Webinar: [Customer Suspensions]

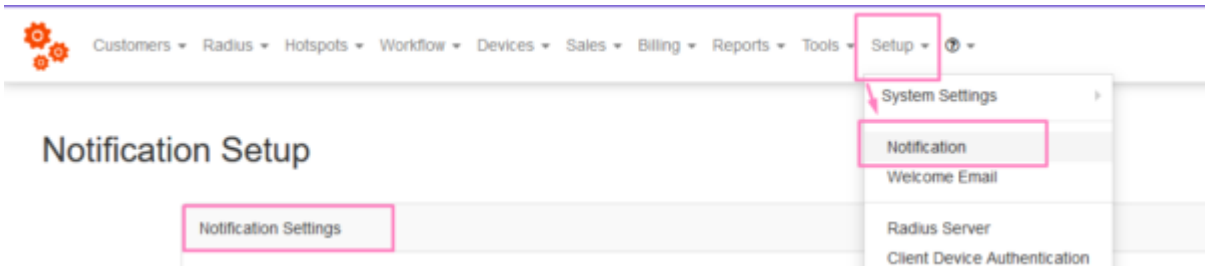
Webinar: [Customer Cancellations]

Videos: [Suspensions Overview]

Video: [Cancellations overview]

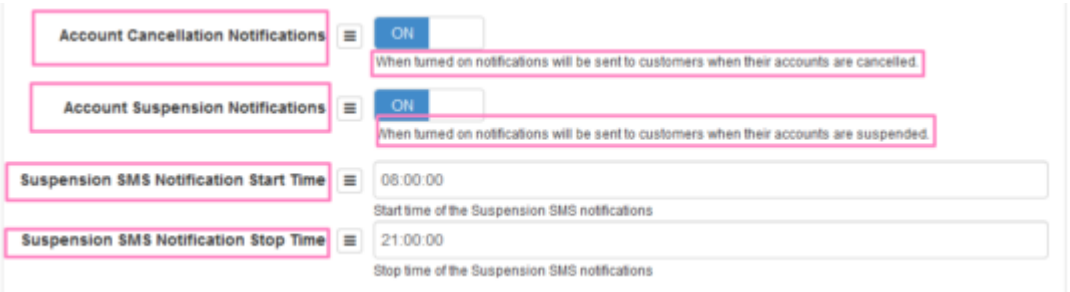
Users can customise which notifications are enabled between Suspensions & Cancellations and the SMS notification start and end times.

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 notifcations 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.



– Audit Trail button