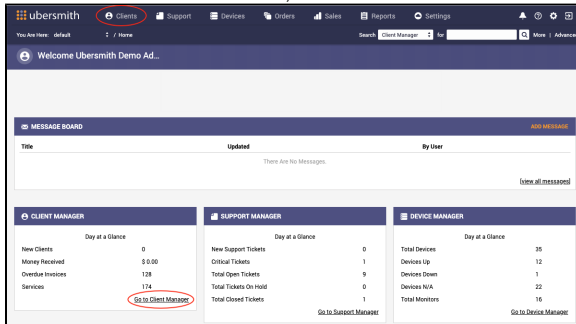


Managing Services

Once you have [created a service](#), you can perform various actions on it.

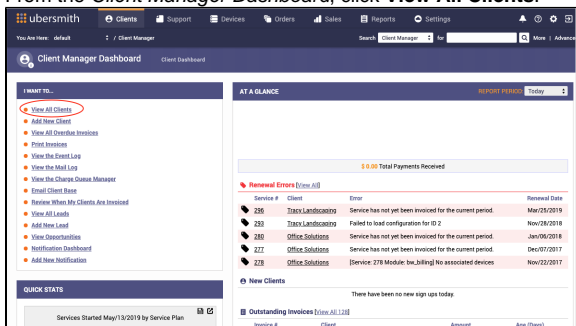
Access the Service Details Page

1. From the *Ubersmith Dashboard*, click either **Clients** or **Go to Client Manager**.



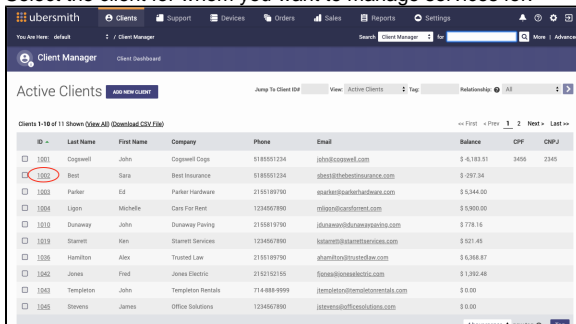
The *Client Manager Dashboard* appears.

2. From the *Client Manager Dashboard*, click **View All Clients**.



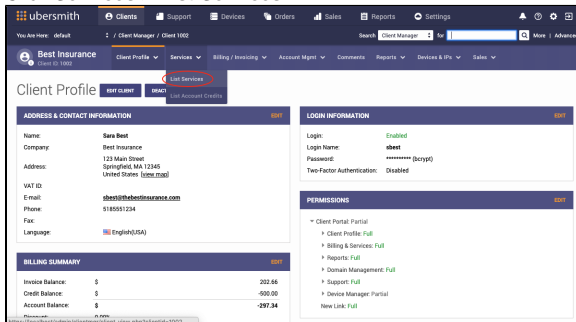
The *Active Clients* page appears.

3. Select the client for whom you want to manage services for.



The *Client Profile* page appears.

4. Click **Services > List Services**.



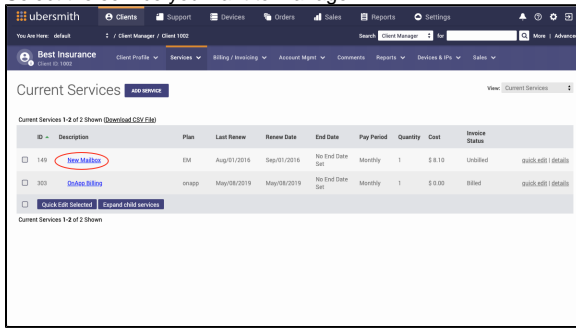
The *Current Services* page appears.

