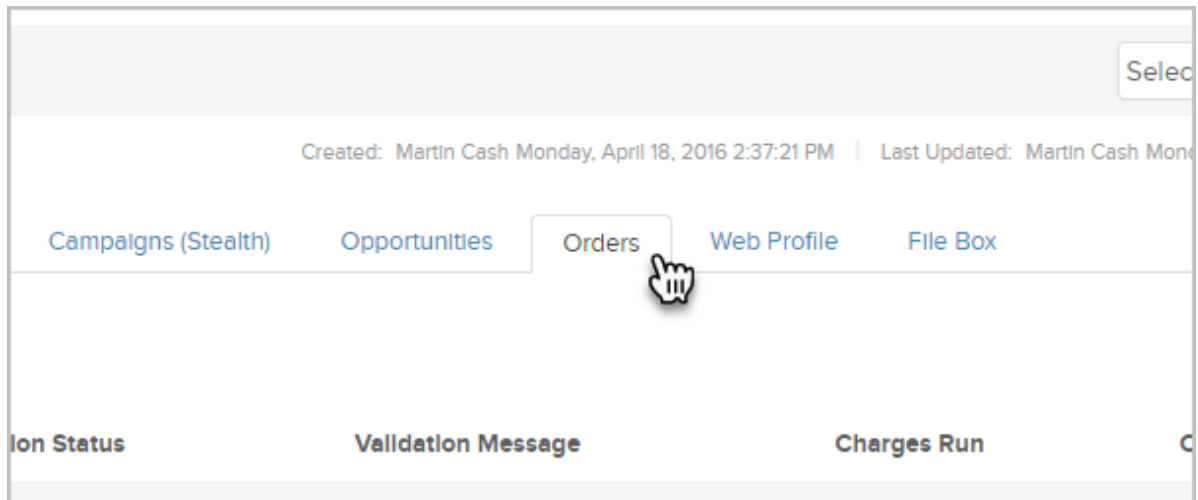


Issue A Credit For A Recurring Payment

You may need to issue a credit against future recurring subscription billing as part of a special incentive to customers or as part of your subscription program retention efforts. Issuing a credit will decrease the amount of a future payment or cause the system to skip the auto-charge because there is a zero current balance due.

1. While viewing a contact record, click on the **Orders** tab.



2. Click on the name of the subscription to open it.
3. Click the **Create Credit** button.
4. Enter the credit Information.
 - **Cycles:** By default, the system will apply this credit to one billing cycle. Change this number to apply the credit to more than one cycle.
 - **Credit Amount Per Cycle:** Enter the amount of credit to apply to each billing cycle. The credit can be any amount up to the recurring value for one billing cycle.
 - **Credit Notes:** Enter notes to document the reason for the credit.
5. Click on the **Save** button to apply the credit.

The credit summary will show up in the Recurring Credits section of the subscription record.