**Taking a Payment**

**CSR – “**I see that your account is in the grace period. I would be glad to take a payment today to update your subscription.”

**Subscriber –** “OK, how much do I owe?”

**CSR –** “Looks like last time you paid $XXX.XX for 3 months. Would you like to pay that today? I can take a credit or debit card, there’s no charge.”

**Subscriber –** “Yes, I’d like to do that today.”

**CSR –** “Great! OK, I’ll enter your payment of $XXX.XX”

(Gives CSR time to prepare the screen for payment).

**CSR –** “OK, what’s the card number?”

**Subscriber –** “XXXX XXXX XXXX XXXX”

**CSR -** What’s the expiration date?

**Subscriber –** “X/XX”

**CSR -** And the 3-digit code?

**Subscriber –** “XXX”

(Before you finish the call, ask the customer if they have activated the digital components of their subscription)

**CSR –** “Great! OK, the payment did go through and your subscription is paid to XX/XX/XX.”

**Subscriber –** “Thank you.”

**CSR –** “You’re welcome! Thank you for your payment and have a great day!”