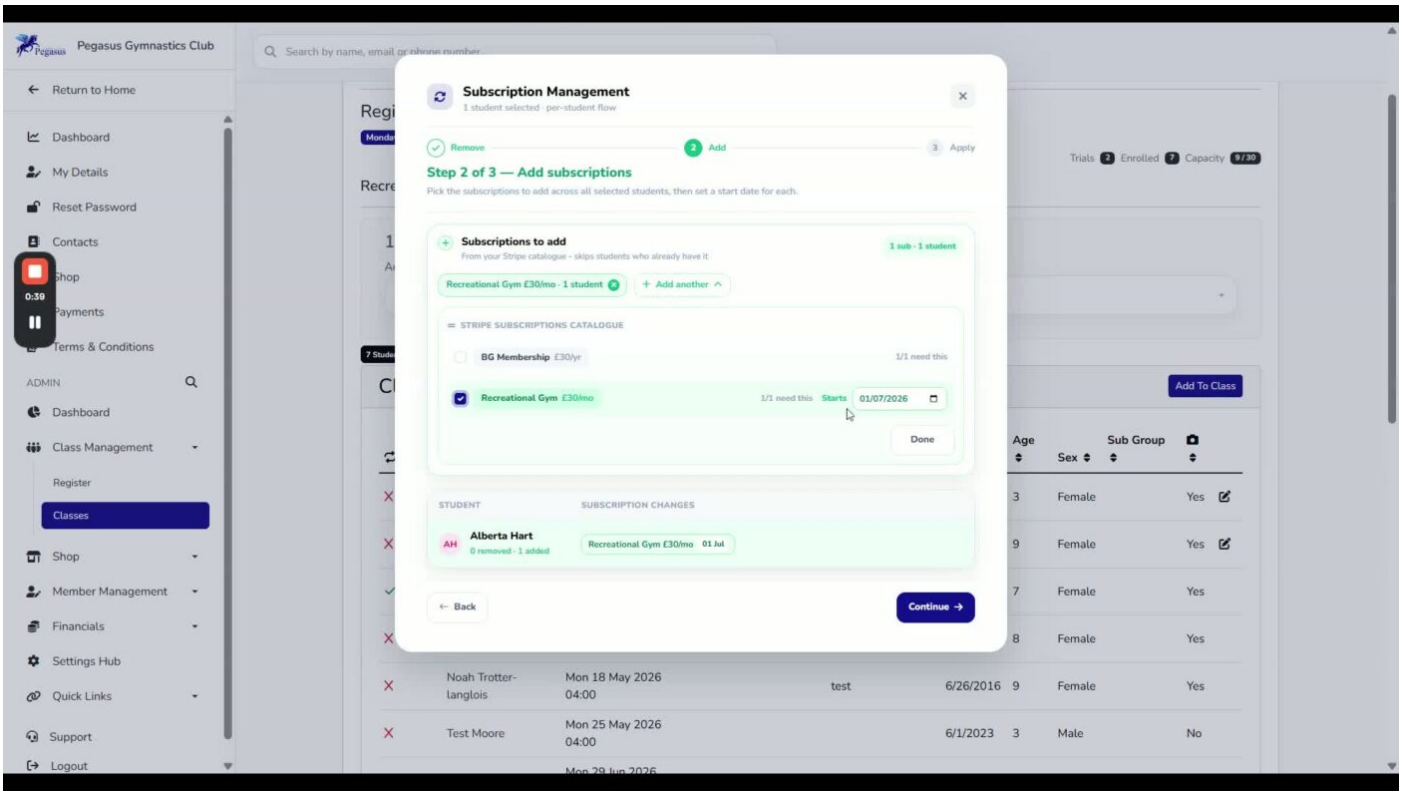
- If you need to remove a subscription, click the subscription you want to end.
- Enter the **end date**.
- Click **Done**.
- Click **Continue** to move to the next step.