On this page:

On this page:

- [Access the Service Details Page](#)
- [Viewing and Resending the Welcome Letter](#)
- [Provisioning the Service](#)
- [Deactivating the Service](#)
- [Renewing the Service](#)
- [Viewing the Service Event Log](#)
- [Changing the Service Plan and Parent Service](#)
- [Adding and Editing Service Periods](#)
- [Viewing Service Periods](#)
- [Editing Service Dates](#)
- [Editing Details and Tickets](#)
- [Editing Billing Details](#)
- [Adding and Editing Applicable Taxes](#)
- [Viewing Outstanding Invoices](#)
- [Adding and Viewing Child Services](#)
- [Editing Usage Plan Rates](#)
- [Editing Usage Plan Data Sources](#)
- [Editing Custom Fields](#)
- [Adding Comments](#)
- [Editing Comments](#)
- [Deleting Comments](#)
- [Viewing Notes](#)
- [Related Topics](#)

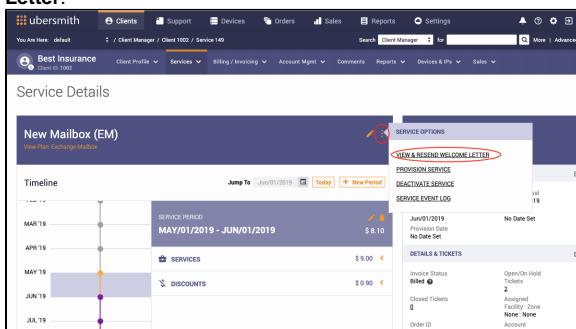
5. Select the service you want to manage.



The *Service Details* page appears.

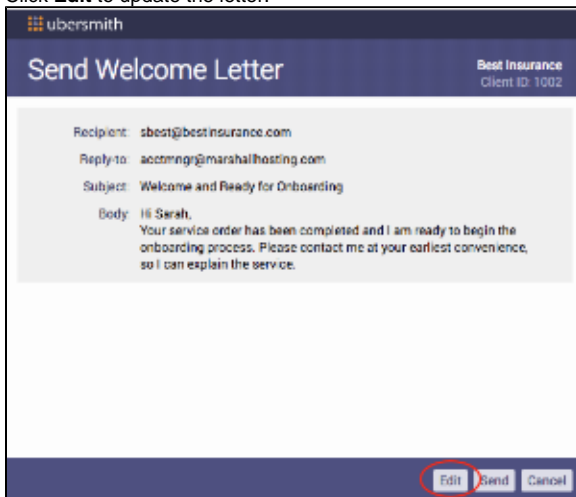
Viewing and Resending the Welcome Letter

1. Access the *Service Details* page.
2. In the *Service Description* bar, click the **vertical ellipsis** and select **View & Resend Welcome Letter**.

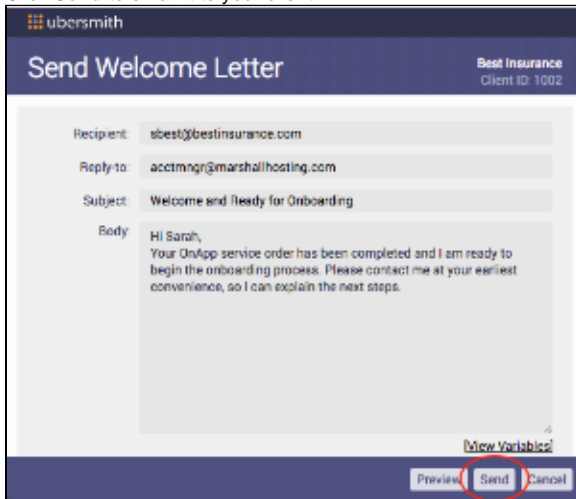


The *Send Welcome Letter* page appears.

3. Click **Edit** to update the letter.



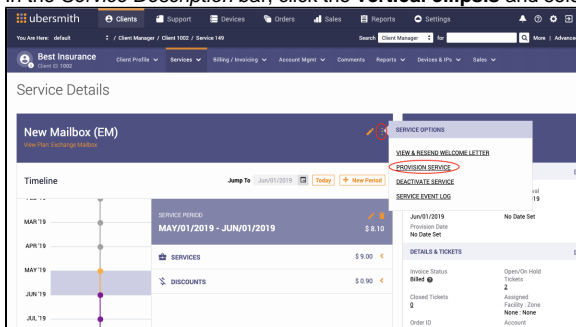
- Click **Send** to email it to your client.



