Summary

This article describes in detail about selling a service to a customer in MachPanel.

Applies To

MachPanel all versions.

Pre-requisites

MachPanel Control Server has been installed, if not then follow below KB article:

http://kb.machsol.com/Knowledgebase/Article/50261

MachPanel Remote Server has been installed, if not then follow below KB article:

http://kb.machsol.com/Knowledgebase/Article/50262

Also make sure that MachPanel Control Server and MachPanel Remote Server should be on the same build and that MachPanel Provisioning Service is running on both servers

Steps to Provision an Account/Subscribe to a Service

- Open MachPanel Control Panel Website (You can do it by opening MachPanel Control Server Configuration Studio and then navigating to Configure > Control Panel Website, and then clicking on the URL in it). Log in with the provider credentials.
- Navigate to Home » Customer Manager » Customers and then click on Subscribe Service for the customer you want to subscribe a new service.

😤 Home		E Home > Customer Manager > Customers							
Lustomer Manager	-	Customers List Access Template							
La Reseller Customers	+	Operations	Operations						
Subscriptions List Offline Order		New Customer Export to Excel Import Customers Login Search Subsc Subsc Subsc Status ID If Name If Company Name II Owner If Supprise							
③ Billing Manager	+								
🖨 Help Desk	+								
GP Service Director	+		Active	93	support test	supporttest	Host Admin (Provider)	Delete	

• Select the **Billing currency** which you selected while creating the service plan.

#93 support test				
#93 support test				
Host Admin (Provider)				
Q				
Please Select One				
US Dollar				
Euro				
MonerisUSD				
Swiss France				

- Select the Service which you want to sell to selected customer from the services shown in below snapshot.
- For a Prepaid Reseller, you must **Subscribe As Reseller** for the desired Service such as Exchange in order to re-sell it to your Reseller's customer.

E Home > Customer Manager > Offline Order							
Customer Information							
Customer ID:	#93 support test						
Owner:	Host Admin (Provider)						
Subscription							
Billing Currency:	US Dollar	-					
Service:							
Exchange Hosting	Microsoft CSP	Active Directory	Domain Name				
New Organization	Skype4B Hosting	VPS Hosting	Shared Hosting				

On the next page fill the required information and select the service plan from dropdown menu against Packages and then click on **Shopping Cart**.

Exchange Hosting Account Form							
Package:	Base Plan test 🔹						
Package Description:	Base Plan for Exchange Hosting 2016						
Select existing or new organization:	Add New Organization -						
*Organization Name:	Machsoltest.com						
*Domain Name:	Machsoltest.com	This must be a valid registered and active domain.					
Cycle:	Monthly						
*Setup Price:	USD 100.00						
*Price:	USD 50.00						
Price Freezed:							

• Add/Associate Addon as required.

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Preview Bill	
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	Preview Bill

• On review page click on Next

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• Fill out the payment method and click on "Generate" against Transaction ID if the billing method is used from MachPanel also. Select the Payment method from the dropdown menu against Payment method. You can write order comments and billing comments also for new subscription. Click on **Save** to save the new order.

•	You can also	choose	Payment	later option.	
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Payment Information:	
Order date:	20/03/2018
Send Invoice:	
Payment Later:	
Order Comment:	
Amount paid:	USD 150.00
Date Paid:	20/03/2018
*Transaction ID:	616419239283 Generate (or Cheque #, demand draft number etc.)
Payment Method:	Online -
Payment Comment:	
Save Back Cancel	

• Once the order has been saved it will go to the "Service Queue" for execution. Click on "**Run**" to complete the Order.

E Hor	Home > Service Director > General > Service Queue Search								
Se	ervice Q	ueue Domain Transfer Queue	Settings						
QID	11	Command	Customer 11	Owner It	Details		Option		
588		Provision Add-On only 1 mailbox	#93 support test [supporttest]	Host Admin (Provider)	Status: Date Entered: Tries: Last Tried:	In-Q 20/03/2018 10:13:08 0 20/03/2018 10:13:08	Run		
587		Provision Exchange Hosting: machsoltest.com	#93 support test [supporttest]	Host Admin (Provider)	Status: Date Entered: Tries: Last Tried:	In-Q 20/03/2018 10:13:08 0 20/03/2018 10:13:08	Run		

• It will complete the process of subscribing a customer to new service.

Keywords

selling a service, subscribing a service to customer, subscription, package selling to customer.

MachPanel Knowledgebase

https://kb.machsol.com/Knowledgebase/50275/Sell-a-service-to-customer-in-Ma...