

Resending A Payment Receipt

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When your members pay for a subscription they are automatically sent their receipt via email, in the case that a member has entered their email wrong or lost their receipt, you can resend it to them from within the OST Management Console.

Quick Steps: Membership > Members > Locate Individual Member Record > Actions > History > Email Messages > Resend.

1. Click on **Membership** and then **Members** on the left menu

2. Search for the member that needs to have their receipt resent, and click **Actions** > **View** against their name within the members listing.

The screenshot shows the SportsTG Members Listing page. The top navigation bar includes the SportsTG logo and icons for Membership, Events, Shop, Competitions, Utilities, and Administration. The user is Rachel Dennis, STG SALES DEMO - SINGLE TIER. The left navigation menu is expanded to show 'Members'. The main content area is titled 'Member Listing' and features a search bar with 'test' entered. Below the search bar is a table of members:

Last Name	First Name	Email	Status	Financial Status	Actions
Test	Daniel	af133@af1.com	Online	No	View
Test	James	daniel@isttesting.com	Active	No	Edit
Test	Sophie	daniel@isttesting.com	Active	No	
Test	Test	test@test1234.com	Online	No	
Test4	Test	test@test99999.com	Online	No	Actions
The Tester	Test	testing@test.com	Online	No	Actions

Showing 1 to 6 of 6

3. Now that you are within the individual member record, click on the **Actions** button located in the right hand side of the page and select **History**

The screenshot shows the SportsTG View Member page. The top navigation bar is the same as in the previous screenshot. The left navigation menu is expanded to show 'Members'. The main content area is titled 'View Member' and features a tabbed interface with 'Member Details' selected. The member details are as follows:

First Name	Daniel
Last Name	Test
Date Of Birth	

Buttons for 'Edit' and 'Listing' are visible. The 'Actions' dropdown menu is open, showing options: Edit, Add Linked Member, Link To Primary Member, Add Subscription, Add Member Type, Add Member To Event, Merge User Records, Send Email, Notes, History (selected), and Listing.

4. Navigate to **Email Messages**

SportsTG Rachel Dennis
STG SALES DEMO - SINGLE TIER
Dashboard
Log Off
Time Remaining in Session: 19:54

Membership Events Shop Competitions Utilities Administration

Members History

EventDesq ShopDesq SportsDesq Notes Email Messages Archived Member Types Tier Subscriptions Qualifications Actions

Show 25 ALL A B C D E F G H I J K L M N O P Q R S T U V W X Y Z 0 1 2 3 4 5 6 7 8 9

Sent Date	Subject	Type	Actions
20-Mar-2015	Registration with STG SALES DEMO - SINGLE TIER	Direct	Actions
20-Mar-2015	Registration with STG SALES DEMO - SINGLE TIER	Direct	Actions

Showing 1 to 2 of 2

Return to Member

5. From here, select the **resend** icon against the relevant receipt you wish to resend. This will trigger an automatic resend to the member's email address.

SportsTG Rachel Dennis
STG SALES DEMO - SINGLE TIER
Dashboard
Log Off
Time Remaining in Session: 18:34

Membership Events Shop Competitions Utilities Administration

Members History

EventDesq ShopDesq SportsDesq Notes Email Messages Archived Member Types Tier Subscriptions Qualifications Actions

Show 25 ALL A B C D E F G H I J K L M N O P Q R S T U V W X Y Z 0 1 2 3 4 5 6 7 8 9

Sent Date	Subject	Type	Actions
20-Mar-2015	Registration with STG SALES DEMO - SINGLE TIER	Direct	Actions
20-Mar-2015	Registration with STG SALES DEMO - SINGLE TIER	Direct	Preview Resend

Showing 1 to 2 of 2

Return to Member

Actions Preview Resend

6. If you wish to view the receipt first before re sending it, click on the **Subject** line and a pop-up will appear of the receipt.

Related Articles

[template("related")]