

Subscriptions

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Section overview

This section is designed to provide a wide variety of functions to control and manage subscriptions. First and foremost, in this section a user can assign a relevant package to a respective client or client's account, edit and cancel it, etc. Moreover, there is detailed information regarding all the limits that have been used over a set period. The section is presented in the form of a table with the following columns:

Screenshot: *Subscriptions list*

Subscriptions									
Assign Package									
Rows 1 - 3 of 3									
ID	Client	Account	Package	Limits	Current period start/stop	Package start/stop			
261	Customer E		DID	61 5.00 min	04/17/2020 03:22:03 04/24/2020 03:22:03	01/01/2020 00:00:00 Not Defined			
245	Customer D		FREE MINUTES small	15.00 min	04/01/2020 00:00:00 05/01/2020 00:00:00	05/01/2017 00:00:00 Not Defined			
247	Customer L		UK free		Not Defined Not Defined	05/01/2017 00:00:00 Not Defined			
About 0.0854s									
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Column	Description
ID	Subscription identification number
Client	Name of a client, to whom a package is assigned
Account	Name of an account, to whom a package is assigned
Package	Name of an assigned package
Limits	Shows if a respective package has some volume limits and time or money left 1. On the left side of the bar, it shows the destinations , code , or code names . 2. On the right side of the bar, it shows a specified limit .
Current Period Start/Stop	Date of package activation for a respective client/account End date of a package period (a package period is set in Packages Period Settings)
Package Start/Stop	Effective start and stop date of the subscription

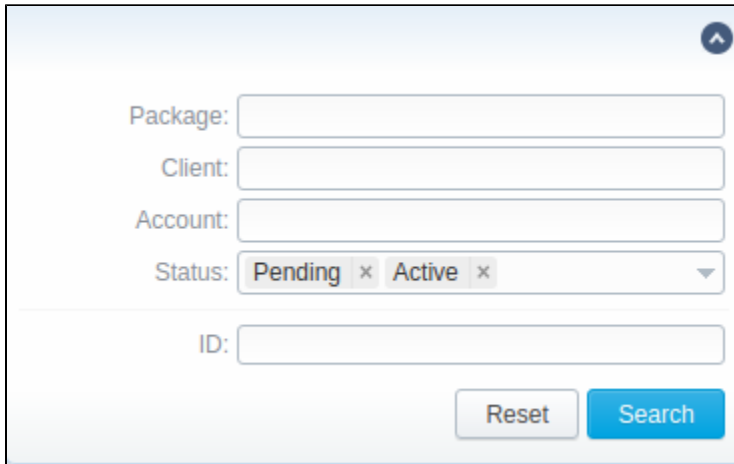
Button/icon	Description
	Allows assigning a package to a corresponding client/account
	Shows the full list of packages that were assigned to this client/account
	Marks a package that was successfully activated and will renew itself due to the package settings
	Marks a package that is new for a current user and was not activated yet
	Marks a package that is in the archive
	Allows editing a subscription
	Allows a user to stop the package at the beginning of the current period (<u>with balance rollback</u>).
	Allows a user to stop the package at the end of the current period.

	Cancels the active package
	Removes a subscription completely

Advanced Search

By default, the information in a section is filtered by **Pending** and **Active** statuses. To open the **Advanced Search** drop-down menu, click on a red downward arrow  icon and fill in the following fields with the required information:

Screenshot: Advanced Search drop-down menu



Field	Description
Package	Indicate the name of a target package
Client	Specify a target client
Account	Specify a client's target account
Status	Select the status of a package: • Pending • Active • Archive
ID	Specify a respective subscription ID

To apply the specified search criteria, click the **Search** button; to cancel the applied parameters, click **Reset**.

Assigning a New Package

Click the **Assign Package** button for a new pop-up window with settings to appear. Then fill in the form and click **Apply**. You can assign any number of packages. They will be activated when the **Package Manager** service runs, and if a customer has enough balance for activation+subscription fees.

Screenshot: Subscriptions add form


Subscriptions

Client:
Account:
Package:
Start Date:
End Date:
Quantity:
Activate in the past: ☐

OK Cancel Apply

Field	Description
Client	Name of a client, to whom a package is assigned
Account	Name of an account, to whom a package is assigned
Package	Name of an assigned package
Start Date	Package limits and discounts are only effective after a specified date
End Date	Package limits and discounts are disabled after a specified date
Quantity	Number of packages to be assigned
Activate in the past checkbox	If checked and the Start Date field value is in the past, a package will be activated on the specified date

Warning

If you click the delete [blocked URL](#) icon (**remove an archived package entirely**) in the **Subscriptions** section, you will delete a package with all transactions from the system.

To delete the package completely, you need to do the following:

- click the  icon opposite a respective package on the section list;
- filter the list of packages by the **Archive** status;
- find a respective package and click the [blocked URL](#) icon to delete it entirely from the system.

Editing a Subscription

When clicking on the edit  icon, detailed information on a subscription is displayed. In the **System information** data block, a user can view general info regarding the package including a client himself, start date, status, etc. What is more important, a user can change the subscription **End date** in a respective field.

To make it easier for a user to keep records of package limits, a new **Limits History** information block on an **Edit Subscription** page has been introduced in **VCS 3.15.0**. It provides a detailed view of package limits for each specified period.

Screenshot: *Limits History information block*

Subscriptions

GENERAL SETTINGS

Client:  **Customer D**

Account: All Accounts

Package: **FREE MINUTES small**

Start Date: 05/01/2017 00:00:00 +0000

End Date:

Status: **Active**

Charge on Event: No

Charged: Yes

Reactivations: 20

Align to Payment Terms: Yes

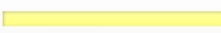
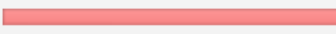
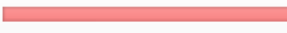
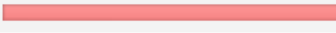
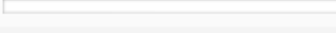
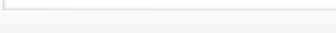
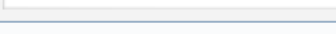
Recalculate to Period: No

LIMITS HISTORY

Rows 1 – 10



Page 1

	Limits	Period Start Date	Period End Date
	*  15.00 min	04/01/2020 00:00:00	05/01/2020 00:00:00
	*  15.00 min	01/01/2020 00:00:00	02/01/2020 00:00:00
	*  15.00 min	12/01/2019 00:00:00	01/01/2020 00:00:00
	*  15.00 min	11/09/2019 03:20:05	12/01/2019 00:00:00
	*  15.00 min	05/02/2019 09:32:05	06/01/2019 00:00:00
	*  15.00 min	02/26/2019 03:18:08	03/01/2019 00:00:00
	*  15.00 min	12/14/2018 15:40:03	01/01/2019 00:00:00
	*  15.00 min	11/12/2018 03:21:03	12/01/2018 00:00:00
	*  15.00 min	09/11/2018 03:20:07	10/01/2018 00:00:00
	*  15.00 min	08/09/2018 09:49:11	09/01/2018 00:00:00

OK

Cancel

Apply

⚠ Attention

When you change the **name of the package** in the **Retail > Packages**, it will be automatically changed in the **Management > Subscriptions** section as well, even if this package is already assigned. As a result, an **old** name of the package will be specified in the **Invoices** and **Transactions** sections. **We do not recommend to edit the name of an already assigned package in the *Retail > Packages*.**