

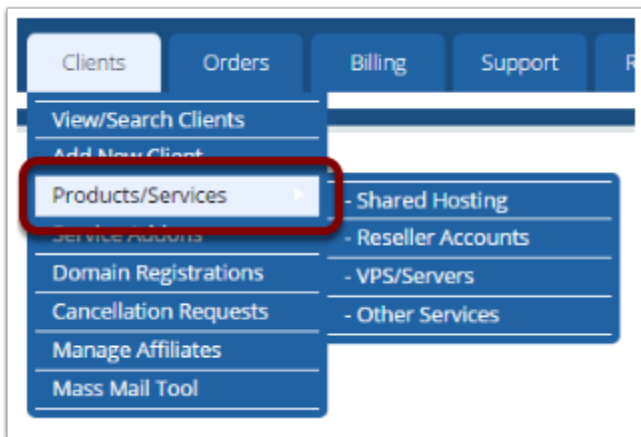
Cancelling Services as an Administrator

Whilst WHMCS can provide self-service cancellations for clients, staff members can also handle the cancellation of services.

Scheduled Cancellation

To schedule the termination of a product at the end of the currently active period:

Begin by navigating to **Clients > Products/Services**



1. Search for the service you wish to cancel
2. Click on it:

Products/Services

Search/Filter **1**

Product Type

Product/Service

Billing Cycle

Domain

Client Name

2 0 words Found, Page 1 of 1

ID	Product/Service	Domain
13	Bronze ACTIVE	bghjgbuhj1.com www

You are now on the client's **Products/Services** tab.

1. Check the *Auto-Terminate End of Cycle* checkbox
2. Optionally enter a reason/note for the cancellation:

+ Add New Addon

Subscription ID

Override Auto-Suspension **1** Do not suspend **2** until

Auto-Terminate End of Cycle ☒ Reason

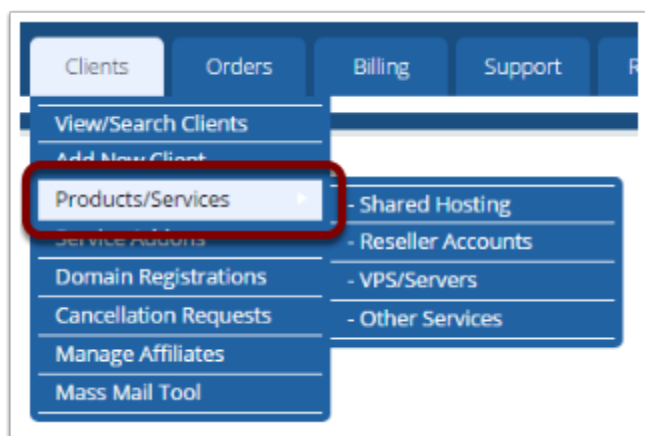
Click *Save Changes*

- Any unpaid invoices for the product will be cancelled and will suppress any further renewal invoices from generating for this service
- The service will be terminated when the Next Due Date is reached.
- N.B. The *Cancellation Requests* setting in **Setup > Automation Settings** must be enabled.

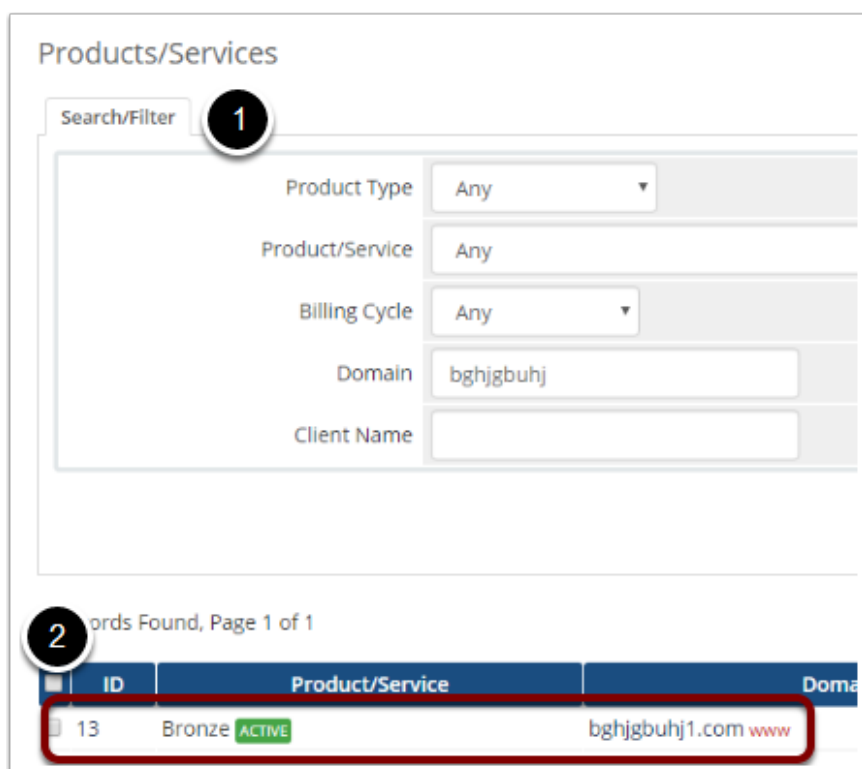
Immediate Cancellation

If you want to cancel or terminate a product or service immediately:

Begin by navigating to **Clients > Products/Services**



1. Search for the service you wish to cancel
2. Click on it:



You are now on the client's **Products/Services** tab.

1. Click the *Terminate* Module Command button if the product is linked to a module.
2. Or if not linked to a module, change the dropdown status from *Active* to *Cancelled*.

Status	Active	2			
Plesk Extra Disk Space	1GB Extra \$5.00 USD	1			
Module Commands	Create	Suspend	Unsuspend	Terminate	Ch

Click *Save Changes*

- Once you've done this, no further invoices will generate for the service.