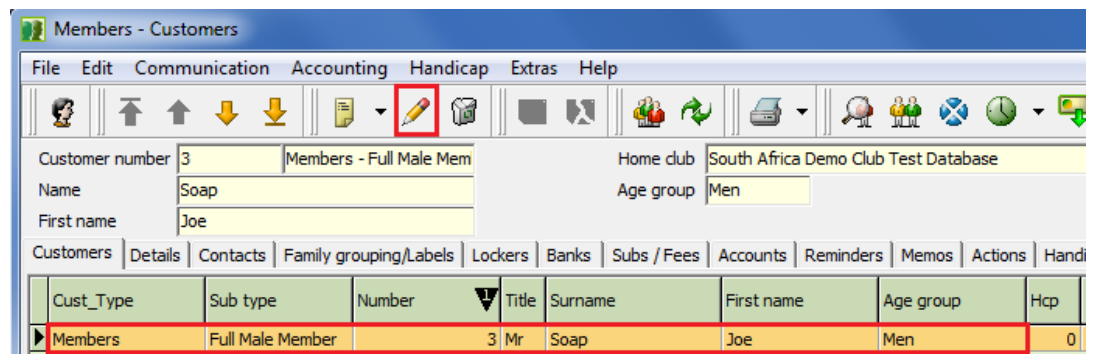


FAQ | Membership Administration

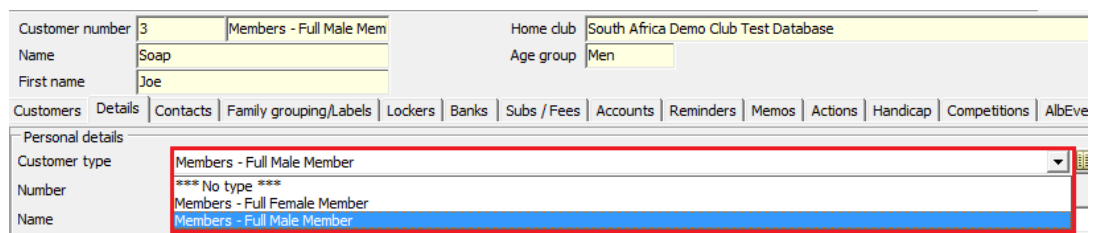
Change a Member's Customer Type

1 [3]

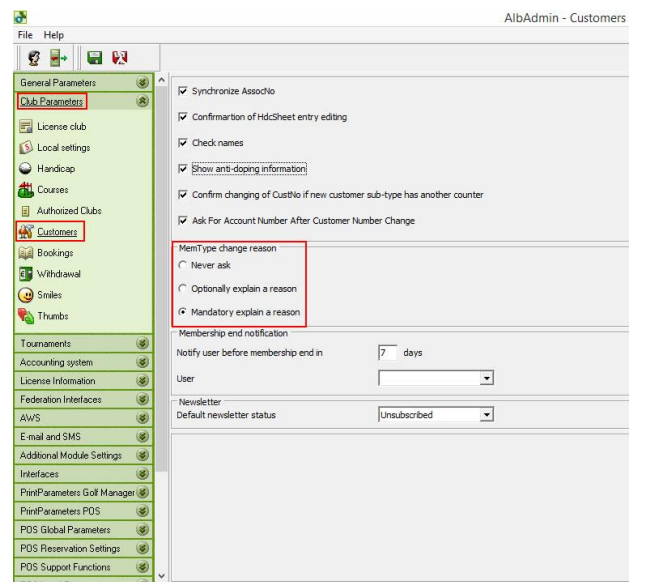
1. Select the correct member and click on "Edit".



2. The tab "Details" is active, select the new "Customer Type" from the drop-down list and confirm your selection.



3. **ATTENTION!** Depending on your individual pre-settings in the **Albatros Administration** program (Start Menu, Programs, Albatros Tools) under "Club Parameters", "Customers", "MemType change reason"), the customer type will be changed immediately or a notification window will require you to enter a reason for the change. In case that you decide to change settings in the **Albatros Administration**, you have to restart the tournament administration in order to activate your changes.



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Change a Member's Customer Type

2 [3]

Specify the reason for the change, enter the date, and click on "OK" to save the changes.

Enter the reason to change customer type

Reason: Any Reason

Date: 2012/01/01

Ok Cancel

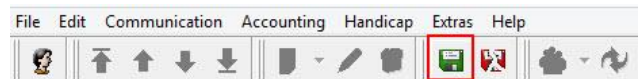
You might be asked if you want to adapt the membership number to the number range of the new customer subtype. Choose "Yes" or "No".

Confirm

The selected customer subtype uses another range of customer numbers. Do you want to change the customer number according to the new subtype?

Yes No Cancel

- Click on the green "Save" icon to complete the changes.



- A new window will appear. Next you have to confirm that all subscriptions belonging to the old member type can be deactivated and new default subscriptions can be assigned. Make sure both check boxes are marked and click on "Perform".

Member type was changed

Old type: Mitglied - ord

New type: Ehemalige - ehem.

Deactivate subscriptions belonging to the old member type

Deactivate other existing subscriptions

Assign default subscriptions for the new member type

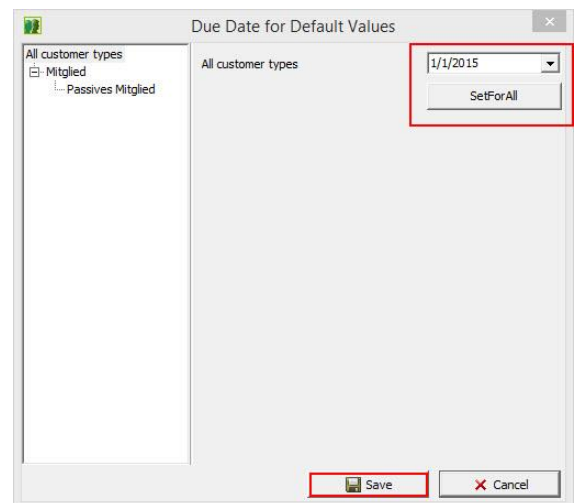
Perform

FAQ | Membership Administration

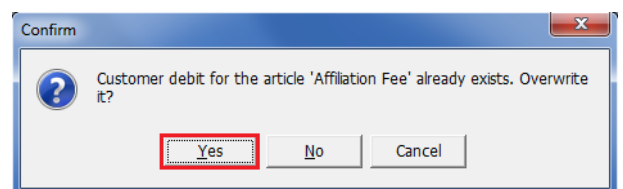
Change a Member's Customer Type

3 [3]

- Next, you need to set the default due date on the subscriptions. Select the date, click on "Set for All" and click on "Save".



- You are now prompted to overwrite the individual fees from the old, irrelevant customer type. Click "Yes" to assign the new subscription fees. The correct customer type will now reflect on the member's information screen.



- The correct customer type will now be displayed in the section "Customers".