Provisioning the Service

Provision Service runs the onprovision() function for any enabled service modules on the service.

- Access the [Service Details](#) page.
- In the *Service Description* bar, click the **vertical ellipsis** and select **Provision Service**.



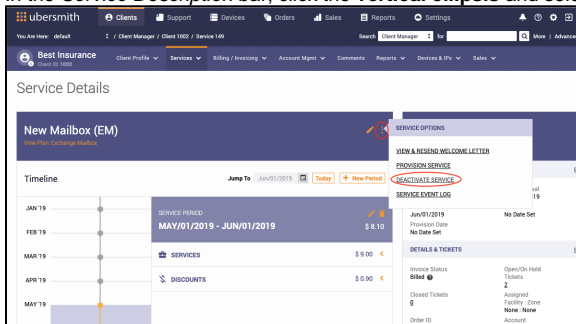
A confirmation message appears.

- Click **Yes**.

Deactivating the Service

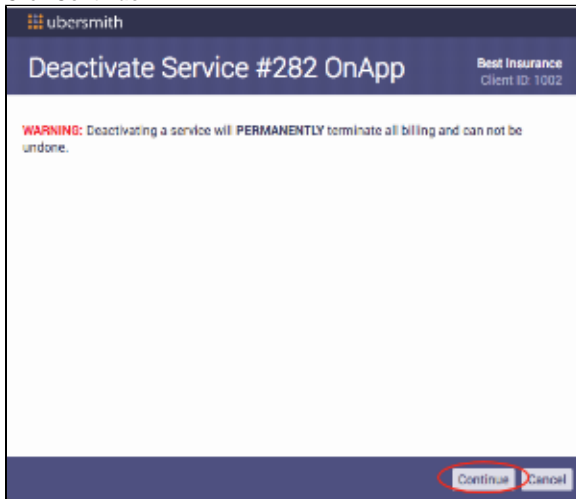
Deactivating a service permanently terminates all billing and cannot be undone. Any outstanding balances are automatically credited immediately.

- Access the [Service Details](#) page.
- In the *Service Description* bar, click the **vertical ellipsis** and select **Deactivate Service**.

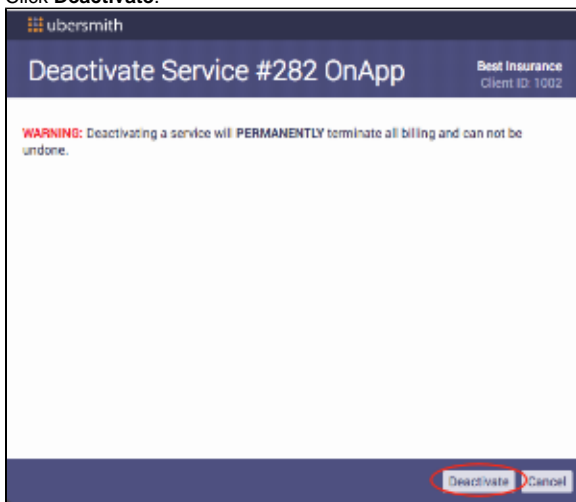


The *Deactivate Service* page appears.

3. Click **Continue**.



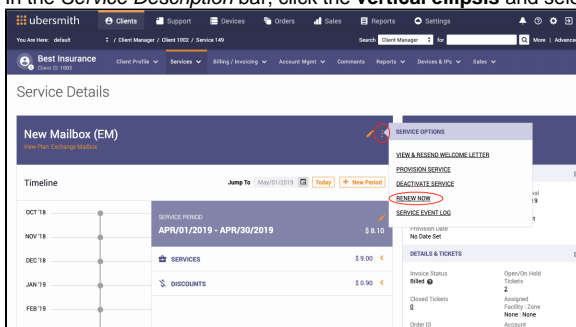
4. Click **Deactivate**.



Renewing the Service

Renewing a service is only available when the service is able to be renewed.

1. Access the [Service Details](#) page.
2. In the *Service Description* bar, click the **vertical ellipsis** and select **Renew Now**.

