

# Managing Rejected Instalments

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When offering instalments to your membership base, it is important to remember that this process will need to be managed, as members cards can expire and/or decline for many reasons.

When this does occur, the instalment schedule for that member will be moved into the **Rejected** listing within the **Instalment > Schedule** view.

To best manage these rejected payments, you are able to undertake a **Payment Reset**. Steps on how to do this can be found [HERE](#).

Once the payment reset has taken effect, hopefully there will be a reduction in the rejected payments.

It would then be recommended to send an email to those members who are still in your **Rejected** listing.

To send an email to these members, follow these steps:

1. Set up an **Email Template** with the wording and relevant merge fields you want to use; Steps on how to set up an email template can be found [HERE](#).  
Using merge fields are also helpful, and can be found [HERE](#). *(Please note: use the Email Database Campaigns Merge fields when sending an email through the instalment section of the database)*
2. Once this has been setup, go to **Subscriptions** then **Instalments**. Select **Schedule**.
3. At the top of this view, there is a button labelled **Rejected**. Click on this button.
4. Here you will find an **Email** button, click the button, select your **Template**, amend any details if required.
5. Then click **Send Email**. This email will only be sent to those in the rejected listing.

**NOTE:** This email method can also be used to send to all statuses of instalments (Active, Completed, Rejected and Inactive)

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