

Webinar: [Customer Suspensions](#)

Webinar: [Customer Cancellations](#)

Video: [Suspensions Overview](#)

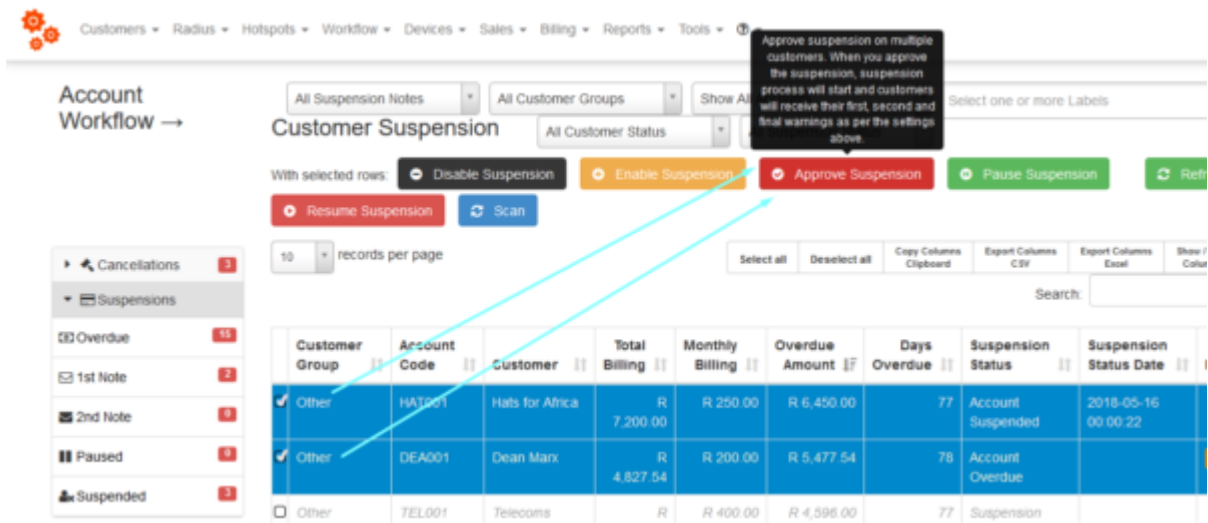
Video: [Cancellations overview](#)

Bulk Suspensions

Users now have the ability to set a bulk list of customers to queue for suspension.

This can be done by navigating to the menu for Accounts Workflow /Suspensions. Here the user can tick the relevant customers and bulk approve them to queue for suspension.

Note, a tooltip has been added to the Approve Suspension button and it has been coloured to red.



| Customer Group | Account Code | Customer | Total Billing | Monthly Billing | Overdue Amount | Days Overdue | Suspension Status | Suspension Status Date | |
|-------------------------------------|--------------|----------|-----------------|-----------------|----------------|--------------|-------------------|------------------------|---------------------|
| <input checked="" type="checkbox"/> | Other | HAT001 | Habs for Africa | R 7,200.00 | R 250.00 | R 6,450.00 | 77 | Account Suspended | 2018-05-16 00:00:22 |
| <input checked="" type="checkbox"/> | Other | DEA001 | Dean Marx | R 4,827.54 | R 200.00 | R 5,477.54 | 78 | Account Overdue | |
| <input type="checkbox"/> | Other | TEL001 | Telecoms | R | R 400.00 | R 4,596.00 | 77 | Suspension | |

Users will also be able to set a bulk queue/approval for suspension on Master accounts and the linked sub accounts. When doing so the user will be presented with the pop-up

Queue for Suspension ✕

Are you sure you want to queue this customer for suspension? Then click on 'Queue for Suspension'.

The customer will receive the first of two suspension notifications.

