

# 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

ID	Client	Account	Package	Limits	Current period start/stop	Subscription start/stop				
2	client 4		2		06/30/2020 10:23:09 07/30/2020 10:23:09	06/30/2020 00:00:00 07/30/2020 00:00:00				
3	client 1		package test		06/30/2020 10:25:26 07/30/2020 10:25:26	06/30/2020 00:00:00 07/30/2020 00:00:00				
4	client 2		package test		06/30/2020 10:25:48 07/30/2020 10:25:48	06/30/2020 00:00:00 07/11/2020 00:00:00				
5	client 1		package 3	22 100.00 min	06/30/2020 10:30:09 07/30/2020 10:30:09	06/30/2020 00:00:00 07/18/2020 00:00:00				

Column	Description
<b>ID</b>	Subscription identification number
<b>Client</b>	Name of a client, to whom a package is assigned
<b>Account</b>	Name of an account, to whom a package is assigned
<b>Package</b>	Name of an assigned package
<b>Limits</b>	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 <b>destinations, code, or code names</b> . 2. On the right side of the bar, it shows a <b>specified limit</b> .
<b>Current Period Start/Stop</b>	Date of package activation for a respective client/account End date of a package period (a package period is set in Packages Period Settings)
<b>Subscription Start/Stop</b>	Effective start and stop date of the subscription

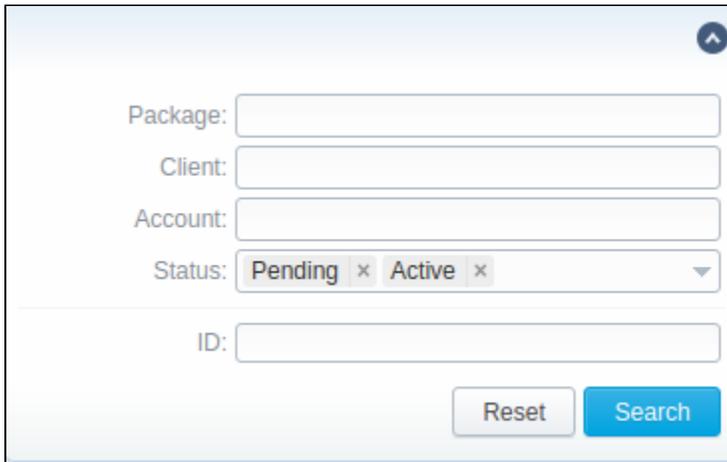
Button/Icon	Description
	Allows assigning a package to a corresponding client/account
	Shows the full list of packages that were assigned to this client/account
	Marks a package that was successfully activated and will renew itself due to the package settings
	Marks a package that is new for a current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

	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
<b>Package</b>	Indicate the name of a target package
<b>Client</b>	Specify a target client
<b>Account</b>	Specify a client's target account
<b>Status</b>	Select the status of a package: <ul style="list-style-type: none"> <li>• <b>Pending</b></li> <li>• <b>Active</b></li> <li>• <b>Archive</b></li> </ul>
<b>ID</b>	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**

**GENERAL SETTINGS**

Package:

Client:

Account:

Start Date:

End Date:

Quantity:

Activate in the past:

**OVERRIDE PACKAGE FEES** +

Fee Type	Fee Name	Fee Note	Rate, USD	
Activation	Activation Fee		0.5	✖
Subscription	Subscription Fee		10	✖

⚠ Discounts from Package will not be used

Information block	Field	Description
General Settings	<b>Client</b>	Name of a client, to whom a package is assigned
	<b>Account</b>	Name of an account, to whom a package is assigned
	<b>Package</b>	Name of an assigned package
	<b>Start Date</b>	Package limits and discounts are only effective after a specified date
	<b>End Date</b>	Package limits and discounts are disabled after a specified date
	<b>Quantity</b>	Number of packages to be assigned
	<b>Activate in the past</b> checkbox	If checked and the Start Date field value is in the past, a subscription will be activated on the specified date
Override Package Fees	<b>Fee Type</b>	Select the type of fee. There are two possible types: <ul style="list-style-type: none"> <li><b>Activation</b> – a fee that will be charged upon subscription activation</li> <li><b>Subscription</b> – a fee that will be charged upon subscription renewal</li> </ul>
	<b>Fee Name</b>	Specify the name of a fee. This field is obligatory
	<b>Fee Note</b>	Here you may enter additional information about a fee
	<b>Rate, (currency)</b>	Indicate the price for a fee. Price is indicated in the package currency. This price will overwrite the fee of a Package

**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 icon, detailed information on a subscription is displayed. In the **System information** data block, a user can view general info regarding the subscription 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:

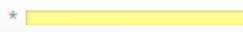
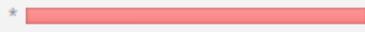
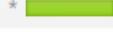
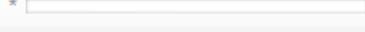
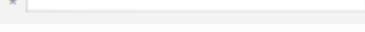
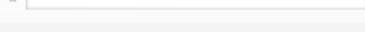
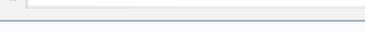
Status: **Active**  
 Charge on Event: No  
 Charged: Yes  
 Reactivations: 20  
 Align to Payment Terms: Yes  
 Recalculate to Period: No

### LIMITS HISTORY

Rows 1 - 10

 10 ▼

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	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, in the **Invoices** and **Transactions** sections, an **old** name of the package will be specified. **We do not recommend to edit the name of an already assigned package in the Retail > Packages.**