FAQ | Membership Administration
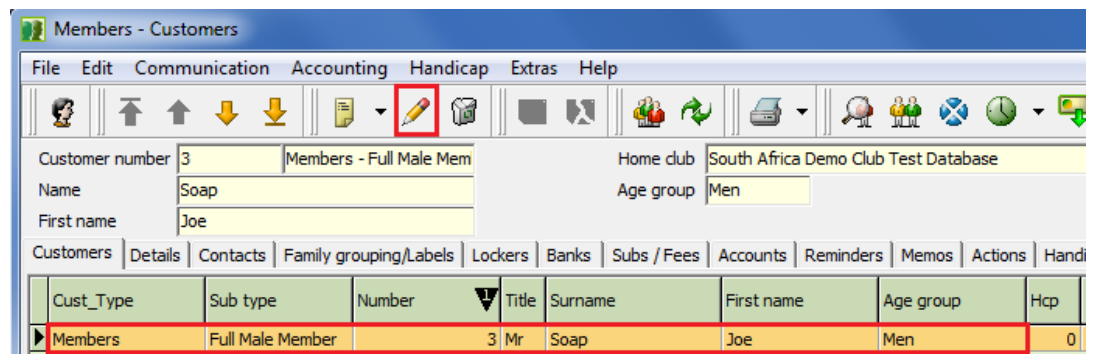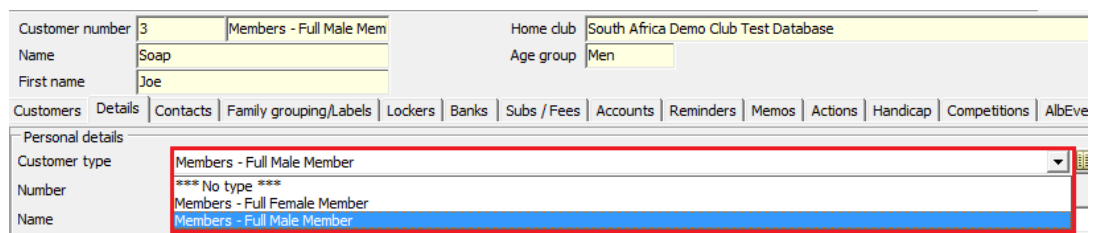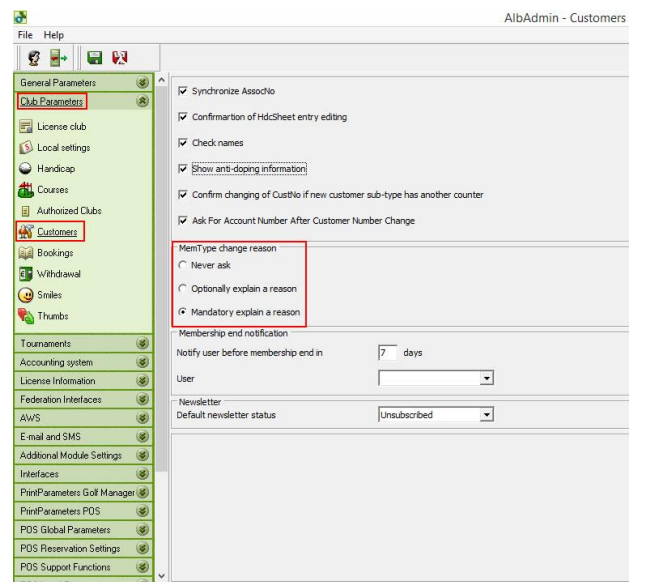
Change a Member's Customer Type

1. Select the correct member and click on "Edit".

2. The tab "Details" is active, select the new "Customer Type" from the drop-down list and confirm your selection.

3. **ATTENTION!** Depending on your individual pre-settings in the **Albatros Administration** program (Start Menu, Programs, Albatros Tools) under "Club Parameters", "Customers", "MemType change reason"), the customer type will be changed immediately or a notification window will require you to enter a reason for the change. In case that you decide to change settings in the **Albatros Administration**, you have to restart the tournament administration in order to activate your changes.

Specify the reason for the change, enter the date, and click on "OK" to save the changes.
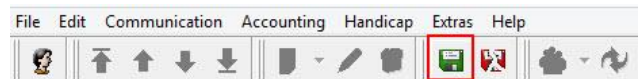
You might be asked if you want to adapt the membership number to the number range of the new customer subtype. Choose "Yes" or "No".

4. Click on the green "Save" icon to complete the changes.

5. A new window will appear. Next you have to confirm that all subscriptions belonging to the old member type can be deactivated and new default subscriptions can be assigned. Make sure both check boxes are marked and click on "Perform".
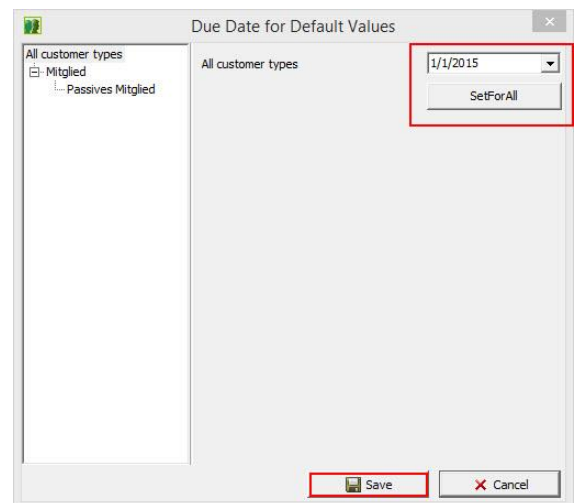
FAQ | Membership Administration

Change a Member's Customer Type

6. Next, you need to set the default due date on the subscriptions.
   Select the date, click on "Set for All" and click on "Save".

7. You are now prompted to overwrite the individual fees from the old, irrelevant customer type. Click "Yes" to assign the new subscription fees. The correct customer type will now reflect on the member's information screen.
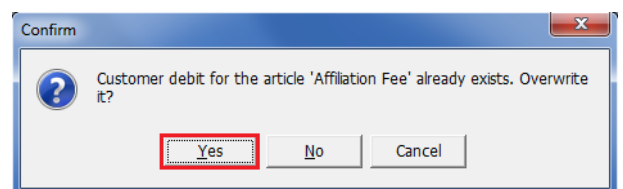
8. The correct customer type will now be displayed in the section "Customers".