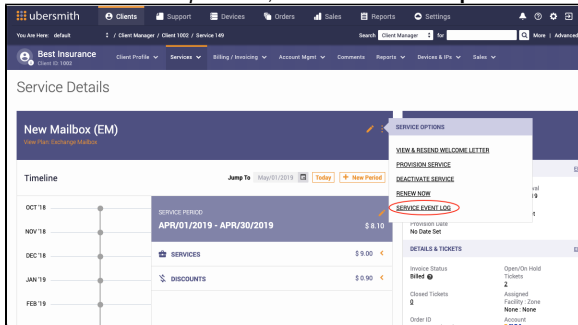


Manually Renewing

Set the **Last Renewal** and **Renewal** date fields to the current date or earlier, ensure the **Service Status** field is billed, click **Renew Now**, then send the invoice.

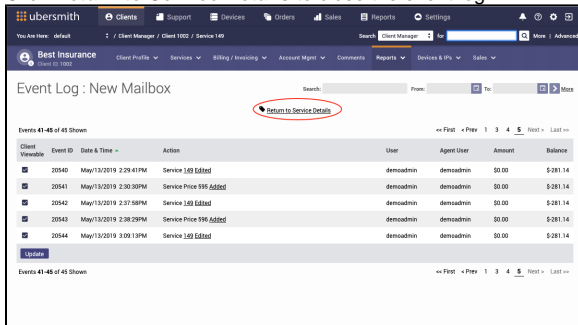
Viewing the Service Event Log

1. Access the [Service Details](#) page.
2. In the *Service Description* bar, click the **vertical ellipsis** and select **Service Event Log**.



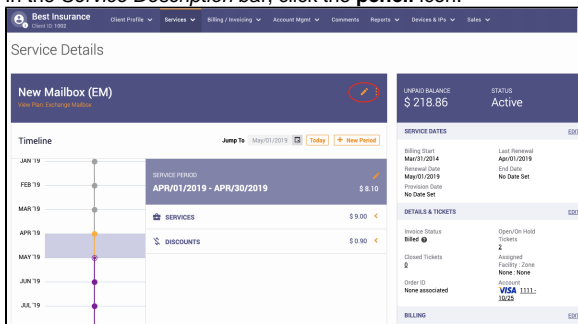
The *Event Log* page appears.

3. Click **Return to Service Details** to close the event log.



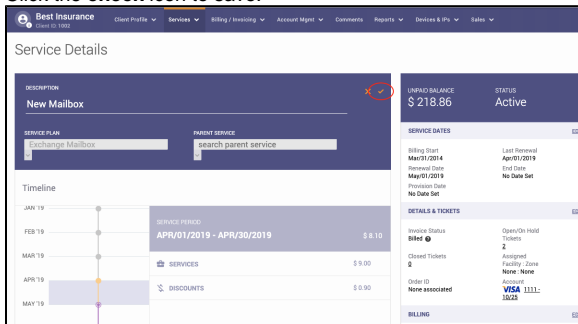
Changing the Service Plan and Parent Service

1. Access the [Service Details](#) page.
2. In the *Service Description* bar, click the **pencil icon**.



The *Service Description* bar enables.

3. Make any necessary changes. Refer to [Adding Services](#) for more information.
4. Click the **check icon** to save.



Adding and Editing Service Periods

You can add or update service-level contract terms, assigned locations, rate plans, pricing, discounts, quantity, billing periods, and billing calculations.

1. Access the [Service Details](#) page.

2. In the *Service Timeline* section, click **New Period** to add or click the **pencil** icon for the period you want to edit.

The *New Service Period* fields or *Edit Service Period* fields display.

3. Make any necessary changes. Refer to [Adding Services](#) and [Adding Price Scheduling and Prorating Services](#) for more information.
4. Click the **check** icon to save.

Viewing Service Periods

1. [Access the Service Details page.](#)
2. Select the month you want to display in the *Service Timeline* section.

The selected month's information displays. Refer to [Adding Services](#) and [Adding Price Scheduling and Prorating Services](#) for more information.

