

How to Configure Billing Options related to Suspension and Termination

Summary

This article provides information about configuring Billing Options related to Suspension and Termination.

Applies To

Applies to MachPanel v 4.3.11 and above.

Solution

- To Configure the billing options as per your requirements navigate to the path:

Home >> System Configuration >> Billing Configuration >> General Billing

- Select **Invoice Settings** tab.
- To completely turn **OFF/ON** billing system & Configure **Auto Suspend** or **Auto Terminate** options as per sections shown in snapshot below:

The screenshot displays the MachPanel System Configuration interface. On the left is a 'System Navigation' sidebar with a tree view containing items like Home, Customer Manager, Billing Manager, Help Desk, Service Director, Network Eye, Service Plans, Migration Director, System Configuration, Company Profile, Layout Settings, Built-in Modules, Billing Configuration, Taxation, Payment Groups, Fraud Control, and Anti-Fraud Filters. The 'Billing Configuration' item is expanded, and 'General Billing' is selected. The main content area shows the breadcrumb path 'Home » System Configuration » Billing Configuration » General Billing' at the top. Below this are tabs for 'Billing Settings', 'Invoice Settings' (which is highlighted with a red box), 'Payment Queue Settings', 'Advanced', and 'Invoice Template'. The 'Invoice Settings' tab contains several configuration options: 'Invoice suspended packages:' with a checked checkbox; 'Email invoices:' with radio buttons for 'On' and 'Off' (where 'Off' is selected); 'Generate Invoices:' with a dropdown set to '7' and the text 'Days before service due.'; 'Email reminder invoice:' with a dropdown set to '1' and the text 'Days before service become due.'; 'Email over due invoices for:' with a dropdown set to '50' and the text 'Days.'; 'Send daily due invoice email:' with a checked checkbox; '* Suspend Subscription with overdue invoices:' with a dropdown set to '6' and the text 'Days.', followed by an unchecked checkbox labeled 'Do not suspend automatically.'; and '* Delete Subscription with overdue invoices:' with a dropdown set to '7' and the text 'Days.', followed by an unchecked checkbox labeled 'Do not remove automatically.'. A 'Save' button is located at the bottom right of the settings area.

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1. **Invoice Suspended packages:** Check if you want to enable invoice suspended packages.
2. **Email Invoices:** Select ON or OFF.
3. **Generate Invoices:** Select days from the drop down list.
4. **Email reminder Invoices:** Select days from the drop down list.
5. **Email over due invoices for:** Select days from the drop down list.
6. **Send daily due invoice email:** Check if you want to send daily due invoice Email.
7. **Suspend Subscription with overdue invoices:** Select days from the drop down list.
Also you can check **Do not suspend automatically** option.
8. **Delete Subscription with overdue invoices:** Select days from the drop down list.
Also you can check **Do not remove automatically** option.

Click on **Save** button when done.

MachPanel Knowledgebase

<https://kb.machsol.com/Knowledgebase/50331/How-to-Configure-Billing-Options...>