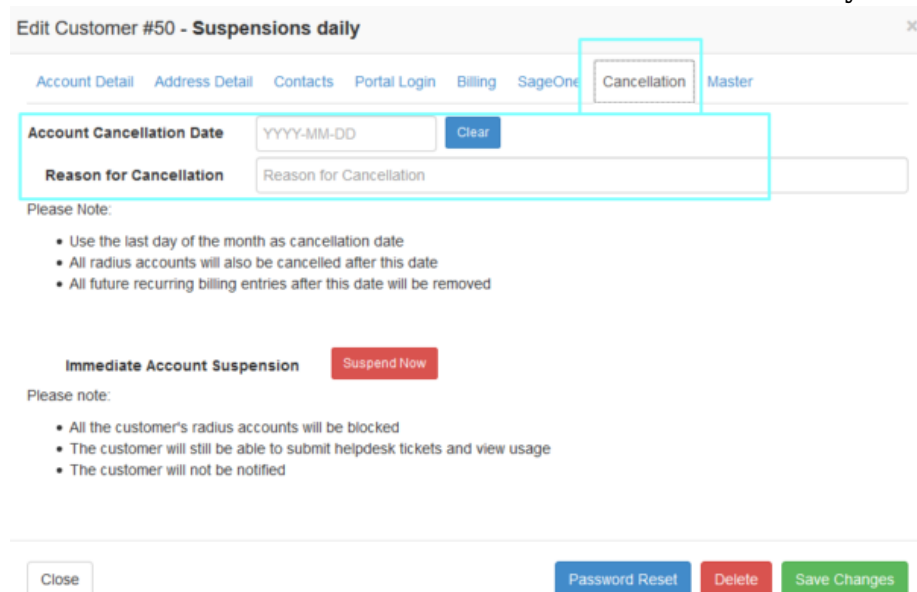
This is a master account. Do you want to bulk queue the customer account and all its sub accounts for suspension? Then click on 'Bulk Queue for Suspension'.

If you choose to do bulk queue for suspension on a master account, only the master account will get notifications.

confirmation below:

Disable Functionality Consolidated with Cancellation Functionality.

The disable functionality has now been consolidated with the Cancellation module/functionality. Previously, when editing a customer the user would have access to a Disable button. This button has been removed because users are now automatically disabled



Edit Customer #50 - Suspensions daily ✕

[Account Detail](#) [Address Detail](#) [Contacts](#) [Portal Login](#) [Billing](#) [SageOne](#) **Cancellation** [Master](#)

Account Cancellation Date

Reason for Cancellation

Please Note:

- Use the last day of the month as cancellation date
- All radius accounts will also be cancelled after this date
- All future recurring billing entries after this date will be removed

Immediate Account Suspension

Please note:

- All the customer's radius accounts will be blocked
- The customer will still be able to submit helpdesk tickets and view usage
- The customer will not be notified

when they are cancelled.

In order to re-enable a customer the user would then have to reset the suspension on the

customer under the Workflow > Accounts Workflow menu.

Cancellation Flag/Status

On the Accounts Workflow/Suspension menu users can now see the flag per customer regarding their cancellation status.

Customers ▾ Radius ▾ Hotspots ▾ Workflow ▾ Devices ▾ Sales ▾ Billing ▾ Reports ▾ Tools ▾ ⓘ ▾

| Customer | Account Code | Customer | Total Billing | Monthly Billing | Overdue Amount | Days Overdue | Suspension Status | Suspension Status Date | Labels | Customer Status |
|--------------------------|--------------|-------------------------|---------------|-----------------|----------------|--------------|-------------------|------------------------|--------|-----------------|
| Test | SUB001 | Sub Account | R 200.00 | R 0.00 | R 200.00 | 86 | Account Overdue | | | Active |
| Test | TIM001 | Tim | R 500.00 | R 100.00 | R 200.00 | 77 | Account Overdue | | | Active |
| group for ension g | GDP001 | GDPR REIGN OF TERROR | R 200.00 | R 0.00 | R 200.00 | 3 | Account Overdue | | | Active |
| Test | JOH001 | Johnny Cash | R 100.00 | R 0.00 | R 100.00 | 84 | Account Suspended | 2018-05-11 00:00:43 | | Cancelled |
| group for ension g | JEN002 | Jennifer du Plessis | R 400.00 | R 100.00 | R 100.00 | 50 | Account Overdue | | | Active |

21 to 25 of 25 entries

Previous 1 2 3 Next

Notes

A date stamp has been added to the Note field on the Accounts Workflow > Suspension menu. The Note field has also been capped at 200 characters. Users can also now clear/delete a note.


override and notification is sent

Days till 2nd Notification
Number of days (after 1st notification) before a second notification is sent to customers

Days till Suspension
Number of days past due date to auto suspend customers

Labels
Labels to display on suspensions screens in accounts workflow for this customer.

Suspension Arrangement Note
Last Update: 2018-05-18



Suspension arrangement note is a note that will display on the suspension approval screens in accounts workflow. Example of this is if customer has a special payment arrangement and this arrangement should be taken into account in automatic suspension approvals.

Suspension Notifications

Customers that have been cancelled will now be unsubscribed from notifications. Suspension emails/SMS's/notifications to customers will now be sent at 8:00 am in the morning as opposed to midnight.