3. Click the **Services** arrow to toggle the services details on.

Editing Service Dates

1. [Access the Service Details page.](#)

- In the *Service Dates* section, click **edit**.

The screenshot shows the 'Service Details' page for a client named 'Best Insurance' (Client ID: 1002). The page has a top navigation bar with links like 'Client Profile', 'Services', 'Billing/Invoicing', 'Account Mgmt', 'Comments', 'Reports', 'Devices & Pts', and 'Sales'. The main content area is titled 'Service Details' and includes a 'New Mailbox (EM)' header. Below this is a 'Timeline' section showing a calendar view from February 2019 to July 2019. The 'Service Dates' section is highlighted, showing a service period from 'APR/01/2019 - MAY/01/2019' with a price of '\$ 8.10'. To the right of the timeline, there are sections for 'UNPAID BALANCE' (\$ 218.86), 'STATUS' (Active), 'SERVICE DATES', 'DETAILS & TICKETS', and 'BILLING'. The 'SERVICE DATES' section includes fields for 'Billing Start', 'Last Renewal', 'Renewal Date', 'End Date', 'Promotion Start', and 'No Date Set'. The 'DETAILS & TICKETS' section includes fields for 'Invoice Status', 'Assigned Facility', 'Zone', 'Name', 'Home', 'Order ID', 'Home associated', and 'Payment' (VISA 1111 1111 1111 1111). The 'BILLING' section includes a field for 'Billing'.

The *Edit Service* page appears.

- Make any necessary changes. Refer to [Adding Services](#) and [Adding Price Scheduling and Prorating Services](#) for more information.
- Click **Save**.

The screenshot shows the 'Edit Service 282' page for 'Best Insurance' (Client ID: 1002). The page has a top navigation bar with links like 'Client Profile', 'Services', 'Billing/Invoicing', 'Account Mgmt', 'Comments', 'Reports', 'Devices & Pts', and 'Sales'. The main content area is titled 'Edit Service 282'. Below this is a 'Status' dropdown menu set to 'Active'. There are several date fields: 'Billing Start Date' (Jan/14/2018), 'Last Renew Date' (Jan/14/2018), 'Renew Date' (Feb/14/2018), 'Planned Activation Date', 'Activation Date', 'Client Acceptance Date', 'Expected Cancellation Date', and 'End Date'. There are also radio button options for 'Post Renew' (Yes/No), 'Bill In Advance' (Yes/No), 'Auto Charge' (Yes/No), and 'Invoice Status' (Un-billed/Billed/Pre-Billed). The 'Automatic Payment Method' is set to 'No Accounts on File'. At the bottom right, there are 'Save' and 'Cancel' buttons, with the 'Save' button circled in red.

Editing Details and Tickets

- Access the *Service Details* page.
- In the *Details & Tickets* section, click **edit**.

This screenshot is identical to the one above, showing the 'Service Details' page for 'New Mailbox (EM)'. It highlights the 'Details & Tickets' section, which includes fields for 'Invoice Status', 'Assigned Facility', 'Zone', 'Name', 'Home', 'Order ID', 'Home associated', and 'Payment' (VISA 1111 1111 1111 1111). The 'EDIT' button in the top right corner of the 'Details & Tickets' section is circled in red.

The *Edit Service* page appears.

- Make any necessary changes. Refer to [Adding Services](#) for more information.

4. Click **Save**.

ubersmith

Edit Service 282 Best Insurance Client ID: 1002

Status: **Active**

Billing Start Date: Jan/14/2018

Last Renew Date: Jan/14/2018

Renew Date: Feb/14/2018

Planned Activation Date:

Activation Date:

Client Acceptance Date:

Expected Cancellation Date:

End Date:

Post Renew: ☒ Yes ☐ No

Bill In Advance: ☐ Yes ☒ No

Auto Charge: ☐ Yes ☒ No

Automatic Payment Method: No Accounts on File.