3. Add a New Subscription 0:30



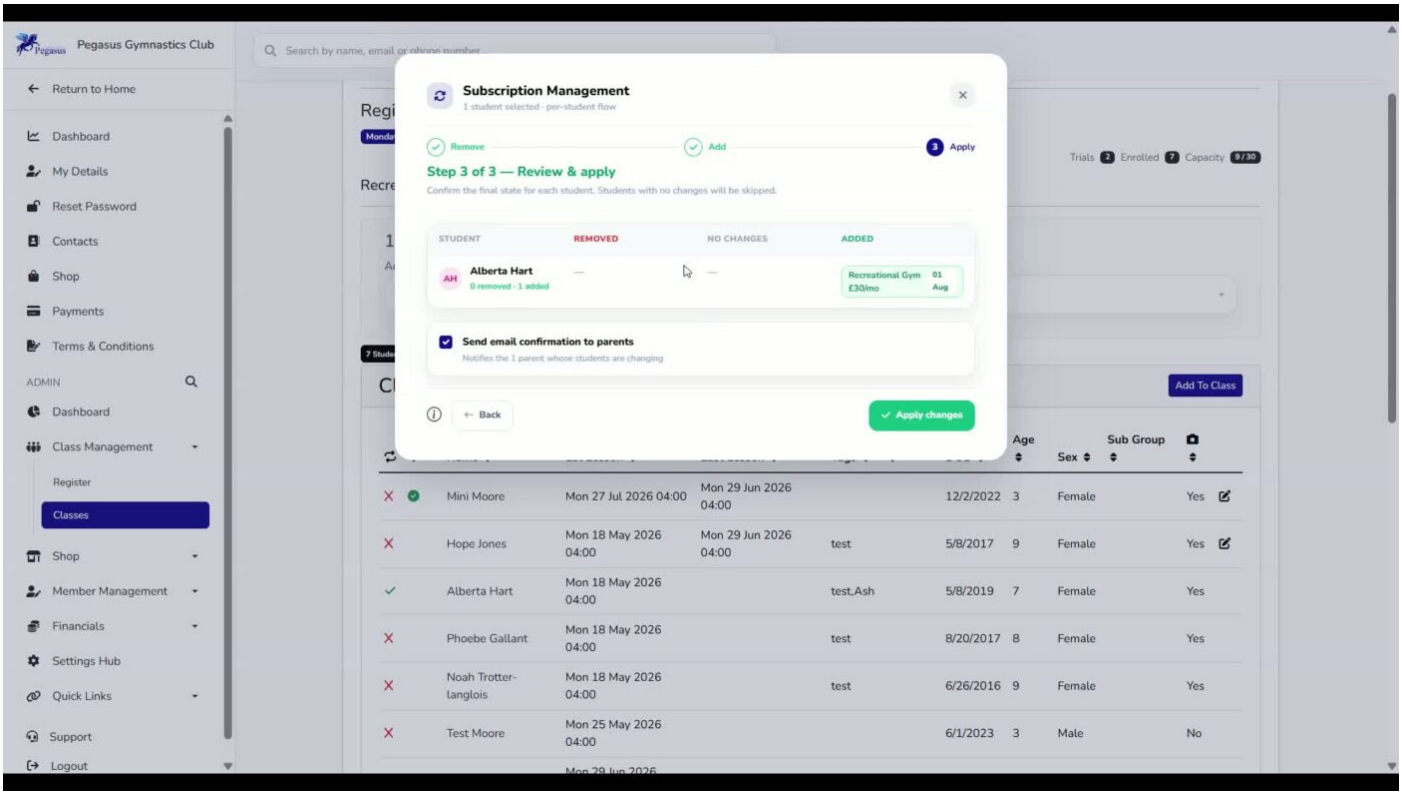
- In the catalogue, choose the subscription you want to add.
- Select the **start date** for the new subscription.
- This determines when the first payment will be taken.

