

Webinar: <u>Customer Suspensions</u>

Webinar: Customer Cancellations

Videos: Suspensions Overview

Video: <u>Cancellations overview</u>

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.

Account Cancellation Notifications	≡	ON When turned on notifications will be sent to customers when their accounts are cancelled.
Account Suspension Notifications	≡	ON
Suspension SMS Notification Start Time	≡	08:00:00 Statistics of the Suspension SMS polifications
Suspension SMS Notification Stop Time	≡	21:00:00
		Stop time of the Suspension SMS notifications

