Unsubscribing a client without refunding

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To achieve what you are seeking you need to view subscribers and not transactions.

From the main menu, click Manage >> Clients and this will bring you to a search screen to look up the subscriber. The easiest method is by email. Once you have searched the subscriber record, click the edit link next to the desired subscriber and from the subscriber record, change the status from Subscribed to Unsubscribed and save. You are done.

Alternatively, you can also view and search subscriber records for a specific offer by Managing your offer and clicking the view link in the "Members" section of your offer, Â from the offers list page.

Additionally, from the Transactions screen (Sales and Transactions >> Transactions) you can click on the name of the subscriber, which takes you directly to the subscriber record.

See also: Understanding Refund options -Â
http://support.nanacast.com/index.php?_m=knowledgebase&_a=viewarticle&kbarticleid=253