Invoice Status: ☐ Un-billed ☒ Billed ☐ Pre-Billed

Save **Cancel**

Editing Billing Details

1. Access the [Service Details](#) page.
2. In the **Billing** section, click **edit**.

BILLING **edit**

Next Renew: No ☒ Bill In Advance: No ☒
 Auto Charge: No ☒ Auto Suspend: No ☒
 Auto Cancel: No ☒

APPLICABLE TAXES **edit**

There Are No Taxes Assigned To This Service

OUTSTANDING INVOICES

| Invoice # | Date Due | Outstanding |
|-----------|-------------|-------------|
| 1002-210 | May/01/2014 | \$ 0.46 |
| 1002-207 | Jul/01/2014 | \$ 16.30 |
| 1002-202 | Aug/01/2014 | \$ 8.19 |
| 1002-201 | Oct/01/2014 | \$ 16.30 |
| 1002-205 | Dec/01/2014 | \$ 16.30 |
| 1002-203 | Jan/01/2015 | \$ 8.19 |
| 1002-200 | Mar/01/2015 | \$ 16.30 |
| 1002-202 | May/01/2015 | \$ 16.30 |

The *Edit Service* page appears.

3. Make any necessary changes. Refer to [Adding Services](#) for more information.
4. Click **Save**.

ubersmith

Edit Service 282 Best Insurance Client ID: 1002

Status: **Active**

Billing Start Date: Jan/14/2018

Last Renew Date: Jan/14/2018

Renew Date: Feb/14/2018

Planned Activation Date:

Activation Date:

Client Acceptance Date:

Expected Cancellation Date:

End Date:

Post Renew: ☒ Yes ☐ No

Bill In Advance: ☐ Yes ☒ No

Auto Charge: ☐ Yes ☒ No

Automatic Payment Method: No Accounts on File.

Invoice Status: ☐ Un-billed ☒ Billed ☐ Pre-Billed

Save **Cancel**

Adding and Editing Applicable Taxes

If you have a SureTax integration enabled, you can turn it on or off for each service. You would also configure the situs rule and transaction type code. See [Managing Tax Engines](#).

1. Access the [Service Details](#) page.
2. In the [Applicable Taxes](#) section, click **edit**.

The screenshot shows the 'Service Details' page for 'Tracy Landscaping' (Item ID: 1046). The 'Applicable Taxes' section is highlighted with a red box and the word 'edit' next to it. Below this section, there is a table of 'OUTSTANDING INVOICES'.

| Invoice # | Date Due | Outstanding |
|-----------|-------------|-------------|
| 1002-210 | May/01/2014 | \$ 6.45 |
| 1002-207 | Jul/01/2014 | \$ 16.20 |
| 1002-267 | Aug/01/2014 | \$ 8.10 |
| 1002-281 | Oct/01/2014 | \$ 16.20 |
| 1002-308 | Dec/01/2014 | \$ 16.20 |
| 1002-335 | Jan/01/2015 | \$ 8.10 |
| 1002-350 | Mar/01/2015 | \$ 16.20 |
| 1002-383 | May/01/2015 | \$ 16.20 |

The *Edit Service* page appears.

3. Make any necessary changes. Refer to [Adding Services](#) for more information.
4. Click **Save**.

The screenshot shows the 'Edit Service' page for 'Tracy Landscaping' (Item ID: 1046). The 'TAX ENGINE' section is highlighted with a red box. It contains fields for 'Situs Rule (US/Canada)', 'Situs Rule (Non US/Canada)', 'Transaction Type Code', 'Tax Zip Code', and 'Tax Point to Point Zip Code'. The 'Save' button is circled in red.

Viewing Outstanding Invoices

1. Access the [Service Details](#) page.
2. In the [Outstanding Invoices](#) section, click on an invoice number.


The screenshot shows the 'Service Details' page for 'Tracy Landscaping' (Item ID: 1046). The 'Outstanding Invoices' section is highlighted with a red box. It contains a table of 'OUTSTANDING INVOICES'.

| Invoice # | Date Due | Outstanding |
|-----------|-------------|-------------|
| 1002-210 | May/01/2014 | \$ 6.45 |
| 1002-207 | Jul/01/2014 | \$ 16.20 |
| 1002-267 | Aug/01/2014 | \$ 8.10 |
| 1002-281 | Oct/01/2014 | \$ 16.20 |
| 1002-308 | Dec/01/2014 | \$ 16.20 |
| 1002-335 | Jan/01/2015 | \$ 8.10 |
| 1002-350 | Mar/01/2015 | \$ 16.20 |
| 1002-383 | May/01/2015 | \$ 16.20 |

The *Invoice* page appears.

