

Infobase Learning

Account Management System

New Credit Options

Added this week in the AMS are three new credit options available from the Order History tab for any complete order. You now have the option to credit any subscriptions with a cancel date; fully credit any subscriptions and immediately rebill; or refund any portion of an order without affecting the subscriptions at all.

Cancel this Order, Ending Access Based on the Date Selected

Use this option if you want to credit an order and cancel access to specific products on a particular date. The default is today, but you may select another date using the calendar.

Reason for credit:

Cancel this order, ending access based on the date selected.

The cancellation date will be the new end date for any subscriptions selected. If there is a subscription that is still active beyond the specified time frame, access will be reversed.

Product	Original Price Paid	Amount Credited	Final Adjusted Price
☒ World News Digest	1691.24	-\$1568.24	123

October 2013

Su	Mo	Tu	We	Th	Fr	Sa
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

If you are planning to Credit the full amount for a product, put \$0 in the Final Adjusted Price Column.

Cancel this Order, Rebill from Previous Subscription Terms

This option will allow you to credit an order, and if you choose, submit a replacement order with any corrections. To the benefit of the customer, there access will remain active for additional ten days, but you will be able to rebill immediately for the same subscription terms.

Reason for credit:

Cancel this order, rebill from previous subscription terms. ▼

New Orders: The selected subscriptions will be deleted, allowing you to place a new order again.

Renewal Orders: There is a 10-day grace period access extension applied from the original end date of the last subscription.

Product	Original Price Paid	Amount Credited	Final Adjusted Price Set this value to 0 to refund entire product entirely.
☒ World News Digest	1691.24	-\$1568.24	123

Notes:

Submit Order Credit

As with all the Credit Options, please remember to leave a detailed description of your Credit in the Notes section.

Refund a Portion of this Order, Access is Unaffected

This option is to be selected if you are looking to subtract a specific dollar value from an Order, without altering access to any of the products.

Reason for credit:

Refund a portion of this order, access is unaffected. ▼

Product	Original Price Paid	Amount Credited	Final Adjusted Price
			Set this value to 0 to refund entire product entirely.
☒ World News Digest	1691.24	-\$1568.24	123

Always be sure to click the checkbox for each specific product that you are planning to credit.

If you have any questions or concerns about the new Credit functionality, please contact AMS Support at account.support@infobaselearning.com.