

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.

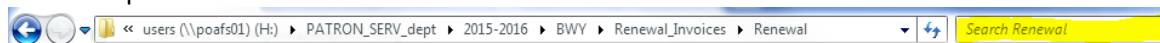
There are 2 files:

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

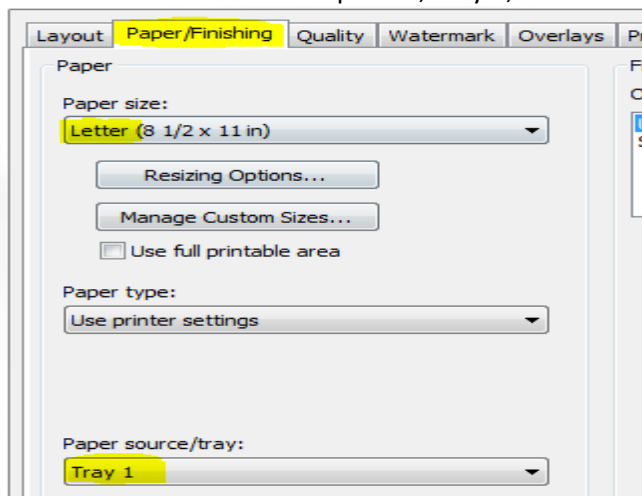


- b. Make sure you pay attention to the ID number on the form that comes up – smaller account numbers will be found within larger numbers, i.e. #1234 could populate the form for ID #123456. If this happens select the next option in the search box.
 - c. When printing make sure you select the following 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*****