3. You can review the invoice or mark a payment. See [Marking Payments](#) for more information.

[Mark Payment](#) | [Print](#) | [PDF](#) | [Close](#)



Remit to:
Marshall Hosting
1234 Broadway
Troy, NY 12108

Invoice Date: Apr/01/2014
Invoice Due Date: May/01/2014
Invoice Number: INV-1002-210

Customer I Need Cloud, INC
Attn: Cloud Customer
123 Fake Lanes
Springfield, MA 12345
United States

Client Ledger

| | | |
|--------------------|----|----------|
| Prior Balance | \$ | 1,172.00 |
| Payments / Refunds | \$ | 0.00 |

Current Charges

| | | |
|----------------------|-----------|--------------|
| Service Items | \$ | 16.46 |
| Taxes | \$ | 0.00 |
| Invoice Total | \$ | 16.46 |

Account Balance as of Apr/01/2014 **\$ 1,188.46**

This invoice has been sent manually without automatically processing a payment. Please contact us if you wish to arrange an alternate method of payment.

Service Items

| ID# | Service Description | Date Range | Unit Price | Quantity | Discount | Total Due |
|-----------------------|--|---------------------------|------------|----------|----------|-----------------|
| 149 | New Mailbox (EM) Hardware Specifications | Mar/31/2014 - May/01/2014 | \$ 9.00 | 1 | 10.00% | \$ 8.36 |
| 149 | New Mailbox (EM) Hardware Specifications | May/01/2014 - Jun/01/2014 | \$ 9.00 | 1 | 10.00% | \$ 8.10 |
| Invoice Total: | | | | | | \$ 16.46 |

Adding and Viewing Child Services

1. [Access the Service Details page.](#)
2. In the *Child Services* section, click **add child service**. The *Add Service* page appears, or click the name of the service you want to view. Refer to [Adding Services](#) for more information.

BANDWIDTH NOTIFICATION

Bandwidth Notification: None

POWER CIRCUIT BILLING

Billing Method: Not Billed

PROFESSIONAL SERVICES

Existing Client: Unchecked

QUICKBOOKS

Quickbooks Class: Not Classified

BACKUP BILLING

Billing Method: Not Billed

| ID# | Service Description | Date Range | Unit Price | Quantity | Discount | Total Due |
|----------|---------------------|------------|------------|----------|----------|-----------|
| 1002-483 | Aug/01/2013 | \$ 8.10 | | | | |
| 1002-484 | Dec/01/2013 | \$ 16.20 | | | | |
| 1002-527 | Dec/01/2013 | \$ 16.20 | | | | |
| 1002-573 | Jan/01/2014 | \$ 8.10 | | | | |
| 1002-593 | Mar/01/2014 | \$ 16.20 | | | | |
| 1002-640 | May/01/2014 | \$ 16.00 | | | | |
| 1002-698 | Jun/12/2014 | \$ 16.20 | | | | |

CHILD SERVICES [add child service](#)

This Service Does Not Have Any Child Services

SERVER DETAILS [edit](#)

User ID:
Password:
Domain Name:
IP Address:

COMMENTS / NOTES [add comment](#)

There Are No Comments

The *Service Details* page for the select child service appears.

Editing Usage Plan Rates

1. [Access the Service Details page.](#)
2. In the *Usage Plan Rate Properties* section, click **edit**.

