

This season we will be utilizing a different process for printing forms for POA. 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\POA\Renewal Invoices.

There are 4 files:

CYO - Current  
CYO - Lapsed  
FIXED - Current  
FIXED – Lapsed

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 fixed or CYO, paying attention if they had a subscription last year or not. Current would be for those that subscribed last year, lapsed did not).
  - a. If you are searching in the incorrect folder the search will cycle through the entire file.
  - 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

- d. Choose the 4350 printer, Tray 2, legal for the form.

**\*\*\*Please make sure you are only printing one page\*\*\***