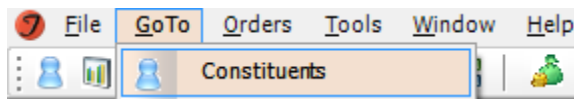**Printing From Tessitura**

- *Tessitura Production Database Version 11.0.4.3203*
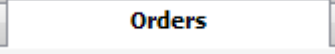
- Always search using the "Constituent Search" screen (**not** within Order Entry Screen) which can be accessed by:

- or from the Bookmark Bar

-

    Double-click the desired Subscriber to load their Constituent Screen

    Go to Tab

    Highlight (single click) the Rollover Order (FY16: i.e., 16POFRI)

- Click the Button (bottom left) to open Subscription Summary Window

    Choose correct

    Choose option

The current date will auto generate, so click [OK]

- The Renewal Form will generate for printing

- Choose correct Printer and Settings (source and size) for corresponding to the company for which you are renewing the subscription.
  A list of these can be found in the "Renewals/Subscriptions" section of Athena

- Retrieve the Renewal Form from the printer and complete it using the "Subscriptions Form Script" document

Printing From the H Drive

This season we will be utilizing a different process for printing forms for BWY. Instead of printing directly from Tessitura there are PDF files located on the H Drive.

The files are located at H:\PATRON_SERV_dept\2015-2016\BWY\Renewal Invoices.

There are 2 files:

Lapsed Pick
Renewal

When speaking with a patron with a subscription please follow these steps:

1. Pull up their account information in Tessitura and confirm all information.
2. Place the patron on hold and search their account number in one of the above folders (either lapsed pick or renewal, paying attention if they had a subscription last year or not. Renewal would be for those that subscribed last year, lapsed pick did not).
   a. Enter the patron ID # in the search function
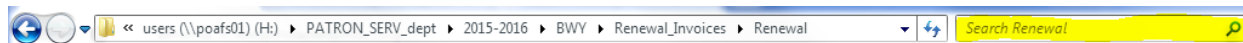
   b. Make sure you pay attention to the ID number on the form that comes up – smaller account numbers will be found within larger numbers, i.e. #1234 could populate the form for ID #123456. If this happens select the next option in the search box.
   c. When printing make sure you select the following print option

   Each file has two pages, one front, one back. The printer will pre-printed backs to print to.
   d. Choose the Lexmark MS610 printer, Tray 1, letter
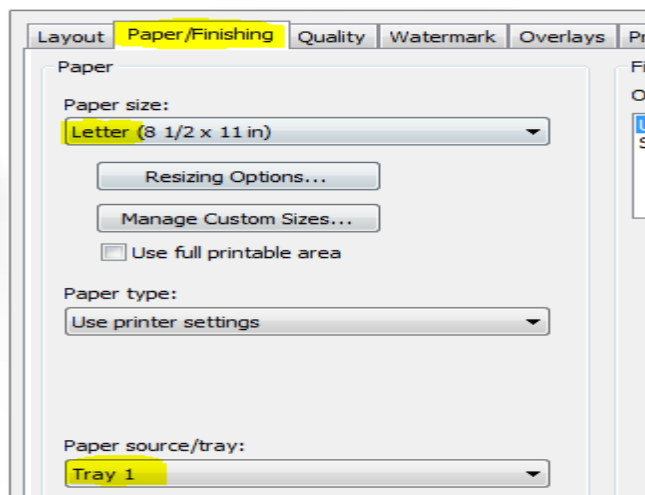
Please make sure you are only printing one page