

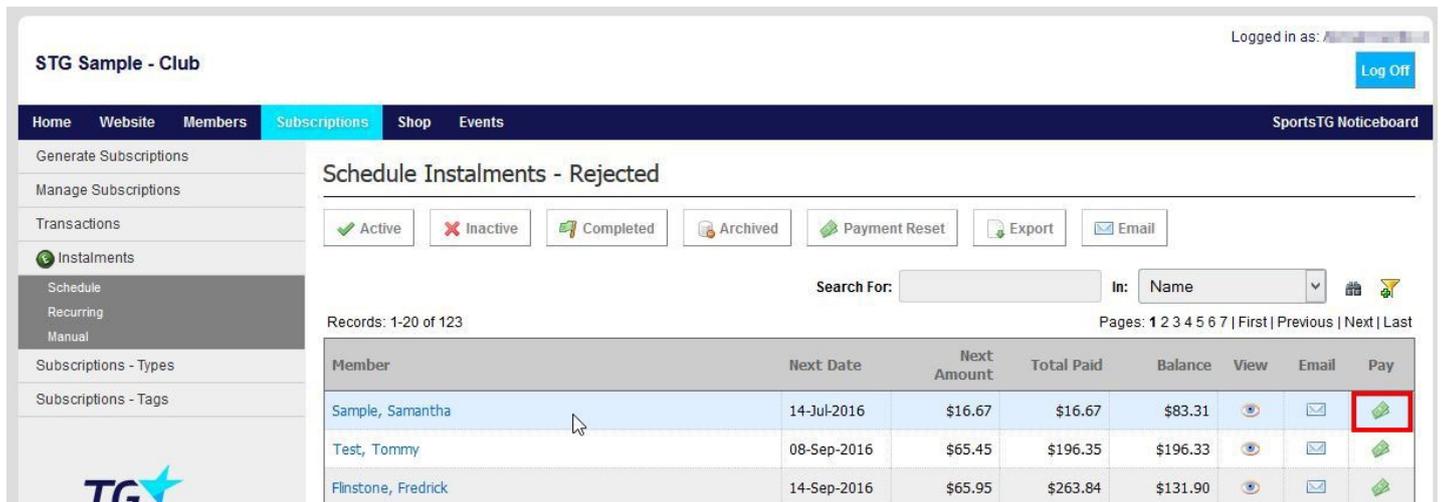
# Processing Rejected Instalments

Last Modified on 15/09/2016 3:45 pm AEST

**Quick Steps: Subscriptions > Instalments > Schedule > Rejected > Payment Reset**

## Processing an Individual Instalment

1. Within the Management Console, select **Subscription** from the top menu, then **Instalments** from the left menu.
2. Select **Schedule** from the expanded left menu.
3. Click **Rejected** at the top of the page.
4. Find the instalment that you wish to retry or make payment for, then click **Pay** next to that instalment.



The screenshot shows the 'STG Sample - Club' management console. The top navigation bar includes 'Home', 'Website', 'Members', 'Subscriptions', 'Shop', and 'Events'. The left sidebar menu is expanded to 'Instalments', with 'Schedule' selected. The main content area is titled 'Schedule Instalments - Rejected' and features several filter buttons: 'Active', 'Inactive', 'Completed', 'Archived', 'Payment Reset', 'Export', and 'Email'. A search bar is present with 'Search For:' and 'In: Name' dropdown. Below the search bar, it indicates 'Records: 1-20 of 123' and 'Pages: 1 2 3 4 5 6 7 | First | Previous | Next | Last'. A table displays the following data:

Member	Next Date	Next Amount	Total Paid	Balance	View	Email	Pay
Sample, Samantha	14-Jul-2016	\$16.67	\$16.67	\$83.31			
Test, Tommy	08-Sep-2016	\$65.45	\$196.35	\$196.33			
Flinstone, Fredrick	14-Sep-2016	\$65.95	\$263.84	\$131.90			

5. Select either **Existing Card Information** or **New Card Information**

If New Card Information is selected, this information will be saved and used for any future instalment payments.

6. If selecting **New Card Information**, enter the card details.

7. Click **Process Payment**.

## Processing all Rejected Instalments

1. Within the Management Console, select **Subscription** from the top menu, then **Instalments** from the left menu.
2. Select **Schedule** from the expanded left menu.

3. Click **Rejected** at the top of the page.

4. Select **Payment Reset** at the top of the page.

STG Sample - Club Logged in as: System Administrator [Log Off](#)

Home Website Members **Subscriptions** Shop Auctions TicketDesq Events Registrations Tools Administration SportsTG Noticeboard

Generate Subscriptions  
Manage Subscriptions  
Transactions  
Instalments  
Schedule  
Recurring  
Manual  
Subscriptions - Types

### Schedule Instalments - Rejected

Active  Inactive  Completed  Archived

Search For:  In: Name

Records: 1-20 of 123 Pages: 1 2 3 4 5 6 7 | First | Previous | Next | Last

Member	Next Date	Next Amount	Total Paid	Balance	View	Email	Pay
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5. Enter the prior instalment dates (this is the **Next Date** listed next to each member)

Pages: 1 2 3 4 5 6 7 | First | Previous | Next | Last

Next Date	Next Amount	Total Paid	Balance	View	Email	Pay
16-Jun-2016	\$76.50	\$76.50	\$382.50			
16-Jun-2016	\$76.50	\$76.50	\$382.50			

Home Website Members **Subscriptions** Shop Auctions TicketDesq Events Registrations Tools Administration SportsTG Noticeboard

Generate Subscriptions  
Manage Subscriptions  
Transactions  
Instalments  
Schedule  
Recurring  
Manual  
Subscriptions - Types

### Schedule Instalments - Payment Reset

Next Date:

Previous Payment Reset Date	User
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6. Select **Payment Reset**.

This will send all of those schedules back into the Active listing and run the payment processing query overnight. If the payment is successful the schedule will remain in Active, if the payment declines again the schedule will return to Rejected.

**Note:** This recharge does not happen instantaneously. The instalment process is scheduled to run at 3am (AEST) each day.

## Related Articles

[template("related")]