


Creating Your First Non-Hosting Product

To sell something using WHMCS, you need to configure a product.

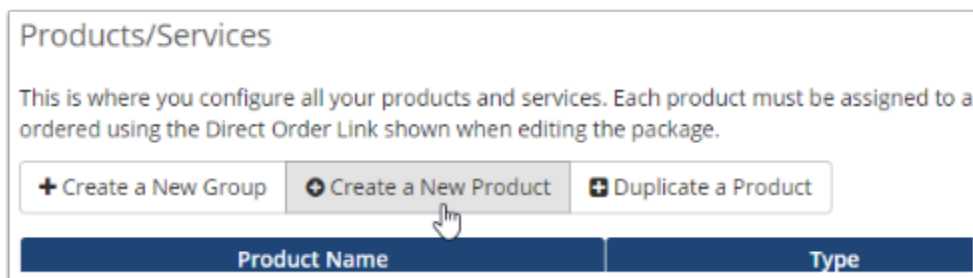
Other (non-hosting) products provision any non-hosting product (for example, software licensing or design services).

 You will need to create a product group before creating your first product. For steps to do this, see [How to Set Up Your First Product Group](#).

Create a Non-Hosting Product

To create a non-hosting product:

1. Go to **Configuration > System Settings > Products/Services** (Setup > Products/Services > Products/Services in WHMCS 7.10 and earlier).
2. Click **Create a New Product**.



Product Name	Type
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3. Choose **Other** for **Product Type**.
4. Choose the desired product group.
5. Enter a name for the product.

Create a New Product

Product Type
Defines how WHMCS manages the item.
Don't see the type of product you're looking for? Choose *Other*

Shared Hosting Reseller Hosting Server/VPS **Other**

Product Group
Click here to create a new product group

Services

Product Name
The default display name for your new product

Website Maintenance Plan

URL
A friendly URL, to use to link to this product.

http://whmcs-dev.test/whmcs/index.php?rp=/store/services/ website-maintenance-plan ✓ OK

Module
Choose a module for automation

Auto Release

Create as Hidden
A hidden product is not visible to end users

OFF

Continue

6. If you already know the module you want to use, select it for **Module**. This example creates a website plan and will use the **Auto Release** module.

7. Click **Continue**. A new page will appear.

8. In the **Details** tab, set the **Product Description**.

Products/Services

Edit Product

Details Pricing Module Settings Custom Fields Configurable Options Upgrades Free Domain Cross-sells Other Links

Product Type Other

Product Group Services

Product Name Website Maintenance Plan

Product Tagline Let us maintain your site! Use this setting for product cross-selling (recommendations) in the shopping cart.

URL http://whmcs-dev.test/whmcs/index.php?rp=/store/services/ website-maintenance-plan ✓ OK

Product Short Description We'll handle software updates, security checks, and more. We recommend limiting this description to 50 words. Use this setting for product cross-selling (recommendations) in the shopping cart.

Product Description 24/7 support services
Software installation and upgrades
Monthly security checks
Error troubleshooting You may use HTML in this field

 New line
Bold Bold
Italics Italics

Product Color

Welcome Email None

Require Domain ☐ Check to show domain registration options

Stock Control ☐ Enable - Quantity in Stock: 0

Apply Tax ☐ Check to charge tax for this product

Featured ☐ Display this product more prominently on supported order forms

Hidden ☐ Check to hide from order form

Retired ☐ Check to hide from admin area product dropdown menus (does not apply to services already with this product)

Save Changes **Cancel Changes**

9. Select a **Welcome Email** to send when provisioning the product.

i WHMCS comes with several pre-made welcome email templates that you can customize at **Configuration > System Settings > Email Templates (Setup > Email Templates** in WHMCS 7.10 and earlier).

10. Select a **Welcome Email** to send when provisioning the product.

11. In the **Pricing** tab, set the desired pricing options for the product.

To do this, select **Recurring** as the **Payment Type**, and then specify the desired monthly prices. You can also enter a **Setup Fee**.

For this example, the product will only be available on a monthly basis.

Edit Product

Details Pricing **Module Settings** Custom Fields Configurable Options Upgrades Free Domain Cross-sells Other Links

Payment Type: ☐ Free ☐ One Time ☒ Recurring

Currency	One Time/Monthly	Quarterly	Semi-Annually	Annually	Biennially	Triennially
USD	Setup Fee		0.00	0.00		
	Price		28.95	49.95		
	Enable	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Allow Multiple Quantities: ☒ No
☐ Yes - Multiple Services: Each unit represents its own individual service instance
☐ Yes - Scaling Service: Each service instance allows a quantity to be defined

Recurring Cycles Limit: 0 To limit this product to only recur a fixed number of times, enter the total number of times to invoice (0 = Unlimited)

Auto Terminate/Fixed Term: 0 Enter the number of days after activation to automatically terminate (eg. free trials, time limited products, etc...)

Termination Email: None Choose the email template to send when the fixed term comes to an end

Prorate Billing: ☒ Check to enable

Prorate Date: 0 Enter the day of the month you want to charge on

Charge Next Month: 0 Enter the day of the month after which the following month will also be included on the first invoice

i You can set up as many pricing options as you wish during this step.

12. In the **Module Settings** tab, choose the module. In this example, **Auto Release** is preselected because it was chosen in an earlier step.

13. Specify the actions for the module. In this example, the system will automatically open a Support Ticket for any of the listed actions.

14. Select the automatic setup behavior at the bottom of the tab.

Edit Product

Details
Pricing
Module Settings
Custom Fields
Configurable Options
Upgrades
Free Domain
Cross-sells
Other
Links

Module Name
Auto Release

Server Group
None

Create Action
Create Support Ticket

Unsuspend Action
Create Support Ticket

Renew Action
Create Support Ticket

Admin ID
1 | Support Services (admin)
Select the Admin User the API commands will be run as

Suspend Action
Add To-

Terminate Action
Create S

Support Dept ID
1 | Sales

☐ Automatically setup the product as soon as an order is placed
☐ Automatically setup the product as soon as the first payment is received
☐ Automatically setup the product when you manually accept a pending order
☒ Do not automatically setup this product

15. Click **Save Changes**.