FEB '20

MAR '20

APR '20

USAGE PLAN RATE PROPERTIES [edit](#) [download properties](#)

Usage Plan Rate Name: **OutApp Billing**

ONAPP BILLING (ONAPP BILLING) [edit](#)

Markup: 0.00000000%

CUSTOM FIELDS [edit](#)

| | |
|--|---|
| BANDWIDTH BILLING | QUICKBOOKS |
| Billing Method: Not Billed | Quickbooks Class: Not Classified |
| ONAPP BILLING | TICKET BILLING |
| Credit Limit: 0 | Billing Method: Send Overage Notification |
| OnApp Billing Method: User ID - VM resource only | Not Billed: Yes |

APPLICABLE TAXES [edit](#)

There Are No Taxes Assigned To This Service

OUTSTANDING INVOICES

There Are No Outstanding Invoices For This Service

CHILD SERVICES [add child service](#)

This Service Does Not Have Any Child Services

SERVER DETAILS [edit](#)

User ID:
Password:
Domain Name:
IP Address:

COMMENTS / NOTES [add comment](#)

There Are No Comments

The *Edit Usage Plan Rate* page appears.

3. Make any necessary changes. Refer to [Adding Services](#) and [Managing Usage Plans](#) for more information.

4. Click **Update**.

Editing Usage Plan Data Sources

1. [Access the Service Details page.](#)
2. In the *Usage Plan Rate Properties* section, click **Configure Datasource**.

The *Usage Plan* page appears.

3. Make any necessary changes. Refer to [Adding Services](#) and [Managing Usage Plans](#) for more information.
4. Click **Save**.

Editing Custom Fields

1. [Access the Service Details page.](#)
2. In the *Custom Fields* section, click **edit**.

The *Edit Service* page appears.

3. Make any necessary changes. Refer to [Adding Services](#) for more information.
4. Click **Save**.

Adding Comments

1. [Access the Service Details page.](#)

- In the *Comments/Notes* section, ensure comments is enabled by clicking **Comments**.

Service details page showing various billing and service options. The 'COMMENTS' tab is highlighted with a red circle, and the 'ADD COMMENT' button is visible.

- Click **Add Comment**.

Service details page showing various billing and service options. The 'ADD COMMENT' button is highlighted with a red circle.

The *Add Service Comment* page appears.

- Complete the comment fields. Refer to [Adding Services](#) for more information.
- Click **Save** or **Save & New**.

'Add Service Comment' page. The 'Save' and 'Save & New' buttons are highlighted with a red circle.

Editing Comments

- Access the *Service Details* page.
- In the *Comments/Notes* section, ensure comments is enabled by clicking **Comments**.

Service details page showing various billing and service options. The 'COMMENTS' tab is highlighted with a red circle, and the 'ADD COMMENT' button is visible.

- Click **edit** next to the comment you want to update.

The *Edit Service Comment* page appears.

- Make any necessary updates.
- Click **Update**.

Deleting Comments

- Access the *Service Details* page.
- In the *Comments/Notes* section, ensure comments is enabled by clicking **Comments**.

- Click **delete** next to the comment you want to remove.

A confirmation message appears.

- Click **Yes**.

Viewing Notes

1. [Access the Service Details page.](#)
2. In the *Comments/Notes* section, ensure notes is enabled by clicking **Notes**.

APR 20

TOTALS\$ 0.00

OUTSTANDING INVOICES

USAGE PLAN RATE PROPERTIESDETAILS

Usage Plan Rate Name:Outage Billing

CHILD SERVICESADD CHILD SERVICE

CUSTOM FIELDSNOT

BANDWIDTH BILLING

Billing Method:Not Billed

TICKET BILLING

Billing Method:Not Billed

QUICKBOOKS

Quickbooks Class:Not Classified

BACKUP BILLING

Billing Method:Not Billed

CLOUD BILLING

Credit Limit:0

BANDWIDTH NOTIFICATION

Bandwidth Notification:None

POWER CIRCUIT BILLING

Billing Method:Not Billed

PROFESSIONAL SERVICES

Existing Client:Unchecked

SERVER DETAILSNOT

User ID:
Password:
Domain Name:
IP Address:

COMMENTSNOT

There are no Outstanding Invoices for This Service

This Service Does Not Have Any Child Services

There are no Notes for This Service

Related Topics

[Adding Services](#)