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

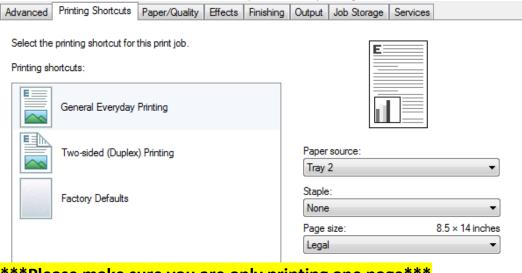
FIXED - Lapsed

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