

Webinar: [Customer Suspensions](#)

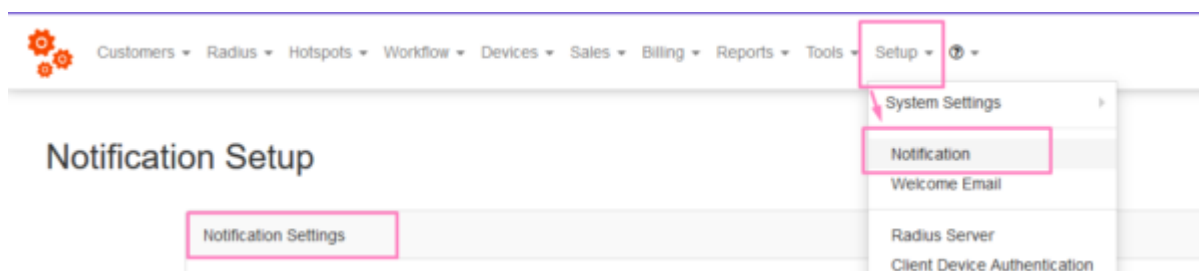
Webinar: [Customer Cancellations](#)

Videos: [Suspensions Overview](#)

Video: [Cancellations overview](#)

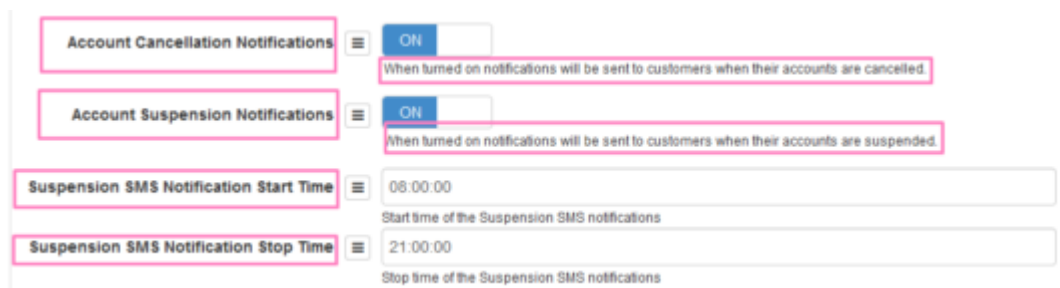
Users can customise which notifications are enabled between Suspensions & Cancellations and the SMS notification start and end times.

The setup is located by navigating to Setup > Notification > Notification Settings group box.



The user can choose to enable Account Cancellation Notifications and/or Account Suspension Notifications using the toggle buttons. The start and end times for sms notifications can be set here as well. Refer to the screenshot below.

Note, each of these fields also have an Audit Trail button to keep track of the history of changes per field.

A screenshot of the 'Notification Settings' form. It contains four fields, each with a pink box around its label and a pink box around its description. 1. 'Account Cancellation Notifications' with a toggle switch set to 'ON' and the description 'When turned on notifications will be sent to customers when their accounts are cancelled.' 2. 'Account Suspension Notifications' with a toggle switch set to 'ON' and the description 'When turned on notifications will be sent to customers when their accounts are suspended.' 3. 'Suspension SMS Notification Start Time' with a text input field containing '08:00:00' and the description 'Start time of the Suspension SMS notifications'. 4. 'Suspension SMS Notification Stop Time' with a text input field containing '21:00:00' and the description 'Stop time of the Suspension SMS notifications'.

– Audit Trail button