4. Review the Subscription Change Details 0:40



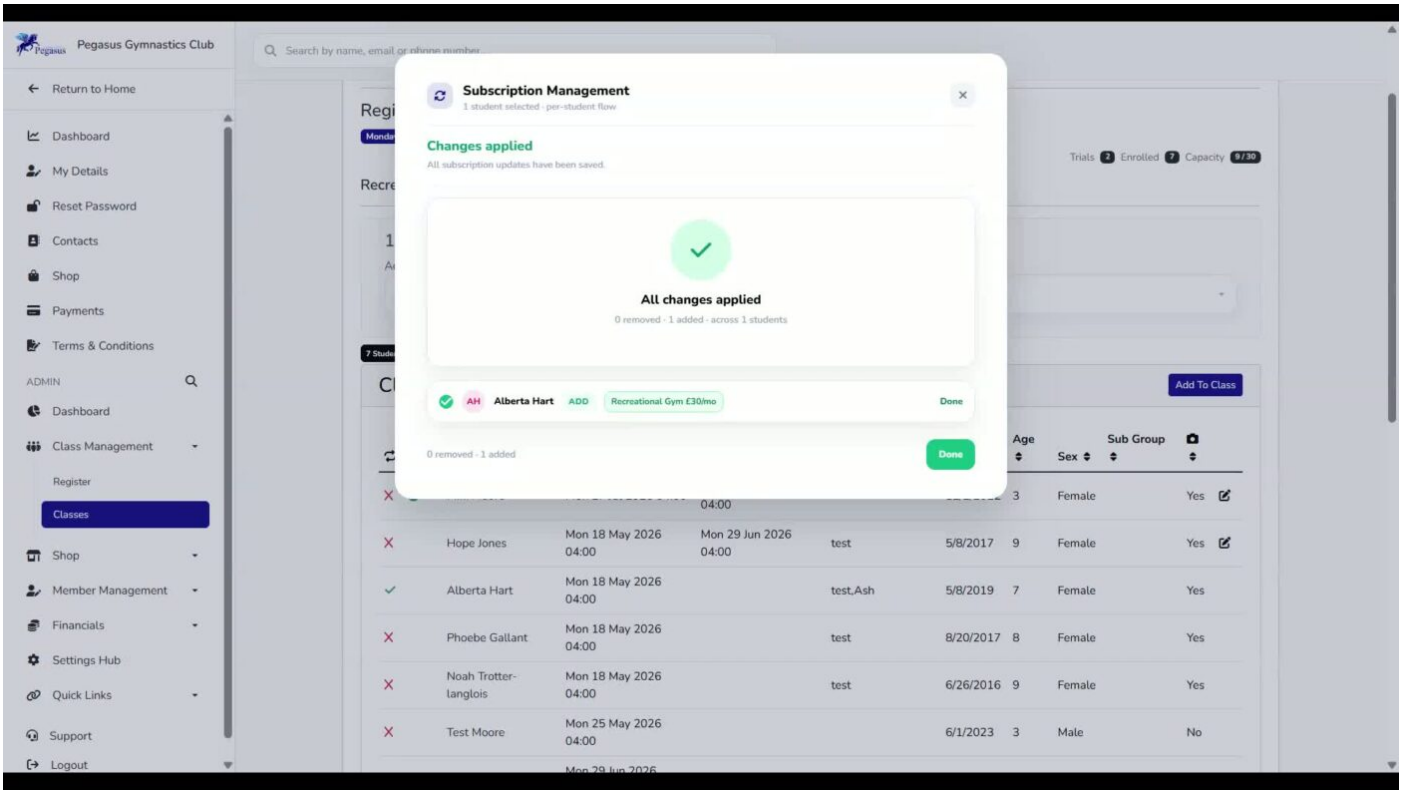
- Review the summary of the change.
- Confirm the new payment date shown in the system.
- Click **Continue** when everything looks correct.

5. Apply the Change and Send Confirmation if Needed 0:56



- Review the final confirmation screen.
- Optionally select the checkbox to **send an email confirmation to parents**.
- Click **Apply Change** to save the update.

6. Finish and Exit 1:10



- Once the system confirms that all changes have been applied, click **Done**.